

Frontline Service: **ASK-A-LIBRARIAN (VIRTUAL REFERENCE)**

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), External Clients

Service Provider: Documentation and Document Delivery Section

Requirements: None

Processing Time: 10 minutes

STEP	PROCEDURE		DURATION	FEE	PERSON RESPONSIBLE	FORM/S
	CLIENT/PATRON	SERVICE PROVIDER				
1	Visits library website at <a href="http://www.library.uplb.edu.ph">www.library.uplb.edu.ph</a> and clicks the Ask-A-Librarian			None	Online Librarian	None
2	Types/ introduces himself/herself and asks queries in the chatbox	Responds to queries depending on its nature	1-10 minutes			
END OF TRANSACTION						