

## ASSISTANCE ON STUDENT RESOURCE QUERIES

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Schedule of Availability of Service: 7:00 am – 7:00 pm (Monday to Friday) , 8:00 am – 5:00pm ( Saturday)

Clients/ Customers: Students

Requirements: Library Card

Processing Time: 7 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Approaches the librarian or staff and presents query	Conducts reference interview	4 minutes	None	Librarian	None
		Directs students to the resources available	3 minutes	None	Library Staff	None
<b>END OF TRANSACTION</b>						