

## College of Science Libraries Citizen's Charter (January 2025 Revision)

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**1. ACCESS TO COLLECTION**

**1.1. eBook Hub Registration & Access**

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>Category:</b>	External Service			
<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, CS Researchers, and students from other colleges with CS subjects			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Form 5/Form 5A - Enrolled UP students		UPD OUR – Admission Section		
2. UP ID or Appointment letter - UP Faculty / Staff		UPD HRDO – Information Management Section		
2. UP Mail account		UPD Computer Center – DILNET Help Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to the CSLib eBook Hub. <b>Location:</b> CSLib eBook Hub Website <b>Notes/Instruction:</b> 1.1. 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> ) and login with UP Mail to register. 1.2. Send the necessary documents (Form 5/5a, or appointment letter) for validation to <a href="mailto:cslib@science.upd.edu.ph">cslib@science.upd.edu.ph</a> . 1.3. Respond and comply with the requirements immediately to complete the validation of your account.	1.1. Receive registration. 1.2. Receive and acknowledge the email. 1.3. Validate the account and send confirmation email through the CS Library UP mail account	None	1 Minute  1 Hour  1 Minute  *Processing time may vary depending on the client's speed in complying with the requirements.	eBook Hub Administrator, College of Science Library
2. Receive confirmation of validation. <b>Location:</b> Online via Gmail & eBook Hub Website <b>Notes/Instruction:</b> 2.1. After validation, login with your UP Mail. You will now be redirected to the homepage of the eBook Hub.	2.1. Update the eBook Hub tracker. 2.2. Send Citizen's Satisfaction Measurement Survey.	None	2 Minutes  1 Minute	eBook Hub Administrator, College of Science Library
<b>TOTAL:</b>			<b>1 Hour and 5 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>Category:</b>	External service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. UP ID/Form 5/Form 5A		UPD OUR – Admission Section		
2. UP Mail account		UPD Computer Center – DILNET Help Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Renew eBook Hub account.  <b>Location:</b> CS Libraries eBook Hub website  <b>Notes/Instruction:</b> 1.1. Login to the CS Libraries eBook Hub with your UP Mail. 1.2. Complete the account renewal form by providing the information requested. 1.3. Send the necessary documents (Form 5/5a, or appointment letter) for validation to <a href="mailto:cslib@science.upd.edu.ph">cslib@science.upd.edu.ph</a> . 1.4. Respond and comply with the requirements immediately to complete the validation of your account.	1.1. Receive the client's answer on the account renewal form.  1.2. Receive and acknowledge the email.  1.3. Validate the account and send confirmation email through the CS Library UP mail account	None	1 Minute  1 Minute  12 Minutes  *Processing time may vary depending on the client's speed in complying with the requirements.	eBook Hub Administrator, College of Science Library
2. Receive confirmation of validation.  <b>Location:</b> Online via Gmail & eBook Hub Website  <b>Notes/Instruction:</b> 2.1 After validation, login with your UP Mail. You will now be redirected to the homepage of the eBook Hub.	2.1. Update the eBook Hub tracker.  2.2. Send Citizen's Satisfaction Measurement Survey.	None	1 Minute  1 Minute	
<b>TOTAL:</b>			<b>16 Minutes</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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of UP ID/Form 5/Form 5A		UPD OUR – Admission Section		
2. UP Mail account		UPD Computer Center – DILNET Help Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Borrow library book  <b>Location:</b> CS Library Circulation Desk & Institute Libraries  <b>Notes/Instruction:</b> 1.1. Provide your name and student number/employee number to the Circulation Personnel. 1.2. Accomplish the book card.	1.1. Receive the book/s and check the accomplished book card/s, and UP ID or Form 5.  1.2. 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> ).  1.3. Scan the book barcode and check-out under the borrower's account.  1.4. Stamp due date and countersign due date slip and book card.  1.5. Deactivate the security tag and provide the book/s.	None	1 Minute  1 Minute  1 Minute  1 Minute	Circulation Personnel, College of Science Library, Library Coordinator, College of Science Institute Libraries
2. Receive the book/s.  <b>Location:</b> CS Library Circulation Desk & Institute Libraries  <b>Notes/Instruction:</b> 2.1. Report any damage noticed on the book to the Circulation staff.	2. Interfile book card.	None	1 Minute	
<b>TOTAL:</b>			<b>6 Minutes</b>	

**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 books. **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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. UP ID/Form 5		UPD OUR – Admission Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Renew borrowed book  <b>Location:</b> CS Library Circulation Desk & Institute Libraries  <b>Notes/Instruction:</b> 1.1. Present library book/s and UP ID or Form 5. 1.2. Accomplish the book card.	1.1. 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
	1.2. 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> ).		1 Minute	
	1.3. Stamp new due date and countersign book card/s and date due slip/s.		2 Minutes	
	1.4. Provide the book/s.		30 Seconds	
2. Receive the book/s.  <b>Location:</b> CS Library Circulation Desk & Institute Libraries	2. Interfile book card.	None	30 Seconds	
<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>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. UP ID/Form 5		UPD OUR – Admission Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Renew borrowed book  <b>Location:</b> Online via Gmail  <b>Notes/Instruction:</b> 1.1. 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.	1.1. Receive request/s.  1.2. 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> ).  1.3. Stamp new due date and countersign book card/s.  1.4. Print and attach a copy of the email requesting for the online renewal of the said book/s to the book card.  1.5. Respond to the request and provide the renewed due date for each book/s.	None	1 Minute  1 Minute  1 Minute  30 Seconds  1 Minute	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Receive email and renewed due date for borrowed book/s.  <b>Location:</b> Online via Gmail	2. Interfile book card.	None	30 Seconds	
<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>Category:</b>	External Service
<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>Operating Hours:</b>	8:00 AM to 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. UP ID/Form 5	UPD OUR – Admission Section
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return borrowed book.  <b>Location:</b> CS Library's Circulation Desk  <b>Notes/Instructions:</b> 1.1. Present library book/s and UP ID or Form 5 to the Circulation Personnel or Institute Library coordinator.	1.1. Receive book/s.  1.2. 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> ).  1.3. Stamp the return date on the book card/s and "Returned" on the date due slip/s.  1.4. Reactivate the RFID and put the returned book/s on the "For Shelving" shelf.	None	1 Minute  4 Minutes  4 Minutes  1 Minute	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
<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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. UP ID/Form 5			UPD OUR – Admission Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Thesis/Dissertation access.  <b>Location:</b> Online via Gmail.  <b>Notes/Instructions:</b> 1.1. Send request/s through the CS Library ( <a href="mailto:cslib@science.upd.edu.ph">cslib@science.upd.edu.ph</a> ) and Institute Libraries' Gmail accounts with the above-mentioned requirements.	1.1. Receive and assess the access permission of the client: <ul style="list-style-type: none"> <li>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.</li> <li>UP Students, REPS, and Admin staff - Full-text subject to the following requirements: (w/ expiration)</li> </ul> 1.2. Check the availability and status of the thesis/dissertation requested. <ul style="list-style-type: none"> <li>Classified as "F" for regular work; Expired embargo (2018 and below); University Permission page or must secure permission from the author or adviser</li> <li>If a soft copy is available, send the copy to the requestor.</li> <li>If a softcopy is not available, scan the print copy.</li> </ul> 1.3. Respond to the request and send the copy.	None	30 Minutes          2 Days          1 Minute	Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Library
2. Receive the softcopy of the request.  <b>Location:</b> Online via Gmail.	2. Send Citizen's Satisfaction Measurement Survey.	None	1 Minute	
<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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Enrolled UP student - UP ID or Form 5			UPD OUR – Admission Section	
2. UP Faculty & Staff – UP ID			UPD HRDO – Information Management Section	
3. Other Researchers - Library permit issued by the CS Library			College of Science Library - Information Desk (See 2.7)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Thesis/Dissertation access.  <b>Location:</b> CS Library Reference section or the respective Institute Library.  <b>Notes/Instructions:</b> Theses and dissertations are for ROOM USE ONLY.	1. Assist the client 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>	

## 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>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
<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. Ask your inquiry. <b>Location:</b> Online via Gmail or SNS. <b>Notes/Instructions:</b> 1.1. Inquiries can be sent through the CS Libraries' Facebook messenger, Gmail account ( <a href="mailto:cslib@science.upd.edu.ph">cslib@science.upd.edu.ph</a> ), and CS Library website. 1.2. Provide additional information if needed.	1.1. Receive request/s. 1.2. Check UP System database subscriptions, UPD print collections, and the CS Libraries collections or other online resources depending on the kind of inquiry. 1.3. Respond to the inquiry.	None	1 Minute 10 Minutes 1 Minute	Information and Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Receive email response. <b>Location:</b> Online via Gmail or SNS.	2. Send Citizen's Satisfaction Measurement Survey.	None	1 Minute	
<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>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
<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. Ask your inquiry. <b>Location:</b> College of Science Library Information Desk or Reference section and/or Institute Libraries. <b>Notes/Instruction:</b> 1.1. Provide additional information if needed.	1.1. Receive inquiries. 1.2. Check UP System database subscriptions, UPD print collections, and the CS Libraries collections or other online resources depending on the kind of inquiry. 1.3. Provide the information needed.	None	1 Minute 10 Minutes 2 Minutes	Information and Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
<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>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government			
<b>Who may avail:</b>	All			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
<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. Receive news and updates on library collection, services, and activities.  <b>Location:</b> CS Library, Institute Libraries, CS Library Website, and SNS.  <b>Notes/Instruction:</b> Interested clients can visit our official Facebook, Instagram, Twitter, YouTube, TikTok accounts and CS Library website.	1. Provide information on the latest news and updates on CS Libraries' collection, services and activities available to all interested users.	None	N/A	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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Form 5/Form 5A		UPD OUR – Admission Section		
2. UP Mail account		UPD Computer Center – DILNET Help Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for material access. <b>Location:</b> Online via Gmail.  <b>Notes/Instruction:</b> 1.1. Requests must be sent via email to <a href="mailto:cslib@science.upd.edu.ph">cslib@science.upd.edu.ph</a> or the Institute Libraries' official Gmail accounts. 1.2. Provide the requirements and reference material/s needed.	1.1. Receive request/s & verify the requirements provided.  1.2. Check the availability of requested material/s.  1.3. Provide requested material/s using its URL Link to be sent through the client's UP Mail.	None	3 Minutes  25 Minutes  1 Minute  *Processing time may vary depending on the client's speed in complying with the requirements.	Information and Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Receive the requested material/s. <b>Location:</b> Online via Gmail.	2. Send Citizen's Satisfaction Measurement Survey.	None	1 Minute	
		<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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Copy of Form 5/Form 5 A			UPD OUR – Admission Section	
2. UP Mail account			UPD Computer Center – DILNET Help Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for material access. <b>Location:</b> CS Library and/or Institute Libraries. <b>Notes/Instruction:</b> 1.1. Provide the requirements and the reference material/s needed.	1.1. Receive request/s & verify the requirements provided. 1.2. Check the availability of requested material/s. 1.3. Provide requested material/s using its URL Link to be sent through the client's UP Mail.	None	3 Minutes  25 Minutes  1 Minute	Information and Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Receive the requested material/s <b>Location:</b> Online via Gmail	2. Send Citizen's Satisfaction Measurement Survey.	None	1 Minute	
<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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Form 5/Form 5A		UPD OUR – Admission Section		
2. UP Mail account		UPD Computer Center – DILNET Help Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for materials access. <b>Location:</b> Online via Gmail  <b>Notes/Instruction:</b> 1.1. Requests must be sent via email to <a href="mailto:cslib@science.upd.edu.ph">cslib@science.upd.edu.ph</a> or the Institute Libraries' official Gmail accounts. 1.2. Provide the requirements and reference material/s needed.	1.1. Receive request/s & verify the requirements provided.  1.2. Check availability of requested material/s. <ul style="list-style-type: none"> <li>If a soft copy is available, send the copy to the requestor.</li> <li>If a softcopy is not available, scan the print copy.</li> </ul> 1.3. Send the publisher's link and/or PDF copy of the material/s through UP Mail.	None	1 Minute  5 Minutes  55 Minutes  1-3 Days  1 Minute  *Processing time may vary depending on the client's speed in complying with the requirements.	Information and Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Receive the requested material/s. <b>Location:</b> Online via Gmail	2. Send Citizen's Satisfaction Measurement Survey.	None	1 Minute	
<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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Form 5/Form 5A		UPD OUR – Admission Section		
2. UP Mail account		UPD Computer Center – DILNET Help Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for material access. <b>Location:</b> CS Library and/or Institute Libraries. <b>Notes/Instruction:</b> 1.1. Provide the requirements and the reference material/s needed.	1.1. Receive request/s & verify the requirements provided. 1.2. Check the availability of requested material/s. <ul style="list-style-type: none"> <li>If a soft copy is available, send the copy to the requestor.</li> <li>If a softcopy is not available, scan the print copy.</li> </ul> 1.3. Provide requested material/s using its URL Link to be sent through the client's UP Mail.	None	1 Minute 5 Minutes 55 Minutes 1-3 Days 1 Minute	Information and Reference Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Receive the requested material/s <b>Location:</b> Online via Gmail	2. Send Citizen's Satisfaction Measurement Survey.	None	1 Minute	
<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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Email request		College of Science Libraries		
2. ILL Form		College of Science Libraries		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request access for material/s in other libraries. <b>Location:</b> Online via Gmail.	1.1. Receive request/s and check material/s availability. 1.2. Prepare the ILL form and seek the approval of the Head Librarian.	None	5 Minutes	Circulation and Information Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
<b>Notes/Instruction:</b> Requests must be sent via email to CS Library's Gmail ( <a href="mailto:cslib@science.upd.edu.ph">cslib@science.upd.edu.ph</a> ) or the Institute Libraries' official Gmail accounts using the client's UP mail account.	1.3. Inform the lending unit library of the desired book and schedule for pick-up.		45 Minutes	
	1.4. Pick-up the requested material/s and inform the borrower that the material/s is ready for pick-up.		3-5 Days	
2. Receive the reference material/s. <b>Location:</b> CS Library and/or Institute Libraries.	2. Send Citizen's Satisfaction Measurement Survey to the client's UP Mail.	None	1 Minute	
<b>TOTAL:</b>			<b>5 Days, 1 hour and 6 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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Enrolled UP student- UP ID or Form 5		UPD OUR – Admission Section		
2. UP Faculty & Staff-UP ID		UPD HRDO – Information Management Section		
3. Other Researchers-Library permit issued by the CS Library.		College of Science Library - Information Desk (See 2.7)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Use computer stations and internet access.  <b>Location:</b> CS Library and Institute Libraries  <b>Notes/Instruction:</b> 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>	1.1. Assist the client if necessary.  1.2. Collect payment from other researchers.*	See table below	30 Seconds  30 Seconds	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>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any government-issued ID/school ID		Government offices/School Administration		
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. Obtain Library Permits <b>Location:</b> CS Library Information Desk  <b>Notes/Instruction:</b> 1.1. Approach the information section and present any government-issued/school ID. 1.2. Fill out the library permit form at the CS Library information section. 1.3. Pay the library fee and sign on the logbook.	1.1. Receive and verify the requirements presented.  1.2. Receive and assess the accomplished form.  1.3. Receive payment.*  1.4. Provide the library permit card to the client.	See table of rates below	2 Minutes	Information Personnel, College of Science Library
			1 Minute	
		2 Minutes		
		3 Minutes		
2. Receive the library permit card. <b>Location:</b> CS Library Information Desk	2. Assist the client in navigating the library if necessary.	None	1 Minute	
<b>TOTAL:</b>			<b>9 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
	Php 450.00/Year	Orange

*Accommodations for non-UP users are available only on Mondays.*

\* 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>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government, Government to Business			
<b>Who may avail:</b>	Enrolled UP students			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. UP ID/Form 5		UPD OUR – Admission Section		
2. UP Mail account		UPD Computer Center – DILNET Help Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Obtain referral for other libraries.  <b>Location:</b> CS Library Information Desk  <b>Notes/Instruction:</b> 1.1. Proceed to the CS Library's Information section. 1.2. Fill out the request form and present your UP ID/Form 5.	1.1. Receive requests and provide a request form.  1.2. Assess the request form and other requirements.  1.3. See approval from the CS Libraries' Head Librarian.  1.4. Provide feedback/approval to the client.	None	1 Minute  3 Minutes  4 Minutes  1 Minute	Information Personnel, College of Science Library
2. Receive feedback/approval.	2. Assist the client further if necessary.	None	1 Minute	
<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>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Enrolled UP students, Faculty, REPS, & Admin staff			
<b>Operating hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. For enrolled UP students- Scan/Present your UP ID or Form 5		UPD OUR – Admission Section		
2. For faculty/staff- present UP ID.		UPD HRDO – Information Management Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide the document to be laminated. <b>Location:</b> CS Library Circulation Section	1.1. Receive the document for lamination. 1.2. Process the lamination	None	1 Minute 13 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Pay lamination fee & receive the laminated document <b>Location:</b> CS Library Circulation Section	2.1. Receive payment* 2.2 Hand over the laminated document.	See table below	1 Minute 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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<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. Request for a Library Orientation and Tour Visit  <b>Location:</b> Online via Gmail  <b>Notes/Instruction:</b> 1.1. Requests must be sent via email to CS Library's Gmail ( <a href="mailto:cslib@science.upd.edu.ph">cslib@science.upd.edu.ph</a> ) or the Institute Libraries' official Gmail accounts. 1.2. Wait for feedback. 1.3. Receive feedback and coordinate the schedule.	1.1. Receive and acknowledge email requests.  1.2. Seek approval from the CS Libraries' Head Librarian or the Institute Library Coordinator.  1.3. Send approval status to the client through email.	None	3 Minutes	Information Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
			20 Minutes	
		5 Minutes		
2. Receive the approval email and attend the Library orientation and tour at the scheduled date.  <b>Location:</b> CS Library and/or Institute Libraries	2. Prompt the clients to answer the Citizen's Satisfaction Measurement Survey after the orientation/tour.	None	2 Minutes	
<b>TOTAL:</b>			<b>30 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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Enrolled UP student - UP ID or Form 5		UPD OUR – Admission Section		
2. UP Faculty & Staff – UP ID		UPD HRDO – Information Management Section		
3. Other Researchers - Library permit issued by the CS Library.		College of Science Library - Information Desk (See 2.7)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Print your document.  <b>Location:</b> CS Library Circulation Section or Institute Libraries.  <b>Notes/Instruction:</b> 1.1. Load your document in the computer.	1.1. Assist the client in printing if necessary.	None	1 Minute	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Pay printing fee & receive the laminated document  <b>Location:</b> CS Library Circulation Section	2.1. Accept printing payment.*  2.2. Hand over printed document.	See table below	30 Seconds  30 Seconds	
<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>Category:</b>	External Service			
<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>Operating hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. For enrolled UP students- Scan/Present your UP ID or Form 5		UPD OUR – Admission Section		
2. For faculty/staff- present UP ID.		UPD HRDO – Information Management Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Rent a locker. <b>Location:</b> CS Library's Circulation Desk or Institute Libraries. <b>Notes/Instruction:</b> 1.1. Inquire availability of lockers. 1.2. Identify and verify locker number to be rented. 1.3. Sign one (one-day renting) / two copies (regular renting) of the locker rental contract.	1.1. Verify the availability of lockers for renting. 1.2. Assist the client in locating the lockers. 1.3. Provide one/two copies of the locker rental contract.	None	2 Minutes  4 Minutes  5 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Payment & receipt of locker key <b>Location:</b> CS Library's Circulation Desk or Institute Libraries. <b>Notes/Instruction:</b> 2.1. Pay the corresponding rent for the signified renting period. 2.2. Receive the locker key and the client's copy of the contract.	2.1. Accept locker rent payment and provide the locker key.* 2.2. File the library copy of the contract.	See table below	2 Minutes  2 Minutes	
<b>TOTAL:</b>			<b>15 Minutes</b>	

Duration	Rent Fee
1 day	PhP 5.00
2 weeks	PhP 50.00
1 month	PhP 100.00

\* 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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<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. Renew locker rental. <b>Location:</b> CS Library's Circulation Desk or Institute Libraries. <b>Notes/Instruction:</b> 1.1. Express intention to renew locker rent. 1.2. Pay the corresponding rent for the signified renting period.	1.1. Retrieve the contract. 1.2. Accept locker rent payment.*	See table below	2 Minutes 5 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Verify the renewed contract. <b>Location:</b> CS Library's Circulation Desk or Institute Libraries	2. File the library copy of the contract.	None	3 Minutes	
<b>TOTAL:</b>			<b>10 minutes</b>	

Duration	Rent Fee
2 weeks	PhP 50.00
1 month	PhP 100.00

\* 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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<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. Close locker rental.  <b>Location:</b> CS Library's Circulation Desk or Institute Libraries.  <b>Notes/Instruction:</b> 1.1. Return the locker key.	1.1. Receive the locker key and inspect the locker for damages.  1.2. Clear the record for the locker.  1.3. Remove the contract from the active contracts file.  1.4. File the key according to its locker number.	None	5 Minutes  1 Minute  2 Minutes  2 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
<b>TOTAL:</b>			<b>10 Minutes</b>	

**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>Category:</b>	External Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government			
<b>Who may avail:</b>	CS Faculty only			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
<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. Request for purchase of resource material.  <b>Location:</b> Online via Gmail.  <b>Notes/Instruction:</b> 1.1. 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.	1.1. Receive and acknowledge request/s.  1.2. Check and verify the material/s (per title of the book).  1.3. Accomplish the library material request form and seek the approval of the Faculty- Library Representative and/or Institute Director.  1.4. Approved request/s will be forwarded to the CS Library Acquisition Section for processing in accordance with the procurement guidelines of UP Diliman.  1.5. Acquisition/ procurement process.*	None	1 Minute  1 Minute  1-2 Days  10 Minutes   *8-12 months or depending on the availability of the book/title (applicable for print and eBook requests)	Library Coordinator, College of Science Institute Libraries, Faculty-Library Representative and Director, College of Science Institutes  *Acquisition Personnel, College of Science Library
2. Receive an email confirmation of the request/s.  <b>Location:</b> Online via Gmail.	2. Send Citizen's Satisfaction Measurement Survey to the client's UP Mail.	None	1 Minute	
<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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Enrolled UP student - UP ID or Form 5		UPD OUR – Admission Section		
2. UP Faculty & Staff – UP ID		UPD HRDO – Information Management Section		
3. Other Researchers - Library permit issued by the CS Library		College of Science Library - Information Desk (See 2.7)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide the document to be scanned. <b>Location:</b> CS Library Circulation Section or the Information section of the respective Institute Library.	1. Receive document/s and 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 & receive the laminated document. <b>Location:</b> CS Library Circulation Section & online via Gmail (UP Mail)	2. Accept scanning payment.* and send documents to UP Mail or save them to any storage devices.	See table below	5 Minutes	
<b>TOTAL:</b>			<b>20 minutes</b>	

<b>Users</b>	<b>Scanning Fee</b>
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

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>Category:</b>	External Service			
<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 UP Alumni			
<b>Operating hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Enrolled UP student - UP ID or Form 5		UPD OUR – Admission Section		
2. UP Faculty & Staff – UP ID		UPD HRDO – Information Management Section		
3. UP Alumni – Alumni ID		Bahay ng Alumni		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to the CSLib Patron Database  <b>Location:</b> Information Desk  <b>Notes/Instruction:</b> 1.1. Proceed to the Information Section or register in advance through the CS Library User Registration Form (URL Link: <a href="https://tinyurl.com/CSLibUserIDReg">https://tinyurl.com/CSLibUserIDReg</a> ). 1.2. Present the appropriate requirements. 1.3. Check encoded information for accuracy.	1.1. Receive and process online registration.  1.2. Receive and assess the requirements submitted.  1.3. Encode basic information and capture photos.  1.4. Save information.	None	3 Minutes  3 Minutes  5 Minutes  2 Minutes   *Processing time may vary depending on the client's speed in complying with the requirements.	Information Personnel, College of Science Library
<b>TOTAL:</b>			<b>16 Minutes</b>	

### 3.2. 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. These areas include First floor: Blue Carrels, PWD Corner; Second floor: Cozy Corners, Individual Carrels, & Discussion Tables (Reference Section & hallways).

<b>Office or Division:</b>	Information Section, College of Science Library			
<b>Category:</b>	External Service			
<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>Operating hours:</b>	8:00AM to 5:00PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Enrolled UP student - UP ID or Form 5		UPD OUR – Admission Section		
2. UP Faculty & Staff – UP ID		UPD HRDO – Information Management Section		
3. UP Alumni – Alumni ID		Bahay ng Alumni		
4. Other Researchers - Library permit issued by the CS Library		College of Science Library - Information Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to the CSLib Patron Database <b>Location:</b> Information Desk  <b>Notes/Instruction:</b> 1.1. Proceed to the Information Section or register in advance through the CS Library User Registration Form (URL Link: <a href="https://tinyurl.com/CSLibUserIDReg">https://tinyurl.com/CSLibUserIDReg</a> ). 1.2. Present the appropriate requirements. 1.3. Check encoded information for accuracy.	1.1. Receive and process online registration.  1.2. Receive and assess the requirements submitted.  1.3. Encode basic information and capture photos.  1.4. Save information.	See 2.7.	3 Minutes  3 Minutes  5 Minutes  2 Minutes   *Processing time may vary depending on the client's speed in complying with the requirements.	Information Personnel, College of Science Library
<b>TOTAL:</b>			<b>16 Minutes</b>	

### 3.3. 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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM*			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Enrolled UP student - UP ID or Form 5		UPD OUR – Admission Section		
2. UP Faculty & Staff – UP ID		UPD HRDO – Information Management Section		
3. UP Alumni – Library permit issued by the CS Library		College of Science Library - Information Desk		
4. Other Researchers - Library permit issued by the CS Library		College of Science Library - Information Desk (See 2.7)		
<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. <b>Location:</b> Institute Libraries <b>Notes/Instruction:</b> 1.1. Present requirements.	1.1. Check the requirements.  1.2. Provide a short orientation (for new/ other researchers).	None	1 Minute  2 Minutes	Library Coordinator, College of Science Institute Libraries
<b>TOTAL:</b>			<b>3 Minutes</b>	

\* Operating hours vary per Institute Library. Please check the CS Library website and respective social media accounts.

**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>Category:</b>	External service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	CS Faculty only			
<b>Operating Hours:</b>	8:00 AM to 5:00 PM			
<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 research data request  <b>Location:</b> Online via Gmail  <b>Notes/Instruction:</b> 1.1. Requests must be sent through the CS Institute Libraries' official Gmail or CS Library Research and Extension Services official Gmail ( <a href="mailto:research.cslib@science.upd.edu.ph">research.cslib@science.upd.edu.ph</a> ).	1.1. Receive and acknowledge email.  1.2. Perform a Scopus search (and other indexing tools such as Web of Science and Google Scholar).  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> 1.4. Send the report/s and/or certification/s.	None	1 Minute  7 Minutes * Processing time varies depending on the amount of request: <ul style="list-style-type: none"> <li>• Per faculty - 30 minutes</li> <li>• Per Institute - 1-2 Days</li> <li>• Per College - 1-2 Days</li> </ul> 1 Minute	Library Coordinator, College of Science Institute Libraries, CS Library Research and Extension Services Librarians
2. Receive the report/s and/or certification/s.  <b>Location:</b> Online via Gmail	2. Send Citizen's Satisfaction Measurement Survey.	None	1 Minute	
<b>TOTAL:</b>			<b>4 Days and 40 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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. UP ID/Form 5		UPD OUR – Admission Section		
2. UP Faculty & Staff – UP ID		UPD HRDO – Information Management Section		
3. UP Mail account		UPD Computer Center – DILNET Help Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a similarity index report.  <b>Location:</b> Online via Gmail.  <b>Notes/Instruction:</b> 1.1. 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 (PDF)</li> </ul>	1.1. Receive and acknowledge email request/s.  1.2. Assess the requirements provided.  1.3. Run through Turnitin, and generate a similarity index report (per document).  1.4. Send the generated similarity index report with certification.	None	1 Minute  2 Minutes  25 Minutes  1 Minute  *Processing time may vary depending on the client's speed in complying with the requirements.	Information Personnel, College of Science Library
2. Receive similarity index report with certification.  <b>Location:</b> Online via Gmail.	2. Send Citizen's Satisfaction Measurement Survey.	None	1 Minute	
<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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. UP ID/Form 5		UPD OUR – Admission Section		
2. UP Faculty & Staff – UP ID		UPD HRDO – Information Management Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for clearance.  <b>Location:</b> College of Science Library's Information or Circulation Desk.  <b>Notes/Instruction:</b> 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.	1.1. Receive and verify information written on the clearance form.  1.2. Check Delinquency (DLQ), BUKLOD, and UP Computerized Registration System (CRS). Clearance will be signed if there is no accountability within the College of Science Libraries. If with accountability, advise students/ faculty to settle it first.*	None  In case of accountability, please see the table below *	1 Minute  4 Minutes	Information or Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Receive feedback or a signed clearance form.  <b>Location:</b> College of Science Library's Information or Circulation Desk.	2. Prompt the clients to answer the Citizen's Satisfaction Measurement Survey.	None	1 Minute	
<b>TOTAL:</b>			<b>6 Minutes</b>	

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

\* 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.

**5.2. 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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. UP ID/Form 5		UPD OUR – Admission Section		
2. UP Faculty & Staff – UP ID		UPD HRDO – Information Management Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Declare lost book/s.  Location: CS Library's Circulation Section or Institute Libraries.  <b>Notes/Instruction:</b> 1.1. Provide lost book/s information.	1.1. Receive formal declaration for the lost book/s.  1.2. Retrieve book card/s and inventory slip/s.  1.3. Assess and compute the cost of the book and book fines (per book).  1.4. Provide cost details of the lost book/s.	See table below	2 Minutes  3 Minutes  30 Minutes  4 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries, Head of the Technical Section
2. Settle accountabilities.  <b>Location:</b> Online via Gmail.  <b>Notes/Instruction:</b> 2.1. Receive email regarding accountability details and payment instruction/s. 2.2. Send payment.	2.1. Receive payment and issue the official receipt from the collecting officer.*  2.2. Clear the settled account in the library databases (BUKLOD, Delinquent Database, and CRS-library accountability module).  2.3. Indicate the lost and settled, and the official number in the book card and inventory slip.  2.4. Change the new status of the book in the Integrated Library System (BUKLOD).	None	5 Minute  15 Minutes  5 Minutes  5 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
3. Receive official receipt.  <b>Location:</b> Online via Gmail.	3. Send Citizen's Satisfaction Measurement Survey.	None	1 Minute	
<b>TOTAL :</b>			<b>1 Hour and 10 minutes</b>	

Accountability	Fees
Lost Books	Current Price of book/s plus 50% of the current price and a fine if applicable

\* 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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<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 locker key or declare lost key.  <b>Location:</b> CS Library's Circulation Desk or Institute Libraries  <b>Notes/Instruction:</b> 1.1. Return the locker key or in case of a lost key, report the lost key. 1.2. Fill up the payment form.	1.1. Receive the locker key or in case of a lost key, Note the locker with the lost key for duplication; inspect the locker for damages, and calculate overdue fines if there are no damages or overdue, clear the record for the locker.  1.2. Indicate the amount to be paid on the payment form.	None	4 Minutes  1 Minute	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Pay accountabilities.  <b>Location:</b> CS Library's Circulation Desk or Institute Libraries	2.1. Receive payment.* 2.2. Clear accountabilities and locker records. 2.3. Retrieve the contract from the active contracts file. 2.4. File the key according to its locker number.	See table below	1 Minute 4 Minutes 5 Minutes 2 Minutes	
		<b>TOTAL:</b>	17 Minutes	

Accountability	Fees
Overdue Locker	PhP 5 / day
Lost Key	PhP 100.00

\* 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>Category:</b>	External Service			
<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>Operating Hours:</b>	8:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Email request/inquiry		Requesting Party		
2. UP ID/Form 5		UPD OUR – Admission Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request to settle accountabilities.  <b>Location:</b> Online via Gmail.  <b>Notes/Instruction:</b> 1.1. Requests must be sent via email to CS Library's Gmail ( <a href="mailto:cslib@science.upd.edu.ph">cslib@science.upd.edu.ph</a> ) or the Institute Libraries' official Gmail accounts.	1.1. Receive email request.  1.2. Retrieve book card/s and compute cost/fine based on UP Libraries' guidelines.  1.3. Provide cost details of accountabilities.	None	2 Minutes  15 Minutes  3 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries
2. Pay accountabilities.  <b>Location:</b> Online via Gmail  <b>Notes/Instruction:</b> 2.1. Receive email regarding accountability details and payment instruction/s. 2.2. Send payment.	2.1. Receive payment and clear accountabilities.*  2.2. Send email confirmation	See table below	5 Minutes  2 Minutes	
3. Receive feedback.  <b>Location:</b> Online via Gmail	3. Send Citizen's Satisfaction Measurement Survey.	None	1 Minute	
<b>TOTAL</b>			<b>28 Minutes</b>	

Accountability	Fees
Overdue Books	Circulation-Php 2.00/day (Exclusive of Sundays and Holidays)

\* 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>Category:</b>	External Service				
<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>Operating Hours:</b>	8:00 AM to 5:00 PM				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
2. UP ID/Form 5		UPD OUR – Admission Section			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Request to settle accountabilities.  <b>Location:</b> CS Library's Circulation Section or Institute Libraries.	1.1. Retrieve and verify book card/s.  1.2. Compute cost/fine based on UP Libraries' guidelines.  1.3. Provide cost details of accountabilities.	None	2 Minutes	Circulation Personnel, College of Science Library Library Coordinator, College of Science Institute Libraries	
2. Pay accountabilities and sign the logbook.  <b>Location:</b> CS Library's Circulation Section or Institute Libraries.	2. Receive payment and clear accountabilities.*		See table below		4 Minutes
3. Receive feedback.  <b>Location:</b> CS Library's Circulation Section or Institute Libraries.	3. Prompt the clients to answer the Citizen's Satisfaction Measurement Survey		None		15 Minutes
<b>TOTAL</b>			<b>25 Minutes</b>		

Accountability	Fees
Overdue Books	Circulation-Php 2.00/day (Exclusive of Sundays and Holidays)

\* 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.