

College of Science Libraries Citizen's Charter (May 2025 Revision)

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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 Library			
Category:	External Service			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled UPD College of Science (CS) students, CS Faculty, CS Researchers, and students from other colleges with CS subjects			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5/Form 5A - Enrolled UP Students		UPD OUR – Academic Information System Section		
2. UP ID or Appointment letter - UP Faculty / Staff		UPD HRDO – Information Management Section		
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: Online: CSLib eBook Hub Website https://ebookhub.cslib.science.upd.edu.ph	1. Receive registration.	None	5 Minutes	eBook Hub Administrator, College of Science Library
2. Send the necessary documents and requirements Location: Online: Gmail (cslib@science.upd.edu.ph)	2.1. Receive and acknowledge the email. 2.2. Validate the account and send confirmation email through the CS Library UP mail account.	None	5 Minutes 1 Hour *Processing time may vary depending on the client's speed in complying with the requirements.	eBook Hub Administrator, College of Science Library
3. Receive confirmation of validation. Location: Online: Gmail (cslib@science.upd.edu.ph) Notes/Instruction: <i>After validation, login with your UP Mail. You will now be redirected to the homepage of the eBook Hub.</i>	3. Update the eBook Hub tracker.	None	5 Minutes	eBook Hub Administrator, College of Science Library
TOTAL:			1 Hour and 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 Science Library College of Science Institute Libraries			
Category:	External Service			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled UP students, Faculty, REPS, and Admin staff			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF 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 letter - UP Faculty / Staff		UPD HRDO – Information Management Section		
3. UP Mail account		UPD Computer Center – DILNET Help Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrow library 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.	1.1. Receive the book/s and check the accomplished book card/s, and UP ID or Form 5. 1.2. Verify the borrower's status at the Integrated Library System (BUKLOD URL: https://buklod.up.edu.ph). 1.3. Scan the book barcode and check-out under the borrower's account. 1.4. Stamp due date and countersign due date slip and book card. 1.5. Deactivate the security tag and provide the book/s.	None	3 Minutes 3 Minutes 3 Minutes 3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
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 Notes/Instruction: 2.1. Report any damage noticed on the book to the Circulation staff.	2. Interfile book card.	None	3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
TOTAL:			18 Minutes	

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

Office or Division:	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:	Enrolled UP students, Faculty, REPS and Admin staff			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5/Form 5A - Enrolled UP Students		UPD OUR – Academic Information System Section		
2. UP ID or Appointment letter - UP Faculty / Staff		UPD HRDO – Information Management Section		
3. UP Mail account		UPD Computer Center – DILNET Help Desk		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Thesis/Dissertation access. Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts Notes/Instruction: Provide the requirements along with your request.	1.1. Receive and assess the access permission of the client. See table below. <ul style="list-style-type: none"> • 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. • UP Students, REPS, and Admin staff - Full-text subject to the following requirements: (w/ expiration) 	None	30 Minutes	Reference Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
	1.2. Check the availability and status of the thesis/dissertation requested. See table below. <ul style="list-style-type: none"> • Classified as “F” for regular work; Expired embargo (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 requestor. • If a softcopy is not available, scan the print copy. 		2 Days	
	1.3. Respond to the request and send the copy.		5 Minutes	
2. Receive the softcopy of the request. Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	2. Update task tracker for statistics.	None	5 Minutes	Reference Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
TOTAL:			2 Days, 40 Minutes	

B. Face-to-face

Office or Division:	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:	Enrolled UP students, Faculty, REPS, Admin staff, and other Researchers			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5/Form 5A - Enrolled UP Students		UPD OUR – Academic Information System Section		
2. UP ID or Appointment letter - UP Faculty / Staff		UPD HRDO – Information Management Section		
3. 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
1. Request for Thesis/Dissertation access. Location: Onsite: Onsite: CS Library Reference Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman Notes/Instructions: Theses and dissertations are for ROOM USE ONLY.	1.1. Assist the client if necessary. 1.2. Update task tracker for statistics	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:	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 OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask your inquiry/ies. Location: Online: Gmail (cslib@science.upd.edu.ph) or Social Media, or CS Institute Libraries' Gmail accounts and Social Media.	1.1. Receive inquiry/ies. 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. 1.3. Respond to the inquiry	None	5 Minutes 10 Minutes 5 Minutes	Information and Reference Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Receive response. Location: Online: Gmail (cslib@science.upd.edu.ph) or Social Media, or CS Institute Libraries' Gmail accounts and Social Media	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	

B. Face-to-face

Office 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 OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask your inquiry/ies. Location: Onsite: College of Science Library Information Section or Reference Section and/or Institute Libraries.	1.1. Receive inquiry/ies. 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. 1.3. Provide the information needed.	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
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			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive news and updates on library collection, services, and activities. Location: Onsite & Online: CS Library, Institute Libraries, CS Library Website, and Social Media.	1. Provide information on the latest news and updates on CS Libraries’ collection, services and activities available to all interested users.	None	N/A	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
TOTAL:				

2.3. Document Delivery Service for Annual and Perpetual Subscriptions

A service that facilitates the electronic delivery of requested articles and book chapters from UP system-subscribed journals and perpetual eBooks.

A. Online

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 staff			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID/Form 5/Form 5A - Enrolled UP Student		UPD OUR – Admission/Academic Information System Section		
2. UP Mail account		UPD Computer Center – DILNET Help Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for material/s access. Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts Notes/Instruction: Provide the requirements along with your request.	1.1. Receive request/s & verify the requirements provided. 1.2. Check the availability of requested material/s. 1.3. Provide requested material/s using its URL Link to be sent through the client's UP Mail.	None	5 Minutes 25 Minutes 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
2. Receive the requested material/s. Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	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	

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, Government to Government			
Who may avail:	Enrolled UP students, Faculty, REPS, and Admin staff			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. UP ID/Form 5/Form 5A - Enrolled UP Student			UPD OUR – Admission/Academic Information System Section	
2. UP Mail account			UPD Computer Center – DILNET Help Desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for material/s access. Location: 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 Notes/Instruction: Provide the requirements along with your request.	1.1. Receive request/s & verify the requirements provided. 1.2. Check the availability of requested material/s. 1.3. Provide requested material/s using its URL Link to be sent through the client's UP Mail.	None	5 Minutes 25 Minutes 5 Minutes	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Receive the requested material/s Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	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	

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.

A. Online

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 staff			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID/Form 5/Form 5A - Enrolled UP Student		UPD OUR – Admission/Academic Information System Section		
2. UP Mail account		UPD Computer Center – DILNET Help Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for material/s access. Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts Notes/Instruction: Provide the requirements along with your request.	1.1. Receive request/s & verify the requirements provided. 1.2. Check availability of requested material/s. <ul style="list-style-type: none"> If a soft copy is available, send the copy to the requestor. If a softcopy is not available, scan the print copy. 1.3. Send the publisher's link and/or PDF copy of the material/s through UP Mail.	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
2. Receive the requested material/s. Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	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, REPS, and Admin staff			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID/Form 5/Form 5A - Enrolled UP Student		UPD OUR – Admission/Academic Information System Section		
2. UP Mail account		UPD Computer Center – DILNET Help Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for material/s access. Location: 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 Notes/Instruction: Provide the requirements along with your request.	1.1. Receive request/s & verify the requirements provided. 1.2. Check the availability of requested material/s. <ul style="list-style-type: none"> If a soft copy is available, send the copy to the requestor. If a softcopy is not available, scan the print copy. 1.3. Provide requested material/s using its URL Link to be sent through the client's UP Mail.	None	5 Minutes 5 Minutes 55 Minutes 1-3 Days 5 Minutes	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Receive the requested material/s Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	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			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	CS Faculty, Partner Institutions, and other Constituent Unit Libraries of UP			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email request		College of Science Libraries		
2. ILL Form		College of Science Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request access for material/s in other libraries. Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	1.1. Receive request/s and check material/s availability.	None	15 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
	1.2. Prepare the ILL form and seek the approval of the Head Librarian.		5 Minutes	
	1.3. Inform the lending unit library of the desired book and schedule for pick-up.		45 Minutes	
	1.4. Pick up the requested material/s and notify the borrower that it is ready for collection.		3-5 Days	
2. Receive the reference material/s. Location: Onsite: CS Library Information or Circulation 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	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:	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, Admin staff, and other Researchers			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID/Form 5/Form 5A - Enrolled UP Students		UPD OUR – Admission/Academic Information System Section		
2. UP ID or Appointment letter - UP Faculty / Staff		UPD HRDO – Information Management Section		
3. 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
1. Use computer stations and internet access. Location: Onsite: CS Library Information Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	1. Assist the client if necessary.	None	5 Minutes	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute 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			
Who may avail:	All			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any government-issued ID/school ID		Government offices/School Administration		
2. Research Fee		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the information section and present any government-issued/school ID. Location: Onsite: CS Library Information Section, CS Library Bldg. Velasquez St. UP Diliman	1. Receive and verify the requirements presented.	None	5 Minutes	Information Personnel, College of Science Library
2. Fill out the library permit form at the CS Library Information Section Location: Onsite: CS Library Information Section, CS Library Bldg. Velasquez St. UP Diliman	2. Receive, assess the accomplished form, and issue payment slip.	None	5 Minutes	Information Personnel, College of Science Library
3. Pay the library fee and sign on the logbook. Location: Onsite: CS Library Information Section, CS Library Bldg. Velasquez St. UP Diliman	3.1. Receive payment.* 3.2. Provide the library permit card to the client.	See table of rates below	5 Minutes 5 Minutes	Information Personnel, College of Science Library
4. Receive the library permit card. Location: CS Library Information Section, CS Library Bldg. Velasquez St. UP Diliman	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
<i>Accommodations for non-UP users are available only on Mondays.</i>		

* Please note that for any fees collected, the last step for agency action is: Fees collected are subject to turnover to the Special Collecting Officer of the library.

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, Faculty, REPS, & Admin staff			
Operating hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID or Form 5 - Enrolled UP students (Original or Electronic copy)		UPD OUR – Admission/Academic Information System Section		
2. UP ID - Faculty/Staff (Original copy)		UPD HRDO – Information Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the document to be laminated. 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	1.1. Receive the document for lamination. 1.2. Process the lamination	None	5 Minutes 5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Pay lamination fee. 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	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

* Please note that for any fees collected, the last step for agency action is: Fees collected are subject to turnover to the Special Collecting Officer of the library.

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, REPS, Admin staff, and other Researchers			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For CSLIB - Letter of request addressed to the CS Libraries' Head Librarian to be sent via the Official CS Library's UP mail account.		Applicant/Client		
For Institute Libraries - Letter of request addressed to the Institute Library Coordinator must be sent via the official Institute Library UP mail account.		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a Library Orientation and Tour Visit Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	1.1. Receive and acknowledge email requests. 1.2. Seek approval from the CS Libraries' Head Librarian or the Institute Library Coordinator. 1.3. Send approval status to the client through email.	None	5 Minutes 20 Minutes 5 Minutes	Information Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Receive the approval email and coordinate the schedule. Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	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
3. Attend the Library orientation and tour at the scheduled date. Location: Onsite: CS Library, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	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.

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, Faculty, REPS, Admin staff, and other Researchers			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID or Form 5 - Enrolled UP students (Original or Electronic copy)		UPD OUR – Admission/Academic Information System Section		
2. UP ID - Faculty/Staff (Original copy)		UPD HRDO – Information Management Section		
3. 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
1. Print your document. Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	1. Assist the client in printing if necessary.	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Pay printing fee. 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
3. Receive the printed document. Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	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	B&W-Php3.00/page Color-Php5.00 to 15.00/page
For other researchers: <ul style="list-style-type: none"> ● Researchers ● Graduate Students ● Government Researchers ● Undergraduate Students ● High School Students ● Alumni ● Non Alumni/Reviewee 	

* Please note that for any fees collected, the last step for agency action is: Fees collected are subject to turnover to the Special Collecting Officer of the library.

2.11. Renting of Lockers

This service provides locker storage options for a time duration.

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, Faculty, REPS, and Admin staff			
Operating hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID or Form 5 - Enrolled UP students (Original or Electronic copy)		UPD OUR – Admission/Academic Information System Section		
2. UP ID - Faculty/Staff (Original copy)		UPD HRDO – Information Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify and verify the locker number to be rented. Location: Onsite: CSLib Circulation Section or Institute of Mathematics Library	2. Verify the availability of lockers for renting.	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Sign the locker rental contract (2) copies Location: Onsite: CSLib Circulation Section or Institute of Mathematics Library	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

* Please note that for any fees collected, the last step for agency action is: Fees collected are subject to turnover to the Special Collecting Officer of the library.

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 Request Form or Email request for purchase via Institute Library Coordinator		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request to the Institute Libraries' official Gmail account. Location: Online: CS Institute Libraries' Gmail accounts	1.1. Receive and acknowledge request/s. 1.2. Check and verify the material/s (per title of the 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.*	None	5 Minutes 5 Minutes 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
2. Receive an email confirmation of the request/s. Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	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
TOTAL :			12 Months, 2 Days and 25 Minutes	

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 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, Admin staff, and other Researchers			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID or Form 5 - Enrolled UP students (Original or Electronic copy)		UPD OUR – Admission/Academic Information System Section		
2. UP ID - Faculty/Staff (Original copy)		UPD HRDO – Information Management Section		
3. 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
1. Provide the document/s to be scanned. Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	1. Receive document/s and attend to scanning request/s.	None	15 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Pay scanning fee Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	2. Accept scanning payment.*	See table below	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
3. Receive the scanned document. Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	3. Send scanned document/s to UP Mail or save them to any storage devices.	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	Php3.00/page Scan limit: up to 20 pages only (color or B&W) Delivery: send through UP mail within the day
For other researchers: <ul style="list-style-type: none"> • Researchers • Graduate Students • Government Researchers • Undergraduate Students • High School Students • Alumni • Non Alumni/Reviewee 	

* Please note that for any fees collected, the last step for agency action is: Fees collected are subject to turnover to the Special Collecting Officer of the library.

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			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled UP students, Faculty, REPS, Admin staff, and UP Alumni			
Operating hours:	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID or Form 5 - Enrolled UP student		UPD OUR – Admission/Academic Information System Section		
2. UP ID - UP Faculty & Staff		UPD HRDO – Information Management Section		
3. UP Alumni – Alumni ID		UP Alumni Association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information Section or register in advance through the CS Library User Registration Form Location: Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City Online: (https://tinyurl.com/CSLibUserIDReg)	1. Receive and process online registration.	See 2.7.	5 Minutes	Information Personnel, College of Science Library
2. Present the appropriate requirements. Location: Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City	2.1. Receive and assess the requirements submitted. 2.2. Encode basic information and capture photos.	None	5 Minutes 5 Minutes	Information Personnel, College of Science Library
3. Receive access to study nook Location: Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City	3. Provide access.	None	5 Minutes	Information Personnel, College of Science Library
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, Faculty, REPS, Admin staff, UP Alumni, and other Researchers			
Operating hours:	8:00AM to 5:00PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID or Form 5 - Enrolled UP student		UPD OUR – Admission/Academic Information System Section		
2. UP ID - UP Faculty & Staff		UPD HRDO – Information Management 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
1. Proceed to the Information Section or register in advance through the CS Library User Registration Form Location: Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City Online: (https://tinyurl.com/CSLibUserIDReg)	1. Receive and process online registration.	See 2.7.	5 Minutes	Information Personnel, College of Science Library
2. Present the appropriate requirements. Location: Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City	2.1. Receive and assess the requirements submitted. 2.2. Encode basic information and capture photos.	None	5 Minutes 5 Minutes	Information Personnel, College of Science Library
3. Receive access to Individual and Group Reading areas. Location: Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City	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, College of Science Library			
Category:	External Service			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled UP Diliman students			
Operating Hours:	8:00AM to 5:00PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID or Form 5 - Enrolled UP student		UPD OUR – Admission/Academic Information System Section		
2. UP ID - UP Faculty & Staff		UPD HRDO – Information Management 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
1. Proceed to the Information Section and fill up the Discussion Room Logbook. Location: 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
2. Surrender one UP ID to the information personnel. Location: Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City	2.1. Provide the discussion room kit (whiteboard markers and eraser). 2.2. Coordinate with the guard-on-duty to open the discussion room to be used.	None	5 Minutes 5 Minutes	Information Personnel, College of Science Library
3. Receive access to the discussion room for three (3) hours. Location: Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City	3. After three (3) hours, collect the discussion room kit and return the UP ID.	None	3 Hours	Information Personnel, College of Science Library
4. Log the time-out on the Discussion Room Logbook. Location: Onsite: Information Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City	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, Faculty, REPS, Admin staff, UP Alumni, and other Researchers			
Operating Hours:	8:00 AM to 5:00 PM*			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID or Form 5 - Enrolled UP student		UPD OUR – Admission/Academic Information System Section		
2. UP ID - UP Faculty & Staff		UPD HRDO – Information Management 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
1. Proceed to the respective Institute Library and present the requirements. Location: Onsite: Institute Libraries, College of Science, National Science Complex, UP Diliman, Quezon City	1.1. Check the requirements. 1.2. Provide assistance if necessary.	None	5 Minutes 5 Minutes	Library Coordinator, College of Science Institute Libraries
TOTAL:			10 Minutes	

* 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			
Who may avail:	CS Faculty and REPS only			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email of Request (To be sent using UP Mail)		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send research data request. Location: Online: CSLib RES Team GMail (research.cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts.	1.1. Receive and acknowledge email. 1.2. Perform a Scopus search (and other indexing tools such as Web of Science and Google Scholar). 1.3. Check and verify the results, then generate the report. <ul style="list-style-type: none"> • Per faculty • Per Institute • College 1.4. Send the report/s and/or certification/s.	None	5 Minutes 1 Hour * Processing time varies depending on the amount of request: <ul style="list-style-type: none"> • Per faculty - 30 minutes • Per Institute - 1-2 Days • College - 1-2 Days 5 Minutes	Library Coordinator, College of Science Institute Libraries; Research and Extension Services Librarians, College of Science Library
2. Receive the report/s and/or certification/s. Location: Online: CSLib RES Team GMail (research.cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts.	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 Students, Faculty, REPS, and Admin staff			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5 - Enrolled UP student		UPD OUR – Academic Information System Section		
2. UP ID - UP Faculty & Staff		UPD HRDO – Information Management Section		
3. UP Mail account		UPD Computer Center – DILNET Help Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a similarity index report with the following: <ul style="list-style-type: none"> Full name and Student/Employee number Attach your research paper/manuscript (PDF) Location: Online: CSLib RES Team GMail (research.cslib@science.upd.edu.ph)	1.1. Receive and acknowledge email request/s. 1.2. Assess the requirements provided. 1.3. Run through Turnitin, and generate a similarity index report (per document). 1.4. Send the generated similarity index report with certification.	None	5 Minutes 5 Minutes 30 Minutes 5 Minutes *Processing time may vary depending on the client's speed in complying with the requirements.	Research and Extension Services Librarians, College of Science Library
2. Receive similarity index report with certification. Location: Online: CSLib RES Team GMail (research.cslib@science.upd.edu.ph)	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, and Admin staff			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID - UP student		UPD OUR – Admission/Academic Information System Section		
2. UP ID - UP Faculty & Staff		UPD HRDO – Information Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for clearance. Location: Onsite: Circulation Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City 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.	1. Check delinquencies (BUKLOD, Delinquent Database, and CRS-library accountability module). Clearance will be signed if there is no accountability within the College of Science Libraries. If with accountability, advise students/ faculty to settle it first.*	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
2. Receive feedback. Location: Onsite: Circulation Section, CS Library Bldg. Velasquez St. UP Diliman, Quezon City	2. Clear the settled account in the library databases (BUKLOD, Delinquent Database, and CRS-library accountability module).	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

* Please note that for any fees collected, the last step for agency action is: Fees collected are subject to turnover to the Special Collecting Officer of the library.

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 Library			
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 REQUIREMENTS		WHERE TO SECURE		
1. Form 5/Form 5A - Enrolled UP Students		UPD OUR – 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
1. Renew eBook Hub account. Location: Online: CSLib eBook Hub Website https://ebookhub.cslib.science.upd.edu.ph	1. Receive the client's answer on the account renewal form.	None	5 Minutes 5 Minutes	eBook Hub Administrator, College of Science Library
2. Send the necessary documents and requirements Location: Online: CSLIB Gmail (cslib@science.upd.edu.ph)	2.1. Receive and acknowledge the email. 2.2. Renew the account and send confirmation email through the CS Library UP mail account.	None	1 Hour 5 Minutes *Processing time may vary depending on the client's speed in complying with the requirements.	eBook Hub Administrator, College of Science Library
2. Receive confirmation of validation. Location: Online: CSLIB Gmail (cslib@science.upd.edu.ph) Notes/Instruction: <i>After validation, login with your UP Mail. You will now be redirected to the homepage of the eBook Hub.</i>	2. Update the eBook Hub tracker.	None	5 Minutes	eBook Hub Administrator, College of Science Library
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 Science Library College of Science Institute Libraries			
Category:	External Service			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled UP students, Faculty, REPS, and Admin staff			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF 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 letter - UP Faculty / Staff		UPD HRDO – Information Management Section		
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.	1.1. Receive book/s and provide the book card/s to fill-out. 1.2. Check in and out (renew) book/s under the borrower's account in (BUKLOD URL: https://buklod.up.edu.ph). 1.3. Stamp new due date and countersign book card/s and date due slip/s. 1.4. Provide the book/s.	None	3 Minutes 3 Minutes 5 Minutes 3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
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 Notes/Instruction: Report any damage noticed on the book to the Circulation staff.	2. Interfile book card.	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			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF 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 letter - UP Faculty / Staff		UPD HRDO – Information Management Section		
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.	1.1. Receive request/s. 1.2. Check in and out (renew) book/s under the borrower's account in (BUKLOD URL: https://buklod.up.edu.ph). 1.3. Stamp new due date and countersign book card/s. 1.4. Print and attach a copy of the email requesting for the online renewal of the said book/s to the book card. 1.5. Respond to the request and provide the renewed due date for each book/s.	None	3 Minutes 3 Minutes 3 Minutes 5 Minutes 3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Receive email and renewed due date for borrowed book/s. Location: Online: CSLIB Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries Gmail accounts.	2. Interfile book card.	None	3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
TOTAL:			20 Minutes	

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 Science Library College of Science Institute Libraries			
Category:	External Service			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Enrolled UP students, Faculty, REPS, and Admin staff			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF 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 letter - UP Faculty / Staff		UPD HRDO – Information Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return 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	1.1. Receive book/s.	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
	1.2. Check in book/s under the borrower's account in (BUKLOD URL: https://buklod.up.edu.ph).		5 Minutes	
	1.3. Stamp the return date on the book card/s and “Returned” on the date due slip/s.		5 Minutes	
	1.4. Reactivate the RFID and put the returned book/s on the “For Shelving” shelf.		5 Minutes	
	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, College of Science Library Information Section, College of Science Library			
Category:	External Service			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	Enrolled UP students			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID/Form 5/Form 5A - Enrolled UP Students		UPD OUR – Admission/Academic Information System Section		
2. UP Mail account		UPD Computer Center – DILNET Help Desk		
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. Location: Onsite: CS Library Information Section or Head Librarian's Office, CS Library Bldg. Velasquez St. UP Diliman	1.1. Receive requests and provide a request form. 1.2. Assess the request form and other requirements. 1.3. See approval from the CS Libraries' Head Librarian. 1.4. Provide feedback/approval to the client.	None	5 Minutes 5 Minutes 5 Minutes 5 Minutes	Information Personnel; Head Librarian, College of Science Library
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.

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 Diliman students, Faculty, REPS, and Admin staff			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Locker Key Information		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Renew locker rental. Location: Onsite: CSLib Circulation Section or Institute of Mathematics Library	1. Retrieve the contract.	None	3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Pay the corresponding rent for the signified renewed rental period. Location: Onsite: CSLib Circulation Section or Institute of Mathematics Library	2. Accept locker rent payment.*	See table below	5 minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
3. Verify the renewed locker due date. Location: Onsite: CSLib Circulation Section or Institute of Mathematics Library	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
TOTAL:			10 Minutes	

Duration	Rent Fee
2 weeks	PhP 50.00
1 month	PhP 100.00

* Please note that for any fees collected, the last step for agency action is: Fees collected are subject to turnover to the Special Collecting Officer of the library.

2.12.2. Closing of Locker Rental

This involves closing the locker rental.

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 Government to Government			
Who may avail:	UP Diliman students, Faculty, REPS, and Admin staff with accountabilities			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Locker Key Information		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the locker key to close locker rental.	1.1. Receive the locker key and inspect the locker for damages, and items left behind.	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
Location:	1.2. Clear the record for the locker & remove the contract from the active contracts file.		3 Minutes	
Onsite: CSLib Circulation Section or Institute of Mathematics Library	1.3. File the key according to its locker number.		2 Minutes	
TOTAL:			10 Minutes	

5.3. Settlement of Accountabilities for Unpaid Fines

This involves addressing outstanding financial obligations in the CS libraries.

A. Online

Office or Division:	Circulation Section, College of Science Library Technical 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:	UP students, Faculty, REPS, and Admin staff with accountabilities			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email request/inquiry		Applicant/Client		
2. UP ID/Form 5/Form 5A - Enrolled UP Students		UPD OUR – Admission/Academic Information System Section		
3. 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. Send a request to settle accountabilities. Location: Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	1.1. Receive email request. 1.2. Retrieve book card/s and compute cost/fine based on UP Libraries' guidelines. 1.3. Provide cost details of accountabilities.	None	3 Minutes 15 Minutes 3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Receive email regarding accountability details and payment instruction/s. Location: Online: Gmail (cslib@science.upd.edu.ph) 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
3. Schedule an appointment to settle payment. Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	3. Acknowledge scheduled appointment.	None	2 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
TOTAL			30 Minutes	

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

* Please note that for any fees collected, the last step for agency action is: Fees collected are subject to turnover to the Special Collecting Officer of the library.

B. Face to Face

Office or Division:	Circulation Section, College of Science Library Technical 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:	UP students, Faculty, REPS, 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 - Enrolled UP Students		UPD 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
1. Request to settle accountabilities. Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	1.1. Retrieve and verify book card/s. 1.2. Compute cost/fine based on UP Libraries' guidelines. 1.3. Provide cost details of accountabilities.	None	5 Minutes 15 Minutes 3 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Pay accountabilities and sign the logbook. 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 and clear accountabilities.*	See table below	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
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	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
TOTAL			30 Minutes	

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

* Please note that for any fees collected, the last step for agency action is: Fees collected are subject to turnover to the Special Collecting Officer of the library.

5.2. Settlement of Accountabilities for Lost Books

This involves addressing outstanding financial obligations and lost items.

Office or Division:	Technical Section, College of Science Library Circulation 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:	UP students, Faculty, REPS, 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 - Enrolled UP Students		UPD 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
1. Declare lost book/s & provide information. Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	1.1. Receive formal declaration for the lost book/s. 1.2. Retrieve book card/s and inventory slip/s. 1.3. Assess and compute the cost of the book and book fines (per book).	None	5 Minutes 5 Minutes 30 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries; Head of the Technical Section
2. Receive details regarding accountability and payment instruction/s. Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman Online: Gmail (cslib@science.upd.edu.ph) or CS Institute Libraries' Gmail accounts	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
3. Pay accountabilities Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St. UP Diliman	3. Receive payment and issue the official receipt from the collecting officer.*	See table below	5 Minutes	Circulation Personnel, College of Science Library

4. Receive official receipt. Location: Onsite: CS Library Circulation Section, CS Library Bldg. Velasquez St.; and/or Institute Libraries, College of Science, National Science Complex, UP Diliman	4.1. Clear the settled account in the library databases (BUKLOD, Delinquent Database, and CRS-library accountability module).	None	5 Minutes	Circulation Personnel, College of Science Library
	4.2. Indicate the lost and settled, and the official number in the book card and inventory slip.		15 Minutes	
	4.3. Change the new status of the book in the Integrated Library System (BUKLOD).		5 Minutes	
	4.4. Update task tracker for statistics.		5 Minutes	
	TOTAL :		1 Hour and 20 Minutes	

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

* Please note that for any fees collected, the last step for agency action is: Fees collected are subject to turnover to the Special Collecting Officer of the library.

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 College of Science Institute Libraries			
Category:	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			
Operating Hours:	8:00 AM to 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Locker Key Information		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return locker key or declare lost key. Location: Onsite: CSLib Circulation Section or Institute of Mathematics Library	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 record for the locker.	None	5 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
2. Fill up the payment 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. Location: Onsite: CSLib Circulation Section or Institute of Mathematics Library	3.1. Receive payment.* 3.2. Clear accountabilities and locker records. 3.3. Retrieve the contract from the active contracts file. 3.4. File the key according to its locker number.	See table below	2 Minutes 3 Minutes 3 Minutes 2 Minutes	Circulation Personnel, College of Science Library; Library Coordinator, College of Science Institute Libraries
TOTAL:			20 Minutes	

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

* Please note that for any fees collected, the last step for agency action is: Fees collected are subject to turnover to the Special Collecting Officer of the library.