

**II. COLLEGE LIBRARY
FRONTLINE SERVICES**

- 1. LIBRARY FRONTLINE SERVICES** : BORROWING OF BOOKS FOR OVERNIGHT USE
- BRIEF DESCRIPTION** : This service is offered to students who wish to do their research at home. Books are issued from 3:00- 5:00PM and to be returned the following day the library is open not later than 9:00 AM.
- TOTAL RESPONSE TIME** : **5 MINUTES**

STEPS/ PROCESSES		DURATION	REQUIREMENTS/ FORMS	FEES	PERSON INVOLVED	LOCATION
CLIENT	SERVICE PROVIDER					
<p>1. Consult Card Catalog or simply ask the book from the librarian/ library clerk.</p> <p>2. Show borrower's card to the librarian.</p> <p>3. Fill up the necessary information in the book card and borrower's card. Give back the filled up cards to the librarian.</p> <p>4. Get borrower's card.</p> <p>5. Fill up logbook for overnight users.</p>	<p>1. Gives direction on where to locate the book OR simply present the book needed and check for borrower's card.</p> <p>2. Instruct student to fill up the borrower's card and book card located at the back cover of the book.</p> <p>3. Check the Cards if properly filled up and stamp for its due date.</p> <p>4. Return borrower's card and ask the student to fill up the logbook for overnight users.</p> <p>5. File book cards on student individual master card.</p>	<p>5 minutes</p>	<p>borrower's card book card logbook for overnight users</p>	<p>None</p>	<p>Librarian Library Clerk</p>	<p>Library</p>
<p>END OF TRANSACTION</p>						

- 2. LIBRARY FRONTLINE SERVICES** : BORROWING OF BOOKS FOR LIBRARY USE ONLY
BRIEF DESCRIPTION : This service is offered to students who wish to do their research works, reading and assignment inside the library.
TOTAL RESPONSE TIME : **5 MINUTES**

STEPS/ PROCESSES		DURATION	REQUIREMENTS/ FORMS	FEES	PERSON INVOLVED	LOCATION
CLIENT	SERVICE PROVIDER					
1. Consult Card Catalog or ask the location of the book from the librarian/ library clerk. 2. Check book shelve. Pull out the book needed. 3. Fill up the necessary information in the book card and borrower's card. Give back the filled up cards to the librarian.	1. Give direction or assist the student. 2. Ask student to fill up cards. 3. Get book card and borrower's card as the collateral of the book being borrowed.	} } 5 } minutes }	borrower's card book card		Librarian Library Clerk	Library
END OF TRANSACTION						

3. LIBRARY FRONTLINE SERVICES : Film Viewing
BRIEF DESCRIPTION : This service is offered to faculty with their students, staff student organizations' who intends to conduct Film viewing.
TOTAL RESPONSE TIME : **5 MINUTES**

STEPS/ PROCESSES		DURATION	REQUIREMENTS/ FORMS	FEES	PERSON INVOLVED	LOCATION
CLIENT	SERVICE PROVIDER					
1. Request reservation form for film viewing. 2. Fill up reservation form and verify availability of choice schedule 3. Seek approval from the multimedia in-charge and College Librarian.	1. Provide reservation form 2. Proper scheduling 3. Approval of film viewing on the scheduled date.	5minutes	Reservation form, logbook, attendance sheet		Faculty, staff, student organization , College Librarian Multimedia in- charge	Multimedia center
END OF TRANSACTION						

- 4. LIBRARY FRONTLINE SERVICES** : ISSUANCE OF BORROWER'S CARD
- BRIEF DESCRIPTION** : The borrower' card is issued to students to be used in borrowing book of any library material.
- TOTAL RESPONSE TIME** : **3 MINUTES**

STEPS/ PROCESS		DURATION	REQUIREMENTS/ FORMS	FEES	PERSON INVOLVED	LOCATION
CLIENT	SERVICE PROVIDER					
1. Claim Borrower's card	1. Ask for school I.D./ student's enrollment copy as a proof of enrollment	3 minutes	Borrower's card	borro wer's card fee of 50.00	Librarian	Library
2. Present proof of enrollment	2. Verify proof of enrollment. Ask student to fill up logbook for claimed borrower's card.					
3. Fill up logbook.	3. Release borrower's card					
END OF TRANSACTION						

5. LIBRARY FRONTLINE SERVICES : ISSUANCE OF REFERRAL LETTERS
BRIEF DESCRIPTION : This service is offered to students who do research works in other libraries.
TOTAL RESPONSE TIME : **5 MINUTES**

STEPS/ PROCESSES		DURATION	REQUIREMENTS/ FORMS	FEES	PERSON INVOLVED	LOCATION
CLIENT	SERVICE PROVIDER					
1. Request referral letter. 2. Pay referral fee. Show Receipt of payment to the Librarian	1. Ask details of the letter and advise the student to pay at cashier's office. 2. Verify receipt. Print/ sign and release referral letter.	5 minutes	Referral letter	25.00 to be paid at the accou nting office.	Librarian	Library
END OF TRANSACTION						