



LIBRARY SERVICES

Title of Frontline Services : APPLICATION FOR LIBRARY BORROWER’S CARD
Schedule of Availability of Service : Monday-Saturday 8:00am-12noon;1:00pm-5:00pm
on the First Three Months of the Semester
Key Person : Librarian, Library Assistant
Who may avail of the service? : New and Old Students
What are the Requirements? : New Student: Validated University ID, Current
Registration Form, 1 copy 1x1 ID picture
Duration : 2 minutes

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	Present requirements	Evaluates requirements of applicant	Librarian, Library Assistant	None	Validated University ID, Current Registration Form, 1 copy 1x1 ID picture
2	Fill out Library Borrower’s Card	Checks information entries of client, put “Issued: BC, Date and Initial Signature” at the upper right corner at the back of their Registration form	Librarian, Library Assistant	None	Validated University ID, Current Registration Form, 1 copy 1x1 ID picture

Title of Frontline Services : REPLACEMENT OF LOST LIBRARY CARD
Schedule of Availability of Service : Monday: 8:00a.m. -12:00noon
Key Person : Librarian, Cashier
Who may avail of the service? : Students (Graduate & Undergraduate)
What are the Requirements? : Registration Form for Current Semester, 1x1 ID picture
Duration : 15 minutes
Fees/Charges : P20.00

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	Request for replacement of lost library card	Verifies name	Librarian	None	Letter of Request/ Registration Form
2	Get Order of Payment and Proceed to the Cashier’s	Issues Order of Payment/ Prepares schedule of	Librarian/ Cashier	P20.00	Receipt from the Cashier



	Office	release/ replacement			
3	Present the Receipt to the Librarian and Claim library card	Issues new library card	Librarian	None	Receipt from the Cashier

Title of Frontline Services : **READER’S SERVICES**
Schedule of Availability of Service : Monday-Friday 8:00am – 5:00pm
Key Person : **All Library Staff**
Who may avail of the service? : PNU students, faculty and staff ,
outside researchers
What are the Requirements? : Library Card/Visitors’ permit
Duration : 5 minutes
Fees/Charges : NONE

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/ Document
1	Search the needed library material through the Online Public Access Catalog (OPAC)	Secures Call Number and location of the library material	All Library Staff	None	
2	Proceed to the library section where the library material can be found	Assists client in the selection of needed books/library material	All Library Staff	None	
3	Submit Library Card to the Section Charging Desk	Files Library Card	All Library Staff	None	Library Card
4	Sign in the Daily Record of Library Users	Monitors client in the Reader’s Services Section	All Library Staff	None	Library Card



Title of Frontline Services : **ISSUANCE OF REFERRAL LETTER TO CONDUCT RESEARCH IN OTHER LIBRARIES OUTSIDE OF PNU**
Schedule of Availability of Service : Monday to Friday 8:00am – 12nn; 1:00pm-3:00pm
Key Person : Librarian/Library Assistant
Who may avail of the service? : PNU students, faculty and staff
What are the Requirements? : Valid University ID, Library Card
Duration : 15 minutes
Fees/Charges : NONE

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	Request for Referral Letter	Verifies requirements	Librarian/Library Assistant	None	Validated PNU ID Library Card
2	Identify institution	Prepares referral letter	Librarian/Library Assistant	None	Validated PNU ID
3		Signs referral letter	Librarian/Library Assistant	None	Referral Letter
4		Records date of visit	Librarian/Library Assistant	None	Library Card
5	Claim Referral Letter	Issues referral letter	Librarian/Library Assistant	None	Referral Letter

Title of Frontline Services : **ISSUANCE OF VISITOR’S PERMIT/ PASS FOR OUTSIDE RESEARCHERS**
Schedule of Availability of Service : Monday to Friday 8:00am – 12nn; 1:00pm-3:00pm
Key Person : Library Staff/ Cashier
Who may avail of the service? : PNU Alumni and students from other schools
What are the Requirements? : Referral Letter from Institution/School of Origin
University/School ID
Duration : 5 minutes
Fees/Charges : Php30.00 – Undergraduate Students
Php50.00 – Graduate Students

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	Submit Referral Letter from Institution/School of Origin	Receives referral letter	Library Staff	P25.00 – Undergraduate P50.00 - Graduate	Referral letter from Institution/School of Origin
2	Get Order of Payment	Issues Order of Payment	Library Staff	None	Order of Payment
3	Pay amount to the Cashier’s Office	Issues Official Receipt	Cashier	P30.00 – Undergraduate P50.00 - Graduate	Order of Payment/ Official Receipt



4	Present Order of Payment and Official Receipt	Records Official Receipt	Library Staff	None	Order of Payment Official Receipt
5	Signed Logbook for Outside Researchers		Library Staff	None	Logbook
6	Proceed to Reader's Services Section	Assists Researcher	Library Staff	None	

Title of Frontline Services

Schedule of Availability of Service

Key Person

Who may avail of the service?

What are the Requirements?

Duration

Fees/Charges

: SIGNING OF LIBRARY CLEARANCE

: Monday-Friday: 7:00am-12noon; 1:00am -5:00pm

: Library Staff

: PNU students, faculty and staff

: Library Clearance form

: 10 minutes

: Library Fine

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/ Document
1	Request for library clearance	Checks library records and list of students/faculty/staff with library accountability	Librarian, Lib. Asst.	None	Library Clearance
2	If student has no library accountability, proceed to Step 6	Signs library clearance	Librarian, Lib. Asst.	None	Library Clearance
3	If student has library accountability, get order of payment	Issues order of payment	Librarian, Lib. Asst.	None	Order of payment
4	Pay corresponding library fines/ accountability	Issues official receipt	Cashier	Library Fine	Official Receipt
5	Present official receipt	Records official receipt number	Librarian, Lib. Asst.	None	Library Clearance/ Official Receipt
6	Claim Library Clearance	Signs Library Clearance	Librarian, Lib. Asst.		Library Clearance



Title of Frontline Services : **OVERNIGHT LOAN FOR BOOKS**
Schedule of Availability of Service : Monday-Friday 2:30pm – 5:00pm;
Saturday 1:00pm-3:00pm
Key Person : **All Library Staff**
Who may avail of the service? : PNU students, faculty and staff
What are the Requirements? : Library Card
Duration : 2 minutes
Fees/Charges : NONE

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	Request for Overnight Loan	Checks book card’s accession no.	All Library Staff	None	Library Book Card
2	Sign book card	Checks book card for client’s signature	All Library Staff	None	Library Book Card
3	Attach book card in the library card	Checks library card for the correct accession no.	All Library Staff	None	Library Card Library Book Card

Title of Frontline Services : **RETURN OF BORROWED BOOKS**
Schedule of Availability of Service : Monday-Friday 8:00am 12:00nn; 1:00pm –500pm
Saturday 8:00 am-12:00 noon/ 1:00-5:00 pm
Key Person : All Library Staff
Who may avail of the service? : PNU students, faculty and staff
What are the Requirements? : Returned books
Duration : 1 minute
Fees/Charges : NONE

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/Document
1	For borrowed books returned on time, proceed to Step 6	Checks in loaned books	All Library Staff	None	
2	For borrowed books returned after 9:00 a.m., proceed to Step 3	Checks records for library fine	All Library Staff	Non-reserve-Php20.00/day Reserve-Php30.00/day	
3	Get order of payment	Issues order of payment	All Library Staff	Computed library fine	Order of Payment
4	Pay corresponding Library Fine	Issues Official Receipt	Cashier	Computed library fine	Official Receipt



PHILIPPINE NORMAL UNIVERSITY NORTH LUZON

The National Center for Teacher Education
The Indigenous Peoples Education Hub
Alicia, Isabela



5	Present Official Receipt	Records Official Receipt	All Library Staff	None	Order of payment Official Receipt
6	Claim Library Card	Issues library card	All Library Staff	None	Library card

Title of Frontline Services : LIBRARY INTERNET SERVICES
Schedule of Availability of Service : Monday-Friday 8:00am 12:00nn;
1:00pm -500pm
Key Person : All Library Staff
Who may avail of the service? : New and Old Students
What are the Requirements? : Library Card, Register e-Logbook
Duration : 1 minute
Fees/Charges : None

HOW TO AVAIL OF THE SERVICE

Step	Please follow these Steps	Service Provider	Person-in-charge	Fee	Form/ Document
1	Present Library Card	Checks workstations availability	All Library Staff	Free	e-Logbook
2	Apply for reservation if all units are occupied, proceed to step 1 if there is vacant workstation	Records time of entry	All Library Staff	none	e-Logbook
3	Proceed to the Workstations	Access workstation			

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