



LIBRARY

(External Services)



1. Borrowing/Loaning/Returning Books and Other Materials

The process in borrowing books and other materials in the library

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID Card 2. Borrower's Card 3. Visitors Referral (for students in other schools)		Library Library Head of School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrowing of books 1.1. Proceeds to the section/ area	Register user in the Daily Attendance Sheet	None	1 min	Librarian Staff/ Student Assistant
1.2. Present the books/materials to borrow	Check the accession number of book if it tallies with the book card	None	1 min	
1.3. Fill up the needed information in the Book Card, Borrower's Card and turn over the same to the librarian staff/student assistant	Receive the Book Card with the Borrower's Card for filing	None	1 min	
1.4. Get the borrowed book/ material for utilization	Register the borrowed book in the Statistical Report of Circulation	None	1 min	

2. Returning of Borrowed Books & Other Materials Present borrowed book	Check the book and file, retrieve the book card from the file and insert the book card in the book pocket	None	1 min	Librarian Staff/ Student Assistant
3. Home Use/Overnight Present borrowed book	Check the book, retrieve the Borrower's Card from the file and countersign it, insert the book card and return the signed Borrower's Card to the owner	None	1 min	Librarian Staff/ Student Assistant
4. Payment of Overdue 4.1 Present borrowed book	Compute overdue fines and advise the client to pay at the cashier's office	None	1 min	Collecting Officer
4.2 Pay overdue fine at the Cashier's Office	Receive computation and payment	For every hour of delay – P5.00 For every day of delay – P40.00	5 mins	
4.3 Go back to the Library and present the Official Receipt	Validate the OR, sign the borrowers card indicating the payment made and return it to the owner	None	2 mins	

5. Replacement of lost/ damaged book	Check the bibliographic details of the book and recommend possible options for the replacement	None	2 mins	Librarian
5.1 Report about the lost/ damaged book				
5.2 Settle accountability	Sign the borrowers card & indicate the settlement of the book	None	1 min	Librarian
TOTAL		For every hour of delay – P5.00 For every day of delay – P40.00	17 minutes	



2. Issuance of Borrower's Card

Borrower's card is issued to all students in ISU to be used in borrowing books and in using the Internet access

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID Card		Student		
2. Assessment Form for the current semester		Student's copy of assessment		
3. Recent ID Picture (for the borrower's card)		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present assessment form and recent ID picture	Validate assessment form and give Borrower's Card/Internet Card to be filled up by the student.	None	1 min	Librarian
2. Fill-up Borrower's Card and paste the recent picture	Records in the outgoing logbook and release the card to the client	None	1 min	Librarian
TOTAL		None	2 minutes	



3. Referral Service

A service where Librarian requests other Library/ies to allow their students to conduct research in their Library

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students and Librarians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Card		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request for Referral Letter and submit at the Library	Get details about the client/s such as name/s, course & year, school to visit, et al. and advise client to pay referral fee at the Cashier's Office	None	2 mins	Librarian
2. Pay referral fee	Receives payment and issue official receipt	P20.00	5 mins	Collecting Officer
3. Present Official Receipt to the Librarian	Prepare Referral Letter, Register name in the logbook and issue Referral Letter	None	1 min	Librarian
TOTAL		P20.00	8 minutes	



4. Signing of Clearance

Clearance is a form to be signed by the Librarian to free the student from accountabilities in the Library in terms of books and other materials

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Card		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance to the librarian	Verifies if student has no accountability, if no accountability, sign and release the clearance; if with accountability refer to CC item #2	None	1 min	Librarian
2. Register in the logbook	Check the logbook if all information needed are provided	None	1 min	Librarian
3. Receive the clearance signed by the Librarian	Give back the clearance after signing	None	1 min	Librarian
TOTAL		None	3 minutes	



5. Internet Services

Process of availment of internet services at the Library

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID Card		Student Accounting		
2. Assessment Form (current semester)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card	Check ID Card vis-à-vis the Assessment form to confirm identity of the student	None	1 min	Internet in-charge
2. Register name in the Internet Logbook and avail internet services	Provide starting & ending time of internet usage	None	1 min	Internet in-charge
3. Proceed to the computer unit assigned by the internet in-charge	Assist the student in using the computer unit	None	2 mins	Internet in-charge
TOTAL		None	4 minutes	



6. Selection and Acquisition of Books and Other Materials

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Recommendation Slip/Formal Request		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. During Book Fair 1.1 Request for price list/recommendation form; browse, select & recommend book and other materials; prepare selected book	Issue recommendation slip and collect the same for consolidation	None	2 mins	Librarian in charge
2. During regular days 2.1 Forward request for books and other materials	Receive request for books and other materials for consolidation	None	2 mins	Librarian in charge
TOTAL		None	4 minutes	

