

Frontline Service: **ID VALIDATION AND LIBRARY CARD ISSUANCE**

Schedule of Availability of Service: Monday to Friday ; Saturday
 8:00 AM – 8:00 PM ; 8:00 AM – 5:00 PM

Clients/Patrons: Undergraduate/graduate students (CA, CAS, CHE, CDC)

Service Provider: General References Section

Requirements: School ID, Form 5

Processing Time: 5 minutes

STEP	PROCEDURE		DURATION	FEE	PERSON RESPONSIBLE	FORM/S
	CLIENT/PATRON	SERVICE PROVIDER				
1	Presents his/her ID and Form 5	Checks the student's name in the delinquent list and enrolment list	2 minutes	None	Staff in-charge at the Circulation Counter	
2		Signs and stamps date in the Form 5 and enrolment list	1 minute			
3		Puts validation sticker on the ID	1 minute			
4		Issues library card and returns the Form 5 and validated ID	1 minute			
5	Receives validated ID, Form 5 and library card					
END OF TRANSACTION						