COLLEGE OF SCIENCE LIBRARY
University of the Philippines, Diliman
CITIZEN'S CHARTER
LIBRARY SERVICES FOR REMOTE LEARNING

Vision and Mission

The College of Science Libraries, as one of the unit libraries of the University Library, upholds its' commitment in providing the best resources in science information, transformative library services to meet the emerging needs, spaces and technologies in support of instruction, learning, research, extension and public service.

Furthermore, the library remains critically responsive, dynamic and innovative to be relevant and sustainable in the changing environment.

Goal

To support and facilitate the academic and professional growth of the College of Science faculty, staff and students, the country's science community and the industry by providing a connected and dynamic library environment through the use of ICT.

Objectives

The objectives of the College of Science Library are focused towards the attainment of its mission, vision and goal. These objectives are to provide the users with the best possible information support by:

1. Strengthening the collection of resource materials in the sciences;
2. Creating, acquiring and managing E-Resources to facilitate easy and convenient use of relevant scholarly information;
3. Improving the users' services by creating a user data that will be used as a tool in the assessment and evaluation of users' needs;
4. Ensuring that the library provides the best possible support for research and teaching by encouraging more interaction and collaboration with the students and faculty;
5. Aligning the library's collection services and activities with the university's priorities; and
6. Enhancing the capability of our satellite libraries to support the institute's program of research.

In addition, the library would like to:

1. Link up with other institutions for purposes of resource sharing (referral services, interlibrary loan agreements, and document delivery services);
2. Provide consultancy services and training (seminars, hands-on, and on-the job programs) to other librarians who are starting to automate their libraries;
3. Develop appropriate user education and training packages; and
4. Conduct research and publish their findings.

SERVICES	WHO MAY AVAIL?	REQUIREMENTS	STEPS TO FOLLOW CLIENT	STEPS TO FOLLOW AGENCY	PROCESSING TIME	PERSON RESPONSIBLE
Ask-a-Librarian Through Facebook, Official CSLIB Gmail Account, & CSLIB website	General public	For inquiries only: NONE For eBook, journal articles and other request: 1.Copy of Form 5 2.UP Mail account 3. Copy of appointment documents for new faculty members.	1. Requests can be sent through Facebook, Gmail and CSLIB website. 2. Request from Gmail must be sent using the client's UP Mail account.	1.Receive and acknowledge the message/email request; 2.Check UP Libraries' database subscriptions and other materials available at the CS Libraries or depending on the kind of inquiry; 3. Send email through the CS Libraries' UP Mail account.	Within 1 day	Librarian/Information Services Personnel, Institute Librarian/Staff-in-charge
Document Delivery Service *for Subscribed & Perpetual eBooks*	Enrolled UP students, Faculty, REPS/Admin Staff	1.Copy of Form 5 2.UP Mail account 3.Copy of appointment documents for new faculty members	1. Request from Gmail must be sent using the client's UP Mail account. 2.Provide requirements needed: For students: Form 5 For new faculty: Appointment documents. OR 3.Request through the CS Libraries' One-Stop Request Form. • Scan QR Code or click URL Link provided • Complete the form, then submit.	1.Check availability of requested material/s 2. Send URL Link. 3. Request from the CS Libraries' One-Stop Request Form. • Check availability of requested material/s • Send URL Link.	Within 1 day or depending on the availability of the requested title.	Librarian/Information Services Personnel, Institute Librarian/Staff-in-charge
Document Delivery Service *for Open Access eBook(s), Scanned or Digitized copy of CS Libraries' book collection and Theses/Dissertation*	Enrolled UP students, Faculty, REPS/Admin Staff	1.Copy of Form 5 2.UP Mail account 3.Copy of appointment documents for new faculty members	1. Request from Gmail must be sent using the client's UP Mail account. 2. Provide requirements needed: For students: Form 5 For new faculty: Appointment documents. OR 3.Request through the CS Libraries' One-Stop Request Form. • Scan QR Code or click URL Link provided • Complete the form, then submit.	1.Check availability of requested material/s 2.Send confirmation on the availability of material/s requested. 3.Upon verification of the submitted requirements, proceed with the request. 4.Request from the CS Libraries' One-Stop Request Form. • Verify submitted requirements • Check availability of requested material/s • Send confirmation on the availability of material/s requested.	For available titles: 1 day For unavailable titles: 3-5 working days or depending on the quarantine status	Librarian/Information Services Personnel, Institute Librarian/Staff-in-charge
Lending of Printed Books	Enrolled UP students, Faculty, REPS/Admin Staff	1.Copy of Form 5 2.UP Mail account 3.Copy of appointment documents for new faculty members Note: Mode of delivery: pick-up only at the CS Library.	1. Request from Gmail must be sent using the client's UP Mail account. 2. Provide requirements needed: For students: Form 5 For new faculty: Appointment documents 3. Request through the CS Libraries' One-Stop Request Form. • Scan QR Code or click URL Link provided • Complete the form, then submit.	1.Check availability of requested material/s 2.Send confirmation on the availability of material/s requested. 3.Upon verification of the submitted requirements, proceed with the request. 4.Request from the CS Libraries' One-Stop Request Form. • Verify submitted requirements • Check availability of requested material/s • Send confirmation on the availability of material/s requested.	Within 1 day or depending on the current quarantine status.	CSLIB Circulation Section Personnel, Institute Librarian/Staff-in-charge
Renewing of Borrowed Printed Books	Enrolled UP students, Faculty, REPS/Admin Staff	UP Mail account	1. Request from Gmail must be sent using the client's UP Mail account. 2.Request through the CS Libraries' One-Stop Request Form. • Scan QR Code or click URL Link provided • Complete the form, then submit.	1.Check status of borrower's account from UP Integrated Library System. 2.Renew the book as requested. If no reservation was received. 3.Send an email of renewal transaction receipt. 4.Request from the CS Libraries' One-Stop Request Form. • Renew the book if no reservation was received. • Send email transaction receipt.	Within 1 day or depending on the current quarantine status.	CSLIB Circulation Section Personnel, Institute Librarian/Staff-in-charge
Inter-Library Loan (ILL)	CS Faculty	Copy of appointment documents for new faculty members. Note: Mode of delivery: pick-up only at the CS Library.	1. Request from Gmail must be sent using the client's UP Mail account. 2. Provide appointment documents.	1.Receive request and verify the identity of the borrower. 2.Check the availability and status of the book at the UP Diliman iLib/OPAC; If available, coordinate with the unit library; (ILL outside the campus is currently on-hold) 3.Preparethe ILL form and schedule the pick-up date; 4. Inform the borrower that the book(s) is already available and ready for pick-up.	3-5 working days or depending on the current quarantine status.	CSLIB Circulation Section Personnel, Institute Librarian/Staff-in-charge
Current Awareness Services (Facebook, Twitter, YouTube, and CSLIB website)	General public	None.	Interested clients can visit the CS Library website and CS Libraries' official social media accounts.	Information on the latest news and updates on CS LIBRARIES' collection, services and activities are available to all interested users.	None.	Librarian/Information Services Personnel, Institute Librarian/Staff-in-charge
Settlement of Accountabilities (Unpaid fines, Lost books, etc.)	UP students, Faculty, REPS/Admin staff with accountabilities	Email request/inquiry	1.Request to settle accountabilities must be made through the CS Libraries' UP Mail account. 2.Payments should be made through bank transfer. 3. Follow-up inquiries to be made through the CS Libraries' UP Mail account.	1.Receive email request. 2.Check and verify physical book. 3.Compute cost/fine based on UP Libraries' guidelines. 4.Final approval from the Head of the Technical section. 5.Send email confirmation.	3-5 working days or depending on the current quarantine status.	CSLIB Technical and Circulation Personnel
Request for Purchase of Resource Materials *for CS Faculty Members*	CS Faculty only	Completed Online Library Material Request Form Or Email request for purchase via Institute Librarian/Staff-in-charge	1.Request can be made through the CS Library Resource Material Tracking System using the link: www.tracking.cslib.upd.edu.ph, or 2. Through the Institute Library-in-Charge Official Science Mail account.	1.All Request(s) received from the Tracking system will be sent to the Official Science Mail account of the Acquisition Section, CSLIB; 2.Request(s) will be forwarded to the Institute Library-in-charge for checking and verification; 3.Institute Library-in-charge will accomplish the library material request form and seek the approval of the Faculty-Library Representative and Institute Director; 4. Approved request(s) will be forwarded to the Acquisition Section, CSLIB for processing in accordance with the procurement guidelines of UP Diliman.	8-12 months or depending on the availability of the book/title (applicable for print and eBook request)	CSLIB Acquisition Personnel, Institute Librarian/Staff-in-charge
Similarity Index Report indicates the percentage of the submitted paper that Turnitin has identified as being matched to other sources.	Enrolled UP students, Faculty, REPS/Admin Staff	1.Copy of Form 5 2.UP Mail account 3.Copy of appointment documents for new and temporary faculty members, REPS & Admin staff	1.Request from Gmail must be sent using the client's UP Mail account. 2.Provide requirements needed: For students: Form 5 For new and temporary faculty/REPS/Admin staff: Appointment documents. 3.Provide the following information in the request/s: • Full name and Student/Employee number • Attach your research paper/manuscript	1.Receive and acknowledge the message/email request; 2.Generate similarity index report from Turnitin; 3. Send email through the CS Libraries' UP Mail account.	Within 1 hour	Librarian/Information Services Personnel
Analytics Citation Report and H-index from Scopus	CS Faculty only	Email request for Citation Overview via Institute Librarian/Staff-in-charge	Request from Gmail must be sent using the client's UP Mail account.	1.Receive and acknowledge the email request; 2.Access SCOPUS on campus or off-campus through Open Athens 3. Perform an Author Search to search for your author's name. 4. Generate Citation Overview and H-index. 5. Send email through the CS Libraries' UP Mail account.	Within 1 day per faculty	Institute Librarian/Staff-in-charge
Journal Verification and Validation Journal Authentication Tool for Natural and Applied Sciences ONLY	General public	None.	Interested clients can visit the CS Library website to access this tool in real time.	This Journal Authentication Tool is for Natural and Applied Sciences and is available to all interested users.	None.	CSLIB Reference Librarian/Institute Librarian/Staff-in-charge
Library Orientation Introduction of the library, its collection and services	Enrolled UP students, Faculty	Email letter of Request to the Head Librarian (for CSLIB) or to the Institute Librarian/Staff-in-Charge (for specific Institute Library) using the client's UP mail account.	Appointment request from Gmail must be sent using the client's UP Mail account indicating the name of the participant, date, and time.	1.Receive and acknowledge the message/email request for appointment; 2.Check the requested dates and block out the schedule on the CSLIB Orientation Appointment Calendar. 3. Send email through the CS Libraries' UP Mail account.	Within 1 day	Librarian/Information Services Personnel, Institute Librarian/Staff-in-charge