

2. Library Services and Publication

As the agency's information hub, KMCD manages the Information Center or Library for walk-in applicants on provision of printed publications, journals, and other statistical data. It also includes management of the Data Enclave Center that provides onsite access to firm level data.

2.1 Provide library services to walk-in researchers of readily available data/statistics

Office or Division:	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Valid ID / Registration Card		Government Agencies, Non-Government Organizations, Private entities, Academe		
Accomplished Client Service Form (CSF)		Online /Officer-of the Day's table		
Request letter signed by the head of the company/college/university (if necessary)		Government Agencies, Non-Government Organizations, Private entities, Academe		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Security Guard's (SG) logbook and presents Valid ID/Registration Card (CVEA lobby)	1. SG issues visitor's pass	None	1 Minute	Security Guard on duty
2. Proceed to the library and registers at the researcher's logbook/e-Registration system	2. Request to fill-out CSF	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
3. Filled-out the Client Service form (CSF) and presents to the library staff	3. Assess the request. For requested statistical data that are not available in KMCD and PSA, advise the researcher to register or send request to e-FOI	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
4. Proceed to the computer's desk for browsing or go to the bookshelves and look for the needed books/ publications	4. Assists the researchers and provides the requested data/statistics/ publication if it is readily available in the library	None	5 Minutes	Admin Asst. III/Officer of the Day/Librarian

	4.1 May allow the researcher to photocopy or take a picture of the statistical tables from the printed publication or PC monitor			
5. Fill-out the Customer Satisfaction Survey form (online/printed)	5. Receive and file the filled-out CSF for tabulation	None	1 Minute	Admin Asst. III
6. Surrender the visitor's pass to the SG (CVEA lobby)	6. Return the Valid ID/ Registration	None	1 Minute	Security Guard on duty
TOTAL:		None	10 Minutes	