1.0 OBJECTIVE

To provide a step-by-step procedure in the provision of science and technology (S&T) information services to the general public.

2.0 SCOPE

The process covers all activities at the S&T Information Center from accepting customers to the actual provision of services including the risks and opportunities associated with the process.

3.0 *ACCESS*

This procedures manual is uploaded to the DOST IX Document Management System and accessible to all DOST IX personnel. The original copy of this document is managed by the DOST IX's document custodian.

4.0 DEFINITIONS

Print Materials – refer to any hard copy of S&T information resources such as monographs, journals, encyclopaedia, flyers, brochures, newspapers and vertical files.

Specialized Databases – this refers to the online DOST databases accessible thru the Internet such as Herdin NeON, Philippine Health Research Registry (PHRR), STARBOOKS, One Expert, and other S&T databases maintained locally and internationally.

Referral – an information service which helps the customer locate certain information requirement which are not available in the *office/unit*. This may include referral to other government agency, institution, expert and other information sources.
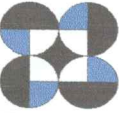
5.0 RECORDS

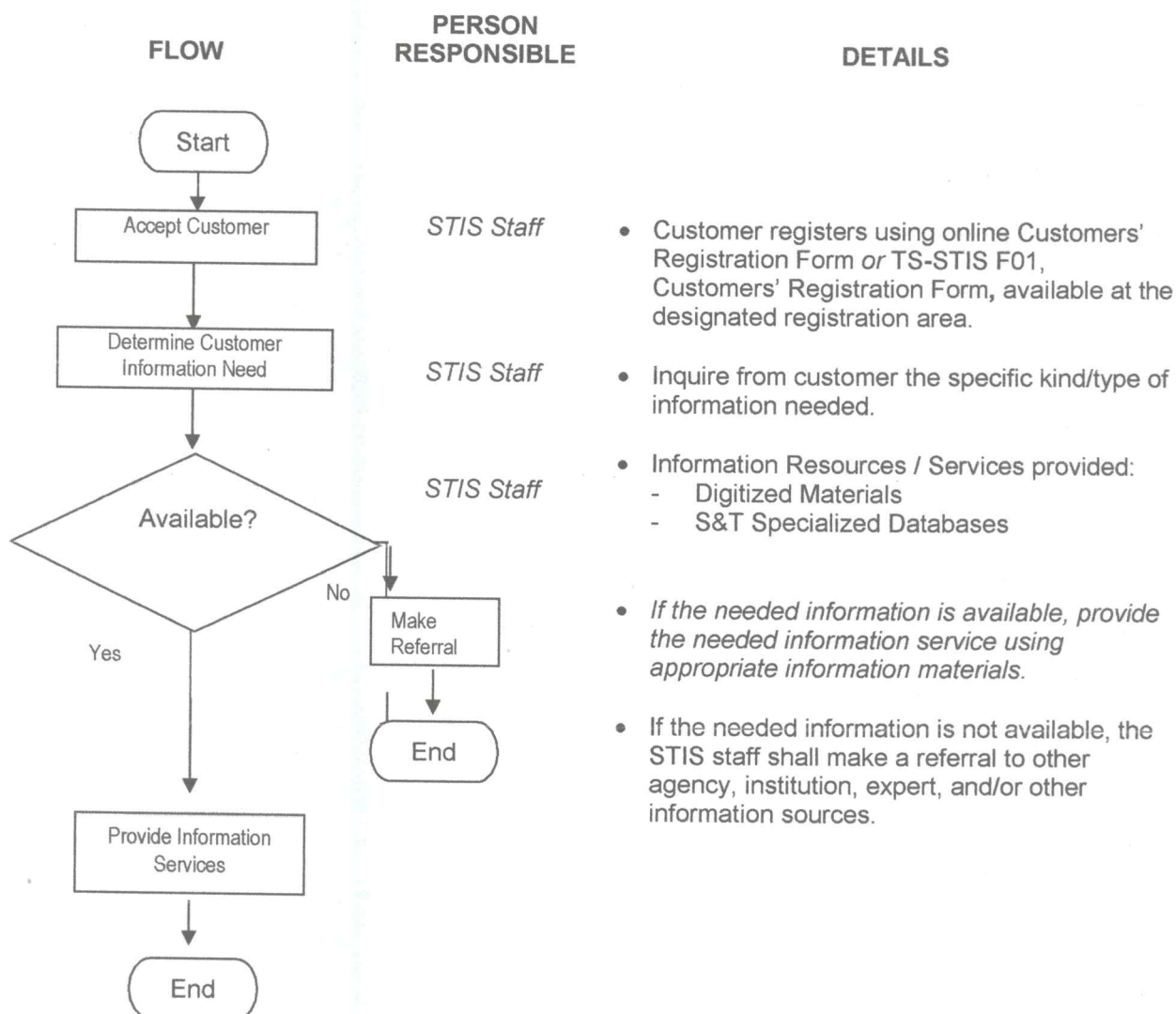- Accomplished Customers Registration Form

6.0 REFERENCE

- None

Prepared by:	Approved by:
Unit Manager, S&T Information Services	Quality Management Representative

7.0 PROCEDURE

FLOW	PERSON RESPONSIBLE	DETAILS

Start

Accept Customer — *STIS Staff*
- Customer registers using online Customers' Registration Form *or* TS-STIS F01, Customers' Registration Form, available at the designated registration area.

Determine Customer Information Need — *STIS Staff*
- Inquire from customer the specific kind/type of information needed.

Available? — *STIS Staff*
- Information Resources / Services provided:
  - Digitized Materials
  - S&T Specialized Databases

No → **Make Referral** → **End**

- *If the needed information is available, provide the needed information service using appropriate information materials.*

- If the needed information is not available, the STIS staff shall make a referral to other agency, institution, expert, and/or other information sources.

Yes → **Provide Information Services** → **End**

Prepared by:	Approved by:
Unit Manager, S&T Information Services	Quality Management Representative