

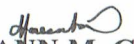


OFFICE OF THE LIBRARIAN CITIZEN'S CHARTER

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 or 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 or 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 or 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 or Library Staff	None	School ID or Study Load
		END OF TRANSACTION				

Prepared by:


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College Librarian I

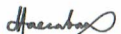
2. Title of Frontline Services
Schedule of Availability

Key Person
Who may avail of the service
What are the requirements
Duration
Fees and charges

: Use of Library of Resources in General Circulation Section
: Monday-Friday 7:30 am-6:00 pm) No Noon Break)
Saturday 8:00-am-12:00 pm 1:00-5:00 pm
: Librarian/Library Staff
: Faculty, Staff and Students
: School ID or Study Load
: 3 minutes & 50 seconds
: 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 or 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 or 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 or 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 or Library Staff	None	School ID or Study Load
		END OF TRANSACTION				

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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 or 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 or 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 or 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 or 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 or Library Staff	None	School ID or Study Load
		END OF TRANSACTION				

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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 or 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 or 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 or 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 or 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 or Library Staff	None	School ID or Study Load
		END OF TRANSACTION				


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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 & 20 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 or 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 or 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 or Library Staff	None	School ID or Study Load
		END OF TRANSACTION				

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