

### 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)

<b>Office or Division:</b>	Information and Reference Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.				
<b>TOTAL:</b>			<b>13 Minutes</b>	

#### B. Face-to-face

<b>Office or Division:</b>	Information and Reference Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>			<b>13 Minutes</b>	

## 2. 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

<b>Office or Division:</b>	Information and Reference Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled UP students, Faculty, REPS and Admin staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Copy of Form 5/Form 5A		Requesting Party		
2.UP Mail account		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		
<b>TOTAL:</b>			<b>30 Minutes</b>	

### B. Face-to-face

<b>Office or Division:</b>	Information and Reference Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government			
<b>Who may avail:</b>	Enrolled UP students, Faculty, REPS and Admin staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Copy of Form 5/Form 5 A		Requesting Party		
2.UP Mail account		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 the 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		
<b>TOTAL:</b>			<b>30 Minutes</b>	

### 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

<b>Office or Division:</b>	Information and Reference Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	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.				
<b>TOTAL:</b>			<b>3 Days, 1 hour and 3 minutes</b>	

#### B. Face-to-face

<b>Office or Division:</b>	Information and Reference Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	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		
<b>TOTAL:</b>			<b>3 Days, 1 hour and 3 minutes</b>	

#### 4. 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.

<b>Office or Division:</b>	Circulation and Information Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled UP students, Faculty, REPS and Admin staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Copy of UP ID/Form 5/Form 5A		Requesting Party		
2.UP Mail account		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Check TUKLAS (URL: <a href="https://tuklas.up.edu.ph/">https://tuklas.up.edu.ph/</a> ) 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: <a href="https://buklod.up.edu.ph">https://buklod.up.edu.ph</a> )	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		
<b>TOTAL:</b>			<b>2 Minutes</b>	

<b>Accountability</b>	<b>Fees</b>
Overdue Books	Circulation/one week-Php 2.00/day (Exclusive of Sundays and Holidays)

### 5. 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 materials.

<b>Office or Division:</b>	Circulation and Information Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled UP students, Faculty, REPS and Admin staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.UP ID/Form 5		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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: <a href="https://buklod.up.edu.ph">https://buklod.up.edu.ph</a> ).	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		
<b>TOTAL:</b>			<b>1 Minute</b>	

### 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.

<b>Office or Division:</b>	Circulation and Information Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government			
<b>Who may avail:</b>	CS Faculty, Partner Institutions and other Constituent Unit Libraries of UP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Email request		Requesting Party		
2.ILL Form		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		
<b>TOTAL:</b>			<b>5 Days, 1 hour and 7 minutes</b>	

**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.

<b>Office or Division:</b>	Information Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 are available to all interested users.	none		Information Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
<b>TOTAL:</b>				

### 8. 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.

<b>Office or Division:</b>	Information Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government			
<b>Who may avail:</b>	Enrolled UP students, Faculty, REPS and Admin staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For CSLIB-Letter of request addressed 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		
<b>TOTAL:</b>			<b>1 Hour and 4 minutes</b>	



### 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.

<b>Office or Division:</b>	Information Section, College of Science Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Any government-issued ID/school ID		Requesting party		
2.Research Fee		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	3.1. Receive payment and issue receipt.	(see table below)	1 Minute	
	3.2.Provide the library permit card to the client.	none	1 Minute	
4.Receive the library permit card.		none		
<b>TOTAL:</b>			<b>5 Minutes</b>	

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
Non Alumni/Reviewee	Php 450.00/Year	Orange
	Php 50.00/Day	Orange
	Php 225/Month	Orange
	Php 300/Midyear	Orange
	Php 450/Semester	Orange
<i>Accommodations for non-UP users are available only on Mondays.</i>		

### 10. Issuance of Referral for Other Libraries

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

<b>Office or Division:</b>	Head Librarian Office, College of Science Library Information Section, College of Science Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government, Government to Business			
<b>Who may avail:</b>	Enrolled UP students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. UP ID/Form 5		Requesting party		
2. UP Mail account		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		
<b>TOTAL:</b>			<b>10 Minutes</b>	

### 11. Settlement of Accountabilities for Unpaid fines

This involves addressing outstanding financial obligations in the CS libraries.

<b>Office or Division:</b>	Circulation Section, College of Science Library Technical Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government			
<b>Who may avail:</b>	UP students, Faculty, REPS and Admin staff with accountabilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Email request/inquiry		Requesting Party		
2.UP ID/Temporary library card/ Form 5		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	1.5.Provide cost details of accountabilities.	none	3 Minutes	
2. Receive email regarding accountability details and payment instruction/s.		none		Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
3.Send payment.	3.1. Receive payment and clear accountabilities.	none	5 Minutes	
	3.2. Send email confirmation	none	3 Minutes	
4. Receive feedback.		none		
<b>TOTAL</b>			<b>31 Minutes</b>	

## 12. Settlement of Accountabilities for Lost Books

This involves addressing outstanding financial obligations and lost items.

<b>Office or Division:</b>	Technical Section, College of Science Library Circulation Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government			
<b>Who may avail:</b>	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.	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.				
<b>TOTAL :</b>			<b>1 Hour and 9 minutes</b>	

### 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).

<b>Office or Division:</b>	College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	CS Faculty only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Email request via UP Mail Account		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. <ul style="list-style-type: none"> <li>• Per faculty</li> <li>• Per Institute</li> </ul>	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		
<b>TOTAL:</b>			<b>2 Days and 39 minutes</b>	

#### 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.

<b>Office or Division:</b>	Acquisition Section, College of Science Library College of Science Institute Libraries College of Science Institutes			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government			
<b>Who may avail:</b>	CS Faculty only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completed Online Library Material Request Form or Email request for purchase via Institute Library Coordinator		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a request to the CS Library Resource Material Tracking System using the link: <a href="http://www.tracking.cslib.upd.edu.ph">www.tracking.cslib.upd.edu.ph</a> 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		
<b>TOTAL :</b>			<b>12 Months, 2 days and 14 minutes</b>	

### 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.

<b>Office or Division:</b>	Information Section, College of Science Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled UP students, Faculty, REPS and Admin staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.UP ID/Form 5			Requesting Party	
2.UP Mail account			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>• Full name and Student/Employee number</li> <li>• Attach your research paper/manuscript</li> </ul>	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		
<b>TOTAL :</b>			<b>15 Minutes</b>	

### 16. eBook Hub

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

<b>Office or Division:</b>	College of Science Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled UPD College of Science (CS) students, CS Faculty, and students from other colleges with CS subjects			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.UP ID/Form 5/Form 5A		Requesting Party		
2.UP Mail account		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For First-time Registration: 1. Go to the CS Libraries eBook Hub website (URL Link: <a href="https://ebookhub.cslib.science.upd.edu.ph">https://ebookhub.cslib.science.upd.edu.ph</a> )	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		
<b>TOTAL:</b>			<b>1 Hour and 4 minutes</b>	



### 17. eBook Hub Renewal

This service helps renew the 24/7 access to syllabi references, textbooks and frequently used e-Books 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.

<b>Office or Division:</b>	College of Science Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled UPD College of Science (CS) students, CS Faculty and students from other colleges with CS subjects			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.UP ID/Form 5/Form 5A		Requesting Party		
2.UP Mail account		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For Renewal: 1. Go to the CS Libraries eBook Hub website (URL Link: <a href="https://ebookhub.cslib.science.upd.edu.ph">https://ebookhub.cslib.science.upd.edu.ph</a> )	1. None.	none		eBook Hub Administrator
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 their 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 <a href="mailto:cslib@science.upd.edu.ph">cslib@science.upd.edu.ph</a> (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. 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	
<b>TOTAL:</b>			<b>15 minutes and 30 seconds</b>	

### 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.

<b>Office or Division:</b>	Information Section, College of Science Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	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: <a href="https://tinyurl.com/onecslibmobileapp">https://tinyurl.com/onecslibmobileapp</a> )	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)	1 Minute	
	3.2. Issue CS Library temporary ID.	none		
4. Receive CS Library temporary ID.		none		
<b>TOTAL:</b>			<b>12 Minutes and 10 seconds</b>	

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
Non Alumni/Reviewee	Php 450.00/Year	Orange
	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.

<b>Office or Division:</b>	College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled UP students, Faculty, REPS, Admin staff, UP Alumni, and other Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the respective Institute Library. <ul style="list-style-type: none"> <li>For enrolled UP student- Scan/Present your UP ID or Form 5</li> <li>For faculty/staff- present UP ID.</li> <li>For other researchers- present the Library permit issued by the CS Library.</li> </ul>	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	
<b>TOTAL:</b>			<b>3 Minutes</b>	

**20. Internet/Computer Stations**

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

<b>Office or Division:</b>	Information Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled UP students, Faculty, REPS, Admin staff, and other Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Internet Computer station of the College of Science library or respective Institute Library. <ul style="list-style-type: none"> <li>For enrolled UP student- Scan/Present your UP ID or Form 5</li> <li>For faculty/staff- present UP ID.</li> <li>For other researchers- present the Library permit issued by the CS Library.</li> </ul>	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
		<b>TOTAL:</b>	<b>1 Minute</b>	

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

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

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"> <li>• Researchers</li> <li>• Graduate Students</li> <li>• Government Researchers</li> <li>• Undergraduate Students</li> <li>• High School Students</li> <li>• Alumni</li> <li>• Non Alumni/Reviewee</li> </ul>	

## 22. Scanning

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

<b>Office or Division:</b>	Circulation Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled UP students, Faculty, REPS, Admin staff, and other Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>For enrolled UP student- Scan/Present your UP ID or Form 5</li> <li>For faculty/staff- present UP ID.</li> <li>For other researchers- present the Library permit issued by the CS Library.</li> </ul>	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	
<b>TOTAL:</b>			<b>20 minutes</b>	

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"> <li>Researchers</li> <li>Graduate Students</li> <li>Government Researchers</li> <li>Undergraduate Students</li> <li>High School Students</li> <li>Alumni</li> <li>Non Alumni/Reviewee</li> </ul>	

### 23. Theses and Dissertations

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

#### A. Online Request

<b>Office or Division:</b>	Reference Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	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 should comply with the requirements same 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. • If softcopy is not available-scan the print copy.	none	30 Minutes 2 Days	
2.Receive the softcopy of the theses/dissertation request.		none		
<b>TOTAL:</b>			<b>2 Days, 32 minutes</b>	

#### B. Face-to-face

<b>Office or Division:</b>	Reference Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	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. <b>Note: Theses and dissertations are for ROOM USE ONLY.</b>	1.Assist if necessary.	none	1 Minute	Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
<b>TOTAL:</b>			<b>1 Minute</b>	

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

## 24. Clearance

This service provides clearing of library accountabilities.

<b>Office or Division:</b>	Information or Circulation Section, College of Science Library College of Science Institute Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	UP students, Faculty, REPS and Admin staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.UP ID or Borrower's name and student/faculty/employee number.		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 going 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"> <li>Clearance will be signed if there is no accountability within the College of Science Libraries.</li> <li>If with accountability, advise student/ faculty to settle it first.</li> </ul>	none <i>Please see table below (Accountability and Fees)</i>	5 Minutes	
2.Receive feedback or signed clearance form.		none		
<b>TOTAL:</b>			<b>6 Minutes</b>	

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