



University of Southeastern Philippines

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UNIVERSITY LEARNING RESOURCE CENTER (ULRC)

CITIZEN'S CHARTER

(Updated as of December 2019)



University Learning Resource Center (ULRC)

Service : **SECURING LIBRARY CARD**

Schedule of Availability : Every day except during signing of clearance
8:00 AM- 5:00PM
Monday to Saturday
8:00 AM- 5:00PM

Who may avail of the services: Officially Enrolled Students
University Employees

Duration: 4 minutes

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Submit requirements	Checks requirements	1 minute	Thesis/Dissertation Section In- charge	None	Certificate of Registration with stamped "officially enrolled" 2 pcs 1 x 1 with plain background pictures (selfie and cut photos not) Affidavit of lost, if library card is lost twice.
2	Fill-up necessary forms	Provides application Form to library card applicants	1 minute	Thesis/Dissertation Section In- charge	None	Library Card Application Form
		Checks and signs filled-up form				Borrower's Card Payment Order Slip in case of replacement fee
3	Claim library card	Processes library card. Validates library card. Releases library card. Requests client to sign the logbook	2 minutes	Thesis/Dissertation Section In- charge	P 30.00, if lost library card	Validated Library Card
END OF TRANSACTION						

Title of Frontline Service: **BOOK BORROWING/RETURNING TRANSACTION**

Schedule of Availability: Monday – Friday, 8:00 am - 8:00 pm
Saturday, 8:00 am - 5:00 pm

Who may avail of the services: Officially Enrolled Students
University Employees

Duration: 21 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Search title of the book	Assists clients in using the Online Public Access Catalog to search specific title of the book or if the needed resources are available in the library.	1 minute	Circulation/Reference Librarian	None	None
2	Fill-up Borrower's Card and Book Card	Provides Loan-Out Slip, Book Card, and borrower's card. Checks and signs and issues Loan-out Slip.	1 minute	Circulation/Reference Librarian	None	Loan-Out Slip Book Card Borrower's Card
3	Borrow Books/Renew Books	For manual transactions: Checks library card if validated/ or Valid Employee's ID Provides Loan-Out Slip, Book Card, and borrower's card. Checks and issues Loan-	15 minutes	Circulation/Reference Librarian	None	2 pcs. 1x1 picture Library card Photocopy of validated Certificate of Registration (CoR) Valid Employee's ID Employment contract and

		<p>out Slip and reflects initials before the filled-in information in the forms.</p> <p>Checks filled-up forms</p> <p>Stamps due date in the due slip, book card, loan out slip, and borrower's card Stamps the mode of borrowing (home use or photocopy purposes) in accordance with the policy.</p> <p>For Automated transactions: Checks library card if validated/ or Valid Employee's ID Registers active students, faculty, and staff of USEP in the system Checks-out the books to be borrowed by the client and set the number of days in borrowing. Turns off the security features of the book. Sets the due date of the</p>				<p>guarantee letter for CoS/JO/Outsourced personnel</p> <p>Loan out slip Borrower's Card.</p> <p>Book Card</p>
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		<p>books borrowed. Stamps and Borrower's Card, Book Card and Due Slip with date due and reflect initials before the filled-in information in the forms. Provides receipt to the client. Sets the time range of the books borrowed in case of photo duplication.</p> <p>For Book Kiosk transactions: Checks valid school ID Registers active students, faculty, and staff Assists the client on the use of the Book Kiosk.</p>				
4	Claim Borrowed Books	Releases the borrowed books to the client	1 minute	Circulation/Reference Librarian	None	None
5	Return Book	Checks returned books. Assists clients in the use of book kiosk for book check-in. Validates books against borrower's card, book cards, and loan out slips.	3 minutes	Circulation/Reference Librarian	P 5.00 per day for Overdue - Circulation	<p>Library card</p> <p>Payment Order Slip</p> <p>University ID</p>

		Issues Payment Order Slip, in cases of overdue Signs before the information input in the forms. Releases library card.				
END OF TRANSACTION						

Title of Frontline Service: **AUDIO-VISUAL RESERVATION (Main Library)**

Schedule of Availability: Monday – Friday, 8:00 am - 8:00 pm
Saturday, 8:00 am - 5:00 pm

Who may avail of the services: Officially Enrolled Students
University Employees

Duration: 30 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Check AVR availability	Checks availability of desired schedule Ensures availability of materials and equipment Signs pre-approved reservation form Checks availability of needed materials Checks functionality of the material Clean and organize the AVR <i>If needed material is not available in the library</i>	2 minutes	AVR In-charge	None	Accomplished AVR reservation Form *** reservation should be made a day before the scheduled activity Video Material *** <i>if not available in the ULRC</i>

		Informs the requesting party to secure their needed materials				
2	Fill-up Reservation Form	Provides Reservation Form Checks filled-up form	1 minute	Information Desk In-charge	None	Reservation Form
3	Approval of Request	Inform the end-user if the reservation is approved	25 minutes	Program Head Head of ICT/Virtual Services Director of Libraries	None	Reservation Form
4	Use the AVR	Accommodate students and gets their attendance Facilitates the use of the equipment	2 minutes	AVR In-charge	None	Attendance Sheet
END OF TRANSACTION						

Title of Frontline Service:

REQUEST FOR INTERLIBRARY USE

Monday – Saturday, securing request letter, 9:00 am – 4:00 pm Friday only, claiming of request letter, 8:00 am – 5:00 pm

Schedule of Availability:

Saturday, 8:00 am - 5:00 pm

Who may avail of the services:

Officially Enrolled Students

University Employees

Duration:

10 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure referral letter (for use of other library)	Checks requirements Provides request form	1 minute	Circulation/Reference Librarian	None	Validated library card or validated School ID
2	Approval of referral request	Forwards the request letter to the Director of Libraries for approval Releases referral letter	3 minutes	Circulation/Reference Librarian	None	Accomplished Interlibrary Use Request Form
3	Submit Approved Referral	Checks availability of the ULRC's	3 minutes	Circulation/Reference Librarian	None	Approved referral letter

	Letter (visitor's use of the ULRC)	<p>facilities and resources</p> <p>Requests client to sign the visitor's logbook</p> <p>Accepts the referral letter of researchers from other school</p> <p>Issues payment Order Slip for payment of Interlibrary use at the cashiering office (If without referral and from non-DACUN member institutions)</p> <p>Records payment in the logbook</p>				
4	Present Payment Order Slip to cashier for payment	<p>Accepts Payment</p> <p>Issues official receipt</p>	2 minutes	Cashier	P 50.00 per student per day for non-USEP clientele and none-DACUM member institutions	<p>Order of Payment</p> <p>Official Receipt</p>
5	Claim Approved Referral Letter	<p>Releases approved referral letter</p> <p>Requires client to sign logbook</p>	1 minute	Circulation/Reference Librarian	None	None
END OF TRANSACTION						

Title of Frontline Service: **SIGNING OF CLEARANCE**
Main Library
Schedule of Availability: Monday – Friday, 8:00 am – 8:00 pm
Saturday, 8:00 am - 5:00 pm
College Libraries
Monday – Saturday, 8:00 am - 5:00 pm

Who may avail of the services: Officially Enrolled Students
University Employees
Alumni
Transferees

Duration: 31 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Submit Clearance Form	Checks library accountabilities (If for retirement, check with libraries from all campuses) Issues payment Order Slip for students with accounts Records payment in the logbook	1-30 minutes	Circulation/Reference In-charge	None	Clearance Form Library Form
2	Payment of Accounts <ul style="list-style-type: none"> • Return Books • Pay overdue fines • Replace lost books 	Issues Payment Order Slip (POS) Records payment Receives payment Issues Official Receipts	55 seconds	Circulation/Reference Librarian Cashier	Fees as stipulated in the borrowing/r returning of books	Payment Order Slip
3	Claim signed Clearance Form	Releases signed Clearance Form Requires clients to sign the logbook Requests client to sign the visitor's logbook	5 seconds	Circulation/Reference In-charge	None	Official Receipt
END OF TRANSACTION						