	Doc. Code.: LU:AA-GU-02		Page: 1 of 21
LAGUNA UNIVERSITY Brgy. Bubukal Santa Cruz, Laguna	Revision No. 00	Effectivity Date: September 1, 2021	
	Document Title: **MANAGEMENT OF LIBRARY RESOURCES**		

1. Policy Framework

The library is one of the important units in the University. It creates and maintains a productive learning environment. It endeavors to maintain an atmosphere conducive to learning and research.
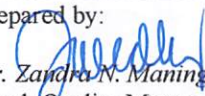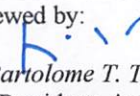
2. Application and Scope

This guideline shall apply to all teaching and non-teaching personnel, students, and outside researchers, who will avail themselves of library services.

3. Definition of Terms

3.1   **Administrative Services.** It refers to administrative functions such as planning and development, organizing, staffing, directing, controlling, budgeting, reporting, and evaluating.

3.2   **Circulation** refers to charging and discharging library materials for home or room use.

3.3   **Fine** is an amount that may be assessed for any library items not returned on due date.

3.4   **Library Education Program** refers to library orientation activities to enable clients of the library to effectively utilize its resources and services.

3.5   **Loan Period** refers to as specific time the library materials may be borrowed for home use.

3.6   **Overdue** refers the items that were not returned to the library on the date it is due.

3.7   **Readers' Services** refers to services such as computer/tablet use services, circulation services, activation of library accounts, and signing of clearance.

3.8   **Reference Services** includes services such as but not limited to answering inquiries and assisting in the use of library facilities and resources.

Date: AUG 1 9 2021
Authorized by: _____

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas Head, Quality Management Office	Dr. Bartolome T. Tanguilig III Vice President, Academic Affairs	Dr. Charlemagne G. Laviña University President

Doc. Code.: LU:AA-GU-02		*Page:* 2 of 21
Revision No. 00	*Effectivity Date:* September 1, 2021	
Document Title:		

LAGUNA UNIVERSITY
Brgy. Bubukal Santa Cruz, Laguna

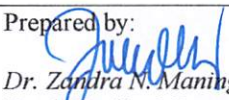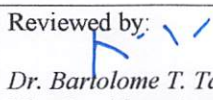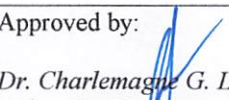**MANAGEMENT OF LIBRARY RESOURCES**

4. General Policies

4.1 Library Service Hours.

4.1.1 The library is open from Mondays to Fridays from 8am-5pm. Schedules are adjusted based on the academic calendar of the University.

4.2 Access to the Library

4.2.1 The library is open to all bonafide students, teaching and non-teaching personnel of the University.

4.2.2 Alumni and outside researchers may avail themselves of the resources subject to the rules and regulations of the library.

4.2.3 Digital library can be accessed by the students, teaching and non-teaching personnel, and outside researchers anytime, anywhere.

4.2.4 The University Library shall enforce all national and local government laws relative to any related health-posing-risk situations.

4.2.5 **University students, teaching, and non-teaching personnel.**

4.2.5.1 Personal belongings shall be deposited at the depository shelf at the entrance of the library.

4.2.5.2 Library clients must bring with them their valuables such as money, jewelry, and cellular phones. The library will not be held liable for lost valuables.

4.2.5.3 Clients may use any material, shelved, or stores in the stack areas, and any equipment or facilities that are designated for use except where restrictions are established by the library; and

4.2.5.4 Upon entrance, library clients are required to present their school ID. Face masks and face shields shall be worn at all times.

4.2.5.5 Upon entering the library, the clients must log using a QR code Library Monitoring System. It collects the following details:

4.2.5.5.1 Date of Visit;

4.2.5.5.2 Name;

4.2.5.5.3 ID Number; and

4.2.5.5.4 Program/Department.

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas	*Dr. Bartolome T. Tanguilig III*	*Dr. Charlemagne G. Laviña*
Head, Quality Management Office	Vice President, Academic Affairs	University President

4.2.6 **Alumni and Outside Researchers.**

4.2.6.1 Graduates of the University may access and use the library upon presentation of the Alumni Card and other proof of identity.

4.2.6.2 In the absence of an Alumni Card, a referral letter from the University Librarian of the institution s/he is currently enrolled or from a designated manager of the company s/he is working must be presented.

4.2.6.3 Alumni and outside researchers are allowed to do face-to-face research during weekdays from 1pm-5pm, except on declared non-working holidays. As to access with digital library, a validity of 1 day access will be given.

4.2.6.4 Alumni and outside researchers shall pay Php 25.00 at the Cashier's Office or accredited online payment services before using the library facilities and resources. After payment, the researcher shall present the official receipt to the Library Staff for recording purposes.

4.2.6.5 Upon entrance, library clients are required to present their school ID. Face masks and face shields shall be worn at all times.

4.2.6.6 Upon entering the library, the clients must log using a QR code Library Monitoring System. It collects the following details:
   4.2.6.6.1 Date of Visit;
   4.2.6.6.2 Name;
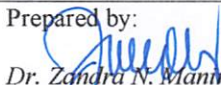   4.2.6.6.3 Program (if applicable); and
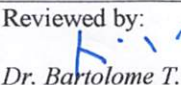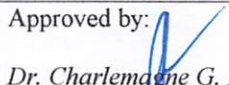   4.2.6.6.4 School/Company.

4.3 **Library Users Conduct and Study Atmosphere**

4.3.1 The following shall be permitted at the University Library:

   4.3.1.1 Ipod, CD players and similar gadgets with earphones provided volume is kept low;
   4.3.1.2 Use of cellular phones is allowed, however, it is expected that ring tones must be on silent mode and calls should be done outside the library.
   4.3.1.3 Use of laptop, which requires electric consumption.

4.3.2 The following activities shall not be permitted at the University Library:

   4.3.2.1 Borrowing or using ID of others;
   4.3.2.2 Gross discourtesy or acts of disrespect to any library personnel;
   4.3.2.3 Mutilation or defacement of library materials, including marking pages with pens, highlighters, or other instruments, folding, tearing

Prepared by: Dr. Zandra N. Maningas Head, Quality Management Office	Reviewed by: Dr. Bartolome T. Tanguilig III Vice President, Academic Affairs	Approved by: Dr. Charlemagne G. Laviña University President

Not to be reproduced or photocopied without proper authorization from the Quality Management Office

MASTER COPY.

or removal of pages, purposely damaging materials or any other library property;

4.3.2.4 Removing any library property/facilities, electronic devices, including any item from the library, without authorization of library staff of not passing through the proper library's lending procedures;

4.3.2.5 Concealment or hiding of library materials in any area of the library for one's exclusive use;

4.3.2.6 Theft of library property;

4.3.2.7 Eating and drinking inside the reading area;

4.3.2.8 Noise such as loud talking, laughing, or disruptive conversation;

4.3.2.9 Photographing or taking pictures of theses;

4.3.2.10 Loitering, running, blocking, or interfering with the free movement of other individuals;

4.3.2.11 Harassing, threatening, or showing unlawful and violent behavior to other library users;

4.3.2.12 Playing cards or any other forms of gambling

4.3.3 Students who shall commit any of the abovementioned shall be endorsed to the Student Affairs and Services Office for disciplinary action. Further, the student shall be deprived of all his/her library privileges for the current semester.
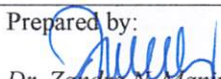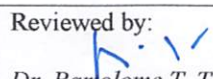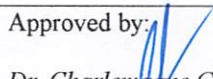
5. Specific Policies

5.1 Activation of Library Account

5.1.1 At the start of the school year, Library users shall apply for their Library Card online. Application Form (LU:AA-FO-34) shall be processed using iLearnU.

5.1.2 Library card for the current term shall be duly validated with appropriate picture.

5.2 Loan Period

5.2.1 Students

5.2.1.1 Students are allowed to borrow a maximum of two books for home loan overnight or fiction book for one week at any given time. Books are released from 4:00-4:30 in the afternoon.

5.2.1.2 Borrowed books shall be returned on or before 10:00 am of the next school day.

5.2.1.3 Borrowed books shall be returned first before they can borrow another book at the least or two at the most. These may be renewed provided there is no prior reservation request for the borrowed book.

5.2.1.4 Reference books (almanac, atlas, dictionary, directory, encyclopedias, gazetteer, geographical dictionary, handbook, and manual), periodicals, newly acquired book and Audio-Visual Materials are for room use only but may be borrowed for one hour for photocopying purposes po.

5.2.1.5 No more than two periodicals may be borrowed for photocopying at any given time.

5.2.1.6 Students may borrow undergraduate theses, feasibility studies and the like for library reading room use only at any given time. The research abstracts can be downloaded from the Digital Library.

5.2.1.7 Students may borrow multimedia materials but these are to be used inside the Library only.

5.2.1.8 Student assistant assigned in the library are given privilege to borrow three books for a week instead of two days only.
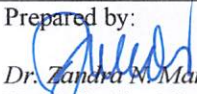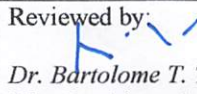
5.2.1.9 No overnight loans are issued during the first and last two weeks of the semester.

5.2.2 **Teaching and non-teaching personnel**

5.2.2.1 Teaching and non-teaching personnel are allowed to borrow a maximum of five library materials including circulation and multimedia materials for a week and these may be renewed twice provided there is no prior reservation request.

5.2.2.2 Teaching and non-teaching personnel are allowed to borrow two back issues of periodicals every Friday and must be returned on Monday of the following week.

5.2.2.3 Teaching and non-teaching personnel are allowed to borrow reference, reserve book, current periodicals, theses, dissertations, and the like for room use and photocopying only at any given time. The research abstracts can be downloaded from the Digital Library.

Prepared by:	Reviewed by:	Approved by:
Dr. Zanaria N. Maningas	Dr. Bartolome T. Tanguilig III	Dr. Charlemagne G. Laviña
Head, Quality Management Office	Vice President, Academic Affairs	University President

5.2.3 Alumni/Outside Researchers

5.2.3.1 Alumni/Outside researchers are allowed to borrow books for room use only.

5.2.4 Library Committee

5.2.4.1 Member of Library Committee has the privilege to borrow five books for two weeks instead of the regular one week.

5.3 Card Catalog

5.3.1 The Library has a printed and digital card catalog which serves as an index to the books. Its cards are arranged alphabetically in three files: author cards, title cards, and subject cards.

5.3.2 Non-fiction books are arranged on the shelves by the call numbers.

5.3.3 Fiction book does not have a call number and is arranged alphabetically on the shelves by the author's last name.

5.4 Borrowing Library Materials

5.4.1 At the start of the school year, e-library card is necessary for all students, teaching, and non-teaching personnel who want to avail themselves of library services.

5.4.2 All library privileges are granted only to the person named on the official ID of Laguna University.

5.4.3 Borrowers shall fill out the Book Card (LU:AA-FO-35) with their name and ID number. This shall be presented together to the Library Staff at the Circulation Desk for proper recording at the Digital Library System.

5.4.4 Library Staff shall stamp the book card and record the date due on the system.

5.4.5 Library staff shall file book card on its proper due date box.

5.4.6 Overdue materials shall be returned and overdue fines shall be paid first before they may be borrowed.

5.4.7 Borrowing privileges shall be suspended until overdue accounts have been settled.
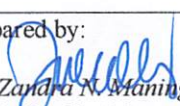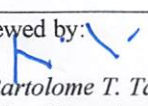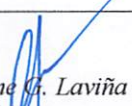
5.5 Returning Library Materials

5.5.1 Library user shall present the library materials to the library staff at the Circulation Counter.

5.5.2 The Library Staff shall retrieve the book card from the file, stamp the return date, and affix the initials on the book card.

5.5.3 Library staff shall insert the book card in the book pocket.

5.5.4 Library staff shall shelve the library materials.

5.5.5 If the library material is overdue, the Library staff shall issue payment slip and report may be generated from the Digital Library system.

5.5.6 Library user shall pay the overdue fine at the Cashier's Office or accredited payment services and present the Official Receipt to the library staff after payment.

5.5.7 Library staff shall record the OR number in the Digital Library system. The library staff shall indicate if it is the first or last offense notice on the students' record regarding their accountabilities.

5.6 Renewal of Borrowed Library Materials

5.6.1 Library materials are renewable unless there is prior reservation.

5.6.2 Library materials may be renewed through the Digital Library system

5.7 Reservation of Library Materials

5.7.1 If the library materials are loaned out, borrowers may request for the reservation through Digital Library system or personal visit on first come first serve basis.

5.7.2 Once the book is returned, the Library Staff shall inform the person who requested the book for reservation or on hold. If after two days, the requester fails to borrow the book, the Library Staff shall lend or shelve it.

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas	Dr. Bartolome T. Tanguilig III	Dr. Charlemagne G. Laviña
Head, Quality Management Office	Vice President, Academic Affairs	University President

Not to be reproduced or photocopied without proper authorization from the Quality Management Office

MASTER COPY.

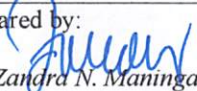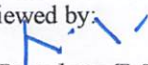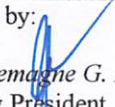|	Doc. Code.: LU:AA-GU-02	Page: 8 of 21
LAGUNA UNIVERSITY Brgy. Bubukal Santa Cruz, Laguna	Revision No. 00	Effectivity Date: September 1, 2021
	Document Title: **MANAGEMENT OF** **LIBRARY RESOURCES**	

5.8 Issuance of Recall Letter

5.8.1 A recall letter is issued to borrowers with delinquent accounts through their Deans/Principal at least two weeks past overdue.

5.8.2 The Library shall forward the list of students and teaching and non-teaching personnel with the Dean/Principal/Chair at least two weeks prior to ending of the semester.

5.9 Fines and Penalties of Library Materials

5.9.1 Failure to return the books and other library materials on its due date is charged Php 5.00 per day per title including Saturday, Sundays and holidays and may incur the following penalties:

1st Offense: Verbal warning and payment of appropriate fine
2nd Offense: Payment of appropriate fine/penalty charges and suspension of library privileges for one week
3rd Offense: Payment of appropriate fine/penalty charges and suspension of library privileges for the rest of the semester.

Fraction of a day shall be considered one full day.

5.9.2 The penalties shall continue to accumulate on all overdue materials until the item is renewed, returned, or is declared lost by borrowers.

5.10 Lost and Replacement Charges of Library Materials

5.10.1 Lost books shall be reported to the Library immediately by the borrower.

5.10.2 Reported lost book shall be replaced with the same title and author with the latest edition.

5.10.3 Replacement of lost books/materials with another title or author shall be approved by the University Librarian.

5.10.4 Payment for lost book is also accepted on its current value with 20% inflation in addition to Php 50 processing fee.

5.10.5 Payment shall be made at the Cashier or any accredited payment services. Official receipt shall be represented at the Library.

Prepared by: Dr. Zandra N. Maningas Head, Quality Management Office	Reviewed by: Dr. Bartolome T. Tanguilig III Vice President, Academic Affairs	Approved by: Dr. Charlemagne G. Laviña University President

Not to be reproduced or photocopied without proper authorization from the Quality Management Office

MASTER COPY

5.11 Processing of Clearance

5.11.1 The library staff shall check the borrower's library account.

5.11.2 If the borrower is cleared of accountabilities, the library staff shall clear him/her through the Digital Library System.

5.12 Library Education Program

5.12.1 Library provides orientation to all students during the opening of classes.

5.13 Computer / Gadget Use Services

5.13.1 The school ID shall be presented each time the computer or gadget shall be used.

5.13.2 Any malfunction or damage in the computers or gadgets shall be reported immediately to the library staff on duty.

5.13.3 The internet service and use of computers/gadget shall be used within the academic context i.e. research, education, and study purposes only.

5.13.4 Use of computer/gadget shall be on a first come first served basis. A maximum of two hours will be allowed in one session for every student. Saving files in the tablet shall not be allowed.

5.13.5 In the event of loss or theft of computer and its peripherals and other gadgets, the Library shall:

    5.13.5.1 Immediately report the incident to the Security Office;
    5.13.5.2 Trace the last user of the terminal;
    5.13.5.3 Make an incident report and submit to the University Librarian;
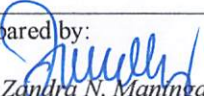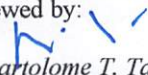   5.13.5.4 Conduct and initial investigation; and
    5.13.5.5 Write an investigation report and submit it to the appropriate department

5.13.6 Flash drives may only be plugged in-on designated computers.

5.14 Charges for Damaged Materials

5.14.1 A fee is charged for materials that are damaged while on loan or use in the Library. Disciplinary action will be taken against any student who intentionally damages library materials. To determine the charges, the following applies:

5.14.1.1 Minor Damage/s are damage/s with a few pencil marks, bent pages, and slight water damage.
Sanction: Stern warning with no fee

5.14.1.2 Moderate Damage/s are damage/s with highlighting, ink mark, stains, water damage, torn pages.
Sanction: A fine of Php 25.00

5.14.1.3 Major Damage/s to cover and binding require extensive repairs.
Sanction: Cost may vary depending on the size of the material.

5.14.1.4 Severe Damage/s includes torn, cut or missing pages, excessive ink writing or drawing, and severe water damage burns, teeth marks from pets, or any other extensive damage.
Sanction: A fine of Php 250.00 plus replacement of the materials are required.

5.14.1.5 Damage to Audio-Visual Materials.
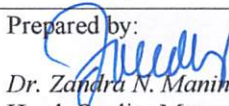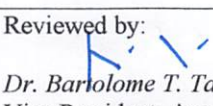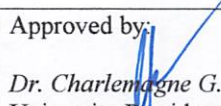Sanction: The user shall be charged the full replacement of cost for damaged multimedia materials.

5.15 Gathering of Client Satisfaction Responses

5.15.1 All services shall be evaluated by the clients thru the QR code to be sent by the Library Staff via email or any platform.

5.16 Library Committee

5.16.1 The Library Committee aims the following:

5.16.1.1 To develop collection of reading material useful for various courses.
5.16.1.2 To provide full information support to the teaching-learning process in the university.
5.16.1.3 To provide various library services and facilities to the readers.
5.16.1.4 To support research activity for its progress and qualitative development
5.16.1.5 To contribute to the development of library and information strategy, policies, services and resources

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas	Dr. Bartolome T. Tanguilig III	Dr. Charlemagne G. Laviña
Head, Quality Management Office	Vice President, Academic Affairs	University President

5.16.2 The Library Committee has the following duties and responsibilities:

    5.16.2.1   To prepare budget and proposals for the development of the Library

    5.16.2.2   To allocate funds for the purchase of books, journals and periodicals.

    5.16.2.3   To prepare and submit to the Academic Council, Quarterly Report summarizing the activities and achievements of the library.

    5.16.2.4   To advise the University Librarian in formulating general library policies and regulations which govern the functions of the library.

    5.16.2.5   To work towards modernization and improvement of Library Services.

    5.16.2.6   To formulate policies and procedures for efficient use of Library resources.
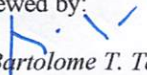
5.16.3 The Library Committee consists of the following and is appointed by the Vice President for Academic Affairs upon recommendation of the University Librarian.

    5.16.3.1   Chairman (Dean)

    5.16.3.2   Co-Chairman (Program Chair)

    5.16.3.3   Secretary (Librarian/ Library Staff)

    5.16.3.4   Adviser (Vice President for Academic Affairs)

    5.16.3.5   Members (Faculty Members from different Colleges)

    5.16.3.6   Student Representative

5.16.4 The Deans may be appointed as members of the Library Committee by virtue of their primary employment as a teaching personnel.

5.16.5 The Library Committee meets every quarter of the academic year.
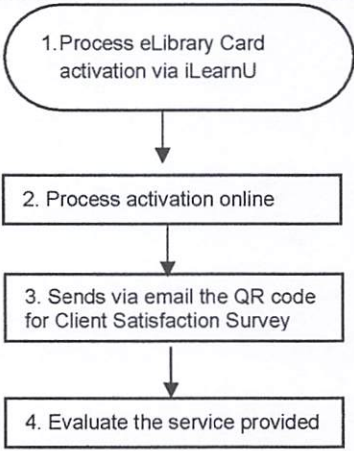
5.16.6 The appointment paper shall be issued by the Human Resource Management Office.

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas Head, Quality Management Office	Dr. Bartolome T. Tanguilig III Vice President, Academic Affairs	Dr. Charlemagne G. Laviña University President

Not to be reproduced or photocopied without proper authorization from the Quality Management Office

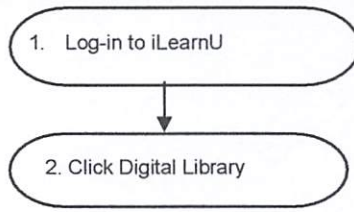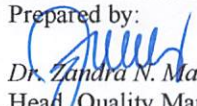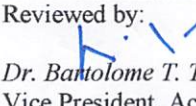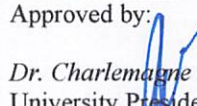|			
	LAGUNA UNIVERSITY Brgy. Bubukal Santa Cruz, Laguna	*Doc. Code.:* LU:AA-GU-02	*Page:* 12 of 21
		Revision No. 00	*Effectivity Date:* September 1, 2021
		Document Title: **MANAGEMENT OF LIBRARY RESOURCES**	

6. Process Map and Work Instruction

A. Activation of Library Account

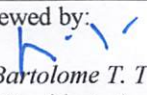| PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend:			
In-Charge	Process Flow		
Student Teaching or Non-Teaching Personnel	1. Process eLibrary Card activation via iLearnU	At the start of the school year, Library users shall apply for their Library Card online. Application Form (LU:AA-FO-34) shall be processed using iLearnU.	Acceptance: complete and accurate details with photo
Library Staff	2. Process activation online		Output: Activated library account Issued eLibrary card
Library Staff	3. Sends via email the QR code for Client Satisfaction Survey	Library Staff sends via email the QR code for Client Satisfaction Survey	Output: Email to client
Student Teaching or Non-Teaching Personnel	4. Evaluate the service provided		

B. Access to the Digital Library

PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend:			
In-Charge	Process Flow		
Student Teaching or Non-Teaching Personnel	1. Log-in to iLearnU 2. Click Digital Library	The library is open to all bonafide students, teaching and non-teaching personnel of the University. Outsiders/alumni can access on a limited time upon approval of the University Librarian.	Acceptance: complete and accurate log-in credentials

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas Head, Quality Management Office	Dr. Bartolome T. Tanguilig III Vice President, Academic Affairs	Dr. Charlemagne G. Laviña University President

Not to be reproduced or photocopied without proper authorization from the Quality Management Office

MASTER COPY.

C. Access to the University Library

PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend:			
In-Charge	Process Flow		
Student Teaching or Non-Teaching Personnel Outside Researchers Alumni	1. Deposit personal belongings at the entrance 2. Log-in using the QR Code 3. Use the library resources in accordance with the established rules and regulations 4. Evaluate the service provided thru QR code	Upon entrance, library clients are required to present their school ID. Face masks and face shields shall be worn at all times. Upon entering the University Library, the clients must log using a QR code Library Monitoring System. For alumni and outside researchers, alumni ID or referral letter and official receipt shall be presented prior to using any library resources Library Staff presents the QR code for evaluation.	Acceptance: complete and accurate log-in credentials Acceptance: with duly signed referral letter and original official receipt; within 1-5pm daily only

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas Head, Quality Management Office	*Dr. Bartolome T. Tanguilig III* Vice President, Academic Affairs	*Dr. Charlemagne G. Laviña* University President

Not to be reproduced or photocopied without proper authorization from the Quality Management Office

MASTER COPY

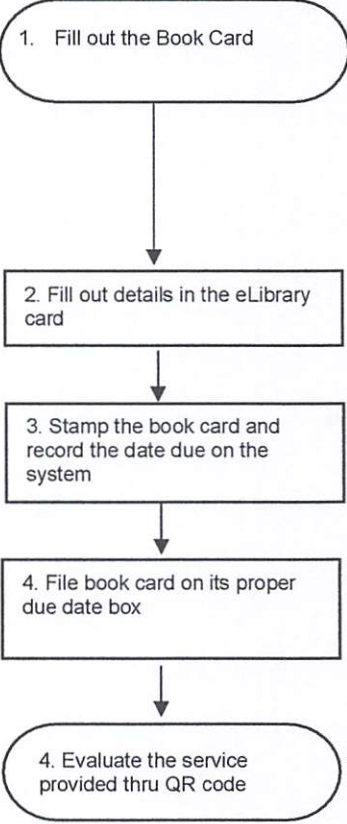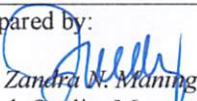|		
LAGUNA UNIVERSITY Brgy. Bubukal Santa Cruz, Laguna	Doc. Code.: LU:AA-GU-02	Page: 14 of 21
	Revision No. 00	Effectivity Date: September 1, 2021
	Document Title: **MANAGEMENT OF LIBRARY RESOURCES**	

D. Borrowing of Library Materials

PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend:			
In-Charge	Process Flow		
Student Teaching or Non-Teaching Personnel	1. Fill out the Book Card	Outside Researchers and Alumni may borrow books for room use only.	Acceptance: complete and accurate details
Library Staff	2. Fill out details in the eLibrary card		Output: complete and accurate details
Library Staff	3. Stamp the book card and record the date due on the system		Output: complete and accurate details
Library Staff	4. File book card on its proper due date box		Output: organized box
Student Teaching or Non-Teaching Personnel	4. Evaluate the service provided thru QR code	Library Staff presents the QR code for evaluation.	

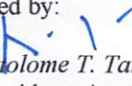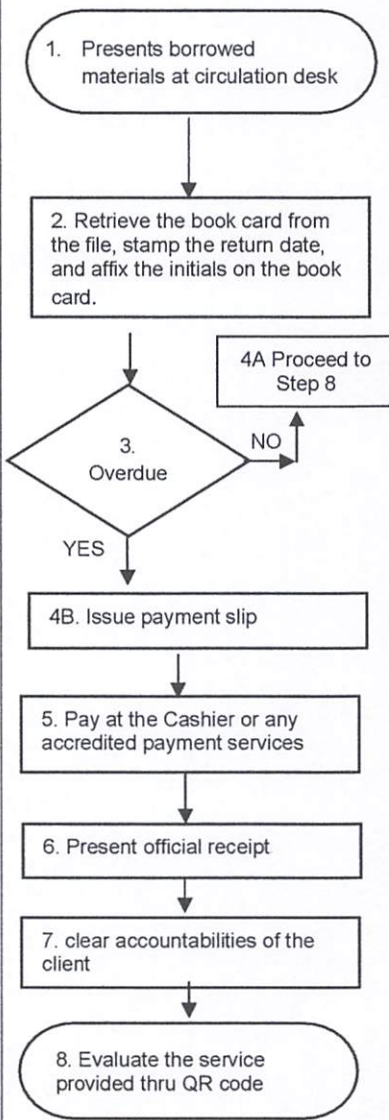| Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas Head, Quality Management Office	Dr. Bartolome T. Tanguilig III Vice President, Academic Affairs	Dr. Charlemagne G. Laviña University President

 LAGUNA UNIVERSITY Brgy. Bubukal Santa Cruz, Laguna	*Doc. Code.:* LU:AA-GU-02	*Page:* 15 of 21
	Revision No. 00 *Effectivity Date:* September 1, 2021	
	Document Title: **MANAGEMENT OF LIBRARY RESOURCES**	

E. Returning of Library Materials
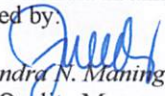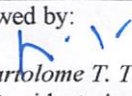
PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend:			
In-Charge	Process Flow		
Student Teaching or Non-Teaching Personnel	1. Presents borrowed materials at circulation desk	Outside Researchers and Alumni may borrow books for room use only.	Acceptance: in good condition and complete books
Library Staff	2. Retrieve the book card from the file, stamp the return date, and affix the initials on the book card.		Output: duly stamped and signed book card
	4A Proceed to Step 8 3. Overdue — NO YES		
Library Staff	4B. Issue payment slip	The library staff shall also indicate if it is the first or last offense notice on the record regarding their accountabilities.	Output: duly accomplished and issued payment slip
Student Teaching or Non-Teaching Personnel	5. Pay at the Cashier or any accredited payment services		
	6. Present official receipt		Acceptance: Official receipt
Library Staff	7. clear accountabilities of the client		Output: Cleared clients' accountabilities
Student Teaching or Non-Teaching Personnel	8. Evaluate the service provided thru QR code	Library Staff presents the QR code for evaluation.	

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas Head, Quality Management Office	Dr. Bartolome T. Tanguilig III Vice President, Academic Affairs	Dr. Charlemagne G. Laviña University President

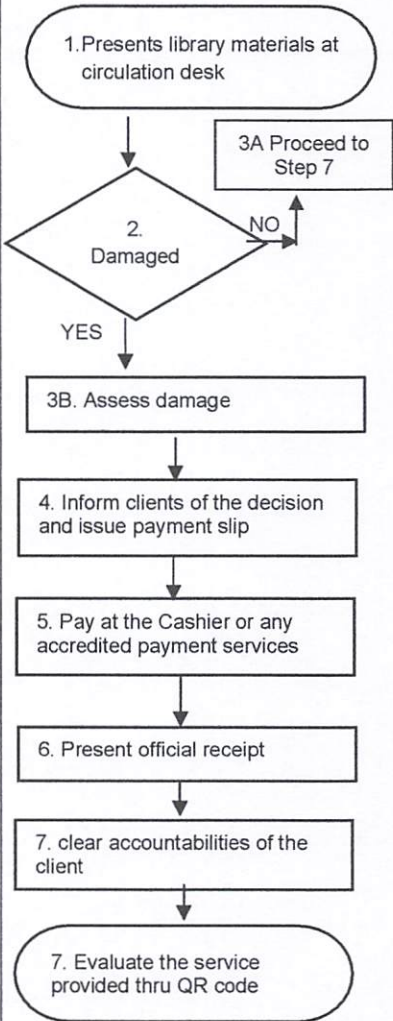*Not to be reproduced or photocopied without proper authorization from the Quality Management Office*

MASTER COPY

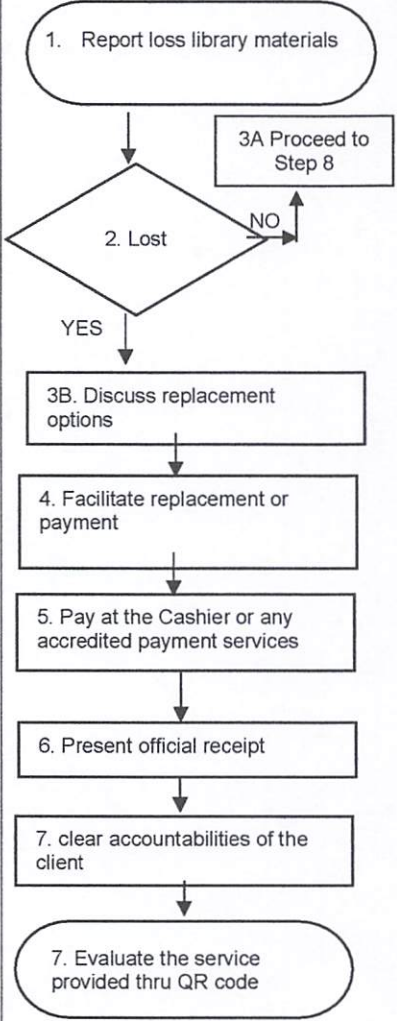|			
	Doc. Code.: LU:AA-GU-02	**Page:** 16 of 21	
	Revision No. 00	**Effectivity Date:** September 1, 2021	
LAGUNA UNIVERSITY Brgy. Bubukal Santa Cruz, Laguna	**Document Title:** **MANAGEMENT OF LIBRARY RESOURCES**		

F. Charging of Damaged Materials Fines and Sanctions
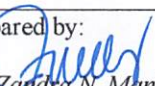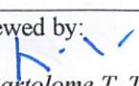
PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend:			
In-Charge	**Process Flow**		
Student Teaching or Non-Teaching Personnel	1. Presents library materials at circulation desk 3A Proceed to Step 7 2. Damaged — NO YES	A fee is charged for materials that are damaged while on loan or use in the Library. Disciplinary action will be taken against any studnt who intentionally damages library materials. To determine the charges, the following applies: • Minor Damage/s are damage/s with a few pencil marks, bent pages, and slight water damage. Sanction: Stern warning with no fee	
Library Staff	3B. Assess damage	• Moderate Damage/s are damage/s with highlighting, ink mark, stains, water damage, torn pages. Sanction: A fine of Php 25.00	Output: duly assessed damaged materials
Library Staff	4. Inform clients of the decision and issue payment slip	• Major Damage/s to cover and binding require extensive repairs. Sanction: Cost may vary depending on the size of the material.	Output: duly accomplished and issued payment slip
Student Teaching or Non-Teaching Personnel	5. Pay at the Cashier or any accredited payment services 6. Present official receipt	• Severe Damage/s includes torn, cut or missing pages, excessive ink writing or drawing, and severe water damage burns, teeth marks from pets, or any other extensive damage. Sanction: A fine of Php 250.00 plus replacement of the materials are required.	
Library Staff	7. clear accountabilities of the client		Output: Cleared clients' accountabilities
Student Teaching or Non-Teaching Personnel	7. Evaluate the service provided thru QR code	• Damage to Audio-Visual Materials. • Sanction: The user shall be charged the full replacement of cost for damaged multimedia materials.	

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas Head, Quality Management Office	Dr. Bartolome T. Tanguilig III Vice President, Academic Affairs	Dr. Charlemagne G. Laviña University President

G. Lost and Replacement Charges of Library Materials

PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend:			
In-Charge	**Process Flow**		
Student Teaching or Non-Teaching Personnel	1. Report loss library materials 3A Proceed to Step 8 2. Lost — NO YES	Lost books shall be reported to the Library immediately by the borrower. Reported lost book shall be replaced with the same title and author with the latest edition. Replacement of lost books/materials with another title or author shall be approved by the University Librarian.	
Library Staff	3B. Discuss replacement options	Payment for lost book is also accepted on its current value with 20% inflation in addition to Php 50 processing fee.	Acceptance: replacement options
Student Teaching or Non-Teaching Personnel	4. Facilitate replacement or payment		
	5. Pay at the Cashier or any accredited payment services	Payment shall be made at the Cashier or any accredited payment services. Official receipt shall be represented at the Library.	Output: duly accomplished and issued payment slip
	6. Present official receipt		
Library Staff	7. clear accountabilities of the client		Output: Cleared clients' accountabilities
Student Teaching or Non-Teaching Personnel	7. Evaluate the service provided thru QR code		

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas Head, Quality Management Office	Dr. Bartolome T. Tanguilig III Vice President, Academic Affairs	Dr. Charlemagne G. Laviña University President

Not to be reproduced or photocopied without proper authorization from the Quality Management Office

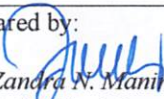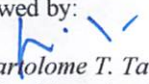MASTER COPY.

LAGUNA UNIVERSITY Brgy. Bubukal Santa Cruz, Laguna	Doc. Code.: LU:AA-GU-02	Page: 18 of 21
	Revision No. 00	Effectivity Date: September 1, 2021
	Document Title: **MANAGEMENT OF LIBRARY RESOURCES**	

H. Library Education Program

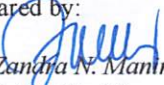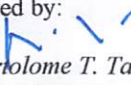| PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend:			
In-Charge	Process Flow		
University Librarian	1. Coordinate schedule of orientation with OVPAA	Library provides orientation to all students during the opening of classes	Output: Schedule of activity
Library Staff	2. Prepare orientation materials		Output: Presentation Materials
University Librarian	3. Present during the scheduled orientation of activities		Output: Informed clients

I. Processing of Clearance

PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend:			
In-Charge	Process Flow		
Library Staff	1. Block student with accountabilities thru the system	The library staff shall check the borrower's library account. If the borrower is cleared of accountabilities, the library staff shall clear him/her through the Digital Library System.	Output: Blocked accountabilities
Student Teaching or Non-Teaching Personnel	2. Process accountabilities		
Library Staff	3. Clear accountabilities		Acceptance: Official receipt or replacement for lost/damaged resources

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas Head, Quality Management Office	Dr. Bartolome T. Tanguilig III Vice President, Academic Affairs	Dr. Charlemagne G. Laviña University President

Not to be reproduced or photocopied without proper authorization from the Quality Management Office

MASTER COPY

	Doc. Code.: LU:AA-GU-02	Page: 19 of 21
LAGUNA UNIVERSITY Brgy. Bubukal Santa Cruz, Laguna	Revision No. 00	Effectivity Date: September 1, 2021
	Document Title: **MANAGEMENT OF LIBRARY RESOURCES**	

J. Appointment of Library Committee

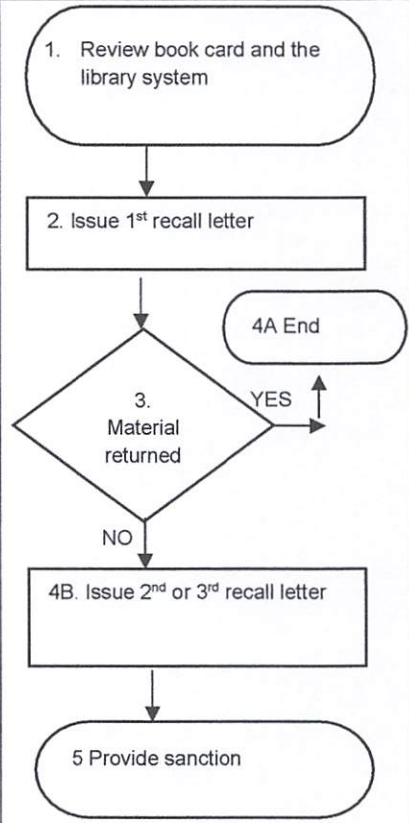| PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend: Vice President for Academic Affairs (VPAA), Human Resource Management Office			
In-Charge	**Process Flow**		
University Librarian	1. Recommend the composition of the Library Committee	The library staff shall check the borrower's library account.	Output: Blocked accountabilities
VPAA	3A Revise accordingly	If the borrower is cleared of accountabilities, the library staff shall clear him/her through the Digital Library System.	
	2. Approved — NO / YES		
HRMO	2. Prepare appointment papers		Acceptance: Official receipt or replacement for lost/damaged resources
Library Committee	3. Sign the appointment papers		

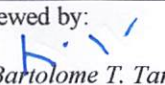| Prepared by: Dr. Zandra N. Maningas Head, Quality Management Office	Reviewed by: Dr. Bartolome T. Tanguilig III Vice President, Academic Affairs	Approved by: Dr. Charlemagne G. Laviña University President

Not to be reproduced or photocopied without proper authorization from the Quality Management Office

MASTER COPY

Doc. Code.: LU:AA-GU-02		Page: 20 of 21
Revision No. 00	Effectivity Date: September 1, 2021	
Document Title:		

LAGUNA UNIVERSITY
Brgy. Bubukal Santa Cruz, Laguna

MANAGEMENT OF LIBRARY RESOURCES

K. Issuance of Recall Letter

PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend: Vice President for Academic Affairs (VPAA), Human Resource Management Office			
In-Charge	**Process Flow**		
Library Staff	1. Review book card and the library system	The library staff shall check the borrower's library account.	Output: Reviewed book card and system
	2. Issue 1st recall letter		
	4A End		Output: Duly received recall letters
	3. Material returned — YES		
	NO	If the borrower is cleared of accountabilities, the library staff shall clear him/her through the Digital Library System.	
	4B. Issue 2nd or 3rd recall letter		Output: Sanction provided: 1st recall – payment of appropriate fine 2nd recall – Payment of appropriate fine and suspension of library privileges for two weeks 3rd recall – Payment of appropriate fine and suspension of library privileges for the rest of the semester/quarter
	5 Provide sanction		

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas	Dr. Bartolome T. Tanguilig III	Dr. Charlemagne G. Laviña
Head, Quality Management Office	Vice President, Academic Affairs	University President

Not to be reproduced or photocopied without proper authorization from the Quality Management Office

MASTER COPY

7. Monitoring and Evaluation
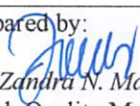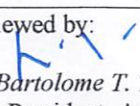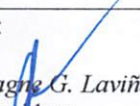
This guideline shall be uploaded to and viewable through Document Management System (DMS).

8. Dissemination

This guideline shall be uploaded and be made viewable through the Document Management System (DMS).

9. Related Documents

LU:AA-FO-34   e-Library Card Application Form
LU:AA-FO-35   Book Card

Prepared by:	Reviewed by:	Approved by:
Dr. Zandra N. Maningas	Dr. Bartolome T. Tanguilig III	Dr. Charlemagne G. Laviña
Head, Quality Management Office	Vice President, Academic Affairs	University President

LAGUNA UNIVERSITY
Quality Management Office
Laguna Sports Complex, Brgy. Bubukal, Santa Cruz, Laguna
Tel. No. (049) 576-4359

QUALITY MANAGEMENT SYSTEM MANUAL
PAGE REVISION HISTORY
☐ Level 1 ☑ Level 2 Guideline

Document Code: LU:AA-GU-02

Document Title: Management of Library Services

Page	Revision No.	Reason for Change	Prepared by:	Reviewed by:	Approved by:	Effectivity Date:	Release Date: