

LIBRARY SERVICES

LOCATION : Library Building
SCHEDULE OF AVAILABILITY : **8:00 am – 5:00 pm (Monday – Friday)**
8:00am – 12:00pm (Saturday)
CLIENTS : Students, Faculty, Personnel, Administrators, and Outside Researchers

Library Services

Library Reference Assistance/Guidance

Schedule of Availability of Service: **8:00 am – 5:00 pm (Monday – Friday) 8:00am – 12:00pm (Saturday)**
 Clients/Customers: Students, Faculty, Personnel, Administrators, and Researchers
 Requirement/s: None
 Processing Time: 5 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|---|--|----------------------|------|--------------------|-------|
| 1 | Requests assistance on the location of materials to use or borrow | Assesses the needs of the client | 2 mins. | None | Catherine Salva | None |
| 2 | Uses DDC | Identifies the call number of the book | 1 min. | None | Catherine Salva | None |
| 3 | Receives a copy of the requested book | Checks availability of book in the shelf, and when available, assists the client in locating the book. | 2 mins. | None | Catherine Salva | None |
| *End of Procedure* | | | | | | |

LIBRARY SERVICES

Library Services

Request to Borrow Books for Overnight Use

Schedule of Availability of Service: **8:00 am – 5:00 pm (Monday – Friday) 8:00am – 12:00pm (Saturday)**

Clients/Customers: Students, Faculty, Personnel, Administrators, and Researchers

Requirement/s: School ID and Borrower's Card

Processing Time: 4 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|---|----------------------|------|--------------------|-------|
| 1 | Selects the material to borrow | Assists the client in checking the availability of the material | 2 mins. | None | Catherine Salva | None |
| 2 | Presents material, school ID, and borrower's card at the circulation counter | Scans borrower's card and the chosen material | 1 min. | None | Catherine Salva | None |
| 3 | Leaves the borrower's card | Files the borrower's card at the circulation counter. | 1 min. | None | Catherine Salva | None |
| *End of Procedure* | | | | | | |

LIBRARY SERVICES

Library Services

Return of Borrowed Books

Schedule of Availability of Service:

8:00 am – 5:00 pm (Monday – Friday) 8:00am – 12:00pm (Saturday)

Clients/Customers:

Students, Faculty, Personnel, Administrators, and Researchers

Requirement/s:

Borrowed Material

Processing Time:

3 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|---|----------------------|------|--------------------------------------|-------|
| 1 | Presents borrowed material | Scans the borrowed material. | 1 min. | None | Catherine Salva | None |
| 2 | Watches the librarian as she checks on the material | Checks the material for damages and missing pages. | 1 min. | None | Catherine Salva | None |
| 3 | If return of books is overdue, the client pays the penalty for overdue at the cashier's office | Checks receipt, gets the material and returns it in the shelf | 1 min. | None | Catherine Salva Luciano Talamayan | None |
| *End of Procedure* | | | | | | |

LIBRARY SERVICES

Library Services

Internet Access Service

Schedule of Availability of Service:

8:00 am – 5:00 pm (Monday – Friday) 8:00am – 12:00pm (Saturday)

Clients/Customers:

Students, Faculty, Personnel, Administrators, and Researchers

Requirement/s:

None

Processing Time:

3 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|---|----------------------|------|--------------------|-------|
| 1 | Leaves the Borrower's Card at the counter | Oversees the student activities in the area | 1 min. | None | Catherine Salva | None |
| 2 | When a PC is available, the student signs in the logbook | Assists the student in signing in the logbook | 1 min. | None | Catherine Salva | None |
| 3 | Uses the PC for internet access | Oversees the student activities in the area | 1 min. | None | Catherine Salva | None |
| *End of Procedure* | | | | | | |

LIBRARY SERVICES

Library Services

Signing of Clearance

Schedule of Availability of Service:

8:00 am – 5:00 pm (Monday – Friday) 8:00am – 12:00pm (Saturday)

Clients/Customers:

Students, Faculty, Personnel, Administrators, and Researchers

Requirement/s:

Clearance Form

Processing Time:

3 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|----------|--|--|-----------------------------------|--|--------------------------------------|----------------|
| 1 | Presents the Clearance form & Borrower's Card | Checks if the Borrower's card is valid | 1 min. | None | Catherine Salva | Clearance Form |
| 2 | Checks the faculty member's account at the Records and the student's account | Check overdue accounts and unreturned books of students and faculty | Faculty-3 mins. Students-1min. | Pay account if any for lost books or overdue account at Cashier's Office | Catherine Salva Luciano Talamayan | None |
| 3 | Waits for the clearance to be signed | When everything is accounted for, the librarian signs the student / faculty clearance. | 1 min. | None | Catherine Salva | Clearance Form |

End of Procedure