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| **1. ISSUANCE OF LIBRARY CARD** |
| This covers the process of issuance of Library Identification Card. |
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| **Office or Division:** | Library |
| **Classification:** | Simple |
| **Type of Transaction:** | (G2C – Government to Citizen) |
| **Who may Avail:** | Students & Transferees |
| **Checklist of Requirements** | **Where to Secure** |
| Library Identification Card | Library – Circulation Services |
| **Client Steps** | **Agency Action** | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| Presents the Assessment Form and submits 1x1 ID picture | Verifies the Assessment Form if the Library Identification Card is included or issuance has been made. | None | 30 seconds | *Librarian / Library Staff In-charge* |
| Fills out the Borrowers Profile Form | Prepares and encodes student information in the library card template. | None | 1 business day | *Librarian / Library Staff In-charge* |
| Signs in the log book for the issuance of borrower's card. | Issues the Library Identification card.Note: In case of lost, issues a Payment Order Form and instructs the client to pay 90.00 to the Cashiers Office and presents the Official Receipt to the librarian/ staff in-charge. Then proceed to step 2. | None | 1 minute | *Librarian / Library Staff In-charge* |
| **Total** | **None** | **1 business day, 1 min & 30 seconds** |  |

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| **2. CIRCULATION – BORROWING OF LIBRARY MATERIALS** |
| This covers the process of lending library materials. |
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| **Office or Division:** | Library |
| **Classification:** | Simple |
| **Type of Transaction:** | (G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government) |
| **Who may Avail:** | Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients  |
| **Checklist of Requirements** | **Where to Secure** |
| Library Identification Card | Library – Circulation Services |
| **Client Steps** | **Agency Action** | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| Searches the library material using the Open Public Access Catalog (OPAC) and jots down its corresponding Call Number | Assists the client in locating the library material/s using the OPAC.  | None | 3 Minutes | *Librarian / Library Staff In-charge* |
| Locates the material on the shelf, seeks assistance from the librarian/staff if needed. |  | None | 2 Minutes | *Librarian / Library Staff In-charge* |
| Presents the library material together with the Library Identification Card to the Librarian/Staff. | Checks out the library material to the name of the client utilizing the Library Automated System / Logbook.  | None | 2 Minutes | *Librarian / Library Staff In-charge* |
| Leaves the library identification card. | Issues the library material to the client. |  | 30 seconds | *Librarian / Library Staff In-charge* |
| **Total:** | **None** | **7 Minutes & 30 seconds** |  |

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| **3. CIRCULATION – RETURNING OF LIBRARY MATERIALS** |
| This covers the process of returning of borrowed library material |
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| **Office or Division:** | Library |
| **Classification:** | Simple |
| **Type of Transaction:** | (G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government) |
| **Who may Avail:** | Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients |
| **Checklist of Requirements** | **Where to Secure** |
| Library Identification Card | Library – Circulation Services |
| Transaction Receipt | Library – Circulation Services |
| Payment Order Form (If overdue) | Library – Circulation Services |
| Official Receipt (if overdue) | Cashier |
| **Client Steps** | **Agency Action** | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| Presents the borrowed library material to the Librarian/Staff. | Inspects and checks in the library material utilizing the Library Automated System / Log Book. | None | 2 Minutes | *Librarian / Library Staff In-charge* |
| Waits for the processing of the service. | Verifies the due date of the borrowed library materials; If overdue, issues a Payment Order Form and instructs the client to pay the overdue fine/penalty at the Cashier’s Office. | None | 1 minute | *Librarian / Library Staff In-charge* |
| Claims the Library Identification Card. | Returns the library materials in its proper shelves. | None | 1 Minute | *Librarian / Library Staff In-charge* |
| **Total:** | **None** | **4 Minutes** |  |

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| **4. INTER-LIBRARY LOAN SERVICES** |
| This covers the procedure in accommodating clients coming from other schools or institutions through referrals. |
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| **Office or Division:** | Library |
| **Classification:** | Simple |
| **Type of Transaction:** | (G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government) |
| **Who may Avail:** | External clients |
| **Checklist of Requirements** | **Where to Secure** |
| Any valid Identification Card  | Issuing agency |
| Referral Letter | Referring Institution |
| **Client Steps** | **Agency Action** | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| Presents the Referral Letter and Valid Identification Card to the Librarian. | Receives and files the Referral Letter to its corresponding folder. | None | 1 Minute | *Librarian / Library Staff In-charge* |
| Fills out the Inter-Library Loan Services Log Sheet. | Assists the client in searching information needs. | None | 1 Minute | *Librarian / Library Staff In-charge* |
| Total: | None | 2 Minutes |  |

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| **5. INTERNET/E-LIBRARY SERVICES** |
| This covers the procedure in utilizing the computer units and available e-resources in the Internet section. |
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| **Office or Division:** | Library |
| **Classification:** | Simple |
| **Type of Transaction:** | (G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government) |
| **Who may Avail:** | Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients  |
| **Checklist of Requirements** | **Where to Secure** |
| Library Identification Card  | Library – Circulation Services |
| **Client Steps** | **Agency Action** | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| Logs the "time in" in the attendance record and leaves the library identification card at the counter. | Receives the library identification card. | None | 30 seconds | *Librarian / Library Staff In-charge* |
| Looks for a vacant unit and utilize it. |  |  | 30 seconds |  |
| Upon exit, Logs the "time out" in the attendance record. | Returns the library identification card. | None | 30 seconds | *Librarian / Library Staff In-charge* |
| **Total:** | **None** | **1 Minute & 30 seconds** |  |

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| **6. SIGNING OF CLEARANCE** |
| This covers the proper settlement of library obligations before the signing of clearance. |
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| **Office or Division:** | Library |
| **Classification:** | Simple |
| **Type of Transaction:** | (G2C – Government to Citizen) |
| **Who may Avail:** | Students, Faculty Members, Administrative Personnel, Administrators  |
| **Checklist of Requirements** | **Where to Secure** |
| Library Identification Card | Library – Circulation Services |
| **Client Steps** | **Agency Action** | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| Presents the Library Identification Card (for students only) and clearance form. | Verifies for unreturned material and/or overdue accounts of the client from the Library Automated System / Log book. Note: If overdue/lost, issues a Payment Order Form and instructs the client to pay the overdue fine/penalty at the Cashier’s Office.Client may also replace the lost library material with the latest edition of the book plus a processing fee of Php50.00. | None | 2 Minutes | *Librarian / Library Staff In-charge* |
| Fills out the log sheet for signing of clearance.  | Signs the clearance form. | None | 1 Minute | *Librarian / Library Staff In-charge* |
| **Total:** | **None** | **3 Minutes**  |  |