

## RETURN OF BOOKS/ RESOURCE MATERIALS (B/RM)

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Schedule of Availability of Service: 7:00 am – 7:00 pm (Monday to Friday) , 8:00 am – 5:00pm ( Saturday)

Clients/ Customers: Students, Faculty

Requirements: Books/Resource Materials borrowed

Processing Time: 4-11 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Presents the borrowed books/ resource materials	Inspects returned items  Pulls out the book cards from file and checks date and time borrowed and the due date.	1 minute  2 minutes	None	Library Staff	Book card (BC)
2		Computes overdue fines if there are and issues overdue slip.	3 minutes	P10.00/day per book	Staff	Overdue slip
3	Receives overdue slip and proceeds to the Cashier's office for payment*	Receives overdue slip and accepts payment made  Issues official receipt (OR).	2 minutes	None	Cashier	Overdue slip/ Official Receipt (OR)
4	Receives OR and returns back to the library to present it.	Lists the OR number in the logbook of fines.	1 minute	None	Staff	Logbook of fines
5		Returns the Library Card of the Student				Library Card (LC)
6	Receives the LC					
<b>END OF TRANSACTION</b>						

*NOTE: Steps 2-4 are for those who have overdues only both for students/faculty alike.*