University Library

External Services

1. ISSUANCE OF VISITOR'S PERMIT TO OUTSIDE RESEARCHER

Full time Faculty, staff and enrolled students in the Philippine Normal University Manila can borrow materials from the University Library.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	PNU Alumni, SMEC members, Teachers and Students from other institutions, PNU students who are not enrolled

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Letter from Institution / School of Origin, University / School ID, Gate Pass issued by PNU SSMU	OHL
Visitor's Pass	SSMU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral Letter from Institution/School of Origin (For SMEC Members/students, proceed to step 4) and Visitor's Pass and ID	1. Receives referral letter, Advice client to Check / search topics from OPAC Accept and Sign Visitor's Pass and ID	None	2 minutes	Librarian / Library Assistant
2. Get Order of Payment or choose other payment option	2. Issues Order of Payment or instruct to follow other payment options	PhP 100.00 per person except for the first 5 researchers from SMEC member institutions	5 minutes	Librarian / Library Assistant
3. Pay the amount and secure proof of payment	3. Check proof of payment	None	2 minutes	Librarian / Library Assistant
4. Sign to the Log Book of Outside Researchers	4. Issue Visitor's Permit	None	1 minute	Librarian / Library Assistant
5. Proceed to Reading Areas and present Visitor's Permit	5. Assist Researcher with Visitor's Permit	None	1 minute	Librarian / Library Assistant

6. Return to the Circulation Section and insert the filled-up Visitor's Permit to the Library drop box	6. Return the Visitor's Pass and ID	None	1 minute	Librarian / Library Assistant
7. Evaluate services	7. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		**Total Amount to be Paid PhP 100.00 in excess of 5 researchers from SMEC**	**Total Transaction Time 14 Minutes**	

2. READER'S SERVICES (CLOSED SHELF)

The shelf is closed. Locating the title is the responsibility of the section in-charge. PNU students, employees and outside researchers can request the chosen title to the circulation in-charge.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	PNU students and employees, Outside Researchers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated BLC / Visitor's Permit		Thesis Section		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan BLC and present BLC / Visitor's Permit to the Librarian / Library Assistant	1. Accept BLC / Visitor's Permit	None	30 seconds	Librarian / Library Assistant
2. Submit query	2. Locate the needed library material and give the book card to the client	None	3 minutes	Librarian
3. Sign the book card and return it to the Librarian / Library Assistant	3. Give the requested material to the client	None	30 seconds	Librarian / Library Assistant
4. After use, return the borrowed material	4. Accept the borrowed material and return the BLC/ Visitor's Permit	None	30 seconds	Librarian / Library Assistant
5. Claim BLC / Visitor's Permit	5. Return the borrowed material on the shelf	None	1 minute	
6. Evaluate services	6. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/

END OF TRANSACTION	Total Amount to be Paid None	Total Transaction 7 Minutes, 30 seconds	

3. READER'S SERVICES (OPEN SHELF)

PNU students, employees and outside researchers may visit the shelf area and locate books that they may want to read.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	PNU students and employees ,Outside Researchers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated BLC / Visitor's Permit		Knowledge Resource Section (KRS)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan BLC and present BLC/Visitor's Permit to the Librarian / Library Assistant	1. Accept BLC / Visitor's Permit and instruct to proceed to OPAC to know the title of the book or the shelf area	None	1 minute	Librarian / Library Assistant
2. Proceed to the shelf where the library material can be found	2. Assist client in finding the needed library material	None	5 minutes	Librarian
3. Get the book from the shelf		None	1 minute	Librarian / Library Assistant
4. Return the book on the designated area	4. Check in used books	None	1 minute	Librarian / Library Assistant
5. Claim BLC / Visitor's Permit	5. Return BLC / Visitor's Permit	None	1 minute	
6. Evaluate services	6. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey

END OF TRANSACTION	Total Amount to be Paid None	Total Transaction Time 11 Minutes	

4. SIGNING OF LIBRARY CLEARANCE

Full time Faculty, staff and enrolled students in the Philippine Normal University Manila can borrow materials from the University Library.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	PNU students and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Clearance Form	University Registrar Office
No library accountability	OHL, KRS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clearance	1. Checks library database (DLM) and list of Library accountabilities	None	2 minutes	Librarian / Library Assistant
2. If there is no library accountability, proceed to step 4	2. Sign clearance	None	2 minutes	Librarian / Library Assistant
3. If there is library accountability, Follow process on Returning of Borrowed Books / Fines / Book Replacement	3. Inform client of his/her accountability	None	15 minutes	Librarian / Library Assistant
4. Claim Signed library clearance	4. Clear his/her accountability	None	1 minute	Librarian / Library Assistant
5. Evaluate services	5. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey

END OF TRANSACTION		**Total Amount to be Paid** **None**	**Total Transaction Time** **22 Minutes**	

University Library

Internal Services

1. APPLICATION FOR NEW BORROWER'S LIBRARY CARD (BLC)

PNU student who has no Borrower's Library Card (BLC) (e.g. new student, lost BLC) may apply from the Office of the Head Librarian (OHL) to be able to use the library resources.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	PNU students and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of enrollment, ID picture (soft copy)		Office of the Head Librarian (OHL)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for a new Borrower's Library Card (BLC)	1. Instruct to scan the QR code of Google form	None	1 minute	Librarian / Library Assistant
2. Complete / Update Google form	2. Check the Google form for completeness and print barcode	None	10 minutes	Librarian / Library Assistant
3. Claims BLC and Signs Log Book of BLC Renewal / Claim	3. Releases BLC	None	2 minutes	Librarian / Library Assistant
4. Evaluate services	7. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		Total Amount to be Paid None	Total Transaction Time 15 Minutes	

2. ISSUANCE OF REFERRAL LETTER

Full time Faculty, staff and enrolled students in the Philippine Normal University Manila can borrow materials from the University Library.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	PNU students and employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Validated BLC		OHL		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Referral Letter	1. Verifies requirements and give Google form link or scan QR code	None	1 minute	Librarian / Library Assistant
2. Fill-up the Google form	2. Check entries of client's information and prepares referral letter	None	1 minute	Librarian / Library Assistant
3. Claim Referral Letter	3. Issues referral letter	None	8 minutes	Librarian / Library Assistant
4. Evaluate services	4. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		**Total Amount to be Paid None**	**Total Transaction Time 12 Minutes**	

3. OVERNIGHT LOAN OF BOOKS

Library books may be borrowed by bona fide PNU students, faculty and staff.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	PNU students and employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Validated BLC Signed Book Card		Knowledge Resource Section (KRS)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Give the chosen book and BLC	1. Accepts BLC, Check / inspect the book and give the book card to the borrower	None	2 minutes	Librarian / Library Assistant
2. Sign the book card	2. Accept the book card, check out the book from DLM, and print Library receipt	None	2 minutes	Librarian / Library Assistant
3. Claim book borrowed and Library Receipt	3. File the book card	None	2 minutes	Librarian / Library Assistant
4. Evaluate services	4. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		**None**	**Total Transaction Time 8 Minutes**	

4. READER'S SERVICES (CLOSED SHELF)

The shelf is closed. Locating the title is the responsibility of the section in-charge. PNU students, employees and outside researchers can request the chosen title to the circulation in-charge.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	PNU students and employees, Outside Researchers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated BLC / Visitor's Permit		Thesis Section		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan BLC and present BLC / Visitor's Permit to the Librarian / Library Assistant	1. Accept BLC / Visitor's Permit	None	30 seconds	Librarian / Library Assistant
2. Submit query	2. Locate the needed library material and give the book card to the client	None	3 minutes	Librarian
3. Sign the book card and return it to the Librarian / Library Assistant	3. Give the requested material to the client	None	30 seconds	Librarian / Library Assistant
4. After use, return the borrowed material	4. Accept the borrowed material and return the BLC/ Visitor's Permit	None	30 seconds	Librarian / Library Assistant
5. Claim BLC / Visitor's Permit	5. Return the borrowed material on the shelf	None	1 minute	
6. Evaluate services	6. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		Total Amount to be Paid None	Total Transaction Time 5 Minutes, 30 seconds	

5. READER'S SERVICES (OPEN SHELF)

PNU students, employees and outside researchers may visit the shelf area and locate books that they may want to read.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	PNU students and employees ,Outside Researchers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Validated BLC / Visitor's Permit		Knowledge Resource Section (KRS)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Scan BLC and present BLC/Visitor's Permit to the Librarian / Library Assistant	1. Accept BLC / Visitor's Permit and instruct to proceed to OPAC to know the title of the book or the shelf area	None	1 minute	Librarian / Library Assistant
2. Proceed to the shelf where the library material can be found	2. Assist client in finding the needed library material	None	5 minutes	Librarian
3. Get the book from the shelf		None	1 minute	Librarian / Library Assistant
4. Return the book on the designated area	4. Check in used books	None	1 minute	Librarian / Library Assistant
5. Claim BLC / Visitor's Permit	5. Return BLC / Visitor's Permit	None	1 minute	
6. Evaluate services	6. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		**Total Amount to be Paid None**	**Total Transaction Time 11 Minutes**	

6. RENEWAL / VALIDATION OF BLC

PNU student with Borrower's Library Card (BLC) may apply for the renewal / validation from the Office of the Head Librarian (OHL) to be able to use the library resources.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C
Who may Avail	PNU Old students (Undergraduate and Graduate)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrower's Library Card (BLC) with Passport-size ID Picture with tag, Lamination ID, Proof of Enrollment, completed information in the Google Drive	OHL and Knowledge Resource Section (KRS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for renewal of Borrower's Library Card (BLC)	1. Instruct to scan the QR code of Google form	None	1 minute	Librarian / Library Assistant
2. Complete / Update Google Form	2. Check the Google form for completeness, Edits card expiration date, Validates BLC	None	1 minute	Librarian / Library Assistant
3. Claims BLC and Signs Log Book of BLC Renewal/Claim	3. Releases validated BLC	None	1 minute	Librarian / Library Assistant
4. Evaluate services	4. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		Total Amount to be Paid None	Total Transaction Time 5 Minutes	

7. REPLACEMENT FOR LOST BORROWED BOOK

Lost book/s must be replaced by the bona fide students, faculty, and staff.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	PNU students and employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Book Replacement Proof of payment		KRS		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquiry about lost book	1. Issue Book Replacement Form (BRF)	None	2 minutes	Librarian
2. Fill – up BRF	2. Check exact title, author, copyright, binding, publisher and amount of the book from the DLM and/or accession record	None	5 minutes	Librarian
3. Choose possible replacement	3. Recommend suggested replacement	None	3 minutes	Librarian
4. Submits BRF	4. Approves recommended replacement	None	3 minutes	Head Librarian
5. Give the book replacement and follow Process on Returning of Borrowed Books (with Fines)	5. Accept Book Replacement, Compute fines with Processing Fee and issues Order of Payment	Library Fine Computation + Processing Fee of PhP 250.00	10 minutes	Librarian / Library Assistant
6. Claim BLC	6. Clear the client's library accountabilities	None	2 minutes	Librarian / Library Assistant
7. Evaluate services	7. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/

END OF TRANSACTION	Total Amount to be Paid Library Fine Computation + Processing Fee of PhP 250.00	Total Transaction Time 27 Minutes	

8. REPLACEMENT OF LOST BORROWER'S LIBRARY CARD (BLC)

PNU student who has lost his/her Borrower's Library Card (BLC) may apply from the Office of the Head Librarian (OHL) to be able to use the library resources.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	PNU Students (Undergraduate and Graduate)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of Enrollment, ID picture (soft copy) Filled-up Lost Borrower's Library Form (LBLCF) Filled-up Borrower's Library Card Registration Form (BLCRF)	OHL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports Lost BLC	1. Issues LBLCF and Instruct to secure signatures of librarians of different sections	None	1 minutes	Librarian / Library Assistant
2. Accomplish LBLCF	2. Accept the LBLCF and instruct to scan the QR code of Borrower's Library Card Registration Form (BLCRF)	None	2 minutes	Librarian
3. Accomplish BLCRF	3. 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 library permit	None	2 minutes	Librarian / Library Assistant
4. Submits Claim Stub to claim BLC	4. Issues new BLC and activates the client's DLM account	None	2 minutes	Librarian / Library Assistant
5. Evaluate services	5. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey

END OF TRANSACTION		**Total Amount to be Paid None**	**Total Transaction Time 9 Minutes**	

9. REQUEST FOR DIGITIZED PRINT MATERIAL/S – CHAPTER REQUEST (ONLINE)

Full time Faculty, staff and enrolled students in the Philippine Normal University Manila can borrow materials from the University Library.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	PNU students and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PNU email		library@pnu.edu.ph		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for a digitized print material/s	Verifies request and checked availability of material/s in the Google Drive, send confirmation email and Digitized and Send the material	None	1 day	Librarian / Library Assistant
2. Receive an email for the digitized print material/s		None		Librarian / Library Assistant
3. Evaluate services	3. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		**Total Amount to be Paid**	**Total Transaction Time**	

	None	1 day and 2 minutes	

10. REQUEST FOR LIBRARY ORIENTATION (ONLINE)

Full time Faculty, staff and enrolled students in the Philippine Normal University Manila can borrow materials from the University Library.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	PNU students and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Email Request for an Orientation		OHL, library@pnu.edu.ph		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request for an orientation	Verifies PNU email address	None	Within 20 Minutes	Librarian / Library Assistant
2. Choose and confirm the available schedule	Calendar the schedule and send the orientation link	None	5 minutes	Librarian / Library Assistant
3. Accept the orientation link		None		Librarian / Library Assistant
4. Evaluate services	4. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		Total Amount to be Paid None	Total Transaction Time 27 Minutes	

11. RETURN OF BORROWED BOOKS (ON-TIME)

Borrowed books are returned by bona fide students, faculty and staff on-time to avoid overdue notices and fines.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	PNU students and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Book/s to be returned		Knowledge Resource Section (KRS), Drop Box		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Return the borrowed book/s to the Circulation Desk	1. Check-in loaned book/s Inserts book card/s Return the BLC to the Client	None	2 minutes	Librarian / Library Assistant
2. Claim BLC		None	1 minute	Library Client
3. Evaluate services	3. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		**Total Amount to be Paid None**	**Total Transaction Time 5 Minutes**	

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12. RETURN OF BORROWED BOOKS (WITH FINES)

If borrowed books are overdue, the bona fide students, faculty and staff must pay the fines to e-services.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	PNU students and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Book/s to be returned	Knowledge Resource Section (KRS), Drop Box

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return borrowed book/s to the Circulation Desk and follow payment options	1. Check-in loaned book/s 1.1. Insert book card/s and compute the accumulated fine	None	3 minutes	Librarian / Library Assistant
2. Pay the corresponding amount to selected payment option		**Student** ● Reserve book – Php 5.00 / day ● Non-reserve book – Php 2.00 / day **Faculty and Staff** ● Reserve book – Php 10.00 / day Non-reserve book – Php 5.00 / day	3 minutes	Librarian / Library Assistant
3. Present Official Receipt	3. Accept and record payment or record the OR	None	1 minute	Librarian / Library Assistant

4. Fill – up the Log Book of Library Fines	4. Return BLC Print and issue Library Receipt from DLM		1 minute	Librarian / Library Assistant
5. Claim BLC and Library Receipt	5. Clear the client's library accountability from the DLM		1 minute	Librarian / Library Assistant
6. Evaluate services	6. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		**Total Amount to be Paid None**	**Total Transaction Time 11 Minutes**	

13. SIGNING OF LIBRARY CLEARANCE

Full time Faculty, staff and enrolled students in the Philippine Normal University Manila can borrow materials from the University Library.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	PNU students and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Clearance Form	University Registrar Office
No library accountability	OHL, KRS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clearance	1. Checks library database (DLM) and list of Library accountabilities	None	2 minutes	Librarian / Library Assistant
2. If there is no library accountability, proceed to step 4	2. Sign clearance	None	2 minutes	Librarian / Library Assistant
3. If there is library accountability, Follow process on Returning of Borrowed Books / Fines / Book Replacement	3. Inform client of his/her accountability	None	15 minutes	Librarian / Library Assistant
4. Claim Signed library clearance	4. Clear his/her accountability	None	1 minute	Librarian / Library Assistant
5. Evaluate services	5. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/

END OF TRANSACTION	None	22 Minutes	

14. USE OF COMPUTER NOOK

Full time Faculty, staff and enrolled students in the Philippine Normal University Manila can borrow materials from the University Library.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	PNU students and employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Validated BLC, Signed Logbook of Computer Nook		Technology Section		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present BLC and submit it to the Librarian / Library Assistant	1. Accepts BLC	None	1 minute	Librarian / Library Assistant
2. Inquire for Computer Nook service	2. Inform the client of the available computer	None	2 minutes	Librarian / Library Assistant
3. Proceed to the available computer and record time – in / out		None	2 minutes	Librarian / Library Assistant
4. Evaluate services	4. Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey Link:https://nnp.pnu.edu.ph/
END OF TRANSACTION		**Total Amount to be Paid** **None**	**Total Transaction Time** **7 Minutes**	