



*Philippine Normal University Visayas*

THE NATIONAL CENTER FOR TEACHER EDUCATION

*THE ENVIRONMENT AND GREEN TECHNOLOGY EDUCATION HUB*

CADIZ CITY, NEGROS OCCIDENTAL

*College Library*

# CITIZENS' CHARTER

2022 REVISED EDITION





## GENERAL GUIDELINES

- Everyone should wear mask upon entry to the library
- Sanitize hands before proceeding to the reading area of the library
- Keep distance from each other by 1 meter
- Client must register at the counter using his/her own ballpen

## A. INTERNAL SERVICES

### 1. APPLICATION FOR NEW LIBRARY CARD (FACE-TO-FACE TRANSACTION)

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 the amount of PHP150.00/term. The CTP and Graduate students are required to pay the amount of PHP150.00/subject/term.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate Students, Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance (completely signed)		College Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present registration form and 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		



## 1.1 APPLICATION FOR NEW LIBRARY CARD (ONLINE TRANSACTION)

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 the amount of PHP150.00/term. The CTP and Graduate School students are required to pay the amount of PHP150.00/subject/term.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance (completely signed)		College Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Open the university gmail ex. delacruz.ju@pnu.edu.ph	Evaluate requirements of applicant	None	2 minutes	Library User
2. Open the link <a href="https://bit.ly/3dSV36a">https://bit.ly/3dSV36a</a>	Check information entries of client in the google document	None	2 minutes	Library User
3. Fill out the form correctly and click submit	Release validated library card	None	5 minutes	Library User
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 9</b>		



## 2. RENEWAL/VALIDATION OF LIBRARY CARD

### (FACE-TO-FACE TRANSACTION)

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

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance (completely signed)		College Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		

### 2.1 RENEWAL/VALIDATION OF LIBRARY CARD (ONLINE TRANSACTION)

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

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance (completely signed)		College Library		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open the university gmail ex. delacruz.ju@pnu.edu.ph	Evaluate requirements of applicant	None	2 minutes	Library User
2. Open the link <a href="https://bit.ly/3dSV36a">https://bit.ly/3dSV36a</a>	Check information entries of client in the google document	None	2 minutes	Library User
3. Fill out the form correctly and click submit	Release validated library card	None	5 minutes	Library User
END OF TRANSACTION		Total No. of Minutes: 9		

### 3. REPLACEMENT OF LOST LIBRARY CARD (FACE-TO-FACE TRANSACTION)

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 and present affidavit of loss.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance (completely signed)		College Library		
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	5 minutes	Cashier



3. Present the official receipt and affidavit of loss to the Librarian	Verify the official receipt and affidavit of loss	None	30 seconds	Librarian
4. Claim library card	Issue library card	None	30 seconds	Librarian
END OF TRANSACTION		Total No. of Minutes: 7		

#### 4. ISSUANCE OF REFERRAL LETTER TO CONDUCT RESEARCH IN OTHER LIBRARIES (FACE-TO-FACE TRANSACTION)

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

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance (completely signed)		College Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		



#### 4.1 ISSUANCE OF REFERRAL LETTER TO CONDUCT RESEARCH IN OTHER LIBRARIES (ONLINE TRANSACTION)

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

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		College Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive request for referral origin to <a href="mailto:pnuvlibrary@gmail.com">pnuvlibrary@gmail.com</a> , PNUV University Library FB page	Verify authenticity requirements	None	1 minute	Librarian
2. Identify institution to visit, topic for research and date of visit	Prepare the referral letter and send to their email/fb account	None	3 minutes	Librarian
3. Email the referral letter	Issue referral letter	None	1 minute	Librarian
4. File the received copy	Record the transaction for statistical report	None	1 minute	Librarian
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 6</b>		



## 5. 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.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate School Students, Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		College Library		
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
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 8</b>		





## 6. READERS' SERVICES (FACE-TO-FACE TRANSACTION)

The reader's service 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.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance (completely signed)		College Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 7.5</b>		



## 6.1 READERS' SERVICES (ONLINE TRANSACTION)

The reader's service 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.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance (completely signed)		College Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to <a href="https://opac.pnu.edu.ph">https://opac.pnu.edu.ph</a>	Monitor client registration	None	<b>5 minutes</b>	Library User
2. Create account or log in to the library system	Monitor client transaction	None	3 minutes	Library User
2. Search <a href="https://opac.pnu.edu.ph">https://opac.pnu.edu.ph</a> for the article	Monitor client transaction	None	10 minutes	Library User
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 18</b>		



## 7. OVERNIGHT LOAN FOR BOOKS (FACE-TO-FACE TRANSACTION)

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.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		College Library		
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
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 7</b>		



## 7.1 OVERNIGHT LOAN FOR BOOKS (ONLINE TRANSACTION)

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.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		College Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request to <a href="mailto:pnuvlibrary@gmail.com">pnuvlibrary@gmail.com</a> , PNUV University Library FB page	Verify the requestor	None	1 minute	Librarian
2. Check the availability of the resources	Search for the references	None	5 minutes	Librarian
3. Inform the client of the status of their request	Reply via email or fb message	None	1 minutes	Librarian
4. Leave the resources at the box located at the main gate of the college building; scan and send chapter request	Inform the guard on duty; take and send picture/s or files to the researcher	None	2 minutes	Librarian
5. Fill up the borrower's card and leave it to the guard	Inform the guard on duty and send picture of the signed borrower's card	None	2 minutes	Librarian
6. Record in the statistical report of books borrowed for overnight use	Tally the book/s borrowed	None	1 minute	Librarian
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 12</b>		



## 8. 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.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		College Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Researcher inform the librarian	Check in loaned book/s	None	30 seconds	Library User
2. Leave the returned books at the box near the guard in the college building	Check in loaned book/s	None	1 minute	Library User
3. Get the books after 7 days	Return the books on shelves	None	5 minutes	Library Staff
4. 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
5. Get order of payment slip	Issue order of payment	Computati on done	1 minute	Librarian
6. Pay the corresponding due at the cashier's office	Issue official receipt	Computed library fine	5 minutes	Cashier
7. Present official receipt to the librarian	Record official receipt	None	30 seconds	Librarian
8. Release library card	Issue library card	None	30 seconds	Librarian
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 14.5</b>		



## B. EXTERNAL SERVICES

### 1. ISSUANCE OF VISITOR'S PERMIT/PASS TO OUTSIDE RESEARCHER (FACE-TO-FACE TRANSACTION)

**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.**

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Outside Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		College Library		
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		



## 2. ISSUANCE OF VISITOR'S PERMIT/PASS TO OUTSIDE RESEARCHER (ONLINE TRANSACTION)

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.

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Outside Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (completely signed)		College Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request letter from his/her Institution or school of origin to <a href="mailto:pnuvlibrary@gmail.com">pnuvlibrary@gmail.com</a> , PNUV University Library FB page or <a href="mailto:yonson.dl@pnu.edu.ph">yonson.dl@pnu.edu.ph</a> for approval	Receive request letter	None	1 minute	Librarian
1. Show confirmation to the guard and library staff	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 his/her 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		

*I. Briones*  
**IRENE T. BRIONES**  
College Librarian

