

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 1x1 ID picture with name tag

Duration : 1 Day

Fees/Charges : NONE

How to avail of the service?

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 Registration Form	Check entries of client's information	2 mins	Library Personnel	None	Registration Form
3	Fill up Library ID	Accepts Library ID application Encodes data Prints and assign barcode	1 Hour	Library Personnel	None	Library ID DLM Circulation Module
4	Claim New Library ID	Releases New Library ID	1 min	Library Personnel	None	Validated Library ID
		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

How to avail of the service?

[illegible]

Schedule of Availability of Service: Monday to Friday – 8:00am – 5:00pm
Saturday 7:00am – 4:00pm

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

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

Fees/Charges : NONE

[illegible]

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 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)

How to avail of the service?

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 Services Section and present Visitor's Permit	Assists Researcher with Visitor's Permit	3	Reader's Services Librarian	None	Visitor's Permit
		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

How to avail of the service?

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

How to avail of the service?

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 and submits Library Card / Visitor's Permit to the Section's In-Charge	Accepts Library ID / Visitor's Permit	2	Reader's Services Librarian	None	Daily Record of Library Users Library ID
3	Proceeds to the collection where the library material can be found	Assists client in finding needed books/library material	3	Reader's Services Librarian	None	List of title with call numbers
4	Get the book from the shelf		2	Library User	None	List of title with call numbers
5	Returns the book on the designated book rack		2	Library User	None	
6	Claim Library ID	Return Library ID	1	Reader's Services Librarian	None	Library ID
		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

How to avail of the service?

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

How to avail of the service?

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

How to avail of the service?

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

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form / 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	<ul style="list-style-type: none"> Students <ul style="list-style-type: none"> Reserve book – PhP 5.00/day Non – reserve book – PhP 2.00/day Faculty and Staff <ul style="list-style-type: none"> 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 – charge	finances and issues order of payment				
4	Pay corresponding fines to CDU and get official receipt	Accepts Payment and issues Official Receipt	10	CDU Personnel	<ul style="list-style-type: none"> • Students <ul style="list-style-type: none"> ○ Reserve book – PhP 5.00/day ○ Non – reserve book – PhP 2.00/day • Faculty and Staff <ul style="list-style-type: none"> ○ 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)

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration	Person-in-charge	Fee	Form/Document
1	Inquiry about lost book	Issues Replacement Form, records accession number and compute fines	5	Reader's Services Librarian	None	List of Accountability
2	Fill – up Replenishment Form	Check exact title, author, copyright, binding, publisher and amount of the book	10	Technical Section Librarian	None	Accession Record DLM
3	Choose possible replacement	Recommends suggested replacement and compute fines	30	Reader's Services Librarian		List of Accountability
4	Submits Replacement Form	Approves recommended replacement	5	Head, UL	None	Replacement Form
5	Claim Order of Payment	Compute fines and issues order of payment	5	Reader's Services Librarian	None	Order of Payment
6	Gives order of payment to CDU and Pay Library fine and Processing fee	Accepts payment and issues Official Receipt	10	CDU Personnel	<ul style="list-style-type: none"> Students <ul style="list-style-type: none"> Reserve book – PhP 5.00/day Non – reserve book – PhP 2.00/day 	Order of Payment Official Receipt

					<ul style="list-style-type: none"> • Faculty and Staff <ul style="list-style-type: none"> ○ Reserve book – PhP 10.00/day ○ Non – reserve book – PhP 5.00/day • Plus Php 250.00 processing fee 	
7	Present Official Receipt	Records Official Receipt and cleared the borrower of his/her accountability	5 minutes	Reader's Services Librarian	None	Official Receipt
8	Claim Library Card	Issues library card	2 minutes	Circulation Librarian	None	Library card
		END OF TRANSACTION				

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

How to avail of the service?

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

How to avail of the service?

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