## 4. REQUEST TO ACCESS PERIODICALS (Print and Non-Print)

This serves as a guide for requesting access to periodicals (Print and Non-Print) by students, teaching personnel, 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. | | Library | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| FACE TO FACE SETUP | | | | |
| 1. Seek assistance in any form of transaction.<br>a. walk –in | Conduct an interview | None | 20 minutes | Library Staff |
| b. Telephone<br>c. online (email and social media) | Verify the information of the patrons | None | 5 minutes | Library Staff |
| 2. Fill out the Request Form and submit it. | Receive and process the Request Form | None | | Library Staff |
| 3. Verify the request | Access periodicals. | None | | Library Staff |
| | TOTAL | | 25 minutes | |
| NEW NORMAL SETUP | | | | |
| 1. Request access to online periodicals and clippings,<br>https://bit.ly/QCULibrariesOnlineReferenceService | Verify and review the request | None | 5 minutes | Library Staff |
| | Send the link for accessing the online periodical. | None | 2 minutes | Library Staff |
| | TOTAL | | 7 minutes | |