

Frontline Service: **BORROWING OF BOOKS**

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, Faculty and Staff (REPS and Admin)

Service Provider: General References Section, Filipiniana Section

Requirements: Validated School ID, Employee's ID, Library Cards

Processing Time: 3 minutes

STEP	PROCEDURE		DURATION	FEE	PERSON RESPONSIBLE	FORM/S
	CLIENT/PATRON	SERVICE PROVIDER				
1	Presents his/her ID and the book/s	Scans the barcode of the borrower's ID and of the book/s and removes the book card;	1 minute	None	Staff in-charge at the Circulation counter	
		Deactivates or desensitizes the book/s and prints out the transaction receipt				
2	Signs the transaction receipt and receives the borrowed book/s		2 minutes			
END OF TRANSACTION						

Frontline Service: **RETURNING OF BOOKS**

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, Faculty and Staff (REPS and Admin)

Service Provider: General References Section, Filipiniana Section

Requirements: Validated School ID, Employee's ID, Library Cards

Processing Time: 2 minutes

STEP	PROCEDURE		DURATION	FEE	PERSON RESPONSIBLE	FORM/S
	CLIENT/PATRON	SERVICE PROVIDER				
1	Presents his/her ID and the borrowed book/s	Scans the barcode of the book/s;	1 minute	None	Staff in-charge at the Circulation counter	
2		Inserts the book card and reactivates or resensitizes the book/s .	1 minute			
END OF TRANSACTION						