library services

location: central area of CSU campus

schedule of availability:
- Monday - Friday: 7:00 am – 5:00 pm
- Saturday: 7:30 am – 5:30 pm

clients:
- students, faculty, personnel, administrators, and outside researchers

library services

library reference assistance/guidance

schedule of availability of service:
- Monday - Friday: 7:00 am – 5:00 pm
- Saturday: 7:30 am – 5:30 pm

clients/customers:
- students, faculty, personnel, administrators, and researchers

requirements:
- 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*
### Library Services

#### Request to Borrow Books for Overnight Use

**Schedule of Availability of Service:**
- 7:00 am – 5:00 pm (Monday – Friday)
- 7:30 am – 5:30 pm (Saturday)

**Clients/Customers:**
- Students, Faculty, Personnel, Administrators, and Researchers
- School ID and Borrower’s Card

**Processing Time:**
- 4 minutes

<table>
<thead>
<tr>
<th>STEPS</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Selects the material to borrow</td>
<td>Assists the client in checking the availability of the material</td>
<td>2 mins.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
<td>None</td>
</tr>
<tr>
<td>2</td>
<td>Presents material, school ID, and borrower’s card at the circulation counter</td>
<td>Scans borrower’s card and the chosen material</td>
<td>1 min.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
<td>None</td>
</tr>
<tr>
<td>3</td>
<td>Leaves the borrower’s card</td>
<td>Files the borrower’s card at the circulation counter.</td>
<td>1 min.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
<td>None</td>
</tr>
</tbody>
</table>

*End of Procedure*
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

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</thead>
<tbody>
<tr>
<td>1</td>
<td>Selects material for photocopying</td>
<td>Checks on the book or material</td>
<td>2 mins.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
<td>None</td>
</tr>
<tr>
<td>2</td>
<td>Presents material, school ID, and borrower’s card for photocopying at the circulation counter</td>
<td>Scans the borrower’s card and the requested material</td>
<td>1 min.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
<td>None</td>
</tr>
<tr>
<td>3</td>
<td>Leaves the school ID and borrower’s card</td>
<td>Keeps the School ID and borrower’s card of the student.</td>
<td>1 min.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
<td>None</td>
</tr>
</tbody>
</table>

*End of Procedure*
## Library Services

### Return of Borrowed Books

**Schedule of Availability of Service:**
- **7:00 am – 5:00 pm (Monday – Friday)**
- **7:30 am – 5:30 pm (Saturday)**

**Clients/Customer:**
- Students, Faculty, Personnel, Administrators, and Researchers

**Requirement/s:**
- Borrowed Material

**Processing Time:**
- 3 minutes

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<tbody>
<tr>
<td>1</td>
<td>Presents borrowed material</td>
<td>Scans the borrowed material.</td>
<td>1 min.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
</tr>
<tr>
<td>2</td>
<td>Watches the librarian / staff as he checks on the material</td>
<td>Checks the material for damages and missing pages.</td>
<td>1 min.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
</tr>
<tr>
<td>3</td>
<td>If return of books is overdue, the client pays the penalty for overdue at the cashier’s office</td>
<td>Checks receipt, gets the material and returns it in the shelf</td>
<td>1 min.</td>
<td>5 PESOS/BOOK/HOUR</td>
<td>Marie Paz G. Rico</td>
</tr>
</tbody>
</table>

*End of Procedure*
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

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<tbody>
<tr>
<td>1</td>
<td>Leaves the Borrower’s Card at the counter</td>
<td>Oversees the student activities in the area</td>
<td>1 min.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
<td>None</td>
</tr>
<tr>
<td>2</td>
<td>When a PC is available, the student signs in the logbook</td>
<td>Assists the student in signing in the logbook</td>
<td>1 min.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
<td>None</td>
</tr>
<tr>
<td>3</td>
<td>Uses the PC for internet access</td>
<td>Oversees the student activities in the area</td>
<td>1 min.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
<td>None</td>
</tr>
</tbody>
</table>

*End of Procedure*
**Library Services**

**Signing of Clearance**

**Schedule of Availability of Service:**
- 7:00 am – 5:00 pm (Monday – Friday)
- 7:30 am – 5:30 pm (Saturday)

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

**Requirement/s:**
- Clearance Form

**Processing Time:**
- 3 minutes

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<tbody>
<tr>
<td>1</td>
<td>Presents the Clearance form &amp; Borrower’s Card</td>
<td>Checks if the Borrower’s card is valid</td>
<td>1 min.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
<td>Clearance Form</td>
</tr>
<tr>
<td>2</td>
<td>Checks the faculty member’s account at the Records and the student’s account in the computer at the Circulation Counter</td>
<td>Check overdue accounts and unreturned books of students and faculty</td>
<td>Faculty-3 mins. Students-1min.</td>
<td>Pay account if any for lost books or overdue account at Cashier’s Office</td>
<td>Marie Paz G. Rico</td>
<td>None</td>
</tr>
<tr>
<td>3</td>
<td>Waits for the clearance to be signed</td>
<td>When everything is accounted for, the librarian signs the student / faculty clearance.</td>
<td>1 min.</td>
<td>None</td>
<td>Marie Paz G. Rico</td>
<td>Clearance Form</td>
</tr>
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**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
LIBRARY SERVICES

*End of Procedure*