



ISSI LIBRARY

INSTITUTE FOR SMALL-SCALE INDUSTRIES
UNIVERSITY OF THE PHILIPPINES DILIMAN

Citizen's Charter

Type of Service: External

1. Checking-in (Returning) of Library Materials

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

| | | | | |
|--|---|------------------------|------------------------|---|
| Office or Division: | UP ISSI Library | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | UP Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Book(s)/Materials for return | | Requesting Party | | |
| 2. Filled-out loan slip/s | | UP ISSI Library | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present book for return/check-in | 1.1. Receive and check the book for return/check-in | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| | 1.2. Verify status of book and clear it from the borrower's account | None | 2 Minutes | <i>College Librarian III</i> UP ISSI Library |
| | 1.3. Prepare receipt of book returned | None | 2 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 2. Receive ID and receipt of book returned | 2. Return the ID and issue receipt of book returned to client | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| TOTAL: | | None | 6 Minutes | |

Type of Service: External

2. Checking-Out (Borrowing) of Library Materials

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

| | | | | |
|---|--|------------------------------------|------------------------|---|
| Office or Division: | UP ISSI Library | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | UP Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Official proof of enrollment (e.g. valid ID or Form-5) | | Office of the University Registrar | | |
| 2. Filled-out loan slip/s | | Requesting Party/UP ISSI Library | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish loan slip with name and contact details | None | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| 2. Hand in duly accomplished loan slip, the book to be borrowed, and valid ID | 2.1. Receive book, duly accomplished loan slip, and valid ID | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| | 2.2. Stamp due date and counter sign Due Date Slip | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| 3. Receive book | None | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| TOTAL: | | None | 4 Minutes | |

Type of Service: External

3. Reference/Information and Bibliographic Services

This service identifies library resources appropriate in answering reference, information, bibliographic and research queries.

| | | | | |
|---|--|--|---------------------------|---|
| Office or Division: | UP ISSI Library | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government to Citizen, Government to Government | | | |
| Who may avail: | UP Students and Non-UP Users | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. For UP Students - Official proof of enrollment (e.g. valid ID or Form-5) For Non-UP Users – valid ID and referral or request letter | | Office of the University Registrar Requesting Party | | |
| 2. Duly Accomplished Reference Query Form (UP ISSI Library Form 2) | | UP ISSI Library | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Hand-in the duly accomplished Reference Query Form or fill in the online request form at https://library.entrepreneurship.org.ph/ask-a-librarian/ | 1.1. Receive reference query | None | 3 Minutes | <i>College Librarian III</i> UP ISSI Library |
| | 1.2. Conduct reference interview or send clarificatory email | None | 25 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 2. Verify query | 2.1. Analyze query and determine possible information sources that may provide answer to the query | None | 3 Days | <i>College Librarian III</i> UP ISSI Library |
| | 2.2. Communicate answer to request | None | 30 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 3. Receive answer to query | 3. If answer to query is found, provide answer to client's query. If answer to query is not found from available library resource, refer client to other libraries | None | 2 Minutes | <i>College Librarian III</i> UP ISSI Library |
| TOTAL: | | None | 3 Days, 1 Hour | |

Type of Service: External

4. Registration for Library Access

The UP ISSI Library accepts visitors/non-UP researchers including UP alumni, former UP faculty and staff; graduate students from other schools; government and private researchers; and undergraduate students from other schools. May be suspended during period of emergency subject to the existing national, local, and/or university guidelines.

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | UP ISSI Library | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Non-UP Users | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For UP Alumni: | | | | |
| 1. Valid ID with picture | | Requesting Party | | |
| 2. Proof of program completion or graduation from UP | | Office of Alumni Relations Office of the University Registrar Respective College/Unit | | |
| 3. Special Registration Permit Form | | UP ISSI Library | | |
| For Non-UP Users: | | | | |
| 1. Valid ID with picture | | Requesting Party | | |
| 2. Referral or Request Letter (1 original copy) | | Sending Institution or Requesting Party | | |
| 3. Special Registration Permit Form | | UP ISSI Library | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present valid ID with picture and referral letter or proof of program completion | 1. Verify identify of client and validity of ID and letter or proof of program completion | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| 2. Accomplish Special Registration Permit Form | 2. Check the accuracy of information | None | 5 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 3. Receive Library Permit | 3. Issue Library Permit | None | 2 Minutes | <i>College Librarian III</i> UP ISSI Library |
| TOTAL: | | None | 8 Minutes | |

Type of Service: External

5. Photocopy of Books and Other Library Resources

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

| | | | | |
|---|---|--|------------------------|---|
| Office or Division: | UP ISSI Library | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | UP Student and Non-UP Users | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. For UP Students – Official proof of enrollment (e.g. valid ID or Form-5) For UP Non-UP Users – Valid ID with picture and Referral or Request Letter (1 original copy) | | Office of the University Registrar Requesting Party | | |
| 2. Duly Accomplished Photoduplication Permit (2 copies) | | UP ISSI Library | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish 2 copies of Photoduplication Permit | None | None | 5 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 2. Hand in the 2 copies of the duly accomplished Photoduplication Permit and valid ID | 2.1. Receive Photoduplication Permit and valid ID | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| | 2.2. Approve (stamp with date and time of release) request for photocopying | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| 3. Receive requested material | 3.1. Hand over to client the requested material and 1 copy of the Photoduplication Permit | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| | 3.2. Clip together 1 copy of the Photoduplication Permit valid ID | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| 4. Return requested material and receive ID | 4. Receive requested material and handover valid ID | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| TOTAL: | | None | 10 Minutes | |

Type of Service: External

6. Resource on Demand

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

| Office or Division: | UP ISSI Library | | | |
|--|--|---|-------------------------------|---|
| Classification: | Complex | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | UP Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. For students- Copy of official proof of enrollment (e.g. valid ID or Form-5) | | Office of the University Registrar | | |
| 2. Request Letter (1 copy) | | Requesting Party | | |
| 3. UP Web Mail Account | | Information Technology Development Center | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send the request via email at issi_library.upd@up.edu with the following details of books (title, author, edition, publication year, page numbers) or the following details for periodicals (article title, article authors, periodical title, periodical issue number, year of issue, page numbers) | 1. 1. Check Web OPAC and/or library databases for the availability of requested material | None | 2 Days | <i>College Librarian III</i> UP ISSI Library |
| | 1.2. Send confirmation of availability of material, inform transaction limits, and confirm with the client to proceed with transaction | None | 30 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 2. Confirm to proceed with transaction | 2. Prepare material for document delivery | None | 4 Days | <i>College Librarian III</i> UP ISSI Library |
| 3. Receive the requested library material | 3. Send material to client via email or courier | None | 5 Minutes | <i>College Librarian III</i> UP ISSI Library |
| TOTAL: | | None | 6 Days, 35 Minutes | |

Type of Service: Internal

1. Checking-in (Returning) of Library Materials

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

| | | | | |
|--|---|------------------------|------------------------|---|
| Office or Division: | UP ISSI Library | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Book(s)/Materials for return | | Requesting Party | | |
| 2. Filled-out loan slip/s | | UP ISSI Library | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present book for return/check-in | 1.1. Receive and check the book for return/check-in | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| | 1.2. Verify status of book and clear it from the borrower's account | None | 2 Minutes | <i>College Librarian III</i> UP ISSI Library |
| | 1.3. Prepare receipt of book returned | None | 2 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 2. Receive ID and receipt of book returned | 2. Return the ID and issue receipt of book returned to client | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| TOTAL: | | None | 6 Minutes | |

Type of Service: Internal

2. Checking-Out (Borrowing) of Library Materials

A. Regular Checking-Out (Borrowing) of Library Materials

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

| | | | | |
|---|--|------------------------------------|------------------------|--|
| Office or Division: | UP ISSI Library | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid ID or appointment documents | | Human Resources Development Office | | |
| 2. Duly accomplished loan slip/s | | UP ISSI Library | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish loan slip with name and contact details | None | None | 2 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 2. Hand in duly accomplished loan slip, the book to be borrowed, and valid ID | 2.1. Receive book, duly accomplished loan slip, and valid ID | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| | 2.2. Stamp due date and counter sign Due Date Slip | None | 1 Minute | <i>College Librarian III,</i> UP ISSI Library |
| 3. Receive book | None | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| TOTAL: | | None | 5 Minutes | |

B. Contactless Checking-Out (Borrowing) of Library Materials

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

| | | | | |
|--|--|------------------------------------|---|---|
| Office or Division: | UP ISSI Library | | | |
| Classification: | On-Site – Simple, Remote-Complex | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | UP ISSI Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid ID or appointment documents | | Human Resources Development Office | | |
| 2. Accomplished Request Form | | UP ISSI Library | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Check Tuklas(URL: https://ds.mainlib.upd.edu.ph/) for the availability of book | None | None | 5 Minutes | None |
| 2. Accomplish request form (URL: https://library.entrepreneurship.org.ph/how-to-request-materials-online/) | 2.1. Acknowledge the email request | None | 10 Minutes | <i>College Librarian III</i> UP ISSI Library |
| | a. Verify borrower's status and confirm availability of the materials | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| | 2.3. Obtain the material from physical location from (i.e. on-site or remote storage facility) | None | 30 Minutes (on-site) 3 Days (Remote Storage Facility) | <i>College Librarian III</i> UP ISSI Library |
| | 2.4. Inform borrower (via email) on the availability of the materials | None | 10 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 3. Confirm borrowing of material and intended pick-up arrangement | 3.1. Check-out material under the borrower's account | None | 2 Minutes | <i>College Librarian III</i> UP ISSI Library |
| | 3.2. Fill-up loan slip and stamp due date, and countersign Due Date Slip and loan slip | None | 2 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 4. Hand in valid ID and receive material on agreed date and arrangement | 4. Verify identity of borrower or representative and hand over to client the material to be borrowed | None | 5 Minutes | <i>College Librarian III</i> UP ISSI Library |
| TOTAL: | | None | On-site: 1 Hour and 5 Minutes Remote:3 days and 35 Minutes | |

Type of Service: Internal

3. Reference/Information and Bibliographic Services

This service identifies library resources appropriate in answering reference, information, bibliographic and research queries.

| Office or Division: | UP ISSI Library | | | |
|---|--|------------------------------------|---------------------------|---|
| Classification: | Complex | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid ID or copy of appointment documents | | Human Resources Development Office | | |
| 2. Duly Accomplished Reference Query Form (UP ISSI Library Form 2) | | UP ISSI Library | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Hand-in the duly accomplished Reference Query Form or fill in the online request form at https://library.entrepreneurship.org.ph/ask-a-librarian/ | 1.1. Receive reference query | None | 3 Minutes | <i>College Librarian III</i> UP ISSI Library |
| | 1.2. Conduct reference interview or send clarificatory email | None | 25 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 2. Verify query | 2.1. Analyze query and determine possible information sources that may provide answer to the query | None | 3 Days | <i>College Librarian III</i> UP ISSI Library |
| | 2.2. Communicate answer to request | None | 30 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 3. Receive answer to query | 3. If answer to query is found, provide answer to client's query If answer to query is not found from available library resource, refer client to other libraries | None | 2 Minutes | <i>College Librarian III</i> UP ISSI Library |
| TOTAL: | | None | 3 Days, 1 Hour | |

Type of Service: Internal

4. Photocopy of Books and Other Library Resources

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

| | | | | |
|---|---|------------------------------------|------------------------|---|
| Office or Division: | UP ISSI Library | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid ID or copy of appointment documents | | Human Resources Development Office | | |
| 2. Duly Accomplished of Photoduplication Permit (2 copies) | | UP ISSI Library | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish 2 copies of Photoduplication Permit | None | None | 5 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 2. Hand in the 2 copies of the duly accomplished Photoduplication Permit and valid ID | 2.1. Receive Photoduplication Permit and valid ID | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| | 2.2. Approve (stamp with date and time of release) request for photocopying | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| 3. Receive requested material | 3.1. Hand over to client the requested material and 1 copy of the Photoduplication Permit | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| | 3.2. Clip together 1 copy of the Photoduplication Permit valid ID | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| 4. Return requested material and receive valid ID | 4. Receive requested material and handover valid ID | None | 1 Minute | <i>College Librarian III</i> UP ISSI Library |
| TOTAL: | | None | 10 Minutes | |

Type of Service: Internal

5. Resource on Demand

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

| | | | | |
|--|--|---|---------------------------|---|
| Office or Division: | UP ISSI Library | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | UP Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid ID or appointment documents | | Human Resources Development Office | | |
| 2. Request Letter (1 copy) | | Requesting Party | | |
| 3. UP Web Mail Account | | Information Technology Development Center | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send the request via email at issi_library.upd@up.edu.ph with the following details of books (title, author, edition, publication year, page numbers) or the following details for periodicals (article title, article authors, periodical title, periodical issue number, year of issue, page numbers) | 1. 1. Check Web OPAC and/or library databases for the availability of requested material | None | 2 Days | <i>College Librarian III</i> UP ISSI Library |
| | 1.2. Send confirmation of availability of material, inform transaction limits, and confirm with the client to proceed with transaction | None | 30 Minutes | <i>College Librarian III</i> UP ISSI Library |
| 2. Confirm to proceed with transaction | 2. Prepare material for document delivery | None | 4 Days | <i>College Librarian III</i> UP ISSI Library |
| 3. Receive the requested library material | 3. Send material to client via email or courier | None | 5 Minutes | <i>College Librarian III</i> UP ISSI Library |
| TOTAL: | | None | 6 Days, 35 Minutes | |