



LIBRARY SERVICES

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| 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 service? | : | PNU students, Faculty and Staff |
| What are the Requirements? | : | Proof of enrollment, ID picture (soft copy) |
| Duration | : | 18 minutes |
| Fees/Charges | : | NONE |

How to avail of the service?

| Step | Please follow the Steps | Service Provider | Duration | Person-in-charge | Fee | Form/Document |
|--------------------|--|--|------------|-------------------------------|------|---|
| 1 | Fill up the Borrower's Library Card Registration | Verifies the registration and checks the accuracy and completeness of requirements | 1 minute | Librarian / Library Assistant | None | - Borrower's Library Registration Form - Proof of enrollment - ID picture |
| 2 | Fill up Borrower's Library Card (BLC) | Accepts BLC application Encodes data Prints and assign barcode | 15 minutes | Librarian / Library Assistant | None | - BLC - DLM Circulation Module |
| 3 | Claims BLC and Signs Log Book of BLC Renewal/Claim | Releases BLC | 2 minutes | Librarian / Library Assistant | None | - Log Book of BLC Renewal/Claim - Validated BLC |
| 4 | Fill up the CSS form | | | | | |
| END OF TRANSACTION | | | | | | |



Title of Frontline Services : **RENEWAL/VALIDATION OF 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 service? : Old Students (Undergraduate and Graduate)
What are the Requirements? : Borrower's Library Card (BLC) with Passport-size ID Picture with name tag, Lamination/ID Holder, 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 | Provides proof of enrollment and presents BLC | Check the accuracy and completeness of requirements | 1 | Librarian / Library Assistant | None | - Proof of enrollment - BLC with Passport-size ID Picture with name tag, Lamination |
| 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 |
| 4 | Fill up the CSS form | | | | | |
| END OF TRANSACTION | | | | | | |



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 service? : Students (Undergraduate and Graduate)
What are the Requirements? : Proof of enrollment, ID picture (soft copy)
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 | Reports Lost BLC and fill up Borrower's Library Card Registration Form | Verifies the registration and checks the accuracy and completeness of requirements | 1 minutes | Librarian / Library Assistant | None | - Proof of enrollment - ID picture (soft copy) - Borrower's Library Card Registration Form |
| 2 | Fill – up LBLCF | Check entries of applicant information Edits patron status | 3 minutes | Librarian / Library Assistant | None | - Lost Borrower's Library Card Form (LBLCF) - DLM Circulation Module |
| 3 | Fill – up BLC | Assigns date of release of the BLC on the claim stub and give to client as his/her temporary library permit | 1 day | Librarian / Library Assistant | None | - BLC - LBLCF's Claim Stub |
| 4 | Submits Claim Stub and claims BLC | Issues new BLC and activate the client's DLM account | 2 minutes | Librarian / Library Assistant | None | - LBLCF's Claim Stub - Validated BLC |
| 5 | Fill up the CSS form | | | | | |
| END OF TRANSACTION | | | | | | |



Title of Frontline Services : **READER'S SERVICES (OPEN SHELF)**
Schedule of Availability of Service : Monday - Friday 8:00am – 5:00pm
Saturday 8:00am – 5:00pm
Key Person : Librarian / Library Assistant
Who may avail of the service? : PNU Students, Faculty and Staff, Outside Researchers
What are the Requirements? : Borrower's Library Card / Visitor's Permit
Duration : 15 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 | | 5 | Library Client | None | DLM |
| 2 | Scan BLC and present BLC/Visitor's Permit to the Librarian / Library Assistant | Accept BLC / Visitor's Permit | 2 | 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 |
| 7 | Fill up the CSS form | | | | | |
| END OF TRANSACTION | | | | | | |



Title of Frontline Services : **READER'S SERVICES (CLOSED SHELF)**
Schedule of Availability of Service : Monday - Friday 8:00am – 5:00pm
Saturday 8:00am – 5:00pm
Key Person : Librarian / Library Assistant
Who may avail of the service? : 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 |
| 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 |
| 7 | Fill up the CSS form | | | | | |
| END OF TRANSACTION | | | | | | |



Title of Frontline Services : **OVERNIGHT LOAN OF BOOKS**
Schedule of Availability of Service : Monday to Friday 1:00pm – 5:00pm
Saturday 1:00pm – 3:00pm
Key Person : Librarian / Library Assistant
Who may avail of the service? : 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 |
| 5 | Fill up the CSS form | | | | | |
| END OF TRANSACTION | | | | | | |



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 service? : 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 |
| 3 | Fill up the CSS form | | | | | |
| END OF TRANSACTION | | | | | | |



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|-------------------------------------|---|--|
| Title of Frontline Services | : | RETURN OF BORROWED BOOKS (WITH FINES) |
| Schedule of Availability of Service | : | Monday – Friday 8:00am – 5:00pm Saturday 8:00am – 3:00pm |
| Key Person | : | Librarian / Library Assistant |
| Who may avail of the service? | : | 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 5.00 / 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 | 5 | 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 <ul style="list-style-type: none">● Reserve book – Php 5.00 / day● Non-reserve book – Php 2.00 / day Faculty and Staff <ul style="list-style-type: none">● 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 / | None | Official Receipt |



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| | | | | Library Assistant | | |
| 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 |
| END OF TRANSACTION | | | | | | |



Title of Frontline Services : **REPLACEMENT FOR LOST BORROWED BOOK**
Schedule of Availability of Service : Monday, Tuesday, Thursday, Friday 7:00am – 7:00pm
Saturday 8:00am – 5:00pm
Key Person : Librarian / Library Assistant
Who may avail of the service? : 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 |
| 6 | Claim BLC | Clear the client's library accountabilities | 2 | Librarian / Library Assistant | None | BLC DLM List of Library Accountabilities |
| 7 | Fill up the CSS form | | | | | |
| END OF TRANSACTION | | | | | | |



Title of Frontline Services : **REQUEST FOR LIBRARY ORIENTATION (ONLINE)**
Schedule of Availability of Service : Monday to Friday 8:00 am – 5:00 pm
Saturday 8:00 am – 5:00 pm
Key Person : Librarian / Library Assistant
Who may avail of the service? : PNU Students, Faculty, and Staff
What are the Requirements? : Bonafide PNU students
PNU Gmail
Duration : 3 working days
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 | Email request for an orientation | Verifies PNU email address | 3 working days | Librarian / Library Assistant | None | - PNU Gmail - Orientation Reservation Google Form: http://bit.ly/LIBOrient |
| 2 | Choose and confirm the available schedule | Emails Google Calendar /Meet Link | | Librarian / Library Assistant | None | - PNU Google Calendar - PNU Google Meet |
| 3 | Attend orientation | Conducts orientation | | Librarian / Library Assistant | None | - PNU Google Meet |
| 4 | Fill up the Library Activity Feedback and CSS forms | Emails e-Certificate of Participation | | Librarian / Library Assistant | None | - Library Activity Feedback Form: http://bit.ly/PNULibVLO - Client Satisfaction Survey http://bit.ly/PNUCSS2021 |
| END OF TRANSACTION | | | | | | |



Title of Frontline Services : **REQUEST FOR DIGITIZED PRINT MATERIAL/S – CHAPTER REQUEST (Online)**
Schedule of Availability of Service : Monday to Friday 8:00 am – 5:00 pm
Key Person : Librarian / Library Assistant
Who may avail of the service? : PNU Students, Faculty, and Staff
What are the Requirements? : Bonafide PNU Students, Faculty, Staff
PNU Gmail
Duration : within 7 working days
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 | Send request for a digitized print material/s | Verifies request and checked availability of material/s in the Google Drive | | Librarian / Library Assistant | None | - PNU Gmail - Book Chapter Request Google Form: https://bit.ly/LIBBCRF |
| 2 | Receive an email for the digitized print material/s | Emails the file/s requested | 7 working days | Librarian / Library Assistant | None | Digitized Requested Material/s |
| 3 | Fill-up CSS Form | | | Librarian / Library Assistant | None | Client Satisfaction Survey http://bit.ly/PNUCSS2021 |
| END OF TRANSACTION | | | | | | |



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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 – 5:00pm |
| | : | Saturday 8:00am – 3:00pm |
| Key Person | : | Librarian / Library Assistant |
| Who may avail of the service? | : | 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 | Receives 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 Receipt | 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 |



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| 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 drop box | Return the Visitor's Pass and ID | 1 | Librarian / Library Assistant | None | Visitor's Permit Visitor's Pass and ID |
| END OF TRANSACTION | | | | | | |



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 service? : 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 |
| 6 | Fill up the CSS form | | | | | |
| 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 service? | : | 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 |
| 5 | Fill up the CSS form | | | | | |
| END OF TRANSACTION | | | | | | |



Title of Frontline Services : **COMPUTER NOOK**
Schedule of Availability of Service : Monday- Friday 8:00am – 5:00pm
Saturday 8:00am – 5:00pm
Key Person : Librarian / Library Assistant
Who may avail of the service? : 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 |
| 4 | Fill up the CSS form | | | | | |
| END OF TRANSACTION | | | | | | |