

Frontline Service: **REFERENCE ASSISTANCE**

Schedule of Availability of Service: Monday to Friday ; Saturday
8:00 AM – 8:00 PM ; 8:00 AM – 5:00 PM

Clients/Patrons: Undergraduate/graduate students, Faculty and Staff (REPS and Admin), and visitors

Service Provider: All Sections

Requirements: None

Processing Time: 2-5 minutes

STEP	PROCEDURE		DURATION	FEE	PERSON RESPONSIBLE	FORM/S
	CLIENT/PATRON	SERVICE PROVIDER				
1	Walk-in client approaches the staff or calls over the phone	Conducts reference interview	1 minute	None	Staff in-charge	None
2	Asks questions/queries; -For directional and ready reference questions -For bibliographic, technical and instructional questions -For research questions	Responds to inquiries of varying nature; -Answers questions immediately -Checks library database/s or refer to the staff concerned - Advises his/her contact details and notifies upon	3-4 minutes			

		availability of the requested information.				
END OF TRANSACTION						