

KNOWLEDGE MANAGEMENT AND COMMUNICATIONS DIVISION

1. Provide library services to PSA employees

Office or Division:	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA ID		PSA HRD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the researcher's logbook/ e-Registration system	1. Request to fill-out CSF	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
2. Fill-out the Client Service Form	2. Asses the request	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
3. Proceed at the computer's desk for browsing or proceed to the bookshelves and look for the needed books/ publications Browse/search for online resources at PSA website	3. Assist the researcher 3.1 Provides the requested data/statistics/ publication if it is readily available in the library	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
4. Search printed reference materials from the shelves Receives borrowed book/s	4. May allow the researcher to take a picture of the tables from the printed publications /PC monitor or borrow the publication offsite for 3 days	None	15 Minutes	Admin Asst. II
5. Returns borrowed books to the library	5. Reflects returned marks at the borrower's card	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
TOTAL:		None	19 Minutes	