Philippine Normal University
The National Center for Teacher Education
Institute of Knowledge Management
LIBRARY
Taft Avenue, Ermita, Manila
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LIBRARY SERVICES

Title of Frontline Services	:	APPLICATION FOR NEW BORROWER'S LIBRARY CARD (BLC)
Schedule of Availability of Service	:	Monday to Friday 8:00am – 5:00pm
		Saturday 8:00am – 5:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	PNU students, Faculty and Staff
What are the Requirements?	:	Proof of enrollment, 1pc Passport size ID picture with name tag
Duration	:	1 Day
Fees/Charges	:	NONE

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration	Person-in-charge	Fee	Form/Document
1	Present requirements	Check for completeness of the requirements	1 minute	Librarian / Library Assistant	None	Proof of enrollment 1pc. Passport size ID picture with name tag
2	Accomplish Borrower's Library Card Registration Form (BLCRF)	Check entries of applicant's information	2 minutes	Librarian / Library Assistant	None	Proof of enrollment BLCRF
3	Fill up Borrower's Library Card (BLC)	Accepts BLC application Encodes data Prints and assign barcode	1 Hour	Librarian / Library Assistant	None	BLC DLM Circulation Module
4	Claim BLC	Releases BLC	1 min	Librarian / Library Assistant	None	Validated BLC
END OF TRANSACTION						

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Title of Frontline Services	:	RENEWAL/VALIDATION OF BORROWER'S LIBRARY CARD (BLC)
Schedule of Availability of Service	:	Monday to Friday 8:00am – 5:00pm
		Saturday 8:00am – 5:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	Old Students (Undergraduate and Graduate)
What are the Requirements?		
Old Students	:	Borrower's Library Card (BLC), Proof of enrollment
Duration	:	4 minutes
Fees/Charges	:	NONE

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Present requirements	Check for completeness of the requirements	1	Librarian / Library Assistant	None	BLC Proof of enrollment
2	Signs Log Book of BLC Renewal/Claim	Validates BLC Edits card expiration date	2	Librarian / Library Assistant	None	Log Book of BLC Renewal/Claim DLM Circulation Module
3	Claim Validated BLC	Releases validated BLC	1	Librarian / Library Assistant	None	Validated BLC
END OF TRANSACTION						

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Title of Frontline Services	:	REPLACEMENT OF LOST BORROWER'S LIBRARY CARD (BLC)
Schedule of Availability of Service	:	Monday to Friday 8:00am – 5:00pm
		Saturday 8:00am – 5:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	Students (Undergraduate and Graduate)
What are the Requirements?	:	Proof of enrollment, 1 pc. Passport size ID picture with name tag
Duration	:	2 weeks
Fees/Charges	:	NONE

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration	Person-in-charge	Fee	Form/Document
1	Report Lost BLC	Check proof of enrollment Issues Lost Borrower's Library Card Form (LBLCF)	1 minute	Librarian / Library Assistant	None	Proof of enrollment Lost Borrower's Library Card Form (LBLCF)
2	Fill – up LBLCF	Check entries of applicant information Edits patron status	3 minutes	Librarian / Library Assistant	None	LBLCF DLM Circulation Module
3	Fill – up BLC	Stamps proof of enrollment, assigns date of release of the BLC on the claim stub and give to client as his/her temporary library permit	2 weeks	Librarian / Library Assistant	None	BLC Proof of enrollment LBLCF's Claim Stub
4	Submit Claim Stub and Passport size picture to claim BLC	Issues new BLC and activate the client's DLM account	2 minutes	Librarian / Library Assistant	None	1 pc. Passport size ID picture with name tag LBLCF's Claim Stub Validated BLC
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Title of Frontline Services	:	ISSUANCE OF VISITOR'S PERMIT TO OUTSIDE RESEARCHER
Schedule of Availability of Service	:	Monday to Friday 8:00am – 3:00pm
	:	Saturday 8:00am – 3:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	PNU Alumni, SMEC members, Teacher and Students from other institutions and PNU Students who are not enrolled
What are the Requirements?	:	Referral Letter from Institution/School of Origin, University/School ID, Visitor's Pass and ID
Duration		20 minutes
Fees/Charges	:	Php 100.00 per visit per person excepts for first 5 researchers of SMEC members (De La Salle University Taft, De La Salle College of St. Benilde, St. Scholastica College, Philippine Women's University, St. Paul University Manila, Philippine Christian University, Adamson University, Emilio Aguinaldo College, University of the Philippine Manila, Lyceum of the Philippine and Santa Isabel College)

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Submit Referral Letter from Institution/School of Origin (For SMEC Members/students, proceed to step 5) and Visitor's Pass and ID	Recieves referral letter Advice client to check/search topics from OPAC Accept and Sign Visitor's Pass and ID	2	Librarian/ Library Assistant	None	Referral letter from Institution/ School of Origin Visitor's Pass and ID
2	Get Order of Payment	Issues Order of Payment	2	Librarian/ Library Assistant	None	Order of Payment
3	Presents Order of Payment and Pay the corresponding amount to the Collection and Disbursement Unit (CDU)	Accepts payment and issues Official Reciept	10	CDU Personnel	P100.00 / visit per person	Order of Payment Official Receipt
4	Present Official Receipt	Record Official Receipt	1	Librarian/ Library Assistant	None	Official Receipt
5	Sign to the Log Book of Outside Researchers	Issue Visitor's Permit	1	Librarian/ Library Assistant	None	Log Book of Outside Researchers Visitor's Permit
6	Proceed to Reading Areas and present Visitor's Permit	Assist Researcher with Visitor's Permit	3	Librarian/ Library Assistant	None	Visitor's Permit
7	Return to the Circulation Section and insert the filled-up Visitor's Permit to the Library dropbox	Return the Visitor's Pass and ID	1	Librarian/ Library Assistant	None	Visitor's Permit Visitor's Pass and ID
			END OF TRANSACTION			

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Title of Frontline Services	:	ISSUANCE OF REFERRAL LETTER
Schedule of Availability of Service	:	Monday to Friday 8:00am – 5:00pm
		Saturday 8:00am – 5:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	PNU Students, Faculty and Staff
What are the Requirements?	:	Validated University ID
		Borrower's Library Card (BLC)
Duration	:	10 minutes
Fees/Charges	:	NONE

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Request for Referral Letter	Verifies requirements and give Referral Letter Request Form (RLRF)	2	Librarian / Library Assistant	None	Validated University ID and BLC RLRF
2	Fill-up RLRF	Check entries of client's information Prepares referral letter	5	Librarian / Library Assistant	None	RLRF Referral Letter
3		Sign Referral Letter	1	Head, University Library	None	Referral Letter
4	Fill-up Log Book of Issued Referral Letter	Check entries in the Log Book	1	Librarian / Library Assistant	None	Log Book of Issued Referral Letter
5	Claim Referral Letter	Issues referral letter	1	Librarian / Library Assistant	None	Referral Letter
			END OF TRANSACTION			

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Title of Frontline Services	:	**SIGNING OF LIBRARY CLEARANCE**
Schedule of Availability of Service	:	Monday to Friday 8:00am – 5:00pm
		Saturday 8:00am – 5:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	PNU Students, Faculty and Staff
What are the Requirements?	:	General Clearance Form from the Office of the University Registrar (Students)
		University Clearance Form (Faculty and Staff)
Duration	:	20 minutes
Fees/Charges	:	NONE

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Submit clearance	Checks library database (DLM) and list of Library accountabilities	2	Librarian / Library Assistant	None	General Clearance Form / University Clearance Form List of Library Accountabilities DLM Circulation Module
2	If there is no library accountability, proceed to step 4	Sign clearance	2	Librarian / Library Assistant	None	General Clearance Form / University Clearance Form
3	If there is library accountability, Follow process on Returning of Borrowed Books / Fines / Book Replacement	Inform client of his/her accountability	15	Librarian / Library Assistant	None	List of Library Accountabilities DLM Circulation Module
4	Claim Signed library clearance	Clear his/her accountability	1	Librarian / Library Assistant	None	General Clearance Form / University Clearance Form
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Title of Frontline Services	:	READER'S SERVICES (OPEN SHELF)
Schedule of Availability of Service	:	Monday, Tuesday, Thursday, Friday 7:00am – 7:00pm
		Wednesday 7:00am – 4:00pm
		Saturday 8:00am – 5:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	PNU Students, Faculty and Staff, Outside Researchers
What are the Requirements?	:	Borrower's Library Card / Visitor's Permit
Duration	:	12 minutes
Fees/Charges	:	NONE

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Search the Online Public Access Catalog (OPAC) for the needed library material and secures Call Number and location		3	Library Client	None	DLM Athena
2	Scan BLC and present BLC/Visitor's Permit to the Librarian / Library Assistant or sign Daily Record of Library Users	Accept BLC / Visitor's Permit	1	Librarian / Library Assistant	None	Daily Record of Library Users BLC / Visitor's Permit
3	Proceed to the shelf where the library material can be found	Assist client in finding the needed library material	5	Librarian / Library Assistant	None	List of title with call numbers
4	Get the book from the shelf		1	Library Client	None	
5	Return the book on the designated area	Check in used books	1	Librarian / Library Assistant	None	DLM
6	Claim BLC / Visitor's Permit	Return BLC / Visitor's Permit	1	Librarian / Library Assistant	None	BLC / Visitor's Permit
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Title of Frontline Services	:	READER'S SERVICES (CLOSED SHELF)
Schedule of Availability of Service	:	Monday, Tuesday, Thursday, Friday 7:00am – 7:00pm
		Wednesday 7:00am – 4:00pm
		Saturday 8:00am – 6:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	PNU Students, Faculty and Staff, Outside Researchers
What are the Requirements?	:	Borrower's Library Card / Visitor's Permit
Duration	:	12 minutes
Fees/Charges	:	NONE

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Search the Online Public Access Catalog (OPAC) for the needed library material and secures call number and location		3	Library Client	None	DLM Athena
2	Scan BLC and present BLC/Visitor's Permit to the Librarian / Library Assistant	Accept BLC / Visitor's Permit	1	Librarian / Library Assistant	None	BLC / Visitor's Permit
3	Fill – up Thesis Request Slip (TRS)	Accept the TRS, find the unpublished material and check out to DLM	5	Librarian / Library Assistant	None	TRS DLM
4	Sign the book card and give it to the Librarian / Library Assistant	Give the requested unpublished material	1	Librarian / Library Assistant	None	Book Cards
5	Return the unpublished material to the Librarian / Library Assistant	Accept the unpublished material, check in to DLM and return it to the shelf	1	Library Client	None	DLM
6	Claim BLC / Visitor's Permit	Return BLC / Visitor's Permit	1	Librarian / Library Assistant	None	BLC / Visitor's Permit
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Title of Frontline Services	:	OVERNIGHT LOAN OF BOOKS
Schedule of Availability of Service	:	Monday to Friday 1:00pm – 5:00pm
		Wednesday, Saturday 1:00pm – 3:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	PNU Students, Faculty and Staff
What are the Requirements?	:	Validated Borrower's Library Card (BLC)
Duration	:	20 minutes
Fees/Charges	:	NONE

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Proceed to the area where the Library material can be found	Assists client in finding needed books / library material	10	Librarian / Library Assistant	None	Lists of titles with call numbers
2	Give the chosen book to the Librarian / Library Assistant	Get BLC, Check / inspect the book and give the book card to the borrower	5	Librarian / Library Assistant	None	Validated BLC Book Card
3	Sign the book card	Accept the book card, check out the book from the DLM, and print Library Receipt	3	Librarian / Library Assistant	None	Book Card DLM Circulation Module Library Receipt
4	Claim book borrowed and Library Receipt	File the book card	2	Librarian / Library Assistant	None	Book Card
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Title of Frontline Services	:	RETURN OF BORROWED BOOKS (ON-TIME)
Schedule of Availability of Service	:	Monday to Friday 7:00am – 12:00pm
		Saturday 7:00am – 12:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	PNU Students, Faculty and Staff
What are the Requirements?	:	Book/s to be returned
Duration	:	5 minutes
Fees/Charges	:	NONE

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Return the borrowed book/s to the Reference Desk	Check-in loaned book/s Inserts book card/s Return the BLC to the Client	3	Librarian / Library Assistant	None	DLM Circulation Module Book Card
2	Claim BLC		2	Library Client	None	BLC
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Title of Frontline Services	:	**RETURN OF BORROWED BOOKS (WITH FINES)**
Schedule of Availability of Service	:	Monday, Tuesday, Thursday, Friday 7:00am – 7:00pm
		Wednesday 7:00am – 4:00pm
		Saturday 8:00am – 5:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	PNU Students, Faculty and Staff
What are the Requirements?	:	Book/s to be returned
Duration		20 minutes
Fees/Charges	:	Students – Php 2.00 or Php 10.00 / day
		Faculty and Staff – Php 5.00 or Php 10.00 / day

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	For overdue books with fine of PhP 50.00 and below, return the borrowed book/s to the Reference Desk	Check-in loaned book/s Insert book card/s	3	Librarian / Library Assistant	None	DLM Circulation Module
2	Pay the corresponding amount to the Librarian / Library Assistant, proceed to Step 6	Accept and record payment	3	Librarian / Library Assistant	**Student** • Reserve book – Php 5.00 / day • Non-reserve book – Php 2.00 / day **Faculty and Staff** • Reserve book – Php 10.00 / day • Non-reserve book – Php 5.00 / day	DLM Circulation Module Library Receipt
3	For overdue books with fine of Php 51.00 and more, return the borrowed book/s to the Reference Desk	Issue Order of Payment	5	Librarian / Library Assistant		Order of Payment
4	Pay corresponding fines to CDU and get official receipt	Accept payment and issue Official Receipt	10	CDU Personnel		Order of Payment Official Receipt
5	Present Official Receipt	Record Official Receipt	2	Librarian / Library Assistant	None	Official Receipt
6	Fill – up the Log Book of Library Fines	Return BLC Print and issue Library Receipt	2	Librarian / Library Assistant	None	BLC Log Book of Library Fines
7	Claim BLC and Library Receipt	Clear the client's library accountability from the DLM	1	Librarian / Library Assistant	None	BLC Library Receipt
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Title of Frontline Services	:	REPLACEMENT FOR LOST BORROWED BOOK
Schedule of Availability of Service	:	Monday, Tuesday, Thursday, Friday 7:00am – 7:00pm
		Wednesday 7:00am – 4:00pm
		Saturday 8:00am – 5:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	PNU Students, Faculty and Staff
What are the Requirements?	:	Book Replacement
Duration	:	25 minutes
Fees/Charges	:	Library Fine Computation + Processing Fee of PhP 250.00

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Inquiry about lost book	Issue Book Replacement Form (BRF)	2	Librarian	None	List of Library Accountabilities
2	Fill – up BRF	Check exact title, author, copyright, binding, publisher and amount of the book from the DLM and/or accession record	5	Librarian	None	DLM / Accession Record BRF
3	Choose possible replacement	Recommend suggested replacement	3	Librarian		DLM / Accession Record BRF
4	Submits BRF	Approves recommended replacement	3	Head, University Library	None	BRF
5	Give Book Replacement and follow Process on Returning of Borrowed Books (with Fines)	Accept Book Replacement Compute fines with Processing Fee and issues Order of Payment	10	Librarian / Library Assistant	None	DLM Order of Payment
8	Claim BLC	Clear the client's library accountabilities	2	Librarian / Library Assistant	None	BLC DLM List of Library Accountabilities
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Title of Frontline Services	:	IPAD RENTAL
Schedule of Availability of Service	:	Monday to Friday 7:00am – 4:00pm
Key Person	:	Librarian
Who may avail of the sevice?	:	PNU Students, Faculty and Staff
What are the Requirements?	:	Borrower's Library Card (BLC)
Duration	:	10 minutes
Fees/Charges	:	Php 15.00 / Hour

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Inquire for an iPad Rental Service and Present BLC	Accept BLC and instruct client to buy iPad Rental Card (IRC)	2	Librarian / Library Assistant	None	BLC IRC
2	Fill – up Log Book of Issued Internet iPad Card and pay the corresponding amount	Write the IRC number to the Log-in Form and issue IRC	3	Librarian / Library Assistant	PhP 15.00 / IRC	Log Book of Issued Internet iPad Card IRC
3	Fill up the IRC	Accept IRC and issue iPad	3	Librarian / Library Assistant	None	IRC
5	Fill up the Laptop / iPad Log-in Form and Claim iPad		2	Librarian / Library Assistant	None	Laptop / iPad Log-in Form
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Title of Frontline Services	:	**COMPUTER NOOK**
Schedule of Availability of Service	:	Monday, Tuesday, Thursday, Friday 7:00am – 7:00pm
		Wednesday 7:00am – 4:00pm
		Saturday 8:00am – 5:00pm
Key Person	:	Librarian / Library Assistant
Who may avail of the sevice?	:	PNU Students, Faculty and Staff
What are the Requirements?	:	Borrower's Library Card (BLC)
Duration	:	5 minutes
Fees/Charges	:	NONE

How to avail of the service?

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Present BLC and submit it to the Librarian / Library Assistant	Accepts BLC	1	Librarian / Library Assistant	None	BLC Logbook of Computer Nook
2	Inquire for Computer Nook service	Inform the client of the available computer	2	Librarian / Library Assistant	None	Logbook of Computer Nook
3	Proceed to the available computer and record time – in / out		2	Library Client	None	Logbook of Computer Nook
			END OF TRANSACTION			

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