PROCESS NAME	CODE	PROCESS TIME
REFERENCE SERVICES	KDDB-07	30 MINS.

RESPONSIBLES

Librarians in the Reference Office

PROCESS

FIRST STEP

Users who want to use this service come to the Reference Desk of the Library and apply by phone / e-mail.

The questions are answered face to face, by phone or by e-mail. Library Orientation training is given to the groups who want at the beginning of the academic year or when requested.

30 mins.

FINISH