



Campus Library and Resource Center

INTERNAL SERVICES

1. Application for New Library Card

This process ensures secure access to library resources and services thus, it's advisable to apply for your library card to avail all the library services available in our campus library.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Identification Card or Certificate of Registration		Registrar's Office		
Employee's Identification Card		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present certificate of registration form with a 1x1 picture size.	Recheck submitted requirements of the applicant	None	1 minute	Library Staff, and Client
2. Fill up the Application for Library Card form.	Recheck data provided and write the date of library card to be released	None	1 minute	Library Staff, and Client
3. Claim Library Card	Record released and the validated library card	None	1 minute	Library Staff, and Client
END OF TRANSACTION		Total No. of Minutes/Hours: 3 minutes		

2. Overnight Loan for Books

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.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card and a learning material/s	Verify library card	None	1 minute	Library Staff, and Client
2. Fill in the borrower's card	Check borrower's card and file with client's library card	None	1 minute	Library Staff, and Client
3. Record in the statistical report of books borrowed for overnight use	Record statistics and release the borrowed book/s	None	1 minute	Library Staff, and Client
END OF TRANSACTION		Total No. of Minutes: 3 minutes		

3. Returning Of Borrowed Books (On Time)

The schedule for returning of borrowed books in the library is on or before 9:00 A.M. Failure to return the book/s on time is subject to library procedural manual rules and regulations.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Learning Material/s		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book/s	Locate library card and check in the borrowed book and scan barcode to check-in book/s	None	1 minute	Library Staff, and Client
2. Log in and claim library card.	Return books from the shelves	None	1 minute	Library Staff, and Client
END OF TRANSACTION		Total No. of Minutes: 2 minutes		

4. Returning of Borrowed Books (Overdue)

The schedule for returning 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.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Learning Material/s		Campus Library and Resource Unit		
Order of Payment		Campus Library and Resource Unit		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book/s	Locate the library card and check in the borrowed book/s. If overdue, check the fine generated by the library system.	Php 1.00 / hour	1 minute	Library Staff, and Client
2. Get order of payment	Provide order of payment signed by the librarian	None	1 minute	Librarian, Library Staff, and Client
3. Present Order of payment to the cashier's office		Library Fine	5 minutes	Cashier
4. Claim the Official Receipt	File receipt and clear fines of the client's accountabilities	None	1 minute	Library Staff, client
END OF TRANSACTION		Total No. of Minutes: 8 minutes		

5. Readers' Services

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.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card and log-in at the specific folder	Monitor client in the Readers' Services Section	None	1 minute	Library Staff, and Client
2. Search the needed library material through OPAC	Secure call number and location of the library materials	None	2 minutes	Library Staff, and Client
3. Proceed at the bookshelves section	Get the library card and assist the client	None	3 minutes	Library Staff, and Client
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	Library Staff, and Client
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	Library Staff, and Client
END OF TRANSACTION		Total No. of Minutes: 7.5 minutes		



6. Reservation of Discussion Area

This area can accommodate up to 200 participants to conduct trainings/workshop and any events that requires bigger population.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request form from FMAS office duly signed by adviser	Recheck schedule of reservation to avoid conflict of schedule. Counter sign then release request form	None	1 minute	Library staff
2. Provide a copy of request form for the library.	File and record schedule of reservation	None	1 minute	Library staff
END OF TRANSACTION		Total No. of Minutes: 2 minutes		

7. Reservation of Creativity Room and Discovery Room

The creativity and discovery area in the library is a designated space where students and patrons can engage in group discussions, collaborative work, and meetings without disturbing the quiet study environment of the rest of the library.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of time slots of reservation	Provide the reservation form and log in preferred schedule of the client	None	1 minute	Library staff
2. Present library card	File library card, and provide key for the creativity or discovery room	None	1 minute	Library staff
END OF TRANSACTION		Total No. of Minutes: 2 minutes		



8. Starbooks / Internet Section

This service allows our users to use library computers to access online resources.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card	Recheck availability of desktop to be used	None	30 seconds	Library staff
2. Fill in the necessary data of log sheet	Assign available desktop to be used	None	30 seconds	Library staff
END OF TRANSACTION		Total No. of Minutes: 1 minute		



9. Issuance of Referral Letter

This service is offered to those who are willing to visit or conduct their research to other libraries within the region.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the library the intention to visit other academic libraries	Provide referral letter address to the school and librarian	None	1 minute	Librarian
2. Provide data needed to be included in the referral letter	Issue and sign referral letter	None	1 minute	Librarian
3. Present the approved referral letter to the desired library/ies to be visited	Get a copy of a signed letter from the visited library	None	30 seconds	Librarian
END OF TRANSACTION		Total No. of Minutes: 2.5 minutes		

10. **Signing of Library Clearances (No Accountabilities).**

This process is mandatory for all bonafide students, both undergraduate and graduate, each term before the enrollment period to guarantee the return of all borrowed learning resources. Similarly, faculty members are required to obtain this clearance every academic year to ensure the return of their reference materials. In addition, the administrative staff are required to obtain this clearance whenever they wish to apply for a long-term type of leave or transfer of employment.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card and clearance form	Recheck the client's data then sign and release clearance.	None	30 seconds	Library Staff
END OF TRANSACTION		Total No. of Minutes: 30 seconds		

11. Signing of Library Clearances (Overdue Learning Materials)

This process is mandatory for all bonafide students, both undergraduate and graduate, each term before the enrollment period to guarantee the return of all borrowed learning resources. Similarly, faculty members are required to obtain this clearance every academic year to ensure the return of their reference materials. In addition, the administrative staff are required to obtain this clearance whenever they wish to apply for a long-term type of leave or transfer of employment.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Learning Material/s		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance form and library card	Recheck the client's library accountabilities in the library system	None	1 minute	Library Staff
2 If there is an existing accountability, settle in accordance to the library rules and regulations	Issue and order of payment slip	Library Fines	1 minute	Librarian
3 Pay corresponding library fines to the cashier's office	Issue official receipt	Library Fines	5 minutes	Cashier and Client
4 Present official receipt to library	Clear fines in the system then sign and release clearance	None	1 minute	Library Staff and Librarian
END OF TRANSACTION		Total No. of Minutes: 8 minutes		

12. Signing of Library Clearances (Replacement of Lost Learning Material/s)

This process is mandatory for all bonafide students, both undergraduate and graduate, each term before the enrollment period to guarantee the return of all borrowed learning resources. Similarly, faculty members are required to obtain this clearance every academic year to ensure the return of their reference materials. In addition, the administrative staff are required to obtain this clearance whenever they wish to apply for a long-term type of leave or transfer of employment.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Replacement of lost learning material/s		Bookstore		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the library personnel in case of loss of learning material/s	Require a replacement of learning material in accordance to the library rules and regulations.	None	5 minutes	Librarian / Client
2. Present the replacement of loss learning material/s	Record the replacement then sign and release clearance	None	2 minutes	Librarian and Client
END OF TRANSACTION		Total No. of Minutes: 7 minutes		

13. Replacement of Lost Library Card

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. You may check our library manual for your reference.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Identification Card or Certificate of Registration		Registrar's Office		
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	₱30.00	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 minutes		

14. Renewal/Validation of Library Card

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

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Pre-School, CTL, CTP, Graduate School Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 minutes		

15. 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.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library and Resource Unit		
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 https://bit.ly/3dSV36a	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 minutes		



16. **Book Chapter Request**

This service is available to you if you wish to request a specific chapter from a book. We will provide a scanned copy of the requested content.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pupils, students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log in to your search engine using your institutional account		MISO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search list of references to our OPAC (Online Public Access Catalog) and visit this link https://forms.gle/hT2nvU7qFngU7z1G8	Regularly check library email to monitor requests. Locate reference and scan the specific chapter request and send through email address of the requestor.	None	10 minutes	Librarian and Client
2. Upon receiving the email, please review the provided guidelines. Then, assess the library's service using the link to the online feedback form.		None	1 minute	Client
END OF TRANSACTION		Total No. of Minutes: 11 minutes		

EXTERNAL SERVICES

1. Outside Researcher/s

Private institutions are required to make a payment to the PNU Visayas library, which provides services to external researchers. These researchers are required to present a referral letter from their institution and a valid ID. An external researcher must pay a fee of PHP100.00 at the cashier's office.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Outside Researcher/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Referral Letter		Librarian of their institution		
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	Library Staff and Client
2. Get order of payment	Issue order of payment	None	1 minute	Library Staff and Client
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	Library Staff
5. Outside researcher is required to log-in in their specific folder	Check statistical report of library visitor	None	1 minute	Library Staff and Client
6. Check availability of book/s in the OPAC and bookshelves area	Assist outside researcher	None	2 minutes	Library Staff
END OF TRANSACTION		Total No. of Minutes: 10 minutes		