

Republic of the Philippines  
**CAGAYAN STATE UNIVERSITY**  
**PIAT CAMPUS**



## LIBRARY SERVICES

**LOCATION** : Central Area of CSU Campus  
**SCHEDULE OF AVAILABILITY** : **8:00 am – 5:00 pm (Monday – Friday)**  
**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)**  
 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	JENNY AZURIN JOHN DENARD PALATTAO	None
2	Uses Card Catalog	Identifies the call number of the book	1 min.	None	JENNY AZURIN JOHN DENARD PALATTAO	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	JENNY AZURIN JOHN DENARD PALATTAO	None
<b>*End of Procedure*</b>						

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## LIBRARY SERVICES

### Library Services

#### Request to Borrow Books for Overnight Use

Schedule of Availability of Service: **8:00 am – 5:00 pm (Monday – Friday)**  
 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	FEEES	PERSON RESPONSIBLE	FORMS
<b>1</b>	Selects the material to borrow	Assists the client in checking the availability of the material	2 mins.	None	JENNY AZURIN JOHN DENARD PALATTAO	None
<b>2</b>	Presents material, school ID, and borrower’s card at the circulation counter	Checks the validity of the borrower’s card and the chosen material	1 min.	None	JENNY AZURIN JOHN DENARD PALATTAO	None
<b>3</b>	Leaves the borrower’s card and yellow card of the book	Files the borrower’s card and yellow card of the book at the circulation counter.	1 min.	None	JENNY AZURIN JOHN DENARD PALATTAO	None

**\*End of Procedure\***

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## LIBRARY SERVICES

### Library Services

#### Request to Photocopy Books

Schedule of Availability of Service:

**8:00 am – 5:00 pm (Monday – Friday)**

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	FEEES	PERSON RESPONSIBLE	FORMS
<b>1</b>	Selects material for photocopying	Checks on the availability of the book or material	2 mins.	None	JENNY AZURIN JOHN DENARD PALATTAO	None
<b>2</b>	Presents material, school ID, and borrower's card for photocopying at the circulation counter	Checks the borrower's card and the requested material	1 min.	None	JENNY AZURIN JOHN DENARD PALATTAO	None
<b>3</b>	Leaves the school ID and borrower's card and the yellow card of the book.	Keeps the borrower's card of the student and the yellow card of the book	1 min.	None	JENNY AZURIN JOHN DENARD PALATTAO	None
<b>*End of Procedure*</b>						

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## LIBRARY SERVICES

### Library Services

#### Return of Borrowed Books

Schedule of Availability of Service:

**8:00 am – 5:00 pm (Monday – Friday)**

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
<b>1</b>	Presents borrowed material	Checks the borrower's card and the yellow card of the book from the files.	1 min.	None	JENNY AZURIN JOHN DENARD PALATTAO	None
<b>2</b>	Watches the librarian / staff as he checks on the material	Checks the material for damages and missing pages.	1 min.	None	JENNY AZURIN JOHN DENARD PALATTAO	None
<b>3</b>	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	JENNY AZURIN JOHN DENARD PALATTAO	None

**\*End of Procedure\***

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## LIBRARY SERVICES

### Library Services

#### Internet Access Service

Schedule of Availability of Service:

**8:00 am – 5:00 pm (Monday – Friday)**

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
<b>1</b>	Borrower register at the counter	Oversees the student's activities in the area.	1 min.	None	JENNY AZURIN JOHN DENARD PALATTAO	None
<b>2</b>	When a PC is available, the student signs in the logbook	Assists the student in signing in the logbook	1 min.	None	JENNY AZURIN JOHN DENARD PALATTAO	None
<b>3</b>	Uses the PC for internet access	Oversees the student activities in the area	1 min.	None	JENNY AZURIN JOHN DENARD PALATTAO	None

**\*End of Procedure\***

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## LIBRARY SERVICES

### Library Services

#### Signing of Clearance

Schedule of Availability of Service:

**8:00 am – 5:00 pm (Monday – Friday)**

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
<b>1</b>	Presents the Clearance form & Borrower's Card	Checks if the Borrower's card is valid	1 min.	None	JENNY AZURIN JOHN DENARD PALATTAO	Clearance Form
<b>2</b>	Checks the faculty member's account at the Records and the student's record for fines and unreturned/lost books	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	JENNY AZURIN JOHN DENARD PALATTAO	None
<b>3</b>	Waits for the clearance to be signed	When everything is accounted for, the librarian signs the student / faculty clearance.	1 min.	None	JENNY AZURIN	Clearance Form

**\*End of Procedure\***