

## 2. REISSUANCE OF LOST / DAMAGE LIBRARY CARD

This serves as a guide for the reissuance of lost or damaged library cards to enrolled and returning students.

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C – government services transacting public			
<b>Who may Avail:</b>	Enrolled & Returnee student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Receipt		Library		
		Finance Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Library patrons may request reissuance of lost or damaged library cards through: a. Telephone b. online (email and social media account) c. Walk-in	Check student records in the database system	None	5 minutes	Library Staff
2. Pay the required amount at the Accounting Office.	Receive payment	200.00	5 minutes	Library Staff
3. Present an official receipt	Receive the documents and process	None	5 minutes	Library Staff
4. Claim the library card.	Release the library card	None	1 minutes	Library Staff
	TOTAL		16 minutes	


## 3. BORROWING AND RETURNING OF BOOKS (In-House)

This serves as a guide for borrowing and returning books.

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C – government services transacting public			
<b>Who may Avail:</b>	Teaching & Non-Teaching Personnel, Students & Non-QCU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card / Valid ID		Library		
Book/s				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Library patrons search book/s at the shelves.)	Assist when needed	None	15 minutes	Library Staff
2. Return the book at the designated book cart.	Encode information on the daily statistics form for shelving.	None	5 minutes	Library Staff
	TOTAL		20 minutes	

### 3.1 BORROWING OF BOOKS (OVERNIGHT)

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

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C – government services transacting public			
<b>Who may Avail:</b>	Students, Teaching & Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FACE TO FACE SETUP</b>				
1. Present your library card at the circulation desk.	Check accountability	None	5 minutes	Library Staff
2. Fill out the book card and present it at the counter for checkout	Check and encode for documentations	None	5 minutes	Library Staff
3. Claim the book/s	Release the Book/s	None	2 minutes	Library Staff
	<b>TOTAL</b>		12 minutes	
<b>NEW NORMAL SETUP</b>				
1. Send an inquiry to <a href="https://bit.ly/onlinereferencer">https://bit.ly/onlinereferencer</a>	Review the student's concern and look for the requested material.	None	10 minutes	Library Staff
	Electronic resources will be emailed to patrons, while for printed materials, students will be advised to fill out the form through <a href="https://bit.ly/qculibraryappointmentrequest">https://bit.ly/qculibraryappointmentrequest</a>	None	2 minutes	Library Staff
	<b>TOTAL</b>		12 minutes	

### 3.2 RETURNING OF BOOKS (OVERNIGHT)

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

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C – government services transacting public			
<b>Who may Avail:</b>	Students, Teaching & Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Book/s borrowed		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FACE TO FACE SETUP</b>				
1. Present the books at the circulation desk for return.	Receive and check the condition of the book/s.	None	5 minutes	Library Staff
	Clear it from the borrower's account.	None	2 minutes	Library Staff
2. Claim Library card	Release Library card	None	1 minute	Library Staff
	<b>TOTAL</b>		8 minutes	

### 3.3 RENEWAL OF BOOKS (OVERNIGHT)

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

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C – government services transacting public			
<b>Who may Avail:</b>	Students, Teaching & Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Book/s borrowed		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Face to Face Setup</b>				
1. Present the borrowed books at the circulation desk for renewal.	Receive and check the book/s.	None	10 minutes	Library Staff
	Retrieve Book Card of the book/s for renewal and clear it from the borrower's account.	None	5 minutes	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 minutes	Library Staff
3. Receive book/s renewed	Issue renewed book/s	None	1 minute	Library Staff
	TOTAL		26 minutes	

### 3.4 PAYMENT OF FINES BEYOND DUE DATE (OVERNIGHT)

This serves as a guide for paying fines for books borrowed beyond their due date by students, teaching, and non-teaching personnel.

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C – government services transacting public			
<b>Who may Avail:</b>	Students, Teaching & Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Book/s borrowed		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the book/s borrowed at the circulation desk.	Check the due date of the book/s.	None	5 minutes	Library Staff
	Immediately compute the accumulated fine of the book/s to be returned	P5.00 per day	5 minutes	Library Staff
2. Sign and pay the accumulated fines.	Receives the fine and clears it from the borrower's account.	None	5 minutes	Library Staff
	TOTAL		15 minutes	

### 3.5 REPLACEMENT OF LOST BOOK/s:

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

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C – government services transacting public			
<b>Who may Avail:</b>	Students, Teaching & Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Book/s		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request this service through a. Walk - in b. Telephone c. online (email and social media account)	Conduct interview	None	10 minutes	Library Staff
1. Provide books with the same author, title, current copyright date, and physical description.  If a book is out of stock/print, it should be replaced with a similar subject, physical description, value of the book and current copyright date.	Discuss, and provide information, and recommendations to the patron' concern	Book replacement.	2-3 business time	Library Staff
2. Submit the book replacement for the lost book/s to the librarian for documentation.	Receives and records the lost book/s for documentation	None	10 minutes	Library Staff
	TOTAL		2-3 business time and 20 minutes	