List of Services CU: <u>UP School of Economics</u>

Seq No.	Office / Unit	Service	Classification (Simple, Complex, or Highly	Requirements	Fees
1	Library	Registration of Non-UP users to access and use library resources	Technical) Simple	 Valid ID with picture Referral letter from Head Librarian or Department Head 	 None - SUC students and government employees P50.00 / day – Private researchers
2	Library	Registration of UP alumni to access and use library resources	Simple	 Valid ID with picture (preferably UP Alumni ID) Proof of program completion and graduation from UP 	 None - First 5 visits per semester P20.00 / day – 6th visit onwards
3	Library	UP ID countersigning and enrollment validation	Simple	 Form 5 (or any proof of enrollment) Accomplished library user registration form 	None
4	Library	Issuance of temporary library card	Simple	 Form 5 (or any proof of enrollment) Accomplished library user registration form 1x1 ID picture 	None
5	Library	Signing of library clearance	Simple	1. Clearance form 2. Accomplished clearance slip	None
6	Library	Borrowing / charging out library books for home reading	Simple	1. Accomplished book card (UPL Form No. 121. Yellow card for	None

Memorandum No. NGY 19-84 dated 28 August 2019 re: Compliance with the Development and Revision of the Citizen's Charter under RA 11032: "Ease of Doing Business and Efficient Government Service Delivery Act of 2018"

Seq	Office /	Service	Classification (Simple, Complex, or	Requirements	nt Service Delivery Act of 2018"
No.	Unit		Highly Technical)	Requiremente	1000
				Reserve books. White card for Regular circulation and One-week books) 2. Valid UP ID / Temporary library card (Green card, if borrower is yet to be issued a UP ID)	
7	Library	Returning / checking-in borrowed library books	Simple	 Borrowed book/s Valid UP ID / Temporary library card (Green card, if borrower is yet to be issued a UP ID) 	None
8	Library	Renewing books borrowed / checked-out	Simple	 Borrowed book/s Valid UP ID / Temporary library card (Green card, if borrower is yet to be issued a UP ID) 	None
9	Library	Payment of fines	Simple	 Borrowed Book/s Valid UP ID / Temporary library card (Green card, if borrower is yet to be issued a UP ID) 	 P2.00 / day - Regular circulation P50.00 / day - Reserved books
10	Library	Requesting / paging of library resources for room use	Simple	 Accomplished request form (Call / paging slip) Valid UP ID / Temporary library card (Green card, if borrower is yet to be issued a UP 	None

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				iness and Efficient Governmer	It Service Delivery Act of 2018
Seq No.	Office / Unit	Service	Classification (Simple, Complex, or Highly Technical)	Requirements	Fees
				ID) / Special library card (Orange card for non-UP users)	
11	Library	Returning / checking-in library resources for room use	Simple	1. Borrowed library resources	None
12	Library	Request for electronic library resource subject to copyright and data privacy laws	Highly technical	 UPSE faculty, students, and staff only Request letter Valid UP ID / Temporary library card (Green card, if borrower is yet to be issued a UP ID) 	None
13	Library	Request for library tour, orientation, and instruction session	Simple	 Request letter Valid ID, UP ID, or copy of faculty appointment 	None
14	Library	Use of PCs to access library OPAC, subscribed journal databases, and magazine subscriptions	Simple	1. Valid UP ID / Temporary library card (Green card, if borrower is yet to be issued a UP ID)	None
15	Library	Use of PCs to access subscribed / purchased datasets	Simple	 Write name and other non- confidential information in logbook Accomplished data use agreement form Valid UP ID / Temporary library card (Green card, if borrower is yet 	None

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Seq No.	Office / Unit	Service	Classification (Simple, Complex, or Highly Technical)	Requirements	Fees
				to be issued a UP ID)	
16	Library	Use of discussion rooms	Simple	 UPSE faculty, students, and staff only Accomplished use of discussion room form Valid UP ID / Temporary library card (Green card, if borrower is yet to be issued a UP ID) 	None
17	Library	Basic reference queries	Simple	1. Valid UP ID / Temporary library card (Green card, if borrower is yet to be issued a UP ID) / Special library card (Orange card for non-UP users)	None
18	Library	Request for document delivery subject to copyright and data privacy laws	Simple	1. Request letter 2. Valid ID, UP ID, or copy of faculty appointment	None
19	Library	Request for inter- library loan subject to copyright and data privacy laws	Simple	 UPSE faculty only Request letter Valid ID, UP ID, or copy of faculty appointment 	None