



**PHILIPPINE NORMAL UNIVERSITY
VISAYAS**

The National Center for Teacher Education
Cadiz City, Negros Occidental

CITIZEN'S CHARTER

Library Services



PNU Vision

PNU shall become an internationally recognized and nationally responsive teacher education university. As the established producer of knowledge workers in the field of education, it shall be the primary source of high quality teachers and education managers who can directly inspire and shape the quality of Filipino students and graduates in the country and the world.

PNU Visayas Vision

PNU Visayas shall become an internationally recognized and nationally responsive teacher education university specializing in environment and green technology education.

PNU Mission

PNU is dedicated to nurturing innovative teachers and education leaders.

Goals

In pursuit of its vision, the PNU Visayas Campus shall:

1. Offer quality and relevant pre-service, in service, graduate and continuing education programs with emphasis on environment and green technology education;
2. Undertake research-based teacher-training programs, extension services and establish linkages with other institutions locally and globally;
3. Conduct quantitative and qualitative researches aimed at improving basic teacher curricula;
4. Produce effective, efficient and empowered teachers who will implement innovations in the delivery of relevant, functional and quality basic education; and
5. Establish and maintain an environment management system that integrates sustainability practices.



Title of Frontline Services: APPLICATION FOR NEW LIBRARY CARD
Schedule of Availability: Mon. to Fri. 7:30AM–7:30PM.; Sat. 8:00AM–4:00PM
Key Person: Librarian
Clients for the Service: New Students
Requirements: Current Registration Form, 1 copy 1x1 ID picture
Fees/Charges: NONE

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person-in-charge	Fees	Form/Document
1	Presents requirements	Evaluates requirements of applicant	30 seconds	Librarian	None	Registration Form Recent 1 pc. 1x1 ID picture
2	Fills out Library Card	Checks information entries of client, Signs/Stamps the registration form and date of issue	1 minute	Librarian	None	Registration Form Library Card
3	Claims Library Card	Releases validated Library Card	30 seconds	Librarian	None	Validated Library Card
END OF TRANSACTION				Total No. of Minutes: 2		

Title of Frontline Services: RENEWAL/VALIDATION OF LIBRARY CARD
Schedule of Availability: Mon. to Fri. 7:30AM–7:30PM.; Sat. 8:00AM–4:00PM
Key Person: Librarian
Clients for the Service: Old Students (Undergraduate and Graduate)
Requirements: Previous Library Card, Registration Form
Fees/Charges: NONE

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person-in-charge	Fee	Form/Document
1	Presents requirement	Receives document	30 seconds	Librarian	None	Registration Form
2	Stamps the Registration form	Signs/Stamps signature and date of release	30 seconds	Librarian	None	Library Card Registration Form
3	Claims validated library card	Issues validated Library Card	1 min.	Librarian	None	Validated Library Card
END OF TRANSACTION				Total No. of Minutes: 2		



Title of Front line Services: **REPLACEMENT OF LOST LIBRARY CARD**
Schedule of Availability: Mon. to Fri. 7:30AM–7:30PM.; Sat. 8:00AM–4:00PM
Key Person: Librarian
Clients for the Service: Students (Graduate & Undergraduate)
Requirements: Registration Form for Current Semester, 1x1 ID picture
Fees/Charges: P30.00

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person-in-charge	Fees	Form/Document
1	Issues order of payment	Gives order of payment slip	30 seconds	Librarian	None	Order of Payment Slip
2	Pays amount to the Cashier's Office	Issues Official Receipt	2 min.	Cashier	P30.00	Order of Payment Slip
3	Presents the official receipt to the Librarian	Verifies the Official Receipt	30 seconds	Librarian	None	Official Receipt Affidavit of Loss
4	Claims library card	Issues library card	30 seconds	Librarian	None	Registration Form
END OF TRANSACTION				Total No. of Minutes: 3.5		

Title of Frontline Services: **ISSUANCE OF VISITOR'S PERMIT/
PASS TO OUTSIDE RESEARCHER**
Schedule of Availability: Mon. to Fri. 7:30AM–7:30PM.; Sat. 8:00AM–4:00PM
Key Person: Librarian
Clients for the Service: PNU Alumni & students from other school
Requirements: Referral Letter from Institution/School of Origin,
University/School ID
Fees/Charges: Php100.00 per visit

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person-in-charge	Fees	Form/Document
1	Presents referral letter from Institution or School of Origin	Receives referral letter	30 seconds	Librarian	None	Referral letter from Institution, ID
2	Gets Order of Payment	Issues Order of Payment	30 seconds	Librarian	None	Order of Payment Slip
3	Pays amount to the Cashier's Office	Issues Official Receipt	2 minutes	Cashier	P100.00	Order of Payment Slip
4	Presents Official Receipt	Records Official Receipt	30 seconds	Librarian	None	Official Receipt
5	Logs- in	Fills up statistical report of library users (visitor)	30 seconds	Librarian	None	ID and Log sheet
6	Proceed to Reader's Services Section	Assists Researcher	1minute	Librarian	None	Referral letter from Institution, ID and official receipt
END OF TRANSACTION				Total No. of Minutes: 5		



Title of Frontline Services: **ISSUANCE OF REFERRAL LETTER TO CONDUCT RESEARCH IN OTHER LIBRARIES**
Schedule of Availability: Mon. to Fri. 7:30AM–7:30PM.; Sat. 8:00AM–4:00PM
Key Person: Librarian
Clients for the Service: PNU students, faculty and staff
Requirements: Validated University ID, Library Card
Fees/Charges: NONE

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person-in-charge	Fees	Form/Document
1	Requests for Referral Letter	Verifies requirements	30 seconds	Librarian	None	Library Card ID
2	Identifies institution, topic for research and date of visit	Prepares referral letter	1 minute	Librarian	None	Library Card ID
3	Prints the referral letter	Issues referral letter	30 seconds	Librarian	None	Referral letter
4	Releases and files the received copy of the researcher	Researcher signs the logbook	30 seconds	Librarian	None	Referral Letter Logbook
END OF TRANSACTION			Total No. of Minutes: 2.5			

Title of Frontline Services: **SIGNING OF LIBRARY CLEARANCE**
Schedule of Availability: Mon. to Fri. 7:30AM–7:30PM.; Sat. 8:00AM–4:00PM
Key Person: Librarian
Clients for the Service: PNU students, faculty and staff
Requirements: Library Clearance form
Fees/Charges: Library Fine

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person-in-charge	Fee	Form/Document
1	Presents the clearance and library card	Checks record of client	30 seconds	Librarian	None	Library card Clearance
2	If student has no library accountability	Signs clearance immediately	30 seconds	Librarian	None	Library card Clearance
3	If student has library accountability	Gets order of payment slip	30 seconds	Librarian	Library Fine	Order of payment slip
4	Pays corresponding library fines/ accountability	Issues official receipt	2 min.	Cashier	Library Fine	Official Receipt
5	Signs/stamps and release clearance	Signs clearance	30 seconds	Librarian	None	Library Clearance
END OF TRANSACTION			Total No. of Minutes: 4			



Title of Frontline Services: **READERS' SERVICES**
Schedule of Availability: Mon. to Fri. 7:30AM–7:30PM.; Sat. 8:00AM–4:00PM
Key Person: Librarian
Clients for the Service: PNU students, faculty and staff, outside researchers
Requirements: Library Card/Visitors' permit
Fees/Charges: NONE
Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person-in-charge	Fees	Form/Document
1	Present library card and logs in	Monitors client in the Readers' Services Section	30 seconds	Librarian	None	Library Card Log Sheet
2	Searches the needed library material through the card catalog or reference questions	Secures call number and location of the library material or inquire	1 minute	Library User	None	Library Card
3	Proceeds to the bookshelves section where the library materials can be found	Surrenders the Library Card Assists client in the selection of needed books/library material	3.5 minutes	Librarian	None	Library Card
4	Fills up borrower's card if the client decides to borrow and tally, if not return his/her library card.	Attaches filled up borrower's card to the library card then tallies	30 seconds	Librarian	None	Library Card Book Card
5	Returns library materials	Returns the library card and inserts the borrower's card	30 seconds	Librarian	None	Library Card Library Materials
END OF TRANSACTION			Total No. of Minutes: 6			

Title of Frontline Services: **OVERNIGHT LOAN FOR BOOKS**
Schedule of Availability: Monday to Saturday 3:00 p.m. onwards
Key Person: Librarian
Clients for the Service: PNU students, faculty and staff
Requirements: Library Card
Fees/Charges: NONE
Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person-in-charge	Fee	Form/Document
1	Presents library card and log in	Verifies library card and log sheet	30 seconds	Librarian	None	Library Card Log sheet
2	Signs book card and library card	Checks book card and library card for client's signature	30 seconds	Librarian	None	Library Card Book Card
3	Records statistical report	Tallies the book borrowed	30 seconds	Librarian	None	Library Card Book Card Log Sheet
4	Orients clients of the policy	Reiterates policy for overnight use	1 minute	Librarian	None	Library Card Book Card



5	Releases the book/s	Receives book card and library card	30 seconds	Librarian	None	Library Card Book Card
END OF TRANSACTION			Total No. of Minutes: 3			

Title of Frontline Services: RETURN OF BORROWED BOOKS
Schedule of Availability: Monday to Saturday 9:00AM onwards
Key Person: Librarian
Clients for the Service: PNU students, faculty and staff
Requirements: Returned books
Fees/Charges: NONE

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person-in-charge	Fee	Form/Document
1	For borrowed books returned on time–9AM, proceeds to Step 6	Checks in loaned books	30 seconds	Librarian	None	Borrowed book/s
2	For borrowed books returned after 9:00 am, proceeds to Step 3	Checks records for library fine	30 seconds	Librarian	Php1.00/hour	Borrowed book/s
3	Gets order of payment slip	Issues order of payment	1 minute	Librarian	Computation done	Order of Payment
4	Pays corresponding library fine	Issues Official Receipt	2 minutes	Cashier	Computed library fine	Official Receipt
5	Presents official receipt	Records Official Receipt	30 seconds	Librarian	None	Order of payment Official Receipt
6	Releases library card	Issues library card	30 seconds	Librarian	None	Library card
END OF TRANSACTION			Total No. of Minutes: 5			



Objectives

The Bachelor in Elementary/Secondary Education Program aims to:

1. Produce academically comprehend, morally responsive, culturally committed, technologically skilled, environmentally responsive and globally competitive elementary/secondary teachers imbued with a strong sense of patriotism and nationalism;
2. Promote among elementary/secondary pre-service teachers commitment to their obligations and professional growth and assist them to grow into responsible, critical, and creative individuals;
3. Establish among elementary/secondary pre-service teachers a research culture that could address crucial educational and environmental issues and concerns that will form bases for curricular reforms towards quality instruction and capability building;
4. Develop among elementary/secondary pre-service teachers a strong sense of community involvement in collaboration with government and non-government institutions; and
5. Develop among elementary/secondary pre-service teachers capability in producing instructional materials.

The Ten Strategic Directions

1. Shared Vision of Excellence
2. Quality Assurance
3. Systems-Based Solutions
4. Branding
5. Internationalization
6. Collaboration and Partnership
7. Product and Service Development
8. Responsiveness to Stakeholders
9. Sustainability
10. Human Capital Management

