1. Application for New Library Card

Office or Division	Library Services
Classification	Simple
Type of Transaction	G2C -Government to Citizen
Who may avail:	New Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated University ID Current Registration Form 2 pcs 1x1 ID Picture	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	Evaluates requirements of applicant	None	2 minutes	Librarian
2.Get circulation card and registration form	Issues library card registration form	None	1 minute	Librarian
3.Fill out circulation card and registration form	Checks information entries of client	None	3 minutes	Librarian
4. Fill out Library Card	Accept and file filed out Library card	None	2 minutes	Librarian
5.Claim library card	Release validated library card	None	1 minute	Librarian
Total		**None**	**8 minutes**	

2. Renewal/Validation of Library Card

Office or Division	Library Services
Classification	Simple
Type of Transaction	G2C -Government to Citizen
Who may avail:	Old Students (Undergraduate)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous Library Card Registration Form 1 pc 1x1 ID Picture				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	Receives document	None	1 minute	Librarian
2.Fill out library card	Stamps date on library card	None	1 minute	Librarian
3. Claim Validated library card	Issues validated library card	None	1 minute	Librarian
Total		**None**	**3 minutes**	

3.Overnight Loan for Books

Office or Division	Library Services
Classification	Simple
Type of Transaction	G2C -Government to Citizen
Who may avail:	Students, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Library card Library Gate Pass	Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for overnight loan	Checks book/s and Library card	None	2 minutes	None
2. Sign Library card	Checks book/s for client's signature	None	1 minute	None
3. Claim Library gate pass	Checks out book/s in the library	None	2 minutes	None
Total		None	5 minutes	

4. Issuance of Visitor's Permit/Pass to outside Research/Research/s

Office or Division	Library Services
Classification	Simple
Type of Transaction	G2C -Government to Citizen
Who may avail:	Alumni, Teachers and Students from other School

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter from the Institution School of Origin, University/School ID				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit referral letter from Institution/School of Origin	Receives referral letter	None	1 minute	Librarian
2. Get Order of Payment from the Accounting Office	Issues order of payment	None	3 minutes	Accounting Staff
3. Pay amount to Cashier's Office	Issues Official Receipt	100/person/per visit	5 minutes	Cashier
4. Present Official Receipt	Record Official Receipt	None	1 minute	Librarian
5.Claim Visitor's Permit	Issues visitor's permit	None	1 minute	Librarian
6. Proceed to Reader's Services Section	Assists researcher with visitor's permit	None	2 minutes	Librarian
Total		**None**	**11 minutes**	

5. Replacement of Lost Library Card

Office or Division	Library Services
Classification	Simple
Type of Transaction	G2C -Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form for Current Semester/Trimester 1 pc 1x1 picture Letter of request				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for replacement of lost library card	Approved and sign letter of request	None	3 minutes	Librarian
2. Submit Letter of request and Get order of payment from the accounting office	Receives letter and issues order of payment	None	3 minutes	Accounting Staff
3. Pay corresponding library fine	Issues official receipt	Php 20.00	5 minutes	Cashier
4. Claim Library Card	Issues new library card	None	5 minutes	Librarian
Total		Php 20.00	16 minutes	

6 . Issuance of Referral Letter to Conduct Research to other Libraries Outside of PNU

Office or Division	Library Services
Classification	Simple
Type of Transaction	G2C -Government to Citizen
Who may avail:	Students, Faculty and Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated University ID, Library Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of referral letter	Verifies requirements	None	2 minutes	Librarian
2. Identify Institution	Prepares and sign referral letter; Records date of visit	None	8 minutes	Librarian
3. Claim referral letter	Issues referral letter	None	1 minute	Librarian
Total			11 minutes	

7. Returning of Borrowed Book/s

Office or Division	Library Services
Classification	Simple
Type of Transaction	G2C -Government to Citizen
Who may avail:	PNU Students, Faculty and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Issued Library Gate pass/Returned books	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For borrowed books returned on time, proceed to step 6	Checks in loaned books	None	1 minute	Librarian
2. For borrowed books returned after 12:00 noon, proceed to step 3	Checks for library fine	Php 20.00/day/ books	2 minutes	Librarian
3. Get order of payment	Issues order of payment	Php 20.00/day/ books	2 minutes	Librarian
4. Pay corresponding Library fine	Issues official receipt	Computed library fine	5 minutes	Cashier
5. Present official receipt	Records official receipt	None	2 minutes	Librarian
6. Claim library card	Issues library card	None	1 minutes	Librarian
Total		Based on the Computed Library fine	13 minutes	

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Executive Director and Provost