



# Central Luzon State University

## Citizen's Charter – University Library

### Visitors Accommodation

**Name of Office/Unit** : UNIVERSITY LIBRARY  
**Section/Unit** : Reader's Services  
**Type of Service** : Visitors Accommodation  
**Schedule of Availability of Service:** Saturday : 8:00 A.M. – 12:00 ; 1:00 P.M. – 5:00 P.M.  
**Who May Avail of the Service:** Visitors  
**What are the Requirements:** Referral letter from the Institution's Librarian and ID of students/visitors Alumni ID for CLSU Alumni  
**Duration** : 15 minutes  
**Fee** : ₱ 30.00  
**How to Avail of the Services:**

Step	Library User/Client	Service Provider	Response Time	Person Responsible	Fee	Form/s
1	Show Referral Letter	<ul style="list-style-type: none"> <li>• Receive referral letter</li> <li>• Ask ID</li> <li>• Issue visitor's ID</li> </ul>	2 minutes	Library Special Collecting Officer		
2	Tell information and materials needed	Guide to section/s where desired materials are located	3 minutes	Library Special Collecting Officer; Librarian; Library Staff;		
3	Search OPAC <ul style="list-style-type: none"> <li>• Get call number, title and location (Books, Theses, CD-ROMs, Video Recordings);</li> </ul>	Show location of materials or issue Library materials if close shelves	5 minutes	Library Staff		

	or • Get title, volume, number, and year of publication (Bound Journals, Journal and Magazine articles)					
4	Get hold of library materials	Give book card/s	2 minutes	Library Staff, Section In-charge		Book Card Form
5	Return signed book card/s	Issue Library Material/s	1 minute	Library Staff on Duty; Section In-charge		Book Card Form
6	Pay for the visiting users' fee	Received payment	2 minutes	Library Special Collecting Officer	₱ 30.00	
End of Transaction						