



## 1. Application for New Library Card

Office or Division		Library Services		
Classification				
Type of Transaction		G2C -Government to Citizen		
Who may avail:		New Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated University ID Current Registration Form 2 pcs 1x1 ID Picture				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>9 minutes</b>	



## 2. Renewal/Validation of Library Card

<b>Office or Division</b>		Library Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		Old Students (Undergraduate)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Previous Library Card Registration Form 1 pc 1x1 ID Picture				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>3 minutes</b>	



### 3.Overnight Loan for Books

<b>Office or Division</b>		Library Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		Students, Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library card Library Gate Pass				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>5 minutes</b>	



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

<b>Office or Division</b>		Library Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		Alumni, Teachers and Students from other School		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Letter from the Institution School of Origin, University/School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>13 minutes</b>	



## 5. Replacement of Lost Library Card

<b>Office or Division</b>		Library Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration Form for Current Semester/Trimester 1 pc 1x1 picture Letter of request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
		<b>Php 20.00</b>	<b>16 minutes</b>	



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

<b>Office or Division</b>		Library Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated University ID, Library Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>			<b>11 minutes</b>	



## 7. Returning of Borrowed Book/s

<b>Office or Division</b>		Library Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		PNU Students, Faculty and staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Issued Library Gate pass/Returned books				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>Based on the Computed Library fine</b>	<b>13 minutes</b>	