



CITIZEN'S CHARTER

*of
The University Library
UP Diliman*

(As of January 2020)

*In compliance with RA 11032 (Ease of Doing Business and
Efficient Delivery of Government Services Act of 2018)*

The University of the Philippines

MANDATE

Through the Republic Act No. 9500, otherwise known as “the *University of the Philippines Charter of 2008*”, **the University of the Philippines**, as the national university, a public and secular institution of higher learning and a community of scholars dedicated to the research for truth and knowledge as well as the development of future leaders, **is mandated to perform its unique and distinctive leadership in higher education and development.**

VISION

A great university, taking a leadership role in the development of a globally competitive Philippines.

MISSION

Academic Freedom.

UP has the right and responsibility to exercise academic freedom.

Academic Excellence

UP has the responsibility to maintain and enhance its high academic standards in the performance of its functions of instruction, research and extension, and public service.

Commitment to National Development

UP shall harness the expertise of the members of its community and other individuals to regularly study the state of the nation in relation to its quest for national development in the primary areas of politics and economics, among others.

UP shall identify key concerns, conduct research and formulate responsive policies regarding these concerns, give advice and recommendations to the President of the Philippines, Congress, the Supreme Court, the lower courts, other government agencies and instrumentalities.

Social Responsibility

UP is committed to serve the Filipino nation and humanity, and relate its activities to the needs of the Filipino people and their aspirations for social progress and transformation, and provide venues for student volunteerism.

Democratic Access

UP shall take affirmative steps, which may take the form of an alternative and equitable admissions process to enhance the access of disadvantaged students.

Sports

UP shall undertake and support comprehensive sports programs that promote physical education, uphold excellence and encourage competitive participation in sports activities, instill school identity and solidarity, cultivate pride, self-discipline and teamwork.

Institutional and Fiscal Autonomy

UP has the right to be treated in a manner consistent with its institutional requirements as the national university by the service-wide agencies in the exercise of their respective jurisdiction.

Taking into account national goals and priorities, UP shall exclusively determine its teaching, research and extension thrusts, plans, policies, programs and standards, and on the basis of such determination, shall recommend its annual budget to the President of the Republic of the Philippines and Congress.

UP Diliman Office of the Vice-Chancellor for Academic Affairs

MANDATE

The OVCAA assists the Chancellor in coordinating curricular, instructional, extension, library and other academic programs in UP Diliman.

MISSION

To develop and implement quality and responsive programs, systems, mechanisms and philosophies in curricular, instructional, extension work and other academic concerns that ensure the attainment of UP Diliman's goals and objectives.

The University Library, UP Diliman

MANDATE

To be the information resource center of excellence in the social sciences, humanities and basic sciences.

MISSION

To provide library users the best possible access to information in support of instruction, research and extension; and the best possible information services through the use of new Information and Communications Technology (ICT) as applied to libraries.

List of External Services of the University Library

1. Registration for Library Access (UPL Form No. 144a)
2. Issuance of Temporary Library Card (UPL Form No. 161a)
3. Checking-Out (Borrowing) of Library Books
4. Checking-In (Returning) of Library Books
5. Renewing books borrowed / checked-out
6. Payment of Fines
7. Payment for Lost Book/s
8. Request for Paging of Library Resources in Closed-Shelves System for Room-Use
9. Request for Paging of Library Resources in Closed-Shelves System for Room-Use and UP Users Only
10. Returning Library Resources in Closed-Shelves System
11. Request for Photocopy of Books and Other Library Resources
12. Request for Reference/Information, Bibliographic, and Research Support Services
13. Request for Extended Reading
14. Inter-Library Loan (ILL)
15. Document Delivery
16. Request for Use of PCs and Electricity for Personal Equipment
17. Request for Remote Access Account and Access to College-based Subscription
18. Request for Self-Service Printing
19. Request for Self-Service Scanning
20. Request for Microfilm Conversion
21. Request for Use of Discussion Rooms
22. Request for Library Accommodations
23. Request for Index to Philippine Periodicals on Print
24. Request for Access to Restricted Theses & Dissertations (College/Unit Libraries)
25. Request for Turnitin Account and Request for Similarity Index Report (College of Engineering Library)
26. Borrowing of Other Library Resources (College of Engineering Library)

1. 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 a number of libraries, undergraduate students from other schools.

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	Library Personnel 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	Designated Collection Officer 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	Library Personnel Main Library or College / Unit Libraries
TOTAL:			17 Minutes	

TABLE OF RATES	
Classification	Research Fee
UP Alumni	- Free- First 5 Visits / Per Semester - PHP 20 / Day applies after the first 5 visits - PHP 450 / Semester - PHP 300 / Midyear
Government Researchers	PHP 20 / Day
Non-UP (Private Researchers)	PHP 50 / Day
For Undergraduate Students (only for selected libraries)	PHP 25 / Day
For Science High School Students (only for selected libraries)	PHP 10 / Day

2. 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 ID), cross-registrant, special student, or a non-degree student may be issued a temporary ID (Green) by his college library. For students who were advised by the Office of the University Registrar, their temporary ID card is issued by the Main Library.

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 validated 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	Library Personnel ID Validation Counter, Main Library or College / Unit Libraries
2. Fill-out Temporary ID card and attach 1x1 picture	2. Check for accuracy and completeness of information	NONE	5 Minutes	
	2.1. 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	

3. Checking-Out (Borrowing) of Library Books

Library books may be borrowed by bona fide UP Diliman students, faculty members and staff.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish book card with name, college and student / employee number		NONE	2 Minutes	Library Personnel Circulation Section, Main Library and College / Unit Libraries
2. Hand in duly accomplished book card, the book to be borrowed, and valid ID (polaroid ID or temporary library card)	2. Receive book, duly accomplished book card, and valid ID	NONE	1 Minute	
	2.1. Scan ID and verify borrower's status at the UPD Integrated Library System	NONE	1 Minutes	
	2.2. Scan barcode of book and check-out under the borrower's account	NONE	1 Minute	
	2.3. Deactivate RFID tag of book	NONE	1 Minute	
	2.4. Stamp due date and counter sign Due Date Slip and Book Card	NONE	2 Minutes	
	2.5. Print receipt of book borrowed	NONE	1 Minute	
3. Receive book	3. Issue receipt and book borrowed	NONE	1 Minute	
TOTAL:			10 Minutes	

4. Checking-In (Returning) of Library Books

To avoid tagging of deficiency by the University Library, bona fide UP Diliman students, faculty members and staff must return library books.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Book/s for return		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book/s for return/check-in	1. Receive book/s for return/check-in	NONE	1 Minute	Library Personnel Circulation Section, Main Library and College / Unit Libraries
	1.1. Scan barcode of book for return and clear it from the borrower's account at the Integrated Library System	NONE	1 Minute	
	1.2. Enable RFID tag of book	NONE	1 Minute	
	1.3. Print receipt of book returned	NONE	1 Minute	
2. Receive Transaction (return/check-in) Receipt	2. Issue Transaction (return/check-in) Receipt	NONE	1 Minute	
TOTAL:			5 Minutes	

5. Renewing books borrowed / checked-out

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

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Book/s for renewal		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in ID and book/s for renewal	1. Receive ID and book/s	NONE	2 Minutes	Library Personnel Circulation Section, Main Library and College / Unit Libraries
	1.1. Retrieve and Hand in Book Card of book/s for renewal	NONE	3 Minutes	
2. Accomplish Book Card with name, college, and student / employee number	2. Scan barcode of book for return and clear it from the borrower's account at the Integrated Library System	NONE	2 Minutes	
	2.1. Scan ID and verify borrower's status at the UPD Integrated Library System	NONE	1 Minute	
	2.2. Scan barcode of book and check-out under the borrower's account	NONE	1 Minute	
	2.3. Stamp return on old due date and stamp new due date and counter sign Due Date Slip and Book Card	NONE	1 Minute	
	2.4. Print transaction receipt of book/s renewed	NONE	1 Minute	
3. Receive book/s renewed and transaction receipt	3. Issue renewed book/s and transaction receipt	NONE	1 Minute	
TOTAL:			12 Minutes	

6. Payment of Fines

Settlement of obligations or fines for library books returned beyond due date.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed Books		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book to the Collection Officer	1. Checks due date and compute fine	NONE	5 Minutes	Designated Collection Officer, Main Library and College / Unit Libraries
2. Pay fine	2. Issue receipt	See table below	1 Minute	
3. Present book and payment receipt to Section	3. Scan barcode of the book to be returned and clear it from the borrower's account	NONE	1 Minute	Library Personnel Circulation Section, Main Library and College / Unit Libraries
	3.1. Enable RFID tag of book	NONE	1 Minute	
	3.2. Print receipt of book returned	NONE	1 Minute	
4. Receive Transaction Receipt	4. Hand the return/check-in receipt to client	NONE	1 Minute	
TOTAL:			10 Minutes	

TABLE OF FINES		
	Regular Circulation	Reserved
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)

7. 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, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal Declaration of Lost Book/s (1 original signed copy)		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Formal Declaration of Lost Book/s and ID	1. Receive Formal Declaration of Lost Book/s and ID and verify information at Integrated Library System	NONE	5 Minutes	Librarian Circulation Section, Main Library and College / Unit Libraries
	1.1 Retrieve book card and inventory card	NONE	10 Minutes	
	1.2. Compute cost of fine	NONE	10 Minutes	
2. Pay fines	2. Receive payment and issue Official Receipt	Current Market Price of Book/s plus 50% of the Current Market Price of Book/s	3 Minutes	Designated Collection Officer Main Library and College / Unit Libraries
3. Present Official Receipt to concerned section	3. Indicate in the book card and inventory card 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 Integrated Library System and CRS Accounts	4. Clear student or employee from Delinquent Database and from CRS accountability module	NONE	10 Minutes	
	4.1. Report new book status to the Cataloging and Metadata Section	NONE	5 Minutes	

	4.2. Change status at Integrated Library System and at Union Shelf List	NONE	7 Minutes	<i>Librarian</i> Cataloging and Metadata Section, Main Library
TOTAL:			55 Minutes	

8. 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-shelved system.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students, UP Employees, Non-UP Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (1 copy)	Main Library College/ Unit Libraries			
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members	Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office			
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 Reserved Section, Main Library and College / Unit Libraries
2. Hand in duly accomplished Request Form at the Request Desk	2. Receive Call Slip	NONE	1 Minute	
	2.1. Retrieve the requested material from the shelves	NONE	10 Minutes	
	2.2. Verifies correctness of material or checks 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:			15 Minutes	

9. Request for Paging of Library Resources in Closed-Shelves System for Room-Use and 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, faculty members and staff.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (1 copy)		Selected Sections of the Main Library Selected Unit / College Libraries		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
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 Reserved Section, Main Library and College / Unit Libraries
2. Hand in duly accomplished Request Form at the Request Desk	2. Receive Call Slip	NONE	1 Minute	
	2.1. Retrieve the requested material	NONE	10 Minutes	
	2.2. Verify correctness of material or checks 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:			15 Minutes	

10. Returning Library Resources in Closed-Shelves System

This service processes library resources for returning from bona fide UP Diliman students, faculty members and staff.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed Book or Other Library Resources		Main Library College / Unit Libraries		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return borrowed library materials	1. Receive materials for return	NONE	1 Minute	Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries
	1.2. Verify correctness of material or check completeness of components	NONE	3 Minutes	
2. Receive ID	2. Hand over ID	NONE	1 Minute	
	2.1. Shelve or keep the returned library material	NONE	5 Minutes	
TOTAL:			10 Minutes	

11. Request for Photocopy of Books and Other Library Resources

This service processes books and other library resources for photocopying.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Duly Accomplished of Photoduplication Permit (2 copies)		Main Library College/ Unit Libraries		
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
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. Receive Photoduplication Permit and ID	NONE	1 Minute	Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries
	2.1. Approve (stamp with date and time of release) request for photocopying	NONE	1 Minute	
3. Receive requested material	3. Hand over to client the requested material and 1 copy of the Photoduplication Permit	NONE	1 Minute	
	3.1. Clip together 1 copy of the Photoduplication Permit and ID	NONE	1 Minute	
TOTAL:			6 Minutes	

12. 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:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting Party		
2. Duly Accomplished Reference Query Form (1 copy)		Main Library – Information Services and Instruction Section College / Unit Libraries		
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in reference question/s or letter request	1. Receive query or letter request	NONE	5 Minutes	Librarian Information Services and Instruction Section, Main Library and Selected College / Unit Libraries
2. Verify query	2. Conduct reference interview for clarification	NONE	25 Minutes	
	2.1. Analyze query and determines possible information sources that may provide answer to the query, run the analytics, or conduct the validation and verification	NONE	3 Days	
3. Receive answer to request	3. Communicate answer to request	NONE	30 Minutes	
TOTAL:			3 Days, 1 Hour	

13. Request for Extended Reading

Through this service, UP students and UP employees may use library resources beyond the service hours of Main Library sections. It allows readers to utilize the requested item/s beyond 5:00 PM until 8:00 PM during weekdays at the Information Services and Instruction Section.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (3 copies)		Main Library		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Member		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish 3 copies of Form for Extended Reading		NONE	2 Minutes	
2. Hand in Duly Accomplished Forms for Extended Reading	2. Check for availability of requested material	NONE	3 Minutes	Librarian Circulation and/or Reserved Section, Main Library
	2.1. If material is available, stamp Forms and Due Date Slip with "Extended Reading" and hand in one copy of the form to client	NONE	1 Minute	
3. Receive one (1) copy of processed Extended Reading Form	3. Forward to Information Services and Instruction Section, Section the requested material together with one copy of the Form for Extended Reading	NONE	15 Minutes	Library Personnel Circulation and/or Reserved Section, Main Library
4. Proceed to the Information Services and Instruction Section, Section after 5:00 PM to present copy of Duly Accomplished Form for Extended Reading and ID	4. Receive Duly Accomplished Form for Extended Reading and ID and verify information	NONE	3 Minutes	Library Personnel Information Services and Instruction Section, Main Library
5. Receives requested material	5. Issue requested material for extended reading	NONE	1 Minute	
TOTAL:			25 Minutes	

14. Inter-Library Loan (ILL)

Through this arrangement, partner institutions and other constituent unit libraries of the UP Diliman Library may borrow library resources from one another.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Partner Institutions and Other Constituent Unit Libraries of UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter or Endorsement Letter (1 copy)		Requesting Party		
2. Valid ID of representative		Company or institution ID		
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. Receive request and verifies identity of borrower	NONE	5 Minutes	Librarian 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	Head Librarian Main Library Sections or College / Unit Libraries
2. Fill-up Book Card	2. Scan barcode of the book to be checked-out under the account of the Head Librarian	NONE	5 Minutes	
	2.1. 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	Librarian Circulation Section, Main Library and College / Unit Libraries
3. Receives book and 1 copy of ILL Form	3. Issue 1 copy of ILL Form and book borrowed	NONE	1 Minute	
TOTAL:			1 Hour	

15. Document Delivery

A service for UP and non-UP library users that processes 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, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 copy)		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request via email at libraryinfo.updiliman@up.edu.ph with the following details of 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. Check Web OPAC and databases for availability of requested material		3 Days	Librarian Information Services and Instruction Section, Main Library
	1.1. Send confirmation of availability of material and confirm with the client to proceed with transaction		30 Minutes	
2. Confirm to proceed with transaction	2. Send transaction fees assessment		30 Minutes	
3. Deposit transaction fees to UPD Revolving Fund at any Land Bank of the Philippines branch	3. Process payment		7 Days	

4. Send machine-validated Deposit Slip at libraryinfo.updiliman@up.edu.ph	4. Process material for document delivery		7 Days	Librarian Information Services and Instruction Section, Main Library
5. Receive the requested library material	5. Send material to client via email or courier			
TOTAL:			17 Days, 1 Hour	

Document Delivery via Email		
Classification	Research Fee	Document Delivery
Students	NONE	NONE
UP Employees (Faculty, REPS, Administrative)	NONE	NONE
UP Alumni	PHP 50	PHP 5 / Page
Government Researchers	PHP 50	PHP 5 / Page
Non-UP Local	PHP 50	PHP 5 / Page
Non-UP International	USD 10	USD 1 / Page

16. 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.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer Usage Card		College/Unit Libraries		
2. Duly Facilities Use Transaction Log		Main Library College/Unit Libraries		
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
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	UP Students – Free for first 20 Hours/semester, PHP 20/Hour thereafter UP Employees – PHP 20/Hour Non-UP – PHP 50/Hour	3 Minutes	Library Personnel Electricity Counter, Main Library or College / Unit Libraries
2. Accomplish the Facilities Use Transaction Log	2. Hand in Facilities Use Transaction Log		3 Minutes	
	2.1. Record the Time-In on the Computer Usage Card and clip 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. Issue Claim Card		1 Minute	
TOTAL:			10 Minutes	

17. Request for Remote Access Account and Access to College-based Subscription

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

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Request Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID	1. Verify identity and library privileges of client	NONE	5 Minutes	Library Personnel Information Services and Instruction Section, Main Library or College / Unit Libraries
2. Fill-out and Hand in Request Form	2. Hand in Remote Access or Access to Subscription Request Form	NONE	5 Minutes	
3. Verify account activation	3. Activate account for remote access or access to college- based subscription	NONE	10 Minutes	
TOTAL:			20 Minutes	

18. Request for Self-Service Printing

This service allows clients to print documents in black or color on letter-sized paper.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Printing Transaction Form (1 copy)		Main Library- Information Services and Instruction Section College/Unit Libraries		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and accomplish Printing Transaction Form	1. Receive ID and accomplish Printing Transaction Form	Black Prints – PHP 5.00/ page	5 Minutes	Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
2. Print file/s	2. Assist in printing		15 Minutes	
	2.1. Assess fees and issue Order Payment Form		5 Minutes	
3. Pay printing fee	3. Process payment and issue official receipt	Colored Prints – PHP 20.00/page	5 Minutes	Designated Collection Officer Main Library or College / Unit Libraries
4. Present official receipt and Order Payment Form	4. Check the official receipt, receive the Order Payment Form and return ID		5 Minutes	Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
TOTAL:			35 Minutes	

19. Request for Self-Service Scanning

This service allows clients to scan A4-size or smaller documents and books into digital format using flatbed scanner.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Scanning Transaction Log / Form (1 copy)		Main Library – Information Services and Instruction Section Selected College / Unit Libraries		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Scanning Transaction Log / Form		PHP 5.00/ page	5 Minutes	Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
2. Hand in valid ID and duly accomplished Scanning Transaction Log / Form	2. Receive ID and duly accomplished Scanning Transaction Log / Form		2 Minutes	
3. Scan and save the desired document/s or image/s	3. Assess fees and issue Order Payment Form		30 Minutes	
4. Pay scanning fee	4. Process payment and issue official receipt		5 Minutes	Designated Collection Officer Main Library or College / Unit Libraries
5. Hand in official receipt and processed Order Payment Form	5. Verify payment		2 Minutes	Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
6. Receive ID and official receipt	6. Hand over ID and official receipt		1 Minutes	
TOTAL:			45 Minutes	

20. Request for Microfilm Conversion

This service processes requests for converting content in microfilm into digital and print formats.

Office or Division:	University Library			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Media Call Slip [Paging Form] (1 copy)	Main Library – Information Services and Instruction Section			
2. Duly Accomplished Microfilm Conversion Request Slip / Log (1 copy)	Main Library – Information Services and Instruction Section			
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members	Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Media Call Slip		NONE	5 Minutes	
2. Hand in ID and Media Call Slip	2. Receive Media Call Slip	NONE	2 Minutes	Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
	2.1. Check Integrated Library System and List of Microfilms for availability of requested microfilm reel	NONE	10 Minutes	
	2.2. Retrieve the requested microfilm	NONE	20 Minutes	
3. Accomplish Microfilm Conversion Request Log	3. Received accomplished Microfilm Conversion Request Log	NONE	3 Minutes	
	3.1. Assess fee and issue Order Payment Form	NONE	10 Minutes	
4. Pay assessed fees	4. Process payment, issue official receipt	Scanning – PHP 5.00/ image or page Printing for UP Clients – PHP 5.00/ page Printing for Non-UP Clients – PHP 10.00/ page	5 Minutes	Designated Collection Officer Main Library or College / Unit Libraries

5. Hand in Order Payment Form and official receipt	5. Hand over ID and issue claim tag	NONE	5 Minutes	Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
	5.1. Process microfilm scanning conversion	NONE	7 Days	
6. Present ID and claim tag	6. Issue scanned copy of microfilm	NONE	5 Minutes	
TOTAL:			7 Days, 1 Hour, 5 Minutes	

21. Request for Use of Discussion Rooms

Use of the Discussion Rooms (i.e. Quiet Room, Reading Rooms, etc.) for academic collaborations.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Minimum number of users: Group of three (3) persons		Requesting Party		
2. Duly accomplished Discussion Room Transactions Log / Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in ID and state request for the use of Discussion Room	1. Check the availability of the facility	NONE	5 Minutes	Librarian Information Services and Instruction Section, Main Library and Selected College / Unit Libraries
2. Accomplish the Discussion Room Transactions Log / Form	2. Instruct client to accomplish the Discussion Room Transactions Log / Form	NONE	5 Minutes	
3. Proceed to the assigned table / room	3. Give assigned table / room number	NONE	5 Minutes	
TOTAL:			15 Minutes	

22. Request for Library Accommodations

This service accommodates requests from individuals or groups for a tour, interview, survey, conduct research, etc. at the UP Diliman Main Library building or for collecting data from the University Library.

Office or Division:	University Library			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Government Issued ID (GSIS, SSS, PRC) Company or Agency ID Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and hand in request letter	1. Receive request letter	NONE	5 Minutes	Librarian Strategic Communication, Research and Marketing Section
	1.1. Verify availability of schedule	NONE	20 Minutes	
	1.2. Approve request	NONE	3 Days	
2. Receive notice of approval	2. Communicate approval request	NONE	20 Minutes	Librarian Strategic Communication, Research and Marketing Section
	2.1. Coordinate with concerned section or personnel and prepare for activity	NONE	5 Days	
3. Receive final arrangement of activity	3. Confirm final arrangement of activity	NONE	1 Hour	
TOTAL:			8 Days, 1 Hour, 45 Minutes	

23. Request for Index to Philippine Periodicals on Print

This service is aimed to produce a printed research guide to periodical articles indexed by the Serials Section of the UP Diliman Main Library.

Office or Division:	University Library			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in request letter	1. Receive request letter	NONE	2 Minutes	Librarian Serials Section, Main Library
	1.1. Approve request	NONE	1 Day	Head Librarian Serials Section, Main Library
	1.2. Prepare and send billing invoice	NONE	4 Hours	Receiving Personnel University Librarian's Office
2. Pay corresponding fees	2. Process payment and issue official receipt	PHP 1,000 / vol.	15 Minutes	Designated Collection Officer Main Library
3. Present or send copy of official receipt	3. Prepare the IPP on Print	NONE	3 months	Librarians Serials Section, Main Library
4. Get copy of the IPP on Print	4. Release / Issue the IPP on Print	NONE	1 Hour	Librarian Serials Section, Main Library
TOTAL:			3 Months, 1 Day, 5 Hours, 17 Minutes	

24. Request for Access to Restricted Theses & Dissertations

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

Office or Division:	University Library			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Accomplished Theses Request Form (1 copy)			College / Unit Libraries	
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members			Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office	
3. If requesting party is a student, Personnel, researchers, or faculty of the University, a signed Conforme shall be submitted to the Library or College/Unit where access to the thesis/dissertation is being requested. A written permission from the author or the adviser of the Thesis/Dissertation.			Author or adviser of thesis or dissertation	
4. If the requesting party is Non-UP, 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 and employees				
1. Submit written permission with access approval of the author/adviser together with the signed Conforme	1. Personnel will collect the documents	NONE	3 Minutes	Library Personnel College / Unit Libraries
2. Accomplish Theses Request Form and submit valid ID	2. Verify ID presented. Collect accomplished form after usage	NONE	3 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	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Non-UP members				
1. Proceed to the Information Services and pay the research fee	1. Information Services Personnel will issue receipt and discuss the access policy to the users	Universities / colleges and private researchers: PHP 50 / Day PHP 450 / semester PHP 350 / midyear State or public universities and government researchers: PHP 20 / Day PHP 450 / semester PHP 300 / midyear	5-10 Minutes	
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. Personnel will collect the documents	NONE	3 Minutes	Library Personnel College / Unit Libraries
3. Accomplish Theses Request Form and submit valid ID	3. Verify ID presented. Collect accomplished form after usage	NONE	3 Minutes	

4. Locate and pull-out from the restricted area the theses / dissertations	4. Personnel will assist the user/s if necessary	NONE	5 Minutes	
TOTAL:			11 Minutes (for UP members), 16-21 Minutes (for non-UP)	

25. Request for Turnitin Account and Request for Similarity Index Report

Turnitin is a tool for determining originality of written works. This tool is available for use by UP College of Engineering faculty members.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP College of Engineering Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (1 copy)			Requesting Party	
2. Soft Copy of Research paper / Manuscript			Requesting Party	
3. Copy of Valid ID or Appointment Documents			Office of the University Registrar Human Resources Development Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or present a letter of request and copy of valid employee ID or appointment paper to the Information Services Librarian or via email at library@engglib.upd.edu.ph .	1. Check the faculty status	NONE	3 Minutes	Library Personnel College of Engineering Library
	2. Once status is verified, create an account for the faculty and notify him/her through email that an account has been created	NONE	10 Minutes	
2. Submit a letter of request and soft copy of research paper/manuscript to the Information Services Librarian or via email at library@engglib.upd.edu.ph .	3. Check the faculty or student's status.	NONE	3 Minutes	

	4. Once status is verified, upload and run the document in the web tool.	NONE	10 Minutes	
	5. Wait for the web tool to finish evaluating the document.	NONE	10 Minutes	
	6. Download the similarity index report and give or send to the requestor.	NONE	10 Minutes	
TOTAL:			16 Minutes (for account creation), 46 Minutes (for originality checking)	

26. 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.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Borrowing Form (2 copies)		College of Engineering Library		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out 2 copies of Borrowing Form and hand in 2 copies of duly accomplished Borrowing Form and ID	1.1. Receive ID and Borrowing Form	NONE	2 Minutes	
	1.2. Get the requested material	NONE	7 Minute	Library Personnel Lending Desk, College of Engineering Library and Selected College / Unit Libraries
	1.3. Verifies completeness of component parts	NONE	5 Minutes	
2. Receive requested material requested material, 1copy of Borrowing Form, and ID	2. Hand over to client the requested material, 1copy of Borrowing Form, and ID	NONE	1 Minutes	
			15 Minutes	

How to file a complaint in writing?

1. Proceed to the Information Desk at the Main Library Lobby
2. Answer the Client Complaint Form
3. Drop the Complaint Form in the Red box
4. For inquiries and follow-up, contact the Anti-Red Tape Focal Person at (02) 8981-8500 loc. 2856 or at maabarabar@up.edu.ph

How to file a complaint through a telephone call?

1. Dial (02) 8981-8500 local 2856
2. Provide the following information:
 - Name of person being complained
 - Incident
 - Evidence
3. For inquiries and follow-up, contact the Anti-Red Tape Focal Person at (02) 8981-8500 loc. 2856 or at maabarabar@up.edu.ph

How to file a complaint online?

1. Answer the Client Complaint Form at bit.ly/UPDLibComplaint
2. For inquiries and follow-up, contact the Anti-Red Tape Focal Person at (02) 8981-8500 loc. 2856 or at maabarabar@up.edu.ph