



LIBRARY SERVICES

LIBRARY REFERENCE ASSISTANCE/GUIDANCE

Schedule of Availability of Service: **7:00 am – 5:00 pm (Monday – Friday) 7:30am – 5:30pm (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	Campus Librarian & Library Staff	None
2	Uses OPAC	Identifies the call number of the book	1 min.	None	Campus Librarian & Library Staff	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	Campus Librarian & Library Staff	None
End of Transaction						





LIBRARY SERVICES

REQUEST TO BORROW BOOKS FOR OVERNIGHT USE

Schedule of Availability of Service: **7:00 am – 5:00 pm (Monday – Friday) 7:30am – 5:30pm (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	DURATIO N OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Selects the material to borrow	Assists the client in checking the availability of the material	2 minutes	None	Campus Librarian & Library Staff	None
2	Presents material, school ID, and borrower's card at the circulation counter	Scans borrower's card and the chosen material	1 minute	None	Campus Librarian & Library Staff	None
3	Leaves the borrower's card	Files the borrower's card at the circulation counter.	1 minute	None	Campus Librarian & Library Staff	None
End of Transaction						





LIBRARY SERVICES

REQUEST TO PHOTOCOPY BOOKS

Schedule of Availability of Service: **7:00 am – 5:00 pm (Monday – Friday) 7:30am – 5:30pm (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 material for photocopying	Checks on the book or material	2 mins.	None	Campus Librarian & Library Staff	None
2	Presents material, school ID, and borrower's card for photocopying at the circulation counter	Scans the borrower's card and the requested material	1 min.	None	Campus Librarian & Library Staff	None
3	Leaves the school ID and borrower's card	Keeps the School ID and borrower's card of the student.	1 min.	None	Campus Librarian & Library Staff	None
End of Transaction						





LIBRARY SERVICES

RETURN OF BORROWED BOOKS

Schedule of Availability of Service: **7:00 am – 5:00 pm (Monday – Friday) 7:30am – 5:30pm (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	Campus Librarian & Library Staff	None
2	Watches the librarian / staff as he checks on the material	Checks the material for damages and missing pages.	1 min.	None	Campus Librarian & Library Staff	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	Campus Librarian & Library Staff	None
End of Transaction						





LIBRARY SERVICES

INTERNET ACCESS SERVICE

Schedule of Availability of Service: **7:00 am – 5:00 pm (Monday – Friday) 7:30am – 5:30pm (Saturday)**
 Clients/Customers: Students, Faculty, Personnel, Administrators, and Researchers
 Requirement/s: Library Card
 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	Library Staff	None
2	When a PC is available, the student signs in the logbook	Assists the student in signing in the logbook	1 min.	None	Library Staff	None
3	Uses the PC for internet access	Oversees the student activities in the area	1 min.	None	Library Staff	None
End of Transaction						





LIBRARY SERVICES

SIGNING OF CLEARANCE

Schedule of Availability of Service: **7:00 am – 5:00 pm (Monday – Friday) 7:30am – 5:30pm (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	Campus Librarian & Library Staff	Clearance Form
2	Checks the faculty member's account at the Records and the student's account in the computer	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	Campus Librarian & Library Staff	None
3	Waits for the clearance to be signed	When everything is accounted for, the librarian signs the student / faculty clearance.	1 min.	None	Campus Librarian & Library Staff	Clearance Form
End of Transaction						

