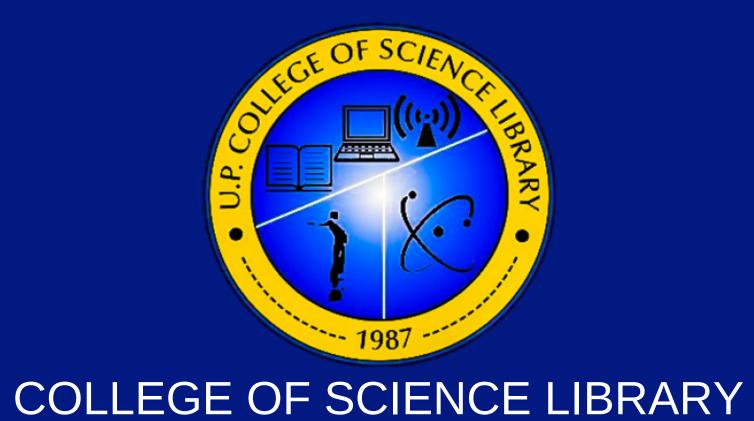
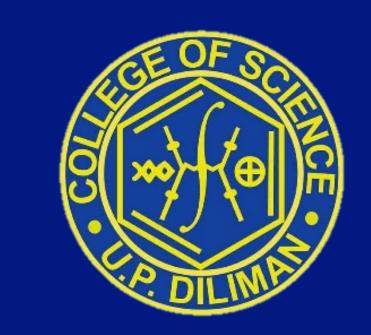


from Scopus





University of the Philippines, Diliman CITIZEN'S CHARTER LIBRARY SERVICES FOR REMOTE LEARNING

Vision and Mission

The College of Science Library aims to be a center of excellence for science information is a resource that will enable the College faculty, staff and students to become globally competitive. It strives to create a climate of scholarship and service in support of the teaching, extension and research activities of the College of Science, in particular and those of other members of the scientific community in the country, in general. As the premier science library for the academic community, it also reaches out to all who are in need of science information. Furthermore, it provides a learning environment that is linked to other educational institutions and other information resources throughout the world, thereby allowing for a dynamic interaction among students and faculty, and the integration of technology into the acquisition of knowledge and skills.

Goal

To support and facilitate the academic and professional growth of the College of Science faculty, staff and students, the country's science community and the industry by providing a connected and dynamic library environment through the use of ICT.

Objectives

The objectives of the College of Science Library are focused towards the attainment of its mission, vision and goal. These objectives are to provide the users with the best possible information support by:

1. Strengthening the collection of resource materials in the sciences;

2. Creating, acquiring and managing E-Resources to facilitate easy and convenient use of relevant scholarly information; 3. Improving the users' services by creating a user data that will be used as a tool in the assessment and evaluation of users' needs; 4. Ensuring that the library provides the best possible support for research and teaching by encouraging more interaction and

collaboration with the students and faculty; 5. Aligning the library's collection services and activities with the university's priorities; and

In addition, the library would like to: 1. Link up with other institutions for purposes of resource sharing (referral services, interlibrary loan agreements, and document delivery services);

2. Provide consultancy services and training (seminars, hands-on, and on-the job programs) to other librarians who

are starting to automate their libraries;

5. Aligning the library's collection services and activities with the university's priorities; and 6. Enhancing the capability of our satellite libraries to support the institute's program of research. 4. Conduct research and publish their findings.						
SERVICES	WHO MAY AVAIL?	REQUIREMENTS	STEPS TO FOLLOW		PROCESSING	PERSON
JERVICES	WITO WAT AVAIL:	ILQUINLIVID	CLIENT	AGENCY	TIME	RESPONSIBLE
Ask-a- Librarian Through Facebook, Official CSLIB Gmail Account, & CSLIB website	General public	For inquiries only: NONE For eBook, journal articles and other request: 1.Copy of Form 5 2.UP Mail account 3. Copy of appointment documents for new faculty members.	 Requests can be sent through Facebook, Gmail and CSLIB website. Request from Gmail must be sent using the client's UP Mail account. 	1.Receive and acknowledge the message/email request; 2.Check UP Libraries' database subscriptions and other materials available at the CS Libraries or depending on the kind of inquiry; 3. Send email through the CS Libraries' UP Mail account.	Within 1 day	Librarian/Information Services Personnel, Institute Librarian/ Staff-in-charge
Doddillelle	DEDS/Admin Staff	1.Copy of Form 5 2.UP Mail account 3.Copy of appointment documents for new faculty members	 Request from Gmail must be sent using the client's UP Mail account. Provide requirements needed: For students: Form 5 For new faculty: Appointment documents. OR Request through the CS Libraries' One-Stop Request Form. Scan QR Code or click URL Link provided Complete the form, then submit. 	 1.Check availability of requested material/s 2. Send URL Link. 3. Request from the CS Libraries' One-Stop Request Form. • Check availability of requested material/s • Send URL Link. 	Within 1 day or depending on the availability of the requested title.	Librarian/Information Services Personnel, Institute Librarian/ Staff-in-charge
Delivery	Enrolled UP students, Faculty, REPS/Admin Staff	2 LID Mail account	 Request from Gmail must be sent using the client's UP Mail account. Provide requirements needed: For students: Form 5 For new faculty: Appointment documents. OR Request through the CS Libraries' One-Stop Request Form. Scan QR Code or click URL Link provided Complete the form, then submit. 	 1.Check availability of requested material/s 2.Send confirmation on the availability of material/s requested. 3.Upon verification of the submitted requirements, proceed with the request. 4.Request from the CS Libraries' One-Stop Request Form. Verify submitted requirements Check availability of requested material/s Send confirmation on the availability of material/s requested. 	For available titles: 1 day For unavailable titles: 3-5 working days or depending on the quarantine status	Librarian/Information Services Personnel, Institute Librarian/ Staff-in-charge
Lending of	Enrolled UP students, Faculty, REPS/Admin Staff	1.Copy of Form 52.UP Mail account3.Copy of appointment documents for new faculty membersNote: Mode of delivery: pick-up only at the CS Library.	 Request from Gmail must be sent using the client's UP Mail account. Provide requirements needed: For students: Form 5 For new faculty: Appointment documents Request through the CS Libraries' One-Stop Request Form. Scan QR Code or click URL Link provided Complete the form, then submit. 	 1.Check availability of requested material/s 2.Send confirmation on the availability of material/s requested. 3.Upon verification of the submitted requirements, proceed with the request. 4.Request from the CS Libraries' One-Stop Request Form. Verify submitted requirements Check availability of requested material/s Send confirmation on the availability of material/s requested. 	Within 1 day or depending on the current quarantine status.	CSLIB Circulation Section Personnel, Institute Librarian/ Staff-in-charge
Renewing of Borrowed Printed Books	Enrolled UP students, Faculty, REPS/Admin Staff	UP Mail account	 Request from Gmail must be sent using the client's UP Mail account. Request through the CS Libraries' One-Stop Request Form. Scan QR Code or click URL Link provided Complete the form, then submit. 	 Check status of borrower's account from UP Integrated Library System. Renew the book as requested. If no reservation was received. Send an email of renewal transaction receipt. Request from the CS Libraries' One-Stop Request Form. Renew the book if no reservation was received. Send email transaction receipt. 	Within 1 day or depending on the current quarantine status.	CSLIB Circulation Section Personnel, Institute Librarian/ Staff-in-charge
Inter-Library Loan (ILL)	CS Faculty	Copy of appointment documents for new faculty members. Note: Mode of delivery: pick-up only at the CS Library.	 Request from Gmail must be sent using the client's UP Mail account. Provide appointment documents. 	1.Receive request and verify the identity of the borrower. 2.Check the availability and status of the book at the UP Diliman iLib/OPAC; If available, coordinate with the unit library; (ILL outside the campus is currently on-hold) 3.Preparethe ILL form and schedule the pick-up date; 4. Inform the borrower that the book(s) is already available and ready for pick-up.	3-5 working days or depending on the current quarantine status.	CSLIB Circulation Section Personnel, Institute Librarian/ Staff-in-charge
Current Awareness Services (Facebook, Twitter, YouTube, and CSLIB website)	General public	None.	Interested clients can visit the CS Library website and CS Libraries' official social media accounts.	Information on the latest news and updates on CS LIBRARIES' collection, services and activities are available to all interested users.	None.	Librarian/Information Services Personnel, Institute Librarian/ Staff-in-charge
of	UP students, Faculty, REPS/Admin staff with accountabilities	Email request/inquiry	 1.Request to settle accountabilities must be made through the CS Libraries' UP Mail account. 2.Payments should be made through bank transfer. 3. Follow-up inquiries to be made through the CS Libraries' UP Mail account. 	 1.Receive email request. 2.Check and verify physical book. 3.Compute cost/fine based on UP Libraries' guidelines. 4.Final approval from the Head of the Technical section. 5.Send email confirmation. 	3-5 working days or depending on the current quarantine status.	CSLIB Technical and Circulation Personnel
Request for Purchase of Resource Materials for CS Faculty Members	CS Faculty only	Completed Online Library Material Request Form Or Email request for purchase via Institute Librarian/Staff-in-charge	1.Request can be made through the CS Library Resource Material Tracking System using the link: www.tracking.cslib.upd.edu.ph, or 2. Through the Institute Library-in-Charge Official Science Mail account.	1.All Request(s) received from the Tracking system will be sent to the Official Science Mail account of the Acquisition Section, CSLIB; 2.Request(s) will be forwarded to the Institute Library-in-charge for checking and verification; 3.Institute Library-in-charge will accomplish the library material request form and seek the approval of the Faculty-Library Representative and Institute Director; 4. Approved request(s) will be forwarded to the Acquisition Section, CSLIB for processing in accordance with the procurement guidelines of UP Diliman.	8-12 months or depending on the availability of the book/title (applicable for print and eBook request)	CSLIB Acquisition Personnel, Institute Librarian/ Staff-in-charge
Similarity Index Report indicates the percentage of the submitted paper that Turnitin has identified as being matched to other sources.	Enrolled UP students, Faculty, REPS/Admin Staff	1.Copy of Form 5 2.UP Mail account 3.Copy of appointment documents for new and temporary faculty members, REPS & Admin staff	 1.Request from Gmail must be sent using the client's UP Mail account. 2.Provide requirements needed: For students: Form 5 For new and temporary faculty/REPS/Admin staff: Appointment documents. 3.Provide the following information in the request/s: Full name and Student/Employee number Attach your research paper/manuscript 	1.Receive and acknowledge the message/email request; 2.Generate similarity index report from Turnitin; 3. Send email through the CS Libraries' UP Mail account.	Within 1 hour	Librarian/Information Services Personnel
Analytics Citation Report and H-index from Scopus	CS Faculty only	Email request for Citation Overview via Institute Librarian/Staff-in-charge	Request from Gmail must be sent using the client's UP Mail account.	1.Receive and acknowledge the email request;2.Access SCOPUS on campus or off-campus throughOpen Athens3. Perform an Author Search to search for your author's	Within 1 day per faculty	Institute Librarian/ Staff-in-charge

updated as of July 2021

3. Send email through the CS Libraries' UP Mail account.

3. Generate Citation Overview and H-index.