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#### 1. ACCESS TO COLLECTION

#### 1.1. eBook Hub Registration & Access

This service provides 24/7 access to syllabi references, textbooks, and frequently used eBooks anytime, anywhere, and on any device.

Office or Division:	College of Science Libra	ary		
Category:	External Service			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:			, CS Faculty, CS	Researchers, and students
	from other colleges with	CS subjects		
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREME	NTS		WHERE TO SI	
1. Form 5/Form 5A - Enrolled UP Students		UPD OUR – Academic	-	
2. UP ID or Appointment letter - UP Facult	y / Staff	UPD HRDO – Informa		
3. UP Mail account		UPD Computer Center	– DILNET Help	Desk
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the CSLib eBook Hub.				
Location:	1. Receive registration.	None	5 Minutes	eBook Hub Administrator, College of Science Library
Online: CSLib eBook Hub Website				
https://ebookhub.cslib.science.upd.edu.ph				
2. Send the necessary documents and requirements	2.1. Receive and acknowledge the email.		5 Minutes	
Location:	2.2. Validate the account and send confirmation email	None	1 Hour *Processing time may vary depending on the client's speed	eBook Hub Administrator, College of Science Library
Online: Gmail ( <u>cslib@science.upd.edu.ph</u> )	through the CS Library UP mail account.		in complying with the requirements.	
3. Receive confirmation of validation.				
Location:				
Online: Gmail ( <u>cslib@science.upd.edu.ph</u> )	<ol> <li>Update the eBook</li> <li>Hub tracker.</li> </ol>	None	5 Minutes	eBook Hub Administrator, College of Science Library
Notes/Instruction:				
After validation, login with your UP Mail.				
You will now be redirected to the homepage				
of the eBook Hub.				
		TOTAL:		
			15 Minutes	

#### **1.2.** Lending of Library Books

This service enables bona fide UP Diliman students, faculty members, and staff to borrow books from the library's collection, ensuring access to necessary academic resources.

Office or Division:	Circulation Section, College of S	cience Library		
	College of Science Institute Libra			
Category:	External Service			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled UP students, Faculty, RI	EPS, and Admin staff		
	8:00 AM to 5:00 PM			
CHECKLIST OF REQ	UIREMENTS		WHERE TO SI	ECURE
1. UP ID/Form 5/Form 5A - Enro	lled UP Student	UPD OUR – Admissi	ion/Academic Info	rmation System Section
2. UP ID or Appointment letter -	UP Faculty / Staff	UPD HRDO – Inform	nation Managemen	t Section
3. UP Mail account		UPD Computer Cente	er – DILNET Help	Desk
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrow library book	1.1. Receive the book/s and check the accomplished book card/s, and UP ID or Form 5.		3 Minutes	
Location: Onsite: CS Library Circulation,	1.2. Verify the borrower's status at the Integrated Library System		3 Minutes	
Section, CS Library Bldg.	(BUKLOD URL: https://buklod.up.edu.ph).			Circulation Personnel, College of Science Library;
National Science Complex, UP Diliman	1.3. Scan the book barcode and check-out under the borrower's account.	None	3 Minutes	Library Coordinator, College of Science Institute Libraries
Notes/Instruction:				
<ol> <li>1.1. Provide your ID to the Circulation Personnel.</li> <li>1.2. Clearly write your full name,</li> </ol>	1.4. Stamp due date and countersign due date slip and book card.		3 Minutes	
student number/employee number in the book card.	1.5. Deactivate the security tag and provide the book/s.		3 Minutes	
2. Receive the book/s.				
Location:				
Onsite: CS Library Circulation, Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	2. Interfile book card.	None	3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
<b>Notes/Instruction:</b> 2.1. Report any damage noticed on the book to the Circulation staff.				
		TOTAL:	18 Minutes	

#### 1.3. Theses and Dissertations

Consist of undergraduate, master's and PhD research works in the College of Science subject disciplines.

Category:       Faternal Service         Classification:       Simple         Classification:       Covernment to Citizen         Who may avail:       Enrolled UP students, Faculty, REPS and Admin staff         Operating Hours:       800 AM to 5:00 PM         CHECKLIST OF REQUIRE/VENTS       WHERE TO SEC URE         I. Form 5/Form 5A - Introlled UP Students       UPD OUR – Academic Information System Section         2. UP Dor Appointment letter - UP Faculty / Staff       UPD Computer Center – DH INET Help Desk         CLIENT STEPS       AGENCY ACTION       FEES TO BE       PROCESSING Pallo       PROSON RESPONSIBL         1. I. Receive and assess the clears sprussion of the clears sprussion of the clears. See table below.       I. I. Receive and assess the solud comply with the requirements since with the students.       None       30 Minutes       Reference Personnel, Callege of Science Library College of Science Institut Libraries         None       5 Minutes       Reference Personnel, Callege of Science Library College of Science Institut Library Coordinator, College of Science Institut Library Coordinator, College of Science Library College of Science Library College of Science Library College of Science Institut Library Coordinator, College of Science Library College of Science Library College of Science Library College of Science Library College of S	Category:       External Service         Classification:       Simple         Classification:       Government to Citizen         Who may avait:       Evolution:         Portaling Hours:       8:00 AM to 5:00 PM         CHECKLIST OF REQUIREMENTS       WHERE: TO SECURE         Operating Hours:       UPD OND - Information Management Section         .UP Dor Appointment leter - UP Faculty / Stall       UPD Computer Center - DLINET Help Desk         IV DO Appointment leter - UP Faculty / Stall       UPD Computer Center - DLINET Help Desk         CLIENT STEPS       AGENCY ACTION       FEES TOBE       PROCESSING PADD       PROCESSING         IV D Arabies - Market Andread Seases the access permission of the client. See table below.       UP Students, REPS, and Antimi staff - Tuble exclusion       So Minutes       Reference Personnel, College of Science Labora; Subject to the following requirements: (w' expiration)       So Minutes       Reference Personnel, College of Science Labora; College of Science Labora; Subject to the following requirements: (w' expiration)       So Minutes       Reference Personnel, College of Science Labora; College of Science Labora; College of Science Labora; Subject to the following requirements work the students.       None       2 Days         I a softcopy is not available, seand the copy to the requesto.       S Minutes       Reference Personnel, College of Science Labora; College of Science Labora; Secure permission page or must secure permission from the sathor o	Office or Division:	Reference Section, College of College of Science Institute Li				
Classification:       Simple         Type of Transaction:       Government to Citizen         Who may avait:       Emrolied UP students, Faculty, REPS and Admin staff         Operating Hours:       800 AM to 5:00 PM         CIHECKLIST OF REVORDENTENTS       WHERE TO SECLIKE         I. Form 5/Form 5A - Enrolled UP Students       UPD OUR – Academic Information System Section         2. UP 10 or Appointment letter - UP Faculty / Staff       UPD IRDO – Information Management Section         3. UP Mail account       UPD Comparter Center – DIN INFT Help Desk         CLIENT STEPS       AGENCY ACTION         1.1. Receive and assess the access permission of the client. See table below.       PEES TO BE       PROCESSING         0. UP Faculty - Full text work expiration (if adviser), "#If the faculty is in oth adviser, heske should comply with the students.       0. UP Faculty - Full text subject to the following requirements: (work expiration (if adviser), "#If the faculty is in oth adviser, adviser," #Tor requirements: (work expiration or adviser)       1.0. Cleastified as "!" for requirements: (work expiration or adviser)         0. Classified as "!" for requirements: (work expiration or adviser)       Classified as "!" for requirements: (work expiration or adviser)         0. The softcopy is not available, send the copy to the request.       S Minutes         0. Reference Personnel, collage of Science Institut staff as a softcopy is not available, send the print copy.       S Minutes         <	Classification:       Simple         Syme of Transaction:       Government to Citizen         When may avail:       Enrolled UP students, Faculty, REPS and Admin staff         Operating Hours:       8:00 AM to 5:00 PM         CHECKLIST OF REQUERDEMENTS       WHERE TO SECURE         OP or Appointment letter - UP Faculty / Staff       UPD OUR - Academic Information Management Section         .UP ID or Appointment letter - UP Faculty / Staff       UPD OUR - Academic Information Management Section         .UP Mail account       UPD Commute Center - DURING       PERSON RESPONSIBI         CLIENT STEPS       AGENCY ACTION       FEES TO BE       PROCESSING         I.1. Receive and assess the access permission of the citient. See table below.       UP Students, REPS, and Admin staff - Full-text subility adviser). 'If the faculty is is not the adviser, heade show with the students.       30 Minutes       Reference Personnel, College of Science Liber Liberary Coordinator, the students.         . I.2. Check the availability and Admin staff - Full-text suble below.       1.2. Check the availability and below; University Processing time, may coordinator, the students.       None       2 Days       College of Science Liberary Coordinator, Liberary Coordinator, the students access permission of the copy is available, sent the	Category.		Utaties			
Type of Transaction:         Government to Citizen           Who may avail:         Enrolled UP students, Faculty, REPS and Admin staff           Operating Hours:         Sto OAM to 5:00 PM           CHECKLISE TO REQUIREMENTS         WHERE TO SECURE           I Pin 3/Form 5A - Enrolled UP Students         UIP DOIR - Academic Information System Section           2. UP ID or Appointment letter - UP Faculty / Staff         UIP Computer Center - DLINET Help Desk           The Mail account         UIP Computer Center - DLINET Help Desk           CLIENT STEPS         AGENCY ACTION           I. Request for Thesis/Dissertation access.         11. Receive and assess the access permission of the client. See table below.           • UP Students, REPS, and Admin staff - UP students, R	Experient Subset         Government to Citizen           Who may avait         Innolled UP students, Faculty, RFPS and Admin staft           Operating Hours:         8:00 AM to 5:00 PM           CHECKLIST OF REQUIREMENTS         WHERE TO SECURE           Jord A to 5:00 PM         UPD IND A Academic Information System Section           UP Do any pointment letter - UP Faculty / Staff         UPD OLD A - Cademic Information System Section           UP Mail account         UPD Computer Center - DLINET Help Desk           CLIENT STEPS         AGENCY ACTION           First ST OBE         PROCESSING PAID           I.1. Receive and assess the access permission of the chent. See table below.         Prior Descince Strate None           • UP Students, REPS, and Admin staff - Tul-Lext subject to the following requirements: (w' expiration)         30 Minutes           Reference Personnel, College of Science Libraries' Statistics arbition requestd.         None         2 Days           Order the requirements along with your         Classified as "P" for requirements (w' expiration)         None         5 Minutes           Processing time may available, seand the copy to the requestor.         1.3 Respond to the request, and and the copy to the requestor.         5 Minutes           Reference Personnel, College of Science Libraries' and and the copy.         1.3 Respond to the request, and and the copy.         5 Minutes						
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Operating Hours:         3:00 AM to 5:00 PM           CHICKLIST OF REQUIREMENTS         WHERE TO SECURE           JUP Dor Appointment letter - UP Faculty / Staff         UPD OUR - Academic Information Management Section           2. UP ID or Appointment letter - UP Faculty / Staff         UPD Computer Center - DILNENT           3. UP Mail account         UPD Computer Center - DILNENT           CLIENT STEPS         AGENCY ACTION           FEES TO BE PAID         PROCESSING PAID           1.1. Receive and assess the access permission of the client. See table below.         • UP Faculty - Fail text wo expiration (f adviser, he/she should comply with the requirements same with the students.           0. UP Faculty - Fail text wo expiration for facults of the adviser, he/she should comply with the requirements.         30 Minutes           1. Request for Thesis/Dissertation access.         UP Students. RFPS, and Admin staff - Full-text subject to the following requirements. (w/ expiration requested. See table below.         30 Minutes           1.2. Check the availability and status of the fourty is not the adviser, he/she should comply with the requirements. (w/ expiration requested. See table below.         None         2 Days           1.1. Respond to the following requirements along with your         • Classified as "F" for regular work. Expired enhange (2018 and below): University Permission form the adviser, first for available, send the copy is available, send the copy is available, send the copy is available, send the copy.         5 Minutes	Depending Hours:     8:00 AM to 5:00 PM       CHECKLIST OF REQUIREMENTS       UP COMEXCLIST OF REQUIREMENTS     UPD OUR – Academic Information System Section       UP D and Appointment letter - UP Faculty / Staff     UPD OUR – Academic Information System Section       UPD Mail account     UPD MIRDO – Information Management Section       UP Mail account     UPD MIRDO – Information Management Section       CLIENT STEPS     AGENCY ACTION       PERSON RESPONSIBIT     FEES TO BE PROCESSING PAID       I.1. Receive and assess the access permission of the client. See table below.     TIME       • UP Faculty - Full text w/o expiration (f) adviser). "If the Faculty is not the adviser, heighe should comply with the requirements same with the students.     30 Minutes       Reference Personnel.     1.2. Check the availability and tarkin staff - full-text subject to the following requirements (w/ expiration)     30 Minutes       I.2. Check the availability and tris of the thesis/dissertation requested. See table below.     None     2 Days       Classified as "F" for requirements (w/ equest.     Classified as "F" for requirements (w/ expiration)     S Minutes       Provesing time may available, seand the propy: to the requestor.     5 Minutes       I.3. Respond to the request and send the copy: to the requestor.     S Minutes       Reference Personnel, College of Science Librari Libraries       I.3. Respond to the request and send the copy.       I.3. Respond to the request and se			REPS and Admin	n staff		
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2. UP ID or Appointment letter - UP Faculty / Staff     UPD HRDO - Information Management Section       3. UP Mail account     UPD Computer Center - DLINET Help Desk       CLIENT STEPS       AGENCY ACTION       FEFS TO BE PAID       PROCESSING TIME       PERSON RESPONSIBL       1.1. Receive and assess the access permission of the client. See table below.       1.1. Receive and assess the access permission of the client. See table below.     PID       1.1. Receive and assess the access permission of the client. See table below.     30 Minutes       1. Request for Thesis/Dissertation access.     PUP Students, REPS, and Admin staff - Full-text subject to the following requirements: (w/ expiration)     30 Minutes       Dation: Gmail (cslib@iscience.upd.eduph)       1.2. Check the availability and thesis/dissertation requested. Sotes/Instruction:       regular work; Expired embage (2018 and below); Unversity Permission page or must secure permission from the author or adviser       1. If a softcopy is not available; sca the print copy.     5 Minutes       2. Receive the softcopy of the request.     2. Update task tracker for statistics.     None       2. Update task tracker for statistics.     None     5 Minutes	.UP ID or Appointment letter - UP Faculty / Staft       UPD HRDO - Information Management Section         .UP Mail account       UPD Computer Center - DILNERT Help Desk         CLIENT STEPS       AGENCY ACTION       FEES 10 BE PAID       PROCESSING PAID       PROCESSING TIME         I.1. Receive and assess the access permission of the chent. See table below.       III Feaulty - Full text wo expiration (f adviser). #If the Faculty is not the adviser, he/she should comply with the requirements same with the students.       30 Minutes       30 Minutes         . Request for Thesis/Dissertation access.       UP Students, REPS, and Admin staff - Full-text subject to the following requirements.       None       30 Minutes         1.2. Check the availability and status of the the students.       1.2. Check the availability and status of the the students.       None       2 Days       College of Science Librar Library Coordinator, College of Science Librar Library Coordinator, College of Science Institu Libraries         to the requirements along with your equest.       1.3. Respond to the request and secure permission page or must available, sean the print copy.       5 Minutes         . Receive the softcopy of the request.       2. Update task tracker for statistics.       5 Minutes       Reference Personnel. College of Science Institu Library Coordinator, College of Science Institu Libraries					System Section	
UP Mail account       UPD Computer Center – DILNET Help Desk         CLIENT STEPS       AGENCY ACTION       FEES 10 BE PAID       PROCESSING TIME       PERSON RESPONSIBI         1.1. Receive and assess the access permission of the decises. See table below.       1.1. Receive and assess the access permission of the client. See table below.       9       PROCESSING TIME       PERSON RESPONSIBI         1.1. Receive and assess the access permission of the discess permission of the should comply with the requirements same with the students.       0       UP Faculty - Full text subject to the following requirements: (w/ expiration)       30 Minutes         2. Check the availability and status of the the side below.       1.2. Check the availability and status of the thesis/dissertation requested. See table below.       None       2 Days       Reference Personnel, College of Science Institut Library Coordinator, College of Science Institut Library Coordinator, Complying with he requirements.         2. Update task tracker for statistics.       None       5 Minutes	UP Mail account     UPD Computer Center - DILNET Help Desk       CLIENT STEPS     AGENCY ACTION     FEES TO BE PAID     PROCESSING TIME       1.1. Receive and assess the access permission of the client. See table below.     I.1. Receive and assess the access permission of the client. See table below.     III Perceive and assess the access permission of the client. See table below.     III Perceive and assess the access permission of the client. See table below.     III Perceive and assess the access permission of the client. See table below.       . UP Faulty - Full text w/o expiration (if adviser). *If the Faulty: subject to the following requirements: same with the students.     III Perceive and assess the adviser, help help should comply with the requirements: (w/ expiration)     30 Minutes       1.2. Check the availability and statistor of the thesis/dissertation requested. See table below.     None     2 Days       1.2. Check the availability and statistor of the thesis/dissertation requested. See table below.     None     2 Days       . College of Science Institu Libraries     College of Science Institu Libraries       So trained the requirements along with your equest.     If a soft copy is available, send the copy to the requestor.     5 Minutes       . Receive the softcopy of the request. . Collage of Science Librar to the request.     None     5 Minutes       . Update task tracker for statistics.     2. Update task tracker for statistics.     None						
CLIENT STEPS     AGENCY ACTION     FEES TO BE PAID     PROCESSING TIME     PERSON RESPONSIBI       1.1. Receive and assess the access permission of the client. See table below.     II. Peacity - Full text w/o expiration (if adviser, + If the Faculty is not the adviser, heis/he should comply with the requirements same with the students.     30 Minutes     30 Minutes       1. Request for Thesis/Dissertation access.     UP Students, REPS, and Admin staff - Full-text subject to the following requirements: (wi expiration)     30 Minutes     Reference Personnel, College of Science Library.       1. Request for Thesis/Dissertation access.     UP Students, REPS, and Admin staff - Full-text subject to the following requirements: (wi expiration)     None     2 Days       2. Check the availability and status of the thesis/dissertation requested. Sote/Instruction: regular work; Expired embargo (2018 and below); University Permission page or must secure permission from the author or adviser     None     5 Minutes       5 Minutes     *Processing time may vary depending on the cibrary coordinator, coording on the available, sean the print copy.     5 Minutes       1.3. Respond to the request and send the copy.     None     5 Minutes       2. Update task tracker for statistics.     None     5 Minutes	CLIENT STEPS     ACENCY ACTION     FEES TO BE PAID     PROCESSING TIME       1.1. Receive and assess the access permission of the client. See table below.     II. Receive and assess the access permission of the client. See table below.     III. Receive and assess the access permission of the client. See table below.     III. Receive and assess the access permission of the client. See table below.     III. Receive and assess the access permission of the client. See table below.     III. Receive and assess the access permission of the client. See table below.     III. Receive the softeen upd eduption the students.     III. Receive the softeen upd eduption the students.     III. Receive the softeen upd eduption the students.     III. Receive the softeen upd eduption the attras of the thesis/dissertation requested. Softes/Instruction: requirements along with your equest.     III. Receive the softeen upd eduption the author or adviser III a soft copy is available, senth e print copy.     None     IIII. Reference Personnel, College of Science Institu Libraries       . Receive the softeen of the request. . Receive the		5				
1.1. Receive and assess the access permission of the client. See table below.       UP Faculty - Full text w/o expiration (if adviser). *If the Faculty is not the adviser, he/site should comply with the requirements same with the students.       30 Minutes         1. Request for Thesis/Dissertation access.       UP Students, REPS, and Admin staf - Full-text subject to the following requirements: (w/ expiration)       30 Minutes         0.nline: Gmail (cslib/@science.und edurb)       1.2. Check the availability and status of the following requirements: (w/ expiration)       None       2 Days         1.2. Check the availability and status of the ensylicities etable below.       Online: Gmail (cslib/@science.und edurb)       Science Library Library Coordinator, College of Science Library Library Coordinator, college of Science Institut         Notes/Instruction:       Classified as "F" for regular work; Expired embargo (2018 and below); University Permission from the author or adviser       5 Minutes         9. Tf a soft copy is a available, send the copy to the request and send the copy.       1.3. Respond to the request and send the copy.       5 Minutes         2. Receive the softcopy of the request.       2. Update task tracker for statistics.       None       5 Minutes         2. Update task tracker for statistics.       2. Update task tracker for statistics.       Softmartes       Reference Personnel, College of Science Institut Libraries	I.1. Receive and assess the access permission of the client. See table below.30 Minutes. Request for Thesis/Dissertation access UP Faculty - Full text w/o expiration (if adviser), *If the Faculty is no the adviser, he/she should comply with the requirements same with the students.30 Minutes. Request for Thesis/Dissertation access UP Students, REPS, and Admin staff - Full-text subject to the following requirements: (w/ expiration)30 Minutes. Request for Thesis/Dissertation access UP Students, REPS, and Admin staff - Full-text subject to the following requirements: (w/ expiration)None2 Days. Request for Thesis/Dissertation access Cleasified as 'F' for regular work, Expired embargo (2018 and below). University Permission page or must secure permission from the author or adviserNone2 Days. Receive the softcopy of the request. available, sean the print copy Minutes. Minutes. Receive the softcopy of the request Update task tracker for statistics.None. S Minutes. Receive the softcopy of the request Update task tracker for statistics.None. S Minutes. Receive the softcopy of the request Update task tracker for statistics.None. S Minutes. Reference Personnel, college of Science Lubrari college of Science Lubrari college of Science Lubrari cordinator, college of Science Lubrari college of Science Lubrari Lubrary Coordinator, College of Science Lubr	3. UP Mail account		-			
access permission of the client. See table below. UP Faculty - Full text w/o expiration (if adviser), http://withue requirements same with the students, REPS, and Admin staff - Full-text subject to the following requirements: (w/ expiration)30 MinutesReference Personnel, College of Science Library College of Science Institut Libraries1. Request for Thesis/Dissertation access. Location: Online: Gmail (cslib/@science upd edu nD) or CS Institute Libraries' Gmail accounts Revenues and send the copy.None2 DaysReference Personnel, College of Science Library College of Science Institut LibrariesNotes/Instruction: request Classified as: "P" for regular work: Expired embrgo (2018 and below); University Permission page or must secure permission from the author or adviser If a soft copy is available, send the copy to the request and send the copy.5 Minutes2. Receive the softcopy of the request.2. Update task tracker for statistics.None5 Minutes2. Receive the softcopy of the request.2. Update task tracker for statistics.Soft the request college of Science Library Softmutes2. Receive the softcopy of the request.2. Update task tracker for statistics.None5 Minutes	access permission of the client. See table below.     30 Minutes       . Request for Thesia/Dissertation access.     . UP Faculty - Full text w/o expiration (if adviser), *If the Faculty is not the adviser, he/she should comply with the requirements same with the students.     30 Minutes       . Request for Thesia/Dissertation access.     . UP Students, REPS, and Admin staff - Full-text subject to the following requirements: (w/ expiration)     30 Minutes       . Reference Personnel, College of Science Librar Library Coordinator, College of Science Librar Library Coordinator, College of Science Librar Library Coordinator, College of Science Institu Libraries     2 Days       iotes/Instruction: rovide the requirements along with your equest.     . Classified as "F" for regular work; Expired embargo (2018 and below; University Permission page or must secure permission form the author or adviser     5 Minutes       . Receive the softcopy of the request. . I.3 Respond to the request and send the copy.     None     5 Minutes       . Update task tracker for statistics.     None     5 Minutes     Reference Personnel, College of Science Librar Libraries	CLIENT STEPS	AGENCY ACTION		PROCESSING TIME	PERSON RESPONSIBL	
		Location: Online: Gmail ( <u>cslib@science.upd.edu.ph</u> ) or CS Institute Libraries' Gmail accounts Notes/Instruction: Provide the requirements along with your request. 2. Receive the softcopy of the request. Location:	<ul> <li>client. See table below.</li> <li>UP Faculty - Full text w/o expiration (if adviser). *If the Faculty is not the adviser, he/she should comply with the requirements same with the students.</li> <li>UP Students, REPS, and Admin staff - Full-text subject to the following requirements: (w/ expiration)</li> <li>1.2. Check the availability and status of the thesis/dissertation requested. See table below.</li> <li>Classified as "F" for regular work; Expired embargo (2018 and below); University Permission page or must secure permission from the author or adviser</li> <li>If a soft copy is available, send the copy to the requestor.</li> <li>If a softcopy is not available, scan the print copy.</li> <li>1.3. Respond to the request and send the copy.</li> <li>2. Update task tracker for</li> </ul>		2 Days 5 Minutes *Processing time may vary depending on the client's speed in complying with the requirements. 5 Minutes	College of Science Library Library Coordinator, College of Science Institut Libraries Reference Personnel, College of Science Library Library Coordinator, College of Science Institut	

Citizen's Charter Revised May 2025

B. Face-to-face						
		College of Science Lil	brary			
		ollege of Science Institute Libraries				
	External Service					
Classification:	Simple					
Type of Transaction:	Government to Cit	izen				
Who may avail:	Enrolled UP stude	nts, Faculty, REPS, Ad	min staff, and	other Researchers	5	
Operating Hours:	8:00 AM to 5:00 P	М				
CHECKLIST OF RE	QUIREMENTS			WHEF	RE TO SECURE	
1. Form 5/Form 5A - Enrolled U	JP Students		UPD OUR -	Academic Inform	ation System Section	
2. UP ID or Appointment letter -	- UP Faculty / Staf	f			nagement Section	
3. Other Researchers - Library p	ermit issued by the	e CS Library	College of Sc	ience Library - In	formation Desk (See 2.7)	
CLIENT STEP	2S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request for Thesis/Dissertation	on access.					
Location: Onsite: Onsite: CS Library Refer CS Library Bldg. Velasquez St.; Libraries, College of Science, No Complex, UP Diliman Notes/Instructions: Theses and dissertations are for 1 ONLY.	and/or Institute ational Science	<ol> <li>1.1. Assist the client if necessary.</li> <li>1.2. Update task tracker for statistics</li> </ol>	None	5 Minutes 5 Minutes	Reference Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
		- 	TOTAL:	10 Minutes		

#### 2. LIBRARY SERVICES

#### 2.1. Ask-a-Librarian

This service provides prompt and comprehensive assistance to library users through online platforms such as Facebook Messenger, Gmail, and the CS Library website, as well as face-to-face interactions, addressing various inquiries related to library services, resources, and research needs.

#### A. Online (Virtual Reference Service)

Office or Division:	ffice or Division:         Information and Reference Section, College of Science Library           College of Science Institute Libraries		
Category:	External Service		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:     All			
Operating Hours: 8:00 AM to 5:00 PM			
CHECKLIST O	FREQUIREMENTS	WHERE TO SECURE	

None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Ask your inquiry/ies.</li> <li>Location:</li> <li>Online: Gmail         (cslib@science.upd.edu.ph) or         Social Media, or CS Institute         Libraries' Gmail accounts and         Social Media.     </li> </ol>	<ul> <li>1.1. Receive inquiry/ies.</li> <li>1.2. Check UP System database subscriptions, UPD print collections, and the CS Libraries collections or other online resources depending on the kind of inquiry.</li> <li>1.3. Respond to the inquiry</li> </ul>	None	5 Minutes 10 Minutes 5 Minutes	Information and Reference Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
<ul> <li>2. Receive response.</li> <li>Location:</li> <li>Online: Gmail <ul> <li>(cslib@science.upd.edu.ph) or</li> </ul> </li> <li>Social Media, or CS Institute <ul> <li>Libraries' Gmail accounts and</li> <li>Social Media</li> </ul> </li> </ul>	2. Update task tracker for statistics.	None	5 Minutes	Information and Reference Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
		TOTAL:	25 Minutes	

Citizen's Charter Revised May 2025

B. Face-to-face				
Office or Division:	Information and Reference Sec	-	e Library	
	College of Science Institute Lib	oraries		
Category:	External Service			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
CHECKLIST O	F REQUIREMENTS		WHERE TO SECU	URE
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Ask your inquiry/ies.</li> <li>Location:</li> <li>Onsite: College of Science</li> <li>Library Information Section</li> <li>or Reference Section and/or</li> <li>Institute Libraries.</li> </ol>	<ul> <li>1.1. Receive inquiry/ies.</li> <li>1.2. Check UP System database subscriptions, UPD print collections, and the CS Libraries collections or other online resources depending on the kind of inquiry.</li> <li>1.3. Provide the information needed.</li> </ul>	None	5 Minutes 10 Minutes 5 Minutes	Information and Reference Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Receive information. Location: Onsite: Onsite: CS Library Information, Circulation, or Reference Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	2. Update task tracker for statistics.	None	5 Minutes	Information and Reference Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
compren, or binnight	<u> </u>	TOTA	07.15	
		TOTAL:	25 Minutes	

#### 2.2. Current Awareness Services

This service provides a presentation that introduces and familiarizes clients with the library services, spaces, and resources offered to them through our official Gmail, Facebook, Instagram, Twitter, YouTube, TikTok, and CS Library website.

Office or Division:	Information Section, College of Science Library College of Science Institute Libraries				
Category:	External Service				
Classification:	Simple	Simple			
Type of Transaction:	Government to Citizen, Governm	Government to Citizen, Government to Government			
Who may avail:	All	All			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM	8:00 AM to 5:00 PM			
CHECKLIST OF	<b>FREQUIREMENTS</b>		WHERE TO SE	CURE	
None		None			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Receive news and updates on library collection, services,					

1. Provide information on the			Information Personnel,
latest news and updates on CS			College of Science Library;
Libraries' collection, services	None	N/A	Library Coordinator,
and activities available to all			College of Science Institute
interested users.			Libraries
	TOTAL:		
	latest news and updates on CS Libraries' collection, services and activities available to all	latest news and updates on CS Libraries' collection, services None and activities available to all interested users.	latest news and updates on CS Libraries' collection, services None N/A and activities available to all interested users.

2.3.

# **Document Delivery Service for Annual and Perpetual Subscriptions**

College of Science Libraries College of Science, University of the Philippines Diliman

Office or Division:	Information Section, College College of Science Institute L		ТУ У	
Cotogomu	External Service	noraries		
Category:				
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled UP students, Faculty	v, REPS, and Adn	nin staff	
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIRE			WHERE TO	O SECURE
1. UP ID/Form 5/Form 5A - Enrolled U	P Student	UPD OUR – Adı	mission/Academic I	nformation System Section
2. UP Mail account			Center – DILNET H	lelp Desk
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Request for material/s access.</li> <li>Location:</li> <li>Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts</li> <li>Notes/Instruction: Provide the requirements along with your request.</li> </ol>	<ul> <li>1.1. Receive request/s &amp; verify the requirements provided.</li> <li>1.2. Check the availability of requested material/s.</li> <li>1.3. Provide requested material/s using its URL Link to be sent through the client's UP Mail.</li> </ul>	None	5 Minutes 25 Minutes	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
<ol> <li>Receive the requested material/s.</li> <li>Location:</li> <li>Online: Gmail (<u>cslib@science.upd.edu.ph</u>) or CS Institute Libraries' Gmail accounts</li> </ol>	2. Update task tracker for statistics.	None	5 Minutes	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
	•	TOTAL:	40 Minutes	

College of Scienceategory:External Servicelassification:Simpleype of Transaction:Government to Ci				
ategory:External Servicelassification:Simpleype of Transaction:Government to Ciype of Transaction:Government to Ciwho may avail:Enrolled UP studedyperating Hours:8:00 AM to 5:00 ICHECKLIST OF REQUIREMENTSUP ID/Form 5/Form 5A - Enrolled UP StudentUP Mail accountVCLIENT STEPSAGENCY ARequest for material/s access.1.1. Receive reque the requirements pnsite: CS Library Information, rculation, or Reference Section, CS brary Bldg. Velasquez St.; and/or stitute Libraries, College of Science, ational Science Complex, UP iliman1.3. Provide reque material/s using it to be sent through UP Mail.ovide the requirements along with pur request.UP Mail.	tizen, Government to on the factor of the fa	Governmen		
Item 1SimpleItem 2SimpleSype of Transaction:Government to CiWho may avail:Enrolled UP studedOperating Hours:8:00 AM to 5:00 ICHECKLIST OF REQUIREMENTSUP ID/Form 5/Form 5A - Enrolled UP StudentUP Mail accountCLIENT STEPSAGENCY ARequest for material/s access.pocation:nsite: CS Library Information, rculation, or Reference Section, CS brary Bldg. Velasquez St.; and/or stitute Libraries, College of Science, ational Science Complex, UP llimantimanovide the requirements along with our request.	nts, Faculty, REPS, ar	Governmen		
ype of Transaction:Government to Ciype of Transaction:Government to Ciwho may avail:Enrolled UP studedyperating Hours:8:00 AM to 5:00 ICHECKLIST OF REQUIREMENTSUP ID/Form 5/Form 5A - Enrolled UP StudentUP Mail accountCLIENT STEPSAGENCY ARequest for material/s access.ocation:nsite: CS Library Information, irculation, or Reference Section, CS brary Bldg. Velasquez St.; and/or stitute Libraries, College of Science, ational Science Complex, UP ilimanotes/Instruction: ovide the requirements along with pur request.	nts, Faculty, REPS, ar	Governmen		
Vho may avail:Enrolled UP studedPperating Hours:8:00 AM to 5:00 ICHECKLIST OF REQUIREMENTSUP ID/Form 5/Form 5A - Enrolled UP StudentUP Mail accountCLIENT STEPSAGENCY ARequest for material/s access.pocation:nsite: CS Library Information, irculation, or Reference Section, CS brary Bldg. Velasquez St.; and/or stitute Libraries, College of Science, ational Science Complex, UP ilimanto be sent through UP Mail.uter request.	nts, Faculty, REPS, ar	Governmen		
Pperating Hours:8:00 AM to 5:00 ICHECKLIST OF REQUIREMENTSUP ID/Form 5/Form 5A - Enrolled UP StudentUP Mail accountCLIENT STEPSAGENCY ARequest for material/s access.ocation:nsite: CS Library Information, trculation, or Reference Section, CS brary Bldg. Velasquez St.; and/or stitute Libraries, College of Science, ational Science Complex, UP ilimanotes/Instruction: ovide the requirements along with pur request.			t	
CHECKLIST OF REQUIREMENTSUP ID/Form 5/Form 5A - Enrolled UP StudentUP Mail accountAGENCY ACLIENT STEPSAGENCY ARequest for material/s access.Deation:1.1. Receive reque the requirements pnsite: CS Library Information, irculation, or Reference Section, CS brary Bldg. Velasquez St.; and/or stitute Libraries, College of Science, ational Science Complex, UP iliman1.1. Receive reque the requirements p1.2. Check the ava requested materialnotice Complex, UP ilimanDetes/Instruction: ovide the requirements along with pur request.	۱ <b>۱</b> ۲	Enrolled UP students, Faculty, REPS, and Admin staff		
UP ID/Form 5/Form 5A - Enrolled UP StudentUP Mail accountAGENCY ACLIENT STEPSAGENCY ARequest for material/s access.1.1. Receive reque the requirements ppocation: nsite: CS Library Information, rculation, or Reference Section, CS brary Bldg. Velasquez St.; and/or stitute Libraries, College of Science, ational Science Complex, UP iliman1.1. Receive reque the requirements p1.2. Check the ava requested material0.3. Provide reque material/s using it to be sent through UP Mail.	IVI			
UP Mail accountCLIENT STEPSAGENCY ARequest for material/s access.1.1. Receive reque the requirements ppocation:1.1. Receive reque the requirements pinsite: CS Library Information, arculation, or Reference Section, CS brary Bldg. Velasquez St.; and/or stitute Libraries, College of Science, ational Science Complex, UP iliman1.2. Check the ava requested material1.3. Provide reque material/s using it to be sent through UP Mail.1.3. Provide reque material/s using it to be sent through UP Mail.			WHERI	E TO SECURE
CLIENT STEPSAGENCY ARequest for material/s access.1.1. Receive reque the requirements ppocation:1.1. Receive reque the requirements pinsite: CS Library Information, irculation, or Reference Section, CS brary Bldg. Velasquez St.; and/or stitute Libraries, College of Science, ational Science Complex, UP iliman1.2. Check the ava requested material1.3. Provide reque into be sent through UP Mail.1.3. Provide reque material/s using it to be sent through UP Mail.	UPE	D OUR – Ac	dmission/Acaden	nic Information System Section
Request for material/s access.pcation:1.1. Receive requerements production,insite: CS Library Information,1.1. Receive requerements production,irculation, or Reference Section, CS1.2. Check the avare requested materialbrary Bldg. Velasquez St.; and/or1.3. Provide requested materialstitute Libraries, College of Science,1.3. Provide requested material/s using itto be sent throughUPilimanUP Mail.	UPE	D Computer	Center - DILNE	
<ul> <li>a. 1.1. Receive requestion;</li> <li>b. 1.1. Receive requestion;</li> <li>b. 1.2. Check the avain requested material</li> <li>b. 1.2. Check the avain requested material</li> <li>b. 1.2. Check the avain requested material</li> <li>b. 1.3. Provide requestion in the requirements along with pur request.</li> </ul>		ES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive the requested material/s	orovided. ilability of /s. sted s URL Link	None	25 Minutes	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
ocation:       2. Update task trastatistics.         nline: Gmail       statistics.         slib@science.upd.edu.ph       or CS         stitute Libraries' Gmail accounts       statistics.	cker for	None	5 Minutes	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
			40 Minutes	

# B. Face-to-face

# 2.4. Document Delivery Service for Open Access eBook/s, Scanned or Digitized copy of CS Libraries' book collection, and Theses/Dissertations

This service is designed to process request/s for Open Access eBook/s, Scanned or Digitized copy of CS Libraries' book collection, and theses/dissertations.

Office or Division:	Information Section, College of Science Library				
	College of Science Institute Libraries				
Category:	External Service				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Enrolled UP students, Faculty,	REPS, and Admin stat	ff		
<b>Operating Hours:</b>	8:00 AM to 5:00 PM				
CHECKLIST OF REQUI			WHERE TO S	BECURE	
1. UP ID/Form 5/Form 5A - Enrolled	d UP Student			ormation System Section	
2. UP Mail account		UPD Computer Cente		Desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<ol> <li>Request for material/s access.</li> <li>Location:</li> <li>Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts</li> <li>Notes/Instruction: Provide the requirements along with your request.</li> </ol>	<ul> <li>1.1. Receive request/s &amp; verify the requirements provided.</li> <li>1.2. Check availability of requested material/s. <ul> <li>If a soft copy is available, send the copy to the requestor.</li> <li>If a softcopy is not available, scan the print copy.</li> </ul> </li> <li>1.3. Send the publisher's link and/or PDF copy of the material/s through UP Mail.</li> </ul>	None	5 Minutes 5 Minutes 55 Minutes 1-3 Days 5 Minutes *Processing time may vary depending on the client's speed in complying with the requirements.	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
<ol> <li>Receive the requested material/s.</li> <li>Location:</li> <li>Online: Gmail (<u>cslib@science.upd.edu.ph</u>) or CS Institute Libraries' Gmail accounts</li> </ol>	2. Update task tracker for statistics.	None	5 Minutes	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
		TOTAL:	3 Days, 1 Hour and 15 Minutes		

B. Face-to-face					
Office or Division:	Information Section, College of Science Library				
	College of Science Institute Libraries				
Category:	External Service				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Enrolled UP students, Faculty, R	EPS, and Admin	staff		
Operating Hours:	8:00 AM to 5:00 PM				
CHECKLIST OF REC	-		WHERE TO S	ECURE	
1. UP ID/Form 5/Form 5A - Enrolled UP	Student	UPD OUR – Ad	mission/Academic	Information System Section	
2. UP Mail account			Center – DILNET I	Help Desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request for material/s access.	1.1. Receive request/s & verify the requirements provided.		5 Minutes		
Location: Onsite: CS Library Information, Circulation, or Reference Section, CS	<ul> <li>1.2. Check the availability of requested material/s.</li> <li>If a soft copy is</li> </ul>		5 Minutes	Information Personnel, College of Science Library;	
Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	<ul> <li>available, send the copy to the requestor.</li> <li>If a softcopy is not available, scan the</li> </ul>	None	55 Minutes 1-3 Days	Library Coordinator, College of Science Institute Libraries	
<b>Notes/Instruction:</b> Provide the requirements along with your request.	print copy.		5 Minutes		
<ol> <li>Receive the requested material/s</li> <li>Location:</li> <li>Online: Gmail</li> <li>(<u>cslib@science.upd.edu.ph</u>) or CS</li> <li>Institute Libraries' Gmail accounts</li> </ol>	2. Update task tracker for statistics.	None	5 Minutes	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
		TOTAL:	3 Days, 1 Hour and 15 Minutes		

#### 2.5. Interlibrary Loan (ILL)

Through this arrangement, constituent unit libraries in UP Diliman Libraries, and other partner institutions may borrow library resources from one another.

Office or Division:	Circulation Section, College of Science Library					
	College of Science Institute Libraries					
Category:	External Service	External Service				
Classification:	Simple	Simple				
<b>Type of Transaction:</b>	Government to Citizen, Gove	ernment to Government	t			
Who may avail:	CS Faculty, Partner Institutio	ons, and other Constitue	ent Unit Libraries of U	JP		
<b>Operating Hours:</b>	8:00 AM to 5:00 PM					
CHECKLIST OF RE	QUIREMENTS		WHERE TO SECU	URE		
1. Email request		College of Science Lib	oraries			
2. ILL Form		College of Science Lib	oraries			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	1.1. Receive request/s and check material/s availability.		15 Minutes			
material/s in other libraries.and seek the approve Head Librarian.Location:1.3. Inform the lend library of the desired and schedule for picOnline: Gmail 	<ol> <li>1.2. Prepare the ILL form and seek the approval of the Head Librarian.</li> <li>1.3. Inform the lending unit library of the desired book</li> </ol>	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute		
	and schedule for pick-up. 1.4. Pick up the requested material/s and notify the borrower that it is ready for collection.		45 Minutes 3-5 Days	Libraries		
<ul> <li>2. Receive the reference material/s.</li> <li>Location:</li> <li>Onsite: CS Library</li> <li>Information or Circulation Section, CS Library Bldg.</li> <li>Velasquez St.; and/or</li> <li>Institute Libraries, College of Science, National Science Complex, UP</li> <li>Diliman</li> </ul>	2. Update task tracker for statistics.	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries		
		TOTAL:	5 Days, 1 Hour and 10 Minutes			

#### 2.6. Internet/Computer Stations

This service provides access to computers equipped with internet connectivity, Microsoft Office applications, and free Wi-Fi.

Office or Division:	nformation Section, College of Science Library College of Science Institute Libraries				
Category:	External Service				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Enrolled UP students, Faculty, RE	EPS, Admin staff, and	d other Researchers		
<b>Operating Hours:</b>	8:00 AM to 5:00 PM	·			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE	
1. UP ID/Form 5/Form 5A - En	rolled UP Students	UPD OUR – Admis	sion/Academic Inform	ation System Section	
2. UP ID or Appointment letter	- UP Faculty / Staff	UPD HRDO – Infor	mation Management S	Section	
3. Other Researchers - Library	permit issued by the CS Library.	College of Science I	Library - Information I	Desk (See 2.7)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<ol> <li>Use computer stations and internet access.</li> <li>Location:</li> <li>Onsite: CS Library Information Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman</li> </ol>	1. Assist the client if necessary.	PAID     TIME     TERSON RESPONSE       None     5 Minutes     Information Personnel College of Science Lib Library Coordinator, College of Science Ins Libraries			
		TOTAL:	5 Minutes		

#### 2.7. Issuance of Library Permits to Non-UP Users

This is for visitors/non-UP researchers, including UP alumni, former faculty and staff, undergraduate and graduate students from other schools, and government and private researchers.

Office or Division:	Information and Circulation Section, College of Science Library						
Category:	External Service						
Classification:	Simple						
Type of Transaction:	Government to Citizen	Government to Citizen					
Who may avail:	All						
<b>Operating Hours:</b>	8:00 AM to 5:00 PM						
CHECKLIST OF REQ	UIREMENTS		WHERE TO SECU	JRE			
1. Any government-issued ID/scl	hool ID	Government offices/So	chool Administration				
2. Research Fee		Applicant/Client					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
Location:	1. Receive and verify the requirements presented.	None	5 Minutes	Information Personnel, College of Science Library			
	2. Receive, assess the accomplished form, and issue payment slip.	None	5 Minutes	Information Personnel, College of Science Library			
<ol> <li>Pay the library fee and sign on the logbook.</li> <li>Location: Onsite: CS Library Information Section, CS Library Bldg.</li> <li>Velasquez St. UP Diliman</li> </ol>	<ul><li>3.1. Receive payment.*</li><li>3.2. Provide the library permit card to the client.</li></ul>	See table of rates below	5 Minutes 5 Minutes	Information Personnel, College of Science Library			
<ol> <li>Receive the library permit card.</li> <li>Location: CS Library Information Section, CS Library Bldg. Velasquez St. UP Diliman</li> </ol>	4. Update task tracker for statistics.	None	5 Minutes	Information Personnel, College of Science Library			
		TOTAL:	25 Minutes				

TABLE OF RATES					
Users	Research Fee	Permit			
Researchers	Php 50.00/Day	White			
Graduate Students	Php 50.00/Day	White			
Government Researchers	Free (with letter of request)	White			
Undergraduate Students	Php 25.00/Day	White			
High School Students	Php 10.00/Day	White			
Alumni	5 Free Visits	White			
	Php 20.00/Day	Orange			
	Php 120.00/Month	Orange			
	Php 225.00/Semester	Orange			
	Php 450.00/Year	Orange			
Accommodations for non-U	JP users are available only on	Mondays.			

#### 2.8. Laminating Services

This service provides laminating options for different document sizes, ensuring the protection and durability of printed materials.

Office or Division:	Circulation Section, College of Science Library College of Science Institute Libraries			
Category:	External Service			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled UP students, I	Faculty, REPS, & Admi	in staff	
Operating hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMEN	NTS		WHERE TO SI	ECURE
1. UP ID or Form 5 - Enrolled UP students ( copy)	Original or Electronic	UPD OUR – Admissio	on/Academic Info	rmation System Section
2. UP ID - Faculty/Staff (Original copy)		UPD HRDO – Inform	ation Managemen	it Section
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Provide the document to be laminated.</li> <li>Location:</li> <li>Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman, Quezon City</li> </ol>	<ul><li>1.1. Receive the document for lamination.</li><li>1.2. Process the lamination</li></ul>	None	5 Minutes 5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
<ol> <li>Pay lamination fee.</li> <li>Location:</li> <li>Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman, Quezon City</li> </ol>	2. Receive payment*	See table below	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
3. Receive the laminated document. Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman, Quezon City	3. Hand over the laminated document.	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
	-	TOTAL:	20 Minutes	

Laminating Fee
Php 10.00 for ID size
PhP 25.00 for A4 size

#### 2.9. Library Orientation and Tour Visit

This service provides a comprehensive presentation designed to introduce and familiarize clients with the library's services, spaces, and resources. It aims to ensure that our specific target clients are well-informed about what the library offers to enhance their research and learning experience.

Office or Division:	Information Section, College of Science Library College of Science Institute Libraries				
Category:	External Service				
Classification:	Simple				
Type of Transaction:	Government to Citizen, Government to Government				
Who may avail:	Enrolled UP students, Faculty, I	REPS, Admin staff, and	d other Researchers		
<b>Operating Hours:</b>	8:00 AM to 5:00 PM				
CHECKLIST OF REQ	UIREMENTS		WHERE TO SEC	URE	
For CSLIB - Letter of request add Head Librarian to be sent via the mail account. For Institute Libraries - Letter of	Official CS Library's UP	Applicant/Client			
Institute Library Coordinator mus Institute Library UP mail account	st be sent via the official	Applicant/Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request for a Library Orientation and Tour Visit	1.1. Receive and acknowledge email requests.		5 Minutes	Information Personnel,	
Location: Online: Gmail ( <u>cslib@science.upd.edu.ph)</u>	1.2. Seek approval from the CS Libraries' Head Librarian or the Institute Library Coordinator.		20 Minutes	College of Science Library; Library Coordinator, College of Science Institute Libraries	
or CS Institute Libraries' Gmail accounts	1.3. Send approval status to the client through email.		5 Minutes		
<ul> <li>2. Receive the approval email and coordinate the schedule.</li> <li>Location:</li> <li>Online: Gmail (<u>cslib@science.upd.edu.ph)</u> or CS Institute Libraries' Gmail accounts</li> </ul>	2. Coordinate the orientation and tour visit schedule.	None	5 Minutes *Processing time may vary based on the client's responsiveness in scheduling coordination.	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
<ul> <li>3. Attend the Library orientation and tour at the scheduled date.</li> <li>Location:</li> <li>Onsite: CS Library, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman</li> </ul>	3. Update task tracker for statistics.	None	5 Minutes	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
		TOTAL:	40 Minutes		

#### 2.10. Printing

This service offers the convenience of printing documents, reports, or other materials within the library premises at a minimal cost.

	Circulation Section, College of Science Library						
Office or Division:	College of Science Institute Libraries						
Category:	External Service						
Classification:	Simple	Simple					
Type of Transaction:	Government to Citizen						
Who may avail:	Enrolled UP students, Facu	ulty, REPS, Admin staff,	, and other Research	iers			
Operating Hours:	8:00 AM to 5:00 PM						
CHECKLIST OF REQUI	REMENTS		WHERE TO SEC	URE			
<ol> <li>UP ID or Form 5 - Enrolled UP st Electronic copy)</li> </ol>	udents (Original or	UPD OUR – Admissior	n/Academic Informa	tion System Section			
2. UP ID - Faculty/Staff (Original co	py)	UPD HRDO – Informat	tion Management Se	ection			
3. Other Researchers - Library permi	t issued by the CS Library.	College of Science Libr	ary - Information D	esk (See 2.7)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
<ol> <li>Print your document.</li> <li>Location:</li> <li>Onsite: CS Library Circulation</li> <li>Section, CS Library Bldg. Velasquez</li> <li>St.; and/or Institute Libraries,</li> <li>College of Science, National Science</li> <li>Complex, UP Diliman</li> <li>Pay printing fee.</li> </ol>	1. Assist the client in printing if necessary.	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries			
Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	2 Receive payment.*	See table below	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries			
<ol> <li>Receive the printed document.</li> <li>Location:</li> <li>Onsite: CS Library Circulation</li> <li>Section, CS Library Bldg. Velasquez</li> <li>St.; and/or Institute Libraries,</li> <li>College of Science, National Science</li> <li>Complex, UP Diliman</li> </ol>	3. Hand over the printed document.	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries			
		TOTAL:	15 Minutes				

Users	Printing Fee
For enrolled UP students, faculty and staff	
For other researchers:	
Researchers	
Graduate Students	B&W-Php3.00/page
Government Researchers	Color-Php5.00 to
Undergraduate Students	15.00/page
High School Students	
• Alumni	
Non Alumni/Reviewee	

#### 2.11. Renting of Lockers

This service provides locker storage options for a time duration.

	Circulation Section, Col	lege of Science Library			
Office or Division:	College of Science Institute Libraries				
Category:	External Service				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Enrolled UP students, F	aculty, REPS, and Admin	n staff		
Operating hours:	8:00 AM to 5:00 PM				
CHECKLIST OF REQUIREME	NTS		WHERE TO SEC	URE	
1. UP ID or Form 5 - Enrolled UP students ( copy)	(Original or Electronic	UPD OUR – Admission	Academic Inform	ation System Section	
2. UP ID - Faculty/Staff (Original copy)		UPD HRDO – Informat	tion Management S	ection	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<ol> <li>Identify and verify the locker number to be rented.</li> <li>Location:</li> <li>Onsite: CSLib Circulation Section or Institute of Mathematics Library</li> </ol>	<ol> <li>Verify the availability of lockers for renting.</li> </ol>	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
<ul> <li>2. Sign the locker rental contract (2) copies</li> <li>Location:</li> <li>Onsite: CSLib Circulation Section or</li> <li>Institute of Mathematics Library</li> </ul>	3. Provide copies of the locker rental contract	None	10 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
5. Payment & receipt of locker key Location: Onsite: CSLib Circulation Section or Institute of Mathematics Library	4. Accept locker rent payment, issue the client a contract copy, and provide the locker key.	See table below	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
		TOTAL:	20 Minutes		

Duration	Rent Fee
1 day	PhP 5.00
2 weeks	PhP 50.00
1 month	PhP 100.00

# 2.12. Request for Purchase of Resource Materials for CS Faculty Members

Through this service, CS Faculty can make a formal online request to acquire specific materials such as books, journals or online resources that are relevant to the field of Science.

Office or Division:	Acquisition Section, College of Science Library College of Science Institute Libraries College of Science Institutes						
Category:	External Service						
Classification:	Complex						
Type of Transaction:	-	Government to Citizen, Government to Government					
Who may avail:	CS Faculty only						
Operating Hours:	8:00 AM to 5:00 PM						
CHECKLIST OF REQUIREMENTS WHERE TO SECURE							
1. Completed Online Library Material Req for purchase via Institute Library Coordina	uest Form or Email request	Applicant/Clien					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Send a request to the Institute Libraries' official Gmail account.	1.1. Receive and acknowledge request/s.		5 Minutes				
Location:	1.2. Check and verify the material/s (per title of the		5 Minutes				
Online: CS Institute Libraries' Gmail accounts	book). 1.3. Accomplish the library material request form and seek the approval of the Faculty- Library Representative and/or Institute Director. 1.4. Approved request/s will be forwarded to the CS Library Acquisition Section for processing in accordance with the procurement guidelines of UP Diliman. 1.5. Acquisition/ procurement process.*		1-2 Days 10 Minutes *8-12 Months or depending on the availability of the book/title (applicable for print and eBook requests)	Library Coordinator, College of Science Institute Libraries; Faculty-Library Representative and Director, College of Science Institutes *Acquisition Personnel, College of Science Library			
<ol> <li>Receive an email confirmation of the request/s.</li> <li>Location:</li> <li>Online: Gmail (<u>cslib@science.upd.edu.ph</u>) or CS Institute Libraries' Gmail accounts</li> </ol>	2. Update task tracker for statistics.	None	5 Minutes	Library Coordinator, College of Science Institute Libraries; Faculty-Library Representative and Director, College of Science Institutes *Acquisition Personnel, College of Science Library			
	1	TOTAL :	12 Months, 2 Days and 25 Minutes	Conege of Science Library			

#### 2.13. Scanning

This service offers the convenience of scanning documents, reports, or other materials within the library premises at a minimal cost.

Office or Division:	Circulation Section College	f Caianaa Lihaam	_		
Office or Division:	Circulation Section, College of Science Library College of Science Institute Libraries				
Category:	External Service				
Classification:	Simple	Simple			
Type of Transaction:	Government to Citizen				
Who may avail:	Enrolled UP students, Faculty	, REPS, Admin st	taff, and other Re	searchers	
Operating Hours:	8:00 AM to 5:00 PM				
CHECKLIST OF REQUIREME	NTS		WHERE	TO SECURE	
1. UP ID or Form 5 - Enrolled UP students	(Original or Electronic copy)	UPD OUR – Adn	nission/Academic	c Information System Section	
2. UP ID - Faculty/Staff (Original copy)		UPD HRDO – In	formation Manag	ement Section	
3. Other Researchers - Library permit issued	l by the CS Library.	College of Scienc	e Library - Infor	mation Desk (See 2.7)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<ol> <li>Provide the document/s to be scanned.</li> <li>Location:</li> <li>Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman</li> <li>Pay scanning fee</li> <li>Location:</li> </ol>		None	15 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	<ol> <li>Accept scanning payment.*</li> </ol>	See table below	5 Minutes	College of Science Library; Library Coordinator, College of Science Institute Libraries	
<ul> <li>3. Receive the scanned document.</li> <li>Location:</li> <li>Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman</li> <li>Online: Gmail (<u>cslib@science.upd.edu.ph</u>) or CS Institute Libraries' Gmail accounts</li> </ul>		None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
		TOTAL:	25 Minutes		

Users	Scanning Fee
For enrolled UP students, faculty and staff For other researchers: • Researchers • Graduate Students • Government Researchers • Undergraduate Students • High School Students • Alumni • Non Alumni/Reviewee	Php3.00/page Scan limit: up to 20 pages only (color or B&W) Delivery: send through UP mail within the day

#### 3. LIBRARY SPACES

#### 3.1. Access to CSLIB Study Nook

These areas are designed to support the academic needs of the UP community and other researchers, offering a conducive space for various study activities.

Office or Division:	Information Section, College of Science Library			
Category:	External Service	·	<b>.</b>	
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled UP students, Facu	lty, REPS, Admin s	taff, and UP Alumni	
Operating hours:	24/7			
CHECKLIST OF REQUIREMENT	Ś		WHERE TO S	ECURE
1. UP ID or Form 5 - Enrolled UP student		UPD OUR – Admi	ssion/Academic Info	rmation System Section
2. UP ID - UP Faculty & Staff		UPD HRDO – Info	rmation Managemen	t Section
3. UP Alumni – Alumni ID		UP Alumni Associ	ation	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Proceed to the Information Section or register in advance through the CS Library User Registration Form</li> <li>Location:</li> </ol>	1. Receive and process online registration.	See 2.7.	5 Minutes	Information Personnel, College of Science
Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City Online: ( <u>https://tinvurl.com/CSLibUserIDReg</u> )				Library
2. Present the appropriate requirements.	2.1. Receive and assess the			
Location:	requirements submitted.	None	5 Minutes	Information Personnel, College of Science
Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City	2.2. Encode basic information and capture photos.	Trone	5 Minutes	Library
3. Receive access to study nook				
Location:	3. Provide access.	None	5 Minutes	Information Personnel, College of Science Library
Onsite:Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City				
ready wer bet of Brinnen, Queron only	<u> </u>	TOTAL:	20 Minutes	

#### 3.2. Individual and Group Reading Areas

These areas are designed to support the academic needs of the UP community and other researchers offering a conducive space for various study activities. These areas include First floor: Blue Carrels, PWD Corner; Second floor: Cozy Corners, Individual Carrels, & Discussion Tables (Reference Section & hallways).

Office or Division:	Information Section, College of Science Library			
Category:	External Service			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled UP students, Facu	lty, REPS, Admin s	taff, UP Alumni, and	l other Researchers
Operating hours:	8:00AM to 5:00PM			
CHECKLIST OF REQUIREMENT	'S		WHERE TO S	ECURE
1. UP ID or Form 5 - Enrolled UP student		UPD OUR – Admi	ssion/Academic Info	rmation System Section
2. UP ID - UP Faculty & Staff		UPD HRDO – Info	rmation Managemer	nt Section
3. UP Alumni – Alumni ID		UP Alumni Associ	ation	
4. Other Researchers - Library permit issued by	the CS Library	College of Science	Library - Informatio	n Desk (See 2.7)
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Proceed to the Information Section or register in advance through the CS Library User Registration Form</li> <li>Location:</li> <li>Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City</li> <li>Online: (https://tinvurl.com/CSLibUserIDReg)</li> </ol>	1. Receive and process online registration.	See 2.7.	5 Minutes	Information Personnel, College of Science Library
<ol> <li>Present the appropriate requirements.</li> <li>Location:</li> <li>Onsite: Information Section, CS Library Bldg.</li> <li>Velasquez St. UP Diliman, Quezon City</li> </ol>	<ul><li>2.1. Receive and assess the requirements submitted.</li><li>2.2. Encode basic information and capture photos.</li></ul>	None	5 Minutes 5 Minutes	Information Personnel, College of Science Library
<ul> <li>3. Receive access to Individual and Group Reading areas.</li> <li>Location:</li> <li>Onsite: Information Section, CS Library Bldg.</li> <li>Velasquez St. UP Diliman, Quezon City</li> </ul>	3. Provide access.	None	5 Minutes	Information Personnel, College of Science Library
		TOTAL:	20 Minutes	

#### 3.3. Discussion Rooms

This service offers rooms for private group discussions with four (4) to seven (7) members in support of the academic and research needs of the CS students, faculty, staff, and other researchers.

Office or Division:	Information Section, Colle	ege of Science Library			
Category:	External Service				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Enrolled UP Diliman students				
<b>Operating Hours:</b>	2:00AM to 5:00PM				
CHECKLIST OF REQUIREM	ENTS		WHERE TO SI	ECURE	
1. UP ID or Form 5 - Enrolled UP student		UPD OUR – Admissio	n/Academic Infor	mation System Section	
2. UP ID - UP Faculty & Staff		UPD HRDO – Informa	tion Management	t Section	
3. UP Alumni – Alumni ID		UP Alumni Association	n		
4. Other Researchers - Library permit issue	ed by the CS Library	College of Science Lib	rary - Informatior	n Desk (See 2.7)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the Information Section and fill up the Discussion Room Logbook.					
<b>Location:</b> Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City	1. Check the requirements of each group member.	None	5 Minutes	Information Personnel, College of Science Library	
<ol> <li>Surrender one UP ID to the information personnel.</li> <li>Location:</li> <li>Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City</li> </ol>	<ul> <li>2.1. Provide the discussion room kit (whiteboard markers and eraser).</li> <li>2.2. Coordinate with the guard-on-duty to open the discussion room to be used.</li> </ul>	None	5 Minutes 5 Minutes	Information Personnel, College of Science Library	
<ul> <li>3. Receive access to the discussion room for three (3) hours.</li> <li>Location:</li> <li>Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City</li> </ul>	3. After three (3) hours, collect the discussion room kit and return the UP ID.	None		Information Personnel, College of Science Library	
<ul> <li>4. Log the time-out on the Discussion Room Logbook.</li> <li>Location:</li> <li>Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City</li> </ul>	4. Coordinate with the guard-on-duty to close the discussion room used.	None	5 Minutes	Information Personnel, College of Science Library	
		TOTAL:	3 Hours and 20 Minutes		

#### 3.4. Institute Libraries

This service offers additional study spaces and subject-specific research materials to support the academic and research needs of the CS students, faculty, staff, and other researchers.

Office or Division:	College of Science Institute Libraries			
Category:	External Service			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled UP students, Fac	ulty, REPS, Admin staf	f, UP Alumni, and	d other Researchers
<b>Operating Hours:</b>	8:00 AM to 5:00 PM*			
CHECKLIST OF REQUIREM	ENTS		WHERE TO SI	ECURE
1. UP ID or Form 5 - Enrolled UP student		UPD OUR – Admissio	n/Academic Infor	mation System Section
2. UP ID - UP Faculty & Staff		UPD HRDO – Informa	tion Management	t Section
3. UP Alumni – Alumni ID		UP Alumni Association		
4. Other Researchers - Library permit issued by the CS Library		College of Science Library - Information Desk (See 2.7)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Proceed to the respective Institute Library and present the requirements.</li> <li>Location:</li> <li>Onsite: Institute Libraries, College of Science, National Science Complex, UP Diliman, Quezon City</li> </ol>	<ol> <li>1.1. Check the requirements.</li> <li>1.2. Provide assistance if necessary.</li> </ol>	None	5 Minutes 5 Minutes	Library Coordinator, College of Science Institute Libraries
	•	TOTAL:	<b>10 Minutes</b>	

\* Operating hours vary per Institute Library. Please check the CS Library website and respective social media accounts.

#### 4. **RESEARCH SERVICES**

#### 4.1. Research Data Services

This is a report and certification of the CS faculty members' publication and citation using the indexing tools such as Scopus, Web of Science and Google Scholar, and other data-related request/s (e.g. CS Newsletter, CS Historical Publication, Certification Request, Literature search, reference management, in-text citation and reference format, plagiarism checker and certification, journal checking and verification, repository and access, bibliometrics, and marketing and promotion).

Office or Division:	College of Science Institute Libraries					
Category:	External service					
Classification:	Simple					
Type of Transaction:	Government to Citizen	Government to Citizen				
Who may avail:	CS Faculty and REPS only	CS Faculty and REPS only				
<b>Operating Hours:</b>	8:00 AM to 5:00 PM					
CHECKLIST OF REQUI	REMENTS		WHERE TO SEC	URE		
1. Letter/Email of Request (To be ser	nt using UP Mail)	Applicant/Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Send research data request.	1.1. Receive and		5 Minutes			
Location: Online: CSLib RES Team GMail ( <u>research.cslib@science.upd.edu.ph</u> ) or CS Institute Libraries' Gmail accounts.	<ul> <li>acknowledge email.</li> <li>1.2. Perform a Scopus search (and other indexing tools such as Web of Science and Google Scholar).</li> <li>1.3. Check and verify the results, then generate the report. <ul> <li>Per faculty</li> <li>Per faculty</li> <li>Per Institute</li> <li>College</li> </ul> </li> <li>1.4. Send the report/s and/or certification/s.</li> </ul>	None	<ul> <li>1 Hour</li> <li>* Processing time varies depending on the amount of request: <ul> <li>Per faculty - 30 minutes</li> <li>Per Institute - 1-2 Days</li> <li>College - 1-2 Days</li> <li>5 Minutes</li> </ul> </li> </ul>	Library Coordinator, College of Science Institute Libraries; Research and Extension Services Librarians, College of Science Library		
<ol> <li>Receive the report/s and/or certification/s.</li> <li>Location:</li> <li>Online: CSLib RES Team GMail (research.cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts.</li> </ol>	2. Update task tracker for statistics.	None	5 Minutes	Library Coordinator, College of Science Institute Libraries; Research and Extension Services Librarians, College of Science Library		
		TOTAL:	2 Days, 1 Hour, 15 Minutes			

#### 4.2. Similarity Index Report

This service involves generating a report that analyzes the level of similarity between a document and existing sources in databases or online platforms to detect potential plagiarism.

Office or Division:	Information Section, College	of Science Library				
Category:	External Service					
Classification:	Simple					
Type of Transaction:	Government to Citizen					
Who may avail:	Enrolled College of Science S	Enrolled College of Science Students, Faculty, REPS, and Admin staff				
<b>Operating Hours:</b>	8:00 AM to 5:00 PM					
CHECKLIST OF REQUI	REMENTS		WHERE TO SEC	CURE		
1. Form 5 - Enrolled UP student		UPD OUR – Academie	c Information Syste	m Section		
2. UP ID - UP Faculty & Staff		UPD HRDO – Informa	tion Management S	Section		
3. UP Mail account		UPD Computer Center	– DILNET Help D	esk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
• Attach your research paper/manuscript (PDF)	<ul> <li>1.1. Receive and acknowledge email request/s.</li> <li>1.2. Assess the requirements provided.</li> <li>1.3. Run through Turnitin, and generate a similarity index report (per document).</li> <li>1.4. Send the generated similarity index report with certification.</li> </ul>	None		Research and Extension Services Librarians, College of Science Library		
<ol> <li>Receive similarity index report with certification.</li> <li>Location:</li> <li>Online: CSLib RES Team GMail (research.cslib@science.upd.edu.ph)</li> </ol>	2. Update task tracker for statistics.	None	5 Minutes	Research and Extension Services Librarians, College of Science Library		
		TOTAL :	50 Minutes			

### 5. SETTLEMENT OF ACCOUNTABILITIES

# 5.1. Clearance

This service provides the clearing of library accountabilities.

Office or Division:	Circulation Section, College of Science Library College of Science Institute Libraries			
Category:	External Service			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP students, Faculty, REPS, an	d Admin staff		
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SECU	IRE
1. UP ID - UP student		UPD OUR – Admission	Academic Informat	ion System Section
2. UP ID - UP Faculty & Staff		UPD HRDO – Informat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Notes/Instruction: If accountability has been assigned to a College of Science Institute Library, address it before going to the Circulation Section of the College of Science Library.		In case of accountability, please see the table below *	5 Minutes *Processing time may vary depending on the client's accountability.	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
<ol> <li>Receive feedback.</li> <li>Location:</li> <li>Onsite: Circulation Section, CS</li> <li>Library Bldg. Velasquez St. UP</li> <li>Diliman, Quezon City</li> </ol>		None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
		TOTAL:	10 Minutes	

Accountability	Fees
Overdue Books	Circulation-Php 2.00/day (Exclusive of Sundays and Holidays)
Lost Books	Current Price of book/s plus 50% of the current price and a fine if applicable

# Appendix

#### 1.1.1. eBook Hub Renewal

This service helps renew the 24/7 access to syllabi references, textbooks, and frequently used eBooks anytime, anywhere, and on any device. This is for enrolled UPD College of Science (CS) students, CS faculty, and students from other colleges with CS subjects only.

Office or Division:	College of Science Lib	rary			
Category:	External service				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Enrolled UPD College of Science (CS) students, CS Faculty, and students from other				
	colleges with CS subjects				
Operating Hours:	8:00 AM to 5:00 PM				
CHECKLIST OF REQUIREME	INTS		WHERE TO SI		
1. Form 5/Form 5A - Enrolled UP Students		UPD OUR – Academic			
2. UP ID or Appointment letter - UP Facult	y / Staff	UPD HRDO – Informa		t Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Renew eBook Hub account.			5 Minutes		
Location:	1. Receive the client's answer on the account renewal form.	None		eBook Hub Administrator, College of Science Library	
Online: CSLib eBook Hub Website https://ebookhub.cslib.science.upd.edu.ph	renewai iorm.		5 Minutes		
2. Send the necessary documents and requirements	2.1. Receive and acknowledge the email.		1 Hour		
Location:	2.2. Renew the account and send	None	5 Minutes *Processing time may vary depending	eBook Hub Administrator, College of Science Library	
Online: CSLIB Gmail ( <u>cslib@science.upd.edu.ph</u> )	confirmation email through the CS Library UP mail account.		on the client's speed in complying with the requirements.		
2. Receive confirmation of validation.					
Location:					
Online: CSLIB Gmail ( <u>cslib@science.upd.edu.ph</u> )	2. Update the eBook Hub tracker.	None		eBook Hub Administrator, College of Science Library	
<b>Notes/Instruction:</b> After validation, login with your UP Mail. You will now be redirected to the homepage of the eBook Hub.					
		TOTAL:	1 Hour and 20 Minutes		

#### 1.2.1. Renewing of Borrowed Library Books

This service allows bona fide UP Diliman students, faculty members, and staff to extend the loan period for borrowed library books, ensuring continued access to essential academic books. ONLINE renewal of books is APPLICABLE ONLY DURING THE SUSPENSION OF FACE-TO-FACE CLASSES due to natural calamities and other emergencies.

A. Face to Face				
Office or Division:	Circulation Section, College of Sc	cience Library		
	College of Science Institute Libra	ries		
Category:	External Service			
Classification:	Complex	Complex		
<b>Type of Transaction:</b>	Government to Citizen	Government to Citizen		
Who may avail:	Enrolled UP students, Faculty, RE	EPS, and Admin staff		
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
CHECKLIST OF	F REQUIREMENTS	WHERE TO SECURE		
1. UP ID/Form 5/Form 5A	- Enrolled UP Student	UPD OUR – Admission/Academic Information System Section		
2. UP ID or Appointment le	etter - UP Faculty / Staff	UPD HRDO – Information Management Section		

2. Of the of Appointment letter	Of Fuculty / Dull			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Renew borrowed book Location: Onsite: CS Library Circulation, Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman Notes/Instruction: 1.1. Provide your ID to the Circulation Personnel. 1.2. Clearly write your full name, student number/employee number in the book card.	<ul> <li>1.1. Receive book/s and provide the book card/s to fill-out.</li> <li>1.2. Check in and out (renew) book/s under the borrower's account in (BUKLOD URL: https://buklod.up.edu.ph).</li> <li>1.3. Stamp new due date and countersign book card/s and date due slip/s.</li> <li>1.4. Provide the book/s.</li> </ul>	None	3 Minutes 3 Minutes 5 Minutes 3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
<ol> <li>Receive the book/s.</li> <li>Location:</li> <li>Onsite: CS Library</li> <li>Circulation, Section, CS</li> <li>Library Bldg. Velasquez St.;</li> <li>and/or Institute Libraries,</li> <li>College of Science, National</li> <li>Science Complex, UP Diliman</li> <li>Notes/Instruction:</li> <li>Report any damage noticed on the book to the Circulation staff.</li> </ol>		None	3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
	·	TOTAL:	18 Minutes	

B. Online					
Office or Division:	Circulation Section, College of Science Library				
	College of Science Institute Libraries				
Category:	External Service				
Classification:	Simple				
<b>Type of Transaction:</b>	Government to Citizen				
Who may avail:	All				
<b>Operating Hours:</b>	8:00 AM to 5:00 PM				
	F REQUIREMENTS		WHERE TO SECU	JRE	
1. UP ID/Form 5/Form 5A - Er	rolled UP Student	UPD OUR – Admissic	on/Academic Informat	ion System Section	
2. UP ID or Appointment letter	- UP Faculty / Staff	UPD HRDO – Informa	ation Management Sec	etion	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Renew borrowed book Location: Online: CSLIB Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries Gmail accounts. Notes/Instruction: 1.1. Provide your complete name, student number/employee number and the bibliographic information of book/s to be renewed.	<ul> <li>1.1. Receive request/s.</li> <li>1.2. Check in and out (renew) book/s under the borrower's account in (BUKLOD URL: https://buklod.up.edu.ph).</li> <li>1.3. Stamp new due date and countersign book card/s.</li> <li>1.4. Print and attach a copy of the email requesting for the online renewal of the said book/s to the book card.</li> <li>1.5. Respond to the request and provide the renewed due date for each book/s.</li> </ul>	None	<ul><li>3 Minutes</li><li>3 Minutes</li><li>3 Minutes</li><li>5 Minutes</li><li>3 Minutes</li></ul>	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
<ol> <li>Receive email and renewed due date for borrowed book/s.</li> <li>Location:</li> <li>Online: CSLIB Gmail (<u>cslib@science.upd.edu.ph</u>) or CS Institute Libraries Gmail accounts.</li> </ol>	2. Interfile book card.	None	3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
		TOTAL:	20 Minutes		
		TO ML.	201111111105		

**1.2.2. Returning of Borrowed Library Books** This service allows bona fide UP Diliman students, faculty members, and staff to return borrowed library books before or on the due date of the loan period.

Office or Division:	Circulation Section, College of Sc	eience Library			
		College of Science Institute Libraries			
Category:	External Service				
Classification:	Complex				
Type of Transaction:	Government to Citizen				
Who may avail:	Enrolled UP students, Faculty, RE	DS and Admin staff			
Operating Hours:	8:00 AM to 5:00 PM	A S, and Admin Stari			
CHECKLIST OF RE			WHERE TO SEC	TIRE	
1. UP ID/Form 5/Form 5A - Er		UPD OUR – Admissio			
2. UP ID or Appointment letter		UPD HRDO – Informa			
CLIENT STEPS	AGENCY ACTION	PROCESSINC		PERSON RESPONSIBLE	
College of Science, National	<ul> <li>1.1. Receive book/s.</li> <li>1.2. Check in book/s under the borrower's account in (BUKLOD URL: https://buklod.up.edu.ph).</li> <li>1.3. Stamp the return date on the book card/s and "Returned" on the date due slip/s.</li> <li>1.4. Reactivate the RFID and put the returned book/s on the "For Shelving" shelf.</li> </ul>	None Library Coordinator, 5 Minutes Libraries		College of Science Library; Library Coordinator, College of Science Institute	
		TOTAL:	20 Minutes		

#### 2.7.1 Issuance of Referral for Other Libraries

This service refers clients to access library resources and services of other partner institutions.

Office or Division:	Head Librarian Office, Colle	ge of Science Library			
	Information Section, College of Science Library				
Category:	External Service				
Classification:	Simple				
Type of Transaction:	Government to Government,	Government to Busine	SS		
Who may avail:	Enrolled UP students				
<b>Operating Hours:</b>	8:00 AM to 5:00 PM				
CHECKLIST OF REQ	UIREMENTS		WHERE TO SECU	JRE	
1. UP ID/Form 5/Form 5A - Enro	olled UP Students	UPD OUR – Admissio	on/Academic Informat	ion System Section	
2. UP Mail account		UPD Computer Center	r – DILNET Help Des	k	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out the request form and present your UP ID/Form 5.	1.1. Receive requests and provide a request form.		5 Minutes		
Location: Onsite: CS Library Information	1.2. Assess the request form and other requirements.		5 Minutes	Information Personnel; Head	
Section or Head Librarian's Office, CS Library Bldg. Velasquez St. UP Diliman	1.3. See approval from the CS Libraries' Head Librarian.	None	5 Minutes	Librarian, College of Science Library	
	1.4. Provide feedback/approval to the client.		5 Minutes		
2. Receive feedback/approval.					
Location: Onsite: CS Library Information Section or Head Librarian's Office, CS Library Bldg. Velasquez St. UP Diliman	2. Update task tracker for statistics.	None	5 Minutes	Information Personnel; Head Librarian, College of Science Library	
		TOTAL:	25 Minutes		

#### 2.12.1. Renewal of Lockers

This service provides renewal of renting of the locker storage options for a time duration.

CHECKLIST OF REQUIREME . Locker Key Information	8:00 AM to 5:00 PM	udents, Faculty, REPS, a	nd Admin staff	
Classification: Type of Transaction: Who may avail: Dperating Hours: CHECKLIST OF REQUIREME . Locker Key Information	Government to Citizen Enrolled UP Diliman str 8:00 AM to 5:00 PM	udents, Faculty, REPS, an	nd Admin staff	
Who may avail: Dperating Hours: CHECKLIST OF REQUIREME . Locker Key Information	Government to Citizen Enrolled UP Diliman str 8:00 AM to 5:00 PM	udents, Faculty, REPS, a	nd Admin staff	
Deerating Hours: CHECKLIST OF REQUIREME . Locker Key Information	8:00 AM to 5:00 PM	udents, Faculty, REPS, a	nd Admin staff	
CHECKLIST OF REQUIREME . Locker Key Information				
. Locker Key Information	NTS			
			WHERE TO SEC	URE
		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
. Renew locker rental. 	1. Retrieve the contract.	None	3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
. Pay the corresponding rent for the ignified renewed rental period. <b>.ocation:</b> Densite: CSLib Circulation Section or institute of Mathematics Library	2. Accept locker rent payment.*	See table below	- · .	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
. Verify the renewed locker due date.	3. Update record and file the library copy of the contract.	None	2 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
	l	TOTAL:	10 Minutes	L

Duration	Rent Fee
2 weeks	PhP 50.00
1 month	PhP 100.00

#### 2.12.2. Closing of Locker Rental

This involves closing the locker rental.

Office or Division:	Circulation Section, College of			
Category:	College of Science Institute Lib External Service	naries		
Classification:	Simple			
	Government to Citizen			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman students, Faculty, H	REPS, and Admin staff with	accountabilities	
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
CHECKLIST OF R	EQUIREMENTS	WI	HERE TO SECU	JRE
1. Locker Key Information		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Return the locker key to close locker rental.</li> <li>Location:</li> <li>Onsite: CSLib Circulation Section or Institute of Mathematics Library</li> </ol>	<ol> <li>1.1. Receive the locker key and inspect the locker for damages, and items left behind.</li> <li>1.2. Clear the record for the locker &amp; remove the contract from the active contracts file.</li> <li>1.3. File the key according to</li> </ol>		5 Minutes 3 Minutes 2 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
	its locker number.	TOTAL		
		TOTAL:	10 Minutes	

#### 5.3. Settlement of Accountabilities for Unpaid Fines

This involves addressing outstanding financial obligations in the CS libraries.

Office or Division:	ffice or Division: Circulation Section, College of Science Library					
	echnical Section, College of Science Library					
	College of Science Institute Librarie					
Category:	External Service					
Classification:	Simple					
Type of Transaction:	Government to Citizen, Government	to Government				
Who may avail:	UP students, Faculty, REPS, and Ad		abilities			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM					
	OF REQUIREMENTS		WHERE TO	SECURE		
1. Email request/inquiry		Applicant/Client				
2. UP ID/Form 5/Form 5A - Er	rolled UP Students		ion/Academic Inf	formation System Section		
3. UP ID or Appointment letter		UPD HRDO – Inforr				
			PROCESSING			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	TIME	PERSON RESPONSIBLE		
1. Send a request to settle accountabilities.	1.1. Receive email request.		3 Minutes			
Location:	1.2. Retrieve book card/s and compute cost/fine based on UP	None	15 Minutes	Circulation Personnel, College of Science Library; Library Coordinator,		
Online: Gmail	Libraries' guidelines.	ivone		College of Science Institute		
(cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	1.3. Provide cost details of accountabilities.		3 Minutes	Libraries		
2. Receive email regarding accountability details and payment instruction/s. <b>Location:</b> Online: Gmail ( <u>cslib@science.upd.edu.ph</u> ) or CS Institute Libraries' Gmail accounts	2. Update record.	See table below	5 Minutes 2 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries		
<ul> <li>3. Schedule an appointment to settle payment.</li> <li>Location:</li> <li>Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez</li> <li>St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman</li> </ul>	3. Acknowledge scheduled appointment.	None	2 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries		
	1	TOTAL	<b>30 Minutes</b>			

	Accountability	Fees
C	Overdue Books	Circulation-Php 2.00/day (Exclusive of Sundays and Holidays)

Type of Transaction:         Government to Citizen, Government to Government           Who may avail:         UP students, Faculty, REPS, and Admin staff with accountabilities           Operating Hours:         8.30 AM to 5.00 PM           CHECKLIST OF REQUIREMENTS         WHERE TO SECURE           L UP ID/Torm 5/Torm 5A - Enrolled UP Students         UPD OUR - Admission/Academic Information System Section           CLIENT STEPS         AGENCY ACTION           L Request to settle         accountabilities.           Location:         1.1. Retrieve and verify book card/s.           1.2. Compute cost/fine based on UP         None           Libraries guidelines.         1.3. Provide cost details of accountabilities.           2. accountabilities and spin the logbook.         accountabilities.           Location:         1.3. Provide cost details of accountabilities.           2. Receive payment and clear accountabilities and spin the logbook.         2. Receive payment and clear accountabilities.*           2. Receive payment and clear accountabilities.*         2. Receive payment and clear accountabilities.*           2. Receive feedback.         See table below           Loration         3. Clear user record.           Diman         3. Clear user record.           None         2 Minutes           Library Corodinator, College of Science Library; Cheary Corodinator, College	<b>B.</b> Face to Face						
College of Science Institute Libraries       Category:     External Service       Classification:     Simple       Type of Parasaction:     Ciovernment to Citizen, Government to Government.       Who may avail:     UP Students, Faculty, RIPS, and Admin staff with accountabilities       Operating Hours:     300 AM to 5.00 PM       WHERE TO SECURE       Operating Hours:     300 AM to 5.00 PM       CILECKLIST OF REQUIREMENTS       UP ID/Form SA - Enrolled UP Students     UPD OUR – Admission/Academic Information System Section       CLENT STEPS     AGENCY ACTION     FEES TO BE PAID     PRISON RESPONSIBLE       1.0 PID/Form SA - Enrolled UP Students     UPD DHRDO - Information Management Section     Circulation Personnel, College of Science Library: Libraries guidelines.       1.1. Retrieve and verify book card/s.     1.3. Compute cost/fine based on UP Libraries guidelines.     S Minutes     S Minutes       1.3. Provide cost details of accountabilities.     1.3. Provide cost details of accountabilities.     3 Minutes     Cileage of Science Institute Libraries       Obtaries: CS Library Circulation Section, CS Science, National Signer Computabilities.*     See table below     5 Minutes     Circulation Personnel, College of Science Institute Libraries       Diman     2. Receive payment and clear accountabilities.*     See table below     5 Minutes     Circulation Personnel, College of Science Institute Libraries	Office or Division:	Office or Division:         Circulation Section, College of Science Library					
Category:       External Service         Classification:       Simple         Classification:       Simple         Upper of Transaction:       Government to Critizen, Government to Government         Operating Hours:       9.00 AM to 5:00 PM         CHECKLIST OF REQUIREMENTS       WHERE TO SECURE         LOP ID/Form S/Form 5A - Emolled UP Students       UPD DUR - Admission/Academic Information System Section         2. UP ID or Appointment letter - UP Faculty: Ysaff       UPD DUR - Difformation Management Section         CLIENT STEPS       AGENCY ACTION       FERS TO BE PAID       PROCESSING       PRISON RESPONSIBLE         1. Request to settle accountabilities.       1.1. Retrieve and verify book card/s.       1.2. Ompute cost/fine based on UP       None       5 Minutes       Circulation Personnel, College of Science Library: Library Coordinator, College of Science Library: Library Coordinator, College of Science Library: Library Coordinator, College of Science Institute Libraries guidelines.       3 Minutes       Circulation Personnel, College of Science Library: Library Coordinator, College of Science Context, College of Science Library: Library Coordinator, College of Science Library; Library Coordinator, College of Science Library; Library Co							
Classification:       Simple         Type of Transaction:       Government to Citizen, Government to Government         Who may avail:       UP students, Faculty, REPS, and Admin staff with accountabilities         Operating Hours:       8:00 AM to 5:00 PM         CHECKLIST OF REQUIREMENTS       WHERE TO SECURE         LUP ID/Form SA - Innolled UP Students       UPD OUR - Admission/Academic Information System Section         2. UP ID/Form SA - Innolled UP Students       UPD OUR - Admission/Academic Information System Section         CLENT STEPS       AGENCY ACTION         FEES TO BE PAID       PERSON RESPONSIBLE         I. Request to settle accountabilities.       1.1. Retrieve and verify book card/s.         Location:       1.1. Retrieve and verify book card/s.       1.2. Compute cost/line based on UP Libraries' guidelines.         Libraries' guidelines.       1.3. Provide cost details of accountabilities.       3 Minutes         Science, Complex, UP Diliman       2. Provide cost details of accountabilities.       5 Minutes       Circulation Personnel, College of Science Library; Library Coordinator, College of Science Library; Library Coo		College of Science Institute Libraries					
Type of Transaction:         Government to Clizen, Government to Government           Who may avait:         UP students, Faculty, RFPS, and Admin staff with accountabilities           Operating Hours:         8:00 AM to 5:00 PM           CHECKLIST OF REQUIREMENTS         WHERE TO SECURE           1. UP ID/Form 5/Form 5A - Forolled UP Students         UPD OUR - Admission/Academic Information System Section           2. UP ID or Appointment Idet: UP Faculty / Staff         UPD DHAD - Information Management Section           CLIENT STEPS         AGENCY ACTION         FEES TO BE PADD           Request to settle accountabilities.         1.1. Retrieve and verify book card/s.         PROCESSING           Location:         1.1. Retrieve and verify book card/s.         1.2. Compute cost/fine based on UP         Ibraries' guidelines.           Loration in:         1.3. Provide cost details of accountabilities.         3 Minutes         Steince Complex, UP           Diminan         2. Receive payment and clear accountabilities.*         See table below         5 Minutes           Science National Science Complex, UP         2. Receive payment and clear accountabilities.*         See table below         5 Minutes           Science Complex, UP         3. Acceive feedback.         Circulation Personnel, College of Science Library; College of Science Library; College of Science Library; College of Science Library; Coredinator, College of Science Library; Library Corodinator, Colleg	Category:	External Service					
Who may avail:     UP students, Faculty, REPS, and Admin staff with accountabilities       Operating Hours:     (3:00 AM to 5:00 PM       State     WHERE TO SECURE       OTHCKLST OF REQUIREMENTS     WHERE TO SECURE       1. UP ID or Appointment letter - UP Faculty / Staff     UPD OUR - Admission/Academic Information System Section       2. UP ID or Appointment letter - UP Faculty / Staff     UPD MRDO - Information Management Section       CLLENT STEPS     AGENCY ACTION     FEES TO BE PAID     PROCESSING       TIME     I.1. Retrieve and verify book card/s.     I.1. Retrieve and verify book card/s.     Some       Dasitie: CS Library     1.1. Retrieve and verify book card/s.     None     Simulates       Circulation Section, CS     I.3. Provide cost details of acountabilities.     Some     Simulates       Science, National Section, CS, Calbrary     2. Receive payment and clear acountabilities.     See table below     S Minutes       Science Complex, UP     2. Receive payment and clear acountabilities.*     See table below     S Minutes       Science Complex, UP     3. Clear user record.     None     2 Minutes       District S Library     3. Clear user record.     None     2 Minutes       Science Complex, UP     3. Clear user record.     None     2 Minutes       District S Library     3. Clear user record.     None     2 Minutes       S	Classification:	Simple	Simple				
Operating Hours:         8:00 AM to 5:00 PM           CHECKUIST OF RRQUIREMENTS         WHERE TO SECURE           1. UP ID/Form SA-E-molled UP Students         UPD OUR - Admission/Academic Information System Section           2. UP ID or Appointment letter - UP Faculty / Staff         UPD HDO - Information Management Section           CLIENT STEPS         AGENCY ACTION         FEES TO BE PAID         PROCESSING TIME           Request to settle accountabilities.         1.1. Retrieve and verify book card/s. 1.2. Compute cost/fine based on UP Library Bldg. Velasquez St. and/or Institute         1.3. Provide cost details of accountabilities.         5 Minutes         Circulation Personnel, College of Science Library, College of Science Institute           1.3. Provide cost details of accountabilities and sign the logbook.         2. Receive payment and clear accountabilities.*         See table below         5 Minutes         Circulation Personnel, College of Science Institute Libraries           1.3. Receive feedback.         2. Receive payment and clear ascountabilities.*         See table below         5 Minutes         Circulation Personnel, College of Science Institute Libraries           1.3. Receive feedback.         3. Clear user record.         None         2 Minutes         Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries           0. Stierce Complex, UP         3. Clear user record.         None         2 Minutes         Circulation Personnel, College	Type of Transaction:	Government to Citizen, Government to	o Government				
CHECKLIST OF REQUIREMENTS         WHERE TO SECURE           1. UP DDForm 3/Form 5A - Enrolled UP Students         UPD OUR - Admission/Academic Information Mystem Section           2. UP ID or Appointment letter - UP Faculty / Staff         UPD OUR - Admission/Academic Information Mystem Section           CHENT STEPS         AGENCY ACTION         FEES TO BE PAID         PROCESSING TIME           Request to settle accountabilities.         1.1. Retrieve and verify book card/s. L. Compute cost/fine based on UP Libraries' guidelines.         5 Minutes         Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	Who may avail:	UP students, Faculty, REPS, and Admi	in staff with accountain	bilities			
1. UP ID/Form 5/Form 5A - Enrolled UP Students       UPD OUR - Admission/Academic Information Management Section         2. UP ID or Appointment letter - UP Faculty / Staff       UPD HRDO - Information Management Section         CLIENT STEPS       AGENCY ACTION       FEES TO BE PAID       PROCESSING TIME       PERSON RESPONSIBLE         1. Request to settle accountabilities.       1.1. Retrieve and verify book card/s.       FEES TO BE PAID       PROCESSING TIME       PERSON RESPONSIBLE         Dosite: CS Library Science, National Science, Complex, UP       1.2. Compute cost/fine based on UP Libraries guidelines.       None       15 Minutes       Circulation Personnel, College of Science Library, Libraries College of accountabilities.       Circulation Section, CS Library Bldg, Velasquez       Secience, National Science, National Science Complex, UP       2. Receive payment and clear accountabilities.*       See table below       5 Minutes       Circulation Personnel, College of Science Library; Library Coordinator, College of Sci	<b>Operating Hours:</b>	8:00 AM to 5:00 PM					
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CLIENT STEPS       AGENCY ACTION       FEES TO BE PAID       TIME       FPERSON RESPONSIBLE         1. Request to settle accountabilities.       I. Retrieve and verify book card/s.       I.I. Retrieve and verify book card/s.       I.I. Retrieve and verify book card/s.       I.S. Provide cost/fine based on UP       S Minutes       IS Minutes       Is Minutes       Circulation Section, CS       Is Minutes	2. UP ID or Appointment lette						
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Libraries College of Science Institute Libraries, College of Science Library, Circulation Section, CS Library Bldg, Velasquez Science Complex, UP Diliman 3. Receive feedback. Location: Onsite: CS Library Circulation Section, CS Library Bldg, Velasquez Science Complex, UP Diliman 3. Receive feedback. Location: Onsite: CS Library Circulation Section, CS Library Bldg, Velasquez Science Complex, UP Diliman 3. Clear user record. Science Complex, UP Diliman 3. Clear user record. Science Complex, UP Diliman	Location:	1.1. Retrieve and verify book card/s.		5 Minutes	Circulation Personnel,		
St.; and/or Institute       1.3. Provide cost details of accountabilities.       3 Minutes       Libraries         Science, National       Science Complex, UP       1.3. Provide cost details of accountabilities.       3 Minutes       Libraries         2. Pay accountabilities and sign the logbook.       Location:       3 Minutes       Circulation Personnel, College of Science Library; Circulation Section, CS Library Bldg, Velasquez St.; and/or Institute       2. Receive payment and clear accountabilities.*       See table below       5 Minutes       Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute         Science, National       Science Complex, UP       9       Science Complex, UP       5 Minutes       Circulation Personnel, College of Science Institute         Science, National       Science, National       3. Clear user record.       None       2 Minutes       Circulation Personnel, College of Science Library; Library Scoence, National         Onsite: CS Library       3. Clear user record.       None       2 Minutes       Circulation Personnel, College of Science Library; Library Coordinator, College of Science Library; Circulation Section, CS         Distire: CS Library       3. Clear user record.       None       2 Minutes       Circulation Personnel, College of Science Institute         Distaries, College of       Science Complex, UP       3. Clear user record.       None       2 Minutes       Circulation Personnel, Col	Onsite: CS Library Circulation Section, CS		None	15 Minutes	Library Coordinator,		
2. Pay accountabilities and sign the logbook.       Circulation section condition (CS)       Circulation Section (CS)       College of Science Library;         Library Bldg. Velasquez       Science Complex, UP       Science Complex, UP       Science Complex, UP       Science Complex, UP         Dinsite: CS Library       Corculation Section, CS       Science Complex, UP       Science Complex, UP       Science Complex, UP         Dinsite: CS Library       Science Complex, UP       Science Complex, UP       Science Complex, UP       Science Complex, UP         Diste: CS Library       Science Complex, UP         Diste: CS Library       Science Complex, UP         Science Complex, UP       Science Complex, UP       Science Complex, UP       Science Complex, UP       Science Complex, UP       Science Complex, UP         Diliman       Science Science National       Science Science Science Institute       Science Science Science Institute         Science Scien	St.; and/or Institute Libraries, College of Science, National Science Complex, UP			3 Minutes			
Location:Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman3. Clear user record.None2 MinutesCirculation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	<ol> <li>Pay accountabilities and sign the logbook.</li> <li>Location:</li> <li>Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez</li> <li>St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman</li> </ol>		See table below	5 Minutes	College of Science Library; Library Coordinator, College of Science Institute		
	3. Receive feedback. Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	3. Clear user record.	None	2 Minutes	College of Science Library; Library Coordinator, College of Science Institute		
			TOTAL	30 Minutes			

Accountability	Fees
Overdue Books	Circulation-Php 2.00/day (Exclusive of Sundays and Holidays)

#### 5.2. Settlement of Accountabilities for Lost Books

This involves addressing outstanding financial obligations and lost items.

Office or Division: Category: Classification: Type of Transaction: Who may avail: Operating Hours: CHECKLIST 1. UP ID/Form 5/Form 5A - Enro	Technical Section, College of Science Library         Circulation Section, College of Science Library         College of Science Institute Libraries         External Service         Simple         Government to Citizen, Government to Government         UP students, Faculty, REPS, and Admin staff with accountabilities         8:00 AM to 5:00 PM         VT OF REQUIREMENTS         VPD OUR – Admission/Academic Information System Section				
2. UP ID or Appointment letter -	UP Faculty / Staff	UPD HRDO – Information Management Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<ol> <li>Declare lost book/s &amp; provide information.</li> <li>Location:</li> <li>Onsite: CS Library Circulation Section, CS Library Bldg.</li> <li>Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman</li> <li>Online: Gmail (<u>cslib@science.upd.edu.ph</u>) or CS Institute Libraries' Gmail accounts</li> </ol>	<ul> <li>1.1. Receive formal declaration for the lost book/s.</li> <li>1.2. Retrieve book card/s and inventory slip/s.</li> <li>1.3. Assess and compute the cost of the book and book fines (per book).</li> </ul>	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries; Head of the Technical Section	
<ul> <li>2. Receive details regarding accountability and payment instruction/s.</li> <li>Location:</li> <li>Onsite: CS Library Circulation Section, CS Library Bldg.</li> <li>Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman</li> <li>Online: Gmail (<u>cslib@science.upd.edu.ph</u>) or CS Institute Libraries' Gmail accounts</li> </ul>	2. Provide cost details of the lost book/s.	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries	
<ol> <li>Pay accountabilities</li> <li>Location:</li> <li>Onsite: CS Library Circulation</li> <li>Section, CS Library Bldg.</li> <li>Velasquez St. UP Diliman</li> </ol>	3. Receive payment and issue the official receipt from the collecting officer.*	See table below		Circulation Personnel, College of Science Library	

	T.T. Optiate task tracker for statistics.	TOTAL :	1 Hour and 20 Minutes	
Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	<ul><li>4.3. Change the new status of the book in the Integrated Library System (BUKLOD).</li><li>4.4. Update task tracker for statistics.</li></ul>		5 Minutes 5 Minutes	
Location: Onsite: CS Library Circulation Section, CS	<ul><li>accountability module).</li><li>4.2. Indicate the lost and settled, and the official number in the book card and inventory slip.</li></ul>	None		Circulation Personnel, College of Science Library
4. Receive official receipt.	4.1. Clear the settled account in the library databases (BUKLOD, Delinquent Database, and CRS-library		5 Minutes	

Accountability	Fees
Lost Books	Current Price of book/s plus 50% of the current price and a fine if applicable

## 5.4. Settlement of Accountabilities for Overdue Lockers and Lost Keys

This addresses the financial obligations for overdue lockers and lost keys.

Office or Division:	Circulation Section, College of Science Library			
Category:	College of Science Institute Libraries External Service			
Classification:	Simple			
Type of Transaction:	Government to Citizen Government to Government			
Who may avail:	UP Diliman students, Faculty, REPS, and Admin staff with accountabilities			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
CHECKLIST OF RE	QUIREMENTS	W	HERE TO SECU	JRE
1. Locker Key Information		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Location:</b> Onsite: CSLib Circulation	1. Receive the locker key. In case of a lost key, note the locker with the lost key for duplication; inspect the locker for damages, and calculate overdue fines. If there are no damages or overdue, clear the	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
Section or Institute of Mathematics Library 2. Fill up the payment	record for the locker.			
form. Location: Onsite: CSLib Circulation Section or Institute of Mathematics Library	2. Indicate the amount to be paid on the payment form.	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
3. Pay accountabilities.	3.1. Receive payment.*		2 Minutes	
Location:	3.2. Clear accountabilities and locker records.			Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
Circulation Section or Institute of Mathematics	3.3. Retrieve the contract from the active contracts file.	See table below	3 Minutes	
Library	3.4. File the key according to its locker number.		2 Minutes	
		TOTAL:	20 Minutes	

Accountability	Fees
Overdue Locker	PhP 5 / day
Lost Key	PhP 100.00