1.1. ATTENDANCE TO QUERIES OF LIBRARY PATRONS

This serves as a guide in issuance of Library card to first year student and transferees.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Teaching & Non-Teaching Personnel, Students & Non-QCU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Library card / Valid ID		Library		
Referral letter				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Face to Face Setup				
1. Approaches the library-in-charge of the appropriate section and presents query	Conducts an interview	None	15 minutes	Library Staff
	Directs students to the resources available.	None	20 minutes	Library Staff
	TOTAL		35 minutes	
New Normal Setup (Online)				
1. Email or fill up Google Form https://bit.ly/onlinereferenceservice or send a message through messenger through Facebook Page **Online Reference Service QR Code**	Librarian verify and review student inquiries	None	2 minutes	Library Staff
	Response to students through email or messenger	None	2 minutes	Library Staff
	TOTAL		4 minutes	

2. ISSUANCE LIBRARY CARD

This serves as a guide in issuance of Library card to first year student and transferees

OFFICE OR DIVISION :	Library Section
CLASSIFICATION :	Simple
TYPE OF TRANSACTION	G2C – government services transacting public
WHO MAY AVAIL :	First year student and transferees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Registration Form (Original & Photocopy)	Library

Colored 1x1 picture (2 pcs.)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Face to Face Setup				
1. Library Patron seeks query in any form of transaction: a. online (email or social media accounts)	Check and verify the students inquiry	None	10 mins.	Library Staff
2. Fill out the Student Information Form and Library card then submit.	Received and process the documents/ form	None	10 mins.	Library Staff
	Explain the process/importance of a library card.	None	2 mins.	Library Staff
3. Claim the library card.	Released the library card	None	1 min.	Library Staff
	TOTAL		4 minutes	
New Normal Setup (Online)				
1. Fill out the Online Borrowers Card Application Form https://bit.ly/qcuborrowerscard	Librarian verify and review student information Send the library card through email	None None	2 mins. 5 mins.	Library Staff Library Staff

2.1 RE-ISSUANCE OF LOST/DAMAGE LIBRARY CARD

This serves as a guide in re-issuance of Lost/Damaged Library cards to enrolled and returnee students.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Enrolled & Returnee student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Registration Form		Library		
Colored 1x1 picture (1 pc.)				
Affidavit of Loss				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Library Patrons seek query in any of this methods:	Check student records in	None	5 mins.	Library Staff

a. Telephone b. online (email and social media account) Walk-in	database system			
Library Patrons present affidavit of Loss and other requirements	Receive the documents and processed	None	5 mins.	Library Staff
Fill out the borrower's card and submit	Explain the process/importance of a library card.	None	5 mins.	Library Staff
Claim the library card.	Released the library card	None	1 min.	Library Staff
	TOTAL		16 minutes	

2.2 VALIDATION OF LIBRARY CARD

This serves as a guide in Library card validation.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL:	Enrolled students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Registration Form (Original & Photocopy)		Library		
Library Card				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Face to Face Setup				
1. Present Library card and registration form (original & photocopy)	Check, verify stamp, and signed the documents	None	5 mins.	Library Staff
	Encodes information at the database.	None	3 mins.	Library Staff
2.Claim validated library card and original registration form.	Released the library card and original registration form.	None	1 min.	Library Staff
	TOTAL		9 mins	