Frontline Service: **REFERRAL SERVICE (NON-UP)**

Schedule of Availability of Service: Mondays Only ; 8:00 AM – 5:00 PM

Clients/Patrons: Non-UP clients (Alumni, Retired staff, undergraduate/graduate students, Faculty, Researcher and Staff from public and private institutions)

Service Provider: Office of the University Librarian (InfoDesk)

Requirements: Validated School ID, Employee's ID, Alumni ID, Referral letter for Non-UP clients

Processing Time: 22 minutes

STEP	PROCEDURE		DURATION	FEE	PERSON RESPONSIBLE	FORM/S
	CLIENT/PATRON	SERVICE PROVIDER				
A.1	Presents his/her ID and the referral letter;	Checks and receives presented ID and the referral letter, and provides visitor's slip to be filled-out;	2 minutes	For Alumni and Retired Staff – Free for 5 day visit/semester or P20.00 for succeeding/visit For researchers from public institutions, with referral letter – Free for 5 Mondays/semester;	Staff in-charge	Visitor's slip and Alumni Card
A.2	Fills-out the visitor's slip and pays corresponding fee;	Receives and signs the visitor's slip, and issues Visitor's ID or Alumni Card and Official Receipt upon payment;	3 minutes			
A.3	Accepts and wears the visitor's ID / Alumni Card and performs activity inside the library.	Conducts brief orientation and provides assistance;	15 minutes			

B.1	Returns the Visitor's ID.	Issues certificate of appearance upon request.	2 minutes	Without referral letter, P 20.00/visit For researchers from private institutions – P 50.00/client		COA Request Form
END OF TRANSACTION						

Frontline Service: **REFERRAL SERVICE (UPLB CLIENTS)**

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

Clients/Patrons: Undergraduate/graduate students,

Service Provider: General References Section

Requirements: Validated School ID

Processing Time: 5 minutes

STEP	PROCEDURE		DURATION	FEE	PERSON RESPONSIBLE	FORM/S
	CLIENT/PATRON	SERVICE PROVIDER				
1	Client presents his/her ID;	Checks if the ID is validated ;	1 minute	None	Librarian/ Staff in-charge at the Circulation Counter	Log sheet
2	Client writes his/her name, the name and complete address of the Institution in the log sheet.	Encodes, printout, signs and issues the referral letter.	4 minutes			
END OF TRANSACTION						