




LIBRARY SERVICES


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

This serves as a guide to assist QCU/Non-QCU clients in registering for and accessing 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 Clients			
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				
1. Seek assistance at the information desk	Conduct an interview	None	10 minutes	Library Staff
	TOTAL		10 minutes	
NEW NORMAL SET UP				
1.Fill out the Google Form https://bit.ly/QCULibrariesOnlineReferenceService or send a message through the Facebook Page	Verify and reviews the student information and requests.	None	2 minutes	Library Staff
Online Reference Service QR Code	Sends the link/ QR code access to all library resources	None	2 minutes	Library Staff
				
	TOTAL		4 minutes	

1.1. ATTENDANCE TO QUERIES OF LIBRARY PATRONS

This serves as a guide for attending queries from Teaching and Non-Teaching Personnel, Students, and Non-QCU clients on 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 Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card		Library		
Referral letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE TO FACE SETUP				
1. Approach the librarian-in-charge of the appropriate section and request assistance	Conduct interview	None	15 minutes	Library Staff
	Direct students to the resources available.	None	20 minutes	Library Staff
	TOTAL		35 minutes	
NEW NORMAL SETUP (Online)				
1. Fill out the Google Form https://bit.ly/QCULibrariesOnlineReferenceService or send a message through Messenger and Facebook Page Online ReferenceService QR Code 	Verifies and review student inquiries	None	2 minutes	Library Staff
	Respond to students through email or messenger	None	2 minutes	Library Staff
	TOTAL		4 minutes	