

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 Library Staff	None
2	Uses Card Catalog	Identifies the call number of the book	1 min.	None	JENNY AZURIN 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	JENNY AZURIN Library Staff	None
End of Procedure						

Republic of the Philippines
CAGAYAN STATE UNIVERSITY
PIAT CAMPUS



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	FEES	PERSON RESPONSIBLE	FORMS
1	Selects the material to borrow	Assists the client in checking the availability of the material	2 mins.	None	JENNY AZURIN Library Staff	None
2	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 Library Staff	None
3	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 Library Staff	None

End of Procedure

Republic of the Philippines
CAGAYAN STATE UNIVERSITY
PIAT CAMPUS



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
1	Selects material for photocopying	Checks on the availability of the book or material	2 mins.	None	JENNY AZURIN Library Staff	None
2	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 Library Staff	None
3	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 Library Staff	None
End of Procedure						

Republic of the Philippines
CAGAYAN STATE UNIVERSITY
PIAT CAMPUS



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
1	Presents borrowed material	Checks the borrower's card and the yellow card of the book from the files.	1 min.	None	JENNY AZURIN 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	JENNY AZURIN 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	JENNY AZURIN Library Staff	None

End of Procedure

Republic of the Philippines
CAGAYAN STATE UNIVERSITY
PIAT CAMPUS



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	FEEES	PERSON RESPONSIBLE	FORMS
1	Borrower register at the counter	Oversees the student’s activities in the area.	1 min.	None	JENNY AZURIN 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	JENNY AZURIN Library Staff	None
3	Uses the PC for internet access	Oversees the student activities in the area	1 min.	None	JENNY AZURIN Library Staff	None

End of Procedure

Republic of the Philippines
CAGAYAN STATE UNIVERSITY
PIAT CAMPUS



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
1	Presents the Clearance form & Borrower's Card	Checks if the Borrower's card is valid	1 min.	None	JENNY AZURIN Library Staff	Clearance Form
2	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 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	JENNY AZURIN	Clearance Form

End of Procedure