

ACCESS TO ECONOMIC AND FINANCIAL INFORMATION, LIBRARY RESOURCES AND LEARNING SERVICES

Description : Provide free access to current and/or historical economic and financial data/information

Clients : General Public

Documents Required : BSP Visitor’s Pass obtained at the BSP Gates 3 and 6; to be exchanged for an EFLC Security
(to initiate the service) Access Card, issued at the EFLC Information Help Desk; Letter requesting for tour/lecture and BSP statistical data

Schedule of Service Availability : Monday-Friday, 9:00 AM to 5:00 PM

Contact Information : Economic and Financial Learning Center, Ground Floor, Multi-Storey Building, locals 2331 and 2285

Total Processing Time : within the day
(include reckoning point)

Total fees : none
(put none, if no fees involved)

| STEP NO. | CLIENT STEP | BSP ACTION | OFFICE RESPONSIBLE/ LOCATION | DOCUMENT(S) REQUIRED | DOCUMENT(S) GENERATED |
|----------|--|---|--|----------------------|---------------------------|
| 1 | Proceed to BSP Security Desk | Provides BSP’s Visitor’s Pass in exchange for personal ID | Officer of the Day, Reception Desk, Gates 3 and 6, BSP Manila | Personal ID | BSP Visitor’s Pass |
| 2 | Register with EFLC Information Help Desk | Requests visitor to fill out e-Registration form; issues security access card | Officer of the Day, Information Help Desk, EFLC Lobby, G/F Multi-Storey Building | BSP Visitor’s Pass | EFLC security access card |
| 3 | Consult librarian on | Assists the visitor in finding | EFLC Library Staff, EFLC | EFLC security access | books/journals |

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|---------------------------|---|---|---|--|---|
| | duty regarding information service required | appropriate information resources available in the library | Circulation Counter, G/F Multi-Storey Building | card | consulted or photocopied |
| 4 | Request for internet access card at the EFLC Information Help Desk (optional) | Provides EFLC internet access card upon request, and inputs internet access code number into the e-Registration system | Officer of the Day, Information Help Desk, EFLC Lobby, G/F Multi-Storey Building | Code number of internet access card | EFLC internet access card |
| 5 | Submit USB flash drive to EFLC Library at Circulation Counter to save downloads | Scans flash drive for PC virus and saves files previously prepared by researcher | EFLC Library Staff, EFLC Circulation Counter, G/F Multi-Storey Building | USB of researcher, files previously prepared | Soft copy of data file in USB |
| 6 | Respond to Feedback Management Unit (FMU) feedback on tablet or structured form | Requests visitor to accomplish structured forms using the kiosk (thru issued transaction code) or manually or use the FMU tablet for feedback | Officer of the Day, Information Help Desk, EFLC Lobby and EFLC Library Staff, EFLC Circulation Counter, G/F Multi-Storey Building | Feedback submitted through the FMU tablet/structured feedback form | Accomplished feedback form |
| 7 | Log-out at Information Help Desk | Requests visitor to fill out e-Survey and surrender EFLC security access card in exchange for the previously surrendered BSP Visitor's Pass | Officer of the Day, Information Help Desk, EFLC Lobby, G/F Multi-Storey Building | EFLC security access card | Accomplished e-Survey form and BSP Visitor's Pass |
| 8 | Proceed to BSP Security Desk | Requests for BSP Visitor's Pass in exchange for Personal ID | Officer of the Day, Reception Desk, Gates 3 and 6, BSP Manila | BSP Visitor's Pass | Personal ID |
| END OF TRANSACTION | | | | | |