



2. Request for Reference Service

Library clients are provided assistance in addressing their reference queries through the effective use of available reference materials, services, and facilities.

Office or Division:	General Santos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any registered library client (Holder of Library Card)			
CHECKLIST OF REQUIREMENT/S			WHERE TO SECURE	
1. Library Card 2. Any one valid government, school, or company ID or proof of identification			1. General Santos City Public Library 2. Government agency, educational institution, or employer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask reference queries to any Librarian or staff	1. Provide assistance on the retrieval of needed books and other reference materials using the Library system (Koha ILMS) or databases (NLP E-Portal, Tekno-Aklatan and others). Orient client with policies on special type of collections.	None	1 Hour	<i>Librarian/ Library staff</i>
2. Receive the needed books/ reference materials, and provide feedback to Librarian/ staff.	2. Record the service in the monitoring sheet, and secure client's feedback.	None	5 Minutes	<i>Librarian/ Library staff</i>
	TOTAL	None	1 Hour and 5 Minutes	
END OF TRANSACTION				