



1. APPLICATION FOR NEW LIBRARY CARD

During the enrolment period, students are required to pay the library fee as stated in the assessed schedule of fees of the university. The Pre-School and CTL students are required to pay the assessed fee. The College students are required to pay amount of PHP150.00/term. The CTP and Graduate School students are required to pay the amount of PHP150.00/subject/term.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		Office of Student Services (OSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present registration form and a passport size ID	Evaluate requirements of applicant	None	1 minute	Librarian
2. Fill up library card	Check information entries of client. Stamp and sign the registration form and write the date of issue	None	1 minute	Librarian
3. Claim library card	Release validated library card	None	1 minute	Librarian
END OF TRANSACTION		Total No. of Minutes: 3		

2. RENEWAL/VALIDATION OF LIBRARY CARD

During the enrolment period, pupils and students are required to present their registration form and library card for validation.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Client



Who may avail:	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		Office of Student Services (OSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirement	Receive document	None	1 minute	Librarian
2. Stamp the Registration form	Stamp and sign the registration form	None	1 minute	Librarian
3. Claim validated library card	Issue validated library card	None	30 seconds	Librarian
END OF TRANSACTION		Total No. of Minutes: 2.5		

3. REPLACEMENT OF LOST LIBRARY CARD

The library patron must inform the librarian if he/she lost his or her library card for immediate replacement. The patron is required to pay the amount of PHP30.00 at the cashier's office.

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Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		Office of Student Services (OSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue order of payment	Give order of payment slip	None	1 minute	Librarian
2. Pay PHP30.00 at the cashier's Office	Issue official receipt	P30.00	1 minute	Cashier



3. Present the official receipt to the Librarian	Verify the official receipt	None	30 seconds	Librarian
4. Claim library card	Issue library card	None	30 seconds	Librarian
END OF TRANSACTION		Total No. of Minutes: 3		

4. ISSUANCE OF VISITOR'S PERMIT/PASS TO OUTSIDE RESEARCHER

PNU Visayas library caters to outside researchers. Outside researchers need to present referral letter from their school of origin and a valid I.D. Outside researcher is required to pay the amount of PHP100.00 at the cashier's office.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Outside Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		Office of Student Services (OSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral letter from Institution or school of origin	Receive referral letter	None	30 seconds	Librarian
2. Get order of payment	Issue order of payment	None	1 minute	Librarian
3. Pay PHP100.00 at the cashier's office	Issue official receipt	P100.00	5 minutes	Cashier
4. Present official receipt	Record official receipt	None	30 seconds	Librarian
5. Outside researcher is required to log-in in their specific folder	Check statistical report of library visitor	None	1 minute	Librarian



6. Check availability of book/s in the OPAC and bookshelves area	Assist outside researcher	None	2 minutes	Librarian
END OF TRANSACTION		Total No. of Minutes: 10		

5. ISSUANCE OF REFERRAL LETTER TO CONDUCT RESEARCH IN OTHER LIBRARIES

The Librarian issues referral letter to bonafide PNU Visayas faculty, staff and students who wish to visit other libraries.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		Office of Student Services (OSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive request for referral	Verify authenticity requirements	None	1 minute	Librarian
2. Identify institution to visit, topic for research and date of visit	Prepare the referral letter	None	2 minutes	Librarian
3. Print the referral letter	Issue referral letter	None	1 minute	Librarian
4. Release the referral letter	Researcher signs the logbook	None	30 seconds	Librarian
END OF TRANSACTION		Total No. of Minutes: 4.5		



6. SIGNING OF LIBRARY CLEARANCE

Signing of clearance at the end of each term for students and every summer for faculty is imperative. This is to monitor, safeguard and foster the library collections.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Pre-School, CTL, CTP, Graduate School Students, Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		Office of Student Services (OSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance and library card	Check record of client	None	1 minute	Librarian
2. If client has no library accountability; If there is an accountability	Sign clearance immediately; Get order of payment slip	None	30 seconds	Librarian
		Library Fine	1 minute	Librarian
4. Pay corresponding library fines	Issue official receipt	Library Fine	5 minutes	Cashier
5. Stamp, sign and release clearance	Sign clearance	None	30 seconds	Librarian
END OF TRANSACTION		Total No. of Minutes: 8		

7. READERS' SERVICES

The readers' services is one of the most important sections of the library. This is where the client goes in search of information. No library card, no entry policy is being observed.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Client



Who may avail:	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		Office of Student Services (OSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card and log-in at the specific folder	Monitor client in the Readers' Services Section	None	1 minute	Librarian
2. Search the needed library material through OPAC	Secure call number and location of the library materials	None	2 minutes	Library User
3. Proceed at the bookshelves section	Get the library card and assist the client	None	3 minutes	Librarian
4. Client fills up borrower's card if he/she decides to borrow	Attach filled up borrower's card to the library card; tally in the statistical report of book/s borrowed	None	1 minute	Librarian
5. Return the library card to the client	Return the library card and insert borrower's card at the book pocket of the book borrowed,	None	30 seconds	Librarian
END OF TRANSACTION		Total No. of Minutes: 7.5		

8. OVERNIGHT LOAN FOR BOOKS

A bonafide faculty, staff and students are entitled to borrow book/s for home use, one fiction and 1 non-fiction. Non-fiction books are for overnight use only and fiction books can be loaned out for a week. Schedule for borrowing of books for home use is 3:00 P.M. onwards and to be returned on or before 9:00 A.M. the following day.

Office or Division:	Library
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Type of Transaction:	G2C – Government to Client
Who may avail:	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		Office of Student Services (OSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card and log in the specific folder	Verify library card	None	1 minute	Librarian
2. Sign book card and library card	Check book card and library card for client's signature	None	1 minute	Librarian
3. Record in the statistical report of books borrowed for overnight use	Tally the book borrowed	None	1 minute	Librarian
4. Orient/reorient clients of the policy for overnight loan	Reiterate policy for overnight use	None	3 minutes	Librarian
5. Release the book/s	Receive book card and library card	None	1 minute	Librarian
END OF TRANSACTION		Total No. of Minutes: 7		


9. RETURN OF BORROWED BOOKS

The schedule for returning of borrowed books in the library is on or before 9:00 A.M. everyday. Failure to return the book/s on time is subject to library procedural manual rules and regulations.

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Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		Office of Student Services (OSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book/s to the librarian	Check in loaned book/s	None	30 seconds	Librarian



2. Delinquent client is required to pay the fine; If return on time	Check records for library fine; return the library card	Php 1.00/hour	1 minute	Librarian
3. Get order of payment slip	Issue order of payment	Computati on done	1 minute	Librarian
4. Pay the corresponding due at the cashier's office	Issue official receipt	Computed library fine	5 minutes	Cashier
5. Present official receipt to the librarian	Record official receipt	None	30 seconds	Librarian
6. Release library card	Issue library card	None	30 seconds	Librarian
END OF TRANSACTION Total No. of Minutes: 8.5				


IRENE T. BRIONES
 Librarian I

