Frontline Services

Issuance of Borrower’s & Internet Card

LIBRARY
**Schedule of Availability of Service**
- Monday to Friday
- 8:00am – 5:00pm

**Who may avail of the Service:**
- Students of ISU

**What are the requirements:**
- Assessment Form

**Duration:**
- Three (3) minutes

**How to avail of the Service**

<table>
<thead>
<tr>
<th>Step</th>
<th>Client</th>
<th>Office Activity</th>
<th>Duration of Activity</th>
<th>Person In-Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Show assessment form</td>
<td>Validate assessment form, record in the log book and fill-up form for release</td>
<td>2 minutes</td>
<td>Hyacinth A. Villanueva</td>
</tr>
<tr>
<td>2</td>
<td>Receive Borrowers Card and Internet Card</td>
<td>Issue Borrower’s &amp;Internet Card</td>
<td>30 seconds</td>
<td>Hyacinth A. Villanueva</td>
</tr>
</tbody>
</table>

**In Case of Lost Borrower’s Card (BC)**
- Secure an Affidavit of Loss from OSA

**End of Transaction (Library)**