Central Luzon State University

Citizen's Charter – University Library

Borrowing of Library Materials

Name of Office/Unit : UNIVERSITY LIBRARY
Section/Unit : Reader's Services
Type of Service : Borrowing of Library Materials for Room Use
Schedule of Availability of Service: Monday to Friday : 7:00 A.M. – 6:00 P.M. (No noon break)
Saturday : 8:00 A.M. – 12:00 Noon ; 1:00 P.M. – 5:00 P.M.
Who May Avail of the Service: Students, Faculty, Staff and other clientele
What are the Requirements: Countersigned ID and Library Account for students
CLSU ID and Library Account for Faculty and Staff
Duration : 12 minutes
Fee : none
How to Avail of the Services:

Step	Library User/Client	Service Provider	Response Time	Person Responsible	Fee	Form/s
1	Leave countersigned ID in pigeonhole	Ask information and material/s needed	1 minute	Librarian; Library Staff Section In-charge		
2	Tell information and material/s needed then search Online Public Access Catalog (OPAC): • Get call number, title and location (Books, Theses, CD-ROMs, Video Recordings);	Assist in locating information and library material/s; show location of material/s or issue Library material/s if close shelves	7 minutes	Library Staff; Section In-charge		

	or • Get title, volume, number, and year of publication (Bound Journal/s, Journal/s and Magazine/s)					
3	Get hold of Library material/s	Give book card/s	2 minutes	Library Staff on Duty Section In-charge		Book Card Form
4	Sign the book card/s and return to the Section in charge together with the countersigned ID.	• Get signed book card/s and ID and verify its authenticity • Issue the needed library material/s	2 minutes	Library Staff on Duty Section In-charge		Book Card Form
5	Received borrowed Library material/s					
End of Transaction						