




LIBRARY SERVICES

1. REGISTRATION & ASSISTANCE FOR LIBRARY ACCESS FOR QCU/NON-QCU

This serves as a guide in assisting Non-QCU clients in registration and access to Library services.

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
1. Library Patrons seeks query in any form of transaction	Conducts an interview	None	10 mins	Library Staff
2. The Library patron asks questions or clarification if needed	Verify the information of the patrons	None	5 mins	Library Staff
	TOTAL		15 mins	
New Normal Setup				
1. Fill up Google Form https://bit.ly/online-reference-service or send a message through messenger through Facebook Page	Librarian verify and review student information and request	None	2 mins	Library Staff
Online Reference Service 	Librarian send a link for 24 hours access to all library resources	None	2 mins.	Library Staff
	TOTAL		4 mins	