

1. Checking-In (Returning) of Library Books

A. Contactless Checking-In (Returning) of Library Books

A contactless mode of returning borrowed books in which the transaction will be verified by the library staff on a later date.

B. On-site Checking-In (Returning) of Library Book

A mode of returning a borrowed book in which the transaction is reflected in the library system real-time without the need for verification. May be suspended during the quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University of Makati - 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. For students- Online Registration Certificate (ORC), and valid I.D. issued by the University of Makati.		1.1. Center for Information Technology 1.2. Registrar's Office		
2. For employees - Valid I.D. or copy of appointment documents.		2. Human Resource Development Office		
Contactless Return of Books Form		Library Learning Commons		
Payment Slip for Overdue Book(s)		Library Learning Commons		
Book to return on due time		Requesting Party		
Fines when applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Contactless Checking-In (Returning) of Library Books				
1. Thru Courier: Inform the library via Facebook Messenger of the book to be returned	1.1. Acknowledge thru Facebook Messenger and coordinate arrival of the package with personnel.	None	1 Minute	Designated Special Collecting Officer Main Library and College / Unit Libraries
	1.2. Check the borrowing record for an overdue fine. <i>(If overdue, the borrower must pay the charged fine)</i>	None	2 Minutes	Designated Special Collecting Officer Main Library and College / Unit Libraries

2. Return of Book (<i>Borrower must shoulder the delivery fees upon return</i>)	2.1. The library personnel shall collect the returned book from the booked courier	None	5 Minutes	Library Personnel Main Library and College / Unit Libraries
	2.2. The reference librarian will check the book's overall physical condition.	None	1 Minute	Reference Librarian

TOTAL: 9 Minutes

B. On-site Checking-In (Returning) of Library Books

1. Present the book to be returned to the library personnel	1.1. Receive book to be checked-in.	None	1 Minute	Library Personnel Main Library and College / Unit Libraries
	1.2. The reference librarian will check the book's overall physical condition.	None	2 minutes	Reference Librarian
	1.3. Check the borrowing record for an overdue fine. (<i>If overdue, the borrower must pay the charged fine</i>)	None	2 Minutes	Library Personnel Main Library and College/Unit Libraries

2. Return the Borrower's I.D. Card.	2.1. Get the Borrower's I.D. Card.	None	2 Minutes	Library Personnel
	2.2. Return the Student's/ Faculty I.D.			Main Library and College / Unit Libraries

TOTAL: 7 Minutes

C. With Fines

1. If overdue, the borrower must pay the charged fine to be cleared.	1. Upon payment, the library personnel will issue an electronic receipt for the payment.	None	2 Minutes	Library Personnel Main Library and College / Unit Libraries
2. Fines are paid at the Library Learning	2. Fines within the last 30 days	Depending on the due date	2 Minutes	Designated Special

Commons (<i>Mode of Payment: Cash</i>)	shall be processed by the librarian.	(Php 10.00 each)		Collecting Officer Main Library and College / Unit Libraries
3. Fines are paid after 30 days at the Cash Office.	Cash Office 3. Fines exceeding 30 days after notification shall be processed by the Cash Office.		30 Minutes	Designated Special Collecting Officer Cash Office
4. Present the receipt at the registrar office for clearance.	Registrar's Office 4. Release of clearance	None	30 Minutes	Registrar's Personnel
TOTAL:			1 hour and 4 minutes	