

**OVCAA-UNIV LIB.1 INTERNET / COMPUTER SERVICES**

Use of Library computers and other handheld technologies

<b>Office or Division:</b>		E-Resources and Multimedia Services Section (formerly Learning Commons)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Clients		
<b>Who may avail:</b>		UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School ID		Office of the University Registrar		
Employee's ID		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Presents his/her ID and registers in the log sheet	1.1. Scans the ID using barcode reader/scanner 1.2. Asks the client/patron on the topic and Operating System (OS) preference	None	1 min	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian II Marliza A. Cuadli, College Librarian I Eduardo S. Barrera, Jr., Administrative Assistant II
2. Client/patron proceeds to assigned computer unit and performs activity	2.1. Inter-file student's ID		1 min	
3. Client/patron signs out in the log sheet	3.1. Scans and returns the ID		1 min	
<b>TOTAL</b>			3 mins	

**OVCAA-UNIV LIB.2 PRINTING SERVICE**

Self-service printing of documents

<b>Office or Division:</b>		E-Resources and Multimedia Services Section (formerly Learning Commons)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Clients		
<b>Who may avail:</b>		UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Inserts his/her flashdrive (USB) to allotted PC and opens the file	1.1. Commands its printing depends on client's preference	B&W/Plain Text Dot-Matrix Print = P 1.00/page Ink-Based =P 2.00/page Laser Print/Colored =P 5.00/page Graphic =P10.00/page	1 min (depends on the number of pages to be printed)	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian II Marliza A. Cuadli, College Librarian I Eduardo S. Barrera, Jr., Administrative Assistant II
2. Client/patron pays the amount and signs in the log sheet.	2.1. Gives the printout/s to client/patron and receives and records the payment.		1 min	
<b>TOTAL</b>			2 mins (depends on the number of pages to be printed)	

**OVCAA-UNIV LIB.3 SCANNING SERVICE**

Scanning of documents using either flat bed or scan snap scanners.

<b>Office or Division:</b>	E-Resources and Multimedia Services Section (formerly Learning Commons)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Inserts his/her flashdrive (USB) to allotted PC and opens the file	1.1.Commands its scanning depends on the number of documents	P 5.00/page	1 min/page	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian II Marliza A. Cuadli, College Librarian I Eduardo S. Barrera, Jr., Administrative Assistant II Administrative Assistant
2. Client/patron pays the amount and signs in the log sheet.	2.1. Saves the file to client/patron's flashdrive (USB) and receives and records the payment.		1 min	
<b>TOTAL</b>			2 mins	

**OVCAA-UNIV LIB.4 NEWSPAPER VIEWING (in MICROFILM or DVD)**

Old newspapers in Microfilm and DVD are viewed using Microfilm Reader

<b>Office or Division:</b>	E-Resources and Multimedia Services Section (formerly Learning Commons)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School ID, Employee's ID		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Presents his/her ID and registers in the log sheet	1.1. Scans the ID using barcode reader/scanner	None	1 min	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian II Marliza A. Cuadli, College Librarian I Eduardo S. Barrera, Jr., Administrative Assistant II Administrative Assistant
	1.2. Asks the client/patron on the title and date		3 mins	
2. Client/patron proceeds to microfilm viewing area or assigned computer unit and performs activity	2.1.Assists/orients client/patron in newspaper viewing using microfilm reader/scanner		1 min	
3. Client/patron signs out in the log sheet	3.1. Scans and returns the ID			
<b>TOTAL</b>			5 mins	

**OVCAA-UNIV LIB.5 ARTICLE REQUEST SERVICE**

An online request for article(s) may or may not be available in any database subscribed by the University Library

<b>Office or Division:</b>	Main Library			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Sends request thru e-mail/web mail	1.1. Checks email and verifies if sender is UP constituents or non-UP	*NO FEE (if the article is available online) **P5.00/ page + P50.00 processing fee/ US\$1.00 per page + US\$5.00 processing fee (scanning)	1 min	Irene L. Delos Santos, College Librarian III Pius S. Murillo, College Librarian III Ella Mae S. Daradar, College Librarian I Jovilyn C. Albay, College Librarian I Meichelle Ann Jenine R. Galapon, College Librarian I
	1.2. Searches the requested article in the database		3 mins	
	1.3. If document/article is available in the database: Staff downloads the full-text of the article		3 mins	
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRRI and other library partners		3 days	
	1.5. If the document is available in PRINT: 1.5.1. Locates the material 1.5.2. Staff scans the article		5 mins 1 min/page	
	1.6. If the client is Non UP: 1.6.1. Locates the material 1.6.2. Sends bill of payment 1.6.3. Waits for the proof of payment 1.6.4. Staff scans the article		7 days	
2. Clients receives the requested article thru email	2.1. Sends the full-text to the client thru e-mail		3 mins	
<b>TOTAL</b>			7 days	

#### OVCAA-UNIV LIB.6 REFERENCE QUERY (EMAIL/ONLINE CHAT) SERVICE

A virtual reference/query service either in real time (chat through Messenger) or email

<b>Office or Division:</b>	Main Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Data: Name, Student Number, College/Institution, User				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Introduces himself/herself	1.1. Responds to the client's introduction		5 mins (real time)	

2. Sends query thru e-mail/web mail, chat	2.1. Answers/responds academically/library related queries or,  2.2. Refers the client to concerned individual/office/ authority	None	15 mins (real time)	All Librarians
<b>TOTAL</b>			20 mins (real time)	

**OVCAA-UNIV LIB.7 CHARGING AND DISCHARGING OF UNIVERSITY SPECIAL COLLECTIONS (Room Use ONLY)**

Lending of University publications (books, professorial chair lectures, terminal reports, etc.)

<b>Office or Division:</b>	University Archives and Knowledge Repository Section (formerly University Special Collections Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School ID, Employee's ID		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Consults Online Public Access Catalog (OPAC) and presents the filled-up request form together with a valid ID to the library staff at	1.1. Assist the client/patron in using OPAC if necessary (first time user)	None	5 mins. /client	Cecilia B. Licari, College Librarian III Maria Victoria R. Altiche, College Librarian II Rosa Salvacion R. Bombales, College Librarian I Jerome L. De Castro, Administrative Aide VI Jesusa S. Del Rosario, Administrative Aide I
	1.2. Checks if ID is valid, and locates and serves the requested materials.		5 mins./material	
2. Receives requested materials. If soft copy, proceeds to the available computer unit for browsing	2.1. Files the Request Form with the ID of the Borrower		1 min/ material	
			1 min/material	
3. Returns the material at the designated returning box and receives ID	3.1. Returns the ID of the borrower.		2 mins. / material	
	3.2. Put's date on the returned material and quarantined/isolated for 72 hours			
<b>TOTAL</b>			14 mins	

**OVCAA-UNIV LIB.8 PHOTOCOPYING OF UNIVERSITY SPECIAL COLLECTIONS**

Self-service photo-duplication

<b>Office or Division:</b>	University Archives and Knowledge Repository Section (formerly University Special Collections Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>

1. Fills out certification form and proceeds to self-service photocopy area	1.1. Assists client if necessary.	Black and White = P2.00 /page Colored P5.00/ half page P10.00/whole page	5 mins. / client	Cecilia B. Licari, College Librarian III Maria Victoria R. Altiche, College Librarian II Rosa Salvacion R. Bombales, College Librarian I Jerome L. De Castro, Administrative Aide VI Jesusa S. Del Rosario, Administrative Aide I
	1.2. Review the pages to be photocopied 1.2.1. For Theses and Dissertations, Abstract, RRL and Bibliography		2 mins or more	
2. Client/patron pays the amount and signs in the log sheet.	2.1. Receives and records the payment		1 min	
<b>TOTAL</b>			8 mins or more	

### OVCAA-UNIV LIB.9 ONLINE REQUEST OF UPLB PUBLICATIONS

This online request service provides a viewing access privilege to the different UPLB Publications such as theses, dissertations, terminal reports, professorial chair lectures, etc.

<b>Office or Division:</b>	University Archives and Knowledge Repository Section (formerly University Special Collections Section)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated Student ID, Employee ID (UP)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Email uscs-mainlib.uplb@up.edu.ph or accomplished online form via <a href="http://bit.ly/AccessToSpecialMaterials">bit.ly/AccessToSpecialMaterials</a>	1.1. Verifies classification if UP or Non-UP	*UP No fee	1 min	Cecilia B. Licari, College Librarian III Maria Victoria R. Altiche, College Librarian II Rosa Salvacion R. Bombales, College Librarian I
	1.2. Checks permission access of the material. 1.2.1. If Public, send or scan the material 1.2.2. If restricted, inform the client and contact the author/adviser 1.2.3. Wait for the author/adviser's reply 1.2.4. Maximum of 5 days to wait for author's reply, if none, inform the client/patron	**Non-UP P50.00 processing fee/ US\$5.00 processing fee	2 min Max of 5 days	
	1.3. Checks digitization status of the material 1.3.1. If not yet digitized, proceed to scanning		1 min./page	
	1.4. Send bill of payment depending on classification and wait for proof of payment (if applicable)		2 days	
2. Client receives an email containing the link to view the material	2.1. Sends an email containing the link to the material and set the client/patron as viewer with temporary access for the whole sem		2 min	
<b>TOTAL</b>			7 days	

### OVCAA-UNIV

#### CHARGING AND DISCHARGING OF CIRCULATION BOOKS

Lending and returning of home used books

<b>Office or Division:</b>	General Reference Section, Filipiniana Section and University Archives and Knowledge Repository Section
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<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government to Clients				
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, and Staff (REPS and Admin)				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Validated Student's ID, Employee's ID		Office of the University Registrar			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>	
1. Consults OPAC, takes note of the Call Number and retrieves the book	1.1. Assists (first-time) OPAC users	None	5 mins/client	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior Administrative Aide IV (ICS)  Irene L. Delos Santos, College Librarian III (FSS) Caroline I. Siscar, College Librarian II (FSS) Roma C. Gelloani, College Librarian I (FSS) Manuel T. Alcantara, Administrative Aide III (FSS) Armando O. Catelo, Administrative Aide III (FSS)	
2. Borrowing of Circulation Books: Fills up the book card with the borrower's name, & student number, and presents the card together with the book and ID at the Circulation Counter	2.1. Checks and validates the filled-up cards against the book and ID; 2.2. Scans the ID and the barcode of the book and selects Checkout of the Koha Circulation Module; 2.3. Prints receipt, stamps the Book Card and slip with the date due. 2.4. Places the book on the Sensitizer and press Lending. Gives the book together with the ID and receipt to the client; and Inter-files		2 mins/book		
3.1. Returning of Books: Returns the book at the counter on or before date	3.1. Scans the barcode of the book and select Check-in of the Koha Circulation Module. Prints and gives receipt to the client.				
3.2. Returning of Books: Returns an overdue book at the counter on or before date due	3.2. Computes, accepts payment and issues official receipt (OR)		P2.00/day for overdue book exclusive of Sundays and holidays		3 mins/book
<b>TOTAL</b>					10 mins/book

**OVCAA-UNIV**

**ONLINE BOOK RESERVATION**

This online service facilitates requests for the books that library client/s intend to borrow

<b>Office or Division:</b>	General Reference Section, Filipiniana Section and University Archives and Knowledge Repository Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, and Staff (REPS and Admin)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated Student's ID, Employee's ID		Office of the University Registrar , University Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Checks OPAC				Angeline A. Bueno, College Librarian II,

2. Accomplish the online reservation form and submits request thru <a href="https://bit.ly/mainlibraryonlinebookreservation">https://bit.ly/mainlibraryonlinebookreservation</a>	2.1. Receives the email request; verifies the name in the list of validated students and checks if already have an iLib account	None	8 mins	Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior Administrative Aide IV (ICS)
	2.2. Verifies the borrower's status and checks the availability of the book requested at the iLib system			
	2.3. Informs the borrower via email on the availability of the requested material and the scheduled pick-up.			
	2.4. Communicates with the staff on-duty to obtain the book from the shelf. Sends bibliographic details to retrieve and prepare the requested book for pick-up			
	2.5. Sends email and forwards other requests (Filipiniana books, thesis requests, books available to Unit libraries) to respective section and unit libraries	None	1 min	
3. Confirm borrowing of book and pick-up schedule	3.1. Scans barcode of book and check-out under the borrower's account	None	7 mins	
	3.2. Fills up the book card with the borrower's name			
	3.3. Prints receipt, stamps the Book Card and slip with the date due; and Inter-files the book card.			
	3.4. Places the book on the Sensitizer and press Lending. Inserts the book receipt to the book			
4. Pick-up Arrangement	4.1 All requested materials will be checked-out and ready for pick up at the Main Library Circulation Counter/ Main Library Lobby (Guard).	None		
	4.2. Pick-up time is from 9:00AM – 4:00PM, Monday to Friday (or as advised by the Librarian). Library borrowers are required to present their validated UPLB ID or (ID Validation Confirmation e-mail) upon pick-up.			
	4.3. A representative may get the material/s on behalf of the borrower, provided that the borrower's UPLB ID and the representative's ID are presented.			
	4.4. Failure to pick-up the materials within two (2) working days from the day of notification would mean forfeiture of the request.			
<b>TOTAL</b>			16 mins	

**OVCAA-UNIV**

**CHARGING AND DISCHARGING OF RESERVE BOOKS**

Lending and returning of reserve books for room and home (overnight) use

<b>Office or Division:</b>	General Reference Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, and Staff (REPS and Admin)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated Student's ID, Employee's ID.		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Consults OPAC/catalog and takes note of the author and title of the book	1.1. Assists (first-time) OPAC users	None	5 mins/client	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior Administrative Aide IV (ICS)
2. Borrowing of Book for Room Use: Requests the book by providing the author and title to the staff at the counter	2.1. Locates the book and gives the long card for signature of the borrower		2 minutes / book	
3. Signs the Long Card and submit it together with ID	3.1. Serves the book and files the Long Card with the ID of the borrower		1 minute / book	
4. Returning of Room Used Book: Returns the book at the counter	4.1. Returns the ID of the borrower, inserts the Long Card and returns the book on the shelf.		2 minutes / book	
5. Borrowing of Overnight/Home Use: Fills-up the long card with the borrower's name, ID no., date and time taken and submits ID (Reservation for this transaction should be done starting 12:00 Noon at the Section or through online. Priority should be based on first sign-in. Loan time for home use is 4:00PM, Monday to Friday)	5.1. Checks and validates the filled-up long card and ID. Scan the ID and the barcode of the book and selects checkout of the Koha Circulation Module. Places the book on the Sensitizer and press Lending. Gives the book to the client and Inter-files the Long card together with the ID.		2 minutes / book	
6. Returning of Overnight Books: Returns the book	6.1. Scans the barcode of the book and select Check-in of the Koha Circulation Module. Pulls out the Long Card from the file. Returns ID to the client.		Failure to return a Reserve Book: P1.00 for the 1st hour; P5.00 for the succeeding hours; and P50.00 for the whole day	



7. Gets ID	Places the book on the Sensitizer and presses Returning. Inserts the Long Card and returns the book on the shelf.	None	1 min/book	
<b>TOTAL</b>			8 mins/book	

OVCAA-UNIV

**CHARGING AND DISCHARGING OF SERIALS AND PERIODICALS (Room Use Only)**

Lending and returning of journals, magazines, vertical files, and other periodical collections)

<b>Office or Division:</b>	Serials and Filipiniana Sections			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated Student's ID, Employee's ID		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-up the Request Slip with the journal title, volume, issue number and year and presents it together with ID	1.1. Validates the client's ID, locates and serves the requested journals.	None	5 mins	Irene L. Delos Santos, College Librarian III Caroline I. Siscar , College Librarian II Roma C. Gelloani, College Librarian I Manuel T. Alcantara, Administrative Aide III Armano O. Catelo, Administrative Aide III
	1.2. Files the Request Slip together with the ID		1 min	
2. Returns the borrowed journal at the Counter	2.1. Returns the ID to the clients and the journal to the shelf		2 mins	
<b>TOTAL</b>			8 mins	

OVCAA-UNIV

**ACCEPTING/HIRING OF STUDENT ASSISTANTS**

Hiring of Student Assistants every semester based on Allocated Hours assigned to the University Library.

<b>Office or Division:</b>	Public Assistance and Complaint Desk/Information Desk (2nd Floor)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate Students with STS Bracket D and E			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School ID, Form 5 and tabulated schedule of classes		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Presents ID and Form 5 bearing Registered stamp	1.1. Checks presented ID and Form 5		1 min	Virginia P. Alcantara, University Researcher I

2. Presents tabulated class schedule	2.1. Checks schedule of classes to determine the vacant hours that will be devoted to Student Assistantship. 2.2. Does preliminary screening like ask if attended SA orientation, with Land Bank ATM account or old SA students. 2.3. Assigns section to where there is a need for SA and for screening of supervisor.	None	5 mins	Virginia P. Alcantara, University Researcher I
3. Proceeds to referred sections for interview of immediate supervisor.	3.1. Supervisor interviews the SA. 3.2. Once satisfied, key in student number online on the created SA item code. 3.3. System will reply if the SA is successfully hired or not illegible for SA Program. 3.4. if the latter occur, student is advised to report to OVCSA-OSG to settle the reason why the student is not illegible.		5 mins	Maria Victoria R. Altiche, College Librarian II, Angeline A. Bueno, College Librarian II, Pius S. Murillo, College Librarian III Irene L. Delos Santos, College Librarian III, Andriete S. Valvez, College Librarian IV Mary Ann M. Ingua, College Librarian IV
4. SA generates Final SA Application form	4.1. Checks information supplied 4.2. Supervisor signs the Final Application form 4.3. University Librarian signs the Final Application Form 4.4. Advises the student to submit the application form to the OVCSA-OSG.		5 mins	Virginia P. Alcantara, University Researcher I Mary Ann M. Ingua, University Librarian
<b>TOTAL</b>			16 mins	

**OVCAA-UNIV**

**ACCEPTING NON-UP CLIENTS/VISITORS**

Accepts Non-UP Researchers as a Public service to government and private sectors

<b>Office or Division:</b>	Public Assistance and Complaint Desk/Information Desk			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Non-UP clients (Alumni, Retired staff, undergraduate/graduate students, Faculty, Researcher and Staff from public and private			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School ID/Employee's ID/ Alumni ID, referral letter for Non-UP Clients, and Vaccination Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Presents his/her ID and Referral letter	1.1. Checks presented ID, Vaccination Card, and Referral letter, and provides visitor's slip to be filled-up	For Alumni and retired staff Free for 5 days/ sem; beyond 5 days, PhP 20.00/visit For Public institutions PhP 20.00/client. For Private	3 mins	Virginia P. Alcantara, University Researcher I Mary Ann M. Ingua, College Librarian IV Andriete S. Valdez, College Librarian IV Irene L. Delos Santos, College Librarian III Pius S. Murillo, College Librarian III Angeline A. Bueno, College Librarian II Caroline I. Siscar, College Librarian II Maria Victoria R. Altiche, College Librarian
2. Fills-up Visitor's slip	1.2. Receives, checks and attests filled-up visitor's slip, and issues Visitor's ID or Alumni Special Card			
3. Accepts and wears Visitor's ID/ Alumni Card				

4. Pays Library Fee	4.1. Collects payment and gets Official Receipt	institutions PhP 50.00/client	5 mins	II Roma C. Gellioani, College Librarian I Elsa DR. Escalante, Admin Assistant V
5. Listens to library orientation and views the UPLB library website.	5.1. Orients Non-UP clients/visitors on the existing rules and regulation on the use of the library resources		15 mins	
	5.2. Introduces the UPLB library website. 5.3. Demonstrates searching through OPAC			
6. Requests Certificate of Appearance.	6.1. Issues Certificate of Appearance upon request	3 mins		
<b>TOTAL</b>			26 mins	

**OVCAA-UNIV**

**ONSITE ANSWERING REFERENCE QUESTIONS/QUERIES**

Attends face-to-face (through PACD) and telephone queries

<b>Office or Division:</b>	All Sections			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
Walk-in		None		All Library staff
1. Approaches the staff-in-charge (PACD/Section) and asks questions:				
1.1. Directional questions	1.1. Responds immediately to clients		1 min	
1.2. Reference questions	1.2. Checks Koha and/or other library tools or refer to staff concern.		5 mins	
2. Through Phone Call: Calls, introduce himself/herself and asks reference questions.	2.1. Receives call and responds immediately to query. If request entails data generation, clients are advised to leave his/her number and email or to call again after certain period of time when the request is already available.		10 mins	
<b>TOTAL</b>			16 mins	

**OVCAA-UNIV**

**ACCESSING ONLINE RESOURCES USING DEDICATED iMac (2nd Floor)**

Provision of computers (iMac) in searching and accessing online resources

<b>Office or Division:</b>	University Library 2nd flr.		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Clients		
<b>Who may avail:</b>	Undergraduate/graduate students, Faculty and Staff (REPS and Admin), Non-UP		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	

Validated School ID/ Employee's ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
1. Signs log-in sheet		None	1 min	Virginia P. Alcantara, University Researcher I, Irene L. Delos Santos, College Librarian III, Caroline I. Siscar, College Librarian II Roma C. Gelloani, College Librarian I
2. Views University Library website to click the Journal subscriptions and searches the online journals  Types keyword on the Search Box of EBSCO Discovery Search and views search results.	2.1. Orients/assists clients if necessary			
3. Asks assistance whenever they encountered problem.	3.1. Assists whenever clients encountered problem.		10 mins	
<b>TOTAL</b>			11 mins	

**OVCAA-UNIV**

**ELECTRIC POWER CHARGING FOR CLIENT'S LAPTOP/NETBOOK**

Special provision for UP clients that requires electric charging of their personal laptop/netbook. This service is the counter part of the 20 hours students' privilege on the use of computer.

<b>Office or Division:</b>	Main Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School ID, Employee's ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
1. Approaches the staff in-charge at the counter and presents the Validated ID at the UMS for Power Charging	1.1. Checks and validates the ID presented and provides number tag 1.2. Insert the ID at the number tag slip sorter	P50.00/hour for Non-UP researchers/visitors	1 min	All Library Staff per Section
2. Proceeds to the power charging station. Returns the number tag after availing the service	2.1. Pulls-out and scans the ID to log-out. Takes back the number tag and returns the ID		1 min	
<b>TOTAL</b>			2 mins	

**OVCAA-UNIV**

**RENEWAL OF CIRCULATION BOOKS BORROWED FROM OTHER LIBRARY UNIT**

This service would allow library clients to renew a circulation book in any nearest or the most convenient library in UPLB campus as long as the book to be renewed is not overdue and was not on reserve by other user.

<b>Office or Division:</b>	All college/unit libraries in UPLB
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Clients

<b>Who may avail:</b>	Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated Student's ID/Employee's ID and the book(s) to be renewed		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Presents ID and book(s) to be renewed	1.1. Checks where the book(s) were borrowed and date due (overdue books are not allowed for this service); 1.2. Gives RENEWAL SLIP	P2.00/day for overdue book exclusive of Sundays and holidays	2 min/client	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior Administrative Aide IV (ICS)
2. Fills-up the RENEWAL SLIP with date, Owner Unit, Call No. and Accession No. of the book, and Name and Signature of the borrower.	2.1. Requested Unit Library: Contacts and provides the e-copy of the RENEWAL SLIP to the owner unit/library and waits for the reply if the book is not reserved (books on reserve by other user are not allowed for renew) 2.2. Owner Library: Checks BOOK CARDS FILE and Koha Circulation Module-Holds to Pull to see if the book is on-Reserve. Informs the Requesting Library unit the status. 2.3. Requested Unit Library: Stamps the Date Due Slip of the overdue date, If the book is not reserved and returns the ID and book to the borrower. However, if the book is reserved, informs the borrower to return the book to the library where it was borrowed.		10 min/book	
3. Receives ID and books	3.1. Owner Library: Takes note on the Book Card the name of the borrower, the library where the renewal transaction was made and date due and to the Koha.		3 min/book	
<b>TOTAL</b>			15 mins	

**OVCAA-UNIV  
LIB.20**

**BORROWING AND RETURNING OF IN-PROCESS LIBRARY MATERIALS AT THE ACQUISITIONS AND CATALOGING SECTIONS FOR ROOM-USE**

In-process of newly acquired books can be borrowed for room use only

<b>Office or Division:</b>	Acquisitions and Cataloging Sections			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Undergraduate/graduate students, Faculty and Staff (REPS and Admin), NON-UP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School/Student ID, Employee's ID		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Requests the use of an in-process library material(s).	1.1. Asks the specific title of the in-process book/library material		3 mins/title	Marjorie E. Aguinaldo, College Librarian I, Christine G. Balmes, College Librarian I, Glenn G. Santos, College Librarian I

	1.2. Searches the title of the in-process material in the iLib System to confirm/check the status and location of the library material being requested.	None		Glady's Joy G. Sorete, College Librarian I
	1.3. Retrieves the in-process library material either at the Acquisitions or Cataloging			
2. Signs at the registry logbook and leaves ID.	2.1. Validates ID and serves the requested in-process library material to the client		1 min/title	
3. Browses/reads the book				
3. Returns the in-process library material(s) borrowed to the Acquisitions/Cataloging	3.1. Returns the ID and receives the library material			
4. Receives ID.	4.1. Return the borrowed book to the respective book truck.	1 min /title		
<b>TOTAL</b>			5 mins	

**OVCAA-UNIV**

**ONSITE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION**

A validated ID should have a sticker with the current semester issued by the library. It also serves as a proof that the student is currently registered. This validated

<b>Office or Division:</b>	General Reference Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School ID, Form 5, SAIS Screenshot, Class Schedule		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Presents ID with FORM 5 or class schedule or SAIS screenshot of registration. (Main Library only accommodates the following colleges for ID validation: CAS, CAFS, GS (under CAS and CAFS program), CAFS/CAS Joint Program)	1.1. Staff checks student's status if New Freshman, Transferees or Old Student  1.2. Checks the name of the student at the Delinquent List, SAIS and in the Koha system for verification purposes	None	10 mins	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior Administrative Aide IV (ICS)
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues Official Receipt (OR) ; receives returned book/s		5 mins	
3. Registers at the excel log sheet with Name, Student Number, College and Course	2.1. At the Form 5 copy, the staff stamps the date opposite and initials. Put stickers on the student's ID; Returns the ID together with the Form 5 to the student.		10 mins	
<b>TOTAL</b>			25 mins	

**OVCAA-UNIV**

**ONLINE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION**

Online validation is being done in order to update the students' library records and enable access to the UPLB libraries resources and services (physical and

<b>Office or Division:</b>	General Reference Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School ID, Form 5, SAIS Screenshot, Class Schedule		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the form and submits request thru <a href="https://bit.ly/uplbmidvalidation">https://bit.ly/uplbmidvalidation</a> (Main Library only accommodates the following colleges for ID validation: CAS, CAFS, GS (under CAS and CAFS program), CAFS/CAS Joint Program)	1.1. Checks and verifies the attachments first before processing the request (UPLB ID or recent ID picture for New Freshman, Form 5 (1st sem; if issued already) OR SAIS screenshot that shows complete name, semester (Semester 1 2021-2022), and subjects enrolled in the Shopping Cart, OR (COE) Certification of Enrollment from OUR (if any) 1.2. For wrong attachments, the staff emails the students to send the right attachments to proceed with the validation procedure 1.3. For students from other Colleges, the staff also notifies the students via email and sends the ID validation link of the Unit Library 1.4. Checks the name of the student at the Delinquent List and in the iLib system for verification purposes	None	10 mins	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior Administrative Aide IV (ICS)
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues Official Receipt (OR) ; receives returned book/s		5 mins	
3. Students receives email notification with Certification of ID Validation (if requested)	2.1. Prepares Certification of ID validation signed by the Section Head (if requested) 2.2. Sends email notification to students along with the Certification of ID validation (if requested) 2.3. Issues signed ID Validation sticker (if requested and able to drop by at the Library) 2.4. For UMS Registration: Scans the ID photo; Encodes the Name,		10mins	
<b>TOTAL</b>			25 mins	

**OVCAA-UNIV**

**ONSITE SIGNING OF UNIVERSITY CLEARANCE (UNIVERSITY LIBRARY)**

This on-site service facilitates the "walk-in" clearance requests for UPLB Students and Employees for the following purposes: Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), and Transfer to another school, LOA, ID Replacement, Shifting, AWOL., Honorable Dismissal, Returning from AWOL, Dismissed, Honorable Dismissal, Retirement; Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, Death

<b>Office or Division:</b>	General Reference Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/Graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
University Clearance Form		Human Resource Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the Clearance Form	1.1. Checks the purpose of clearance, the college of the client and the counter initial of the unit librarian.	None	5 mins	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior Administrative Aide IV (ICS)
	1.2. Checks the client's name in the Delinquent List and in the Koha system for verification			
	1.3. Coordinates with the Unit Library if the requestor is in their College Delinquent List			
	1.4. Computes amount of library dues if the name is included in the Delinquent List			
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues Official Receipt (OR) ; receives returned book/s		5 mins	
	1.6. At the Clearance Form, the staff stamps the date opposite and initials. Validates and signs by the Section Head. Returns signed clearance		1 min	
3. Receives signed clearance	1.7. Encodes and records the name of student/s, employee/s, College and purpose of clearance in the section's clearance google		3 mins	
<b>TOTAL</b>			14 mins	

**OVCAA-UNIV**

**ONLINE SIGNING OF UNIVERSITY CLEARANCE for STUDENTS (UNIVERSITY LIBRARY)**

A University Clearance System is now online via <https://ovcsa.uplb.edu.ph>. This online system facilitates processing of university clearance for the following purposes:

Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), and Transfer to another school.

This digital transformation is part of the OSAM System managed by OVCSA-RECOMMIT in cooperation with the Office of the University Registrar and offices/units

<b>Office or Division:</b>	General Reference Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/Graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UP Mail Account				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>



1. Students log-in to <a href="http://ovcsa.uplb.edu.ph/">http://ovcsa.uplb.edu.ph/</a> using their UP mail account and click the clearance icon	1.1. Office representative receives clearance requests via email thru RECOMMIT OVCSA <it@uplbosa.org>	None	1 min	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I,
2. Students choose the purpose of clearance application and enter the required details	1.2 Log-in to ovcsa.uplb.edu.ph and 'Sign up as Clearance Administrator'		5 mins	
* For ID Replacement and LOA clearance application, Students sends the form to their Unit Libraries for the counter initial of their Unit Librarian	1.3. Checks the client's name at the Delinquent List and in the iLib system for verification purposes		5 mins	
	1.4. Coordinates with the Unit Library if the student requestor is in their College Delinquent List		5 mins	
	1.5. Computes amount of library dues if the name is included in the Delinquent List		1 min	
3. Pays library dues or return long overdue book/s if listed in the delinquent list	1.6. Accepts payment and issues Official Receipt (OR) ; receives returned book/s		3 mins	
	1.7. At the Clearance System, the clearance administrator approves the request		3 mins	
	1.8. Sends the signed ID Replacement Clearance and Leave of Absence Form to student requestor copy furnished the unit libraries email address		3 mins	
	2.1. Encodes and records the name of student/s, College and purpose of clearance in the section's clearance google sheet		18 mins	
<b>TOTAL</b>				

**OVCAA-UNIV**

**ONLINE SIGNING OF UNIVERSITY CLEARANCE for EMPLOYEES (UNIVERSITY LIBRARY)**

This online service facilitates the clearance requests for UPLB Employees through HRDO for the following purposes: Retirement; Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, Death

<b>Office or Division:</b>	General Reference Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/Graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Email from HRDO with the name of UPLB Employee/s and the purpose of		Human Resource Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>

1. HRDO representative sends the name of UPLB employee/s requesting for clearance confirmation via email	1.1. Checks the employee/s' name at the Delinquent List and in the iLib system for verification purposes	None	5 mins	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I,
	1.2. Coordinates with the Unit Library if the employee/s is in their College Delinquent List			
	1.3. Computes amount of library dues if the name is included in the Delinquent List			
2. Pays library dues or return long overdue book/s if listed in the delinquent list	1.4. Accepts payment and issues Official Receipt (OR) ; receives returned book/s		5 mins	
	1.5. Sends clearance confirmation email to HRDO representative		2 mins	
3. HRDO representative receives the clearance confirmation email	2.1. Encodes and records the name of employee/s, College/Office and the purpose of clearance in the section's clearance google		3 mins	
<b>TOTAL</b>			15 mins	

**OVCAA-UNIV**

**ONSITE ISSUANCE OF REFERRAL LETTER**

Referrals are issued to library client/s who wish to visit and perform research in other libraries and research agencies subject to the visiting schedule and policies

<b>Office or Division:</b>	General Reference Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/Graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Presents validated School ID	1.1. Interviews the requestor to verify and confirm if he/she already exhausted all the resources available in the library	None	3 mins	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I,
2. Signs at the log sheet with Name, and School to be visited	2.1. Checks and verify if the Library or research institution to be visited accepts visitors		3 mins	
	2.2. Encodes the referral letter with the provided information given by the requesting student and issues the signed letter by the Section Head.		3 mins	
3. Requestor received the printed and signed referral	2.3. Prints and signs the referral letter		1 min	
<b>TOTAL</b>			10 mins	

**OVCAA-UNIV**

**ONLINE ISSUANCE OF REFERRAL LETTER**

Referrals are issued to library client/s who wish to visit and perform research in other libraries and research agencies subject to the visiting schedule and policies

<b>Office or Division:</b>	General Reference Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/Graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School ID, Form 5		University Registrar, University Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the form and submits request thru <a href="https://bit.ly/MainLibraryReferralRequest">https://bit.ly/MainLibraryReferralRequest</a>	1.1. Receives the online request and Checks google response sheet. Checks and verify if the Library or research institution to be visited accepts visitors	None	3 mins	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I,
Library client/Requestor received the request	2.1. Sends email to requestor to verify and confirm if he/she already exhausted all the resources available in the library		3 mins	
	3.1. Encodes the referral letter with the provided information given by the requesting student and issues the signed letter by the Section Head.		3 mins	
	4.1. Sends the referral letter to the requestors' email address		1 min	
<b>TOTAL</b>			10 mins	

**OVCAA-UNIV  
LIB.28**

<b>SCANNING SERVICE FOR UPLB PUBLICATIONS</b>				
Scanning of UPLB Publications using Sharp DX Scanner or ScanSnap SV600				
<b>Office or Division:</b>	University Archives and Knowledge Repository Section (formerly University Special Collections Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/graduate students, Faculty and Staff (REPS and Admin), Non-UP			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
1. Approach the staff, presents the materials/s to be scanned, and fills-in required information in the	1.1. Review the pages to be scanned	P 5.00/page	1 min	Cecilia B. Licari, College Librarian III Maria Victoria R. Altiche, College Librarian II Rosa Salvacion R. Bombales, College Librarian I Jerome L. De Castro, Administrative Aide VI Jesusa S. Del Rosario, Administrative Aide I
	1.2. Commands its scanning depends on the number of documents		1 min/page	
2. Client/patron pays the amount, received the physical material, and receives soft copy in the email address provided or	2.1. Gives the materials to the client and		1 min	
	2.2. Send the files to the client/patron's email address or save to client's storage device		2 min	
<b>TOTAL</b>			5 mins	

**OVCAA-UNIV  
LIB.29**

<b>Koha ACCOUNT CREATION AND PASSWORD RESETTNG</b>				
Koha account is necessary for borrowing library materials. Through Koha account, student/s can do the following: Browse our Library Collections; Check Items on Loan; Make Material/Book Reservations; Recommend Book Titles; View Transaction History; Send Feedback				
<b>Office or Division:</b>	General Reference Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/graduate students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Validated School ID, Employee ID			Office of the University Registrar, University Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
1. Accomplish the form and submits request thru <a href="https://library.uplb.edu.ph/secure-koha-account-now/">https://library.uplb.edu.ph/secure-koha-account-now/</a>	1.1. Checks google response sheet; verifies the attachment before processing the request (Validated School ID, Employee ID) and checks if already have a Koha account	None	15 mins	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I,
	1.2. Checks and verifies the account in iLib			
1.3. Staff creates and encodes students' data for his/her account with No Account				
1.4. Staff updates the students' record (reset password) in his/her existing account				
3. Student/s receives email notification with log-in credentials	2.1. Sends email notification with log-in credentials for each account requests		2 mins	
<b>TOTAL</b>			17 mins	

**OVCAA-UNIV  
LIB.30**

**ONLINE SEAT RESERVATION (Temporarily Suspended)**

Amidst the challenges of Covid-19 pandemic, the UPLB Main Library provides this online seat registration to help students, researchers, faculty and staff use the

<b>Office or Division:</b>		General Reference Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Clients		
<b>Who may avail:</b>		Undergraduate/graduate students, Faculty, REPS and Admin Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School ID, Employee ID		Office of the University Registrar, University Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Reserves seat thru library website <a href="https://library.uplb.edu.ph/">https://library.uplb.edu.ph/</a>	1.1. Receives seat reservation notification via General References Section email address	None	5 mins	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I
2. Clicks Online Services Menu and selects online seat reservation	1.2. Updates the calendar sheet for control monitoring purposes			
3. Student/s chooses what section and seat to reserve				
4. Student/s receives email confirmation and the appointment details of his/her reservation			1 min	
<b>TOTAL</b>			6 mins	

**OVCAA-UNIV**

**ACCOUNT AUTHENTICATION REQUEST FOR REMOTE ACCESS (OPENATHENS & TURNITIN)**

This pertains on securing/authenticating an account for off-campus access to online databases and other research tools.

<b>Office or Division:</b>		E-Resources and Multimedia Services Section (formerly Learning Commons)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C - Government to Clients		
<b>Who may avail:</b>		UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Client/patron sends request via email along with the required documents (Recent Form 5 and Validated UPLB ID)	1.1. Verifies/validates the submitted documents and authenticates the account	None	1 day	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian I Marliza A. Cuadli, College Librarian I
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification			
<b>TOTAL</b>			1 day	

**OVCAA-UNIV**

**PLAGIARISM/ORIGINALITY CHECK SERVICE**

This is the Library's plagiarism prevention and originality check/verification service.

<b>Office or Division:</b>	E-Resources and Multimedia Services Section (formerly Learning Commons)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Client/patron sends request via email along with the document for checking (Recent Form 5 and Validated UPLB ID)	1.1.Uploads the paper at Turnitin for similarity check and report generation.	None	1 day	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian II Marliza A. Cuadli, College Librarian I
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification along with the similarity report.			
<b>TOTAL</b>			1 day	

**OVCAA-UNIV**

**LIBRARY INSTRUCTION SERVICE**

A course-embedded instruction (either face-to-face or online via Zoom) with discussions focused on using and accessing relevant library resources and services for the desired student learning outcomes.

<b>Office or Division:</b>	Main Library			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Client/patron (typically a faculty) sends request via email.	1.1.Confirms, arranges and coordinates the session to concerned parties	None	1 day	LIS/ILP Coordinator and Assigned Librarian per Schedule
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification containing details on the conduct of the instructional session.			
<b>TOTAL</b>			1 day	

**OVCAA-UNIV**

**ONE-ON-ONE ONLINE TUTORIAL SERVICE**

A personalized client support service rendered to assist those who are experiencing technical issues in accessing Library's digital/online information resources.

<b>Office or Division:</b>	E-Resources and Multimedia Services Section (formerly Learning Commons)
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>		G2C - Government to Clients		
<b>Who may avail:</b>		UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Client/patron sends request by completing the <u>online form</u> .	1.1. Confirms, arranges and coordinates the session to concerned parties	None	1 day	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian II Marliza A. Cuadli, College Librarian I
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification containing details on the conduct of the session online.			
<b>TOTAL</b>			1 day	

**OVCAA-UNIV**

**RESERVATION AND USE OF LIBRARY FACILITY**

On special cases or events (like trainings, webinars, video/photo shoots, etc.), client may avail of this service for the use of library facility such as Viewing Room, Discussion Room or any part of the Library for the intended purpose.

<b>Office or Division:</b>		Main Library		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C - Government to Clients		
<b>Who may avail:</b>		UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)		
<b>G2C - Government to Clients, G2G - Government to Government</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Client/patron sends request in formal writing to the Office of the University Librarian.	1.1. Once approved, the University Librarian confirms, arranges and coordinates the reservation/use of Library facility to concerned parties.	None	1 day	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian I Marliza A. Cuadli, College Librarian II Eduardo S. Barrera, Jr., Administrative Asst. II
2. Client/patron receives email notification on the status of request.	2.1. Sends confirmation email or email notification on the status of request			
<b>TOTAL</b>			1 day	

<b>OVCAA-UNIV LIB.36</b>	<b>ONLINE LITERATURE SEARCH ASSISTANCE</b>				
	An online search assistance request for related literatures on a given topic searched in all available databases subscribed by the University Library. This online service provides a list of references with link to full text sent thru email.				
	<b>Office or Division:</b>	Main Library			
	<b>Classification:</b>	Complex			
	<b>Type of Transaction:</b>	G2C - Government to Clients			
	<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin)			
	<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
	<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
	1. Sends request through this link <a href="https://bit.ly/LitSearchService">https://bit.ly/LitSearchService</a>	1.1. Checks Google sheet for the request	None	1 min	Roma C. Gelloani, College Librarian I Marliza A. Cuadli, College Librarian I Myra S. Panday, College Librarian I, Rosa Salvacion R. Bombales, College Librarian I Andriette S. Valdez, College Librarian IV Virginia P. Alcantara, University Researcher I
	1.2. Examines carefully the requested topic through the Expected Output/Product of the Research Project /Course, Preferred keywords, Other information that client would like to add for (either limit or expand) the searching process, and other details like year coverage, number of articles needed to be served daily/weekly/bi-weekly and how urgent the need is.	5 mins			
	1.3. Searches the requested topic in all possible database that may cover the subject	4 hrs/20 articles			
	1.4. Staff creates list consisting of bibliographic citation with link to fulltext and abstract (if available) of literatures related to requested topic	2 mins/ article			
2. Clients receives the first list of requested article thru email	2.1. Sends the first list of the searched related literatures/articles via email and inform client to review the sent list and tell them "to better improve this service, please send us your feedback or by letting us know how many of these articles matched or closely related to your research topic".	10 mins. depending on the speed of internet connection			
3. Clients replies and informs the staff the number of articles related to his/her requested topic	3.1. Continues searching the requested topic for the second list, knowing their feedback on the sent first list of articles	4 hrs/20 articles			
	3.2. Staff creates list consisting of bibliographic citation with link to fulltext and abstract (if available) of literatures related to requested topic	2 mins/ article			



	4. Clients receives the 2nd/last list of requested articles thru email	4.1. Sends the next/last list of the searched related literatures/articles via email and inform the client that "after a thorough search using all possible combinations of keywords you have provided; we are sending you the last batch of articles" for this online literature search assistance.		10 mins. depending on the speed of internet connection		
	5. Answers the Satisfaction Survey for the Online Literature Search Assistance service through this link - <a href="https://upsystemdiliman.qualtrics.com/jfe/form/SV_ehUGpQJysHyHNNI">https://upsystemdiliman.qualtrics.com/jfe/form/SV_ehUGpQJysHyHNNI</a>	5.1 Informs clients to spare a few minutes to answer the satisfaction survey after suggesting to avail other online services the library offers during this time of Pandemic.				
	<b>TOTAL</b>			8 hrs and 30 mins for 2 batches of sent articles		