



Office of Library Management and Services

External Services



1. Processing of Request to Access the Library by Visiting Researcher

This service allows external clients to be accepted and have an access to the available learning resources in the library.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original Copy)		The client will provide		
2. Duly Signed Referral Letter Addressed to Tarlac State University Library Director (1 Original copy)		The client will provide		
3. For Clients from Non-Government Agencies Without MOA / MOU with TSU – Official Receipt of Visiting Researcher's Fee		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral letter at the Circulation Counter of any units of the TSU Library. For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Proceed to the cashier to settle Visiting Researcher's Fee and secure the Official Receipt. <i>Note: New transaction shall be done if the Visiting Researcher revisits the TSU library on the following day/s.</i>	1. Verifies the presented referral letter. For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Receives the payment and issues the Official Receipt.	None Php 50.00 per head	2 minutes 5 minutes	<i>Head and Staff</i> Office of Library Management and Services <i>Staff-in-Charge</i> Cashiering Unit
2. Log the name on the Visitor's Logbook <i>TSU-LMS-SF-29</i> .	2. Performs reference procedures to identify needed	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services



<p>For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.</p>	<p>information sources.</p> <p>For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.</p>	None	7 minutes	
<p>3. State and negotiate the query/ies.</p>	<p>3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.</p>	None	5 minutes	<i>Head and Staff Office of Library Management and Services</i>
<p>4. Receive answer to the query/ies.</p>	<p>4.1 Presents the information source to the client.</p> <p><i>Note: if answer/s to the query/ies cannot be found, inform the client.</i></p>	None	1 minute	<i>Head and Staff Office of Library Management and Services</i>
	<p>4.2 Records query/ies and sources of information for reference purposes.</p>	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
TOTAL:		None	15 Minutes	
<p>TOTAL FOR VISITOR'S FROM NON - GOVERNMENT AGENCIES WITHOUT MOA/MOU WITH TSU:</p>		<p>Php 50.00 per Head</p>	20 Minutes	



Office of Library Management and Services

Internal Services



1. Processing of Request to Borrow Information Materials

This service allows clients to borrow and use books and other information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the information material/s for check-out, together with a valid ID, at the Circulation Counter.	1. Verifies validity of the ID presented.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
2. Fill out the Book Card/s <i>TSU-LMS-SF-06</i> with the needed details.	2.1 Checks out the information material/s under the client's name in the library system.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	2.2 Issues the information material/s and informs the client of the due date when to return the borrowed information material/s.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
3. Receive the borrowed information material/s.	3. Files the Book Card/s in the filing box.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	10 Minutes	



2. Processing the Request of Document Delivery Service for Distance Users

This service allows distance learner clients to obtain electronic copy/ies of the learning resource materials for their respective needs.

Office or Division:	Office of Library Management Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR TSU STUDENTS				
1. Valid Certificate of Registration (1 Electronic Copy)		The client will provide		
B. FOR TSU EMPLOYEES				
1. Valid TSU ID (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search through the Online Public Access Catalog (http://library.tsu.edu.ph/) for relevant information material/s and inform the librarian/s regarding the intention to borrow or acquire such information materials via: a. Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or b. Send an email to the official TSU library email address (library@tsu.edu.ph).	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.2 Checks out the information material/s under the borrower / client's name in the library system.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.3 Scans the item and informs the client of copyright restrictions.	None	1 hour	<i>Head and Staff</i> Office of Library Management and Services



<p><i>Note: A scanned copy of Certificate of Registration (for TSU students) or Valid TSU ID (for TSU employees) must be attached on the message or email for validation purposes.</i></p>				
<p>2. Receive the scanned copy of the request.</p>	<p>2. Sends the electronic copy to the client.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Head and Staff Office of Library Management and Services</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>1 Hour & 19 Minutes</p>	

**The total turnaround time considers the number of pages being scanned, power availability and internet connectivity.*



3. Processing of Request for Online Reservation and Pick-Up

This service allows clients to reserve available materials and then pick them up on a pre-arranged date.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request online through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph) 2 days before pick-up.	1.1 Receives request and checks availability of information material/s.	None	2 working days	<i>Head and Staff</i> Office of Library Management and Services
	1.2 Informs the client if the requested information material/s is available or not.	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.3 If information material/s is/are available, schedules a pick-up date.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
2. Pick up the information material/s on the agreed schedule at the designated library unit.	2.1 Validates identity of client thru the presented TSU ID.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	2.2 Checks out the information material/s under the borrower / client's name in the library system.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
3. Fill-out Book Card <i>TSU-LMS-SF-06</i> and logbook <i>TSU-LMS-SF-28</i> .	3. Releases the information material/s to the client.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	2 Working Days & 10 Minutes	



4. Process of Returning Information Materials

This service assists library clients in returning borrowed information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed Information Materials		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed information material/s for check-in at the Circulation Counter.	1.1 Receives and scans information material/s in the library system for check-in. Pulls out Book Card from the file box and inserts it in the book pocket.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.2 If overdue: Library staff informs the client of the penalty which must be paid at the Cashier's Office.	Penalty due as per the case of the borrower	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation Counter	2. Verify Official Receipt and update or clear the client's overdue fine in the library system	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL IF WITHOUT OVERDUE PENALTY:		None	8 Minutes	
TOTAL IF WITH OVERDUE PENALTY:		Penalty Due	10 Minutes	



5. Process of Renewing Borrowed Information Materials

The service allows library clients to renew borrowed books for three consecutive times. A borrowed book may be renewed if it has not been requested by another client.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Renewal at the Circulation Counter – Books for Renewal		The client will provide		
2. For Online Renewal Request - Valid Certificate of Registration (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Renewal at the Circulation Counter: Present information material/s for renewal.	1. For Renewal at the Circulation Counter: Scans the book or the borrower's ID in the library system for renewal and requests the client to rewrite his/her name on the Book Card and indicate the current date. <i>Note: If maximum renewal has been reached, inform the client.</i>	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
For Online Renewal Requests: Send the following details via MS Teams, TSU Library email address (library@tsu.edu.ph) or TSU Facebook page https://www.facebook.com/TarlacStateUniversityLibrary .	For Online Renewal Requests: Validates the identity of the clients' account thru the library system, then proceed to Agency Action No. 2.2.	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
Client's Name:				



Student Number:				
2. For Renewal at the Circulation Counter: Fill-out the Book Card / Logbook with the needed information and submit to the staff.	2.1 For Renewal at the Circulation Counter: Receives the filled-out Book Card / Logbook.	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
	2.2 For Renewal at Circulation and via Online Requests: Processes the book renewal under the borrower / client's name in the library system.	None	3 minutes	
3. For Renewal at the Circulation Counter: Receive reborrowed information material/s. For Online Renewal Requests: Be informed of the new renewal date,	3.1 For Renewal at the Circulation Counter: Endorses the reborrowed information material/s and informs the client of the new renewal date.	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
	For Online Renewal Requests: Inform the client of the new renewal date. <i>Note: If maximum renewal has been reached, inform the client.</i>	None	3 minutes	
	3.2 For Renewal at the Circulation Counter: Files the book card/s in the filing box.	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
TOTAL FOR RENEWAL AT THE CIRCULATION COUNTER:		None	12 Minutes	
TOTAL FOR ONLINE RENEWAL REQUESTS:		None	9 Minutes	



6. Process of Inquiring for Available Learning Resources

This service allows clients to inquire about the learning resources available in the library.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State query/ies through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph). <i>Note: Clarification and negotiation shall be done if needed.</i>	1. Receives, clarifies and negotiates query/ies from the client.	None	15 minutes	<i>Head or Staff</i> Office of Library Management and Services
2. Wait for the reference query to be processed.	2. Analyzes query and identifies possible information sources using the Online Public Access Catalogue (OPAC).	None	30 minutes	<i>Head or Staff</i> Office of Library Management and Services
3. Receive answer/s to query/ies.	3.1 Presents to the client the information source. <i>Note: If answer/s to the query/ies is/are not found, inform the client.</i>	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
	3.2 Records query/ies in the logbook <i>TSU-LMS-SF-10</i> and	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services



	sources of information for reference purposes.			
TOTAL:		None	49 Minutes	

**The total turnaround time considers the nature of query, queue of requests, power availability and internet connectivity.*



7. Processing of Library Clearance

This service allows students and employees to secure library clearance.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Accomplished Student Clearance Form <i>TSU-ORA-SF-18</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/aianidjs/l-student-clearance-form.pdf		
B. FOR EMPLOYEES				
1. For Plantilla Post – Accomplished Clearance Form <i>CS Form No. 7</i> (1 Original Copy)		Human Resource Development and Management Office of download at https://www.tsu.edu.ph/media/ksslcbls/cs-form-07-clearance-form.pdf		
2. For Non-Teaching (Job Order) – Accomplished Clearance for Non-Teaching (Job Order) <i>TSU-HRD-SF-45</i> (1 Original Copy)		Human Resource Development and Management Office of download at https://www.tsu.edu.ph/media/51idwgt5/tsu-hrd-sf-45-clearance-for-non-teaching-job-order-r05.pdf		
3. For Lecturer (Full Time / Part-Time) – Accomplished Clearance for Lecturer (Full Time / Part-Time) <i>TSU-HRD-SF-46</i> (1 Original Copy)		Human Resource Development and Management Office of download at https://www.tsu.edu.ph/media/awbhcfaf/tsu-hrd-sf-46-clearance-for-lecturer-full-time-part-time-end-of-contract-r05.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form to Library Director or request clearance online via TSU portal.	1.1 Verifies library accountabilities of the client from the library system.	None	30 minutes	<i>Head or Staff</i> Office of Library Management and Services
	1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2. With Library Accountabilities: Informs client to settle his/her accountabilities at the Cashiering Unit and/or Supply Office.	None	3 minutes 3 minutes	<i>Head or Staff</i> Office of Library Management and Services <i>Head or Staff</i> Office of Library Management and Services



2. With Library Accountabilities: Proceed to the Cashiering Unit and/or Supply Office to settle accountabilities.	2. With Library Accountabilities: Receives and processes the payment.	Depends on each client's accountability/ies	40 minutes	<i>Staff-in-Charge</i> Cashiering Unit
3. With Library Accountabilities: Proceed to the Circulation Counter and present the Official Receipt of payment.	3. With Library Accountabilities: Verifies the Official Receipt presented.	None	5 minutes	<i>Head or Staff</i> Office of Library Management and Services
4. With Library Accountabilities: Receive the duly signed Clearance Form and fill out the Clearance Logbook <i>TSU-LMS-SF-12</i> .	4.1 Affixes signature on the Clearance Form.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
	4.2 Provides the Clearance Logbook for the client to accomplish.	None	5 minutes	<i>Head or Staff</i> Office of Library Management and Services
TOTAL FOR CLIENT WITHOUT LIBRARY ACCOUNTABILITIES		None	38 Minutes	
TOTAL FOR CLIENT WITH LIBRARY ACCOUNTABILITIES:		Depends on the Computed Fines or Price of Book, If Lost	1 Hour & 26 Minutes	

**The total turnaround time considers the volume of requests, queue, power availability and internet connectivity.*



8. Processing of Request to Use Computer & Internet Access

This service allows clients to request the use of library computer units with internet access. Clients may use the facilities for free.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present TSU ID at the Circulation Counter/Internet Section.	1.1 Verifies validity of ID.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
	1.2 Scans client's ID using the library RFID and places the ID in the filing box.	None	5 minutes	<i>Head or Staff</i> Office of Library Management and Services
	1.3 Librarian assists/ and or directs the client to the computer workstation.	None	5 minutes	<i>Head or Staff</i> Office of Library Management and Services
2. After using the computer unit facilities, retrieve the ID card at the Circulation Counter/ Internet Section.	2. Returns the client's ID.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
TOTAL:		None	16 Minutes	



9. Processing of Request for Referral Service

This service allows clients to consult other information centers, by requesting the library to issue referral letters.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID at the Circulation Counter and inform the staff of the request for referral.	1.1 Verifies the validity of presented ID.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
	1.2 Provides the Referral Letter Request Form <i>TSU-LMS-SF-02</i> to be filled out.	None	2 minutes	<i>Head or Staff</i> Office of Library Management and Services
2. Proceed to the College Dean's office to secure signature.	2. Affixes signature on the Referral Letter Request Form.	None	20 minutes	<i>Dean</i> College
3. Proceed to the Library and submit the signed Referral Letter Request Form to the Library Staff.	3. Receives approved Referral Letter Request Form and encodes information on the referral letter template, print, and affix signature.	None	10 minutes	<i>Head or Staff</i> Office of Library Management and Services
4. Receive the referral letter and log on the Referral Issuance Log <i>TSU-LMS-SF-11</i> .	4. Issues the Referral Letter to the client.	None	2 minutes	<i>Head or Staff</i> Office of Library Management and Services
TOTAL:		None	37 Minutes	

*The total turnaround time considers the volume of clients, queue, and availability of signatory.



10. Selective Dissemination of Information on Unpublished Materials

This service allows clients to be aware of new theses and dissertation titles available at the library for their research needs.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hardbound Thesis/ Dissertation (3 Original Copies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copies of their dissertation / thesis at the LMS – Technical Office and present the Copy Furnish of Dissertation / Thesis Form <i>TSU-VPA-SF-50</i>	1.1 Receives Copy Furnish of Dissertation / Thesis Form.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
	1.2 Verifies completeness of submitted materials and signs the Copy Furnish form accordingly.	None	5 minutes	<i>Head or Staff</i> Office of Library Management and Services
2. Fill out the Library Incoming Unpublished Materials logbook <i>TSU-LMS-SF-25</i> .	2.1 Instructs client to fill out Library Incoming Unpublished Materials logbook <i>TSU-LMS-SF-25</i> .	None	2 minutes	<i>Head or Staff</i> Office of Library Management and Services
	2.2 Compiles list of theses and dissertation submissions to be posted on the bulletin board or via Facebook for information dissemination.	None	2 working days	<i>Head or Staff</i> Office of Library Management and Services
TOTAL:		None	2 Working Days and 10 Minutes	