



## **MUNICIPAL LIBRARY**

### **External Services**



## 1. Borrowing/Charging out of Library Books

To provide the public as well as the library users the best possible access to information in support of instruction, research and extension and the best possible information service through the services extended by the Municipal Library of Santol.

<b>Office or Division:</b>	Municipal Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to client			
<b>Who may avail:</b>	Students, Researchers, Reviewers and any benefice residents of Santol, La Union.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
➤ For Elementary School One (1) School ID		School Attended		
➤ For College Student One (1) Campus ID One (1) Library ID One (1) School Endorsement		School Attended		
➤ For Researchers and Reviewers (any of the following)				
One (1) UMID ID		Pag-ibig		
One (1) Voters ID		Commission on Election		
One (1) Postal ID		Post Office		
One (1) Driver's License		Land Transportation Office		
One (1) Passport		Department of Foreign Affairs		
One (1) Barangay Clearance		Barangay Hall		
One (1) Police Clearance		Philippine National Police		
One (1) NBI Clearance		National Bureau of Investigation		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Municipal Library Logbook.	1. Provide the registration logbook.	None	1 minute	Administrative Aide 1 Municipal Library Office
2. Check the catalog to verify if book/s is/ are available.	2.1. Assist the client.	None	None	
None	2.2. Copy the number of the catalog.	None	None	
	2.3. Locate the	None	None	



	book to be borrowed.			<i>Administrative Aide 1</i> Municipal Library Office
3. Present the book to be borrowed.	3.1. Received the book to be borrowed.	None	1 minute	
None	3.2. Record the book to be borrowed in the logbook.	None	2 minutes	
4. Present the needed requirement.	4. Ask the needed requirement.	None	1 minute	
5. Receive the borrowed book	5. Release the borrowed book.	None	2 minutes	
		<b>TOTAL</b>	<b>7 minutes</b>	



## 2. Returning/Charging inLibrary Books

To provide the public as well as the library users the best possible access to information in support of instruction, research and extension and the best possible information service through the services extended by the Municipal Library of Santol.

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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to client			
<b>Who may avail:</b>	Students, Researchers, Reviewers and any benefice residents of Santol, La Union			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Municipal Library Logbook	1. Provide the registration logbook.	None	1 minute	Administrative Aide 1 Municipal Library Office
2. Present the book to be returned	2.1. Receive the logbook for return.	None	1 minute	
	2.2. Record in the logbook the returned book.	None	2 minutes	
	<b>TOTAL</b>		<b>4 minutes</b>	



### 3. Payment of Lost Book/s

Reporting and replacing lost borrowed books from the Municipal Library.

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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to client			
<b>Who may avail:</b>	Students, Researchers, Reviewers and any benefice residents of Santol, La Union			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
➤ For Elementary School One (1) School ID		School Attended		
➤ For College Student One (1) Campus ID One (1) Library ID One (1) School Endorsement		School Attended		
➤ For Researchers and Reviewers (any of the following)				
One (1) UMID ID		Pag-ibig		
One (1) Voters ID		Commission on Election		
One (1) Postal ID		Post Office		
One (1) Driver's License		Land Transportation Office		
One (1) Passport		Department of Foreign Affairs		
One (1) Barangay Clearance		Barangay Hall		
One (1) Police Clearance		Philippine National Police		
One (1) NBI Clearance		National Bureau of Investigation		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Municipal Library Logbook	1. Provide the registration logbook.	None	1 minute	Administrative Aide 1 Municipal Library Office
2. Report the lost book	2.1. Record in the logbook the lost book.	None	2 minutes	
None	2.2. Check the Acknowledgment receipt for the price of the lost book.	None	4 minutes	
3. Pays corresponding fees/charges.	3. Receive the payment of the borrower.	None	1 minute	



4. Receive the acknowledgement receipt.	4.1. Issue acknowledgement receipt.	None	2 minutes	
None	4.2. Clear the name of the borrower in the logbook.	None	None	
	<b>TOTAL</b>	None	<b>10 minutes</b>	