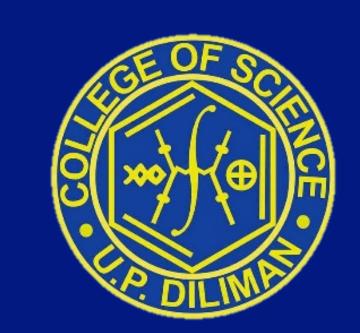# COLLEGE OF SCIENCE LIBRARY
## University of the Philippines, Diliman
# CITIZEN'S CHARTER
## LIBRARY SERVICES FOR REMOTE LEARNING

## 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.

## Vision and Mission

The College of Science Library aims to be a center of excellence for science information. It believes that information is a resource that will enable the College faculty, staff and students to become globally competitive. It strives to create a climate of scholarship and service in support of the teaching, extension and research activities of the College of Science, in particular and those of other members of the scientific community in the country, in general. As the premier science library for the academic community, it also reaches out to all who are in need of science information. Furthermore, it provides a learning environment that is linked to other educational institutions and other information resources throughout the world, thereby allowing for a dynamic interaction among students and faculty, and the integration of technology into the acquisition of knowledge and skills.

## 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 | | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|---|---|
| | | | CLIENT | AGENCY | | |
| **TeleReference** *Through Facebook messenger/official CSLIB and Institute Libraries Gmail Account.* | 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. Inquiries can be sent through Facebook messenger, 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 and 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 | 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 | 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 | 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 | CSLIB Circulation Section Personnel, Institute Librarian/ Staff-in-charge |
| **Inter-Library Loan (ILL)** | CS Faculty | Copy of appointment documents for new faculty members. | 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 | CSLIB Circulation Section Personnel, Institute Librarian/ Staff-in-charge |
| **Current Awareness Services** (Facebook, Twitter, YouTube, Tiktok 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 |
| **Library Orientation** | General public | 1.Formal letter of request address to the College of Science Libraries' Head Librarian. 2. Approval of College of Science Libraries' Head Librarian | Interested clients can send an email request to the official Gmail accounts of the College of Science Library or the Institute Libraries | 1.Receive email request. 2.Seek approval from the College of Science Libraries' Head Librarian. 3.Send approval status to client through email. | Within 1 day | 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 | 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 |
| **eBook Hub** | Enrolled UPD College of Science (CS) students, CS Faculty and students from other colleges with CS subjects | 1.Copy of Form 5 2.UP Mail account 3.Copy of appointment documents for new and temporary faculty members | **For Renewal:** 1.Go to the CS Libraries eBook Hub website; 2.Login with your UP Mail account. 3.The user will be redirected to the account renewal form page. 4.The user will complete the form by indicating their institute/college and their College of Science courses taken. 5.The user will click submit. 6.The user will be redirected to the account renewal form waiting page. 7.The user MUST send the necessary documents at cslib@science.upd.edu.ph (e.g. Form 5/5a) attached. Validation may take within 24 hours upon the receipt of the email. Respond and comply to the requirements to complete the validation of your account to avoid delay. 8.Wait until the request is approved. 9.Once approved, the user will be redirected to the homepage on their next login. Otherwise they will be redirected back to the answered renewal form **For First-time Registration:** 1.Go to the CS Libraries eBook Hub website; 2. Click the Login With UP Mail button and enter your UP Mail credentials; 3.Once Logged in, edit your personal details in the account management form and accept the terms and conditions; 4.Kindly wait for the CSLIB administrators to validate your account. The user MUST send the necessary documents at cslib@science.upd.edu.ph (e.g. Form 5/5a) attached. Validation may take within 24 hours upon the receipt of the email. Respond and comply to the requirements to complete the validation of your account to avoid delay. 5.You will receive a confirmation email regarding your validation in your UP Mail account; 6.After validation, your next login will now be redirected to the homepage. 7.Finally, search by author or title using the discovery search box or explore the most frequently used books, syllabi references, and general list of eBooks per Institute. | 1.Receive and acknowledge the message/email request. 2.Validate the account 3. Send confirmation email through the CS Libraries' UP Mail account. | Within 24 hours | Librarian/Information Services Personnel |
| **Bibliometrics** (Publication & Citation Report, CS Newsletter, CS Historical Publication, Certification Request) | CS Faculty only | Send email request to the 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. 3. Generate Citation Overview and H-index. 3. Send email through the CS Libraries' UP Mail account. | Within 1 day per faculty or depending on the number of requests received per day | Institute Librarian/ Staff-in-charge |