External Services

A request of Reference/Information, Bibliographic, and Research Support Services

This service identifies library resources appropriate for answering reference, information, bibliographic, and research queries (includes analytics of faculty Publications, journal validation, and verification, etc.).

Office or Division:	Library Learning Commons
Classification:	Highly Technical
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	UMak Students, UMak Faculty, UMak Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UMak Faculty and Employees- Valid ID or copy of appointment documents	Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office
2. Duly Accomplished Selective Dissemination of Information Form (SDI) (1 copy)	LLC, Circulation section / LLC Email for online form College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in or email reference question or letter request	1.1. Receive query or letter request	None	3 Minutes	*Librarian* Circulation Section, LLC, Main Library and Research & Special Collections/ College / Unit Libraries
	1.2. Conduct a reference interview or send a clarificatory email with SDI Form	None	25 Minutes	
2. Verify query and accomplished SDI Form https://forms.gle/ufisxpxmRtF6Bruh7	2.1. Analyze the query and determines possible information sources that may provide answers to the query, run the analytics, or conduct the	None	3 Days	

	validation and verification			
	2.2 Source out/retrieve review of related literature relevant to the requested topic			
	2.3. Communicate/send the answer/literature to requestee	None	30 Minutes	
3. Receive an answer to the request		None	2 Minutes	
	TOTAL:		**3 Days, 1 Hour**	