

PROVINCIAL LIBRARY
LIBRARY SERVICES

▶ **Who may avail the service:** RESEARCHERS/STUDENTS/GENERAL LIBRARY USERS

▶ **Service Schedule:**

MONDAY TO FRIDAY (8:00 AM TO 6:00 PM)

SATURDAY (9:00 AM - 5:00 PM)

Requirements:

▶ NONE

Fee/s:

▶ NONE

Service Duration:

5 Minutes

How to avail of the service:

All Library Users must visit the La Union Provincial Library located at the 5th floor, La Union Provincial Administrative and Commercial (LUPAC) Building, register their visit and avail of the services.

TRADITIONAL LIBRARY

| STEP | CLIENT | ACTION OFFICER | DURATION OF ACTIVITY | PERSON IN-CHARGE | FEES | FORM |
|------|---|--|----------------------|----------------------|------|------|
| 1 | Proceed to front desk to scan their access card | Library personnel to assist the client in the usage of the Traditional Library | 1 Minute | Library Receptionist | None | |

| | | | | | | |
|---|--|--|-----------|----------------------|------|--|
| 2 | Registration of client for access card | Encoding of client's personal information | 2 Minutes | Library Receptionist | None | |
| 3 | Borrowing and returning of books | Personal ID issuance and recalling / scanning of books for borrowing and returning | 2 Minutes | Library Receptionist | None | |

e-LIB

| STEP | CLIENT | ACTION OFFICER | DURATION OF ACTIVITY | PERSON IN-CHARGE | FEES | FORM |
|------|---|--|----------------------|----------------------|------|------|
| 1 | Proceed to the Library Front Desk for computer usage access | Library Front Desk incharge will assist in the opening and accessing of computer | 2 Minutes | Library Receptionist | None | |
| 2 | 1 hour computer usage / client/student | Waiting for computer availability | 1 Hour | Library Receptionist | None | |

e-BOOK

| STEP | CLIENT | ACTION OFFICER | DURATION OF ACTIVITY | PERSON IN-CHARGE | FEES | FORM |
|------|---|--|----------------------|------------------|------|------|
| 1 | Search online for the availability of the books | Assist in the usage of USB for downloaded document | 5 Minutes | Librarian | None | |
| | | | | | | |

End of Transaction

Allowable period for extension due to unusual circumstances: 15 Minutes

Procedure for filing complaints (indicate names & contact details of officials to approach for redress)

1. Secure a Customer Feedback Form
2. Fill-out form
3. Drop at the comments and suggestions box at the reception area.
4. For letters, address it to:

MS. MARISSA D. ACOSTA

Librarian III

Contact # (072) 607-4286 or 888-2797