LIBRARY SERVICES

LOCATION: Library Building
SCHEDULE OF AVAILABILITY:
- 8:00 am – 5:00 pm (Monday – Friday)
- 8:00 am – 12:00pm (Saturday)
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)
- 8:00am – 12:00pm (Saturday)

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

Requirement/s:
- None

Processing Time:
- 5 minutes

<table>
<thead>
<tr>
<th>STEPS</th>
<th>CLIENT/APPLICANT</th>
<th>TYPES OF FRONTLINE SERVICE</th>
<th>DURATION OF ACTIVITY</th>
<th>FEES</th>
<th>PERSON RESPONSIBLE</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Requests assistance on the location of materials to use or borrow</td>
<td>Assesses the needs of the client</td>
<td>2 mins.</td>
<td>None</td>
<td>Catherine Salva</td>
<td>None</td>
</tr>
<tr>
<td>2</td>
<td>Uses DDC</td>
<td>Identifies the call number of the book</td>
<td>1 min.</td>
<td>None</td>
<td>Catherine Salva</td>
<td>None</td>
</tr>
<tr>
<td>3</td>
<td>Receives a copy of the requested book</td>
<td>Checks availability of book in the shelf, and when available, assists the client in locating the book.</td>
<td>2 mins.</td>
<td>None</td>
<td>Catherine Salva</td>
<td>None</td>
</tr>
</tbody>
</table>

*End of Procedure*
Library Services

Request to Borrow Books for Overnight Use

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday – Friday) 8:00am – 12:00pm (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 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>Catherine Salva</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>Catherine Salva</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>Catherine Salva</td>
<td>None</td>
</tr>
</tbody>
</table>

*End of Procedure*
**Library Services**

**Return of Borrowed Books**

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday – Friday) 8:00am – 12:00pm (Saturday)

Clients/Customers: 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>Catherine Salva</td>
<td>None</td>
</tr>
<tr>
<td>2</td>
<td>Watches the librarian as she checks on the material</td>
<td>Checks the material for damages and missing pages.</td>
<td>1 min.</td>
<td>None</td>
<td>Catherine Salva</td>
<td>None</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>None</td>
<td>Catherine Salva Luciano Talamayan</td>
<td>None</td>
</tr>
</tbody>
</table>

*End of Procedure*
## LIBRARY SERVICES

### Library Services

#### Internet Access Service

Schedule of Availability of Service:
- **8:00 am – 5:00 pm (Monday – Friday)**
- **8:00am – 12:00pm (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>Catherine Salva</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>Catherine Salva</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>Catherine Salva</td>
<td>None</td>
</tr>
</tbody>
</table>

*End of Procedure*
# LIBRARY SERVICES

## Library Services

### Signing of Clearance

**Schedule of Availability of Service:**
- 8:00 am – 5:00 pm (Monday – Friday)
- 8:00 am – 12:00 pm (Saturday)

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

**Requirement/s:**
- Clearance Form

**Processing Time:**
- 3 minutes

### STEPS

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</thead>
<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>Catherine Salva</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</td>
<td>Check overdue accounts and unreturned books of students and faculty</td>
<td>Faculty-3 mins. Students-1 min.</td>
<td>Pay account if any for lost books or overdue account at Cashier’s Office</td>
<td>Catherine Salva, Luciano Talamayan</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>Catherine Salva</td>
<td>Clearance Form</td>
</tr>
</tbody>
</table>

*End of Procedure*