

Registration of Non-UP Users to access and use Library resources

Schedule of Availability of Service:

Monday and Wednesday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:

Graduate students from other universities/schools, private and government researchers who need to have access

What are the basic requirements:

1. Valid ID with picture
2. Referral letter
3. 1x1 photo

Duration: 5 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Present valid ID with picture and referral letter at the Registration Desk	Check/Verify validity of ID presented	1 minute	Library staff		
2	Fill-out Special Registration Permit form	Check for completeness of information	2 minutes			Special Registration Permit form
3	Pay the library fee at Social Science Cashier	Process payment and issue Official Receipt	1 minute	Cashier	Please refer to Schedule of Fees	UP Official Receipt
4	Receive valid Library Card/Permit	Issue valid Library Card/Permit	1 minute	Library staff		Library Card/Permit
END OF TRANSACTION						

Registration of UP Alumni to access and use Library resources

Schedule of Availability of Service:

Monday to Saturday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service

Graduates of the University of the Philippines System

*Library fee is assessed of Alumni user when the 5 days free visit per semester has been availed

What are the basic requirements:

1. Valid ID with picture
2. Proof of program completion and graduation from UP
3. 1x1 photo

Duration: 6 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Present valid ID with picture and proof of graduation from UP at the Registration Desk	Check/Verify validity of ID presented	1 minute	Library staff		
		Check Delinquent Database for accountability	2 minutes	Library staff		
2	Fill-out registration form	Check for completeness of information	1 minute			Registration Form
3	*Pay the library fee at Social Science Cashier	Process payment and issue Official Receipt	1 minute	Cashier	Please refer to Sched of Fees	UP Official Receipt
4	Receive valid Library Card/Permit	Issue valid Library Card/Permit	1 minute	Library staff		Library Card/Permit
END OF TRANSACTION						

ID Countersigning and Validation (polaroid type ID)**Schedule of Availability of Service:**

Monday to Saturday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service

Students enrolled in the current semester

What are the basic requirements:

1. Form 5 (Enrolment form)
2. 1x1 ID picture

Duration: 7 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Present enrollment Form (Form 5) and polaroid ID	Check and verify accuracy of information indicated in the enrolment form (Form 5)	2 minutes	Library staff		
2	Fill-out Library User Registration Form		1 minute	Library staff		Library User Registration Form
3	Hand in filled out Library User Registration Form to library staff	Verify identity of the student by comparing the ID and the information provided in the Registration form	2 minutes	Library staff		Library User Registration Form

		Check for completeness and accuracy of information	1 minute			
4	Wait while the ID is being validated and countersigned	Validate ID by affixing countersigned sticker	1 minute			
5	Receive validated and countersigned ID	Issue validated and countersigned ID	1 minute			
END OF TRANSACTION						

Issuance of Temporary Library Card

Schedule of Availability of Service:

Monday to Saturday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service

Students enrolled in the current semester

Members of the faculty, REPS, administrative staff

What are the basic requirements:

1. Enlistment/enrollment Form (Form 5)
2. 1x1 ID picture

Duration: 7 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Present Enlistment Form (Form 5 of students), copy of appointment papers (for members of the faculty, REPS and administrative staff), 1x1 ID picture	Check and verify accuracy of information indicated in the documents presented	2 minutes	Library staff		
2	Fill-out <i>Library User Registration Form</i>	Verify identity of the client by comparing the the information provided in the enlistment form (Form 5 for students) and appointment papers (for the members of the faculty, REPS and administrative staff)	2 minutes	Library staff		Library User Registration Form
	Fill-out Temporary ID card and attach 1x1 picture	Check for completeness of information	2 minute	Library staff		
3	Wait for the issuance of Temporary Library Card	Process Temporary Library Card	1 minute	Library staff		
4	Receive validated/countersigned polaroid ID	Issue countersigned/ validated ID	1 minute	Library staff		
END OF TRANSACTION						

Signing of Library Clearance

Schedule of Availability of Service

Monday to Saturday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:

Constituents of the University (students, members of the Faculty, REPS, administrative staff)

What are the basic requirements:

1. Clearance Form
2. Accomplished Clearance slip

Duration: 9 minutes

How to Avail of the Service: Signing of Library Clearance

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Present Clearance Form duly signed by unit/college library	Verify information indicated in the Clearance Form	2 minutes	Library staff		Clearance Form
2		Check and verify from the Delinquent Database (DLQ) for any library accountability	2 minutes	Library staff		
3	Fill out Clearance Slip	Check for accuracy of information indicated	3 minutes	Library staff		Clearance slip
		Sign on behalf of the University Librarian (box for the University Library)	1 minute			
4	Receive duly signed Clearance Form	Release duly signed Library Clearance	1 minute			
END OF TRANSACTION						

Use of University Library Spaces

Schedule of Availability of Service

Monday to Friday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service*

UP students and group of students for class activity, with endorsement from faculty adviser or thesis adviser and Chairperson or Office of the Vice-Chancellor for Student Affairs

the Office of the Vice-Chancellor for Student Affairs

UP units/offices with endorsement from the Dean or Head of Unit

UP accredited foundations

UP Faculty members, REPS, administrative staff

University based organizations of employees' and faculty unions; employees' cooperatives

Alumni associations and organized groups of alumni

What are the basic requirements:

1. Request Letter
2. Valid ID with picture

Duration: 15 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Accomplish Application Form for the use of the University Library space addressed to the University Librarian: Prof. Chito N. Angeles	Receive Application Form	2 minutes	Head Librarian of CSSP Library		Application Form (for the Use of University Library spaces)
		Verify availability of space requested and forward application to the Office of the University Librarian	2 minutes	Library staff		
2	Wait for the request to be processed	Approval of request (from the office of the University Librarian)	5 minutes	University Librarian		
		Advise client to pay at the Cashier	2 minutes	Head Librarian of CSSP Library		
4	Pay to the Cashier	Process payment and issue Official Receipt (OR)	2 minutes	Cashier	Refer to Sched of Fees	
5	Receive Confirmation of Space Reservation Slip	Issue Confirmation of Space Reservation Slip	2 minutes	Head Librarian of the CSSP Library		Confirmation of Space Reservation Slip
END OF TRANSACTION						

*From the APPROVED *General Guidelines on the Use of UP Diliman Grounds and Premises*

Borrowing/Charging out library books for home reading

Schedule of Availability of Service

Monday to Friday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service*

UP students, members of the faculty, REPS, administrative personnel

What are the basic requirements:

1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrower is yet to be issued the polaroid ID)

Duration: 6 minutes

How to Avail of the Service: Borrowing and returning library materials:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Fill out book card with name, college and student/employee number and present library staff at the Circulation desk		1 minute	Library staff		Book card
2	Present books to be borrowed and ID (polaroid ID or temporary library card)	Receive materials to be borrowed/returned	1 minute	Library staff		
		Check and verify ID (should be valid and countersigned)	1 minute	Library staff		
		Stamp with due date and sign book card	30 seconds	Library staff		Book card
		Scan barcode of the book to be checked-out under the borrower's account	30 seconds	Library staff		
2	Wait for the books to be processed for check-out	Print receipt of books borrowed	1 minute	Library staff		Transaction Receipt
3	Receive books	Issue book/s borrowed plus the receipt	1 minute	Library staff		Transaction Receipt
END OF TRANSACTION						

Returning/Checking-in library books for home reading

Schedule of Availability of Service

Monday to Friday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service*

UP students, members of the faculty, REPS, administrative personnel

What are the basic requirements:

1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrower is yet to be issued the polaroid ID)

Duration: 3 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Present books for return/check-in	Receive materials for return/check-in	1 minute	Library staff		

2	Wait for the printout of transaction receipt of books returned	Scan barcode of the book to be returned/checked-in	1 minute	Library staff		
3	Receive Transaction Receipt	Hand the return/check-in receipt to client	1 minute	Library staff		Transaction receipt
END OF TRANSACTION						

Renewing books borrowed/checked-out

Schedule of Availability of Service

Monday to Friday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service*

UP students, members of the faculty, REPS, administrative personnel

What are the basic requirements:

1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrower is yet to be issued the polaroid ID)

Duration: 5 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Present books for renewal	Receive books for processing of renewal (Go to Check-in tab of the iLib Circulation module to check-in first the book/s for renewal)	1 minute	Library staff		Book card
2		Retrieve and pull-out book card of book/s for renewal	1 minute	Library staff		Book card
		Hand in book card to client				
3	Fill out book card with name, college and student/employee number and present library staff at the Circulation desk		1 minute	Library staff		Book card
		Stamp with due date and sign book card				
		Scan barcode of the book to be checked-out under the borrower's account				
4	Wait for the books to be processed for renewal	Print receipt of book/s renewed	1 minute	Library staff		Receipt of book/s borrowed
5	Receive book/s renewed with receipt	Issue book/s borrowed plus the receipt	1 minute	Library staff		Receipt of book/s borrowed
END OF TRANSACTION						

Requesting/Paging Filipiniana Books

Schedule of Availability of Service

Monday to Saturday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service*

UP students, members of the faculty, REPS, administrative personnel

What are the basic requirements:

1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrower is yet to be issued the polaroid ID)

Duration: 6 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Fill out Book Call slip complete and hand in to Library staff on duty at the request desk	Instruct client to fill out the Book Call slip	1 minute	Library staff		Book Call slip
2	Hand in request (Book call slip) to library staff on duty at the Request Desk	Receive book call slip from client	1 minute	Library staff		
3	Wait for the requested title to be paged/searched from the shelves	Get book/s from the shelves	2 minutes	Library staff		
4	Present ID (valid and countersigned) to the library staff	Require client to present ID and attach it the book card	1 minute	Library staff		
5	Receive book/s requested	Hand in to client the requested book/s	1 minute	Library staff		
END OF TRANSACTION						

Reference/Information and Bibliographic Services

Schedule of Availability of Service

Monday to Saturday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service?

UP students, members of the faculty, REPS, administrative personnel

What are the basic requirements:

1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrower is yet to be issued the polaroid ID)

Duration: 26 minutes

How to Avail of the Service: Reference/Information Bibliographic Services

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	State query or reference question/s	Receive query from client	1 minute	Reference Librarian		
2	Verify and negotiate query with reference librarian	Conduct reference interview (to clarify and negotiate query)	5 minutes	Reference Librarian		
3	Wait for the reference query to be processed and information source determined	Analyze query and determine possible information source	5 minutes	Reference Librarian		
4		Identify information source to find answer to the query	5 minutes	Reference Librarian		
5	Receive answer/s to query/queries	If answer/s to query is found, provide answer to client's query/queries	5 minutes	Reference Librarian		
		If answer/s to query is not found from available library resource, refer to other libraries	5 minutes	Reference Librarian		
END OF TRANSACTION						

Requesting/Paging Filipiniana Periodicals/Journals

Schedule of Availability of Service

Monday to Saturday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service*

UP students, members of the faculty, REPS, administrative personnel

What are the basic requirements:

1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrower is yet to be issued the polaroid ID)

Duration: 6 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Fill out Periodical Call slip complete and hand in to Library staff on duty at the request desk	Instruct client to fill out the Book Call slip	1 minute	Library staff		Periodical Call Slip
2	Hand in request (Periodical call slip) to library staff on duty at the Request Desk	Receive periodical call slip from client	1 minute	Library staff		

3	Wait for the requested periodical issue to be paged/searched from the shelves	Get requested periodical/journal issue/s from the shelves	2 minutes	Library staff		
4	Present ID (valid and countersigned) to the library staff	Require client to present ID and attach it the book card	1 minute	Library staff		
5	Receive periodical/journal requested	Hand in to client the requested periodical/journal	1 minute	Library staff		
END OF TRANSACTION						

Photocopying of library material

Schedule of Availability of Service

Monday to Saturday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service*

UP students, members of the faculty, REPS, administrative personnel

What are the basic requirements:

1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrower is yet to be issued the polaroid ID)

Duration: 5 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Fill out Photoduplication Permit		2 minutes			Photoduplication Permit
2	Present material for photocopying and hand in filled out photocopying permit to library staff	Check and verify for accuracy and completeness of information	1 minute	Library staff		
3	Wait for the approval of request for photocopying	Approve (stamp with date and time of release) request for photocopying	1 minute	Library staff		
4	Receive approved photoduplication permit together with the material for photocopying	Hand-in approved photoduplication permit and material for photocopying	1 minute	Library staff		
END OF TRANSACTION						

Request for Extended Reading

Schedule of Availability of Service

Monday to Saturday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service*

UP students, members of the faculty, REPS, administrative personnel

What are the basic requirements:

1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrower is yet to be issued the polaroid ID)

Duration: 7 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Fill out Form for Extended Reading (3 copies)		2 minutes			Photocopying permit
2	Hand in Form for Extended Reading to library staff	Check WebOPAC for availability of requested material	2 minutes			
3		If material is available, stamp Form for Extended Reading with "Extended Reading" and hand in one copy of the form to client	1 minute			
4	Receive one (1) copy of processed Extended Reading Form	Forward to the Reference Section the requested material together with the other copy of the Form for Extended Reading	1 minute			
5	Proceed to the General Reference Section to borrow material requested and reserved for extended reading	Require client to present copy of Form for Extended Reading and issue material requested	1 minute	Library staff		
END OF TRANSACTION						

Request for Microfilm**Schedule of Availability of Service**

Monday to Saturday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service*

UP students, members of the faculty, REPS, administrative personnel

What are the basic requirements:

1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrower is yet to be issued the polaroid ID)

Duration: 8 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Fill out Call Slip for Microfilm		2 minutes			Microfilm Call Slip
2	Hand in Microfilm Call Slip for Microfilm to library staff	Check WebOPAC and List of Microfilms for availability of requested material	2 minutes	Library staff		
3		Page the microfilm from the shelves	2 minutes	Library staff		
4	Present valid and countersigned ID	Issue number for microfilm reader and hand in the microfilm reel to client	1 minute	Library staff		
5	Receive requested microfilm and proceed to designated microfilm reader	If needed, assist client in the use of the microfilm reader	1 minute	Library staff		
END OF TRANSACTION						

Request for Microfilm Scanning**Schedule of Availability of Service**

Monday to Friday

8:00 a.m. to 5:00 p.m. without noon break

Saturday

8:00-12:00 noon

Who may avail of the Service*

UP students, members of the faculty, REPS, administrative personnel

What are the basic requirements:

1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrower is yet to be issued the polaroid ID)

Duration: 8 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Fill out Call Slip for Microfilm		2 minutes			Microfilm Call Slip
2	Hand in Microfilm Call Slip for Microfilm to library staff	Check WebOPAC and List of Microfilms for availability of requested microfilm reel	2 minutes	Library staff		
3		Page the microfilm from the shelves	2 minutes	Library staff		
4	Fill out Microfilm Scanning Request Log	Instruct client to fill out the Microfilm Scanning Request Log	1 minute	Library staff		

5	Wait for the processing of Scanning Claim Order Form (with the assessed amount to be paid)	Issue claim tag and order form (with the assessed amount to be paid for the scanning request) and instruct client to pay at the Cashier	2 minutes			
6	Pay assessed amount at the Cashiers'	Process scanning request				
5	Come back the following day and claim scanned copy of microfilm (in DVD)	Issue requested scanned copy of microfilm	3 minutes			
END OF TRANSACTION						

Request for Library Orientation and Library Instruction Session (by phone)

Schedule of Availability of Service

Monday to Saturday

8:00 a.m. to 12:00 midnight without noon break

Who may avail of the Service?

Members of the Faculty

What are the basic requirements:

1. Valid ID (countersigned for the current semester) OR Copy of Faculty Appointment

Duration: 6-8 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Call the General Reference Section of the University Library at 9818500 local 2861	Receive request by phone	1 minute	Library Staff		
2	Give details of the request (date, time, course, no. of attendees, etc.)	Take note of the details of the request by filling out the Session Schedule Form	3-5 minutes	Library Staff		Session Schedule Form
3	Wait for the confirmation of the availability of requested time schedule and venue	Verify availability of time schedule and venue	1 minute	Library Staff		
4	Receive confirmation of schedule of Library Orientation	Confirm with the Faculty schedule and venue of the Library Orientation	1 minue	Library Staff		
END OF TRANSACTION						

Requesting/Paging Archival Material

Schedule of Availability of Service

Monday to Friday

8:00 a.m. to 5:00 p.m. without noon break

Saturday

8:00 a.m. to 12:00 noon

Who may avail of the Service*

UP students, members of the faculty, REPS, administrative personnel

What are the basic requirements:

1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrower is yet to be issued the polaroid ID)

Duration: 7-9 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Register at the Log-Desk	Instruct client to register at the log-in desk	1 minute	Library staff		
2	Using the WebOPAC, search for the materials needed from the Archives		2-3 minutes			
3	Fill out Call slip completely and hand in to Archives staff on duty at the request desk	Page for the requested material/s	2-3 minutes	Library staff		
4	Wait for name to be called	Hand in to client the requested archival material	1 minute	Library staff		
5	Receive archival requested	Hand in to client the requested archival material	1 minute	Library staff		
END OF TRANSACTION						

Request for Library Orientation and Library Instruction Session (in person)

Schedule of Availability of Service

Monday to Saturday

8:00 a.m. to 12:00 midnight without noon break

Who may avail of the Service?

Members of the Faculty

What are the basic requirements:

1. Valid ID (countersigned for the current semester) OR Copy of Faculty Appointment

Duration: 8-10 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Proceed to the General Reference Section and fill-out Library Orientation Session Schedule Form	Hand-in Library Orientation Session Schedule Form to client	1 minute	Reference Librarian		
2	Fill-out Library Orientation Session Schedule form by giving details of the request (date, time, course, no. of attendees, etc.)	Take note of the details of the request	3-5 minutes	Reference Librarian		Library Orientation Session Schedule Form
3	Hand-in completed Library Orientation Session Schedule Form to the Reference Librarian	Verify availability of time schedule and venue	2 minutes	Reference Librarian		
3	Wait for the confirmation of the availability of requested time schedule and venue	Verify availability of time schedule and venue	1 minute	Library Staff		
4	Receive confirmation of schedule of Library Orientation	Confirm with the Faculty schedule and venue of the Library Orientation	1 minute	Library Staff		
END OF TRANSACTION						

Use of PCs to access library e-resources

Schedule of Availability of Service

Monday to Saturday

8:00 a.m. to 12:00 midnight without noon break

Who may avail of the Service?

UP students, members of the faculty, REPS, administrative personnel

What are the basic requirements:

1. Valid ID (countersigned for the current semester)
2. Temporary library card (if borrower is yet to be issued the polaroid ID)
3. Computer Usage Card (Pink card)

Duration: 4 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Proceed to the General Reference Section Electronic Resources Room and log-in at Facilities Use Transactions Log	Instruct client to log in	2 minutes	Library Staff		Facilities Use Transactions Log (online)

2	Present validated ID or Temporary Library Card and Computer Usage Card	Receive ID and Computer Usage Card	1 minute	Library Staff		Computer Usage Card
		Note the Time-In on the Computer Usage Card	1 minute	Library Staff		
		Clip together ID, Client Card and Computer Usage Card		Library Staff		
3	Wait for the Claim Card to be issued by Library Staff	Issue Claim Card to client		Library Staff		
4	Proceed to use available PCs					
END OF TRANSACTION						