



SSB-04. Access to Library Services and Holdings

The NAMRIA Library and Documentation Services (LDS) is a special library that supports the information needs of NAMRIA employees and clients. It consists of a comprehensive collection of published and unpublished materials on mapping, surveying, geodesy, remote sensing, hydrography, oceanography, environment and natural resources (ENR) and other related subjects.

The LDS is also responsible for acquiring, organizing, maintaining, and disseminating information materials relevant to the agency's mandate, programs, projects and activities. Its holding comprises of topographic maps, nautical charts, books, posters, serials, slides, and other media on ENR and mapping. Special collection of rare books on mapping and surveying, Gender and Development (GAD), and Human Resource and Organizational Development (HROD) are also available.

A. Access for External Clients

Office or Division:	Library and Documentation Services (LDS) Section, Administrative Division (AD), Support Services Branch (SSB), NAMRIA			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Letter of Request	Client			
External Client Request Form (ECRF) (one copy)	Library Office (Printed Form)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for information materials through walk-in , phone-in, letter/email/mail	1.1. Receive ECRF, assist the client, check the availability of the requested information material/s, and process the	None	35 minutes	<i>Administrative Aide VI</i> SSB-LDS Section



For walk-in clients, fill up External Client Request Form (ECRF)	<p>requested material/s</p> <p>If the information material/s is/are unavailable, refer the client to other NAMRIA units/offices and government agencies.</p> <p>If a copy of the information material/s is requested, the walk-in client writes a letter to the Administrator on-the-spot.</p> <p>1.2 Receive the letter request and forward to Records Section for approval of the Administrator</p>		8 hours	
	2.1 Receive and process the approved request from the Office of the Administrator			
2. Inform the client of the status of request	2.2 Furnish the copy of the requested material/s	None	15 minutes	
3. Receive the copy of the requested material/s and fill up the ECRF	3. Compile the accomplished ECRF	None	10 minutes	
	TOTAL	None	Walk-in without request for	



			<p>copy of information material/s: 35 minutes</p> <p>Walk-in with request for copy of information material/s and request through phone-in, letter/email/ mail: 1 day and 1 hour</p>	
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