



Central Luzon State University

Citizen's Charter - University Library

Referral Letter Request

Name of Office/Unit : UNIVERSITY LIBRARY
Section/Unit : Reader's Services
Type of Service : Referral Letter Request
Schedule of Availability of Service: Monday to Friday : 8:00 A.M. - 12:00 ; 1:00 P.M. - 5:00 P.M.
Who May Avail of the Service: Students, Faculty, and Staff
What are the Requirements: Countersigned ID for students; CLSU ID for Faculty and Staff
Duration : Processing - 11 minutes ; Issuance - After one (1) day
Fee : none
How to Avail of the Services:

| Step | Library User/Client | Service Provider | Response Time | Person Responsible | Fee | Form/s |
|--------------------|--|--|---------------|---|-----|--------|
| 1 | Request for Referral Letter | <ul style="list-style-type: none"> Tell client to return after one day Prepare Referral Letter to school or institutions requested | 10 minutes | Clerk at the University Librarian's Office; University Librarian | | |
| 2 | Acknowledge receipt of Referral/Request Letter | Issue the Request/Referral Letter | 1 minute | Clerk at the University Librarian's Office | | |
| End of Transaction | | | | | | |