CITIZEN'S CHARTER

LIBRARY SERVICE

BASIC REQUIREMENTS	APPLICANT/CLIENT STEPS	SERVICE PROVIDER ACTIONS	PROCESSING TIME	FEES	PERSON RESPONSIBLE
One (1) Valid ID	1. Approach the guard on duty at PSA RSSO 4A lobby area to inform and register in the Visitor's Log Sheet the purpose of visit and present the valid ID.	1. Provide the researcher with visitor's ID and refer to the PACD area. The PACD assigned staff to assist the researcher to the library area and refer to the concerned library personnel.	3 minutes	None	Guard on Duty/PACD on Duty *Lobby Area, PSA-RSSO 4A*
	2. Proceed to the library area and log on the library logbook your name, agency, purpose and signature	2. Assess the data/product needed and check the availability of books/publications as reference.	5 minutes	None	Angel M. Lunar Asst. Statistician *Statistical Operation and Coordination Division* (SOCD)
	3. Return the books/publications borrowed to the personnel assigned at the library.	3. Inspect the books/ publications returned.	2 minutes	None	Angel M. Lunar Asst. Statistician *Statistical Operation and Coordination Division* (SOCD)
	4. Accomplish the Fedback Form	4. Require the researcher to Log out in the visitor's Log Sheet and return the visitor's ID to the guard on duty	2 minutes	None	Guard on Duty *Lobby Area, PSA-RSSO 4A*

*TOTAL PROCESSING TIME: **12 MINUTES**
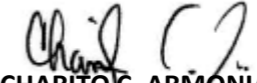*TOTAL FEES: **NONE**

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