

Republic of the Philippines PHILIPPINE NORMAL UNIVERSITY

The National Center for Teacher Education The Multicultural Education Hub Prosperidad, Agusan del Sur

CITIZEN'S CHARTER

Title of Frontline Services : RETURN OF BORROWED BOOKS

Schedule of Availability of Service: Monday-Saturday: 8:00am-5:00pm

Key Person : Circulation Librarian

Who may avail of the service? : PNU students, faculty and staff

What are the Requirements? : Issued Library Gate Pass / Returned books

Duration : 25 minutes

Fees/Charges : NONE

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in- charge	Fee	Form/Document
1	For borrowed books returned on time, proceed to Step 6	Checks in loaned books	3	Circulation Librarian	None	
2	For borrowed books returned after 12:00 noon, proceed to Step 3	Checks database for library fine	3	Circulation Librarian	Non-reserve- Php2.00/day Reserve- Php5.00/day	<u>h</u>
3	Get order of payment	Issues order of payment	3	Circulation Librarian	Computation done through library database	Order of Payment
4	Pay corresponding Library Fine	Issues Official Receipt	10	Cashier	Computed library fine	Official Receipt
5	Present Official Receipt	Records Official Receipt	3	Circulation Librarian	None	Order of payment Official Receipt
6	Claim Library Card	Issues library card	2	Circulation Librarian	None	Library card



Republic of the Philippines PHILIPPINE NORMAL UNIVERSITY

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Title of Frontline Services : OVERNIGHT LOAN FOR BOOKS

Schedule of Availability of Service: Monday-Saturday: 8:00am-5:00pm

Key Person : Reader's Services Librarian/ Circulation Librarian

Who may avail of the service? : PNU students, faculty and staff

What are the Requirements? : Library Card 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	Request for Overnight Checks book card's access number	Checks book card's accession number	3	Reader's Services Librarian	None	Library Book Card
2	Sign book card	ach book card in the Checks library card for the ary card correct accession number to Section Control Issues control Nu		None	Library Book Card	
3	Attach book card in the library card				None	Library Card Library Book Card Section Control Number
4	Get Section Control Number			\$10000 TO	None	
5	Proceed to Circulation Section of the Library	Receives Section Control Number together with the borrowed library material	3	Circulation Librarian	None	Section Control Number
6	Claim Library Gate Pass	Checks out books in the library database	5	Circulation Librarian	None	Library Gate Pass

END OF TRANSACTION



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Title of Frontline Services : READER'S SERVICES

Schedule of Availability of Service: Monday-Saturday: 8:00am-5:00pm

Key Person : Reader's Services Librarian

Who may avail of the service? : PNU students, faculty and staff, outside researchers

What are the Requirements? : Library Card/Visitors' permit

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	Search the needed library material through the Online Public Access Catalog (OPAC)	Secures Call Number and location of the library material		Library User	None	
2	Proceed to the library section where the library material can be found	Assists client in the selection of needed books/library material		Reader's Services Librarian	None	
3	Submit Library Card to the Section Charging Desk	Files Library Card	2	Reader's Services Librarian	None	Library Card
4	Sign in the Daily Record of Library Users	Monitors client in the Reader's Services Section	2	Reader's Services Librarian	None	Library Card

ND OF TRANSACTION



The National Center for Teacher Education The Multicultural Education Hub Prosperidad, Agusan del Sur

Library Department

Title of Frontline Services : SIGNING OF LIBRARY CLEARANCE

Schedule of Availability of Service: Monday-Friday: 8:00am-5:00pm

Key Person : Circulation Librarian

Who may avail of the service? : PNU students, faculty and staff

What are the Requirements? : Library Clearance form

Duration : 30 minutes Fees/Charges : Library Fine

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Request for library clearance	Checks library database and list of students/faculty/staff with library accountability	5	Circulation Librarian	None	Library Clearance
2	If student has no library accountability, proceed to Step 7	Signs library clearance	2	Circulation Librarian	None	Library Clearance
3	If student has library accountability, get order of payment	ountability, get order Issues order of payment 7 Circulation Librarian		Circulation Librarian	None	Order of payment
4	Pay corresponding library fines/ accountability	Issues official receipt	10	Cashier	Library Fine	Official Receipt
5	Present official receipt	Records official receipt number	3	Circulation Librarian	None	Library Clearance/ Official Receipt
6	Claim Library Clearance	Signs Library Clearance	2	Circulation Librarian		Library Clearance



Republic of the Philippines PHILIPPINE NORMAL UNIVERSITY

The National Center for Teacher Education The Multicultural Education Hub Prosperidad, Agusan del Sur

Title of Frontline Services : ISSUANCE OF REFERRAL LETTER TO CONDUCT RESEARCH IN OTHER LIBRARIES OUTSIDE OF PNU

Schedule of Availability of Service:

Monday-Saturday 8:00am-12noon

Key Person

Circulation Librarian

Who may avail of the service?

PNU students, faculty and staff

What are the Requirements? : Validated University ID

Library Card

Duration

15 minutes

Fees/Charges

NONE

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



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Library Department

Title of Frontline Services : ISSUANCE OF VISITOR'S PERMIT/PASS TO OUTSIDE RESEARCHER

Schedule of Availability of Service: Monday to Friday 8:00am - 12nn; 1:00pm - 3:00pm

Key Person : Circulation Librarian

Who may avail of the service? : PNU Alumni, SMIIC members & students from other school

What are the Requirements? : Referral Letter from Institution/School of Origin

University/School ID

Duration : 25 minutes

Fees/Charges : Php100.00 per visit except for South Manila Consortium members (De La Salle University Taft, De La Salle

College of St. Benilde, St. Scholastica's College, Philippine Women's University, St. Paul University-Manila,

Philippine Christian University, Adamson University, Emilio Aguinaldo College, University of the

Philippines-Manila, and Lyceum of the Philippines)

Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
Submit Referral Letter from Institution/School of Origin	Receives referral letter	3	Circulation Librarian	None	Referral letter from Institution/School of Origin
Get Order of Payment	Issues Order of Payment	3	Circulation Librarian	None	Order of Payment
Pay amount to the Cashier's Office	Issues Official Receipt	10	University Cashier	P100.00/visit	Order of Payment/ Official Receipt
Present Order of Payment and Official Receipt	Records Official Receipt	3	Circulation Librarian	None	Order of Payment Official Receipt
Claim Visitor's Permit	Issues Visitor's Permit	1	Circulation Librarian	None	Visitor's Permit
Proceed to Reader's Services Section	Assists Researcher with Visitor's Permit	3	Reader's Services	None	Visitor's Permit
	Submit Referral Letter from Institution/School of Origin Get Order of Payment Pay amount to the Cashier's Office Present Order of Payment and Official Receipt Claim Visitor's Permit Proceed to Reader's	Submit Referral Letter from Institution/School of Origin Get Order of Payment Pay amount to the Cashier's Office Present Order of Payment and Official Receipt Claim Visitor's Permit Proceed to Reader's Receives referral letter Issues Official Receipt Receipt Receives referral letter Issues Official Receipt Receives referral letter Receives referral letter Receives referral letter Receives referral letter Issues Official Receipt Receipt Receives referral letter Assists Researcher With	Submit Referral Letter from Institution/School of Origin Get Order of Payment Issues Order of Payment 3 Pay amount to the Cashier's Office Present Order of Payment Arceipt Issues Official Receipt 3 Receipt Issues Visitor's Permit Issues Visitor's Permit 1 Proceed to Reader's Assists Researcher with 3	Submit Referral Letter from Institution/School of Origin Get Order of Payment Issues Order of Payment Issues Official Receipt Issues Visitor's Permit	Submit Referral Letter from Institution/School of Origin Get Order of Payment Issues Order of Payment Pay amount to the Cashier's Office Present Order of Payment and Official Receipt Claim Visitor's Permit Issues Visitor's Permit Proceed to Reader's Service Provider (minutes) Person-in-charge Fee (minutes) Person-in-charge Fee (minutes) Person-in-charge Fee (minutes) Person-in-charge Fee (minutes) Circulation Librarian None Visitor Services None Proceed to Reader's Assists Researcher with



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Library Department

REPLACEMENT OF LOST LIBRARY CARD Title of Frontline Services

Schedule of Availability of Service: Monday to Saturday: 8:00a.m. - 12:00noon

Key Person Circulation Librarian

Who may avail of the service? Students (Graduate & Undergraduate)

What are the Requirements?

Registration Form for Current Semester

1x1 ID picture

Duration : 1 week Fees/Charges : NONE

Step	Please follow the Steps Service Provider Duration Request for replacement of lost library card Verifies name in the library database 3 minutes		ow the Steps Service Provider Duration Person-in-charge		Fee	Form/Document	
1			3 minutes	Circulation Librarian	ion Librarian None Letter of Reg Registration		
2	Get schedule of release of library card	f release Prepares schedule of release/ 1 week (7d		Circulation Librarian	None	Letter of Request	
3	Claim library card on the scheduled date	Issues new library card	2 minutes	Circulation Librarian	None	Registration Form University ID, Library card	



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Title of Frontline Services : RENEWAL/VALIDATION OF LIBRARY 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 : Circulation Librarian

Who may avail of the service? : Old Students (Undergraduate and Graduate)

What are the Requirements?

Old Students : Previous Library Card

Registration Form

Duration : 5 minutes Fees/Charges : NONE

Step	Please follow the Steps	Service Provider	Duration (minute)	Person-in-charge	Fee	Form/Document
1	Present requirements	Receives documents	1	Circulation Librarian	None	Library Card Registration Form
2	Fill out library card	Stamps date on the Library Card	3	Circulation Librarian	None	Library Card
3	Claim validated Library Card	Issues validated Library Card	1	Circulation Librarian	None	Validated Library Card



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Library Department

Title of Frontline Services : APPLICATION FOR NEW LIBRARY 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 : Circulation Librarian

Who may avail of the service? : New Students

What are the Requirements?

New Student: Validated University ID, Current Registration Form, 2 copies 1x1 ID picture

Duration : 15 minutes Fees/Charges : NONE

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	Present requirements	Evaluates requirements of applicant	3	Circulation Librarian	None	Validated University ID, Current Registration Form, 2 cps. 1x1 ID picture
2	Get Circulation Registration Form	Issues Circulation Registration Form	3	Circulation Librarian	None	Circulation Registration Form
3	Fill out Circulation Registration Form	Checks information entries of client	3	Circulation Librarian	None	Circulation Registration Form/Library Card
4	Fill out Library card	Encodes applicant's data in the Athena library system	3	Circulation Librarian	None	Circulation Registration Form/ Library card
5	Claim Library Card	Releases validated Library Card	3	Circulation Librarian	None	Validated Library Card