










Citizen's Charter No. SSB/AD-11

- Name of Office** : **Library and Documentation Services, Administrative Division, Support Services Branch
National Mapping and Resource Information Authority**
- Frontline Service** : **Provision of Library Services**
- Schedule of Availability of Service** : **Monday – Friday, 8:00 AM – 5:00 PM**
- Who May Avail of the Service** : **External and Internal Clients**
- How to Avail of the Service** : **Walk-in, Phone in (810-5435, 81048-31 local 442), and Mail**

| No. [A] | CUSTOMER ACTIVITY [B] | NAMRIA ACTION [C] | OFFICE/PERSON RESPONSIBLE/ LOCATION [D] | DURATION [E] | DOCUMENTARY REQUIREMENTS [F] | AMOUNT OF FEES [G] |
|------------|---|---|---|-----------------|------------------------------------|--------------------------|
| 1 | Request library services through Client Request Management System (CRMS) Fill out Client Request Form (External Clients)  | Receive, record, and forward for approval the CRMS (internal clients / CRF (external Clients)  |  JENNY P. INSIGNE Project Development Assistant I | 1 minute | CRMS CRF | None |
| | | Approve request Check Online Public Access Catalog (OPAC) for the availability of the requested material/s If the information material/s is/are available, list the Call Number and hand it/them over to the library staff If the information material/s is/are unavailable, refer the client to other NAMRIA units/offices and government agencies  |  AGNES G. RADAM OIC, Administrative Officer V | 2 minutes | | |

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| | | Pull out information material/s and hand it/them to the researcher |  <p>JENNY P. INSIGNE Project Development Assistant I</p> | 1 minute | | |
| 2 | Browse and return material/s (External Client) Browse, borrow, and return material/s (Internal Client) | Check material/s for damaged/torn pages Return material/s to the shelve |  <p>JENNY P. INSIGNE Project Development Assistant I</p> | 10 minutes | Borrower's Card | |
| 3 | Fill out the Client Acceptance portion of the CRMS (Internal Clients) / CRF (External Clients)  | |  <p>JENNY P. INSIGNE Project Development Assistant I</p> | 1 minute | CRMS CRF | |
| | | | | | Total Duration: 15 minutes | |