CITIZEN'S CHARTER

University of the Philippines Cebu
UNIVERSITY LIBRARY

VISION

The University of the Philippines Cebu University Library is to provide a cutting-edge learning environment to our students, faculty, REPS and staff by having additional service – a service that blends in with our changing generation and evolving need of academic information.

MISSION

To be the collaborators in achieving excellence in teaching, creating outstanding research outputs, and delivering excellent operational services.

OFFICE HOURS

Lahug Campus

Monday to Friday : 8:00 AM - 6:00 PM
Saturday   8:00 AM - 5:00 PM
NO NOON BREAK

UPSRP Campus

Tuesday : 5:00 PM - 8:30 PM
Saturday : 8:00 AM - 5:00 PM
NO NOON BREAK

The UP Cebu University Library serves and supports information needs of the academe. The library is manned by professional librarians and support staff to facilitate the community to provide, search, locate, and retrieve library resources, not limited to print but also application of technological resources and online databases.

☎ (032) 232-2642, local 117

f http://facebook.com/UPCEBULIBRARY

SERVICES	STEPS/PROCEDURES (Customer/Client)	SERVICE PROVIDER	DURATION OF ACTIVITY (excluding queuing time)	FEES	PERSON RESPONSIBLE
I. Registration of Student / Faculty Account in the iLib System	1. Presents Form-5/Invoice and any valid I.D. with picture; Faculty ID or Appointment 2. Fills-out patron's registration form; 3. Gets back the ID and From-5.	Encodes/updates client's profile; Activate client's account in the database.	3 minutes per client	No fees required	Library personnel
II. Borrowing Books for Home Use	1. Presents the book at the circulation counter together with a validated school ID; Faculty/Staff ID; 2. Fills-up the book card; 3. Claims book borrowed and ID.	Searches patron's name or ID number in the iLib system; Scans the barcode of the book; Stamps due date to the book card and date due slip; Interfiles the book card according to due date.	3 minutes per client	No fees required	Library personnel
III. Borrowing of Periodicals for in-house use	1. Selects the material to be borrowed and presents a validated school ID; 2. Fills-up the periodical card provided with date, name, course and signature; 3. Claims the ID.	Checks the periodical card of the borrowed material; Returns the material on the shelf.	1 minute per client	No fees required	Library personnel
IV. Reference and Information Assistance	1. Requests assistance on the location of materials to use or borrow; 2. Search item at OPAC station; 3. Checks availability of book on shelf; 4. Retrieves the book.	Conducts reference interviews; Identifies the call number of the book; Assists the client and provide the materials needed/ available.	3 minutes per client	No fees required	Library personnel
V. Digital Reference & Document Delivery	1. Check e-mail address: library.upcebu@up.edu.ph for queries; 2. Document Delivery 2.1. Gives the title of the article needed; 2.2. Give email address to the Librarian.	(Items 1 & 2); Replies e-mail to give feedback on the status of the resources. Checks the online databases for the availability of the resources; Emails the articles in PDF or HTML format;	48 hours per transaction	No fees required	Library personnel
VI. Access to e-Resources	1. Presents a validated school ID; 2. Approaches library personnel for user ID and password; 3. Proceeds to the computer and perform activity.	Checks the client's ID; Assists the user/client in accessing the e-resources.	2 minutes	No fees required	Library personnel
VII. Internet / iMac Use	1. Presents a validated school ID and Internet Use Card (pink card); 2. Logs-in the monitoring log sheet; 3. Proceeds to the iMac computers to perform academic activity; 4. Logs out in the monitoring log sheet; 5. Claims the ID and pink card. *All UP undergraduate students will be allowed FREE USE of computers for internet access for the first 20 hrs (AO No. PERR 07-86 issued 17 Oct 2007). Beyond that, they will be charged PhP20 per hour or a fraction thereof.	Checks the client's ID and pink card; Fills-out the pink card in time-in column; Assists the client; Indicates the time-out, time consume and balance minutes in the blue card.	3 minutes	No fees Required *AO # PERR-07-86/October 2007	Library personnel

SERVICES	STEPS/PROCEDURES (Customer/Client)	SERVICE PROVIDER	DURATION OF ACTIVITY (excluding queuing time)	FEES	PERSON RESPONSIBLE
VIII. Other Services a. Issuance of Student's Referral Letter	1. Presents a validated school ID; 2. Requests the University Librarian for a referral letter; 3. Signs in the logbook; 4. Claims the referral letter duly signed by the University Librarian or Authorized Representative.	Interviews the client regarding the materials / references needed from other libraries; Prints referral letter.	3 minutes	No fees required	University Librarian or Authorized Representative
b. Issuance of Student's Clearances	1. Presents duly accomplished clearance form; In case of overdue and lost books: a. Payment of overdue fines at the the circulation counter; b. Issuance of payment slip for lost books and present to the cashier's office for payment. 2. Submits photocopy of OR at the circulation counter; 3. Claims the clearance.	Check the account of the borrower in iLib system and list of accountabilities; Issues provisional receipt Bring OR to the circulation counter. Take note of offiicial receipt Number. Sign the clearance form; Release the clearance.	3 minutes	Applicable fee per Approved 1039th meeting BOR 1991	Library personnel
c. Issuance of clearance for faculty, REPS, and Administrative staff	1. Presents duly accomplished clearance form; In case of overdue and lost books: a. Payment of overdue fines at the the circulation counter; b. Issuance of payment slip required to pay for lost book and present to the cashier's office for payment; c. Replacement of lost item with the same title or title selected by the College Librarian. Settle the required applicable fee at the cashier's office by presenting the payment slip issued at the circulation counter. 2. Submits photocopy of OR at the circulation counter; 3. Claims the clearance.	Check the account of the borrower in iLib system and list of accountabilities; Bring OR to the circulation counter. Take note of offiicial receipt Number. Sign the clearance form; Release the clearance.	3 minutes	Applicable fee per Approved 1039th meeting BOR 1991	Library personnel
d. Non-UP Researcher	1. Presents referral letter and validated school ID; 2. Pays the required fee at the cashier's office; 3. Submits original receipt of payment to the Library.	Evaluates the requirements and conducts reference interview; Issues payment form; Receives and records the O.R. Number in referral letter; Assists the non-UP researchers.	5 minutes	Php50.00 per day	Library personnel