

1. Ask-a-Librarian

This service provides online assistance through the College of Science (CS) Libraries' official Gmail, social media accounts and website which provides immediate help to library users.

A. Online

| Office or Division: | Information and Reference Section, College of Science Library College of Science Institute Libraries | | | |
|---|---|-----------------|-------------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | None | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Inquiries can be sent through the CS Libraries' Facebook messenger, Gmail account and CS Library website. | 1.Receive request/s. | none | 1 Minute | Information and Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| 2.Provide information needed. | 2.Check UP System database subscriptions, UPD print collections, and the CS Libraries collections or other online resources depending on the kind of inquiry. | none | 10 Minutes | |
| 3.Wait for the result of the inquiry. | 3.Send an email through the CS Libraries' UP mail account. | none | 2 Minutes | |
| 4. Receive email response. | | | | |
| TOTAL: | | | 13 Minutes | |

B. Face-to-face

| Office or Division: | Information and Reference Section, College of Science Library College of Science Institute Libraries | | | |
|--|--|-----------------|-------------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | None | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Proceed to the information and reference section of the College of Science Library and/or Institute Libraries. | 1. Receive inquiries. | none | 1 Minute | Information and Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| 2.Provide the information needed. | 2. Check UP System database subscriptions, UPD print collections, and the CS Libraries collections or other online resources depending on the kind of inquiry. | none | 10 Minutes | |
| 3.Wait for the result of the inquiry. | 3. Provide the information needed. | none | 2 Minutes | |
| TOTAL: | | | 13 Minutes | |

2. Document Delivery Service for Annual and Perpetual Subscriptions

A service for processing articles and book chapter requests from UP system subscribed journals and perpetual eBooks available. These documents are sent electronically via email.

A. Online

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | Information and Reference Section, College of Science Library College of Science Institute Libraries | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS and Admin staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Copy of Form 5/Form 5A | | Requesting Party | | |
| 2.UP Mail account | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Request must be sent via email at cslib@science.upd.edu.ph or institute libraries official Gmail accounts. | 1.Receive request/s. | none | 1 Minute | Information and Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| 2.Provide the requirements and reference material/s needed. | 2.1.Verify the requirements provided. | none | 1 Minute | |
| | 2.2.Check the availability of requested material/s. | none | 25 Minutes | |
| 3. None | 3. Provide requested material/s using its URL Link to be sent through the client's UP Mail. | none | 3 Minutes | |
| 4.Receive the requested material/s. | | none | | |
| TOTAL: | | | 30 Minutes | |

B. Face-to-face

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | Information and Reference Section, College of Science Library College of Science Institute Libraries | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen, Government to Government | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS and Admin staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Copy of Form 5/Form 5 A | | Requesting Party | | |
| 2.UP Mail account | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Approach the information and reference section of the College of Science Library and/or Institute Libraries. | 1.Receive request/s. | none | 1 Minute | Information and Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| 2.Provide the requirements and reference material/s needed. | 2.1.Verify the requirements provided. | none | 1 Minute | |
| | 2.2.Check the availability of requested material/s. | none | 25 Minutes | |
| 3.None | 3.Provide requested material/s using its URL Link to be sent through the client's UP Mail. | none | 3 Minutes | |
| 4.Receive the requested material/s | | none | | |
| TOTAL: | | | 30 Minutes | |

3. 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 and Reference Section, College of Science Library College of Science Institute Libraries | | | |
|---|---|------------------|-------------------------------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS and Admin staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Copy of Form 5/Form 5A | | Requesting Party | | |
| 2.UP Mail account | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request must be sent via email at cslib@science.upd.edu.ph or institute libraries official Gmail accounts. | 1.Receive request/s. | none | 1 Minute | Information and Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| 2. Provide the requirements and reference material/s needed. | 2.1.Verify the requirements provided. | none | 1 Minute | |
| | 2.2.Check availability of requested material/s. • For available titles • For unavailable titles | none | 1 Hour 1-3 Days | |
| 3. None | 3.Send the publisher's link and/or PDF copy of the material/s through UP Mail. | none | 1 Minute | |
| 4.Receive the requested material/s. | | | | |
| TOTAL: | | | 3 Days, 1 hour and 3 minutes | |

B. Face-to-face

| Office or Division: | Information and Reference Section, College of Science Library College of Science Institute Libraries | | | |
|--|---|------------------|-------------------------------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS and Admin staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Copy of Form 5/Form 5A | | Requesting Party | | |
| 2.UP Mail account | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Approach the information and reference section of the College of Science Library and/or Institute Libraries. | 1.Receive request/s. | none | 1 Minute | Information and Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| 2.Provide the requirements and reference material/s needed. | 2.1. Verify the requirements provided. | none | 1 Minute | |
| | 2.2.Check the availability of requested material/s. • For available titles • For unavailable titles | none | 1 Hour 1-3 Days | |
| 3.None | 3. Send the publisher's link and/or PDF copy of the material/s through UP Mail. | none | 1 Minute | |
| 4.Receive the requested material/s | | none | | |
| TOTAL: | | | 3 Days, 1 hour and 3 minutes | |

4. Lending of Library Books

Bona fide UP Diliman students, faculty members and staff mode of borrowing books.

| | | | | |
|--|---|------------------------|------------------------|---|
| Office or Division: | Circulation and Information Section, College of Science Library College of Science Institute Libraries | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS and Admin staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Copy of UP ID/Form 5/Form 5A | | Requesting Party | | |
| 2.UP Mail account | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Check TUKLAS (URL: https://tuklas.up.edu.ph/) for the availability of the book. | 1.None | none | | Circulation and Information Personnel, College of Science Library, Library Coordinator, College of Science Institute Libraries |
| 2.Obtain the book from the shelf and accomplish book card with name, college and student/employee number. | 2.1.Received the material/s and check the accomplished book card/s, and UP ID or Form 5. | none | 10 Seconds | |
| | 2.2.Verify the borrower's status at the Integrated Library System (BUKLOD URL: https://buklod.up.edu.ph) | none | 30 Seconds | |
| | 2.3.Scan barcode of book and check-out under the borrower's account. | none | 10 Seconds | |
| | 2.4.Deactivate security tag. | none | 10 Seconds | |
| | 2.5.Stamp due date and countersign due date slip and book card. | none | 50 Seconds | |
| | 2.6.Provide the book/s. | none | 10 Seconds | |
| 3.Receive the book/s. | | none | | |
| TOTAL: | | | 2 Minutes | |

5. Renewing of Borrowed Library Books

Bona fide UP Diliman students, faculty members and staff may renew the loan duration of books they have borrowed.

| | | | | |
|---|---|------------------------|------------------------|--|
| Office or Division: | Circulation and Information Section, College of Science Library College of Science Institute Libraries | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS and Admin staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.UP ID/Form 5 | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Present library material/s and UP ID or Form 5 to the Circulation Personnel or Institute Library coordinator. | 1.Receive book/s and provide the book card/s to fill-out. | none | 10 seconds | Circulation and Information Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| 2.Fill-out book card/s with name, college and student/employee number. | 2.1.Check in and out (renew) material/s under the borrower's account in (BUKLOD URL: https://buklod.up.edu.ph). | none | 10 seconds | |
| | 2.2.Stamp new due date and countersign book card/s and date due slip/s. | none | 30 seconds | |
| | 2.3.Provide the book/s. | none | 10 seconds | |
| 3.Receive renewed material/s. | | none | | |
| TOTAL: | | | 1 Minute | |

6. Inter-Library 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 and Information Section, College of Science Library College of Science Institute Libraries | | | |
| 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 | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Email request | | Requesting Party | | |
| 2.ILL Form | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Request must be sent through the client's UP mail account. | 1.1.Receive request/s. | none | 1 Minute | Circulation and Information Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| | 1.2.Check material/s availability at the Integrated Library System (TUKLAS), UP system subscriptions, and library consortium's Online Public Access Catalog (OPAC). | none | 3 Minutes | |
| | 1.3.Prepare the ILL form and inform the lending unit library of the desired book. | none | 3-5 Days | |
| | 1.4.Seek the approval of the Head Librarian and Inform the personnel of the scheduled pick-up date. | none | 1 Hour | |
| | 1.5.Inform the borrower that the material/s is already available and ready for pick-up. | none | 3 Minutes | |
| 2.Receive the reference material/s. | | none | | |
| TOTAL: | | | 5 Days, 1 hour and 7 minutes | |

7. 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.

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|--|--|-----------------|-----------------|--|
| Office or Division: | Information Section, College of Science Library College of Science Institute Libraries | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen, Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | None | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Interested clients can visit our official Facebook, Instagram, Twitter, YouTube, TikTok accounts and CS Library website. | Provide information on the latest news and updates on CS Libraries' collection, services and activities which are available to all interested users. | none | | Information Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| | | | | |

8. Library Orientation

This service provides a presentation that introduces and familiarizes clients with library services, spaces, and resources offered to them.

| | | | | |
|---|---|------------------------|-----------------------------|---|
| Office or Division: | Information Section, College of Science Library College of Science Institute Libraries | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen, Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For CSLIB-Letter of request address to the CS Libraries' Head Librarian to be sent via the Official CS Library's UP mail account. | | Requesting Party | | |
| For Institute Libraries-Letter of request addressed to the Institute Library Coordinator to be sent via the official Institute Library UP mail account. | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Send an email request to the official UP mail accounts of the CS Library and/or the Institute Libraries. | 1.1.Receive and acknowledge email request. | none | 1 Minute | Information Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| | 1.2.Seek approval from the CS Libraries' Head Librarian or the Institute Library Coordinator. | none | 1 Hour | |
| | 1.3.Send approval status to the client through email. | none | 3 Minutes | |
| 2.Receive feedback. | | none | | |
| TOTAL: | | | 1 Hour and 4 minutes | |

9. Issuance of Library Permits to Non-UP Users

This is for alumni, former faculty members, students, graduate students and researchers honorably discharged from the University.

| Office or Division: | Information Section, College of Science Library | | | |
|---|--|------------------|------------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Any government-issued ID/school ID | | Requesting party | | |
| 2.Research Fee | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Approach information section and present any government issued/school ID. | 1.Receive and verify the requirements presented. | none | 1 Minute | Information Personnel, College of Science Library |
| 2.Fill out the library permit form at the CS Library information section | 2.Receive and assess the accomplished form. | none | 2 Minutes | |
| 3.Pay the library fee (see table below). | 3.1. Receive payment and issue receipt. | none | 1 Minute | |
| | 3.2.Provide the library permit card to the client. | none | 1 Minute | |
| 4.Receive the library permit card. | | none | | |
| TOTAL: | | | 5 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 |
| Non Alumni/Reviewee | Php 50.00/Day | Orange |
| | Php 225/Month | Orange |
| | Php 300/Midyear | Orange |
| | Php 450/Semester | Orange |

10. Issuance of Referral for Other Libraries

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

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|--|--|------------------------|------------------------|---|
| Office or Division: | Head Librarian Office, College of Science Library Information Section, College of Science Library | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government, Government to Business | | | |
| Who may avail: | Enrolled UP students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.UP ID/Form 5 | | Requesting party | | |
| 2.UP Mail account | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Proceed to the CS Library's Information section. | 1.Receive request and provide request form. | none | | Information Personnel, College of Science Library |
| 2.Fill out the request form and present your UP ID/Form 5. | 2.1.Assess the request form and other requirements. | none | 1 Minute | Information Personnel, College of Science Library |
| | 2.2.Seek approval from the CS Libraries' Head Librarian. | none | 5 Minutes | Head Librarian, College of Science Library |
| | 2.3.Provide feedback/approval to the client. | none | 4 Minutes | Information Personnel, College of Science Library |
| 3.Receive feedback/approval. | | none | | |
| TOTAL: | | | 10 Minutes | |

11. Settlement of Accountabilities for Unpaid fines

This involves addressing outstanding financial obligations in the CS libraries.

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|---|--|---|------------------------|--|
| Office or Division: | Circulation Section, College of Science Library Technical Section, College of Science Library College of Science Institute Libraries | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen, Government to Government | | | |
| Who may avail: | UP students, Faculty, REPS and Admin staff with accountabilities | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Email request/inquiry | | Requesting Party | | |
| 2.UP ID/Temporary library card/ Form 5 | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Send a request to settle accountabilities. | 1.1. Receive email request. | none | 1 Minute | Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| | 1.2.Retrieve and verify book card/s. | none | 1 Minute | |
| | 1.3. Compute cost/fine based on UP Libraries' guidelines. | P2.00 per day (Exclusive of Saturdays, Sundays and Holidays) | 15 Minutes | |
| | 1.4.Seek approval from the Head of the Technical section. | none | 3 Minutes | Head of the Technical Section, College of Science Library Library Coordinator, College of Science Institute Libraries |
| | 1.5.Provide cost details of accountabilities. | none | 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. | | none | | |
| 3Send payment. | 3.1. Receive payment and clear accountabilities. | none | 5 Minutes | |
| | 3.2. Send email confirmation | none | 3 Minutes | |
| 4.Receive feedback. | | none | | |
| TOTAL | | | 31 Minutes | |

12. Settlement of Accountabilities for Lost Books

This involves addressing outstanding financial obligations and lost items.

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|---|--|---|-----------------------------|--|
| Office or Division: | Technical Section, College of Science Library Circulation Section, College of Science Library College of Science Institute Libraries | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen, Government to Government | | | |
| Who may avail: | UP students, Faculty, REPS and Admin staff with accountabilities | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.UP ID or Borrower's name and student/faculty/employee number | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Proceed to the CS Library's Circulation Section or Institute Libraries. | 1.None. | none | | |
| 2.Provide lost book/s information. | 2.1.Receive formal declaration for the lost book/s. | none | 1 Minute | Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| | 2.2.Retrieve book card/s and inventory slip/s. | none | 1 Minute | Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| | 2.3.Assess and compute cost of the book and book fines (per book). | Actual Price of book/s plus 50% of the actual price and a fine if applicable. <i>(Note: Fine should not exceed from the actual price of the book)</i> | 30 Minutes | Head of the Technical Section |
| | 2.4.Provide cost details of the lost book/s. | none | 3 Minutes | Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| 3.Receive email regarding accountability details and payment instruction/s. | | none | | |
| 4.Send payment. | 4.1.Issue and send the official receipt from the collecting officer. | none | 15 Minutes | Collecting Officer, College of Science Library |
| | 4.2.Clear the settled account in the library databases (BUKLOD, Delinquent Database, and CRS-library accountability module) | none | 15 Minutes | Circulation Personnel, College of Science Library |
| | 4.3. Indicate the lost and settled, and the official number in the book card and inventory slip. | none | 1 Minute | Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| | 4.4. Report the new status of the book to the Technical Section to change its status in the Integrated Library System (BUKLOD). | none | 3 Minutes | Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| 5.Receive official receipt. | | | | |
| TOTAL : | | | 1 Hour and 9 minutes | |

13. General Descriptive Analysis

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).

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|---|---|------------------------|------------------------------|--|
| Office or Division: | College of Science Institute Libraries | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | CS Faculty only | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Email request via UP Mail Account | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Send requests through the CS Institute Libraries' official Gmail account. | 1.1.Receive and acknowledge email. | none | 1 Minute | Library Coordinator, College of Science Institute Libraries |
| | 1.2.Perform a Scopus search (and other indexing tools such as Web of Science and Google Scholar). | none | 5 Minutes | |
| | 1.3.Check and verify the results, then generate report. • Per faculty • Per Institute | none | 30 Minutes 1-2 Days | |
| | 1.4.Send the report/s and/or certification/s. | none | 3 Minutes | |
| 2.Receive the report/s and/or certification/s. | | none | | |
| TOTAL: | | | 2 Days and 39 minutes | |

14. 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 | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government to Citizen, Government to Government | | | |
| Who may avail: | CS Faculty only | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Completed Online Library Material Request Form or Email request for purchase via Institute Library Coordinator | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send a request to the CS Library Resource Material Tracking System using the link: www.tracking.cslib.upd.edu.ph or the Institute Libraries' official Gmail account. | 1.Receive and acknowledge request/s. | none | 1 Minute | Library Coordinator, College of Science Institute Libraries |
| | 2.1. Check and verify the material/s (per title of the book). | none | 10 Minutes | Library Coordinator, College of Science Institute Libraries |
| | 2.2. Accomplish the library material request form and seek the approval of the Faculty- Library Representative and/or Institute Director. | none | 1-2 Days | Library Coordinator, College of Science Institute Libraries, Faculty-Library Representative and Director, College of Science Institutes |
| | 2.3. Approved request/s will be forwarded to the CS Library Acquisition Section for processing in accordance with the procurement guidelines of UP Diliman. | none | 3 Minutes | Library Coordinator, College of Science Institute Libraries |
| | 2.4. Acquisition/ procurement process. | none | 8-12 months or depending on the availability of the book/title (applicable for print and eBook request) | Acquisition Personnel, College of Science Library |
| 3.Receive an email confirmation of the request/s. | | none | | |
| TOTAL : | | | 12 Months, 2 days and 14 minutes | |

15. 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.

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|---|--|------------------------|------------------------|--|
| Office or Division: | Information Section, College of Science Library | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS and Admin staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.UP ID/Form 5 | | Requesting Party | | |
| 2.UP Mail account | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Send an email request with the requirements and provide the following information through the CS Library's official Gmail account: <ul style="list-style-type: none"> Full name and Student/Employee number Attach your research paper/manuscript | 1.1.Receive and acknowledge email request/s. | none | 1 Minute | Information Personnel, College of Science Library |
| | 1.2. Assess the requirements provided. | none | 1 Minute | |
| | 1.3.Run through Turnitin, and generate similarity index report (per document). | none | 10 Minutes | |
| | 1.4.Send the generated similarity index report with certification. | none | 3 Minutes | |
| 2.Receive similarity index report with certification. | | none | | |
| TOTAL : | | | 15 Minutes | |

16. eBook Hub

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

| | | | | |
|--|--|--|-----------------------------|--|
| Office or Division: | | College of Science Library | | |
| 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 | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.UP ID/Form 5/Form 5A | | Requesting Party | | |
| 2.UP Mail account | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For First-time Registration: 1. Go to the CS Libraries eBook Hub website (URL Link: https://ebookhub.cslib.science.upd.edu.ph) | 1. None. | none | | eBook Hub Administrator, College of Science Library |
| 2. Click the Login With UP Mail button and enter your UP Mail credentials; | 2. None. | none | | |
| 3. Once Logged in, edit your personal details in the account management form and accept the terms and conditions; | 3. None. | none | | |
| 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 with the requirements to complete the validation of your account to avoid delay. | 4.1. Receive and acknowledge the message/email request | none | 1 Minute | |
| | 4.2. Validate the account. | none | 1 Hour | |
| | 4.3. Send confirmation email through the CS Library UP mail account. | none | 3 Minutes | |
| 5. You will receive a confirmation email regarding your account. | | none | | |
| 6. After validation, your next login will now be redirected to the homepage. | | none | | |
| 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. | | none | | |
| TOTAL: | | | 1 Hour and 4 minutes | |

17. eBook Hub Renewal

This service assists in renewing 24/7 access to syllabus references, textbooks, and frequently used e-Books at any time, from any location, and on any device.

| | | | | |
|---|---|------------------------|----------------------------------|--|
| Office or Division: | College of Science Library | | | |
| 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 | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.UP ID/Form 5/Form 5A | | Requesting Party | | |
| 2.UP Mail account | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For Renewal: 1. Go to the CS Libraries eBook Hub website (URL Link: https://ebookhub.cslib.science.upd.edu.ph) | 1. None. | none | | eBook Hub Administrator, College of Science Library |
| 2. Click the Login With UP Mail button and enter your UP Mail credentials; | 2. None. | none | | |
| 3. The user will be redirected to the account renewal form page and complete the form by indicating their institute/college and College of Science courses taken. | 3. None. | none | | |
| 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 receipt of the email. Respond and comply with the requirements to complete the validation of your account and avoid delay. | 4. Receive and acknowledge the message/email request and ask for the requirement needed. | none | 2 Minutes | |
| | 4.1. Validate the account and send confirmation email through the CS Library official Gmail account. | none | 12 Minutes | |
| 5. You will receive a confirmation email regarding your account. | | none | 30 Seconds | |
| 6. 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. | | none | 1 Minute | |
| TOTAL: | | | 15 Minutes and 30 seconds | |

18. CSLIB Study Nook, 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.

| | | | | |
|--|--|------------------------|----------------------------------|--|
| Office or Division: | Information Section, College of Science Library | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS, Admin staff, UP Alumni, and other Researchers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Enrolled UP student - UP ID or Form 5 | | Requesting Party | | |
| 2.UP Faculty & Staff – UP ID | | Requesting Party | | |
| 3.UP Alumni – Alumni ID | | Requesting Party | | |
| 4.Other Researchers - Government or school ID and Letter of request from the school or organization | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the Information Section or register in advance through the One CSLIB Mobile App (URL Link: https://tinyurl.com/onecslibmobileapp) | 1.None. | none | 10 Seconds | Information Personnel, College of Science Library |
| 2. Present the appropriate requirements (please see the checklist of requirements above). | 2.1. Receive and assess the requirements' submitted. | none | 1 Minute | |
| | 2.2. Encode basic information and capture photos. | none | 10 Minutes | |
| 3. Check encoded information for accuracy. | 3.1. Pay for the researcher fee (see table of rates below). | none | 1 Minute | |
| | 3.2. Issue CS Library temporary ID. | none | | |
| 4. Receive CS Library temporary ID. | | none | | |
| TOTAL: | | | 12 Minutes and 10 seconds | |

| 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 |
| Non Alumni/Reviewee | Php 50.00/Day | Orange |
| | Php 225/Month | Orange |
| | Php 300/Midyear | Orange |
| | Php 450/Semester | Orange |

19. 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 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS, Admin staff, UP Alumni, and other Researchers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Enrolled UP student - UP ID or Form 5 | | Requesting Party | | |
| 2.UP Faculty & Staff – UP ID | | Requesting Party | | |
| 3.UP Alumni – Library permit issued by the CS Library. | | Requesting Party | | |
| 4.Other Researchers – Library permit issued by the CS Library. | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the respective Institute Library. <ul style="list-style-type: none"> For enrolled UP student- Scan/Present your UP ID or Form 5 For faculty/staff- present UP ID. For other researchers- present the Library permit issued by the CS Library. | 1.Check the requirements. | none | 1 Minute | Library Coordinator, College of Science Institute Libraries |
| 2. None. | 2.Provide a short orientation (for new/ other researchers). | none | 2 Minutes | |
| TOTAL: | | | 3 Minutes | |

20. Internet/Computer Stations

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

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | Information Section, College of Science Library College of Science Institute Libraries | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS, Admin staff, and other Researchers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Enrolled UP student- UP ID or Form 5 | | Requesting party | | |
| 2.UP Faculty & Staff-UP ID | | Requesting party | | |
| 3.Other Researchers-Library permit issued by the CS Library. | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the Internet Computer station of the College of Science library or respective Institute Library. <ul style="list-style-type: none"> For enrolled UP student- Scan/Present your UP ID or Form 5 For faculty/staff-present UP ID. For other researchers-present the Library permit issued by the CS Library. | 1. Assist client if necessary. | <p>none</p> <p>none</p> <p>Php 20/Hour (please see table below)</p> | 1 Minute | Information Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| | | TOTAL: | 1 Minute | |

| Users | Computer/Energy Fee |
|--|----------------------------|
| For enrolled UP students, faculty and staff | FREE |
| For other researchers: <ul style="list-style-type: none"> Researchers Graduate Students Government Researchers Undergraduate Students High School Students Alumni Non Alumni/Reviewee | Php 20.00/Hour |

21. 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 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS, Admin staff, and other Researchers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Enrolled UP student - UP ID or Form 5 | | Requesting party | | |
| 2.UP Faculty & Staff – UP ID | | Requesting party | | |
| 3.Other Researchers-Library permit issued by the CS Library. | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the Internet/ Computer station of the College of Science library or respective Institute Library. <ul style="list-style-type: none"> For enrolled UP student- Scan/Present your UP ID or Form 5 For faculty/staff- present UP ID. For other researchers- present the Library permit issued by the CS Library. | 1.Assist if necessary. | none | 1 Minute | Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| 2. Pay printing fee. | 2.Accept printing payment. | B&W-Php3.00/page Color-Php5.00 to 15.00/page | 1 Minute | |
| TOTAL: | | | 2 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 | |

22. 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 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS, Admin staff, and other Researchers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Enrolled UP student - UP ID or Form 5 | | Requesting party | | |
| 2.UP Faculty & Staff – UP ID | | Requesting party | | |
| 3.Other Researchers-Library permit issued by the CS Library | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the Circulation Section of the College of Science library or Information section of the respective Institute Library. <ul style="list-style-type: none">For enrolled UP student- Scan/Present your UP ID or Form 5For faculty/staff- present UP ID.For other researchers- present the Library permit issued by the CS Library. | 1. Assist scanning request/s. | none | 15 Minutes | Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| 2. Pay scanning fee. | 2.1. Accept scanning payment. | Php3.00/page Scan limit: up to 20 pages only (color or B&W) Delivery: send through UP mail within the day | 2 Minutes | |
| | 2.2. Send documents to UP Mail or save to any storage devices. | none | 3 Minutes | |
| TOTAL: | | | 20 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 | |

23. Theses and Dissertations

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

A. Online Request

| Office or Division: | Reference Section, College of Science Library College of Science Institute Libraries | | | |
|--|--|------------------|-------------------------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS and Admin staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| UP Faculty - Full text w/o expiration (if adviser). *If the Faculty is not the adviser, he/she has to meet the same requirements with the students. UP Students, REPS and Admin staff - Full text subject to the following requirements: (w/ expiration) Classified as "F" for regular work; Expired embargo (2018 and below); University Permission page or must secure permission from the author or adviser | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Send request/s through the CS Library and Institute Libraries' Gmail account with the above-mentioned requirements. | 1.1. Receive and assess the requirements. | none | 2 Minutes | Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Library |
| | 1.2. Check the availability and status of the thesis/dissertation requested. • If softcopy is available-send copy to the requestor through • If softcopy is not available-scan the print copy. | none | 30 Minutes 2 Days | |
| 2.Receive the softcopy of the theses/dissertation request. | | none | | |
| TOTAL: | | | 2 Days, 32 minutes | |

B. Face-to-face

| Office or Division: | Reference Section, College of Science Library College of Science Institute Libraries | | | |
|---|---|------------------|-----------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Enrolled UP students, Faculty, REPS, Admin staff, and other Researchers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Enrolled UP student - UP ID or Form 5 | | Requesting Party | | |
| 2.UP Faculty & Staff – UP ID | | Requesting Party | | |
| 3.Other Researchers-Library permit issued by the CS Library. | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Proceed to the Reference section of the College of Science Library or the respective Institute Library. Note: Theses and dissertations are for ROOM USE ONLY. | 1.Assist if necessary. | none | 1 Minute | Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| TOTAL: | | | 1 Minute | |

| Users | Access |
|--|---------------|
| For enrolled UP students, faculty and staff | ROOM-USE ONLY |
| For other researchers: <ul style="list-style-type: none"> • Researchers • Graduate Students • Government Researchers • Undergraduate Students • High School Students • Alumni • Non Alumni/Reviewee | |

24. Clearance

This service provides clearing of library accountabilities.

| | | | | |
|--|--|---|------------------------|--|
| Office or Division: | Information or Circulation Section, College of Science Library College of Science Institute Libraries | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | UP students, Faculty, REPS and Admin staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.UP ID or Borrower's name and student/faculty/employee number. | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Proceed and present the clearance form to the College of Science Library's Information or Circulation section. <i>Note: If accountability has been assigned to a College of Science Institute Library, address it before continuing to the Information and Circulation Section of the College of Science Library.</i> | 1.1. Receive and verify information written on the clearance form. | none | 1 Minute | Information or Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries |
| | 1.2. Check Delinquency (DLQ), BUKLOD, and UP Computerized Registration System (CRS). <ul style="list-style-type: none"> Clearance will be signed if there is no accountability within the College of Science Libraries. If with accountability, advise student/ faculty to settle it first. | none <i>Please see table below (Accountability and Fees)</i> | 5 Minutes | |
| 2.Receive feedback or signed clearance form. | | none | | |
| TOTAL: | | | 6 Minutes | |

| Accountability | Fees |
|----------------|--|
| Overdue Books | Circulation-Php 2.00/day (Exclusive of Sundays and Holidays) Reserve-Php 50.00/day (Inclusive of Sundays and Holidays) |
| Lost Books | Actual Price of book/s plus 50% of the actual price and a fine if applicable. <i>(Note: Fine should not exceed from the actual price of the book)</i> |