CAVITE STATE UNIVERSITY – CCAT CAMPUS

CAMPUS LIBRARY

External and Internal Services

1. Use of the Library Facilities, Services and Resources

This procedure shows how library assist interested clients in using library facilities and resources.

Office or Division:	Campus Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees, and Outside Researchers from other Institutions

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Valid Identification Card		University Library	
Referral Letter		CvSU-CCAT Library From the Librarian of the Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visitor to present Referral Letter from institution/School of Origin.	1.1 Receive referral letter.	None	1 Minute	*Assigned Library Staff*
2. Leave unnecessary things in the baggage area and register in the attendance registration system (for first time user only).	2.1 Assist the client in the registration.	None	1 Minute	*Assigned Library Staff*
3. Pay the library fee at the Cashier's Office and present Official Receipt at the Charging Desk.	3.1 Check the Official Receipt presented.	Php 30.00	2 Minutes	*Assigned Library Staff*

4. Fill out Library Usage Form (applicable only for Non-CvSU/Outside users).	4.1 Assist the client in filling out the Library Usage Form.	None	1 Minute	*Assigned Library Staff*
5. Log in the Reader's Registry Attendance.	5.1 Assist the client in filling out the Reader's Registry Attendance.	None	1 Minute	*Assigned Library Staff*
6. Proceed to the OPAC to search for the title/author and subject needed for research	6.1 If necessary, assist the client in using the OPAC Stations.			
	TOTAL:	**Php 30.00**	**6 Minutes**	

2. Borrowing and Returning of Books and Other Library Materials

This procedure shows how the library assists interested clients in the borrowing and returning of books and other library materials.

Office or Division:	Campus Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees, and Outside Researchers from other Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Physical Services	
For new students: Registration Form Library validation sticker attached to the student's Identification Card	Registrar's Office or Portal CvSU-CCAT Library
For old registrants: CvSU-CCAT Identification Card	External and Business Affairs Office (EBA)
For Faculty Members and Employees CvSU-CCAT identification card	External and Business Affairs Office (EBA)

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

1. Students, Faculty Members and Employees present books to be borrowed.	Borrowing of books: 1.1 Fill out library book card. 1.2 Present book/s to be borrowed and book card. Stamps due date on the date due slip. Attach book card to the borrower's file card. Returning of books: 1.1 Present book/s to be returned. 1.2 Pull-out Borrower's File Card and check due date. Insert the book/s and shelves these books	None	1 Minute 1 Minute 1 Minute 2 Minutes	*Assigned Library Staff*
	TOTAL:	**None**	**2 minutes** (Borrowing) **3 minutes** (Returning)	
Online Services:				
1. Check the available title of the book/s to be borrowed. Visit the Online Public Access Catalog (OPAC) on this link : http://172.96.176.20/cgi-bin/koha/opac-main.pl#	Online Borrowing of Books:	None	20 Minutes	
2. Fill out the Online Book Borrowing Form and wait for the confirmation message from the Library staff. Indicate mode of transactions (via pick-up or courier). Link:	2.1 Send a confirmation message via email of the availability of library materials. (Send the scanned contents if needed)	None	3 Minutes	*Library Staff*

http://172.96.176.20/cgi-bin/koha/opac-main.pl#				
3. Pick-up or received reserved library materials.	3.1 Send schedule date of pick-up or delivery of reserved books.	Depends on the courier's fee if for delivery	2 Minutes	*Library Staff*
	Online Renewal of Books:			
1. Fill-out the Online Renewal Form and wait for the confirmation email : Link: https://forms.gle/shyXZWQ48TfQeJMUA	1.1 Receive online request for the renewal of borrowed book/s and send a confirmation email with the new due date of the books.	None	3 Minutes	*Library Staff*
2. Receive new date due of the book.	2.1 Stamp new due date and attach to the file card of borrower.	None	1 Minute	*Library Staff*
	Online Returning of Borrowed Books:			
1. Send an email at libraryccat@cvsu.edu.ph to schedule for the returning of borrowed book/s.	1.1 Receive email notification from the borrower to return the book/s and book a schedule of delivery.	Depends on the courier's fee if for delivery	5 Minutes	*Library Staff*
2. Receive confirmation and successful schedule of date return of borrowed books.	2.1 Receive borrowed books and removed book card on the borrower's file card.		1 Minute	*Library Staff*
	TOTAL:	**None**	**25 minutes** (Borrowing) **4 minutes** (Renewal) **6 minutes** (Returning)	

3. Online Request for Thesis Abstract (Document Delivery Service Program)

This procedure provides a copy of thesis abstract to its users via online request.

Office or Division:	Campus Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new students: Registration Form		Registrar's Office or Portal		
For Faculty Members and Employees CvSU-CCAT identification card		External and Business Affairs Office (EBA)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the available title of Thesis/Manuscript. Visit the Online Public Access Catalog (OPAC) on this link. http://172.96.176.20/cgi-bin/koha/opac-main.pl#		None		
2. Fill out the Request for Thesis Abstract Form. This form is available at the left screen of the OPAC and wait for the confirmation email.	2.1 Receive Online Request for Thesis Abstract and send a confirmation email.	None	3 Minutes	*Library Staff*
3. Receive confirmation scanned thesis abstract.	3.1 Check available thesis title and scan the thesis abstract	None	10 Minutes (upon scanning of	*Library Staff*

	.		available Thesis Abstract)	
	TOTAL:		**13 Minutes**	

4. Online Request for Printed Book Document Delivery Service Program

This procedure provides a copy of needed topics/subjects to its users via online request.

Office or Division:	Campus Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For new students: Registration Form	Registrar's Office or through Portal
For Faculty Members and Employees CvSU-CCAT identification card	External and Business Affairs Office (EBA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the available title of the print book or subject. Visit the Online Public Access Catalog (OPAC) on this link. http://172.96.176.20/cgi-bin/koha/opac-main.pl#		None		
2. Fill out the Online Request for Printed Book Delivery Form. This form is available at the left screen of the OPAC and wait for the confirmation email.	2.1 Receive Online Request for Printed Book Delivery Form and send a confirmation email.	None	3 Minutes	*Library Staff*

3. Receive confirmation scanned thesis abstract.	3.1 Check available print book title/subject and scan the requested pages.	None	20 Minutes (upon scanning of available requested print book topics.	*Library Staff*
	TOTAL:		**23 Minutes**	

5. Issuance of Referral Letter

The procedure shows how a Referral Letter is issued to allow the client to conduct research in other libraries/institutions.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For students: CvSU-CCAT Identification Card	External and Business Affairs Office (EBA)
For Faculty Members and Employees CvSU-CCAT identification card	External and Business Affairs Office (EBA)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a referral letter.	Issuance of referral request: 1.1 Fill out Referral Request Form.	None	2 Minutes	*Assigned Library Staff*
	1.2 Stamp date of claim for the referral letter.	None	1 Minute	
	Claiming the referral: 1.1 Present slip claim for the referral	None	1 Minute	
	1.2 Receive the referral letter.	None	1 Minute	
	TOTAL:	**None**	**5 Minutes**	

6. ID Validation

The procedure shows how to validate the Identification card.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: CvSU-CCAT Identification Card		External and Business Affairs Office (EBA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification card and updated Registration Form at the Charging Desk.	1.1 Check updated Registration Form and list of enrollment.	None	2 Minutes	*Assigned Library Staff*
2. Check Identification Card for the issued Validation Sticker.	2.1 Issue validation sticker on the Identification Card if registered. For non-registered client, proceed at the Registration System. For Client's Registration:	None	1 Minute	*Assigned Library Staff*
1. Fill-out the Library ID Registration (type all the needed information following the standard	1.1 Assist client in accomplishing the ID Registration Form.	None	2 Minutes	*Assigned Library Staff*

format). 2. Type in student number at the Attendance Monitoring and check if your name appears on the screen.				
3. Proceed at the Charging desk for the ID Validation sticker for the present semester.	3.1 Issue validation sticker on the Identification Card.	None	3 Minutes	*Assigned Library Staff*
TOTAL:		**None**	**8 Minutes**	