

# College of Science Libraries Citizens Charter (October 2024 Revision)

## Table of Contents

### 1. Access to Collection

1.1. eBook Hub .....	Page 1
1.2. eBook Hub Renewal .....	Page 2
1.3. Lending of Library Books .....	Page 3
1.4. Renewing Borrowed Library Books .....	Page 4
1.5. Returning Borrowed Library Books .....	Page 6
1.6. Theses and Dissertations .....	Page 7

### 2. Library Services

2.1. Ask-a-Librarian .....	Page 8
2.2. Current Awareness Services .....	Page 9
2.3. Document Delivery Service (Subscriptions) .....	Page 10
2.4. Document Delivery (Open Access) .....	Page 11
2.5. Inter-Library Loan (ILL) .....	Page 12
2.6. Internet/Computer Stations .....	Page 13
2.7. Issuance of Library Permits .....	Page 14
2.8. Issuance of Referrals to Other Libraries .....	Page 15
2.9. Laminating Services .....	Page 16
2.10. Library Orientation and Tour Visits .....	Page 17
2.11. Printing .....	Page 18
2.12. Renting of Lockers .....	Page 19
2.13. Renewal of Lockers .....	Page 20
2.14. Closing of Locker Rental .....	Page 21
2.15. Request for Purchase of Resource Materials .....	Page 22
2.16. Scanning .....	Page 23

### 3. Library Spaces

3.1. Study Nook and Group Reading Areas .....	Page 24
3.2. Institute Libraries .....	Page 25

### 4. Research Services

4.1. Research Data Services .....	Page 26
4.2. Similarity Index Report .....	Page 27

### 5. Settlement of Accountabilities

5.1. Clearance .....	Page 28
5.2. Settlement for Lost Books .....	Page 29
5.2. Settlement of Overdue Lockers and Lost Keys .....	Page 31
5.3. Settlement of Unpaid Fines .....	Page 32

## 1. ACCESS TO COLLECTION

### 1.1. eBook Hub

This service provides 24/7 access to syllabi references, textbooks, and frequently used eBooks 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 to <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 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>	

**1.2. eBook Hub Renewal**

This service helps renew the 24/7 access to syllabi references, textbooks, and frequently used eBooks anytime, anywhere, and on any device. This is for enrolled UPD College of Science (CS) students, CS faculty, and students from other colleges with CS subjects only.

<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, 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 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 to <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 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 requirements needed.	none	2 Minutes	
	4.1. Validate the account and send a 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>	

**1.3. 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 Personnel, College of Science Library, Library Coordinator, College of Science Institute Libraries
2. Obtain the book from the shelf and accomplish the book card with name, college, and student/employee number.	2.1. Receive the material/s and check the accomplished book card/s, and UP ID or Form 5.	none	1 Minute	
	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	1 Minute	
	2.3. Scan the book barcode and check-out under the borrower's account.	none	1 Minute	
	2.4. Deactivate security tag.	none	1 Minute	
	2.5. Stamp due date and countersign due date slip and book card.	none	1 Minute	
	2.6. Provide the book/s.	none	1 Minute	
3. Receive the book/s. Report any damage noticed on the book to the Circulation staff		none		
<b>TOTAL:</b>			<b>6 Minutes</b>	

Accountability	Fees
Overdue Books	Circulation (CS-Lib - two weeks/ Institute Libs - one week) - Php 2.00/day (Exclusive of Sundays and Holidays)

**1.4. 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. **ONLINE** renewal of books is **APPLICABLE ONLY DURING THE SUSPENSION OF FACE-TO-FACE CLASSES** due to natural calamities and other emergencies.

**A. Face to Face**

<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 book/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	1 Minute	Circulation 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) book/s under the borrower's account in (BUKLOD URL: <a href="https://buklod.up.edu.ph">https://buklod.up.edu.ph</a> ).	none	1 Minute	
	2.2. Stamp new due date and countersign book card/s and date due slip/s.	none	2 Minutes	
	2.3. Provide the book/s.	none	1 Minute	
3. Receive renewed material/s.		none		
<b>TOTAL:</b>			<b>5 Minutes</b>	

**B. 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>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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. Send an email requesting to renew the borrowed book/s to the CS Library email ( <a href="mailto:cslib@science.upd.edu.ph">cslib@science.upd.edu.ph</a> ) or Institute Library emails with information on the borrowed book/s and student/employee number.	1. Receive request/s.	none	1 Minute	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
	2.1. Check in and out (renew) book/s under the borrower's account in (BUKLOD URL: <a href="https://buklod.up.edu.ph">https://buklod.up.edu.ph</a> ).	none	1 Minute	
	2.2. Stamp new due date	none	1 Minute	

	and countersign book card/s.			
	2.3 Print and attach a copy of the email requesting for the online renewal of the said book/s to the book card.	none	1 Minute	
	2.4. Respond to the request and provide the renewed due date for each book/s.	none	1 Minute	
3. Receive email and renewed due date for borrowed book/s.		none		
<b>TOTAL:</b>			<b>5 Minutes</b>	

**1.5. Returning of Borrowed Library Books**

This service allows bona fide UP Diliman students, faculty members, and staff to return borrowed library books before or on the due date of the loan period.

**A. Face to Face**

<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 book/s and UP ID or Form 5 to the Circulation Personnel or Institute Library coordinator.	1. Receive book/s.	none	1 Minute	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
	2. Check in book/s under the borrower's account in (BUKLOD URL: <a href="https://buklod.up.edu.ph">https://buklod.up.edu.ph</a> ).	none	1 Minute	
	3. Stamp the return date on the book card/s and "Returned" on the date due slip/s.	none	3 Minutes	
	4. Reactivate the RFID and put the returned book/s on the "For Shelving" shelf.	none	5 Minutes	
<b>TOTAL:</b>			<b>10 Minutes</b>	

**1.6. 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 a soft copy is available, send the copy to the requestor. ● If a softcopy is not available, scan the print copy.	none	30 Minutes  2 Days	
2. Receive the softcopy of the thesis/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>	



## 2. LIBRARY SERVICES

### 2.1. Ask-a-Librarian

This service Provides prompt and comprehensive assistance to library users through online platforms such as Facebook Messenger, Gmail, and the CS Library website, as well as face-to-face interactions, addressing various inquiries related to library services, resources, and research needs.

#### A. Online (Virtual Reference Service)

<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>	

**2.2. Current Awareness Services**

This service provides a presentation that introduces and familiarizes clients with the library services, spaces, and resources offered to them through our official Gmail, Facebook, Instagram, Twitter, YouTube, TikTok, and CS Library website.

<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 available to all interested users.	none		Information Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
<b>TOTAL:</b>				

**2.3. Document Delivery Service for Annual and Perpetual Subscriptions**

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

**A. Online**

<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 to cslib@science.upd.edu.ph or the 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>	

**2.4. Document Delivery Service for Open Access eBook/s, Scanned or Digitized copy of CS Libraries' book collection, and Theses/Dissertations**

This service is designed to process request/s for Open Access eBook/s, Scanned or Digitized copy of CS Libraries' book collection, and theses/dissertations.

**A. Online**

<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 to cslib@science.upd.edu.ph or the 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			
<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. 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>	

**2.5. 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>	

**2.6. Internet/Computer Stations**

This service provides access to computers equipped with internet connectivity, 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 students- 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 the 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

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

**2.7. Issuance of Library Permits to Non-UP Users**

This is for visitors/non-UP researchers, including UP alumni, former faculty and staff, undergraduate and graduate students from other schools, and government and private researchers.

<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 the information section and present any government-issued/school ID.	1. Receive and verify the requirements presented.	none	5 Minutes	Information Personnel, College of Science Library
2. Fill out the library permit form at the CS Library information section	2. Receive and assess the accomplished form.	none	2 Minutes	
3. Pay the library fee and sign on the logbook.	3.1. Receive payment.*	(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>9 Minutes</b>	

<b>TABLE OF RATES</b>		
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>		

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

**2.8. 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 requests and provide a 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 See 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>	



**2.9. Laminating Services**

This service provides laminating options for different document sizes, ensuring the protection and durability of printed materials.

<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>		
Document for laminating		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. Submit the document to be laminated. <ul style="list-style-type: none"> <li>For enrolled UP students- 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. Receive the document for lamination.	none	1 Minute	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Wait for the lamination process to be completed.	2. Process the lamination	none	13 Minutes	
3. Pay lamination fee	3. Receive payment*	P10.00 for ID size P25.00 for A4 size	1 Minute	
4. Receive the laminated document.	2.2. Hand over the laminated document.	none	1 Minute	
<b>TOTAL:</b>			<b>16 minutes</b>	

<b>Users</b>	<b>Laminating Fee</b>
For enrolled UP students, faculty and staff	Php 10.00 for ID size PhP 25.00 for A4 size
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>	

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

**2.10. 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 must 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 requests.	none	2 Minutes	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 5 minutes</b>	

**2.11. 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 ICirculation Section of the College of Science Library or respective Institute Library. <ul style="list-style-type: none"> <li>For enrolled UP students- 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 the 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>	

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

**2.12. Renting of Lockers**

This service provides locker storage options for a time duration.

<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>		
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. Inquire availability of lockers for renting at the CS Library Circulation Section or respective CS Lib Institute Libraries.	1. Verify the availability of lockers for renting.	None	1 Minute	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Identify and verify the locker number to be rented.	2. Assist the client in locating the lockers.	None	3-5 Minutes	
3. Sign two copies of the contract for renting lockers for regular renting; and one copy of the contract for one-day renting.	3. Provide two copies of the contract for signing.	None	5 Minutes	
4. Pay the corresponding rent for the signified renting period.	4. Accept locker rent payment and provide the locker key.*	PhP 5 / 1 day PhP 50 / 2 weeks PhP 100 / 1 month	3 Minutes	
5. Receive the locker key and the client's copy of the contract.	5. File the library copy of the contract.	None	1 Minute	
<b>TOTAL:</b>			<b>15 minutes</b>	

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

**2.13. Renewal of Lockers**

This service provides renewal of renting of the locker storage options for a time duration.

<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>		
Locker Key Information		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. Express intention to renew locker rent at the CS Library Circulation Section or respective CS Lib Institute Libraries.	1. Retrieve the contract.	None	2 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Pay the corresponding rent for the signified renting period.	2. Accept locker rent payment.*	PhP 50 / 2 weeks PhP 100 / 1 month	5 Minutes	
3. Verify the renewed contract.	3. File the library copy of the contract.	None	3 Minutes	
<b>TOTAL:</b>			<b>10 minutes</b>	

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

**2.14. Closing of Locker Rental**

This involves closing the locker rental.

<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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Locker Key Information		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. Return the locker key to the CS Library Circulation Section or respective CS Lib Institute Libraries.	1. Receive the locker key and inspect the locker for damages.	None	5 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
	1.2. Clear the record for the locker.	None	1 Minute	
	1.3. Remove the contract from the active contracts file.	None	2 Minute	
	1.3. File the key according to its locker number.	None	2 Minute	
<b>TOTAL:</b>			10 Minutes	

**2.15. 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 requests)	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>	

**2.16. 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 the Information section of the respective Institute Library. <ul style="list-style-type: none"> <li>For enrolled UP students- 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. Attend to scanning request/s.	none	15 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Pay scanning fee.	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 them 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>	

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



**3. LIBRARY SPACES**

**3.1. 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			
<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 – Alumni ID		Requesting Party		
4. Other Researchers - Government or school ID and Letter of request from the school or organization		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 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. Save information.	(see table of rates below)	1 Minute	
4. Pay for the researcher's fee	4.1 Receive payment.*	none	25 seconds	
	4.2. Issue CS Library temporary ID.		25 seconds	
5. Receive CS Library temporary ID.		none		
<b>TOTAL:</b>			<b>13 Minutes</b>	

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

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

### 3.2. 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 students- 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>	

## 4. RESEARCH SERVICES

### 4.1. Research Data Services

This is a report and certification of the CS faculty members' publication and citation using the indexing tools such as Scopus, Web of Science and Google Scholar, and other data-related request/s (e.g. CS Newsletter, CS Historical Publication, Certification Request, Literature search, reference management, in-text citation and reference format, plagiarism checker and certification, journal checking and verification, repository and access, bibliometrics, and marketing and promotion).

<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, CS Library Research and Extension Services Librarians
	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 the report. <ul style="list-style-type: none"> <li>● Per faculty</li> <li>● Per Institute</li> <li>● College</li> </ul>	none	30 Minutes 1-2 Days 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>4 Days and 39 minutes</b>	

#### 4.2. Similarity Index Report

This service involves generating a report that analyzes the level of similarity between a document and existing sources in databases or online platforms to detect potential plagiarism.

<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 a similarity index report (per document).	none	25 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>30 Minutes</b>	

## 5. SETTLEMENT OF ACCOUNTABILITIES

### 5.1. Clearance

This service provides the 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		
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 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	5 Minutes	
2. Receive feedback or a 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

**5.2. 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			
<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 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	2 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
	2.3. Assess and compute the cost of the book and book fines (per book).	Current Price of book/s plus 50% of the current 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. Receive payment and issue 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 10 minutes</b>	

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

**5.3. Settlement of Accountabilities for Overdue Lockers and Lost Keys**

This addresses the financial obligations for overdue lockers and lost keys.

<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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Locker Key Information		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. Return the locker key to the CS Library Circulation Section or respective CS Lib Institute Libraries.	1. Receive the locker key, inspect the locker for damages, and calculate overdue fines if there are no damages or overdue, clear the record for the locker.	None	5 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. In case of a lost key, go to the CS Library Circulation Section or respective CS Lib Institute Libraries and report the lost key.	2. Note the locker with the lost key for duplication.	None	1 Minute	
3. Fill up the payment form.	3. Indicate the amount to be paid on the payment form.	None	2 Minutes	
4. Pay the corresponding fines for the accountabilities.	4. Receive payment.*	Lost key – PhP 100 Overdue – PhP 5 / day	5 Minutes	
	5. Clear accountabilities and locker records.	None	2 Minutes	
	6. Retrieve the contract from the active contracts file.	None	1 Minute	
	7. File the key according to its locker number.	None	1 Minute	
<b>TOTAL:</b>			17 Minutes	

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



**5.4. Settlement of Accountabilities for Unpaid Fines**

This involves addressing outstanding financial obligations in the CS libraries.

**A. Online**

<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. 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>28 Minutes</b>	

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

**B. Face to Face**

<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>		
2. UP ID/Temporary library card/ Form 5		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the CS Library's Circulation Section or Institute Libraries.	1. None.	none		Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Request to settle accountabilities.	1.2.Retrieve and verify book card/s.	none	2 Minute	
	2.3. Compute cost/fine based on UP Libraries' guidelines.	P2.00 per day (Exclusive of Saturdays, Sundays, and Holidays)	15 Minutes	
	2.5.Provide cost details of accountabilities.	none	3 Minutes	
3. Pay accountabilities and sign the logbook	3.1. Receive payment and clear accountabilities.*	none	5 Minutes	
4. Receive feedback.		none		College of Science Institute Libraries
<b>TOTAL</b>			<b>25 Minutes</b>	

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