LEYTE NORMAL UNIVERSITY
EXCELLENCE • INTEGRITY • SERVICE

BAGONG PILIPINAS

CITIZENS CHARTER

LIBRARY

SERVICE 2. REFERENCE SERVICE (REFERRAL LETTER)

CLASSIFICATION: Simple

TYPE OF TRANSACTION: G2C-Government to Citizen

WHO MAY AVAIL: All/Students

Service Description:

The major service of the library is that of reference services which include direct personal aid within the library to people in search of information for whatever purpose and various library activities aimed at making information as easily available as possible. It is the right contact between the right client at the right time and in the right personal way. It's the personal service to each client or user to help him to find documents or answer his/her queries which would meet his/her requirements.

CHECKLIST OF REQUIREMENTS

- Referral Letter
- Validated School ID for the current term.

WHERE TO SECURE

- From the librarian where he/she comes from.
- To be provided by client.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
***For External clients:** 1. For visitor/ researcher – present a validated School ID or research referral to the librarian. 2. Register at the information desk. 3. Check the library system, the available books/ other. 4. If the book is available, ask the circulation/reference librarian to lend the book to be read at the Reading Area. 5. After reading, return the book/s to the circulation Section, or just leave the book on the table or to any designated place for used books.	***For External clients:** 1. Accept the– valid ID/Referral letter. 2. Give the book/s or other library materials needed.	None	5-10 minutes	Mrs. Angelica A. Asis (Undergraduate Library) Mrs. Mariel B. Balili (Undergraduate Library) Ms. Jan Tammy C. Naraja (Undergraduate Library) Ms. Lauren Mae C. Sasi (Graduate School Library) Mrs. Luzviminda F. Alcober (Graduate School Library) Mrs. Maricel B. Daga (Undergraduate Library) Mr. Christopher Jude H. Coral (Undergraduate Library)
Total		**None**	**5-10 mins.**	

TÜVRheinland CERTIFIED Management System ISO 9001:2015
Times Higher Education Impact Rankings 2024 RANK 801-1000 IN THE WORLD RANK 04 IN THE PHILIPPINES
WURI 2024 RANK 131 IN THE WORLD OUT OF 1,072 UNIVERSITIES RANK 20 RANK 20 RANK 11
UI GreenMetric World University Rankings RANK 31 IN THE PHILIPPINES RANK 815 OF THE 1423 RANKED HEIS IN THE WORLD
LEVEL 2 PHILIPPINE QUALITY AWARDEE (PQA) REGIONAL RECOGNITION FOR PROFICIENCY IN QUALITY MANAGEMENT 2024