



LIBRARY SERVICES

Title of Frontline Services : APPLICATION FOR LIBRARY BORROWER’S CARD
Schedule of Availability of Service : Monday-Saturday 8:00am-12noon;1:00pm-5:00pm
on the First Three Months of the Semester
Key Person : Librarian, Library Assistant
Who may avail of the service? : New and Old Students
What are the Requirements? : New Student: Validated University ID, Current
Registration Form, 1 copy 1x1 ID picture
Duration : 2 minutes

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	Present requirements	Evaluates requirements of applicant	Librarian, Library Assistant	None	Validated University ID, Current Registration Form, 1 copy 1x1 ID picture
2	Fill out Library Borrower’s Card	Checks information entries of client, put “Issued: BC, Date and Initial Signature” at the upper right corner at the back of their Registration form	Librarian, Library Assistant	None	Validated University ID, Current Registration Form, 1 copy 1x1 ID picture

Title of Frontline Services : REPLACEMENT OF LOST LIBRARY CARD
Schedule of Availability of Service : Monday: 8:00a.m. -12:00noon
Key Person : Librarian, Cashier
Who may avail of the service? : Students (Graduate & Undergraduate)
What are the Requirements? : Registration Form for Current Semester, 1x1 ID picture
Duration : 15 minutes
Fees/Charges : P20.00

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	Request for replacement of lost library card	Verifies name	Librarian	None	Letter of Request/ Registration Form
2	Get Order of Payment and Proceed to the Cashier’s Office	Issues Order of Payment/ Prepares schedule of release/ replacement	Librarian/ Cashier	P20.00	Receipt from the Cashier
3	Present the Receipt to the Librarian and Claim library card	Issues new library card	Librarian	None	Receipt from the Cashier



LIBRARY SERVICES

Title of Frontline Services : **READER'S SERVICES**
Schedule of Availability of Service : Monday-Friday 8:00am – 5:00pm
Key Person : **All Library Staff**
Who may avail of the service? : PNU students, faculty and staff , outside researchers
What are the Requirements? : Library Card/Visitors' permit
Duration : 5 minutes
Fees/Charges : NONE

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	Search the needed library material through the Online Public Access Catalog (OPAC)	Secures Call Number and location of the library material	All Library Staff	None	
2	Proceed to the library section where the library material can be found	Assists client in the selection of needed books/library material	All Library Staff	None	
3	Submit Library Card to the Section Charging Desk	Files Library Card	All Library Staff	None	Library Card
4	Sign in the Daily Record of Library Users	Monitors client in the Reader's Services Section	All Library Staff	None	Library Card

Title of Frontline Services : **ISSUANCE OF REFERRAL LETTER TO CONDUCT RESEARCH IN OTHER LIBRARIES OUTSIDE OF PNU**
Schedule of Availability of Service : Monday to Friday 8:00am – 12nn; 1:00pm-3:00pm
Key Person : Librarian/Library Assistant
Who may avail of the service? : PNU students, faculty and staff
What are the Requirements? : Valid University ID, Library Card
Duration : 15 minutes
Fees/Charges : NONE

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	Request for Referral Letter	Verifies requirements	Librarian/Library Assistant	None	Validated PNU ID Library Card
2	Identify institution	Prepares referral letter	Librarian/Library Assistant	None	Validated PNU ID
3		Signs referral letter	Librarian/Library Assistant	None	Referral Letter
4		Records date of visit	Librarian/Library Assistant	None	Library Card
5	Claim Referral Letter	Issues referral letter	Librarian/Library Assistant	None	Referral Letter



LIBRARY SERVICES

Title of Frontline Services	: ISSUANCE OF VISITOR'S PERMIT/ PASS FOR OUTSIDE RESEARCHERS
Schedule of Availability of Service	: Monday to Friday 8:00am - 12nn; 1:00pm-3:00pm
Key Person	: Library Staff/ Cashier
Who may avail of the service?	: PNU Alumni and students from other schools
What are the Requirements?	: Referral Letter from Institution/School of Origin University/School ID
Duration	: 5 minutes
Fees/Charges	: Php30.00 - Undergraduate Students Php50.00 - Graduate Students

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	Submit Referral Letter from Institution/School of Origin	Receives referral letter	Library Staff	P25.00 - Undergraduate P50.00 - Graduate	Referral letter from Institution/School of Origin
2	Get Order of Payment	Issues Order of Payment	Library Staff	None	Order of Payment
3	Pay amount to the Cashier's Office	Issues Official Receipt	Cashier	P30.00 - Undergraduate P50.00 - Graduate	Order of Payment/ Official Receipt
4	Present Order of Payment and Official Receipt	Records Official Receipt	Library Staff	None	Order of Payment Official Receipt
5	Signed Logbook for Outside Researchers		Library Staff	None	Logbook
6	Proceed to Reader's Services Section	Assists Researcher	Library Staff	None	

Title of Frontline Services	: SIGNING OF LIBRARY CLEARANCE
Schedule of Availability of Service	: Monday-Friday: 7:00am-12noon; 1:00am -5:00pm
Key Person	: Library Staff
Who may avail of the service?	: PNU students, faculty and staff
What are the Requirements?	: Library Clearance form
Duration	: 10 minutes
Fees/Charges	: Library Fine

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	Request for library clearance	Checks library records and list of students/faculty/staff with library accountability	Librarian, Lib. Asst.	None	Library Clearance
2	If student has no library accountability, proceed to Step 6	Signs library clearance	Librarian, Lib. Asst.	None	Library Clearance
3	If student has library accountability, get order of payment	Issues order of payment	Librarian, Lib. Asst.	None	Order of payment
4	Pay corresponding library fines/ accountability	Issues official receipt	Cashier	Library Fine	Official Receipt
5	Present official receipt	Records official receipt number	Librarian, Lib. Asst.	None	Library Clearance/ Official Receipt
6	Claim Library Clearance	Signs Library Clearance	Librarian, Lib. Asst.		Library Clearance



LIBRARY SERVICES

Title of Frontline Services : **OVERNIGHT LOAN FOR BOOKS**
Schedule of Availability of Service : Monday-Friday 2:30pm – 5:00pm;
Saturday 1:00pm-3:00pm
Key Person : **All Library Staff**
Who may avail of the service? : PNU students, faculty and staff
What are the Requirements? : Library Card
Duration : 2 minutes
Fees/Charges : NONE

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	Request for Overnight Loan	Checks book card's accession no.	All Library Staff	None	Library Book Card
2	Sign book card	Checks book card for client's signature	All Library Staff	None	Library Book Card
3	Attach book card in the library card	Checks library card for the correct accession no.	All Library Staff	None	Library Card Library Book Card

Title of Frontline Services : **RETURN OF BORROWED BOOKS**
Schedule of Availability of Service : Monday-Friday 8:00am 12:00nn; 1:00pm –500pm
Saturday 8:00 am-12:00 noon/ 1:00-5:00 pm
Key Person : All Library Staff
Who may avail of the service? : PNU students, faculty and staff
What are the Requirements? : Returned books
Duration : 1 minute
Fees/Charges : NONE

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	For borrowed books returned on time, proceed to Step 6	Checks in loaned books	All Library Staff	None	
2	For borrowed books returned after 9:00 a.m., proceed to Step 3	Checks records for library fine	All Library Staff	Non-reserve-Php20.00/day Reserve-Php30.00/day	
3	Get order of payment	Issues order of payment	All Library Staff	Computed library fine	Order of Payment
4	Pay corresponding Library Fine	Issues Official Receipt	Cashier	Computed library fine	Official Receipt
5	Present Official Receipt	Records Official Receipt	All Library Staff	None	Order of payment Official Receipt
6	Claim Library Card	Issues library card	All Library Staff	None	Library card



LIBRARY SERVICES

Title of Frontline Services	:	LIBRARY INTERNET SERVICES
Schedule of Availability of Service	:	Monday-Friday 8:00am 12:00nn; 1:00pm -500pm
Key Person	:	All Library Staff
Who may avail of the service?	:	New and Old Students
What are the Requirements?	:	Library Card, Register e-Logbook
Duration	:	1 minute
Fees/Charges	:	None

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/ Document
1	Present Library Card	Checks workstations availability	All Library Staff	Free	e-Logbook
2	Apply for reservation if all units are occupied, proceed to step 1 if there is vacant workstation	Records time of entry	All Library Staff	none	e-Logbook
3	Proceed to the Workstations	Access workstation			