



# OFFICE OF THE UNIVERSITY LIBRARY

SERVICE	REQUIREMENTS	PERSON/S RESPONSIBLE	PROCESSING TIME	FEES TO BE PAID
Activation of Student/Employee Account in the Library Database	<ol style="list-style-type: none"><li>1. Valid ID (school or staff)</li><li>2. Study Load for students, 1 original</li></ol>	University Library clerk	3 mins.	none

## HOW TO FILE COMPLAINTS AND FEEDBACK:

1. If walk-in, answer the client satisfaction survey form and drop in the CSS box in each office where the transaction occurred.
2. If online, access customer satisfaction survey form at <https://forms.gle/z3yHXe7xdEkZC7qv5>. Alternatively, if you received an email from any of the CNU offices, click the link embedded in the email.



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SERVICE	REQUIREMENTS	PERSON/S RESPONSIBLE	PROCESSING TIME	FEES TO BE PAID
Borrowing of Books for Home Use	1. Valid ID (school or staff) 2. Book(s) for home use	University Library clerk  Circulation Services librarian	10 mins.	none

## HOW TO FILE COMPLAINTS AND FEEDBACK:

1. If walk-in, answer the client satisfaction survey form and drop in the CSS box in each office where the transaction occurred.
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SERVICE	REQUIREMENTS	PERSON/S RESPONSIBLE	PROCESSING TIME	FEES TO BE PAID
Returning of Books for Home Use	<ol style="list-style-type: none"><li>1. Books to be returned</li><li>2. Book fines slip (for overdue books)</li></ol>	University Library clerk Accounting Office Cashier	9 mins.	none

## HOW TO FILE COMPLAINTS AND FEEDBACK:

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SERVICE	REQUIREMENTS	PERSON/S RESPONSIBLE	PROCESSING TIME	FEES TO BE PAID
Borrowing of Books/Periodical materials for In-house Use (Over the Counter) or Photocopy	Valid ID (school, staff)	Librarian	9 mins.	none

## HOW TO FILE COMPLAINTS AND FEEDBACK:

1. If walk-in, answer the client satisfaction survey form and drop in the CSS box in each office where the transaction occurred.
2. If online, access customer satisfaction survey form at <https://forms.gle/z3yHXe7xdEkZC7qv5>. Alternatively, if you received an email from any of the CNU offices, click the link embedded in the email.



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SERVICE	REQUIREMENTS	PERSON/S RESPONSIBLE	PROCESSING TIME	FEES TO BE PAID
Return of Books/Periodical materials for In-house Use (Over the Counter) or Photocopy	Valid ID (school, staff)	Librarian	3 mins.	none

## HOW TO FILE COMPLAINTS AND FEEDBACK:

1. If walk-in, answer the client satisfaction survey form and drop in the CSS box in each office where the transaction occurred.
2. If online, access customer satisfaction survey form at <https://forms.gle/z3yHXe7xdEkZC7qv5>. Alternatively, if you received an email from any of the CNU offices, click the link embedded in the email.





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SERVICE	REQUIREMENTS	PERSON/S RESPONSIBLE	PROCESSING TIME	FEES TO BE PAID
Reference and Information Assistance	Valid ID (school, staff)	Librarian	15 mins.	none

## HOW TO FILE COMPLAINTS AND FEEDBACK:

1. If walk-in, answer the client satisfaction survey form and drop in the CSS box in each office where the transaction occurred.
2. If online, access customer satisfaction survey form at <https://forms.gle/z3yHXe7xdEkZC7qv5>. Alternatively, if you received an email from any of the CNU offices, click the link embedded in the email.



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SERVICE	REQUIREMENTS	PERSON/S RESPONSIBLE	PROCESSING TIME	FEES TO BE PAID
Ask a Librarian (Formerly Ask MINNIE) / Online Reference and Information Assistance	CNU Official E-mail address	Librarian	14 mins.	none

## HOW TO FILE COMPLAINTS AND FEEDBACK:

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SERVICE	REQUIREMENTS	PERSON/S RESPONSIBLE	PROCESSING TIME	FEES TO BE PAID
Online Book Recommendation	CNU Official E-mail address	Technical Service librarian	2 working days	none
Electronic Library Services	Valid ID (school, staff)	University Library clerk	5 mins.	As computed
Access to E-Resources	CNU Official E-mail Address	Electronic Resources librarian	2 working days and 10 mins.	As computed

## HOW TO FILE COMPLAINTS AND FEEDBACK:

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2. If online, access customer satisfaction survey form at <https://forms.gle/z3yHXe7xdEkZC7qv5>. Alternatively, if you received an email from any of the CNU offices, click the link embedded in the email.





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SERVICE	REQUIREMENTS	PERSON/S RESPONSIBLE	PROCESSING TIME	FEES TO BE PAID
Library Signing of Clearance/Request for Scholastic Records	School I.D. Barcode No. (for students who are currently enrolled)	Librarian	2 mins.	none
Issuance of Referral letters	Valid ID (school, staff)	Chief Librarian	3 mins.	none

## HOW TO FILE COMPLAINTS AND FEEDBACK:

1. If walk-in, answer the client satisfaction survey form and drop in the CSS box in each office where the transaction occurred.
2. If online, access customer satisfaction survey form at <https://forms.gle/z3yHXe7xdEkZC7qv5>. Alternatively, if you received an email from any of the CNU offices, click the link embedded in the email.



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SERVICE	REQUIREMENTS	PERSON/S RESPONSIBLE	PROCESSING TIME	FEES TO BE PAID
Issuance of Visitor's Permit for Off-Campus Researches	<ol style="list-style-type: none"><li>1. Referral Letter, 1 original</li><li>2. Validated ID (school, staff)</li></ol>	<ul style="list-style-type: none"><li>- Chief Librarian</li><li>- University Library clerk</li><li>- Librarian</li><li>- Accounting Office Cashier</li></ul>	11 mins.	P20.00 per research per day

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SERVICE	REQUIREMENTS	PERSON/S RESPONSIBLE	PROCESSING TIME	FEES TO BE PAID
Document Delivery Service and Scanning Services	CNU Official E-mail Address	E-librarian	3 working days, 1 hr., and 5 mins.	none
Request for Library Orientation/Instruction	CNU Official E-mail Address	Reference Section librarian	3 working days	none

## HOW TO FILE COMPLAINTS AND FEEDBACK:

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