

3. BORROWING & RETURNING OF BOOKS (IN-HOUSE)

This serves as a guide in borrowing and returning of books.

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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face				
1. Library patrons search book/s at the shelves (open shelves)	Assist when need	None	15 mins.	Library Staff
2. Fill out the book card before using the needed book/s.	Assist when need	None	2 mins.	Library Staff
3. Attached your library card in the book card and submit at the circulation desk.	Received books, library card and books for verification	None	5 mins.	Library Staff
4. Return the book/s to the Library Staff.	The Library Staff encodes information at the daily statistics form & set aside for shelving.	None	5 mins.	Library Staff
5. Return the book/s to the Library Staff.	Released Library Card	None	1 min.	Library Staff
	TOTAL		28 mins	

3.1 BORROWING OF BOOKS (OVERNIGHT)

This serves as a guide in borrowing books overnight by the students and teaching and non-teaching personnel.

OFFICE OR DIVISION :		Library Section		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION		G2C – government services transacting public		
WHO MAY AVAIL:		Students, Teaching & Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Card / Valid ID			Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to face				

1. Present your library card at the counter.	Verify if the library card is validated or not.	None	2 mins.	Library Staff
	Checking accountability	None	5 mins.	Library Staff
2. Proceed to the shelves (open shelves) to get book/s.	Assist when need	None	30 mins.	Library Staff
3.Fill out the book card and present in the counter for check out	The Library Staff check and encode for documentations	None	5 mins.	Library Staff
4.Claim the book/s	Released the Book/s	None	2 mins.	Library Staff
New Normal Setup (Online)				
1.Library Patron send inquiry to https://bit.ly/online-reference-service	Librarian review the student concern and look for the requested material	None	10 min.	Library Staff
	Electronic materials will be email to patron while for printed materials, students will be advised to fill up the https://bit.ly/qculibraryappointmentrequest	None	2 min	Library Staff
2.Claiming of requested printed materials	Students will be emailed regarding the schedule of the claiming of the requested materials	None	2 min.	Library Staff
	Students will proceed to the main gate or lobby of the metalcasting building at San Bartolome Campus, the librarian will verify the students' claim form.	None	10min	Library Staff
TOTAL			14 mins.	

3.2 RETURNING OF BOOKS (OVERNIGHT)

This serves as a guide in returning books borrowed overnight by the students and teaching and non-teaching personnel.

OFFICE OR DIVISION :		Library Section		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION		G2C – government services transacting public		
WHO MAY AVAIL:		Students, Teaching & Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Card / Valid ID			Library	
Book/s borrowed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				
1.Present the books at the circulation desk for return.	The Library staff receives and checks the condition of the book/s for return.	None	5 mins.	Library Staff
	Clear it from the borrower's account.	None	2 mins.	Library Staff
2.Claim Library card	Released Library card	None	1 mins.	Library Staff
	TOTAL		8 mins.	
New Normal Setup				
1.Present the library card to the guard	the librarian will verify the students' library card and record the material as returned	None	5 mins	Library Staff
	TOTAL		4 mins.	

3.3 RENEWING OF BOOKS (OVERNIGHT)

This serves as a guide in renewing of books borrowed overnight by the students and teaching and non-teaching personnel..

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WHO MAY AVAIL:		Students, Teaching & Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Card / Valid ID			Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				

1.Present the books at the circulation desk for renewal.	The Library staff receives and checks the book/s.	None	10 mins.	Library Staff
	Retrieve Book Card of book/s for renewal and clear it from the borrower's account.	None	5 mins.	Library Staff
2.Fill out the book card and hand it in the counter.	Stamp return on the old and new due date and countersign the Book Card under the borrower's account for check out.	None	10 mins.	Library Staff
3.Receive book/s renewed	Issue renewed book/s	None	1 min	Library Staff
	TOTAL		26 mins	
New Normal Setup (Online)				
1. Fill out the google from https://bit.ly/onlinereferenceservice or send a message to Library FB Page	Validate and review students information and request	None	5 mins	Library Staff
	TOTAL		4 mins	

1.3 PAYMENT OF FINES BEYOND DUE DATE (OVERNIGHT)

This serves as a guide in paying fines of books borrowed beyond due date by the students and teaching and non-teaching personnel.

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CLASSIFICATION:		Simple		
TYPE OF TRANSACTION		G2C – government services transacting public		
WHO MAY AVAIL:		Students, Teaching & Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Card / Valid ID			Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library Patron seeks query in any of these transactions : a. Walk-in b. Telephone c. online (email and	Conducts an interview	None	20 mins.	Library Staff

social media)				
2. Present the book/is borrowed at the circulation desk.	The Library staff checks the due date of the book/s.	None	5 mins.	Library Staff
	Immediately compute the accumulated fine of the book to be returned	P5.00 per day	5 mins.	Library Staff
3. Signed and paid the accumulated fines.	The library staff received the fine and cleared it from the borrower's account.	None	5 mins.	Library Staff
	TOTAL		35 mins.	

3.5 REPLACEMENT OF LOSS BOOK/S

This serves as a guide in replacement of lost books borrowed by the students and teaching and non-teaching personnel.

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TYPE OF TRANSACTION		G2C – government services transacting public		
WHO MAY AVAIL:		Students, Teaching & Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card / Valid ID		Library		
Book/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library Patron seeks query in any of these transactions: a. walk –in b. Telephone c. online (email and social media account)	Conducts an interview	None	10 mins.	Library Staff
2. The library patrons should be replaced the book with the same author, title, current copyright date and the same physical description (hardbound, original book)	Discuss, provide information and recommendations to the patrons' concern	None	2-3 business time	Library Staff
3. If the book is out of stock/print it should be replaced with a similar subject and physical description and value of the		None	2-3 business time	Library Staff

book and current copyright date.				
4.Submit the book replacement for the lost book/s to the librarian for documentation.	The library staff receive & records the lost book/s for documentation	None	10 mins.	Library Staff
	TOTAL		Up to 26 mins.	

4. REQUEST TO ACCESS PERIODICAL CLIPPINGS

This serves as a guide in paying / replacement of fines of loss books borrowed by the students and teaching and non-teaching personnel.

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CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card / Valid ID		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				
1. Library Users seek query in any form of transaction: a. walk –in b. Telephone c. online (email and social media)	Conducts an interview	None	20 mins.	Library Staff
	Verify the information of the patrons	None	5 mins.	Library Staff
2.Fill out the Request Form and submit.	Receive and processed Request Form	None		Library Staff
3.Verify the request	Access to periodical clippings	None		Library Staff
	TOTAL		25 mins.	
New Normal Setup				

Patrons request access to online periodical and clippings through https://bit.ly/online-reference-service	Verify and review the request	None	5 mins.	Library Staff
	Librarian provide a 24 hour access to curated online journal and clippings	None	2 mins.	Library Staff
	TOTAL		7 mins.	

4.1 REQUEST FOR PHOTOCOPY OF BOOKS & PERIODICAL CLIPPINGS

This serves as a guide in paying/replacement of fines of lost books borrowed by the students and teaching and non-teaching personnel.

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CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Students, Teaching & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card / Valid ID		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				
1.Fill-out the information needed in the book card.		None	5 mins.	Library Staff
2.Hand in the duly accomplished book card & library card, at the circulation desk.	Receive Book card, Library Card & the requested material for verification.	None	5 mins.	Library Staff
	Approve requests for photocopying	None	2 mins.	Library Staff
3.Receive requested material	Hand over to the client the requested material.	None	2 mins.	Library Staff
	Clip together the library and book card.	None	2 mins.	Library Staff
	TOTAL		16mins.	
New Normal Setup				

1.Fill out the google form https://bit.ly/onlinereference service	Librarian will verify and review the request	None	2 mins	Library Staff
	Email the scan copy of the book and periodical clippings	None	10 mins.	Library Staff
	TOTAL		12 mins.	

5. SIGNING OF STUDENT'S CLEARANCE

This serves as a guide in paying / replacement of fines of lost books borrowed by the students and teaching and non-teaching personnel.

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CLASSIFICATION :		Simple		
TYPE OF TRANSACTION		G2C – government services transacting public		
WHO MAY AVAIL :		Students, Teaching & Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card / Valid ID		Library		
Clearance Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Hand in a duly accomplished clearance form and a library card.	Verify the accountability in the system.	None	5 mins.	Library Staff
	Affix signature when approved.	None	1 mins.	Library Staff
2.If not approved, present the needed requirements to be clear.	Received and affix the signature	None	5 mins.	Library Staff
	TOTAL		11 mins	

5.1 SIGNING OF FACULTY & ADMIN CLEARANCE (RENEWAL OF CONTRACT, TRAVEL, LEAVE, RESIGNATION)

This serves as a guide in paying / replacement of fines of lost books borrowed by the students and teaching and non-teaching personnel.

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