



CAMPUS GUIDANCE AND COUNSELING CENTRE

LIBRARY SERVICES

- LOCATION** : Central Area of CSU Campus
- SCHEDULE OF AVAILABILITY** : 7:00 am – 5:00 pm (Monday – Friday)
 7:30am – 5:30pm (Saturday)
- CLIENTS** : Students, Faculty, Personnel, Administrators, and Outside Researchers

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	Marie Paz G. Rico	None
2	Uses OPAC	Identifies the call number of the book	1 min.	None	Marie Paz G. Rico	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	MARIE PAZ G. RICO	None

End of Procedure

Vision

Transforming lives by educating for the best.

Mission

Cagayan State University is committed to transform the lives of people and communities through high quality instruction and innovative research, development, production, and extension.

Core Values

Productivity, Accessibility, Compassion, Accountability, Relevance and Excellence





CAMPUS GUIDANCE AND COUNSELING CENTRE

LIBRARY SERVICES

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	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	Marie Paz G. Rico	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	Marie Paz G. Rico	None
3	Leaves the borrower’s card	Files the borrower’s card at the circulation counter.	1 min.	None	Marie Paz G. Rico	None

End of Procedure

Vision

Transforming lives by educating for the best.

Mission

Cagayan State University is committed to transform the lives of people and communities through high quality instruction and innovative research, development, production, and extension.

Core Values

Productivity, Accessibility, Compassion, Accountability, Relevance and Excellence





CAMPUS GUIDANCE AND COUNSELING CENTRE

LIBRARY SERVICES

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	Marie Paz G. Rico	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	Marie Paz G. Rico	None
3	Leaves the school ID and borrower’s card	Keeps the School ID and borrower’s card of the student.	1 min.	None	Marie Paz G. Rico	None

End of Procedure

Vision

Transforming lives by educating for the best.

Mission

Cagayan State University is committed to transform the lives of people and communities through high quality instruction and innovative research, development, production, and extension.

Core Values

Productivity, Accessibility, Compassion, Accountability, Relevance and Excellence



CAMPUS GUIDANCE AND COUNSELING CENTRE

LIBRARY SERVICES

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	Marie Paz G. Rico	None
2	Watches the librarian / staff as he checks on the material	Checks the material for damages and missing pages.	1 min.	None	Marie Paz G. Rico	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.	5 PESOS/BOOK/HOUR	Marie Paz G. Rico	None
End of Procedure						

Vision

Transforming lives by educating for the best.

Mission

Cagayan State University is committed to transform the lives of people and communities through high quality instruction and innovative research, development, production, and extension.

Core Values

Productivity, Accessibility, Compassion, Accountability, Relevance and Excellence





CAMPUS GUIDANCE AND COUNSELING CENTRE

LIBRARY SERVICES

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: 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	Marie Paz G. Rico	None
2	When a PC is available, the student signs in the logbook	Assists the student in signing in the logbook	1 min.	None	Marie Paz G. Rico	None
3	Uses the PC for internet access	Oversees the student activities in the area	1 min.	None	Marie Paz G. Rico	None

End of Procedure

Vision

Transforming lives by educating for the best.

Mission

Cagayan State University is committed to transform the lives of people and communities through high quality instruction and innovative research, development, production, and extension.

Core Values

Productivity, Accessibility, Compassion, Accountability, Relevance and Excellence





CAMPUS GUIDANCE AND COUNSELING CENTRE

LIBRARY SERVICES

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	Marie Paz G. Rico	Clearance Form
2	Checks the faculty member's account at the Records and the student's account in the computer at the Circulation Counter	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	Marie Paz G. Rico /	None
3	Waits for the clearance to be signed	When everything is accounted for, the librarian signs the student / faculty clearance.	1 min.	None	Marie Paz G. Rico	Clearance Form

Vision

Transforming lives by educating for the best.

Mission

Cagayan State University is committed to transform the lives of people and communities through high quality instruction and innovative research, development, production, and extension.

Core Values

Productivity, Accessibility, Compassion, Accountability, Relevance and Excellence





CAMPUS GUIDANCE AND COUNSELING CENTRE

LIBRARY SERVICES

End of Procedure

Vision

Transforming lives by educating for the best.

Mission

Cagayan State University is committed to transform the lives of people and communities through high quality instruction and innovative research, development, production, and extension.

Core Values

Productivity, Accessibility,
Compassion, Accountability,
Relevance and Excellence

