



CITIZEN'S CHARTER

*of
The University Library
UP Diliman*

(As of April 2023)

External Services

1. Checking-In (Returning) of Library Books

A. Contactless Checking-In (Returning) of Library Books

A contactless mode of returning a borrowed book (i.e., a government property) in which the transaction will be verified by the library staff on a later date.

Office or Division:	University Library			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Book for return		Requesting Party		
2. Fines, when applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If book is overdue, pay the corresponding fine.	1. Refer to Payment of Fines Process (Mode of Payment: Landbank Link.Biz)			<i>Designated Special Collecting Officer</i> Main Library and College/Unit Libraries
Thru Courier:				
2. Inform the library, via email, of the book to be returned.	2. Acknowledge email and coordinate arrival of package with staff on skeleton duty.	None	3 Minutes	<i>Library Personnel</i> Circulation Section, Main Library and College/Unit Libraries
Thru Self Check-In Kiosk:				
2. Scan barcode or RFID of the book and print transaction receipt.		None	3 Minutes	
Thru Drop-Box:				
2. Fill out the slip, logbook, or Google form for book returns.		None	3 Minutes	
3. Place the book in the drop box for book return.	3.1. Isolate the box containing the returned book.	None	7 Days	<i>Library Personnel</i> Circulation Section, Main Library and College/Unit Libraries
	3.2. Sanitize the book.	None	3 Minutes	
	3.3. Verify book status at Library Services Platform and place book card.	None	3 Minutes	
	3.4. If with issue, communicate with the borrower. If no issue, send confirmation email and shelve the book.	None	10 Minutes	

4. Wait for update of status via confirmation email.		None	1 Minute	
TOTAL:			7 Days, 20 Minutes	

B. Regular Checking-In (Returning) of Library Books

A mode of returning a borrowed book (i.e., a government property) in which the transaction is reflected in the library system in real-time without the need for verification. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Book for return		Requesting Party		
2. Fines, when applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If book is overdue, pay the corresponding fine.	1. Refer to Payment of Fines Process (Mode of Payment: Cash)			<i>Designated Special Collecting Officer Main Library and College/Unit Libraries</i>
2. Present book for return/check-in.	2.1. Receive book for return / check-in.	None	1 Minute	<i>Library Personnel Circulation Section, Main Library and College/Unit Libraries</i>
	2.2. Scan barcode of book for return and clear it from the borrower's account at the Library Services Platform.	None	1 Minute	
	2.3. Enable RFID tag of book.	None	1 Minute	
	2.4. Print receipt of book returned.	None	1 Minute	
3. Receive Transaction (return/ check-in) Receipt.	3. Issue Transaction (return/check-in) Receipt.	None	1 Minute	
TOTAL:			5 Minutes	

2. Checking-Out (Borrowing) of Library Books

A. Contactless Checking-Out (Borrowing) of Library Books

A mode of borrowing books and other library resources (i.e., government property).

Office or Division:	University Library
Classification:	On-Site – Simple; Remote – Complex

Type of Transaction:	Government-to-Citizen			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5)		Office of the University Registrar Main Library or College/Unit Libraries		
2. UP Web Mail (preferably); or any email account		UP Diliman Computer Center		
3. DilNet Account		UP Diliman Computer Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check Tuklas (URL: https://tuklas.up.edu.ph) for the availability of book.		None	2 Minutes	Library Personnel Circulation Section, Main Library and College/Unit Libraries
2. Accomplish Google Form or send email request to Main Library section or college/unit library where the book is located, stating the bibliographic details of the book, and image of proof of enrollment.	2.1 Acknowledge the email request.	None	10 Minutes	
	2.2. Verify borrower's status in Library Services Platform and confirm availability of book.	None	1 Minute	
	2.3. Obtain book from its physical location (i.e., on-site, or remote storage facility)	None	10 Minutes (<i>On-Site</i>)	
			3 Days (<i>Remote Storage Facility</i>)	
	2.4. Inform borrower via email of the availability of the book and of appointment booking procedure in Aklat-taan for Main Library	None	5 Minutes	
3. Confirm borrowing of book and intended pick-up arrangement via Aklat-taan for Main Library or via email for college/unit libraries	3.1. Scan barcode of book and check-out under the borrower's account	None	1 Minute	
	3.2. Deactivate RFID tag of book	None	1 Minute	
	3.3. Print receipt of book borrowed	None	1 Minute	
	3.4. Fill-up Book Card, stamp due date, and countersign the Due Date Slip and Book Card	None	2 Minutes	

4. Pick up book on agreed date and arrangement.	4. Verify identity of borrower or representative	None	5 Minutes	
TOTAL:			On-Site: 41 Minutes Remote: 3 Days, 31 Minutes	

B. Regular Checking-Out (Borrowing) of Library Books

A mode of borrowing books and other library resources (i.e., government property). (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library
Classification:	Complex
Type of Transaction:	Government-to-Citizen
Who may avail:	UP students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form-5)	Office of the University Registrar Main Library or College/Unit Libraries
2. Duly accomplished Book Card (UPL Form No. 121 – in varying colors based on the type of resources and section or unit)	Main Library College/Unit Libraries
3. DilNet Account	UP Diliman Computer Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Indicate on the book card one's name, college, and student number.		None	2 Minutes	
2. Hand in duly accomplished book card, the book to be borrowed, and valid ID (polaroid ID or temporary library card)	2.1. Receive book, duly accomplished book card, and valid ID.	None	1 Minute	<i>Library Personnel Circulation Section, Main Library and College/Unit Libraries</i>
	2.2. Scan ID and verify borrower's status at the Library Services Platform.	None	1 Minute	
	2.3. Scan barcode of book and check out book under the borrower's account.	None	1 Minute	
	2.4. Deactivate RFID tag of book.	None	1 Minute	
	2.5. Stamp due date and countersign the Due Date Slip and Book Card.	None	1 Minute	
	2.6. Print receipt of book borrowed.	None	1 Minute	
3. Receive book and receipt	3. Issue receipt and book borrowed.	None	1 Minute	
TOTAL:			9 Minutes	

3. Inter-Library Loan (ILL)

Through this arrangement, partner institutions of the UP Diliman Library may borrow library resources from one another. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen, Government-to-Government			
Who may avail:	Partner-Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID of representative		Company or institution		
2. Request Letter or Endorsement Letter (1 copy)		Requesting Party		
3. Duly Accomplished ILL Form (2 copies)		Main Library College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in request letter, ID, and 2 copies of duly accomplished ILL Form.	1.1. Receive request and verify identity of borrower.	None	5 Minutes	<i>Librarian</i> Circulation Section, Main Library and College/Unit Libraries
	1.2. Check availability and status of book.	None	10 Minutes	
	1.3. Approve request.	None	35 Minutes	<i>Head Librarian</i> Main Library Sections or College/Unit Libraries
2. Fill up Book Card.	2.1. Scan barcode of the book to be checked-out under the account of the Head Librarian.	None	5 Minutes	
	2.2. Deactivate RFID tag of book.	None	1 Minute	
3. Receive book and 1 copy of ILL Form	2.3. Stamp with due date and sign the Due Date Slip, Book Card, and ILL Form.	None	3 Minutes	<i>Librarian</i> Circulation Section, Main Library and College/Unit Libraries
	3. Issue 1 copy of ILL Form and release the borrowed book.	None	1 Minute	
TOTAL:			1 Hour	

4. Issuance of Temporary Library Card (UPL Form No. 161a)

A student who has no ID (e.g., new student or one who has lost his/her ID), cross-registrant, special student, or a non-degree student may be issued a temporary ID (Green) by one's college library. For students who were advised by the Office of the University Registrar, their temporary ID card is issued by the Main Library. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	Government-to-Citizen

Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5 (or any proof of enrollment)		Office of the University Registrar		
2. Appointment Schedule for new ID		Office of the University Registrar		
3. 1" x 1" photo (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present <i>validated</i> Form 5 and appointment schedule for new ID.	1. Compare and verify accuracy of information in the validated Form 5 and User Registration Form.	None	3 Minutes	<i>Library Personnel ID Validation Counter, Main Library and College/Unit Libraries</i>
2. Fill out Temporary ID card and attach 1x1 picture.	2.1. Check for accuracy and completeness of information.	None	5 Minutes	
	2.2. Set the date validity of the Temporary Library Card on the appointment date for new ID.	None	1 Minute	
3. Receive Temporary Library Card.	3. Issue Temporary Library Card (UPL Form No. 161a).	None	1 Minute	
TOTAL:			10 Minutes	

5. Payment of Fines

Settlement of obligations or fines for library books returned beyond due date. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed Book		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present or email information and overdue date of book to the Designated Special Collecting Officer.	1. Check due date and assess fine.	None	5 Minutes	<i>Designated Special Collecting Officer Main Library and College/Unit Libraries</i>
2. Pay fine. <u>Modes of Payment:</u> A. Cash payment to University Library Cashier B. Landbank Link.Biz	2. <u>For Mode A:</u> Issue Official Receipt <u>For Mode B:</u> No Official Receipt will be issued. The confirmation receipt	See table below	5 Minutes	

	will serve as proof of payment.			
3. <u>Mode A:</u> Present book and payment receipt to the Circulation Section <u>Mode B:</u> Email image copy of the proof of payment.	3. <u>Mode A:</u> Receive book and payment receipt. <u>Mode B:</u> Verify and acknowledge payment, and coordinate with concerned section	None	10 Minutes	<i>Library Personnel Circulation Section, Main Library and College/Unit Libraries</i>
TOTAL:			20 Minutes	

TABLE OF FINES		
	Regular Circulation	Reserve
First Hour	Not Applicable	PHP 1.00
Succeeding Hour After the First Hour	Not Applicable	PHP 5.00
Whole Day	PHP 2.00 (Exclusive of Sundays and Holidays)	PHP 50.00 (Inclusive of Sundays and Holidays)

6. Payment for Lost Book/s

Settlement of obligations or fees resulting from loss of library books.

Office or Division:	University Library			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5)		Office of the University Registrar Main Library or College/Unit Libraries		
2. Formal Declaration of Lost Book/s (1 original signed copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and formally declare loss of book/s.	1.1. Receive Formal Declaration of Lost Book/s and ID and verify information at Library Services Platform.	None	5 Minutes	<i>Librarian Circulation Section, Main Library and College/Unit Libraries</i>
	1.2. Retrieve book card and inventory card	None	10 Minutes	
	1.3. Assess cost of fine	None	10 Minutes	
2. Pay fine. <u>Modes of Payment:</u> A. Cash payment to University Library Cashier	2. <u>For Mode A:</u> Issue Official Receipt	Current market price of Book/s plus 50% of	5 Minutes	<i>Designated Special Collecting Officer Main Library and College/Unit Libraries</i>

B. Landbank Link.Biz	For Mode B: No Official Receipt will be issued. The confirmation receipt will serve as proof of payment.	Current Market Price of Book/s		
3. Present Official Receipt or proof of payment to the concerned section	3. Indicate in book card and inventory card the new book status (declared loss & paid) and OR number	None	5 Minutes	Librarian Circulation Section, Main Library and College/Unit Libraries
4. Receive ID, OR, and verify clearance at Library Services Platform and CRS Account	4.1. Clear student or employee from Delinquent Database and from CRS accountability module	None	10 Minutes	
	4.2. Report new book status to Cataloging and Metadata Services Section	None	5 Minutes	
	4.3. Change status at Library Services Platform and at Union Shelf List	None	7 Minutes	Librarian Cataloging and Metadata Services Section, Main Library
TOTAL:			1 Hour	

7. Registration for Library Access (UPL Form No. 144a)

On designated days of the week, the University Library Diliman accepts visitors/non-UP researchers including UP alumni; former UP faculty and staff; graduate students from other schools; government and private researchers; and, in few libraries, undergraduate students from other schools. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen	
Who may avail:	Non-UP Users	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For UP Alumni:		
1. Valid ID with picture	Requesting Party	
2. Proof of program completion or graduation from UP	Office of Alumni Relations Office of the University Registrar Respective College / Units	
3. 1" x 1" photo (1 original copy)	Requesting Party	
For Non-UP Users:		
1. Valid ID with picture	Requesting Party	
2. Referral or Request Letter (1 original copy)	Sending Institution or Requesting Party	

3. 1" x 1" photo (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID with picture and referral letter or proof of program completion	1. Verify identity of client and validity of ID and letter or proof of program completion	None	10 Minutes	<i>Library Personnel</i> College/Unit Libraries
2. Accomplish Special Registration Permit Form	2. Check for accuracy of information	None	5 Minutes	
3. Pay Research Fee	3. Process payment and issue receipt	See table below	3 Minutes	<i>Designated Special Collecting Officer</i> Main Library or College/Unit Libraries
4. Receive Library Card/Permit (UPL Form No. 144a)	4. Issue Library Card / Permit (UPL Form No. 144a)	None	2 Minutes	<i>Library Personnel</i> Main Library or College/Unit Libraries
TOTAL:			20 Minutes	

TABLE OF RATES	
Classification	Research Fee
UP Alumni	- Free first 5 visits / per semester - PhP20/day applies after the first 5 visits - PhP450 / Semester - PhP300 / Midyear
Government researchers	PhP20/day
Non-UP (Private researchers)	PhP50/day
For undergraduate students (<i>selected libraries only</i>)	PhP25/day
For Science High School Students (<i>selected libraries only</i>)	PhP10/day

8. Renewal of Checked-out (Borrowed) Books

Bona fide UP Diliman students may renew the loan duration of books they have borrowed. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	Government-to-Citizen
Who may avail:	UP students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5)	Office of the University Registrar Main Library or College/Unit Libraries
2. UP Web Mail (preferably); or any email account	UP Diliman Computer Center
3. DilNet Account	UP Diliman Computer Center
4. Book for renewal	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mode of Renewal	1.1.			<i>Library Personnel Circulation Section, Main Library and College/Unit Libraries</i>
A. Hand in ID and book for renewal.	A. Receive ID and book.	None	2 Minutes	
B. Signify intent to renew book.	B. Acknowledge intent to renew book.			
	1.2. Retrieve and hand over Book Card of book for renewal.	None	3 Minutes	
2. Fill out name, college, and student number on Book Card.	2.1. Scan barcode of returned book and clear it from the borrower's account at the Library Services Platform.	None	2 Minutes	
	2.2. Scan ID and verify borrower's status at the Library Services Platform.	None	1 Minute	
	2.3. Scan barcode of book and check out under the borrower's account.	None	1 Minute	
	2.4. Stamp "returned" on old due date, stamp new due date, and countersign the Due Date Slip and Book Card.	None	1 Minute	
	2.5. Print transaction receipt of book/s renewed.	None	1 Minute	
3. Receive renewed book and transaction receipt or confirmation email.	3. Issue renewed book/s and transaction receipt or confirmation email.	None	1 Minute	
TOTAL:			12 Minutes	

10. Request for Library Accommodations

This service accommodates requests from individuals or groups to conduct a tour, interview, survey, conduct research, etc. at the UP Diliman Main Library building, or to collect data from the University Library. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library
Classification:	Complex
Type of Transaction:	Government-to-Citizen, Government-to-Government
Who may avail:	Non-UP users and UP students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For students – Copy of official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5)	Office of the University Registrar Main Library or College/Unit Libraries
For non-UP users – Copy of valid ID	Requesting Party
2. Request Letter	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and hand in request letter.	1.1. Receive request letter.	None	5 Minutes	<i>Librarian Strategic Communication, Research and Marketing Section</i>
	1.2. Verify availability of staff and venue for requested schedule.	None	20 Minutes	
	1.3. Approve request.	None	3 Days	
2. Receive notice of approval.	2.1. Communicate approval of request.	None	20 Minutes	<i>Librarian Strategic Communication, Research and Marketing Section</i>
	2.2. Coordinate with concerned section or personnel and prepare for activity.	None	5 Days	
3. Receive information on final arrangements regarding the activity.	3. Confirm final arrangements on the activity.	None	1 Hour	
TOTAL:			8 Days, 1 Hour, 45 Minutes	

12. Request for Paging of Library Resources in Closed-Shelves System for Room-Use

This service processes requests for room-use of library books, publicly available theses and dissertations, periodicals, microfilm, archival materials, etc. stored in libraries utilizing closed-shelves system. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library
Classification:	On-Site – Simple; Remote – Complex
Type of Transaction:	Government-to-Citizen
Who may avail:	UP students and Non-UP users

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For students- Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5) For non-UP users – Valid ID	Office of the University Registrar Main Library or College / Unit Libraries Requesting Party
2. Duly Accomplished Request Form [Call Slip, Paging Slip, Borrowing Form] (1 copy)	Main Library College/Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form.	1. Give requesting party the request form.	None	2 Minutes	
2. Hand in duly accomplished Request Form at Request Desk.	2.1. Receive Call Slip.	None	1 Minute	<i>Library Personnel Circulation and/or Reserve Section, Main Library and</i>
	2.2. Retrieve the requested material from the shelves.	None	10 Minutes (<i>On-Site</i>)	
			3 Days (<i>Remote Storage Facility</i>)	

	2.3. Verify the correctness of material or check completeness of components.	None	3 Minutes	College / Unit Libraries
3. Hand in ID	3. Hand over to client the requested material.	None	1 Minute	
4. Receive requested material.	4. Clip together the duly accomplished Request Form and ID.	None	1 Minute	
TOTAL:			On-Site: 18 Minutes Remote: 3 Days, 8 Minutes	

13. Request for Room-use of Library Resources in Closed-Shelves System; for UP Users Only

This service processes requests for room-use of laptops, electronic tablets, e-book readers, reading glasses, adaptors, electric cords, etc. by bona fide UP Diliman students. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	On-Site – Simple; Remote – Complex			
Type of Transaction:	Government-to-Citizen			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5)		Office of the University Registrar Main Library or College/Unit Libraries		
2. Duly Accomplished Request Form [Call Slip, Paging Slip, Borrowing Form] (1 copy)		Selected Sections of the Main Library Selected Unit/College Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form.	1. Ask user to fill up Request Form.	None	2 Minutes	<i>Library Personnel Circulation and/or Reserve Section, Main Library and College / Unit Libraries</i>
2. Hand in duly accomplished Request Form at Request Desk	2.1. Receive Call Slip.	None	1 Minute	
	2.2. Retrieve the requested material.	None	10 Minutes (<i>On-Site</i>) 3 Days (<i>Remote Storage Facility</i>)	
	2.3. Verify correctness of material or check completeness of components.	None	3 Minutes	
3. Hand in ID	3. Hand over to client requested material.	None	1 Minute	
4. Receive requested material.	4. Clip together the duly accomplished Request Form and ID.	None	1 Minute	
TOTAL:			On-Site: 18 Minutes	

		Remote: 3 Days, 18 Minutes	
--	--	---------------------------------------	--

14. Request for Photocopy of Books and Other Library Resources

This service caters to users who need to photocopy books and other library resources. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Non-UP users and UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students – Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5) For non-UP users – Valid ID		Office of the University Registrar Main Library or College/Unit Libraries Requesting Party		
2. Duly Accomplished Photoduplication Permit (2 copies)		Main Library College/ Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and hand in 2 copies of Photoduplication Permit, and ID at Request Desk.	1.1 Receive Photo-duplication Permit and ID.	None	3 Minutes	<i>Library Personnel Circulation and/or Reserve Section, Main Library and College / Unit Libraries</i>
	1.2. Approve (stamp with date and time of release) request for photocopying	None	1 Minute	
2. Receive requested material.	2.1. Hand over to client the requested material and 1 copy of Photoduplication Permit.	None	1 Minute	
	2.2. Clip together 1 copy of Photoduplication Permit and ID.	None	1 Minute	
3. Return requested material and receive ID.	3. Receive requested material and hand over ID.	None	1 Minute	
TOTAL:			7 Minutes	

15. Request for Reference/Information, Bibliographic, and Research Support Services

This service identifies library resources appropriate in answering reference, information, bibliographic and research queries (includes analytics of faculty publications, journal validation and verification, etc.).

Office or Division:	University Library
Classification:	Highly Technical

Type of Transaction:	Government-to-Citizen			
Who may avail:	Non-UP users and UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students – Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5) For non-UP users – Valid ID		Office of the University Registrar Main Library or College/Unit Libraries Requesting Party		
2. Letter Request		Requesting Party		
3. Duly Accomplished Reference Query Form (1 copy)		Main Library – Information Services and Instruction Section College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand-in or email reference question or letter request.	1.1. Receive query or letter request.	None	3 Minutes	<i>Librarian</i> Information Services and Instruction Section, Main Library and Selected College / Unit Libraries
	1.2. Conduct reference interview or send clarificatory email.	None	25 Minutes	
2. Verify query	2.1. Analyze query and determine possible information sources that may provide answer to query, run analytics, or conduct validation and verification.	None	3 Days	
	2.2. Communicate answer to requesting party.	None	30 Minutes	
3. Receive answer to request/query.		None	2 Minutes	
TOTAL:			3 Days, 1 Hour	

16. Request for Remote Access Account and Access to College-Based Subscriptions

This service provides bona fide UP Diliman students information on accessing electronic resources beyond the Diliman Network (DilNet).

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5)		Office of the University Registrar Main Library or College/Unit Libraries		
2. Duly Accomplished Request Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present valid ID and hand-in accomplished Request Form, or email request letter.	1.1. Verify identity and library privileges of client.	None	5 Minutes	<i>Library Personnel</i> Information Services and Instruction Section, Main Library or College / Unit Libraries
	1.2. Activate account for remote access or access to college-based subscription.	None	10 Minutes	
	1.3. Communicate account activation.	None	3 Minutes	
2. Verify account activation.			2 Minutes	
TOTAL:			20 Minutes	

17. Request for Self-Service Printing

This service allows clients to print documents in black or color on letter-sized paper. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Non-UP users and UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students – Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5) For non-UP users – Valid ID		Office of the University Registrar Main Library or College/Unit Libraries Requesting Party		
2. Duly Accomplished Printing Transaction Form (1 copy)		Main Library- Information Services and Instruction Section College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and accomplish Printing Transaction Form.	1. Receive ID and accomplished Printing Transaction Form.		3 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
2. Print file	2.1. Assist in printing		15 Minutes	
	2.2. Assess fees and issue Order Payment Form.		5 Minutes	
2. Pay fee. <u>Modes of Payment:</u> A. Cash payment to University Library Cashier B. Landbank Link.Biz	2. Process payment. <u>For Mode A:</u> Issue Official Receipt <u>For Mode B:</u> No Official Receipt will be issued. The confirmation receipt will serve as proof of payment.	Black Prints - PhP5.00/ page Colored Prints – PhP 20.00/ page	5 Minutes	<i>Designated Special Collecting Officer</i> Main Library or College / Unit Libraries

4. Hand in official receipt and Order Payment Form.	4. Verify payment		5 Minutes	<i>Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries</i>
5. Receive ID and official receipt.	5. Hand over ID and official receipt		2 Minutes	
TOTAL:			35 Minutes	

18. Request for Self-Service Scanning

This service allows clients to scan A4-size or smaller documents and books into digital format using a flatbed scanner. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Non-UP users and UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students – Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5) For non-UP users – Valid ID		Office of the University Registrar Main Library or College/Unit Libraries Requesting Party		
2. Duly Accomplished Scanning Transaction Log / Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Scanning Transaction Log/ Form.	1. Give user the Scanning Transaction Log/ Form.		5 Minutes	
2. Hand in valid ID and duly accomplished Scanning Transaction Log/ Form.	2. Receive ID and duly accomplished Scanning Transaction Log/Form.		2 Minutes	<i>Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College/Unit Libraries</i>
3. Scan and save the desired document/s or image/s.	3. Assess fees and issue Order Payment Form.		30 Minutes	
4. Pay fee. <u>Modes of Payment:</u> A. Cash payment to University Library Cashier B. Landbank Link.Biz	4. Process payment <u>For Mode A:</u> Issue Official Receipt <u>For Mode B:</u> No Official Receipt will be issued. The confirmation receipt will serve as proof of payment.	PHP5.00/ page	5 Minutes	<i>Designated Special Collecting Officer Main Library or College / Unit Libraries</i>

5. Hand in official receipt and processed Order Payment Form.	5. Verify payment.		2 Minutes	<i>Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College/Unit Libraries</i>
6. Receive ID and official receipt.	6. Hand over ID and official receipt.		1 Minute	
TOTAL:			45 Minutes	

19. Request for Use of Discussion Rooms

Use of the Discussion Rooms (i.e., Quiet Room, Reading Rooms, etc.) for academic collaborations. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Minimum number of users: Group of three (3) persons		Requesting Party		
2. Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form-5)		Office of the University Registrar Main Library or College / Unit Libraries		
3. Duly accomplished Discussion Room Transaction Log/Form (1 copy)		Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in ID, and request for the use of the Discussion Room.	1. Check the availability of the facility.	None	5 Minutes	<i>Librarian Selected College / Unit Libraries</i>
2. Accomplish the Discussion Room Transaction Log/Form.	2. Instruct client to accomplish the Discussion Room Transaction Log/Form.	None	5 Minutes	
3. Proceed to the assigned table/room.	3. Inform client on assigned table/ room number.	None	5 Minutes	
TOTAL:			15 Minutes	

21. Request for Use of PCs and Electricity for Personal Equipment

Students may use, for academic and research activities, library PCs or power outlets for laptops, smartphones, and tablets. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to Citizen			
Who may avail:	Non-UP users and UP students			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students – Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5) For non-UP users – Valid ID		Office of the University Registrar Main Library or College/Unit Libraries Requesting Party		
2. For undergraduate students – Computer Usage Card		College/Unit Libraries		
3. Duly Accomplished Facilities Use Transaction Log		Main Library College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and Computer Usage Card.	1. Receive ID and Computer Usage Card.		2 Minutes	<i>Library Personnel Electricity Counter, Main Library or College / Unit Libraries</i>
2. Accomplish the Facilities Use Transaction Log.	2.1. Hand over the Facilities Use Transaction Log.		3 Minutes	
	2.2. Record the Time-In on the Computer Usage Card and clip together the ID, Client Card and Computer Usage Card		3 Minutes	
3. Receive Claim Card and proceed to use available PCs or tables with power outlets.	3.1. Issue Claim Card		1 Minute	
	3.2. Assess fee		3 Minutes	
4. Pay fee. <u>Modes of Payment:</u> A. Cash payment to University Library Cashier B. Landbank Link.Biz	4. Process payment <u>For Mode A:</u> Issue Official Receipt <u>For Mode B:</u> No Official Receipt will be issued. The confirmation receipt will serve as proof of payment.	UP Undergraduate Students - Free for first 20 Hours/ semester, Php20/Hour thereafter UP Graduate Students and Non-UP - Php20/Hour	5 Minutes	<i>Designated Special Collecting Officer Main Library or College / Unit Libraries</i>
5. Present transaction receipt and claim ID.	5. Hand over ID and transaction receipt.		1 Minute	<i>Library Personnel Electricity Counter, Main Library or College / Unit Libraries</i>
TOTAL:			13 Minutes	

22. Resource on Demand

A service for processing articles and book chapter requests from journals, books, e-resources, and other materials available in UP Diliman Libraries. These documents are scanned and can be picked up in person or sent electronically via email.

Office or Division:	University Library
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizen
Who may avail:	UP students and non-UP users

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For students – Copy of official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5) For non-UP users – Valid ID	Office of the University Registrar Main Library or College/Unit Libraries Requesting Party
2. Request Letter (1 copy)	Requesting Party
3. UP Web Mail (preferably); or any email account	UP Diliman Computer Center
4. For UP students and alumni requesting an e-copy of a periodical article in the physical collection or an article in a microfilm in the multimedia collection: 5 articles per day per user	Requesting Party
5. For Non-UP users requesting an e-copy of a periodical article in the physical collection or an article in a microfilm in the multimedia collection: 1 article per day per user	Requesting Party
6. For all clients requesting selected pages or chapters from a book in the physical collection: 1 active request per user	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request via email to the college/unit library or at libraryinfo.updiliman@up.edu.ph with the following details for books (title, author, edition, publication year, page numbers) or the following details for periodicals (article title, article authors, periodical title, periodical issue number, year of issue, page numbers).	1.1. Check Tuklas and databases for availability of requested material	None	3 Days	Librarian Information Services and Instruction Section, Main Library and College/Unit Libraries
	1.2. Send confirmation of availability of material, inform of transaction limits, and confirm with the client whether to proceed with transaction.	None	30 Minutes	
2. Confirm to proceed with transaction.	2. Send transaction fees assessment.	None	30 Minutes	
3. Pay fee.	3. Process payment	See table below	1 Day	Designated Special Collecting Officer
<u>Modes of Payment:</u>	<u>For Mode A:</u> Issue Official Receipt			

A. Cash payment to University Library Cashier B. Landbank Link.Biz	For Mode B: No Official Receipt will be issued. The confirmation receipt will serve as proof of payment.			Main Library and College/Unit Libraries
4. Send proof of payment via email.	4. Prepare material for document delivery.	None	5 Days	Librarian Information Services and Instruction Section, Main Library and College/Unit Libraries
5. Receive the requested library material.	5. Send material to client via email or courier.	None	5 Minutes	
TOTAL:			13 Days, 1 Hour, 5 Minutes	

Material Type	Fee		
	UP Students, Faculty and Staff	UP Alumni	Non-UP
Article or whole eBook from subscribed e-resources	Free	N/A	N/A
E-copy of an article from a periodical or journal in the physical collection	Free	First 5 articles free; PhP50.00 research fee for succeeding articles	PhP50.00 research fee
E-copy of selected pages or chapters from a book in the physical collection	Free	PhP50.00 research fee	PhP50.00 research fee
E-copy of an article in a microfilm in the Multimedia collection	First 10 pages free; PhP4.00 per page for succeeding pages	PhP4.00 per page + PhP50.00 research fee	PhP4.00 per page + PhP50.00 research fee

23. Returning Library Resources in Closed-Shelves System

This service processes library resources which are returned by bona fide UP Diliman students, faculty members and staff. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines).

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Non-UP users and UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed book or Other Library resources		Main Library College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in ID and return borrowed library materials.	1.1. Receive materials for return.	None	1 Minute	Library Personnel

	1.2. Verify correctness of material or check completeness of components.	None	3 Minutes	Circulation and/or Reserve Section, Main Library and College / Unit Libraries
2. Receive ID.	2.1. Hand over ID.	None	1 Minute	
	2.2. Shelve or keep the returned library material.	None	5 Minutes	
TOTAL:			10 Minutes	

24. Checking-out (Borrowing) of Other Library Resources

Enables UP students and employees to borrow other library resources monitored in closed-shelves system such as calculators and umbrellas. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5)		Office of the University Registrar Main Library or College/Unit Libraries		
2. Duly Accomplished Borrowing Form (2 copies)		Selected Unit/College Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and hand in two copies of Borrowing Form, and ID.	1.1. Receive ID and 2 copies of accomplished Borrowing Form.	None	2 Minutes	<i>Library Personnel Lending Desk, College of Engineering Library and Selected College / Unit Libraries</i>
	1.2. Retrieve the requested material.	None	7 Minutes	
	1.3. Verify completeness of component parts.	None	5 Minutes	
2. Receive requested material, 1 copy of Borrowing Form, and ID.	2. Hand over to client the requested material, 1 copy of Borrowing Form, and ID.	None	1 Minute	
TOTAL:			15 Minutes	

25. Request for Access to Restricted Theses & Dissertations

Allows researchers to access restricted theses and dissertations, under certain limitations (per OVCRD Memorandum No. FRN 15-038) due to the nature of said materials.

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	Government-to-Citizen
Who may avail:	Non-UP users and UP students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students – Official proof of enrollment (e.g., valid ID, Temporary Library Card, Form 5) For non-UP users – Valid ID		Office of the University Registrar Main Library or College / Unit Libraries Requesting Party		
2. Duly Accomplished Theses Request Form (1 copy)		College/Unit Libraries		
3. If the requesting party is a student, a signed conforme and a written permission from the author or the adviser of the Thesis/ Dissertation. shall be submitted to the Library or College/Unit where access to the thesis/dissertation is being requested.		Author or adviser of thesis or dissertation		
4. If the requesting party is Non-UP, a Non-Disclosure Undertaking signed and notarized by the requesting party, provided that one of the witnesses shall be from the Intellectual Property and Technology Transfer Unit (IPTTU) of the Office of the Vice-Chancellor for Research and Development (OVCRD)		Intellectual Property and Technology Transfer Unit (IPTTU) of the Office of the Vice-Chancellor for Research and Development (OVCRD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For UP students				
1. Submit written permission with access approval of the author/ adviser, together with the signed Conforme.	1. Collect the documents.	None	5 Minutes	<i>Library Personnel College / Unit Libraries</i>
2. Accomplish Theses Request Form and submit valid ID.	2. Verify ID presented. Collect accomplished form after usage.	None	5 Minutes	
3. Locate and pull out from the restricted area the theses / dissertations.	3. Personnel will assist the user/s, if necessary.	None	5 Minutes	
For Non-UP users				
1. Register to access Library Facilities.	1. Refer to Registration for Library Access (UPL Form No. 144a).			<i>Library Personnel and Designated Special Collecting Officer College / Unit Libraries</i>
2. Submit written permission with access approval of the author/adviser, together with the Non-Disclosure Undertaking signed and notarized by the requesting party, provided that one of the witnesses shall be from the Intellectual Property and Technology Transfer Unit (IPTTU) of the Office of the Vice-Chancellor for Research and Development (OVCRD)	2. Collect the documents.	None	5 Minutes	<i>Library Personnel College / Unit Libraries</i>

3. Accomplish Theses Request Form and submit valid ID.	3. Verify ID presented. Collect accomplished form after usage.	None	5 Minutes	<i>Library Personnel</i> College / Unit Libraries
4. Locate and pull out from the restricted area the theses/ dissertations.	4. Personnel will assist the user/s, if necessary.	None	5 Minutes	<i>Library Personnel</i> College / Unit Libraries
TOTAL:			15 Minutes	

Internal Services

1. Checking-In (Returning) of Library Books

A. Contactless Checking-In (Returning) of Library Books

A contactless mode of returning borrowed books (i.e., government property) in which the transaction will be verified by the library staff at a later date.

Office or Division:	University Library			
Classification:	Complex			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Book for return		Requesting Party		
2. Fines, when applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If book is overdue, pay fines.	1. Refer to Payment of Fines Process (Mode of Payment: Direct, Bank Deposit or Check)			<i>Designated Special Collecting Officer</i> Main Library and College/ Unit Libraries
Thru Courier:				
2. Inform the library, via email, of the book to be returned.	2. Acknowledge email and coordinate arrival of package with staff on skeleton duty.	None	3 Minutes	
Thru Self Check-In Kiosk:				
2. Scan barcode or RFID of the book and print transaction receipt.		None	3 Minutes	
Thru Dropbox:				
2. Fill out the slip, logbook, or Google form for book returns.			3 Minutes	
3. Place the book in the dropbox for book return.	3.1. Isolate the box containing the returned book.	None	7 Days	<i>Library Personnel Circulation Section, Main Library and College/ Unit Libraries</i>
	3.2. Sanitize the book.	None	3 Minutes	
	3.3. Verify status of the book at the Library Services Platform and place book card.	None	3 Minutes	
	3.4. If with issue, communicate with the borrower. If no issue, send confirmation email and shelve the book.	None	10 Minutes	

4. Wait for update of status at the Library Services Platform and/or via confirmation email.		None	1 Minute	
TOTAL:			7 Days, 20 Minutes	

B. Regular Checking-In (Returning) of Library Books

A mode of returning a borrowed book (i.e., a government property) in which the transaction is reflected in the library system in real-time without the need for verification. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Book for return		Requesting Party		
2. Payment for fines, when applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If book is overdue, pay fines.	1. Refer to Payment of Fines Process (Mode of Payment: Cash)			<i>Designated Special Collecting Officer</i> Main Library and College/ Unit Libraries
2. Present book for return/check-in.	2.1. Receive book for return/check-in.	None	1 Minute	<i>Library Personnel</i> Circulation Section, Main Library and College/ Unit Libraries
	2.2. Scan barcode of returned book and clear it from the borrower's account at the Library Services Platform.	None	1 Minute	
	2.3. Enable RFID tag of book.	None	1 Minute	
	2.4. Print receipt of returned book.	None	1 Minute	
3. Receive Transaction (return/ check-in) Receipt.	3. Issue Transaction (return/check-in) Receipt.	None	1 Minute	
TOTAL:			5 Minutes	

3. Checking-Out (Borrowing) of Library Books

A. Contactless Checking-Out (Borrowing) of Library Books

A mode of borrowing books and other library resources (i.e., government property).

Office or Division:	University Library			
Classification:	On-Site – Simple; Remote – Complex			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. UP Web Mail (preferably); or any email account		UP Diliman Computer Center		
3. DilNet Account		UP Diliman Computer Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check Tuklas (URL: https://tuklas.up.edu.ph) for the availability of book.		None	2 Minutes	Library Personnel Circulation Section, Main Library and College/Unit Libraries
2. Accomplish Google Form or send email request to Main Library section or college/unit library where the book is located, stating the bibliographic details of the book, and image of proof of enrollment.	2.1 Acknowledge the email request.	None	10 Minutes	
	2.2. Verify borrower's status in Library Services Platform and confirm availability of book.	None	1 Minute	
	2.3. Obtain book from its physical location (i.e., on-site, or remote storage facility)	None	10 Minutes (<i>On-Site</i>) 3 Days (<i>Remote Storage Facility</i>)	
	2.4. Inform borrower via email of the availability of the book and of appointment booking procedure in Aklat-taan for Main Library	None	5 Minutes	
3. Confirm borrowing of book and intended pick-up arrangement via Aklat-taan for Main Library or via email for college/unit libraries	3.1. Scan barcode of book and check-out under the borrower's account	None	1 Minute	
	3.2. Deactivate RFID tag of book	None	1 Minute	
	3.3. Print receipt of book borrowed	None	1 Minute	
	3.4. Fill-up Book Card, stamp due date, and countersign the Due	None	2 Minutes	

	Date Slip and Book Card			
4. Pick up book on agreed date and arrangement.	4. Verify identity of borrower or representative	None	5 Minutes	
TOTAL:			On-Site: 41 Minutes Remote: 3 Days, 31 Minutes	

B. Regular Checking-Out (Borrowing) of Library Books

A mode of borrowing books and other library resources (i.e., government property). (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. Duly Accomplished Book Card (UPL Form No. 121- in varying colors based on the type of resources and section or unit)		Main Library College/Unit Libraries		
3. DilNet Account		UP Diliman Computer Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Indicate name, college, and employee number on the book card.		None	2 Minutes	
2. Hand in duly accomplished book card, the book to be borrowed, and valid ID (polaroid ID or temporary library card).	2.1. Receive book, duly accomplished book card, and valid ID.	None	1 Minute	<i>Library Personnel Circulation Section, Main Library and College / Unit Libraries</i>
	2.2. Scan ID and verify borrower's status at the Library Services Platform.	None	1 Minute	
	2.3. Scan barcode of book and check out under the borrower's account.	None	1 Minute	
	2.4. Deactivate RFID tag of book.	None	1 Minute	
	2.5. Stamp due date, and countersign the Due Date Slip and Book Card.	None	1 Minute	
	2.6. Print receipt of book borrowed.	None	1 Minute	
	2.7. Issue receipt and book borrowed	None	1 Minute	
3. Receive book		None	1 Minute	

TOTAL:		10 Minutes	
---------------	--	-------------------	--

4. Inter-Library Loan (ILL)

Through this arrangement, other constituent unit libraries of UP Diliman Library may borrow library resources from one another. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	Other Constituent Unit Libraries of UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID of representative		UP, Company or institution ID		
2. Request Letter or Endorsement Letter (1 copy)		Requesting Party		
3. Duly Accomplished ILL Form (2 copies)		Main Library College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in request letter, ID, and 2 copies of duly accomplished ILL Form.	1.1. Receive request and verify identity of borrower.	None	5 Minutes	<i>Librarian</i> Circulation Section, Main Library and College / Unit Libraries
	1.2. Check availability and status of book.	None	10 Minutes	
	1.3. Approve request.	None	35 Minutes	
2. Fill-up Book Card	2.1. Scan barcode of the book to be checked out under the account of the Head Librarian.	None	5 Minutes	<i>Head Librarian</i> Main Library Sections or College / Unit Libraries
	2.2. Deactivate RFID tag of book.	None	1 Minute	
	2.3. Stamp with due date, and sign the Due Date Slip, Book Card, and ILL Form.	None	3 Minutes	
3. Receive book and 1 copy of ILL Form.	3. Issue 1 copy of ILL Form and the book borrowed.	None	1 Minute	<i>Librarian</i> Circulation Section, Main Library and College / Unit Libraries
TOTAL:			1 Hour	

5. Payment of Fines

Settlement of obligations or fines for library books returned beyond due date. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library
Classification:	Simple

Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Book		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present or email information and overdue date of book to the Special Designated Collecting Officer.	1. Check due date and assess fine.	None	5 Minutes	<i>Designated Special Collecting Officer, Main Library and College / Unit Libraries</i>
2. Pay fine. <u>Modes of Payment:</u> A. Cash payment to University Library Cashier B. Landbank Link.Biz	2. Process payment <u>For Mode A:</u> Issue Official Receipt <u>For Mode B:</u> No Official Receipt will be issued. The confirmation receipt will serve as proof of payment.	See table below	5 Minutes	
3. <u>Mode A:</u> Present book and payment receipt to the Circulation Section. <u>Mode B:</u> Email image copy of the proof of payment.	3. <u>Mode A:</u> Receive book and payment receipt. <u>Mode B:</u> Verify and acknowledge payment and coordinate with concerned Section.	None	10 Minutes	<i>Library Personnel Circulation Section, Main Library and College / Unit Libraries</i>
TOTAL:			20 Minutes	

TABLE OF FINES		
	Regular Circulation	Reserve
First Hour	Not Applicable	PHP 1.00
Succeeding Hour After the First Hour	Not Applicable	PHP 5.00
Whole Day	PHP 2.00 (Exclusive of Sundays and Holidays)	PHP 50.00 (Inclusive of Sundays and Holidays)

6. Payment for Lost Book/s

Settlement of obligations or fees resulting from loss of library books.

Office or Division:	University Library
Classification:	Complex
Type of Transaction:	Government-to-Government
Who may avail:	UP employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. Formal Declaration of Lost Book/s (1 original signed copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and the accomplished Formal Declaration of Lost Book/s.	1.1. Receive Formal Declaration of Lost Book/s and ID and verify information at Library Services Platform.	None	5 Minutes	<i>Librarian</i> Circulation Section, Main Library and College / Unit Libraries
	1.2. Retrieve book card and inventory card	None	10 Minutes	
	1.3. Assess cost of fine	None	10 Minutes	
2. Pay fine. <u>Modes of Payment:</u> A. Cash payment to University Library Cashier B. Landbank Link.Biz	2. Process payment <u>For Mode A:</u> Issue Official Receipt <u>For Mode B:</u> No Official Receipt will be issued. The confirmation receipt will serve as proof of payment.	Current market price of Book/s plus 50% of the Current Market Price of Book/s	5 Minutes	<i>Designated Special Collecting Officer</i> Main Library and College/Unit Libraries
3. Present Official Receipt or proof of payment to concerned Section.	3. Indicate in the book card and inventory card new book status (declared lost & paid) and OR number.	None	5 Minutes	<i>Librarian</i> Circulation Section, Main Library and College / Unit Libraries
4. Receive ID, OR, and verify clearance at Library Services Platform and CRS Accounts.	4.1. Clear student or employee from Delinquent Database and from CRS accountability module.	None	10 Minutes	
	4.2. Report new book status to the Cataloging and Metadata Section.	None	5 Minutes	
	4.3. Change status at Library Services Platform and at Union Shelf List.	None	7 Minutes	
TOTAL:			1 Hour	

7. Renewal of Checked-Out (Borrowed) Books

Bona fide UP Diliman faculty members and staff may renew the loan duration of books they have borrowed. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	Government-to-Government

Who may avail:	UP employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Valid ID or copy of appointment documents		Human Resources Development Office			
2. UP Web Mail (preferably); or any email account		UP Diliman Computer Center			
3. DilNet Account		UP Diliman Computer Center			
4. Book for renewal		Requesting Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Mode of Renewal A. Hand in ID and book for renewal B. Signify intent to renew book	1.1. Attend to request. A. Receive ID and book. B. Acknowledge intent to renew book.	None	2 Minutes	<i>Library Personnel Circulation Section, Main Library and College / Unit Libraries</i>	
	1.2. Retrieve and hand out Book Card of the book for renewal.	None	3 Minutes		
2. Indicate name, college, and student / employee number on the book card.	2.1. Scan barcode of returned book and clear it from the borrower's account at Library Services Platform.	None	2 Minutes		
	2.2. Scan ID and verify borrower's status at the Library Services Platform.	None	1 Minute		
	2.3. Scan barcode of book and check out under the borrower's account.	None	1 Minute		
	2.4. Stamp return on old due date, stamp new due date, and countersign Due Date Slip and Book Card.	None	1 Minute		
	2.5. Print transaction receipt of book/s renewed.	None	1 Minute		
3. Receive renewed book and transaction receipt or confirmation email.	3. Issue renewed book/s and transaction receipt or confirmation email.	None	1 Minute		
TOTAL:			12 Minutes		

9. Request for Library Accommodations

This service accommodates requests from individuals or groups to tour, to interview personnel from, to conduct survey of personnel from, to conduct research about, or to collect data from the University Library. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library
Classification:	Complex
Type of Transaction:	Government-to-Government

Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of valid ID or appointment documents		Human Resources Development Office		
2. Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and hand in request letter.	1.1. Receive request letter.	None	5 Minutes	<i>Librarian Strategic Communication, Research and Marketing Section</i>
	1.2. Verify availability of schedule.	None	20 Minutes	
	1.3. Approve request.	None	3 Days	
2. Receive notice of approval	2.1. Communicate approval of request.	None	20 Minutes	<i>Librarian Strategic Communication, Research and Marketing Section</i>
	2.2. Coordinate with concerned section or personnel and prepare for activity.	None	5 Days	
3. Receive final arrangements on activity.	3. Confirm final arrangements re activity.	None	1 Hour	
TOTAL:			8 Days, 1 Hour, 45 Minutes	

10. Request for Library Orientation or Instruction

This service accommodates requests to hold a library orientation session for classes. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	UP Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or Copy of Faculty Appointment		Office of the University Registrar Human Resources Development Office		
2. Request Letter (1 copy)		Requesting Party		
3. Duly Accomplished Library Orientation Session Schedule Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID or Faculty Appointment and request letter.	1. Receive valid ID or Faculty Appointment and request letter.	None	5 Minutes	<i>Librarian Information Services and</i>

2. Accomplish Library Orientation Session Schedule Form.	2. Hand over Library Orientation Session Schedule Form.	None	20 Minutes	Instruction Section, Main Library and Selected College / Unit Libraries
3. Hand in duly accomplished Library Orientation Session Schedule Form.	3. Verify availability of venue and time schedule.	None	10 Minutes	
4. Receive confirmation on schedule of library orientation.	4. Confirm the venue and schedule of the library orientation.	None	5 Minutes	
TOTAL:			40 Minutes	

12. Request for Paging of Library Resources in Closed-Shelves System for Room Use

This service processes requests for room-use of library books, publicly available theses and dissertations, periodicals, microfilms, archival materials, etc. stored in libraries utilizing closed-shelves system. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	On-Site - Simple; Remote - Complex			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. Duly Accomplished Request Form [Call Slip, Paging Slip, Borrowing Form] (1 copy)		Main Library College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form.		None	2 Minutes	Library Personnel Circulation and/or Reserve Section, Main Library and College / Unit Libraries
2. Hand in duly accomplished Request Form at the Request Desk.	1. Receive Call Slip.	None	1 Minute	
	2.1. Retrieve the requested material from the shelves.	None	10 Minutes (<i>On-Site</i>) 3 Days (<i>Remote Storage Facility</i>)	
	2.2. Verify correctness of material or check completeness of components.	None	3 Minutes	
3. Hand in ID.	3. Hand over to client the requested material.	None	1 Minute	
4. Receive requested material.	4. Clip together the duly accomplished Request Form and ID.	None	1 Minute	
TOTAL:			On-Site: 18 Minutes	

		Remote: 3 Days, 8 Minutes	
--	--	--------------------------------------	--

13. Request for Paging of Library Resources in Closed-Shelves System for Room-Use; UP Users Only

This service processes requests for room use of laptops, electronic tablets, e-book readers, reading glasses, adaptors, electric cords, etc. by bona fide UP Diliman faculty members and staff. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	On-Site – Simple; Remote – Complex			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (1 copy)		Selected sections of the Main Library Selected Unit/College Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form.		None	2 Minutes	<i>Library Personnel Circulation and/or Reserve Section, Main Library and College / Unit Libraries</i>
2. Hand in duly accomplished Request Form at the Request Desk.	2.1. Receive Call Slip.	None	1 Minute	
	2.2. Retrieve the requested material.	None	10 Minutes (<i>On-Site</i>) 3 Days (<i>Remote Storage Facility</i>)	
	2.3. Verify correctness of material or check completeness of components.	None	3 Minutes	
3. Hand in ID.	3. Hand over to client the requested material.	None	1 Minute	
4. Receive requested material.	4. Clip together the duly accomplished Request Form and ID.	None	1 Minute	
TOTAL:			On-Site: 18 Minutes Remote: 3 Days, 8 Minutes	

14. Request for Photocopy of Books and Other Library Resources

This service processes books and other library resources for photocopying. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. Duly Accomplished Photoduplication Permit (2 copies)		Main Library College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish 2 copies of Photoduplication Permit.		None	2 Minutes	
2. Hand in the 2 copies of the duly accomplished Photoduplication Permit and ID at the Request Desk	2.1. Receive Photoduplication Permit and ID.	None	1 Minute	<i>Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries</i>
	2.2. Approve (stamp with date and time of release) request for photocopying.	None	1 Minute	
3. Receive requested material.	3.1. Hand over to client the requested material and 1 copy of the Photoduplication Permit.	None	1 Minute	
	3.2. Clip together 1 copy of the Photoduplication Permit and ID.	None	1 Minute	
4. Return requested material and receive ID.	4. Receive requested material and hand over ID.	None	1 Minute	
TOTAL:			7 Minutes	

15. Request for Reference/Information, Bibliographic, and Research Support Services

This service identifies library resources appropriate in answering reference, information, bibliographic and research queries (includes analytics of faculty Publications, journal validation and verification, etc.).

Office or Division:	University Library			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. Letter Request		Requesting Party		

3. Duly accomplished Reference Query Form (1 copy)		Main Library – Information Services and Instruction Section College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand-in or email reference question or letter request.	1.1. Receive query or letter request.	None	3 Minutes	<i>Librarian</i> Information Services and Instruction Section, Main Library and Selected College / Unit Libraries
	1.2. Conduct reference interview or send clarificatory email.	None	25 Minutes	
2. Explain query and provide requested information.	2.1. Analyze query and determine possible information sources that may provide answer to the query, run the analytics, or conduct the validation and verification.	None	3 Days	
	2.2. Communicate answer to query/request.	None	30 Minutes	
3. Receive answer to request/query.		None	2 Minutes	
TOTAL:			3 Days, 1 Hour	

16. Request for Remote Access Account and Access to College-Based Subscriptions

This service provides bona fide UP Diliman students, faculty members and staff information on accessing electronic resources beyond the Diliman Network (DiINet).

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. Duly Accomplished Request Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and hand in accomplished Request Form or email request letter.	1.1. Verify identity and library privileges of client.	None	5 Minutes	<i>Library Personnel</i> Information Services and Instruction Section, Main Library or College / Unit Libraries
	1.2. Activate account for remote access or access to college-based subscription.	None	10 Minutes	
	1.3. Communicate account activation.	None	3 Minutes	

2. Verify account activation.			2 Minutes	
TOTAL:			20 Minutes	

17. Request for Self-Service Printing

This service allows clients to print documents in black or color on letter-sized paper. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. Duly Accomplished Printing Transaction Form (1 copy)		Main Library- Information Services and Instruction Section College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and accomplish Printing Transaction Form.	1. Receive ID and the accomplished Printing Transaction Form.	Black Prints - PhP5.00/ page Colored Prints - PhP20.00 / page	3 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
2. Print file.	2.1. Assist in printing.		15 Minutes	
	2.2. Assess fees and issue Order Payment Form.		5 Minutes	
3. Pay fee.	3. Process payment		5 Minutes	
<u>Modes of Payment:</u> A. Cash payment to University Library Cashier B. Landbank Link.Biz	For Mode A: Issue Official Receipt For Mode B: No Official Receipt will be issued. The confirmation receipt will serve as proof of payment.		5 Minutes	
4. Hand in official receipt and Order Payment Form.	4. Verify payment.		5 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
5. Receive ID and official receipt.	5. Hand over ID and official receipt.		2 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
TOTAL:			35 Minutes	

18. Request for Self-Service Scanning

This service allows clients to scan A4-size or smaller documents and books into digital format using a flatbed scanner. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines).

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. Duly accomplished Scanning Transaction Log/Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Scanning Transaction Log / Form.			5 Minutes	
2. Hand in valid ID and duly accomplished Scanning Transaction Log/ Form.	2. Receive ID and duly accomplished Scanning Transaction Log/ Form.		2 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section,
3. Scan and save the desired document/s or image/s.	3. Assess fees and issue Order Payment Form.		30 Minutes	Main Library and College / Unit Libraries
4. Pay fee. <u>Modes of Payment:</u> A. Cash payment to University Library Cashier B. Landbank Link.Biz	4. Process payment <u>For Mode A:</u> Issue Official Receipt <u>For Mode B:</u> No Official Receipt will be issued. The confirmation receipt will serve as proof of payment.	PhP5.00/ page	5 Minutes	<i>Designated Special</i> <i>Collecting Officer</i> Main Library or College / Unit Libraries
5. Hand in official receipt and processed Order Payment Form.	5. Verify payment.		2 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section,
6. Receive ID and official receipt.	6. Hand over ID and official receipt.		1 Minute	Main Library and College / Unit Libraries
TOTAL:			45 Minutes	

19. Request for Use of Discussion Rooms

Use of the Discussion Rooms (i.e., Quiet Room, Reading Rooms, etc.) for academic collaborations. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library
----------------------------	--------------------

Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Minimum number of users: Group of three (3) persons		Requesting Party		
2. Valid ID or copy of appointment documents		Human Resources Development Office		
3. Duly accomplished Discussion Room Transaction Log/Form (1 copy)		Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in ID, and request for the use of the Discussion Room.	1. Check the availability of the facility.	None	5 Minutes	<i>Librarian Selected College / Unit Libraries</i>
2. Accomplish the Discussion Room Transaction Log/Form.	2. Instruct client to accomplish the Discussion Room Transaction Log/Form.	None	5 Minutes	
3. Proceed to the assigned table/room.	3. Inform client on assigned table/ room number.	None	5 Minutes	
TOTAL:			15 Minutes	

21. Request for Use of PCs and Electricity for Personal Equipment

Library users may use, for academic and research activities, library personal computers, or power outlets for laptops, smartphones, and tablets. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. Duly accomplished Facilities Use Transaction Log		Main Library College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID.	1. Receive ID.		2 Minutes	<i>Library Personnel Electricity Counter, Main Library or College/Unit Libraries</i>
2. Accomplish the Facilities Use Transaction Log	2.1. Hand in accomplished Facilities Use Transaction Log.		3 Minutes	
	2.2. Record the Time-In, and clip together the ID and Client Card.		3 Minutes	

3. Receive Claim Card and proceed to use available PCs or tables with power outlets.	3.1. Issue Claim Card.		1 Minute	
	3.2. Assess fee.		3 Minutes	
4. Pay fee. <u>Modes of Payment:</u> A. Cash payment to University Library Cashier B. Landbank Link.Biz	4. Process payment <u>For Mode A:</u> Issue Official Receipt <u>For Mode B:</u> No Official Receipt will be issued. The confirmation receipt will serve as proof of payment.	PhP20.00/ Hour	5 Minutes	<i>Designated Special Collecting Officer Main Library or College/Unit Libraries</i>
5. Present transaction receipt and claim ID.	5. Hand over ID and transaction receipt.		1 Minute	<i>Library Personnel Electricity Counter, Main Library or College/Unit Libraries</i>
TOTAL:			13 Minutes	

23. Resource on Demand

A service for processing requests for articles and book chapters from journals, books, e-resources, and other materials only available in UP Diliman Libraries. These documents are scanned and can be picked up in person or sent electronically via email.

Office or Division:	University Library			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of valid ID or appointment documents		Human Resources Development Office		
2. Request Letter (1 copy) a. For UP employees requesting an e-copy of a periodical article in the physical collection or an article in a microfilm in the multimedia collection: 5 articles per day per user b. For all clients requesting selected pages or chapters from a book in the physical collection: 1 active request per user		Requesting Party		
3. UP Web Mail (preferably); or any email account		UP Diliman Computer Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request via email to the college/unit library or at	1.1. Check Tuklas and databases for		3 Days	<i>Librarian</i>

libraryinfo.updiliman@up.edu.ph with the following details for books (title, author, edition, publication year, page numbers) or the following details for periodicals (article title, article authors, periodical title, periodical issue number, year of issue, page numbers).	availability of requested material			Information Services and Instruction Section, Main Library and College/Unit Libraries
	1.2. Send confirmation of availability of material, inform of transaction limits, and confirm with the client whether to proceed with transaction.		30 Minutes	
2. Confirm to proceed with transaction.	2. Send transaction fees assessment.		30 Minutes	
3. Pay fee. <u>Modes of Payment:</u> A. Cash payment to University Library Cashier B. Landbank Link.Biz	3. Process payment <u>For Mode A:</u> Issue Official Receipt <u>For Mode B:</u> No Official Receipt will be issued. The confirmation receipt will serve as proof of payment.	See table below	1 Day	<i>Designated Special Collecting Officer</i> Main Library and College/Unit Libraries
4. Send proof of payment via email.	4. Prepare material for document delivery.		5 Days	<i>Librarian</i> Information Services and Instruction Section, Main Library and College/Unit Libraries
5. Receive the requested library material.	5. Send material to client via email or courier		5 Minutes	
TOTAL:			13 Days, 1 Hour, 5 Minutes	

Material Type	Fee		
	UP Students, Faculty and Staff	UP Alumni	Non-UP
Article or whole eBook from subscribed e-resources	Free	N/A	N/A
E-copy of an article from a periodical or journal in the physical collection	Free	First 5 articles free; PhP50.00 research fee for succeeding articles	PhP50.00 research fee
E-copy of selected pages or chapters from a book in the physical collection	Free	PhP50.00 research fee	PhP50.00 research fee

E-copy of an article in a microfilm in the Multimedia collection	First 10 pages free; PhP4.00 per page for succeeding pages	PhP4.00 per page + PhP50.00 research fee	PhP4.00 per page + PhP50.00 research fee
--	--	--	--

24. Returning Library Resources in Closed-Shelves System

This service processes the return of library resources by bona fide UP Diliman faculty members and staff. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed book or other Library resources		Main Library College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return borrowed library materials.	1.1. Receive materials for return.	None	1 Minute	<i>Library Personnel</i> Circulation and/or Reserve Section, Main Library and College / Unit Libraries
		1.2. Verify correctness of material or check completeness of components.	None	
2. Receive ID.	2.1. Hand over ID.	None	1 Minute	
		2.2. Shelve or keep the returned library material.	None	
TOTAL:			10 Minutes	

25. Checking-out (Borrowing) of Other Library Resources

This service enables UP employees to borrow other library resources monitored in closed-shelves system such as calculators and umbrellas. (May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.)

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. Duly accomplished Borrowing Form (2 copies)		Selected Unit/College Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out 2 copies of Borrowing Form and hand	1.1. Receive ID and duly accomplished Borrowing Form.	None	2 Minutes	<i>Library Personnel</i> Lending Desk,

these in, together with your ID.				College of Engineering Library and Selected College / Unit Libraries
	1.2. Retrieve the requested material.	None	7 Minutes	
	1.3. Verify completeness of component parts.	None	5 Minutes	
2. Receive requested material, 1 copy of Borrowing Form, and ID.	2. Hand over to client the requested material, 1 copy of Borrowing Form, and ID.	None	1 Minute	
TOTAL:			15 Minutes	

26. Request for Access to Restricted Theses & Dissertations

Researchers may be allowed access to restricted theses and dissertations under certain limitations (per OVCRD Memorandum No. FRN 15-038) due to the nature of said materials.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or copy of appointment documents		Human Resources Development Office		
2. Duly accomplished Theses Request Form (1 copy)		College/Unit Libraries		
3. Signed Conforme and a written permission from the author or the adviser of the thesis/dissertation shall be submitted to the Library or College/Unit where access to the thesis/dissertation is being requested.		Author or adviser of thesis or dissertation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written permission to access material from the author/adviser, together with the signed Conforme .	1. Collect the submitted documents.	None	5 Minutes	<i>Library Personnel</i> College/Unit Libraries
2. Accomplish Theses Request Form and submit valid ID.	2. Verify ID presented. Collect accomplished form after usage.	None	5 Minutes	
3. Locate and pull-out from the restricted area the theses / dissertations requested.	3. Personnel will assist the user/s, if necessary.	None	5 Minutes	
TOTAL:			15 Minutes	