Citizen's Charter   Library Learning Commons

University of Makati

External Services

Office or Division:	UMak-Library Learning Commons
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may Avail:	UMak Students, and UMak Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UMAK Identification Card For UMak Employees – Valid I.D. Borrowers ID Card	Center for Information Technology Library Learning Commons

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For UMak students and employees				
1. Deposit bags at the baggage counter	1. Instruct the client to log-in at the user's attendance	None	2 Minutes	Library Personnel assigned to the baggage counter
2. Present Student's ID Card/ Identification Card	2. Check the student's card	None	1 Minute	Library Personnel

3. Proceed to the circulation table for the number tag.	3. Give the number tag	None	1 Minutes	Reference Librarian
4. Fill out the book card/borrowers slip	4. Check provided information written by the users/clientele on the book card Record borrowed books	None	5 Minutes	Library Personnel
4.1 Place the number tag on the shelves and get the chosen book/s	4.1 Assist the client to walk through the shelves		5 Minutes	
6. Return books from its proper place and get the number tag 6.1. Return the number tag at the circulation table	6. Get the number tag	None	3 Minutes	Library Personnel
			Total 17 minutes	