

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.

Office or Division:	Library Section			
Classification:	Simple			
Type of Transaction	G2C – government services transacting public			
Who may Avail:	Enrolled & Returnee student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Receipt		Library		
		Finance Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.

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		
Book/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	