

KEC/ RLRC Function Room Reservation and Use

Based on the Memorandum Circular No. 1 Series of 2015, The DSWD-NCR Learning Resource Center (LRC) is established to provide access to knowledge and information through reading and writing, providing the staff, visitors, or other users the right to use the LRC materials and services by providing them a secure and comfortable environment. There is a need to establish LRC in the Field Office in accordance to the thrust of the Department that all DSWD Offices should maintain a LRC wherein all knowledge products are installed and is accessible to the public.

Moreover, the location of the DSWD-NCR is accessible to nearby universities hence, it is necessary to establish a learning center which is open to all students specifically to Social Work students.

The barriers to knowledge sharing such as lack of time to share, poor verbal and written communication, difference in education level etc. have to be addressed so that the people will trust and be empowered to continue to learn, share knowledge and produce faster, smarter and better services to the clients. On the other hand, the employees must also be encouraged to share knowledge and create knowledge products so they can respond to the ever-changing needs of partners and constituents.

Furthermore, the establishment of LRC is a result of DSWD pioneering efforts to institutionalize a knowledge management system and use of Knowledge Exchange Center/Regional Learning Resource Center Function Room for meetings, learning sessions, and exams for applicants which aims to strengthen and promote the exchange of knowledge with stakeholders, partners and within DSWD towards increased productivity and efficiency.

Office or Division:	Office of the Regional Director – Knowledge Management Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	DSWD Officials and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Conference Room Reservation				
1. Inquiry from the end user (1 in email, chat, or call)		Requesting Party		
2. Registration Form (1 online form)/ Logbook		Email sent by the Librarian/Staff		
Use				
1. Registration Form (1 online form)/ Logbook		Regional Learning Resource Center		
After Use				
1. Client Satisfaction Measurement Survey Form (1 online form)		Regional Learning Resource Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the availability of the Conference Room	1.1 Receive the inquiry of the client.	None	5 minutes	<i>Ms. Jenny Kim C. Ramirez</i>

	1.2. Check the Calendar for the availability of rooms. If available , reply confirming availability with the link of the Online Reservation Form with reminders of room guidelines. If not available , inform the client of its non-availability.		15 minutes	SWO II/ OIC, Technical Advisory Assistance & Other Related Support Services
2. Submit accomplished Online Reservation Form	2.1 If the Reservation Form is filled out, perform booking on the RLRC Calendar.	None	10 minutes	Ms. Jenny Kim C. Ramirez SWO II/ OIC, Technical Advisory Assistance & Other Related Support Services
	2.2 Send an email confirming the reservation with the details. <i>If the Client canceled the reservation of the room, delete the scheduled reservation in the Calendar and update the changes in the Reservation Responses Matrix. After which, inform the Client of the action taken and send a CSMF form to the client.</i>		10 minutes	
	2.3. In case of rescheduling as requested by the client, check the Calendar for availability. If available , reply informing availability, perform re-booking in the RLRC Calendar		15 minutes	

	and confirm reservation. If not available, inform the client of its non-availability.			
Use of Conference Room				
3. Approach the librarian and log in to the Registration Desktop	3.1 Upon entering the RLRC, request the client to register on the Registration desktop. After use of the room, send a CSMF to the client.	None	5 minutes	<i>Ms. Jenny Kim C. Ramirez SWO II/ OIC, Technical Advisory Assistance & Other Related Support Services</i>
4. Accomplish the CSMF Survey	4.1 Accomplished CSMF are collected and included in CSMF Reports (CSMF).	None	15 minutes	<i>Ms. Jenny Kim C. Ramirez SWO II/ OIC, Technical Advisory Assistance & Other Related Support Services</i>
TOTAL		NONE	1 hour and 10 minutes	