

2.2 Provide library services to walk-in researchers of data/statistics that needs simple tabulation

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.	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
4. Wait/research for additional data needed/requested by the researcher	4. Process the requested data/statistics 4.1 Release the processed data/statistics	None	30 Minutes	
5. Receive and check the correctness of the processed data/statistics	5. Request the researcher to fill-out the Customer Satisfaction Survey Form and sign the CSF for proof of receipt	None	1 Minute	
6. Fill-out the Customer Satisfaction Survey (CSS)Form (online/print)	6. Receive and file the filled-out CSS form for tabulation	None	1 Minute	
7. Surrender the visitor's pass to the SG (CVEA lobby)	7. Return the Valid ID/ Registration	None	1 Minute	
TOTAL:		None	36 Minutes	