



1. Application for New Library Card

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		New Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated University ID Current Registration Form 1 Passport Size Picture				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for a new Borrower's Library Card (BLC)	Instruct to scan the QR code of the google form	None	1 minute	Library Staff
2. Complete Google Form	Check the Google form for completeness and print barcode	None	10 minutes	Library Staff
3. Claims BLC and Signs Log Book of BLC Claim	Releases BLC	None	2 minutes	Library Staff
4. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	9 minutes	



2. Renewal/Validation of Library Card

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Old Students (Undergraduate)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous Library Card Registration Form 1 Passport Size Picture				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Renewal of Borrower's Library Card (BLC)	Instruct to scan the QR Code of Google Form	None	1 minute	Library Staff
2. Update Google Form	Check the Google form for completeness, edits card expiration date. Validates BLC	None	1 minute	Library Staff
3. Claims BLC and Signs Logbook of BLC Renewal.	Releases validated BLC	None	1 minute	Library Staff
4. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	5 minutes	



3. Replacement of Lost Borrower's Library Card

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Old Students (Undergraduate)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School ID Registration Form 1 Passport Size Picture Official Receipt		Campus Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports Lost BLC and fill-out Borrowers Library Card Replacement Form	Instruct to scan the QR code of Google Form	None	1 minute	Library Staff
2. Accomplish LBLCRF	Check the Google form for completeness, assigns date of release of the BLC in the claim stub and give to client as his/her temporary permit.	None	2 minutes	Library Staff
3. Pay replacement fee of BLC	Issues Official Receipt	Php 20.00	5 minutes	Accounting Unit/Campus Cahier
4. Submits Claim Stub to claim BLC	Issues new BLC and activates the client's DLM account	None	2 minutes	Library Staff
5. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	12 minutes	



4. Reader's Services (Open Shelf)

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Library Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan and present BLC / visitor's permit to the Library Staff	Check OPAC to know the title of the book or the shelf area	None	1 minute	Library Staff
2. Proceed to the shelf where the library material can be found	Assist client in finding the needed material	None	2 minute	Library Staff
3. Fill-out Book Card	Receives Book Card	None	1 minute	Library Staff
4. Check-in used books and return to the designated area	Insert Book Card	None	1 minute	Library Staff
5. Claim BLC	Return BLC	None	1 minute	Library Staff
6. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	8 minutes	



5.Overnight Loan for Books

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Borrower's Library Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the chosen book and BLC	Accepts BLC / inspect book and give the book card to borrower.	None	2 minutes	Library Staff
2. Sign the book card	Accept the book card, check-out the book card from DLM and print Library receipt	None	2 minutes	Library Staff
3. Claim Book Borrowed and Library Receipt	File the book card	None	2 minutes	Library Staff
4. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	8 minutes	



6. Return of Borrowed Books (On-time)

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Books to be returned				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return borrowed books to the circulation desk	Check-in loaned book/s, insert book cards, and return BLC of the Client	None	2 minutes	Library Staff
2. Claim BLC		None	1 minute	Library Client
3. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	5 minutes	



7. Return of Borrowed Books (with fines)

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Books to be returned Official Receipt		Campus Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return borrowed books to the circulation desk	Check-in loaned book/s, insert book cards, compute the accumulated book fine and issues Order of payment	None	3 minutes	Library Staff
2. Pay the corresponding amount	Issues Official Receipt	Php 20.00/day	5 minutes	Accounting Unit/Campus Cahier
3. Present Official Receipt	Accept and record OR Number	None	1 minute	Library Staff
4. Fill-out the Log Book of Library Fines	Return BLC, and Official Receipt	None	1 minute	Library Staff
5. Claim BLC and OR	Clear the client's library accountability from the DLM	None	1 minute	Library Staff
6. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	13 minutes	



8. Replacement for Lost Borrowed Book

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Library Card Book Replacement Form Official Receipt		Campus Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about lost book	Issue Book Replacement Form	None	2 minutes	Library Staff
2. Fill-out BRF	Check axact title, author, copyright, binding, publisher and amount of the book from the DLM and/or accession record	None	5 minutes	Library Staff
3. Inquire for possible replacement	Recommend possible replacement	None	3 minutes	Library Staff
4. Submits BRF	Approves BRF	None	3 minutes	Library Staff
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	None	10 minutes	Library Staff
6. Pay the corresponding amount	Issues Official Receipt	Php 20.00/day	5 minutes	Accounting Unit/Campus Cahier
7. Present Official Receipt	Accept and record OR Number	None	1 minute	Library Staff
8. Fill-out the Log Book of Library Fines	Return BLC, and Official Receipt	None	1 minute	Library Staff
9. Claim BLC and OR	Clear the client's library accountability from the DLM	None	1 minute	Library Staff
10. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	33 minutes	



9. Request for Digitized Print Material/s – Chapter Request (Online)

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PNU Gmail Account Validated School ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Google Form for Book Chapter Request	Verifies request and checked availability of material/s in the google drive, send confirmation email and digitized material.	None	1 day	Library Staff
2. Receive an email for the digitized print material/s		None		Library Client
3. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	1 day and 2 minutes	



10. Issuance of Visitor's Permit to Outside Researcher

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Teachers and Students from Other Universities, Alumni of PNU, and Employees of Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID / Employee ID / Valid ID Referral Letter from School of Origin/Institution Official Receipt		School of Origin / Employer Campus Cahier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit referral letter from institution / School of Origin and present valid ID	Receives referral letter, advice client to check/search topics from OPAC	None	2 minutes	Library Staff
2. Confirms that there is available references	Instruct to scan the QR code of Google Form for Outside Researchers	None	1 minute	Library Staff
3. Fill-out Google Form	Issues Order of Payment, and Issue Visitor's Permit	None	2 minutes	Library Staff
4. Pay the corresponding amount	Issues Official Receipt	Php 100.00/day	5 minutes	Accounting Unit/Campus Cahier
5. Present Official Receipt and fill-out Log Book for outside researchers	Accept and record OR Number and request for Valid ID	None	1 minute	Library Staff
6. Proceed to reading areas	Assist researcher with references needed	None	2 minutes	Library Staff
7. Fill-out Book Card	Receives Book Card	None	1 minute	Library Staff
8. Check-in used books and return to the designated area	Insert Book Card	None	1 minute	Library Staff
9. Claim Valid ID and Return Visitor's Permit	Return Valid ID and Accept Visitor's Permit	None	1 minute	Library Staff
10. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	18 minutes	



11. Issuance of Referral Letter

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Library Card Validated School ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Referral Letter	Verifies requirements and instruct to scan QR code	None	1 minute	Library Staff
2. Fill-out the Google Form	Check entries of client's information and prepares referral letter	None	1 minute	Library Staff
3. Claim Referral Letter	Issues referral letter	None	8 minutes	Library Staff
4. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	12 minutes	



12. Signing of Library Clearance

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Clearance Form (Students) Borrower's Library Card University Clearance Form (Faculty and Staff)		Campus Registrar CLRC HRMDU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Clearance	Check DLM and list of library accountabilities	None	2 minutes	Library Staff
2. If there is no library accountability return Borrower's Library Card *if there is library accountability proceed to step 3	Sign Clearance	None	2 minutes	Library Staff
3. Follow process on returning of borrowed books / Fines / Book Replacement and return Borrower's Library Card	Inform client of his/her accountability	*accumulated fines	15 minutes	Library Staff
4. Claim Signed Library Clearance	Clear his/her accountability	None	1 minute	Library Staff
5. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	22 minutes	



13. Computer Nook

Office or Division		Campus Library and Resource Center		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Library Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present BLC	Accepts BLC	None	1 minute	Library Staff
2. Inquire for Computer Nook Service	Assist client of the available computer	None	2 minutes	Library Staff
3. Proceed to the available computer and record time – in/out		None	1 minute	Library Client
4. Claim BLC	Check record time and Return BLC	None	1 minute	Library Staff
5. Fill-out Client Satisfaction Survey Form	Instruct to scan the google form/Instruct to answer the hardcopy of the form	None	2 minutes	Library Staff
Total		None	7 minutes	