

2.6 Provide library services thru phone inquiries

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		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires through phone	1. Take the call and logs the basic information of the caller, requested data/information	None	1 Minute	Security Guard on duty
	2. Evaluate the request 2.1 Provide appropriate information to basic questions that is available in the library and PSA website	None	1 Minute	Security Guard on duty
	3. Provide readily available statistical data over the phone (Max of three (3) statistical data) or advise to visit the library	None	1 Minute	Admin Asst. II
	4. Refer to the concerned service/division for technical questions or pertains to their rendered services	None	3 Minutes	Admin Asst. II
	5. Advise the researcher to email the request at info@psa.gov.ph or send the request to FOI if the requested data requires special tabulation	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
	6. Refer to the source agency or send request to FOI if requested data is not available in PSA	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian

	7. Log the action provided to the caller	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
TOTAL:		None	9 Minutes	