LIBRARY SERVICES

Title of Frontline Services : APPLICATION FOR NEW LIBRARY ID

Schedule of Availability of Service: Monday to Friday 8:00am – 5:00pm on the First Three Months of every Term

Saturday 7:00am - 4:00pm

Key Person : Library Personnel

Who may avail of the service? : PNU students, faculty and staff

What are the Requirements?

New Student: Payment Slip, 1 pc Ix1 ID picture with name tag

Duration : 1 Day Fees/Charges : NONE

Step	Please follow the Steps	Service Provider	Duration	Person-in-charge	Fee	Form/Document
1	Present requirements	Evaluate requirements of client	2 mins	Library Personnel	None	Payment Slip, 1 pc. 1x1 ID picture with name tag
2	Accomplish Circulation	Check entries of client's			None	Registration Form
	Registration Form	information	2 mins	Library Personnel		
3	Fill up Library ID	Accepts Library ID			None	Library ID
		application	1 Hour	Library Personnel		
		Encodes data				DLM Circulation
		Prints and assign barcode				Module
4	Claim New Library ID	Releases New Library ID			None	Validated Library ID
			1 min	Library Personnel		
		END OF TRANSACTION				

Title of Frontline Services : RENEWAL/VALIDATION OF LIBRARY ID

Schedule of Availability of Service: Monday to Friday 8:00am – 5:00pm on the First Three Months of the Semester

Saturday – 7:00am – 4:00pm

Key Person : Library Personnel

Who may avail of the service? : Old Students (Undergraduate and Graduate)

What are the Requirements?

Old Students : Library ID, Student's Copy from PWEBBS or Official Receipt or Deposit Slip

Duration : 5 minutes Fees/Charges : NONE

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Present requirements	Evaluates requirements of client	1	Library Personnel	None	Library ID, Student's Copy from PWEBBS or Official Receipt or Deposit Slip
2	Signs Record Book for Library ID Renewal	Validates Library Card Edits card expiration date	3	Library Personnel	None	Record Book DLM Circulation Module
3	Claim Validated Library ID	Releases validated Library Card	1	Library Personnel	None	Validated Library ID
		END	OF TRANSACTION	ON		

Title of Frontline Services: **REPLACEMENT OF LOST LIBRARY ID**Schedule of Availability of Service: Monday to Friday – 8:00am – 5:00pm

Saturday 7:00am - 4:00pm

Key Person : Library Personnel

Who may avail of the service? : Students (Graduate & Undergraduate)

What are the Requirements?

Student's Copy from PWEBBS or Official Receipt or Deposit Slip

1x1 ID picture with name tag

Explanation Letter regarding Lost Library ID signed by four reading area librarians

Duration : 2 weeks Fees/Charges : NONE

Step	Please follow the Steps	Service Provider	Duration	Person-in-charge	Fee	Form/Document
1	Report Lost Library ID	List student name in the Record Book Issues Replacement Form	3 minutes	Library Personnel	None	Record Book
2	Fill – up Replacement Form	Signs Replacement Form, assigns date to release Library ID Return the Replacement Form to student as his/her temporary library permit	2 weeks (14days)	Library Personnel	None	Replacement Form
3	Submit the Replacement Form to claim library ID	Issues new library card	2 minutes	Library Personnel	None	Replacement Form
		END C	F TRANSACTION			

Title of Frontline Services : ISSUANCE OF VISITOR'S PERMIT/PASS TO OUTSIDE RESEARCHER

Schedule of Availability of Service: Monday to Friday 8:00am – 3:00pm

Key Person : Library Personnel

Who may avail of the service? : PNU Alumni, SMEC members, teachers and students from other institutions and PNU students who are

are not enrolled

What are the Requirements? : Referral Letter from Institution/School of Origin

University/School ID

Duration : 30 minutes

Fees/Charges : Php100.00 per visit except for SMEC members (De La Salle University Taft, De La Salle College of St.

Benilde, St. Scholastica College, Philippine Women's University, St. Paul University Manila,

Philippine Christian University, Adamson University, Emilio Aguinaldo College, University of the

Philippines Manila, Lyceum of the Philippines and Santa Isabel College)

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Submit Referral Letter from Institution/School of Origin For SMEC Members / students proceed to step 5	Receives referral letter	3	Library Personnel	None	Referral letter from Institution/School of Origin
2	Get Order of Payment	Issues Order of Payment	3	Library Personnel	None	Order of Payment
3	Presents Order of Payment and Pay the corresponding amount to the Collection and Disbursement Unit (CDU)	Accepts payment and issues Official Receipt	10	CDU Personnel	P100.00/visit	Order of Payment/ Official Receipt
4	Present Official Receipt	Records Official Receipt	3	Library Personnel	None	Official Receipt
5	Signs Record Book for Outside Researchers	Issues Visitor's Permit	1	Library Personnel	None	Record Book of Outside Researchers Visitor's Permit

6	Proceed to Reader's	Assists Researcher with		Reader's Services		Visitor's Permit
	Services Section and	Visitor's Permit	3	Librarian	None	
	present Visitor's Permit					
		END OF TRANSACTION				

Title of Frontline Services : ISSUANCE OF REFERRAL LETTER TO CONDUCT RESEARCH IN OTHER LIBRARIES OUTSIDE OF PNU LIBRARY

Schedule of Availability of Service: Monday-Saturday 8:00am-12noon

Key Person : Library Personnel

Who may avail of the service? : PNU students, faculty and staff

What are the Requirements? : Validated University ID

Library ID

Duration : 15 minutes Fees/Charges : NONE

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Request for Referral					Validated PNU Library
	Letter	Verifies requirements	3	Library Personnel	None	ID
2	Fill – up Record Book of	Prepares referral letter	10	Library Personnel	None	Record Book
	Issued Referral Letter					Referral Letter
3		Signs Referral Letter	1	Head, University	None	Referral Letter
				Library		
4	Claim Referral Letter	Issues referral letter	1	Library Personnel	None	Referral Letter
		END OF TRANSACTION				

Title of Frontline Services : SIGNING OF LIBRARY CLEARANCE

Schedule of Availability of Service: Monday to Friday 8:00am – 5:00pm

Saturday 7:00am – 4:00pm

Key Person : Library Personnel

Who may avail of the service? : PNU students, faculty and staff

What are the Requirements? : Library Clearance form duly signed by the Accounting Office

Duration : 30 minutes Fees/Charges : Library fine

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Request for library clearance	Checks library database and list of students/faculty/staff with library accountability	5	Library Personnel	None	Library Clearance
2	If no library accountability, please proceed to step 6	Signs library clearance	2	Library Personnel	None	Library Clearance
3	If there is library accountability, get order of payment	Issues order of payment	7	Library Personnel	None	Order of payment
4	Present Order of Payment to CDU and Pay corresponding library fines/ accountability	Issues official receipt	10	Cashier	Library fine	Official receipt
5	Present official receipt	Records official receipt number and cancels accountability on record	3	Library Personnel	None	Library Clearance/ Official Receipt
6	Claim Library Clearance	Signs Library Clearance	2	Library Personnel	None	Library Clearance
		END C	F TRANSACTION			

Title of Frontline Services : READER'S SERVICES (OPEN SHELF)

Schedule of Availability of Service: Monday to Friday 7:00am – 7:00pm / Saturday 8:00am-5:00pm

Key Person : Reader's Services Librarian

Who may avail of the service? : PNU students, faculty and staff, outside researchers

What are the Requirements? : Library ID/Visitors' permit

Duration : 15 minutes

Fees/Charges : NONE

Step	Please follow the Steps	Service Provider	Duration	Person-in-charge	Fee	Form/Document
			(minutes)			
	Search the needed library					Athena
1	material through the			Library User	None	DLM
	Online Public Access					
	Catalog (OPAC) and		5			
	secures Call Number and					
	location of the library					
	material					
	Sign in the Daily Record					Daily Record of Library
2	of Library Users and	Accepts Library ID / Visitor's	2	Reader's Services	None	Users
	submits Library Card /	Permit		Librarian		Library ID
	Visitor's Permit to the					
	Section's In-Charge					
	Proceeds to the	Assists client in finding needed				List of title with call
3	collection where the	books/library material	3	Reader's Services	None	numbers
	library material can be			Librarian		
	found					
4	Get the book from the		2		None	List of title with call
	shelf			Library User		numbers
5	Returns the book on the		2	Library User	None	
	designated book rack					
6	Claim Library ID	Return Library ID	1	Reader's Services	None	Library ID
				Librarian		
		END OF TRANSACTION				

Title of Frontline Services : READER'S SERVICES (CLOSED SHELF)

Schedule of Availability of Service: Monday to Friday 8:00am – 8:00pm / Saturday 8:00am-5:00pm

Key Person : Reader's Services Librarian

Who may avail of the service? : PNU students, faculty and staff, outside researchers

What are the Requirements? : Library ID/Visitors' permit

Duration : 12 minutes

Fees/Charges : NONE

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Search the needed library material through the Online Public Access Catalog (OPAC) and secures Call Number and location of the library material		5	Library User	None	Athena DLM
2	Sign in the Daily Record of Library Users	Accepts Library ID / Visitor's Permit	2	Reader's Services Librarian	None	Daily Record of Library Users Library ID
	Fill – up Thesis search form	Accepts search form and find the material/s	2	Reader's Services Librarian	None	Search Form
	Signs the book card, give it to the in-charge including the Library ID/Visitor's Permit	Files Library ID and book card/s		Reader's Services Librarian	None	Book Cards Library ID
	Returns the material/s to the in charge	Shelf the material/s	2	Reader's Services Librarian	None	
	Claim Library ID	Return Library ID	1	Reader's Services Librarian	None	Library ID
		END OF TRANSACTION				

Title of Frontline Services : OVERNIGHT LOAN FOR BOOKS

Schedule of Availability of Service: Monday to Friday 1:00pm – 5:00pm; Saturday 1:00pm-3:00pm

Key Person : Reader's Services Librarian/Library Personnel

Who may avail of the service? : PNU students, faculty and staff

What are the Requirements? : Library ID Duration : 30 minutes

Fees/Charges : NONE

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Proceed to the section where the library material can be found	Assists client in finding needed books/library material	10	Reader's Services Librarian	None	List of titles with call numbers
2	Give the chosen book to the section in-charge	Find library ID, Check/inspect the book and give the book card to the borrower	5	Reader's Services Librarian	None	Library ID
3	Sign the book card	Accepts the book card, enter information in the circulation module, prints Book Receipt and deactivate the book from the DLM	10	Reader's Services Librarian	None	Book Card DLM Circulation Module
4	Claim book borrowed, printed Book Receipt and checks out book in the library	File the book card, and fill – up Statistics of Overnight Books	5	Reader's Services Librarian	None	Library Book Card Statistics of Overnight Books
		END OF TRANSACTION				

Title of Frontline Services : RETURN OF BORROWED BOOKS (ON – TIME)

Schedule of Availability of Service: Monday to Friday 7:00am – 12:00noon

Key Person : Library Personnel

Who may avail of the service? : PNU students, faculty and staff

What are the Requirements? : Book/s to be returned

Duration : 15 minutes

Fees/Charges : NONE

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in- charge	Fee	Form/Document
1	Proceed to the reader's services and give the book and receipt to the in – charge	Check - in loaned book/s Activate books Signs receipt Insert book card/s and return the Library ID and Book Receipt to the borrower	10	Library Personnel	None	DLM Circulation Module
2	Claim Library ID and Book Receipt	Returns Library ID and Book Receipt	5	Library Borrower	None	Library ID and Receipt
		END OF TRANSACTION				

Title of Frontline Services : RETURN OF BORROWED BOOKS (WITH FINES)

Schedule of Availability of Service: Monday to Friday 7:00am-7:00pm

Saturday 8:00am - 5:00pm

Key Person : Library Personnel

Who may avail of the service? : PNU students, faculty and staff

What are the Requirements? : Book/s to be returned

Duration : 30 minutes

Fees/Charges : Students – PhP 2.00 or Php 10.00 / day

Faculty and Staff – PhP 5.00 or Php 10.00 / day

Step	Please follow the	Service Provider	Duration	Person-in-	Fee	Form /
	Steps		(minutes)	charge		Document
1	For overdue books with fine of PhP50.00 and below – Returns the book to the section in - charge	Checks in loaned book/s Activate books Insert book card/s, compute appropriate fines and issues order of payment	5	Reader's Services Librarian	None	DLM Circulation Module
2	Pay the corresponding amount to the section in-charge, proceed to step 6	Accepts and records the payment	5	Reader's Services Librarian	 Students Reserve book – PhP 5.00/day Non – reserve book – PhP 2.00/day Faculty and Staff Reserve book – PhP 10.00/day Non – reserve book – PhP 5.00/day 	
3	For overdue books with fine of PhP 51.00 and more Returns the book to	Checks in loaned book/s Activate books Insert book card/s, compute appropriate	10	Reader's Services Librarian		

	the section in –	fines and issues order of				
	charge	payment				
4	Pay corresponding fines to CDU and get official receipt	Accepts Payment and issues Official Receipt	10	CDU Personnel	 Students Reserve book – PhP 5.00/day Non – reserve book – PhP 2.00/day Faculty and Staff Reserve book – PhP 10.00/day Non – reserve book – PhP 5.00/day 	Order of Payment/ Official Receipt
5	Present Official Receipt	Records Official Receipt	3	Reader's Services Librarian	None	Order of payment Official Receipt
6	Fill – up the Record Book of Library Fines	Return the Library ID and Book Receipt to the borrower	3	Reader's Services Librarian	None	Record Book
7	Claim Library ID and Book Receipt		3	Library User	None	Library ID Book Receipt
		END OF TRANSACTION				

Title of Frontline Services : REPLACEMENT FOR LOST BORROWED BOOK

Schedule of Availability of Service: Monday to Friday 7:00am 12:00nn; 1:00pm – 5:00pm

Saturday 7:00am-12:00nn/ 1:00-4:00pm

Key Person : Library Personnel

Who may avail of the service? : PNU students, faculty and staff

What are the Requirements? : Book Replacement

Duration : 2 days

Fees/Charges : Library fine computation (subject for review)

Step	Please follow the Steps	Service Provider	Duration	Person-in-	Fee	Form/Docume
				charge		nt
	Inquiry about lost book	Issues Replacement Form,		Reader's		List of
1		records accession number	5	Services	None	Accountability
		and compute fines		Librarian		
	Fill – up Replenishment	Check exact title, author,	10	Technical	None	Accession
2	Form	copyright, binding,		Section		Record
		publisher and amount of		Librarian		DLM
		the book				
	Choose possible	Recommends suggested	30	Reader's		List of
3	replacement	replacement and compute		Services		Accountability
		fines		Librarian		
	Submits Replacement	Approves recommended	5	Head, UL	None	Replacement
4	Form	replacement				Form
	Claim Order of	Compute fines and issues	5	Reader's	None	Order of
5	Payment	order of payment		Services		Payment
				Librarian		
	Gives order of payment	Accepts payment and	10	CDU	Students	Order of
6	to CDU and Pay Library	issues Official Receipt		Personnel	Reserve book – PhP	Payment
	fine and Processing fee				5.oo/day	Official
					Non – reserve book – PhP	Receipt
					2.00/day	

		END OF TRANSACTION		Librarian		
8	Claim Library Card	Issues library card	2 minutes	Circulation	None	Library card
7	Present Official Receipt	Records Official Receipt and cleared the borrower of his/her accountability	5 minutes	Reader's Services Librarian	None	Official Receipt
					 Faculty and Staff Reserve book – PhP 10.00/day Non – reserve book – PhP 5.00/day Plus Php 250.00 processing fee 	

Title of Frontline Services : IPAD RENTAL

Schedule of Availability of Service: Monday to Friday 7:00am – 7:00pm

Key Person : Reader's Services Librarian
Who may avail of the service? : PNU students, faculty and staff
What are the Requirements? : Library ID, Card for IPAD Rental

Duration : 15 minutes
Fees/Charges : PhP 15.00 / Hour

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
	Inquires for an IPAD	Get the Library ID and		Reader's Services		Library ID
1	Rental Service	Instruct readers to buy		Librarian	None	
		Card				
			1			
	Fill – up the Record Book	Write the IPAD Rental Card			PhP 15.00 /	Record Book of IPAD
2	of IPAD Rental and pay	number to the Record Book	5	Library Personnel	IPAD Rental	Rental, IPAD Rental
	the corresponding				Card	Card
	amount					
	Claims the IPAD Rental	Issues IPAD Rental Card		Library Personnel		IPAD Rental Card
3	Card		2		None	
	Presents the IPAD Rental	Accepts the IPAD Rental	2	Reader's Services	None	IPAD Rental Card
4	Card	Card		Librarian		
5	Fill up the Record Book of	Issues IPAD and fill – up the	5	Reader's Services	None	IPAD Rental Card
	IPAD users and Claim	card		Librarian		
	IPAD					
		END OF TRANSACTION				

Title of Frontline Services : COMPUTER NOOK

Schedule of Availability of Service: Monday to Friday 7:00am – 7:00pm

Saturday 8:00am - 5:00pm

Key Person : Reader's Services Librarian

Who may avail of the service? : PNU students, faculty and staff

What are the Requirements? : Library ID

Duration : 10 minutes

Fees/Charges : NONE

Step	Please follow the Steps	Service Provider	Duration	Person-in-charge	Fee	Form/Document
			(minutes)			
	Sign in the Daily Record					Daily Record of Library
1	of Library Users and	Accepts Library ID	3	Reader's Services	None	Users
	submits Library Card to			Librarian		Library ID
	the Section's In-Charge					
	Inquire for Computer	Checks for available	4	Reader's Services	None	Record of Computers
2	Nook service	computer		Librarian		
	Proceed to the available	Records user's time – in /	3	Reader's Services	None	Records of Computer
3	computer	out		Librarian		Nook Users
		END OF TRANSACTION				