



REPUBLIKA NG PILIPINAS
 Republic of the Philippines
 PAMANTASANG NORMAL NG PILIPINAS
 Philippine Normal University
 ANG PAMBANSANG SENTRO NG EDUKASYONG PANGGURO
 The National Center for Teacher Education
 PNU Mindanao Campus

OFFICE OF THE LIBRARIAN CITIZEN'S CHARTER

1. Title of Frontline Service	: Use of Library Resources in Filipiniana and Reserved Section
Schedule of Availability	: Monday-Friday 7:30 am-6:00 pm (No Noon Break) Saturday 8:00 am-12:00 pm; 1:00 pm-5:00
Key Person	: Librarian/Library Staff
Who may avail of the service	: Faculty, Staff and Students
What are the requirements	: School ID or Study Load
Duration	: 3 minutes and 50 seconds
Fees and charges	: None

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Sign in log book at the entrance counter	Provide log book at the entrance counter	20 seconds	Librarian and Library Staff	None	School ID or Study Load
2	Ask the Librarian or Library Staff for the availability of book.	Give the information regarding the book inquired; Library users are not allowed to get inside and get the book from the shelves	1 minute	Librarian and Library Staff	None	School ID or Study Load
3	Present the school ID or Study Load	Provide the book that they need	2 minutes	Librarian and Library Staff	None	School ID or Study Load
4	Fill up the book card and get the book	Get the ID or study load & attach to the book card	30 seconds	Librarian and Library Staff	None	School ID or Study Load
		END OF TRANSACTION				

2. Title of Frontline Services : **Use of Library of Resources in General Circulation Section**
Schedule of Availability : Monday-Friday 7:30 am-6:00 pm) No Noon Break)
 Saturday 8:00-am-12:00 pm 1:00-5:00 pm
Key Person : Librarian/Library Staff
Who may avail of the service : Faculty, Staff and Students
What are the requirements : School ID or Study Load
Duration : 3 minutes & 50 seconds
Fees and charges : None

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Sign in log book at the entrance counter	Provide log book at the entrance counter	20 seconds	Librarian and Library Staff	None	School ID or Study Load
2	Ask the Librarian or Library Staff for the availability of book.	Give the information regarding the book inquired; Researchers are allowed to check the book from the shelves	1 minute	Librarian and Library Staff	None	School ID or Study Load
3	Present the school ID or Study Load	Provide the book that they need	2 minutes	Librarian and Library Staff	None	School ID or Study Load
4	Fill up the book card and get the book	Get the ID or study load & attach to the book card	30 seconds	Librarian and Library Staff	None	School ID or Study Load
		END OF TRANSACTION				

3. Title of Frontline Services : **Use of Library Resources in Audio Visual Room**
Schedule of Availability : Monday-Friday 7:30 am-6:00 pm (No Noon Break)
Saturday 8:00 am-12:00 pm 1:00-5:00 pm
Key Person : Librarian/Librarian Staff
Who may avail of the service : Faculty, Staff and Students
What are the requirements : School ID or Study Load
Duration : 1 hr. 47 minutes & 50 seconds
Fees/Charges ; None

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Sign in log book at the entrance counter	Provide log book at the entrance counter	20 seconds	Librarian and Library Staff	None	School ID or Study Load
2	Ask the Librarian or Library Staff for the availability of AVR	Give the information regarding the availability of the AVR	1 minute	Librarian and Library Staff	None	School ID or Study Load
3	Submit a request letter that dully sign by instructor to the Librarian for the reservation	Make the reservation list	1 minute	Librarian and Library Staff	None	School ID or Study Load
4	Sign in the attendance sheet for the AVR users	Provide the attendance sheet for the AVR users (Users are allowed to use for 1 hr. and 45 minutes unless no other users are on the reserved list.	30 seconds	Librarian and Library Staff	None	School ID or Study Load
5	Go to AVR for occupation and use of materials need.	Set up and provide the audio and video materials that they need	1 ht. 45 minutes	Librarian and Library Staff	None	School ID or Study Load
		END OF TRANSACTION				

4. Title of Frontline Services : **Use of Library Resources in Library and Internet Center**
Schedule of Availability : Monday-Friday 7:30 am-6:00 pm (No Noon Break)
Saturday 8:00 am-12:00 pm-1:00 pm- 5:00 pm
Key Person : Librarian and Library Staff
Who may avail of the service : Faculty, Staff and Students
What are the requirements : School ID or Study Load
Duration : 1 hr. 2 minutes & 50 seconds
Fees/Charges ; None

How to avail the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Sign in log book at the entrance counter	Provide log book at the entrance counter	20 seconds	Librarian and Library Staff	None	School ID or Study Load
2	Ask the Librarian or Library Staff for the availability of computers	Give the information regarding the availability of the computer	1 minute	Librarian and Library Staff	None	School ID or Study Load
3	Present the School ID or Study Load	Give the information of the availability of the computer units	1 minute	Librarian and Library Staff	None	School ID or Study Load
4	Sigh in log book for attendance in LibNet users	Provide the attendance sheet for LibNet users	30 seconds	Librarian and Library Staff	None	School ID or Study Load
5	Use the LibNet for academic proposes	Prepare the computer unit for use(Users are allowed to use the LibNet in 1 hr. and 45 minutes unless no other is in reserved list	1 hr.	Librarian and Library Staff	None	School ID or Study Load
		END OF TRANSACTION				

5. Title of Frontline Services	: Use of Library Resources in Periodical Section
Schedule of Availability	: Monday-Friday 7:30 am-6:00 pm (No Noon Break) Saturday 8:00 am-12:00 pm-1:00 pm- 5:00 pm
Key Person	: Librarian and Library Staff
Who may avail of the service	: Faculty, Staff and Students
What are the requirements	: School ID or Study Load
Duration	: 3 minutes & 50 seconds
Fees/Charges	: None

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Sign in log book at the entrance counter	Provide log book at the entrance counter	20 seconds	Librarian and Library Staff	None	School ID or Study Load
2	Ask the Librarian or Library Staff for the availability of journals and magazines	Give the information regarding the availability of the materials	1 minute	Librarian and Library Staff	None	School ID or Study Load
3	Present the School ID or Study Load	Provide the magazines and journals that they need	2 minutes	Librarian and Library Staff	None	School ID or Study Load
		END OF TRANSACTION				

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