



# CITIZEN'S CHARTER 2023 Edition



#### I. Mandate:

A special ethnomusicological collection consisting of 2,500 hours of tapes of Philippine and Asian music, field notes, music notation, song texts; more than 2,000 books and journals, and a hundred music instruments have been gathered since 1952 by the late Dr. Jose M. Maceda, National Artist for Music.

In its 1039<sup>th</sup> meeting on 14 March 1991, the Board of Regents approved the establishment of the U.P. Ethnomusicological Archives with these purposes: a) to preserve the integrity of the special ethnomusicological collection, setting it apart from other library holdings of the College of Music (which has been the case since the 1950's); and b) to create in the University a center for ethnomusicological research of the musics of the Philippines and the world, where scholars can meet and convene, and do research.

In its 1056<sup>th</sup> meeting on 17 December 1992, the Board of Regents recognized Dr. Maceda's own original work and his authorship of the collection created as a result of his research.

In its 1110<sup>th</sup> meeting on 26 June 1997, the Board of Regents approved the organization, transformation and upgrading of the U.P. Ethnomusicological Archives into a Center for Ethnomusicology, attached to the Office of the Chancellor, U.P. Diliman, with the following functions: a) to develop, organize, manage, and conduct music research with focus on the development of new theories of music composition, distribution of music instruments, and recognition of fundamentals binding the musics of Asia and the relationship of languages to music structure; to serve as source of teaching and research materials and to house all musical instruments; to publish and openly disseminate research of the Center; to conduct dialogues, trainings, conferences, and other for a related to its primary functions; and to obtain and manage funds contributed by public and private persons and entities.

In its 1336<sup>th</sup> meeting on 1 August 2018, the Board of Regents approved the transfer of the Center for Ethnomusicology from the Office of the Chancellor to the Office of the Vice Chancellor for Research and Development as part of the rationalization of UP Diliman's organization structure.

Today, the University of the Philippines Center for Ethnomusicology (UPCE) is a music research center comprised of a library, archive, instrumentarium, and audio conservation laboratory. The Center currently houses collections from National Artists for Music Jose Maceda (1917-2004), Felipe de Leon (1912-1992), and Ramon P. Santos. Included also are rare and culturally-significant items from Marialita Tamanio-Yraola (1944-2018), F. Landa Jocano (1930 –2013), Elena Rivera Mirano, Felicidad Prudente, Fekke de Jager, and the Center for West Visayan Studies. The wide range of materials in the Center encompass sounds, books and other monographs, periodicals, fieldnotes, photographs and transparencies, musical instruments, music scores, maps, blueprints, performance paraphernalia, vintage



recording equipment, and other various items of cultural heritage on the musics and musical traditions collected from the Philippines and Asia, and some parts of Africa and South America. In particular, the Jose Maceda Collection was inscribed into the UNESCO Memory of the World Registry in recognition of its valuable international documentary heritage.

Recognized in 2018 by the National Research Council of the Philippines (NRCP) in the Outstanding Institution Awards, the UPCE aims to maintain its place among the leading research institutions in Southeast Asia, harnessing the interdisciplinary perspectives of academic scholarship, pedagogy, artistic production and other fields in the study of music and sound.

#### II. <u>Vision:</u>

The UPCE will serve as a leading research institution in the country, perpetuating and harnessing its ethnomusicological collections and generating musical and music-related knowledge and materials from an interdisciplinary perspective for academic study, pedagogy, artistic production and other applications.

#### III. Mission:

The UP Center for Ethnomusicology shall:

- Complete, organize, preserve, and make accessible a representative ethnomusicological survey of the Philippines;

- Provide primary information on the musical traditions in the Philippines to Filipinos as well as the international community of scholars;

- Encourage local and international scholars and artists to utilize the collection in advancing knowledge of musical cultures in the Philippines vis-à-vis the larger Southeast Asian community through comparative studies and exchanges; and,

- Search for new theories of music and contemporary musical expressions through the studies of the materials in the collection

#### IV. <u>Service Pledge:</u>

HONOR and EXCELLENCE will be espoused by all personnel of the UP Center for Ethnomusicology (UPCE) in the conduct of its operations.

The UPCE firmly commits to serving its primary clients and stakeholders – the people whose voices are recorded and represented in the archival collections, with utmost RESPECT in the PRESERVATION, TRANSMISSION and REPRESENTATION of cultures. Strict adherence to policies, relevant laws, and cultural traditions will be prioritized in pursuing



solutions which will ensure a balance between providing access and safeguarding the UPCE collection from misuse, misrepresentation, and general disrespect of culture.

The UPCE will strive to maintain ACCURACY, TIMELINESS, and TRANSPARENCY in providing information to its Library, Archive, and Instrumentarium clients; serving with RESPECT, DIGNITY, and INTEGRITY in responding to information needs. The UPCE will ensure FAIRNESS and EQUALITY in the level of service provided to all clients regardless of sex, gender, age, religion, and political inclination.

The UPCE does not accept any GIFTS or BENEFITS that might be seen to prejudice our position or lead to conflicts of interest. The UPCE is prepared to exercise HONESTY and ACCOUNTABILITY for any action undertaken in the line of duty.



# V. List of Service

# Center for Ethnomusicology

External Services 1. Access to archival fieldnotes, photographs, audio, study music scores, and vertical files inside the UPCE Library
2. Digital reproduction of archival photographs
3. Digitization of analog commercial audio recordings
4. Digitization of analog commercial video recordings
5. Digitization of analog non-commercial audio recordings
6. Digitization of analog non-commercial video recordings
7. Instruments and artefacts for extended use
8. Instruments and artefacts for use within the UP College of Music
9. Instruments for playing and/or demonstration inside the UPCE Library 42
10. Instruments for room study
11. Library materials for room use or for presentation within the UP College of Music
<b>12. Library spaces and facilities for use beyond service hours</b>
13. Online access to archival fieldnotes, photographs, audio, study music scores, and vertical files
14. Reference and bibliographic services
15. Reproduction of selected pages from unpublished score for publication 56
16. Reproduction and use of unpublished score for performance
<b>17. Reproduction and use of unpublished score for study</b> 64
18. Reproduction of unpublished field and non-field audio recordings
19. UPCE Registration 73
<b>20. UPCE Tour</b>
21. Use of Digital Access Station to browse TUKLAS and UPCE Collections Portal
Internal Services 1. Access to archival fieldnotes, photographs, audio, study music scores,
and vertical files inside the UPCE Library
2. Digital reproduction of archival photographs
3. Digitization of analog commercial audio recordings
4. Digitization of analog commercial video recordings
5. Digitization of analog non-commercial audio recordings
6. Digitization of analog non-commercial video recordings



7. Instruments and artefacts for extended use
8. Instruments and artefacts for use within the UP College of Music 104
9. Instruments for playing and/or demonstration inside the UPCE Library $107$
10. Instruments for room study
11. Library materials for room use or for presentation within the UP College of Music
<b>12. Library spaces and facilities for use beyond service hours</b>
13. Online access to archival fieldnotes, photographs, audio, study music score, and vertical files
14. Reference and bibliographic services
15. Reproduction of selected pages from unpublished score for publication
16. Reproduction and use of unpublished score for performance
17. Reproduction and use of unpublished score for study 123
<b>18. Reproduction of unpublished field and non-field audio recordings</b> 126
19. UPCE Registration
<b>20. UPCE Tour</b>
21. Use of Digital Access Station to browse TUKLAS and UPCE Collections Portal



# Office of the Vice Chancellor for Research and Development UP Center for Ethnomusicology

**External Services** 



Type of Service: External

# 1. Access to archival fieldnotes, photographs, audio, study music scores, and vertical files inside the UPCE Library

Request of Archive Users to access low-resolution digital copies of archival fieldnotes, photographs, audio, study music scores, and vertical files inside the UPCE Library. A client may request a maximum of 10 materials per research day.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)				
Classification:	Simple	Simple			
Type of Transaction:		to Citizen; Government to Government			
Who may avail:	<ol> <li>UP students and UP alumni</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>				
		WHERE TO SECURE			
UP Clients					
Valid UP ID (stude	,	UP Office of the University Registrar			
Alumni ID (alumni	) (original)	(student) or UP Alumni Association (alumni)			
Valid UPCE Regis	stration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")			
Accomplished UPCE Access Form (1 original form)		UP Center for Ethnomusicology Library (UPCE Access Form can also be downloaded from this link <u>https://bit.ly/upceform003</u> )			
Filipino Non-UP					
Valid government ID, school ID, or company ID with client's photo and signature (1 original copy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, School of Affiliation, Company of Affiliation			
Valid UPCE Registration		UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")			
Accomplished UPCE Access Form (1 original form)		UP Center for Ethnomusicology Library (UPCE Access Form can also be downloaded from this link <u>https://bit.ly/upceform003</u> )			
Foreign					



Valid IDs (passport and ID from their affiliated institution) (original)		•	ive government in t, and their affiliate	•	
Valid UPCE Registration		UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")			
Accomplished UPCE Access Form (1 original form)		(UPCE A downloa	er for Ethnomusic Access Form can a ded from this link <u>t.ly/upceform003</u>	also be	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present valid ID and submit requireme nts to the UPCE Library Personnel in person or through email	<ul> <li>1.1 Receive request with complete attachmen t and check client's UPCE Registratio n status</li> <li>1.2 Schedule use of access station Inform client of schedule</li> <li>1.3 Prepare UPCE Access Station</li> <li>1.4 Retrieve and prepare requested digital files and transfer to UPCE Access Station</li> </ul>	None	1 Days and 2 Hours	Library Personnel UPCE	



2. Arrive at least 15 minutes before schedule	2. Assist client with the handling of archival material/s whenever necessary	None	1 Minute	<i>Library Personnel</i> UPCE
	TOTAL:	None	1 Day, 2 Hours and 1 Minute	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes.

### Type of Service: External

# 2. Digital reproduction of archival photographs

Request for acquiring digital reproduction of photographs (in standard viewing resolution) from the UP Center for Ethnomusicology archives. A client may request a maximum of 10 materials per research day. (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293).\*

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Complex			
Type of Transaction:	Government to	Citizen; Government to Government		
Who may avail:	<ol> <li>UP students and UP alumni</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, and,</li> <li>Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clients				
Valid UP ID (student) or UP Alumni ID (alumni) (original)		UP Office of the University Registrar (student) or UP Alumni Association (alumni)		



Valid UPCE Registration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")
Accomplished UPCE Reproduction Form (1 original form) Accomplished Letter-Agreement for Terms of Use with UPCE (2 original)	UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link <u>https://bit.ly/upceform004</u> )
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)	Requesting Party
Signed approval of copyright owners (1 original)	Copyright owner of the material (Sample template: <u>https://bit.ly/upce-</u> <u>sample-letter-copyright</u> )
Filipino Non-UP	
Valid government ID, school ID, or company ID with client's photo and signature (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, School of Affiliation, Company of Affiliation
Valid UPCE Registration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")
Accomplished UPCE Reproduction Form (1 original form )	UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be
Accomplished Letter-Agreement for Terms of Use with UPCE (2 original)	downloaded from this link https://bit.ly/upceform004)
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)	Requesting Party
Signed approval of copyright owners (1 original)	Copyright owner of the material (Sample template: <u>https://bit.ly/upce-</u> <u>sample-letter-copyright</u> )
<b>Foreign</b> Valid IDs (passport and ID from their affiliated institution) (original)	Respective government institution issuing passport, and their affiliated institution
Valid UPCE Registration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")
Accomplished UPCE Reproduction Form (1 original) Accomplished Letter-Agreement for Terms of Use with UPCE (2 original)	UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link <u>https://bit.ly/upceform004</u> )
Request letter addressed to the	Requesting Party



UPCE Director Head of Unit (	or endorsed by (1 original)			
Signed approval of copyright owners (1 original)		Copyright owner of the material (Sample template: <u>https://bit.ly/upce-</u> <u>sample-letter-copyright</u> )		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Present valid ID and submit required forms, request letter, and signed approval of copyright owner to the UPCE Library Personn el in person or through email</li> </ol>	<ul> <li>1.1 Receive request with complete attachment and check client's UPCE Registration status</li> <li>1.2 Secure approval of UPCE Director</li> <li>1.3 Inform Client of approved/deni ed request and schedule;</li> <li>1.4 Device Letter- Agreement for Terms of Use and send to client</li> </ul>	None	2 Days and 5 Minutes	Library Personnel UPCE
2. Sign Letter- Agreeme nt for Terms of Use and return to UPCE Library Personn el	<ul> <li>2.1 Receive and file Letter- Agreement for Terms of Use</li> <li>2.2 Retrieve requested materials and upload requested materials in UPCE's designated online file</li> </ul>	None	2 Days	Library Personnel UPCE Archive Personnel UPCE



transfer platform** 2.3 Inform Client when the material is available for access online			Library Personnel UPCE
and provide link to the			
materials			
TOTAL:	None	4 Days and 5 Minutes	

\*Some materials might not be available nor easily accessible due to the pandemic. Processing of available materials will take a longer time than normally prescribed. \*\* Materials uploaded in the UPCE designated online file transfer platform will only be available for access for 6 months.

### Type of Service: External

# 3. Digitization of analog commercial audio recordings

Request for transfer of commercial audio recordings from analog to digital format. This service is subject to the availability of playback machine and personnel, as well as the physical condition of the material/s. Please note that the UPCE can only accept a maximum of 2 digitization requests per month at 5 pieces of analog materials per request.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Highly Technical		
Type of	Government to Go	overnment and Government to Citizen;	
Transaction:	Government to Bu	isiness	
Who may avail:	personnel, gov workers, and a 3. Foreign studer	<sup>o</sup> students, faculty, and academic ernment personnel, researchers, cultural	
	LIST OF EMENTS	WHERE TO SECURE	



UP Clients					
Valid UP ID (stud Alumni ID (alumi	,	UP Office of the University Registrar (student) or UP Alumni Association (alumni)			
Accomplished U Extension Servic original)		(UPCE ACL also be dow	for Ethnomusic _ Extension Sel vnloaded from t <u>/upceform006</u> )	rvices Slip can	
Material/s to be o	digitized				
Online storage for or empty Externation	or online transfer al Hard Drive**	Requesting	Requesting Party		
Index or Descrip of analog materia	tion/Identification al (1 copy)		·		
Filipino Non-UF	)				
Valid governmer or company ID w and signature (o	vith client's photo	GSIS, Pag	Office, DFA, PS -IBIG, PRC, LT Company of Af	O School of	
Accomplished U Extension Servic original)		UP Center for Ethnomusicology Library (UPCE ACL Extension Services Slip can also be downloaded from this link: <u>https://bit.ly/upceform006</u> )			
Material/s to be o	digitized		,		
Online storage fo or empty Externa	or online transfer al Hard Drive**	Requesting Party			
Index or Descrip of analog materia	tion/Identification al (1 copy)				
Foreign					
Valid ID (passpo	rt) (original)	issuing pas			
Accomplished U Extension Servic original)		(UPCE ACL also be dow	for Ethnomusic _ Extension Sel vnloaded from t /upceform006)	rvices Slip can	
Material/s to be o	digitized				
Online storage fo or empty Externa	or online transfer al Hard Drive**	Requesting Party			
Index or Descrip of analog materi	tion/Identification al (1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB	



					LE
1. Submit materia be digi for assess	als to tized	<ul> <li>1.1 Receive materials to be digitized</li> <li>1.2 Assess condition of materials</li> <li>1.3 Check schedule of personnel and availability of playback platform</li> <li>1.4 Inform client</li> </ul>	None	3 Hours	Library Personnel UPCE Media Archivist UPCE
		if materials are fit for digitization as well as availability of schedule			Library Personnel UPCE
2. Preser valid II submit accom d UPC ACL Extens Service Slip, Extern Hard D and ind the ana materia the UP Library person	D and plishe E ion es al Drive, dex of alog als to CE	<ul> <li>2.1 Receive request with complete attachments;</li> <li>2.2 Calculate fees</li> <li>2.3 Prepare and present Statement of Account (SOA) including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment</li> </ul>	None	15 Minutes	Library Personnel UPCE
3. Pay		3. Process	Processin	15 Minutes	UP Diliman
corres	spondi	Payment	g fee -	(paused-	Cash Office



ng fee		UP	clock)	
3.1 If paying		students:		
onsite***		PHP		
- pay at		30.00/trac		
the UP		k		
Diliman				
Cash		Filipino		
Office		non-UP:		
3.2 If paying		PHP		
online -		100.00/tra		
pay		ck		
through				
prescribe		Foreign:		
d online		PHP		
payment		150.00/tra		
channels		ck		
4. Present	4.1 Acknowledg	None	10 Days and	Library
	•	None	•	Personnel
proof of	e		5 Minutes	UPCE
payment	presentation			
4.1 lf	of receipt			
physicall	4.2 Provide			
y going	copy of ACL			
to UPCE	Extension			
Library -	Services			
Present	Slip to client			
OR to	4.3 Digitize			Media
Library	analog			Archivist
Staff	materials			UPCE
4.2 If online -	4.4 Inform Client			
Send	that analog			Library
proof of	material and			Personnel
•	digitized			UPCE
payment	tracks are			
with copy				
of SOA	ready for			
to the	pick-up			
email				
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detailed				
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5.	Present ACL Extension Services Slip upon pick-up of materials	5. Turn-over analog materials and digital storage device containing digitized tracks to Client	None	1 Minute	Library Personnel UPCE
6.	Sign Acknowled gement Receipt for Services Availed form	6. File Acknowledg ement Receipt for Services Availed form	None	1 Minute	Library Personnel UPCE
		TOTAL:	Processi ng fee - UP students: PHP 30.00/trac k Filipino non-UP: PHP 100.00/tra ck Foreign: PHP 150.00/tra ck	10 Days, 3 Hours, and 37 Minutes	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes.

<sup>\*\*</sup>External Hard Drives will be subject to scanning to ensure that the devices are free from viruses, malware, etc. For online transfer, clients must have enough space on their online storage and/or machine to download the digitized materials.

<sup>\*\*\*</sup> Onsite payment option might be temporarily suspended due to cases of unforeseen

emergencies such as natural calamities or pandemics. \*\*\*\* Digitized materials will be kept in UPCE online and/or digital storage for a maximum of 6 months only.



## Type of Service: External

# 4. Digitization of analog commercial video recordings

Request for transfer of commercial video recordings from analog to digital format.\* This service is subject to availability of playback machines and personnel, as well as the physical condition of the material/s. Please note that the UPCE can only accept a maximum of 2 digitization requests per month at 5 pieces per analog materials per request.

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Highly Technical			
Type of Transaction:	Government to Bu			
Who may avail:	<ol> <li>UP students and UP alumni;</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>			
CHECKLIST OF WHERE TO SECURE REQUIREMENTS		WHERE TO SECURE		
UP Clients				
Valid UP ID (stu Alumni ID (alum	,	UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Accomplished L Extension Servi original)		UP Center for Ethnomusicology Library (UPCE ACL Extension Services Slip can also be downloaded from this link: https://bit.ly/upceform006)		
Material/s to be	digitized			
or empty Extern	for online transfer al Hard Drive** otion/Identification	Requesting Party		
of analog mater				
Filipino Non-U	P			
•	nt ID, school ID, with client's photo 1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, School of Affiliation, Company of Affiliation		
Accomplished L	JPCE ACL	UP Center for Ethnomusicology Library		



Extension Services Slip (1 original)		(UPCE ACL Extension Services Slip can also be downloaded from this link: <u>https://bit.ly/upceform006</u> )		
Material/s to be digitized Online storage for online transfer or empty External Hard Drive** Index or Description/Identification of analog material (1 copy)		Requesting	Party	
Foreign				
Valid ID (passpo	ort) (original)	issuing pas	•	
Accomplished L Extension Servi original)		(UPCE ACL also be dow	for Ethnomusic _ Extension Ser vnloaded from t <u>/upceform006</u> )	vices Slip can
Online storage f or empty Extern Index or Descrip	Material/s to be digitized Online storage for online transfer or empty External Hard Drive** Index or Description/Identification of analog material (1 copy)		Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
<ol> <li>Submit materials to be digitized for assessment</li> </ol>	<ul> <li>1.1 Receive materials to be digitized</li> <li>1.2 Assess condition of materials</li> <li>1.3 Check schedule of personnel and availability of playback platform</li> <li>1.4 Inform client if materials are fit for digitization as well as</li> </ul>	None	3 Hours	Library Personnel UPCE <i>Media</i> Archivist UPCE Library Personnel UPCE



	schedule			
2. Present valid ID ar submit accomplise ed UPCE ACL Extension Services Slip, empt External Hard Drive and index of the analog materials t the UPCE Library personnel	complete attachments; 2.2 Calculate fees 2.3 Prepare and present Statement of Account e, (SOA) including payment instructions,	None	15 Minutes	Library Personnel UPCE
<ul> <li>3. Pay corresponding fee</li> <li>3.1 If payin onsite*</li> <li>pay a the UP Diliman Cash Office</li> <li>3.2 If payin online pay through prescri ed online payme channe</li> </ul>	3. Process di Payment ig *** t n n b b	Processin g fee - UP students: PHP 80.00 (for every analog material) <i>Filipino non-UP</i> : PHP 300.00 (for every analog material) <i>Foreign</i> : PHP 500.00 (for every analog material)	15 Minutes (paused- clock)	UP Diliman Cash Office



4. Present proof of payment 4.1 If physic ally going to UPCE Library - Presen t OR to Library Staff 4.2 If online - Send proof of payme nt with copy of SOA to the email addres ses detaile d in the SOA/p ayment instruct ions	<ul> <li>4.1 Acknowledge presentation of receipt</li> <li>4.2 Provide copy of ACL Extension Services Slip to client</li> <li>4.3 Digitize analog materials</li> <li>4.4 Inform Client that analog material and digitized tracks are ready for pick-up</li> </ul>	None	10 Days and 5 Minutes	Library Personnel UPCE Archivist UPCE Library Personnel UPCE
5. Present	5. Turn-over	None	1 Minutes	UPCE Library
ACL	analog			Personnel



Extension Services Slip upon pick-up of materials		materials and digital storage device containing digitized tracks to Client			
Sign Acknowledg ement Receipt for Services Availed form	6.	File Acknowledge ment Receipt for Services Availed form	None	1 Minutes	UPCE Library Personnel
		TOTAL:	Processi ng fee - <i>UP</i> students: PHP 80.00 (for every analog material) <i>Filipino</i> non-UP: PHP 300.00 (for every analog material) <i>Foreign</i> : PHP 500.00 (for every analog material)	10 Days, 3 Hours, and 37 Minutes	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes. \*\* External Hard Drives will be subject to scanning to ensure that the devices are free from viruses, malware, etc. For online transfer, clients must have enough space on their online storage and/or machine to download the digitized materials.



\*\*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

\*\*\*\*Digitized materials will be kept in UPCE online and/or digital storage for a maximum of 6 months only.

#### Type of Service: External

# 5. Digitization of analog non-commercial audio recordings

Request for transfer of non-commercial audio recordings from analog to digital format.\* This service is subject to the availability of playback machine and personnel, as well as the physical condition of the material/s. Please note that the UPCE can only accept a maximum of 2 digitization service requests per month at 5 pieces per analog materials per request.

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Highly Technical			
Type of		itizen; Government to Government;		
Transaction:	Government to B			
Who may avail:	<ol> <li>UP students and UP alumni;</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>			
	LIST OF EMENTS	WHERE TO SECURE		
UP Clients				
Valid UP ID (stu Alumni ID (alum	<b>,</b> .	UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Accomplished UPCE ACL Extension Services Slip (1 original)		UP Center for Ethnomusicology Library (UPCE ACL Extension Services Slip can also be downloaded from this link: <u>https://bit.ly/upceform006</u> )		
Material/s to be	digitized			
-	or online transfer			
or empty Extern	al Hard Drive**	Requesting Party		
Index or Description/Iden analog material				



Filipino Non-U	)			]	
Valid governme	nt ID, school ID, vith client's photo	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, School of Affiliation, Company of Affiliation			
Accomplished U Extension Servic original)	PCE ACL	UP Center f (UPCE ACL also be dow	or Ethnomusico Extension Ser Inloaded from the set of t	ology Library vices Slip can	
Material/s to be	digitized		,		
Online storage f or empty Extern Index or	or online transfer al Hard Drive**	Requesting	Party		
Description/Iden analog material					
Foreign		Dee: +!		- 4:4 4:	
Valid ID (passpo	ort) (original)	issuing pas			
•	Accomplished UPCE ACL Extension Services Slip (1 original)		UP Center for Ethnomusicology Library (UPCE ACL Extension Services Slip can also be downloaded from this link: <u>https://bit.ly/upceform006</u> )		
Material/s to be Online storage f or empty Extern Index or Description/Iden analog material	or online transfer al Hard Drive** tification of	Requesting	Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE	
1. Submit materials to be digitized for assessment	<ul> <li>1.1 Receive materials to be digitized</li> <li>1.2 Assess condition of materials</li> <li>1.3 Check schedule of personnel and availability of playback platform</li> <li>1.4 Inform client if materials</li> </ul>	None	3 Hours	Library Personnel UPCE Media Archivist UPCE Library Personnel UPCE	



	are fit for			
	digitization			
	as well as			
	availability			
	of schedule			
2 Procont		Nono	15 Minutos	Library
2. Present valid ID and submit accomplishe d UPCE ACL Extension Services Slip, empty External Hard Drive, and index of the analog materials to the UPCE Library personnel	2.1 Receive request with complete attachments 2.2 Calculate fees 2.3 Prepare and present Statement of Account (SOA) including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment	None	15 Minutes	Library Personnel UPCE
3. Pay	3. Process	Processin	15 Minutes	UP Diliman
correspondi	Payment	g fee -	(paused-	Cash Office
ng fee	i aymone	UP	clock)	
3.1 If paying		students:	elecity	
onsite***		PHP		
- pay at		30.00 (for		
the UP		the first 1		
Diliman		minute or		
Cash		a fraction		
Office		thereof;		
3.2 If paying		additional		
online -		30.00 for		
pay		every		
through		succeedin		
prescribed		g minute)		
online				
payment		Filipino		
channels		non-UP:		
		PHP		



		100.00		
		(for the		
		first 1		
		minute or		
		a fraction		
		thereof;		
		additional		
		100.00 for		
		every		
		succeedin		
		g minute)		
		Foreign:		
		PHP		
		150.00		
		(for the		
		first 1		
		minute or		
		a fraction		
		thereof;		
		additional		
		150.00 for		
		every		
		succeedin		
		g minute)		
4. Present	4.1 Acknowledg	None	10 Days and	Library
proof of	e		5 Minutes	Personnel
payment	presentation			UPCE
4.1 If	of receipt			
physically	4.2 Provide			
going to	copy of ACL			
UPCE	Extension			
Library -	Services			Media Archivist
Present	Slip to client			UPCE
OR to	4.3 Digitize			
Library	analog			
Staff	materials			1 ibuau
4.2 If online -	4.4 Inform			Library Personnel
Send	Client that			UPCE
proof of	analog material and			0.02
payment				
with copy of SOA to	digitized tracks are			
the email	ready for			
addresses	pick-up			
audi 53553	pion-up			



5.	detailed in the SOA/pay ment instruction s Present ACL Extension Services Slip upon pick-up of materials	5. Turn-over analog materials and digital storage device containing digitized tracks to Client	None	1 Minute	Library Personnel UPCE
6.	Sign Acknowledg ement Receipt for Services Availed form	6. File Acknowledg ement Receipt for Services Availed form	None	1 Minute	Library Personnel UPCE
		TOTAL:	Processin g fee - UP students: PHP 30.00 (for the first 1 minute or a fraction thereof; additional 30.00 for every succeedi ng minute) <i>Filipino</i> <i>non-UP</i> : PHP 100.00 (for the first 1 minute or	10 Days, 3 Hours, and 37 Minutes	



a fraction
thereof;
additional
100.00 for
every
succeedi
ng
minute)
Foreign:
PHP
150.00
(for the
first 1
minute or
a fraction
thereof;
additional
150.00 for
every
succeedi
ng
minute)

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes. \*\*External Hard Drives will be subject to scanning to ensure that the devices are free from viruses, malware, etc. For online transfer, clients must have enough space on their online storage and/or machine to download the digitized materials.

\*\*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

\*\*\*\*Digitized materials will be kept in UPCE online and/or digital storage for a maximum of 6 months only.

Type of Service: External

# 6. Digitization of analog non-commercial video recordings

Request for transfer of non-commercial video recordings from analog to digital format.\* This service is subject to the availability of playback machine and personnel, as well as the physical condition of material/s. Please note that the UPCE can only accept a maximum of 2 digitization service requests per month at 5 pieces per analog materials per request.



Office or Division:	UP Center for Ethnomusicology (UPCE)				
Classification:	Highly Technical				
Type of	Government to Government and Government to Citizen;				
Transaction:	Government to Bu				
Who may avail:					
	LIST OF REMENTS	WHERE TO SECURE			
UP Clients					
Valid UP ID (stu Alumni ID (alum	,	UP Office of the University Registrar (student) or UP Alumni Association (alumni)			
Accomplished UPCE ACL Extension Services Slip (1 original)		UP Center for Ethnomusicology Library (UPCE ACL Extension Services Slip can also be downloaded from this link: <u>https://bit.ly/upceform006</u> )			
Material/s to be	digitized				
Online storage for online transfer or empty External Hard Drive** Index or Description/Identification of analog material for metadata, if available (1 copy)		Requesting Party			
Filipino Non-U	Р				
•	nt ID, school ID, with client's photo 1 original copy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, School of Affiliation, Company of Affiliation			
Accomplished UPCE ACL Extension Services Slip (1 original)		UP Center for Ethnomusicology Library (UPCE ACL Extension Services Slip can also be downloaded from this link: <u>https://bit.ly/upceform006</u> )			
Material/s to be digitized		Requesting Party			
Online storage for online transfer or empty External Hard Drive** Index or Description/Identification of analog material(1 copy) Foreign		Requesting Party			
		29			



Valid ID (passp	ort) (original)	Respective government institution issuing passport UP Center for Ethnomusicology Library (UPCE ACL Extension Services Slip can also be downloaded from this link: <u>https://bit.ly/upceform006</u> )		
Accomplished L Extension Servi original)				
Material/s to be	digitized			
Online storage or empty Extern	for online transfer al Hard Drive**	Requesting	Party	
Index or Description of analog mater	otion/Identification ial (1 copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
1. Submit materials to be digitized for assessment	<ul> <li>1.1 Receive materials to be digitized</li> <li>1.2 Assess condition of materials</li> <li>1.3 Check schedule of personnel and availability of playback platform</li> <li>1.4 Inform client if materials are fit for digitization as well as availability of schedule</li> </ul>	None	3 Hours	Library Personnel UPCE <i>Media</i> Archivist UPCE Library Personnel UPCE
2. Present valid ID and submit accomplish ed UPCE ACL Extension Services Slip, empty External	2.1 Receive request with complete attachments 2.2 Calculate fees 2.3 Prepare and present Statement of Account	None	15 Minutes	Library Personnel UPCE



Hard Drive, and index of the analog materials to the UPCE Library personnel	(SOA) including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment			
<ul> <li>3. Pay correspond ing fees</li> <li>3.1 If paying onsite*** - pay at the UP Diliman Cash Office</li> <li>3.2 If paying online - pay through prescribe d online payment channels</li> </ul>	3. Process payment	Processin g fee - UP students, and alumni: PHP 100.00 (for the first 1 minute or a fraction thereof; additional 100.00 for every succeedin g minute) <i>Filipino</i> non-UP: PHP 200.00 (for the first 1 minute or a fraction thereof; additional 200.00 for every succeedin g minute)	15 Minutes (paused- clock)	UP Diliman Cash Office



		Foreign: PHP 500.00 (for the first 1 minute or a fraction thereof; additional 500.00 for every succeedin g minute)		
<ul> <li>4. Present proof of payment</li> <li>4.1 If physically going to UPCE Library - Present OR to Library Staff</li> <li>4.2 If online - Send proof of payment with copy of SOA to the email addresse s detailed in the SOA/pay ment instructio ns</li> </ul>	<ul> <li>4.1 Acknowledge presentation of receipt</li> <li>4.2 Provide copy of ACL Extension Services Slip to client</li> <li>4.3 Digitize analog materials</li> <li>4.4 Inform Client that analog material and digitized tracks are ready for pick-up</li> </ul>	None	10 Days and 5 Minutes	Library Personnel UPCE Media Archivist UPCE Library Personnel UPCE
5. Present ACL Extension Services Slip upon	5. Turn-over analog materials and digital storage	None	1 Minute	Library Personnel UPCE



6.	pick-up of materials Sign Acknowledg ement Receipt for Services Availed	6.	device containing digitized tracks to Client File Acknowledge ment Receipt for Services Availed form	None	1 Minute	Library Personnel UPCE
	form		TOTAL:	Processi ng fee - UP students, and alumni: PHP 100.00 (for the first 1 minute or a fraction thereof; additional 100.00 for every succeedi ng minute) <i>Filipino</i> non-UP: PHP 200.00 (for the first 1 minute or a fraction thereof; additional 200.00 for every succeedi first 1	10 Days, 3 Hours, and 37 Minutes	



ng	
minute)	
,	
Foreign:	
PHP	
500.00	
(for the	
first 1	
minute or	
a fraction	
thereof;	
additional	
500.00 for	
every	
succeedi	
ng	
minute)	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes.

\*\*External Hard Drives will be subject to scanning to ensure that the devices are free from viruses, malware, etc. For online transfer, clients must have enough space on their online storage and/or machine to download the digitized materials.

\*\*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

\*\*\*\*Digitized materials will be kept in UPCE online and/or digital storage for a maximum of 6 months only.

### Type of Service: External

## 7. Instruments and artefacts for extended use

Request for borrowing of instruments or artefacts for overnight or extended use outside the UP College of Music (within UP Diliman only).\* This service is limited to a maximum duration of one (1) month per material, renewable every month. Materials available for borrowing are subject to their physical condition and availability. Maximum of 3 materials per active request.

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Simple		
Type of Transaction:	Government to Citizen UP students		
Who may avail:			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



UP Clients				
Valid UP ID (original)	UP Office of the University Registrar			
Valid UPCE Registration	UP Center for Ethnomusicology Library (see UPCE Service "UPCE Registration")			
Accomplished UPCE Instru Form (1 original)	UP Center for Ethnomusicology Library (UPCE Instrument Borrower's Form can also be downloaded from this link: <u>https://bit.ly/upceform005</u> )			
Request letter addressed to Director endorsed by Head		Requesting	g Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
<ol> <li>Present valid ID and submit requirements to the UPCE Library Personnel in person or through email</li> </ol>	1.1 Receive request with complete attachment and check client's UPCE Registration status 1.2 Secure approval of UPCE Director 1.3 Prepare and present Statement of Account (SOA) including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment	None	1 Day and 5 Minutes	Library Personnel UPCE
2. Pay corresponding	2. Process	Rental	15 Minutes	UP Diliman Cash
fees	payment	Fee –	(paused-	Dillinari Casti



		1	1	
2.1 If paying onsite** - pay at the UP Diliman Cash Office 2.2 If paying online - pay through prescribed online payment channels		20% of the Instrume nt current market cost (in PHP)	clock)	Office
<ul> <li>3. Present proof of payment</li> <li>3.1 If physically going to UPCE Library - Present OR to Library Staff</li> </ul>	<ul> <li>3.1 Acknowledg</li> <li>e</li> <li>presentation</li> <li>of receipt</li> <li>3.2 Accomplish</li> <li>a Condition</li> </ul>	None	5 Minutes 5 Minutes	Library Personnel UPCE
3.2 If online - Send proof of payment with copy of SOA to the email addresses detailed in the SOA/payment instructions	Report Form 3.3 Inform Client of pick-up schedule		5 Minutes	
4. Pick-up instrument in person with attached forms	4. Assist client with the handling of instrument/s whenever necessary	None	5 Minutes	Library Personnel UPCE
5. Return materials upon end of use	<ul> <li>5.1 Receive materials</li> <li>5.2 Accomplish a condition report form per material</li> </ul>	None	1 Minutes 5 Minutes	Library Personnel UPCE
	TOTAL:	Rental Fee – 20% of the instrume nt's current market cost (in PHP)	1 Day and 46 Minutes	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes.



\*\*Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

#### Type of Service: External

# 8. Instruments and artefacts for use within the UP College of Music

Request for one-day borrowing and return of instruments and artefacts within the UP College of Music (subject to availability of instrument and artefact). Instrument/s and/or artefact must be returned on the same day it was released to the client\*

Office or Division:	UP Center for Et	hnomusicology (UPCE)	
Classificatio n:	Simple		
Type of Transaction:		Citizen; Government to Government	
Who may avail:	<ol> <li>UP students and UP alumni</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>		
	LIST OF REMENTS	WHERE TO SECURE	
UP Clients			
Valid UP ID (stu Alumni ID (alun	<b>,</b> .	UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
	plished UPCE nent Borrower's Form (1 Denter for Ethnomusicology Library (UPCE Instrument Borrower's Form also be downloaded from this		
original)			
Request letter a UPCE Director Head of Unit (1	addressed to the endorsed by original)	also be downloaded from this link: <u>https://bit.ly/upceform005</u> ) Requesting Party	
Request letter a UPCE Director Head of Unit (1 Filipino Non-U	addressed to the endorsed by original) <b>P</b>	https://bit.ly/upceform005) Requesting Party	
Request letter a UPCE Director Head of Unit (1 <b>Filipino Non-U</b> Valid governme	addressed to the endorsed by original) <b>P</b> ent ID, school ID,	https://bit.ly/upceform005) Requesting Party BIR, Post Office, DFA, PSA, SSS, GSIS,	
Request letter a UPCE Director Head of Unit (1 <b>Filipino Non-U</b> Valid governme or company ID	addressed to the endorsed by original) <b>P</b> ent ID, school ID,	https://bit.ly/upceform005) Requesting Party	



Valid UPCE Registration		UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")			
Accomplished UPCE Instrument Borrower's Form (1 original )		(UPCE Ins <sup>-</sup> also be		ogy Library er's Form can rom this link:	
Request letter a UPCE Director Head of Unit (1		Requesting	Party		
Foreign Valid IDs (pass their affiliated ir (original)	port and ID from nstitution)	•	government inst nd their affiliated	•	
Valid UPCE Re	gistration		or Ethnomusicol Service "UPCE		
Accomplished I Instrument Borr original)		(See UPCE Service "UPCE UP Center for Ethnomusico (UPCE Instrument Borrow also be downloaded the https://bit.ly/upceform005)		cology Library ower's Form can from this link:	
Request letter a UPCE Director Head of Unit (1		Requesting	Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	
<ol> <li>Present valid ID and submit requireme nts to the UPCE Library Personnel in person or through email</li> </ol>	1.1 Receive request with complete attachmen ts and check client's UPCE Registratio n status 1.2 If for non- classroom; non-UP; or UP alumni use - Secure	None	1 Day and 5 Minutes	Library Personnel UPCE	



	and present Statement of Account (SOA) including payment instruction s, directions to the UP Diliman Cash Office, and guide to sending proof of payment			
<ul> <li>2. Pay correspon ding fees</li> <li>2.1 If paying onsite** <ul> <li>pay at the UP</li> <li>Diliman</li> <li>Cash</li> <li>Office</li> </ul> </li> <li>2.2 If paying online - pay through prescrib ed online payment channels</li> </ul>	2. Process payment	Rental Fee UP student (for classroom use): None UP student (for non- classroom use): 20% of the instrument 's current market cost (in PHP) non-UP & UP alumni: 30% of the instrument 's current market	15 Minutes (paused- clock)	UP Diliman Cash Office



		cost (in PHP)		
<ul> <li>3. Present proof of payment</li> <li>3.1 If physicall y going to UPCE Library - Present OR to Library Staff</li> <li>3.2 If online - Send proof of payment with copy of SOA to the email address es detailed in the</li> </ul>	3.1 Acknowledg e presentatio n of receipt 3.2 Accomplish a condition report form 3.3 Inform Client of pick-up schedule	None	1 Minute 5 Minutes 1 Minute	Library Personnel UPCE



SOA/pay ment instructio ns 4. Pick-up instrume nt with attached forms in person	<ol> <li>Assist client with handling of instrument/ s whenever necessary</li> </ol>	None	1 Minute	Library Personnel UPCE
5. Return materials upon end of use	<ul> <li>5.1 Receive materials and</li> <li>5.2 Accomplis h a Condition Report Form per material</li> </ul>	None	1 Minute 5 Minutes	Library Personnel UPCE
	TOTAL:	Rental Fee UP students (for classroo m use): FREE UP students( for non- classroo m use): 20% of the instrume nt's current market cost non-UP & UP alumni:	1 Day and 46 Minutes	



30% of	
the	
instrume	
nt's	
current	
market	
cost	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes. \*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

#### Type of Service: External

# 9. Instruments for playing and/or demonstration inside the UPCE Library

Borrowing and use of instruments for use/demonstration inside the UPCE Library (subject to availability of instrument and artefact, as well as library space).\*

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Simple		
Type of Transaction:	Government to C	itizen; Government to Government	
Who may avail:	<ol> <li>UP students and UP alumni</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>		
	CKLIST OF WHERE TO SECURE		
UP Clients			
Valid UP ID (student) or UP Alumni ID (alumni) (original)		UP Office of the University Registrar (student) or UP Alumni Association (alumni)	



Accomplished UPCE Instrument Borrower's Form (1 original)		(UPCE li also be c	er for Ethnomus nstrument Borro <sup>,</sup> lownloaded from <u>t.ly/upceform005</u>	wer's Form can this link:
Request letter ad UPCE Director er of Unit (1 origina	ndorsed by Head	Request	ing Party	
Filipino Non-UP				
Valid government or company ID wi and signature (1	ith client's photo	Pag-IBIC	st Office, DFA, P 6, PRC, LTO, So n, Company of A	
Valid UPCE Regi	stration		er for Ethnomus CE Service "UP	icology Library CE Registration")
Accomplished UF Borrower's Form		(UPCE li also be c	er for Ethnomus nstrument Borro downloaded from t.ly/upceform005	wer's Form can this link:
Request letter ad UPCE Director er of Unit (1 origina	ndorsed by Head	Requesting Party		
Foreign				
Valid IDs (passpo their affiliated ins		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Regi	stration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")		
Accomplished UF Borrower's Form		(UPCE li also be c	er for Ethnomus nstrument Borro downloaded from t.ly/upceform005	wer's Form can hthis link:
Request letter ad UPCE Director er of Unit (1 original	ndorsed by Head	Request	ing Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Present valid ID and submit requirement s to the UPCE Library Personnel in person or	1.1 Receive request with complete attachment s and check client's UPCE	None	1 Day	Library Personnel UPCE



through	Pagiatratia			
through email	Registratio n status			
eman	1.2Secure			
	approval of			
	UPCE			
	Director			
	1.3 Input			
	schedule			
	of			
	use/class			
	demo in			
	UPCE			
	calendar			
	for			
	information			
	of all			
	UPCE			
	personnel			
	1.4 Inform			
	client of			
	approved/d			
	enied			
	request			
	and			
	schedule			
	1.5Post			
	information			
	about the			
	use/class			
	demo for			
	information			
	of other			
	clients			
	1.6Accomplis		5 Minutes	
	ha			
	Condition			
	Report			
	Form		5 Minutes	
	1.7 Prepare			
	instrument/			
	s and			
	provide to			
	client			
2. Arrive at	2. Assist	None	5 Minutes	Library
least 15	client with			Personnel
minutes	handling of			UPCE



		TOTAL:	None	1 Day and 23 Minutes	
		report form			
		condition			
	use	ha			
	upon end of	3.2 Accomplis		5 Minutes	UPCE
	materials	materials;			Personnel
3.	Return	3.1 Receive	None	3 Minutes	Library
	on				
	demonstrati	necessary			
	use/class	whenever			
	scheduled	S			
	before	instrument/			

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes.

#### Type of Service: External

### 10. Instruments for room study

Borrowing and use of instruments for use inside the UPCE Library (no playing).\*

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Simple		
Type of Transaction:	Government to	Citizen; Government to Government	
Who may avail:	<ol> <li>UP students and UP alumni</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>		
CHECKL REQUIRE		WHERE TO SECURE	
UP Clients			
Valid UP ID (stud	lent) or UP	UP Office of the University Registrar	
Alumni ID (alumr	ni) (original)	(student) or UP Alumni Association (alumni)	



•	Accomplished UPCE Instrument Borrower's Form (1 original)		UP Center for Ethnomusicology Library (UPCE Instrument Borrower's Form ca also be downloaded from this line https://bit.ly/upceform005)		
Filipino Non-UP	1		<u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>	/	
Valid governmen or company ID w photo and signat Accomplished UI Instrument Borro	t ID, school ID, ith client's ure (1 original) PCE	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, School of Affiliation, Company of Affiliation UP Center for Ethnomusicology Library (UPCE Instrument Borrower's Form car also be downloaded from this link			
original)			e downloaded it.ly/upceform005	from this link:	
Foreign					
Valid IDs (passport their affiliated ins (original)		•	tive government in t, and their affiliat	•	
Accomplished UI Instrument Borro original)		(UPCE also b	ter for Ethnomusi Instrument Borr e downloaded it.ly/upceform005	ower's Form can from this link:	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<ol> <li>Present         valid ID and         submit         requirement         s to the         UPCE         Library         Personnel         in person or         through         email</li> </ol>	1.1 Receive request with complete attachmen t 1.2 Prepare instrument /s and provide to client	None	1 Minute 5 Minutes/ instrument	Library Personnel UPCE	
2. Pick-up instrument in person	2. Assist client with handling of instrument /s whenever necessary	None	1 Minute	Library Personnel UPCE	
3. Return materials upon end of use	3. Receive materials	None	1 Minute	Library Personnel UPCE	



TOTAL:	None	8 Minutes	
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\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes.

#### Type of Service: External

# 11. Library materials for room use or for presentation within the UP College of Music

Borrowing and use of library materials for use inside the UPCE Library or for onetime presentations within the UP College of Music only.\*

Office or Division:	UP Center for	Ethnomusicology (UPCE)	
Classification:	Simple		
Type of	Government to	o Citizen; Government to Government;	
Transaction:	Government to Business		
Who may avail:	<ol> <li>UP students and UP alumni</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>		
CHECKL REQUIRE		WHERE TO SECURE	
UP Clients			
Valid UP ID (stud	,	UP Office of the University Registrar	
Alumni ID (alumr	ni); (original)	(student) or UP Alumni Association (alumni)	
Accomplished UF Call Slip (1 origin	hed UPCE Library original)		
Filipino Non-UP			
Valid governmen ID, or company II photo and signat original)	D with client's	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, School of Affiliation, Company of Affiliation	
Valid UPCE Reg	istration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")	
Accomplished UF Call Slip (1 origin	•	UP Center for Ethnomusicology Library	



Foreign				
Valid IDs (passpo from their affiliate (original)		passpor	ive government in t, and their affiliate	ed institution
Valid UPCE Regi	istration	UP Center for Ethnomusicology Librar (See UPCE Service "UPCE Registration		
Accomplished UF Call Slip (1 origin		UP Center for Ethnomusicology Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Present valid ID and submit requirement s to the UPCE Library Personnel in person or through email</li> </ol>	1.1 Receive request with complete attachme nts and check client's UPCE Registrati on status 1.2 Prepare materials and provide to client	None	1 Minute 2 Minutes/title	Library Personnel UPCE
<ol> <li>Pick-up library material/s in person; sign book card</li> <li>Return</li> </ol>	<ul> <li>2. Assist client with handling of library material/ s wheneve r necessar y</li> <li>3. Receive</li> </ul>	None	1 Minute 1 Minute	Library Personnel UPCE Library Personnel
materials upon end of use	materials			UPCE
	TOTAL:	None	5 Minutes	



\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes.

#### Type of Service: External

### 12. Library spaces and facilities for use beyond service hours

Request for use of library spaces and facilities beyond service hours (subject to availability of space, facilities, personnel, and UP College of Music building regulations).\*

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Simple		
Type of Transaction:	Government to Citizen; Government to Government; Government to Business		
Who may avail:	<ol> <li>UP students and UP alumni</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>		
		WHERE TO SECURE	
UP Clients			
Valid UP ID (stude	ent) or UP	UP Office of the University Registrar	
Alumni ID (alumni	) (original)	(student) or UP Alumni Association (alumni)	
Valid UPCE Regis	stration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")	
Request letter add the UPCE Directo by Head of Unit (1	r endorsed	Requesting Party	
Filipino Non-UP			
Valid government ID, or company ID photo and signatu original)	) with client's	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, School of Affiliation, Company of Affiliation	
Valid UPCE Regis	stration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")	



Request letter the UPCE Dire by Head of Un	ctor endorsed	Requesting Pa	rty	
Foreign Valid IDs (pass from their affilia (original copy)	sport and ID ated institution)	Respective government institution is passport, and their affiliated institution		•
Valid UPCE Re	egistration	UP Center for Ethnomusicology Libr		y Library
Request letter the UPCE Dire by Head of Un copy)	ctor endorsed	Requesting Pa	rty	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE
<ol> <li>Present valid ID and submit requireme nts to the UPCE Library Personnel in person or through email</li> </ol>	<ul> <li>1.1 Receive request with complete attachment and check client's UPCE Registratio n status</li> <li>1.2 Secure approval of UPCE Director</li> <li>1.3 Inform client of approved/d enied request</li> <li>1.4 Prepare and present Statement of Account (SOA) including payment instructions , directions to the UP Diliman</li> </ul>	None	1 Day and 5 Minutes	Library Personnel UPCE



	Cash Office, and guide to sending proof of payment			
<ul> <li>2. Pay correspon ding fee</li> <li>2.1 If paying onsite** <ul> <li>pay at the UP</li> <li>Diliman</li> <li>Cash</li> <li>Office</li> </ul> </li> <li>2.2 If paying online <ul> <li>pay</li> <li>through</li> <li>prescrib</li> <li>ed</li> <li>online</li> <li>paymen</li> <li>t</li> <li>channel</li> <li>s</li> </ul></li></ul>	2. Process Payment	Rental fee - PHP 1,500.00/ hour	15 Minutes (paused- clock)	UP Diliman Cash Office
<ul> <li>3. Present proof of payment</li> <li>3.1 If</li> <li>physical ly going to</li> <li>UPCE</li> <li>Library -</li> <li>Present</li> <li>OR to</li> <li>Library</li> <li>Staff</li> <li>3.2 If online</li> <li>- Send</li> <li>proof of</li> <li>paymen</li> <li>t with</li> <li>copy of</li> </ul>	3.1 Acknowled ge presentatio n of receipt 3.2 Inform Client of approved schedule	None	1 Minute	Library Personnel UPCE



	SOA to the email address es detailed in the SOA/pa yment instructi ons					
4.	Arrive at least 15 minutes before schedule	4.	Assist client with handling of facilities	None	1 Minute	Library Personnel UPCE
			TOTAL:	Rental fee - PHP 1,500.00/hou r	1 Day and 22 Minutes	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes. \*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

#### Type of Service: External

### 13. Online access to archival fieldnotes, photographs, audio, study music scores, and vertical files

Request of Archive Users for online access/viewing of standard viewing resolution digital copies of UPCE archival fieldnotes, photographs, audio, study music scores, and vertical files. A client may request a maximum of 10 materials per research day.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)
Classification:	Complex
Type of Transaction:	Government to Citizen; Government to Government
Who may avail:	<ol> <li>UP students and UP alumni</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural</li> </ol>



3. Foreign no	nd artists; and, on-UP students, faculty, and academic government personnel, researchers, cultural nd artists
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP Clients	
Valid UP ID (student) or UP Alumni ID (alumni) (original)	UP Office of the University Registrar (student) or UP Alumni Association (alumni)
Valid UPCE Registration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")
Accomplished UPCE Access Form (1 original)	UP Center for Ethnomusicology Library (UPCE Access Form can also be downloaded from this link <u>https://bit.ly/upceform003</u> )
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)	Requesting Party
Filipino Non-UP	
Valid government ID, school ID, or company ID with client's photo and signature (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, School of Affiliation, Company of Affiliation
Valid UPCE Registration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")
Accomplished UPCE Access Form (1 original)	UP Center for Ethnomusicology Library (UPCE Access Form can also be downloaded from this link <u>https://bit.ly/upceform003</u> )
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)	Requesting Party
<b>Foreign</b> Valid IDs (passport and ID from their affiliated institution) (original)	Respective government institution issuing passport, and their affiliated institution
Valid UPCE Registration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")
Accomplished UPCE Access Form (1 original)	UP Center for Ethnomusicology Library (UPCE Access Form can also be downloaded from this link <u>https://bit.ly/upceform003</u> )



Request letter UPCE Director Head of Unit (1	•	Request	ting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and submit requireme nts to the UPCE Library Personnel in person or through email	<ul> <li>1.1 Receive request with complete attachments and check Client's UPCE Registration status</li> <li>1.2 Secure approval of UPCE Director;</li> <li>1.3 Inform Client of approved/de nied request and schedule;</li> <li>1.4 Retrieve and prepare requested materials</li> <li>1.5 Upload requested materials in UPCE's designated online viewing/ access platform**</li> <li>1.6 Inform Client when the material is available for access online and provide link to the online</li> </ul>	None	4 Days and 5 Minutes	Library Personnel UPCE



viewing/ access			
platform			
TOTAL:	None	4 Days and 5 minutes	

\*Some materials might not be available nor easily accessible due to the pandemic. Processing of available materials will take a longer time than normally prescribed.

\*\* Materials uploaded in the UPCE's designated online viewing/access platform will only be available for access for 6 months.

#### Type of Service: External

### 14. Reference and bibliographic services

Request for reference and bibliographic services

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government; Government to Business			
Who may avail:	<ol> <li>UP students and UP alumni</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>			
CHECKL			WHERE TO S	
REQUIRE	MENTS		WHERE TO 5	ECURE
REQUIRE Personal appears correspondence			Requesting	
Personal appeara		FEES TO BE PAID		



person or through email	bibliograp hic sources			
2. Receive required information	2. Assist client with use of library material/ s wheneve r necessar y	None	5 Minutes	<i>Library Personnel</i> UPCE
	TOTAL:	None	15 Minutes	

#### Type of Service: External

# **15.** Reproduction of selected pages from unpublished score for publication

Request for digital reproduction of selected pages of unpublished score from Archive holdings for publication. (Maximum of 5 pages or 10% of the score, whichever is lower) \*

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Complex		
Type of Transaction:	Government to Ci	tizen; Government to Government	
Who may avail:	<ol> <li>UP students and UP alumni;</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
UP Clients			
Valid UP ID (stu	dent) or UP	UP Office of the University Registrar	



Alumni ID (alumni) (original)	(student) or LIP Alumni Association
Alumni ID (alumni) (original)	(student) or UP Alumni Association (alumni)
	UP Center for Ethnomusicology Library
Valid UPCE Registration	(See UPCE Service "UPCE
	Registration")
Accomplished UPCE	UP Center for Ethnomusicology Library
Reproduction Form (1 original)	UPCE Reproduction Form can also be
Accomplished Letter-Agreement	downloaded from this link
for Terms of Use with UPCE (2 original)	https://bit.ly/upceform004)
Request letter addressed to the	
UPCE Director endorsed by	Requesting Party
Head of Unit (1 original)	1 5 7
Signed approval of copyright	Copyright owner of the material
owners (1 original)	(Sample template: <u>https://bit.ly/upce-</u>
	sample-letter-copyright)
Filipino Non-UP	
Valid government ID, school ID,	BIR, Post Office, DFA, PSA, SSS, GSIS,
or company ID with client's photo	Pag-IBIG, PRC, LTO, School of
and signature (1 original)	Affiliation, Company of Affiliation UP Center for Ethnomusicology Library
	(See UPCE Service "UPCE
Valid UPCE Registration	Registration")
Accomplished UPCE	- '
Reproduction Form (1 original)	UP Center for Ethnomusicology Library
Accomplished Letter-Agreement	(UPCE Reproduction Form can also be
for Terms of Use with UPCE (2	downloaded from this link
original)	https://bit.ly/upceform004)
Request letter addressed to the	
UPCE Director endorsed by	Requesting Party
Head of Unit (1 original)	
Signed approval of copyright	Copyright owner of the material
owners (1 original)	(Sample template: <u>https://bit.ly/upce-</u>
	sample-letter-copyright)
Foreign	
Valid IDs (passport and ID from	Respective government institution issuing
their affiliated institution) (original)	passport, and their affiliated institution
	UP Center for Ethnomusicology Library
Valid UPCE Registration	(See UPCE Service "UPCE
	Registration")
Accomplished UPCE	UP Center for Ethnomusicology Library
Reproduction Form (1 original)	(UPCE Reproduction Form can also be
Reproduction Form (1 original)	(UPCE Reproduction Form can also be



Accomplished L for Terms of Us original)	etter-Agreement e with UPCE (2		aded from this lin bit.ly/upceform00	
Request letter a UPCE Director of Head of Unit (1	endorsed by	•	sting Party	
Signed approva owners (1 origin		(Sampl	ght owner of the r e template: <u>https</u> e-letter-copyright)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Present valid ID and submit requirement s (form, request letter, and signed approval of copyright owners) to the UPCE Library Personnel in person or through email</li> </ol>	<ul> <li>1.1 Receive request with complete attachments and check client's UPCE Registration status;</li> <li>1.2 Secure approval of UPCE Director;</li> <li>1.3 Inform client of approved/de nied request and schedule;</li> <li>1.4 Device Letter- Agreement for Terms of Use and send to client;</li> </ul>	None	2 Days and 5 Minutes	Library Personnel UPCE
2. Sign Letter- Agreement for Terms of Use	2.1 Receive signed Letter- Agreement for Terms of Use	None	3 Days and 5 Minutes	<i>Library Personnel</i> UPCE



2.2	2Prepare requested score pages and upload requested materials in UPCE's designated			Archive Personnel UPCE
2.3	online file transfer platform** Inform Client when the material is available for			Library Personnel UPCE
	access online and provide link to the materials			
	TOTAL:	None	5 Days and 10 Minutes	

\*Some materials might not be available nor easily accessible due to the pandemic. Processing of available materials will take a longer time than normally prescribed.

\*\* Materials uploaded in the UPCE's designated online file transfer platform will only be available for access for 6 months.

Type of Service: External

# **16.** Reproduction and use of unpublished score for performance

Request for reproduction and use of unpublished full score and corresponding part scores (whenever part scores are necessary and available) from Archive holdings for performance.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)	
Classificatio n:	Complex	



Type of Transaction:	Government to C	Citizen; Government to Government	
Who may avail:	<ol> <li>UP students and UP alumni;</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>		
	LIST OF	WHERE TO SECURE	
UP Clients			
Valid UP ID (st Alumni ID (alur		UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
Valid UPCE Re	•	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")	
Accomplished Reproduction F Accomplished Agreement for with UPCE (2 of	Form (1 original) Letter- Terms of Use	UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link <u>https://bit.ly/upceform004</u> )	
Request letter UPCE Director Head of Unit (1	•	Requesting Party	
Signed approv owners (1 origi		Copyright owner of the material (Sample template: <u>https://bit.ly/upce-</u> <u>sample-letter-copyright</u> )	
Filipino Non-U	JP		
Valid governme ID, or company	ent ID, school / ID with client's ature (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, School of Affiliation, Company of Affiliation UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")	
Accomplished UPCE Reproduction Form (1 original) Accomplished Letter- Agreement for Terms of Use with UPCE (2 original)		UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link <u>https://bit.ly/upceform004</u> )	
	addressed to the endorsed by	Requesting Party	
Signed approval of copyright owners (1 original)		Copyright owner of the material (Sample template: <u>https://bit.ly/upce-</u> <u>sample-letter-copyright</u> )	



Foreign				
Valid IDs (pass their affiliated i (original)	port and ID from nstitution)		overnment instit I their affiliated i	-
Valid UPCE Re	egistration		r Ethnomusicolc Service "UPCE F	
Accomplished UPCE Reproduction Form (1 original) Accomplished Letter- Agreement for Terms of Use with UPCE (2 original copies) Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)			pceform004)	
Signed approv owners (1 origi			ner of the mater plate: <u>https://bit.</u> -copyright)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE
<ol> <li>Present valid ID and submit required forms, request letters, and signed approval of copyright owners to the UPCE Library Personnel in person or through email</li> </ol>	<ul> <li>1.1 Receive request with complete attachment s and check client's UPCE Registration status;</li> <li>1.2 Secure approval of UPCE Director;</li> <li>1.3 Inform client of approved/d enied request and schedule;</li> <li>1.4 Device Letter- Agreement for Terms of Use and send to</li> </ul>	None	2 Days and 5 Minutes	Library Personnel UPCE



	client;			
2. Sign Letter- Agreemen t for Terms of Use	2.1 Receive signed Letter- Agreement for Terms of Use 2.2 Prepare and present Statement of Account (SOA) including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment	None	5 Minutes	Library Personnel UPCE
<ul> <li>3. Pay correspo nding fees</li> <li>3.1 If paying onsite**</li> <li>pay at the UP Diliman Cash Office</li> <li>3.2 If paying online - pay through prescrib ed online paymen t</li> </ul>	3. Process payment	Performanc e fee - USD 1,000.00; or its equivalent in peso; exclusive of printing, shipping, and handling	15 Minutes (paused- clock)	UP Diliman Cash Office



channel s				
4. Present proof of payment 4.1 If physical ly going to UPCE Library - Present OR to Library Staff	<ul> <li>4.1 Acknowled ge presentatio n of receipt;</li> <li>4.2 Prepare scores</li> <li>4.3 If clients requested for digital copy - Upload requested materials in</li> </ul>	None	3 Days	Library Personnel UPCE Archive Personnel UPCE
4.2 If online - Send proof of paymen t with copy of SOA to the email address es detailed in the SOA/pa yment instructi ons	UPCE's designated online file transfer platform**** 4.4 Inform Client that requested material is ready 4.5 If client requested for digital copy - Provide link to the material for digital reproductio n)			Library Personnel UPCE
5. If requestin g for printed copy of score*** – Go to UPCE Library to pick-up score	5. If client requested for printed copy - Provide score to the client and redirect to the printing/cop ying	None	5 Minutes	Library Personnel UPCE



6.	If requestin g for printed copy of score** – Return score upon end of use	6.	services (non-UPCE entity) If client requested for printed copy - Receive score	None	1 Minute	Library Personnel UPCE
			TOTAL:	Performan ce fee - USD 1,000.00; or its equivalent in peso; exclusive of printing, shipping, and handling	5 Days and 31 Minutes	

\*Some materials might not be available nor easily accessible due to the pandemic.

Processing of available materials will take a longer time than normally prescribed.

\*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

\*\*\*Printed copy option might not be available, depending on the current pandemic and other emergency guidelines set by the national government and the university

\*\*\*\* Materials uploaded in the UPCE's designated online transfer platform will only be available for access for 6 months.

Type of Service: External

### 17. Reproduction and use of unpublished score for study

Request for reproduction (in standard resolution) and use of unpublished score from Archive holdings for study. This service is subject to the terms outlined in Sec. 185 of Republic Act No. 8293.\*



Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Complex			
Type of Transaction:	Government to Cit	tizen; Government to Government		
Who may avail:	<ol> <li>UP students and UP alumni;</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>			
	KLIST OF REMENTS	WHERE TO SECURE		
UP Clients				
Valid UP ID (stu Alumni ID (alum	,	UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Valid UPCE Reg	jistration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")		
Accomplished UPCE Reproduction Form (1 original) Accomplished Letter-Agreement for Terms of Use with UPCE (2		UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link <u>https://bit.ly/upceform004</u> )		
original) Request letter ad UPCE Director e of Unit (1 origina Filipino Non-UF	endorsed by Head al)	Requesting Party		
	nt ID, school ID, or n client's photo	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, School of Affiliation, Company of Affiliation		
Valid UPCE Registration		UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")		
Accomplished UPCE Reproduction Form (1 original) Accomplished Letter-Agreement for Terms of Use with UPCE (2 original) Request letter addressed to the UPCE Director endorsed by Head		UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link <u>https://bit.ly/upceform004</u> ) Requesting Party		
original) Request letter a	ddressed to the endorsed by Head	Requesting Party		



Foreign						
· · ·	Valid IDs (passport and ID from their affiliated institution)		Respective government institution issuing passport, and their affiliated institution			
Valid UPCE Registration		UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")				
Accomplished UPCE Reproduction Form (1 original) Accomplished Letter-Agreement for Terms of Use with UPCE (2 original)		UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link <u>https://bit.ly/upceform004</u> )				
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)		-	sting Party			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
<ol> <li>Present valid ID and submit required forms and request letter to the UPCE Library Personnel in person or through email</li> </ol>	<ul> <li>1.1 Receive request with complete attachments and check client's UPCE Registration status</li> <li>1.2 Secure approval of UPCE Director</li> <li>1.3 Inform client of approved/de nied request and schedule</li> <li>1.4 Device Letter- Agreement for Terms of Use and send to client</li> </ul>	None	2 Days and 5 Minutes	Library Personnel UPCE		
2. Sign Letter- Agreement	2.1 Receive signed	None	3 Days and 5 minutes	Library Personnel UPCE		



for Terms	Letter-			
of Use	Agreement			
01056	•			
	for Terms of			
	Use			Archive
	2.2 Prepare			Personnel
	scores			UPCE
	2.3 If clients			OFCE
	requested for			
	digital copy -			
	upload			
	requested			
	materials in			
	UPCE's			
	designated			
	online file			
	transfer			
	platform**			Library
	2.4 Inform Client			Personnel
	that			UPCE
	requested			
	material is			
	ready			
	2.5 If clients			
	requested for			
	digital copy -			
	Provide link			
	to the			
	material for			
	digital			
0.15	reproduction	NI		1 ib and an a
3. If	3. If clients	None	5 Minutes	Library
requesting	requested for			Personnel
for printed	printed copy			UPCE
copy of	-Provide			
score** –	score to the			
Go to	client and			
UPCE	redirect to			
Library to	the			
pick-up	printing/copyi			
score	ng services			
	(non-UPCE			
	entity)			
4. If	4. If clients	None	1 Minute	Library
		NULLE		Personnel
requesting	requested for			UPCE
for printed	printed copy			0,01
copy of	-Receive			



score*** – Return score upon end of use	score			
	TOTAL:	None	5 Days and 16 Minutes	

\*Some materials might not be available nor easily accessible due to the pandemic.

Processing of available materials will take a longer time than normally prescribed.

\*\* Materials uploaded in the UPCE's designated online file transfer platform will only be available for access for 6 months.

\*\*\*Printed copy option might not be available, depending on the current pandemic and other emergency guidelines set by the national government and the university

#### Type of Service: External

# 18. Reproduction of unpublished field and non-field audio recordings

Request for acquiring reproduction of unpublished field audio recordings and non-field audio recordings (recordings of concerts and performances of composed music, etc.) from the UP Center for Ethnomusicology archives (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293) (maximum of 10 tracks per research day at 60 seconds or a fraction thereof per track).\*

Office or Division: UP Center for		Ethnomusicology (UPCE)
Classification:	Complex	
Type of Transaction:	Government to Citizen; Government to Government	
Who may avail:	<ol> <li>UP students and UP alumni;</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultura workers, and artists; and,</li> <li>Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
UP Clients		
Valid UP ID (student) or UP Alumni ID (alumni) (original)		UP Office of the University Registrar (student) or UP Alumni Association (alumni)



Valid UPCE RegistrationUP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")Accomplished UPCE Reproduction Form (1 original)UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004)Accomplished Letter- Agreement for Terms of Use with UPCE (2 original)Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)Signed approval of copyright owners (1 original)Copyright owner of the material (Sample template: https://bit.ly/upce-sample- letter-copyright)Filipino Non-UPIIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, School of Affiliation, Company ID with client's photo and signature (1 original)Valid UPCE RegistrationUP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")Accomplished UPCE Reproduction Form (1 original)UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004)Accomplished UPCE Reproduction Form (1 original)UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004)Accomplished Letter- Agreement for Terms of Use with UPCE (2 original)Requesting Party by Head of Unit (1 original)Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)Copyright owner of the material (Sample template: https://bit.ly/upce-sample- letter-copyright)Signed approval of copyright owners (1 original)Copyright owner of the material (Sample template: https://bit.ly/upce-sample- letter-copyright) </th <th></th> <th></th>			
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Signed approval of copyright (Sample template: <u>https://bit.ly/upce-sample-</u>	the UPCE Director endorsed	Requesting Party	
		(Sample template: <u>https://bit.ly/upce-sample-</u>	
Foreign	Foreign		
Valid IDs (passport and ID from their affiliated institution) (original) Respective government institution issuing passport, and their affiliated institution	Valid IDs (passport and ID from their affiliated institution)		
Valid UPCE RegistrationUP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")			
Accomplished UPCE Reproduction Form (1 original)UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004)Accomplished Letter- Agreement for Terms of Use with UPCE (2 original)UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004)	Reproduction Form (1 original) Accomplished Letter- Agreement for Terms of Use with UPCE (2 original)	UPCE Reproduction Form can also be downloaded from this link	
	Request letter addressed to	Requesting Party	



the UPCE Dire					
by Head of Unit (1 original) Signed approval of copyright owners (1 original)		Copyright owner of the material (Sample template: <u>https://bit.ly/upce-sample-</u> <u>letter-copyright</u> )			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE	
1. Present valid ID and submit required forms, request letter, and signed approval of copyright owner to the UPCE Library Personne I in person or through email	1.1 Receive request with complete attachment s and check client's UPCE Registratio n status 1.2 Secure approval of UPCE Director 1.3 Inform Client of approved/d enied request and schedule 1.4 Prepare and present Statement of Account (SOA) including payment instructions , directions to the UP Diliman Cash Office, and guide to sending	None	2 Days and 5 Minutes	Library Personnel UPCE	



	proof of payment 1.5 Device Letter- Agreement for Terms of Use and send to client;			
2. Sign Letter- Agreeme nt for Terms of Use and return to UPCE Library personnel	2. Receive and file Letter- Agreement for Terms of Use	None	1 Minute	Library Personnel UPCE
<ul> <li>3. Pay correspo nding fees</li> <li>3.1 If paying onsite** - pay at the UP Diliman Cash Office</li> <li>3.2 If paying online - pay through prescrib ed online paymen t channel s</li> </ul>	3. Process payment	Reproduction Fee – UP students, (fair use): PHP 50.00 (for every 60 seconds or a fraction thereof) UP students, and alumni (beyond fair use): PHP 150.00 (for every 60 seconds or a fraction thereof) Filipino non- UP: PHP 150.00 (for every 60 seconds or a fraction	15 Minutes (paused- clock)	UP Diliman Cash Office



		thereof)		
		Foreign: PHP 150.00 (for every 60 seconds or a fraction thereof)		
4. Present	4.1 Acknowle	None	3 Days and	Library
proof of payment 4.1 If	dge presentatio n of receipt		20 Minutes	Personnel UPCE
physical ly going to UPCE Library - Present OR to Library Staff 4.2 If online	4.2 Retrieve requested materials and upload requested materials in UPCE's designated online file transfer platform***			Archive Personnel UPCE
- Send proof of paymen t with copy of SOA to the email address es detailed in the SOA/pa yment instructi ons	4.3 Inform Client when the material is available for access online and provide link to the material.			Library Personnel UPCE
	TOTAL:	Reproductio n Fee – UP students, (fair use): PHP 50.00 (for every 60	5 Days and 41 Minutes	



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seconds or	
a fraction	
thereof)	
UP	
students,	
and alumni	
(beyond fair	
use):	
PHP 150.00	
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seconds or	
a fraction	
thereof)	
Filipino non-	
UP:	
PHP 150.00	
(for every 60	
seconds or	
a fraction	
thereof)	
Foreign:	
PHP 150.00	
(for every 60 seconds or	
a fraction	
*Some materials might not be available nor easily access	

\*Some materials might not be available nor easily accessible due to the pandemic.

Processing of available materials will take a longer time than normally prescribed.

\*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

\*\*\* Materials uploaded in the UPCE's designated online file transfer platform will only be available for access for 6 months.

Type of Service: External

# **19. UPCE Registration**

Registration for entry and access to the UPCE library, archives, and instrumentarium (valid for one calendar year upon completion of registration)



Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classificatio n:	Simple			
Type of Transaction:		o Citizen; Government to Government;		
Who may avail:	<ol> <li>Government to Business</li> <li>UP students and UP alumni</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>			
CHECKL REQUIRE		WHERE TO SECURE		
UP Clients				
Valid UP ID or V Form 5 (for UP UP Alumni Caro (original)	students); or	UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Accomplished L Registration for by the client's D Unit, or Libraria	m endorsed )ean, Head of	UP Center for Ethnomusicology Library (UPCE Registration Form can also be downloaded from this link <u>https://bit.ly/upceform001</u> )		
For archive clied description of provide work/study (1 o	roposed	Requesting Party		
Filipino Non-U	P Clients			
Valid governme ID, or company client's photo ar (1 original)	ID with nd signature	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag- IBIG, PRC, LTO, School of Affiliation, Company of Affiliation		
Accomplished U Registration for by the client's D Unit, or Libraria For archive clien description of p work/study) (1 c	m endorsed Dean, Head of n (1 original) nts, roposed	UP Center for Ethnomusicology Library (UPCE Registration Form can also be downloaded from this link <u>https://bit.ly/upceform001</u> ) Requesting Party		
Foreign Valid IDs (pass from their affilia (original)		Respective government institution issuing passport, and their affiliated institution		



Accomplished L Registration for by the client's re Dean, Head of L Librarian (1 orig For archive clien description of pr	m endorsed espective Jnit, or inal) nts, roposed	UP Center for Ethnomusicology Library (UPCE Registration Form can also be downloaded from this link <u>https://bit.ly/upceform001</u> ) Requesting Party		
work/study) (1 c CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Present valid ID and submit requireme nts to the UPCE Library Personnel in person or through email	1.1 Receive accompli shed UPCE Registrati on form with complete attachme nts 1.2 Prepare and present Statemen t of Account (SOA) including payment instructio ns, directions to the UP Diliman Cash Office, and guide to sending proof of payment	None	5 Minutes	Library Personnel UPCE
2. Pay correspon ding fees 2.1 If paying	2. Process payment	Registration fee - <i>UP:</i> PHP 50.00	15 Minutes (paused- clock)	UP Diliman Cash Office



onsite* - pay at the UP Diliman Cash Office 2.2 If paying online - pay through prescribe d online payment channels	2 Invut	Filipino non- UP: PHP 150.00 Foreign: PHP 500.00	5 Minutes	Librory
<ul> <li>3. Present proof of payment</li> <li>3.1 If</li> <li>physicall y going to UPCE Library - Present OR to</li> <li>Library Staff</li> <li>3.2 If online - Send proof of payment with copy of SOA to the email addresse s detailed in the SOA/pay ment instructio ns</li> </ul>	3. Input Registrati on of client in the database	INOTIE	5 Minutes	Library Personnel UPCE
	TOTAL:	Registratio n fee - <i>UP:</i> PHP 50.00	25 minutes	



Filipino non-UP: PHP 150.00	
<i>Foreign:</i> PHP 500.00	

\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

### Type of Service: External

# 20. UPCE Tour

Request for and participation in guided UPCE library, instrumentarium, and/or archive tour.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of		tizen; Government to Government;		
Transaction:	Government to Bu			
	1. UP students an 2. Filipino non-UF	nd UP alumni P students, faculty, and academic		
Who may avail:	<ol> <li>Philpino hon-or students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>			
CHECK	LIST OF			
REQUIR	REMENTS	WHERE TO SECURE		
UP Clients				
Valid UP ID (stu	dent) or UP	UP Office of the University Registrar		
· ·	ımni) (Valid ID of	(student) or UP Alumni Association		
group head if gro	oup tour) (original)	(alumni)		
Valid UPCE Reg	istration	UP Center for Ethnomusicology Library		
(Registration of g	group head if	(See UPCE Service "UPCE Registration")		
group tour)	ur)			
Request letter addressed to the Requesting Party				
respective Head	ndorsed by their of Unit (1 original	(Sample template: <u>https://bit.ly/upce-</u> sample-letter-tour)		
copy)				



Filipino Non-UP	)			
company ID with and signature (V head if group tou	Valid government ID school ID, or company ID with client's photo and signature (Valid ID of group head if group tour) (1 original)		ost Office, DFA, F IG, PRC, LTO, So on, Company of A	chool of
Valid UPCE Reg (Registration of g group tour)			nter for Ethnomus PCE Service "UP	icology Library CE Registration")
Request letter ac UPCE Director e respective Head original)	endorsed by their	(Sampl	sting Party e template: <u>https:</u> - <u>letter-tour</u> )	//bit.ly/upce-
Foreign Valid IDs (passport and ID from their affiliated institution) (Valid ID of group head if group tour) (original)			ctive government rt, and their affilia	institution issuing ited institution
Valid UPCE Reg (Registration of g group tour)	group head if	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")		
UPCE Director e	Request letter addressed to the UPCE Director endorsed by their respective Head of Unit (1		sting Party e template: <u>https:</u> <u>-letter-tour</u> )	//bit.ly/upce-
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Present         valid ID and         submit         requirement         s to the         UPCE         Library         Personnel         in person or</li> </ol>	1.1 Receive request with complete attachments and check client's UPCE Registration status;	None	2 Days and 5 Minutes	Library Personnel UPCE



	TOTAL:	None	2 Days and 20 Minutes	
2. Arrive at least 15 minutes before schedule	Director 1.4 Schedule venue and tour in UPCE calendar for the information of all UPCE 1.5 Inform client of approved/de nied request and schedule 1. Arrange participants into smaller groups (for large number of participants) and perform tour	None	15 Minutes (per group)	Library Personnel UPCE

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes.



Type of Service: External

# 21. Use of Digital Access Station to browse TUKLAS and UPCE Collections Portal

Request to use the UPCE Digital Access Station to browse TUKLAS, UPCE Collections Portal inside the UPCE Library.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)					
Classification:	Simple	Simple				
Type of Transaction:	Government to Government to	-	Government to G	overnment;		
Who may avail:	<ol> <li>UP students and UP Alumni;</li> <li>Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and,</li> <li>Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists</li> </ol>					
CHECKLI REQUIRE			WHERE TO S	ECURE		
UP Clients						
	Valid UP ID (students) or UP Alumni Card (alumni) (original)		e of the University ) or UP Alumni As	y Registrar sociation (alumni)		
Filipino Non-UP	Clients					
Valid governmen ID, or company II photograph and s original)	D with client's					
Foreign						
Valid IDs (passport and ID from their affiliated institution) (original)		passpor	ive government in t, and their affiliate	•		
CLIENT STEPS	AGENCY ACTIONS			PERSON RESPONSIBLE		
2. Present valid ID and request for use of the Digital Access Station for	1.1 Receive request 1.2 Prepare UPCE compute r for client	None	15 Minutes	<i>Library Personnel</i> UPCE		



accessing TUKLAS and UPCE Collections Portal at the UPCE Library personnel (for use only inside the UPCE during service hours)	use; assist client wheneve r necessar y			
	TOTAL:	None	15 Minutes	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes



# Office of the Vice Chancellor for Research and Development UP Center for Ethnomusicology

**Internal Services** 



Type of Service: Internal

# 1. Access to archival fieldnotes, photographs, audio, study music scores, and vertical files inside the UPCE Library

Request of Archive Users to access low-resolution digital copies of archival fieldnotes, photographs, audio, study music scores, and vertical files inside the UPCE Library. A client may request a maximum of 10 materials per research day.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)				
Classification:	Simple				
Type of Transaction:	Government	to Goverr	nment		
Who may avail:	UP Faculty a	and Emplo	yees		
			WHERE TO S	ECURE	
Valid UP ID (origi	nal)	UP Huma	n Resources Dev	elopment Office	
Valid UPCE Regis	stration	(See UPC	r for Ethnomusico E Service "UPCE	Registration")	
Accomplished UP Form (1 original fo		UP Center for Ethnomusicology Library (UPCE Access Form can also be download from this link <u>https://bit.ly/upceform003</u> )			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
valid ID and submit requireme nts to the UPCE Library Personnel in person or through email 1	<ul> <li>.1. Receive request with complete attachme nt and check client's UPCE Registrati on status</li> <li>.2 Schedule use of access station Inform client of schedule</li> <li>.3 Prepare</li> </ul>	None	1 Day and 2 Hours	Library Personnel UPCE	



	necessar y TOTAL:	None	1 Day, 2 Hours and 1 Minute	
2. Arrive at least 15 minutes before schedule	2. Assist client with the handling of archival material/s whenever	None	1 Minute	Library Personnel UPCE
	UPCE Access Station 1.4 Retrieve and prepare requeste d digital files and transfer to UPCE Access Station			Archive Personnel UPCE

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes.

#### Type of Service: Internal

### 2. Digital reproduction of archival photographs

Request for acquiring digital reproduction of photographs (in standard viewing resolution from the UP Center for Ethnomusicology archives (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293). A client may request a maximum of 10 materials per research day.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)
Classification:	Complex
Type of Transaction:	Government to Government



-	ail: UP Faculty and	d Employ	ees		
	KLIST OF		WHERE TO S	ECURE	
Valid UP ID (original)		UP Cen	UP Human Resources Development Office UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")		
Accomplished UPCE Reproduction Form (1 original) Accomplished Letter-Agreement for Terms of Use with UPCE (2 original) Request letter addressed to the		UPCE downloa <u>https://b</u>	ter for Ethnomusi Reproduction For aded from this link it.ly/upceform004	m can also be	
UPCE Director endorsed by Head of Unit (1 original) Signed approval of copyright owners (1 original)		Copyrig (Sample	ting Party ht owner of the m e template: <u>letter-copyright</u> )	aterial <u>https://bit.ly/upce-</u>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present valid ID and submit required forms, request letter, and signed approval of copyrigh t owner to the UPCE Library Personn el in person or through email	<ul> <li>1.1. Receive request with complete attachment and check client's UPCE Registration status</li> <li>1.2. Secure approval of UPCE Director</li> <li>1.3. Inform Client of approved/de nied request and schedule;</li> <li>1.4. Device Letter- Agreement for Terms of Use and send to client</li> </ul>	None	2 Days and 5 Minutes	Library Personnel UPCE	



2.	Sign Letter- Agreem ent for	2.1 Receive and file Letter- Agreement for Terms of	None	2 Days	Library Personnel UPCE
	Terms of Use and return to UPCE	Use 2.2Retrieve requested materials and upload			Archive Personnel UPCE
	Library Personn el	requested materials in UPCE's designated online file			Library Personnel
		transfer platform** 2.3 Inform Client when the material is			UPCE
		available for access online and provide link to the			
		materials <b>TOTAL</b> :	None	4 Days and 5 Minutes	

\*Some materials might not be available nor easily accessible due to the pandemic. Processing of available materials will take longer time than normally prescribed.

\*\* Materials uploaded in the UPCE's designated online file transfer platform will only be available for access for 6 months.

Type of Service: Internal

## 3. Digitization of analog commercial audio recordings

Request for transfer of commercial audio recordings in analog to digital format.\* This service is subject to the availability of playback machine and personnel, as well as the physical condition of material/s. Please note that the UPCE can only accept a maximum of 2 digitization requests per month at 5 pieces of analog materials per request.



Office or Division:	UP Center for Ethnomusicology (UPCE)					
Classification:	Highly Technical					
Type of Transaction:	Government to G	overnment				
Who may avail:	UP Faculty and Employees					
	LIST OF EMENTS	w	HERE TO SEC	URE		
Valid UP ID (orig	jinal)	UP Human Office	Resources De	velopment		
Accomplished U Extension Servic original)		(UPCE ACI also be c		ology Library rvices Slip can rom this link:		
Material/s to be o	digitized					
Online storage for online transfer or empty external hard drive**		Requesting Party				
Index or Description/Identification of analog materials (1 copy)						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE		
<ol> <li>Submit materials to be digitized for assessment</li> </ol>	<ul> <li>1.1 Receive inquiry and materials to be digitized</li> <li>1.2 Assess condition of materials</li> <li>1.3 Check schedule of personnel and availability of playback platform</li> <li>1.4 Inform client if materials</li> </ul>	None	3 Hours	Library Personnel UPCE Media Archivist UPCE Library Personnel		
	are fit for	87		UPCE		



				<b>_</b>
	digitization as well as availability of schedule			
2. Present valid ID and submit accomplish ed UPCE ACL Extension Services Slip, empty external hard drive, and index of the analog materials to the UPCE Library personnel	2.1 Receive request with complete attachments 2.2 Calculate fees 2.3 Prepare and present Statement of Account (SOA) including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment	None	15 Minutes	Library Personnel UPCE
<ul> <li>3. Pay correspondi ng fees</li> <li>3.1 If paying onsite***</li> <li>- pay at the UP Diliman Cash Office</li> <li>3.2 If paying online - pay through prescribed online payment channels</li> </ul>	3. Process payment	Processin g fee - PHP 30.00/trac k	15 Minutes (paused- clock)	UP Diliman Cash Office
4. Present proof of	4.1 Acknowledg e	None	10 Days and 5 Minutes	Library Personnel



paymentpresentatioUPCE4.1 Ifn of receiptphysically4.2 Providegoing tocopy ofUPCEACLLibrary -ExtensionPresentServicesOR to4.3 DigitizeLibraryanalogStaffmaterials4.2 If online -4.4 InformSend proofClient thatofanalogpaymentmaterialwith copyandof SOA todigitizedthe emailtracks areaddressesready fordetailed inpick-uptheSOA/paymentinstruction	
physically going to UPCE4.2 Provide copy of ACLLibrary - PresentExtension ServicesOR to Library Staff4.3 Digitize analog materials4.2 If online - Send proof of of payment4.4 Inform Client that analog material4.2 If online - send proof of of of soA to the email addresses detailed in the SOA/paym ent4.2 Provide copy of ACL Extension Services Client4.4 Inform Client that analog payment material addresses detailed in the soA/paym ent4.4 Inform client that client that digitized tracks are ready for pick-upmaterial addressestracks are ready for pick-upLibrary Personnel UPCE	
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s 5. Present 5. Turn-over None 1 Minute <i>Library</i>	
ACL analog Personnel	
Extension materials UPCE	
Services and digital	
Slip upon storage	
pick-up of device	
materials containing	
digitized	
tracks to	
Client	
6. Sign     6. File     None     1 Minute     Library	
"Acknowled "Acknowled Personnel	
gement gement UPCE	
Receipt for Receipt for	
Services Services	
Availed" Availed"	
form form	
Processi 10 Days, 3	
TOTAL: ng fee - Hours, and	
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30.00/tra	



ck	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes. \*\*External Hard Drives will be subject to scanning to ensure that the devices are free from viruses, malware, etc. For online transfer, clients must have enough space on their online storage and/or machine to download the digitized materials.

\*\*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

\*\*\*\*Digitized materials will be kept in UPCE online and/or digital storage for a maximum of 6 months only

#### Type of Service: Internal

### 4. Digitization of analog commercial video recordings

Request for transfer of commercial video recordings in analog to digital format.\* This service is subject to availability of playback machine and personnel, as well as the physical condition of material/s. Please note that the UPCE can only accept a maximum of 2 digitization requests per month at 5 pieces of analog materials per request.

Office or Division:	UP Center for Ethnomusicology (UPCE)				
Classification:	Highly Technical				
Type of Transaction:	Government to Government				
Who may avail:	UP Faculty and Employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Valid UP ID (original)		UP Human Resources Development Office			
Accomplished UPCE ACL Extension Services Slip (1 original)		UP Center for Ethnomusicology Library (UPCE ACL Extension Services Slip can also be downloaded from this link: <u>https://bit.ly/upceform006</u> )			
Material/s to be digitized					
Online storage for online transfer or empty external hard drive** Index or Description/Identification		Requesting Party			
of analog material (1 copy)					



CL	IENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
1.	Submit materials to be digitized for assessment	<ul> <li>1.1 Receive inquiry and materials to be digitized</li> <li>1.2 Assess condition of materials</li> <li>1.3 Check schedule of personnel and availability of playback platform</li> </ul>	None	3 Hours	Library Personnel UPCE Media Archivist UPCE
		1.4 Inform client if materials are fit for digitization as well as availability of schedule			Library Personnel UPCE
2.	Present valid ID and submit accomplish ed UPCE ACL Extension Services Slip, empty external hard drive, and index of the analog materials to the UPCE Library personnel	<ul> <li>2.1 Receive request with complete attachment s</li> <li>2.2 Calculate fees</li> <li>2.3 Prepare and present Statement of Account (SOA) including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment</li> </ul>	None	15 Minutes	UPCE Library Personnel



<ul> <li>3. Pay corresponding fee</li> <li>3.1 If paying onsite*** - pay at the UP Diliman Cash Office</li> <li>3.2 If paying online - pay through prescribed online payment channels</li> </ul>	3. Process payment	Processin g fee - PHP 80.00 (for every analog material)	15 Minutes (paused- clock)	UP Diliman Cash Office
<ul> <li>4. Present proof of payment</li> <li>4.1 If</li> <li>physically going to UPCE</li> <li>Library - Present</li> <li>OR to</li> <li>Library</li> <li>Staff</li> <li>4.2 If online - Send proof of</li> <li>payment</li> <li>with copy</li> <li>of SOA to</li> <li>the email</li> <li>addresses</li> <li>detailed in</li> <li>the</li> <li>SOA/paym</li> <li>ent</li> <li>instruction</li> <li>s</li> </ul>	<ul> <li>4.1 Acknowledg e presentatio n of receipt</li> <li>4.2 Provide copy of ACL Extension Services Slip to client</li> <li>4.3 Digitize analog materials</li> <li>4.4 Inform Client that analog material and digitized tracks are ready for pick-up</li> </ul>	None	10 Days and 5 Minutes	Library Personnel UPCE Media Archivist UPCE Library Personnel UPCE
5. Present ACL	5. Turn-over analog	None	1 Minute	Library Personnel



	Extension Services Slip upon pick-up of materials		materials and digital storage device containing digitized tracks to Client			UPCE
6.	Sign "Acknowled gement Receipt for Services Availed" form	6.	File "Acknowled gement Receipt for Services Availed" form	None	1 Minute	Library Personnel UPCE
		1	TOTAL:	Processi ng fee - PHP 80.00 (for every analog material)	10 Days, 3 Hours, and 37 Minutes	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes. \*\*External Hard Drives will be subject to scanning to ensure that the devices are free from viruses, malware, etc. For online transfer, clients must have enough space on their online storage and/or machine to download the digitized materials.

\*\*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

\*\*\*\*Digitized materials will be kept in UPCE online and/or digital storage for a maximum of 6 months only.

#### Type of Service: Internal

#### 5. Digitization of analog non-commercial audio recordings

Request for transfer of non-commercial audio recordings in analog to digital format.\* This service is subject to availability of playback machine and personnel, as well as the physical condition of material/s. Please note that the UPCE can only accept a maximum of 2 digitization requests per month at 5 pieces of analog materials per request.

Office or Division:	UP Center for Ethnomusicology (UPCE)
Classification:	Highly Technical



Type of Transaction:	Government to Government				
Who may avail:	UP Faculty and E	UP Faculty and Employees			
	LIST OF EMENTS	w	HERE TO SEC	URE	
Valid UP ID (orig		UP Human Office	Resources Dev	velopment	
Accomplished U Extension Servic original)		(UPCE ACL also be c	for Ethnomusic _ Extension Se downloaded fr /upceform006)	rvices Slip can	
or empty externa	or online transfer	Requesting			
of analog materi				DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE	
<ol> <li>Submit materials to be digitized for assessment</li> </ol>	<ul> <li>1.1 Receive inquiry and materials to be digitized</li> <li>1.2 Assess condition of materials</li> <li>1.3 Check schedule of personnel and availability of playback platform</li> <li>1.4 Inform client if materials are fit for digitization as well as availability</li> </ul>	None	3 Hours	Library Personnel UPCE Media Archivist UPCE Library Personnel UPCE	
2. Present valid ID and submit accomplish ed UPCE ACL Extension	of schedule 2.1 Receive request with complete attachments; 2.2 Calculate fees 2.3 Prepare and	None	15 Minutes	Library Personnel UPCE	



Conviero	procent			
Services Slip, empty external hard drive, and index of the analog materials to the UPCE Library personnel	present Statement of Account (SOA) including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of			
	payment			
<ul> <li>3. Pay correspondi ng fee</li> <li>3.1 If paying onsite*** - pay at the UP Diliman Cash Office</li> <li>3.2 If paying online - pay through prescribed online payment channels</li> </ul>	3. Process payment	Processin g fee - PHP 30.00 (for the first 1 minute or a fraction thereof; additional 30.00 for every succeedin g minute)	15 Minutes (paused- clock)	UP Diliman Cash Office
<ul> <li>4. Present</li> <li>proof of</li> <li>payment</li> <li>4.1 If</li> </ul>	4.1 Acknowledg e presentatio n of receipt	None	10 Days and 5 Minutes	Library Personnel UPCE
physically going to UPCE Library - Present	4.2 Provide copy of ACL Extension Services Slip to client			
OR to Library Staff	4.3 Digitize analog materials			<i>Media Archivist</i> UPCE
4.2 If online - Send	4.4 Inform Client that	95		Library Personnel



proof of payment with copy of SOA to the email addresses detailed in the SOA/paym ent instruction s	analog material and digitized tracks are ready for pick-up			UPCE
5. Present ACL Extension Services Slip upon pick-up of materials	5. Turn-over analog materials and digital storage device containing digitized tracks to Client	None	1 Minute	Library Personnel UPCE
6. Sign "Acknowled gement Receipt for Services Availed" form	6. File "Acknowled gement Receipt for Services Availed" form	None	1 Minute	Library Personnel UPCE
	TOTAL:	Processi ng fee - PHP 30.00 (for the first 1 minute or a fraction thereof; additiona I 30.00 for every succeedi ng minute)	10 Days, 3 Hours, and 37 Minutes	

<sup>\*</sup>Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes. \*\*External Hard Drives will be subject to scanning to ensure that the devices are free from viruses, malware, etc. For online transfer, clients must have enough space on their online storage and/or machine to download the digitized materials. \*\*\* Onsite payment option might be temporarily suspended due to cases of unforeseen



emergencies such as natural calamities or pandemics.

\*\*\*\*Digitized materials will be kept in UPCE online and/or digital storage for a maximum of 6 months only.

#### Type of Service: Internal

### 6. Digitization of analog non-commercial video recordings

Request for transfer of non-commercial video recordings in analog to digital format.\* This service is subject to availability of playback machine and personnel, as well as the physical condition of material/s. Please note that the UPCE can only accept a maximum of 2 digitization requests per month at 5 pieces of analog materials per request.

Office or Division:	UP Center for Ethnomusicology (UPCE)				
Classification:	Highly Technical				
Type of Transaction:	Government to G	overnment			
Who may avail:	UP Faculty and E	mployees			
	LIST OF EMENTS	w	HERE TO SEC	URE	
Valid UP ID (oriç	ginal)	UP Human Office	Resources Dev	velopment	
	Accomplished UPCE ACL Extension Services Slip (1 original)		UP Center for Ethnomusicology Library (UPCE ACL Extension Services Slip can also be downloaded from this link: https://bit.ly/upceform006)		
Material/s to be	digitized				
or empty externa	Online storage for online transfer or empty external hard drive** Index or Description/Identification		Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE	
1. Submit materials to be digitized for assessmen t	<ul> <li>1.1 Receive inquiry and materials to be digitized</li> <li>1.2 Assess condition of materials</li> </ul>	None	3 Hours	Library Personnel UPCE Media Archivist	



2 Propert	<ul> <li>1.3 Check schedule of personnel and availability of playback platform</li> <li>1.4 Inform client if materials are fit for digitization as well as availability of schedule</li> </ul>	Nana	15 Minutos	UPCE Library Personnel UPCE
2. Present valid ID and submit accomplish ed UPCE ACL Extension Services Slip, empty external hard drive, and index of the analog materials to the UPCE Library personnel	<ul> <li>2.1 Receive request with complete attachment s</li> <li>2.2 Calculate fees</li> <li>2.3 Prepare and present Statement of Account (SOA) including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment</li> </ul>	None	15 Minutes	Library Personnel UPCE
<ul> <li>3. Pay correspondi ng fees</li> <li>3.1 If paying onsite*** - pay at the UP Diliman Cash</li> </ul>	3. Processing payment	Processin g fee - PHP 100.00 (for the first 1 minute or a fraction thereof; additional	15 Minutes (paused- clock)	UP Diliman Cash Office



Office 3.2 If paying online - pay through prescribed online payment channels		100.00 for every succeedin g minute)		
<ul> <li>4. Present proof of payment</li> <li>4.1 If</li> <li>physically going to</li> <li>UPCE</li> <li>Library -</li> <li>Present</li> <li>OR to</li> <li>Library</li> <li>Staff</li> <li>4.2 If online -</li> <li>Send</li> <li>proof of</li> <li>payment</li> <li>with copy</li> <li>of SOA to</li> <li>the email</li> <li>addresses</li> <li>detailed in</li> <li>the</li> <li>SOA/pay</li> <li>ment</li> <li>instruction</li> <li>s</li> </ul>	<ul> <li>4.1 Acknowled ge presentatio n of receipt</li> <li>4.2 Provide copy of ACL Extension Services Slip to client</li> <li>4.3 Digitize analog materials</li> <li>4.4 Inform Client that analog material and digitized tracks are ready for pick-up</li> </ul>	None	10 Days and 5 Minutes	Library Personnel UPCE Media Archivist UPCE Library Personnel UPCE
5. Present ACL Extension Services Slip upon pick-up of materials	5. Turn-over analog materials and digital storage device containing digitized tracks to Client	None	1 Minute	Library Personnel UPCE



6.	Sign "Acknowled gement Receipt for Services Availed" form	6.	File "Acknowled gement Receipt for Services Availed" form	None	1 Minute	Library Personnel UPCE
			TOTAL:	Processi ng fee - PHP 100.00 (for the first 1 minute or a fraction thereof; additional 100.00 for every succeedi ng minute)	10 Days, 3 Hours, and 37 Minutes	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes. \*\*External Hard Drives will be subject to scanning to ensure that the devices are free from viruses, malware, etc. For online transfer, clients must have enough space on their online storage and/or machine to download the digitized materials

\*\*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

\*\*\*\*Digitized materials will be kept in UPCE online and/or digital storage for a maximum of 6 months only.

#### Type of Service: Internal

#### 7. Instruments and artefacts for extended use

Request for borrowing of instruments or artefacts for overnight or extended use outside the UP College of Music (within UP Diliman only)\*. This service is limited to a maximum duration of one (1) month per material, renewable every month. Materials available for borrowing are subject to their physical condition and availability. Maximum of 3 materials per active request.

Office or Division:	UP Center for Ethnomusicology (UPCE)
Classification:	Simple



Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKL REQUIRE		v	VHERE TO SEC	URE
Valid UP ID (origi	nal)	UP Human	Resources Deve	elopment Office
Valid UPCE Regi	stration		or Ethnomusico Service "UPCE	
Accomplished UF Borrower's Form		(UPCE Insti also be dow	or Ethnomusico rument Borrowe /nloaded at /upceform005)	
Request letter ad UPCE Director er Head of Unit (1 or	ndorsed by	Requesting	Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
<ol> <li>Present valid ID and submit requirement s to the UPCE Library Personnel in person or through email</li> </ol>	<ul> <li>1.1 Receive request with complete attachme nt and check client's UPCE Registrati on status</li> <li>1.2 Secure approval of UPCE Director</li> <li>1.3 Prepare and present Statemen t of Account (SOA) including payment instructio ns, directions to the UP Diliman</li> </ul>	None	1 Day and 5 Minutes	Library Personnel UPCE



	Cash Office, and guide to sending proof of payment			
<ul> <li>2. Pay correspondi ng fees</li> <li>2.1 If paying onsite** - pay at the UP Diliman Cash Office</li> <li>2.2 If paying online - pay through prescribed online payment channels</li> </ul>	2. Process payment	Rental Fee – 20% of the instrument 's current market cost (in PHP)	15 Minutes (paused- clock)	UP Diliman Cash Office
3. Present proof of payment 3.1 If	3.1 Acknowle dge presentati on of	None	5 Minutes	Library Personnel UPCE
physically going to UPCE Library - Present	receipt 3.2 Accomplis h a Condition Report Form		5 Minutes	
OR to Library Staff 3.2 If online - Send proof of payment with copy of SOA to the email addresses detailed in	3.3 Inform Client of pick-up schedule		5 Minutes	



4.	the SOA/paym ent instruction s Pick-up instrument with attached forms in person;	4. Assist client with handling of instrument /s	None	5 Minutes	Library Personnel UPCE
5.	Return materials upon end of use	whenever necessary 5.1 Receive materials; 5.2 Accompli sh condition report form	None	1 Minute 5 Minutes	Library Personnel UPCE
		TOTAL:	Rental Fee – 20% the instrume nt's current market cost (in PHP)	1 Day and 46 Minutes	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes. \*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.



Type of Service: Internal

# 8. Instruments and artefacts for use within the UP College of Music

Request for one-day borrowing and return of instruments and artefacts within the UP College of Music (subject to availability of instrument and artefact). Instrument/s and/or artefacts must be returned on the same day it was released to the client.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)				
Classificatio n:	Simple				
Type of Transaction:	Government to G	Government			
Who may avail:	UP Faculty and Employees				
	KLIST OF REMENTS	w	HERE TO SEC	URE	
Valid UP ID (or	riginal)	UP Human R	lesources Devel	opment Office	
	Accomplished UPCE Instrument Borrower's Form (1 original)		r Ethnomusicolo ument Borrowe pe downlo i <u>pceform005</u> )	er's Form can	
UPCE Director	Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE	
<ol> <li>Present valid ID and submit requirem ents to the UPCE Library Personne I in person or through email</li> </ol>	<ul> <li>1.1 Receive request with complete attachment s</li> <li>1.2 If for non- classroom - Secure approval of UPCE Director</li> <li>1.3 Prepare and present Statement of Account</li> </ul>	None	1 Day and 5 Minutes	Library Personnel UPCE	



	(SOA) including payment instructions , directions to the UP Diliman Cash Office, and guide to sending proof of payment			
<ul> <li>2. Pay correspo nding fees</li> <li>2.1 If paying onsite** <ul> <li>pay at the UP</li> <li>Diliman</li> <li>Cash</li> <li>Office</li> </ul> </li> <li>2.2 If paying online - pay through prescrib ed online</li> </ul>	2. Process payment	Rental Fee (for classroom use): FREE (for non- classroom use): 20% of the instrument's current market cost (in PHP)	15 Minutes (paused- clock)	UP Diliman Cash Office
<ul> <li>3. Present proof of payment</li> <li>3.1 If</li> <li>physical ly going to</li> <li>UPCE</li> <li>Library -</li> <li>Present</li> <li>OR to</li> <li>Library</li> <li>Staff</li> <li>3.2 If online</li> <li>- Send</li> <li>proof of</li> </ul>	<ul> <li>3.1 Acknowled ge presentatio n of receipt</li> <li>3.2 Accomplish a Condition Report Form</li> <li>3.3 Inform Client of pick-up schedule</li> </ul>	None	5 Minutes 5 Minutes 5 Minutes	Library Personnel UPCE



ons       4. Assist       None       5 Minutes       Library         4. Pick-up instrume       4. Assist client with handling of attached       None       5 Minutes       Library         forms in person;       s whenever necessary       None       1 Minute       UPCE         5. Return materials       5.1 Receive materials       None       1 Minute       Library         ypon end of use       5.2 Accomplish a condition report form       5 Minutes       Library         Rental Fee_       -       -       -         (for classroom use): FREE       1 Day and       1 Day and	payment t with copy of SOA to the email address es detailed in the SOA/pa yment instructi				
5. Return materials upon end of use       5.1 Receive materials       None       1 Minute       Library Personnel UPCE         of use       5.2 Accomplish a condition report form       5 Minutes       Personnel UPCE         Rental Fee       -       -       (for classroom use): FREE       1 Day and	ons 4. Pick-up instrume nt with attached forms in	4. Assist client with handling of instrument/ s whenever	None	5 Minutes	Personnel
Rental Fee_       -       (for       classroom       use):       FREE       1 Day and	5. Return materials upon end	5.1 Receive materials 5.2 Accomplish a condition	None		Personnel
<i>classroom</i> <i>use):</i> 20% of the instrument 's current		TOTAL:	(for classroom use): FREE (for non- classroom use): 20% of the instrument	1 Day and 46 Minutes	

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes. \*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.



Type of Service: Internal

# 9. Instruments for playing and/or demonstration inside the UPCE Library

Borrowing and use of instruments for use/demonstration inside the UPCE Library (subject to availability of instrument and artefact, as well as library space).\*

Office or Division:	UP Center for Ethnomusicology (UPCE)				
Classification:	Simple				
Type of Transaction:	Government to Government				
Who may avail:	UP Faculty and Employees				
	KLIST OF WHERE TO SECURE			ECURE	
Valid UP ID (orig	Valid UP ID (original)		UP Human Resources Development Office		
Accomplished UPCE Instrument Borrower's Form (1 original)		UP Center for Ethnomusicology Library (UPCE Instrument Borrower's Form can also be downloaded from this link: <u>https://bit.ly/upceform005</u> )			
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)		Requesting Party			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<ol> <li>Present valid ID and submit requireme nts to the UPCE Library Personnel in person or through email</li> </ol>	<ul> <li>1.1 Receive request with complete attachments</li> <li>1.2 Secure approval of UPCE Director</li> <li>1.3 Input schedule of use/class demo in UPCE calendar for information of all UPCE personnel</li> </ul>	None	1 Day	Library Personnel UPCE	



of use	report form			
upon end			5 Minutes	
Return materials	3.1 Receive materials	None	3 Minutes	Library Personnel UPCE
Arrive at least 15 minutes before scheduled use/class demonstra tion	2. Assist client with handling of instrument/s whenever necessary	None	5 Minutes	Library Personnel UPCE
	instrument/s and provide to client		o minutes	
	a Condition Report Form		5 Minutes	
	about the use/class demo for information of other clients 1.6 Accomplish		5 Minutes	
	of approved/de nied request and schedule 1.5 Post information			
	least 15 minutes before scheduled use/class demonstra tion Return materials upon end	Arrive at least 152.Assist client minutes before scheduledArrive at least 15 minutes2.Assist client with handling of instrument/s and provide to clientArrive at least 15 minutes2.Assist client with handling of instrument/s and provide to clientArrive at least 15 minutes3.1Receive materials upon end3.1Receive materials 3.2Accomplish Accomplish a Condition Report Form and provide to client	of approved/de nied request and scheduleof approved/de nied request and schedule1.5Post information about the use/class demo for information of other clientsinformation about the use/class demo for information of other clients1.6Accomplish a Condition Report Form 1.7Prepare instrument/s and provide to clientArrive at least 15 minutes2.Assist client with 	of approved/de nied request and scheduleof approved/de nied request and schedule1.5Post information about the use/class demo for information of other clients5 Minutes1.6Accomplish a Condition Report Form5 Minutes1.7Prepare instrument/s and provide to client5 MinutesArrive at least 15 minutes2.Assist client with handling of instrument/s and provide to clientNone5 MinutesArrive at least 15 minutes2.Assist client with handling of instrument/s whenever necessaryNone5 MinutesReturn materials upon end3.1 Receive materialsNone3 Minutes

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes.



### Type of Service: Internal

## 10. Instruments for room study

Borrowing and use of instruments for use inside the UPCE Library (no playing).\*

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and	Employe	es	
CHECKL REQUIRE			WHERE TO S	ECURE
Valid UP ID (orig	inal)	UP Hun	nan Resources De	evelopment Office
Accomplished U Borrower's Form		UP Center for Ethnomusicology Librar (UPCE Instrument Borrower's Form also be downloaded from this https://bit.ly/upceform005)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and submit accomplish ed UPCE Instrument Borrower's Form to the UPCE Library Personnel in person or through email	<ul> <li>1.1 Receive request with complete attachme nt</li> <li>1.2 Prepare instrumen t/s and provide to client</li> </ul>	None	1 Minute 5 Minutes/ instrument	Library Personnel UPCE
2. Pick-up instrument in person	2. Assist client with handling of instrumen t/s whenever necessar y	None	1 Minute	Library Personnel UPCE



3.	Return materials upon end of use	3.	Receive materials	None	1 Minute	Library Personnel UPCE
			TOTAL:	None	8 Minutes	

#### Type of Service: Internal

# 11. Library materials for room use or for presentation within the UP College of Music

Borrowing and use of library materials for use inside the UPCE Library or for onetime presentations within the UP College of Music only.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)					
Classification:	Simple					
Type of Transaction:	Government to Government					
Who may avail:	UP Faculty an	d Employ	rees			
CHECKL REQUIRE				ECURE		
Valid UP ID (orig	inal)	UP Hum	an Resources De	velopment Office		
	Accomplished UPCE Library Call Slip (1 original)		UP Center for Ethnomusicology Library			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present valid ID and submit accomplish ed UPCE Library Call Slip to the UPCE Library Personnel	<ul> <li>1.1 Receive request with complet e attachm ents</li> <li>1.2 Prepare material s and</li> </ul>	None	1 Minute 2 Minutes/title	<i>Library Personnel</i> UPCE		



	in person or through email		provide to client			
2.	Pick-up library material/s in person; sign book card	2.	Assist client with use of library material/ s wheneve r necessa ry	None	1 Minute	Library Personnel UPCE
3.	Return materials upon end of use	3.	Receive material s	None	1 Minute	Library Personnel UPCE
			TOTAL:	None	5 Minutes	

#### Type of Service: Internal

### 12. Library spaces and facilities for use beyond service hours

Request for use of library spaces and facilities beyond service hours (subject to availability of space, facilities, personnel, and UP College of Music building regulations).\*

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	UP Faculty and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Valid UP ID (original)		UP Human Resources Development Office	
Valid UPCE Regi	stration	UP Center for Ethnomusicology Library	



		(See UPCE S	ervice "UPCE R	egistration")		
the UPCE Direct	Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)		Requesting Party			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE		
1. Present valid ID and submit requireme nts to the UPCE Library Personnel in person or through email	<ul> <li>1.1 Receive request with complete attachme nt and check client's UPCE Registrati on status</li> <li>1.2 Secure approval of UPCE Director</li> <li>1.3 Inform client of approved/ denied request</li> <li>1.4 Prepare and present Statement of Account (SOA) including payment instruction s, directions to the UP Diliman Cash Office, and guide to sending proof of payment</li> </ul>	None	1 Day and 5 Minutes	Library Personnel UPCE		



2. Pay	2. Process	Rental fee -	15 Minutes	UP Diliman
correspon	payment	PHP	(paused-	Cash Office
ding fees		1,500.00/	<sup>``</sup> clock)	
2.1 If paying		hour		
onsite**				
- pay at				
the UP				
Diliman				
Cash				
Office				
2.2 If paying				
online -				
pay through				
prescrib				
ed				
online				
payment				
channels				
3. Present	3.1 Acknowled	None	1 Minute	Library
proof of	ge			Personnel UPCE
payment	presentatio n of receipt			OF OL
3.1 If	3.2 Inform			
physicall	Client of			
y going to UPCE	approved			
Library -	schedule			
Present				
OR to				
Library				
Staff				
3.2 If online				
- Send				
proof of				
payment with				
copy of				
SOA to				
the				
email				
address				
es				
detailed				
in the				
SOA/pay				
ment				



	TOTAL:	Rental fee - PHP 1,500.00/ho ur	1 Day and 22 Minutes	
instructio ns 4. Arrive at least 15 minutes before schedule	4. Assist client with handlin g of facilitie s	None	1 Minute	Library Personnel UPCE

\*Following health protocols and other directives of the national government and the university, this service might not be available in light of the pandemic or other unforeseen catastrophes. \*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

#### Type of Service: Internal

# 13. Online access to archival fieldnotes, photographs, audio, study music score, and vertical files

Request of Archive Users for online access/viewing standard viewing resolution digital copies of UPCE archival fieldnotes, photographs, audio, study music scores, and vertical files (maximum of 10 materials per research day).\*

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP Faculty and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Valid UP ID (original)		UP Human Resources Development Office	
Valid UPCE Regi	stration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")	



Accomplished UPCE Access Form (1 original)		UP Center for Ethnomusicology Library (UPCE Access Form can also be downloaded from this link <u>https://bit.ly/upceform003</u> )			
Request letter UPCE Director Head of Unit (1		Reques	ting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present valid ID and submit requirem ents to the UPCE Library Personne I in person or through email	<ul> <li>1.1 Receive request with complete attachment s and check client's UPCE Registration status</li> <li>1.2 Secure approval of UPCE Director</li> <li>1.3 Inform Client of approved/d enied request and schedule</li> <li>1.4 Retrieve and prepare requested materials</li> <li>1.5 Upload requested materials in UPCE's designated online viewing/ access platform**</li> <li>1.6 Inform Client when the material is available for access</li> </ul>	None	4 Days and 5 Minutes	Library Personnel UPCE	



online and provide lin to the material			
τοτα	L: None	4 Days and 5 minutes	

Processing of available materials will take a longer time than normally prescribed.

\*\* Materials uploaded in the UPCE's designated online viewing/access platform will only be available for access for 6 months.

#### Type of Service: Internal

## 14. Reference and bibliographic services

Request for reference and bibliographic services

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to G	overnme	ent	
Who may avail:	UP Faculty and E	mployee	es	
	LIST OF WHERE TO SECURE			
Personal appear correspondence	ance or Email	Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiry to the UPCE Library Personnel in person or through email	<ul> <li>1.1 Receive request</li> <li>1.2 Prepare references and bibliographi c sources</li> </ul>	None	5 Minutes 5 Minutes/title	<i>Library Personnel</i> UPCE



2.	Receive required information	<ol> <li>Assist client with use of library material/ s wheneve r necessar y</li> </ol>	None	5 Minutes	Library Personnel UPCE
		TOTAL:	None	15 Minutes	

#### Type of Service: Internal

# **15.** Reproduction of selected pages from unpublished score for publication

Request for digital reproduction of selected pages of unpublished score from Archive holdings for publication. (Maximum of 5 pages or 10% of the score, whichever is lower)\*

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Complex		
Type of Transaction:	Government to G	overnment	
Who may avail:	UP Faculty and E	mployees	
	CHECKLIST OF REQUIREMENTS WHERE TO SECURE		
Valid UP ID (ori	ginal)	UP Human Resources Development Office	
Valid UPCE Registration		UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")	
Accomplished UPCE Reproduction Form (1 original) Accomplished Letter-Agreement for Terms of Use with UPCE (2 original)		UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link <u>https://bit.ly/upceform004</u> )	
Request letter a	addressed to the	Requesting Party	



	PCE Director of ead of Unit (1	•			
Si	Signed approval of copyright owners (1 original)		Copyright owner of the material (Sample template: <u>https://bit.ly/upce-</u> <u>sample-letter-copyright</u> )		
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present valid ID and submit requiremen ts (form, request letter, and signed approval of copyright owners) to the UPCE Library Personnel in person or through email	<ul> <li>1.1 Receive request with complete attachments and check client's UPCE Registration status</li> <li>1.2 Secure approval of UPCE Director</li> <li>1.3 Inform client of approved/de nied request and schedule</li> <li>1.4 Device Letter- Agreement for Terms of Use and send to client</li> </ul>	None	2 Days and 5 Minutes	Library Personnel UPCE
2.	Sign Letter- Agreement for Terms of Use	<ul> <li>2.1 Receive signed Letter- Agreement for Terms of Use</li> <li>2.2 Prepare requested score pages and upload requested materials in UPCE's</li> </ul>	None	3 Days and 5 Minutes	Library Personnel UPCE Archive Personnel UPCE



designated online file transfer			Library Personnel UPCE
platform**			
2.3 Inform Client			
when the			
material is available for			
access			
online and			
provide link			
of the material			
TOTAL:	None	5 Days and 10 Minutes	

Processing of available materials will take a longer time than normally prescribed.

\*\* Materials uploaded in the UPCE's designated online file transfer platform will only be available for access for 6 months

#### Type of Service: Internal

# 16. Reproduction and use of unpublished score for performance

Request for reproduction and use of unpublished full score and corresponding part scores (whenever part scores are necessary and available) from Archive holdings for performance.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classificatio n:	Complex			
Type of Transaction:	Government to G	Government to Government		
Who may avail:	UP Faculty and Employees			
	KLIST OF REMENTS	WHERE TO SECURE		
Valid UP ID (or	riginal)	UP Human Resources Development Office		
Valid UPCE Registration		UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")		
Accomplished Reproduction F	UPCE <sup>-</sup> orm (1 original)	UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be		



Agreement for with UPCE (2 Request letter	accomplished Letter- agreement for Terms of Use with UPCE (2 original) acquest letter addressed to the IPCE Director endorsed by		downloaded from this link https://bit.ly/upceform004) Requesting Party		
Head of Unit (	1 original)	Copyright ow	ner of the mater		
Signed approvolution owners (1 orig	/al of copyright inal)	(Sample tem sample-letter	plate: <u>https://bit.</u> -copyright)	l <u>y/upce-</u>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE	
1. Present valid ID and required forms, request letters, and signed approval of copyright owners to the UPCE Library Personn el in person or through email	<ul> <li>1.1 Receive request with complete attachment s and check client's UPCE Registratio n status</li> <li>1.2 Secure approval of UPCE Directo</li> <li>1.3 Inform client of approved/d enied request and schedule</li> <li>1.4 Device Letter- Agreement for Terms of Use and send to client</li> </ul>	None	2 Days and 5 Minutes	Library Personnel UPCE	
2. Sign Letter- Agreeme nt for Terms of Use	2.1 Receive signed Letter- Agreement for Terms of Use 2.2 Prepare	None	5 Minutes	Library Personnel UPCE	



3. Pay correspo nding fees 2.1 If paying onsite** - pay at the UP Diliman Cash Office 2.2 If paying online - pay through prescrib ed online paymen	and present Statement of Account (SOA) including payment instruction, directions to the UP Diliman Cash Office, and guide to sending proof of payment 3. Process payment	Performanc e fee - USD 1,000.00; or its equivalent in peso; exclusive of printing, shipping, and handling	15 Minutes (paused- clock)	UP Diliman Cash Office
t channel s 4. Present proof of	4.1 Acknowled ge	None	3 Days	Library Personnel UPCE
payment 4.1 If physical ly going	presentatio n of receipt; 4.2 Prepare scores			Archive



to UPCE Library - Present OR to Library Staff 4.2 If online - Send proof of paymen t with copy of SOA to the email address es detailed in the SOA/pa yment instructi ons	<ul> <li>4.3 If clients requested for digital copy - Upload requested materials in UPCE's designated online file transfer platform***</li> <li>4.4 Inform Client that requested material is ready</li> <li>4.5 If clients requested for digital copy - Provide link to the materials for digital</li> </ul>			Personnel UPCE Library Personnel UPCE
5. If requestin g for printed copy of score*** – Go to UPCE Library to pick-up score	for digital reproductio n) 5. If clients requested for printed copy - Provide score to the client and redirect to the printing/cop ying services (non-UPCE entity)	None	5 Minutes	<i>Library Personnel</i> UPCE
6. If requestin g for printed copy of score*** – Return score	6. If clients requested for printed copy - Receive score	None	1 Minute	Library Personnel UPCE



upon end of use				
	TOTAL:	Performan ce fee - USD 1,000.00; or its equivalent in peso; exclusive of printing, shipping, and handling	5 Days and 31 Minutes	

Processing of available materials will take a longer time than normally prescribed.

\*\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

\*\*\*Printed copy option might not be available, depending on the current pandemic and other emergency guidelines set by the national government and the university

\*\*\*\* Materials uploaded in the UPCE's designated online transfer platform will only be available for access for 6 months.

### Type of Service: Internal

### 17. Reproduction and use of unpublished score for study

Request for reproduction (in standard resolution) and use of unpublished score from Archive holdings for study. This service is subject to the terms outlined in Sec. 185 of Republic Act No. 8293.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP Faculty and Employees		
	KLIST OF REMENTS	WHERE TO SECURE	
Valid UP ID (orig	ginal)	UP Human Resources Development Office	
Valid UPCE Registration		UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")	



Re Acc for orio	Accomplished UPCE Reproduction Form (1 original) Accomplished Letter-Agreement for Terms of Use with UPCE (2 original) Request letter addressed to the UPCE Director endorsed by Head		UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link <u>https://bit.ly/upceform004</u> ) Requesting Party		
	Unit (1 origina		FEES		
	CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present valid ID and submit required forms and request letters to the UPCE Library Personnel in person or through email	<ul> <li>1.1 Receive request with complete attachments and check client's UPCE Registration status;</li> <li>1.2 Secure approval of UPCE Director</li> <li>1.3 Inform client of approved/de nied request and schedule</li> <li>1.4 Device Letter- Agreement for Terms of Use and send to client</li> </ul>	None	2 Days and 5 Minutes	Library Personnel UPCE
2.	Sign Letter- Agreement for Terms of Use	2.1 Receive signed Letter- Agreement for Terms of Use	None	3 Days and 5 minutes	Library Personnel UPCE
		<ul><li>2.2 Prepare scores</li><li>2.3 If clients requested for digital</li></ul>	124		Archive Personnel UPCE



3. If	copy - upload requested materials in UPCE's designated online file transfer platform*** 2.4 Inform Client that requested material is ready 2.5 If clients requested for digital copy - Provide link to the material for digital reproduction ) 3. If clients	None	5 Minutes	Library Personnel UPCE Library
requesting for printed copy of score** – Go to UPCE Library to pick-up score	requested for printed copy - Provide score to the client and redirect to the printing/copy ing services (non-UPCE entity)	None		Personnel UPCE
4. If requesting for printed copy of score** – Return score upon end of use	4. If clients requested for printed copy - Receive score	None	1 Minute	Library Personnel UPCE
	TOTAL:	None	5 Days and 16 Minutes	

\*Some materials might not be available nor easily accessible due to the pandemic. Processing of available materials will take a longer time than normally prescribed.



\*\*Printed copy option might not be available, depending on the current pandemic and other emergency guidelines set by the national government and the university \*\*\* Materials uploaded in the UPCE's designated online file transfer platform will only be available for access for 6 months.

#### Type of Service: Internal

# 18. Reproduction of unpublished field and non-field audio recordings

Request for acquiring reproduction of unpublished field audio recordings and non-field audio recordings (recordings of concerts and performances of composed music, etc.) from the UP Center for Ethnomusicology archives (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293) (maximum of 10 tracks per research day at 60 seconds or a fraction thereof per track).\*

Office or Division:	UP Center for	UP Center for Ethnomusicology (UPCE)				
Classification:	Complex					
Type of Transaction:	Government t	to Government				
Who may avail:	UP Faculty ar	nd Employees				
CHECKL REQUIRE		v	VHERE TO SECU	RE		
Valid UP ID (ori	ginal)	UP Human R	esources Develop	oment Office		
Valid UPCE Re	gistration	UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")				
Accomplished L Reproduction F original)		UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be				
Accomplished L Agreement for with UPCE (2 o	Ferms of Use	downloaded <u>https://bit.ly/u</u>	from pceform004)	this link		
Request letter a the UPCE Direct	Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)		Requesting Party			
Signed approva owners (1 origir		Copyright owner of the material (Sample template: <u>https://bit.ly/upce-sam</u> <u>letter-copyright</u> )		(Sample template: https://bit.ly/upce-sam		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE		



1. Pr	esent	1.1 Receive	None	2 Days and 5	Library
va	lid ID	request		Minutes	Personnel
an	d	with			UPCE
su	bmit	complete			
ree	quired	attachme			
for	rms,	nts and			
ree	quest	check			
let	ter,	client's			
an	d	UPCE			
sig	gned	Registrati			
-	proval	on status			
of		1.2 Secure			
	pyright	approval			
	vner	of UPCE			
	the	Director			
	PCE	1.3 Inform			
	orary	Client of			
	ersonn	approved/ denied			
el					
or	erson	request and			
	rough	schedule			
	nail	1.4 Prepare			
	ian	and			
		present			
		Statement			
		of			
		Account			
		(SOA)			
		including			
		payment			
		instruction			
		S,			
		directions			
		to the UP			
		Diliman			
		Cash			
		Office,			
		and guide			
		to sending			
		proof of			
		payment			
		1.5 Device			
		Letter-			
		Agreemen t for			
		Terms of			
		Use and			
		send to			
		client			
L			107		



2. Sign Letter- Agreeme nt for Terms of Use	3. Receive and file Letter- Agreemen t for Terms of	None	1 Minute	Library Personnel UPCE
and return to UPCE Library personne I	Use			
<ul> <li>3. Pay correspo nding fees</li> <li>3.1 If paying onsite** <ul> <li>pay at</li> <li>the UP</li> <li>Diliman</li> <li>Cash</li> <li>Office</li> </ul> </li> <li>3.2 If paying online - <ul> <li>pay</li> <li>through</li> <li>prescrib</li> <li>ed</li> <li>online</li> <li>paymen</li> <li>t</li> <li>channel</li> <li>s</li> </ul></li></ul>	3. Process payment	Reproducti on Fee – (fair use): PHP 50.00 (for every 60 seconds or a fraction thereof) (beyond fair use): PHP 150.00 (for every 60 seconds or a fraction thereof)	15 Minutes (paused-clock)	UP Diliman Cash Office
<ul> <li>4. Present proof of payment</li> <li>4.1 If physical ly going</li> </ul>	<ul> <li>4.1 Acknowle dge presentati on of receipt</li> <li>4.2 Retrieve requested</li> </ul>	None	3 Days and 20 Minutes	Library Personnel UPCE Archive Personnel
to UPCE	materials			UPCE



Library - Present OR to Library Staff 4.2 If online - Send proof of paymen t with copy of SOA to the email address es detailed in the SOA/pa yment instructi ons	and upload requested materials in UPCE's designate d online file transfer platform** * 4.3 Inform Client when the material is available for access online and provide link to the material			Library Personnel UPCE
	TOTAL:	Reproducti on Fee – (fair use): PHP 50.00 (for every 60 seconds or a fraction thereof) (beyond fair use): PHP 150.00 (for every 60 seconds or a fraction thereof)	5 Days and 41 Minutes	

Processing of available materials will take a longer time than normally prescribed.

\*\* Onsite payment option might be temporarily suspended due to cases of unforeseen

emergencies such as natural calamities or pandemics. \*\*\* Materials uploaded in the UPCE's designated online file transfer platform will only be available for access for 6 months.



Type of Service: Internal

## **19. UPCE Registration**

Registration for entry and access to the UPCE library, archives, and instrumentarium (valid for one calendar year upon completion of registration)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
		N	HERE TO SEC	URE
Valid UP ID (orig	inal)	UP Human R	esources Develo	pment Office
Accomplished UI Registration form by the client's De Unit, or Librarian	endorsed an, Head of			
Archive Users				
Valid UP ID (orig	inal)	UP Human Resources Development Office		•
Accomplished UI Registration form by the client's De Unit, or Librarian	endorsed an, Head of	(UPCE Registration Form can also b		can also be
Attached descrip proposed work/s original)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
<ol> <li>Present valid ID and submit requiremen ts to the UPCE Library Personnel in person or through email</li> </ol>	1.1 Receiv e accom plished UPCE Registr ation form with comple te attach	None	5 Minutes	Library Personnel UPCE



I				
	ments 1.2 Prepare and present Statem ent of Accoun t (SOA) includin g payme nt instructi ons, directio ns to the UP Diliman Cash Office, and guide to sendin g proof of payme nt			
<ul> <li>2. Pay correspond ing fees</li> <li>2.1 If paying onsite* - pay at the UP Diliman Cash Office</li> <li>2.2 If paying online - pay through prescribed online payment channels</li> </ul>	2. Proces s payme nt	Registration fee - PHP 50.00	15 Minutes (paused- clock)	UP Diliman Cash Office
3. Present proof of	3. Input Registr	None	5 Minutes	Library Personnel



payment	ation of			UPCE
3.1 lf	client in			
physically	the databa			
going to	se			
UPCE	30			
Library -				
Present				
OR to				
Library				
Staff				
3.2 If online -				
Send				
proof of				
payment				
with copy				
of SOA to				
the email				
addresses				
detailed in				
the				
SOA/pay				
ment				
instruction				
S				
	TOTAL	Registratio	25 Minutes	
	TOTAL:	n fee - PHP 50.00	25 Minutes	

\* Onsite payment option might be temporarily suspended due to cases of unforeseen emergencies such as natural calamities or pandemics.

#### Type of Service: Internal

### 20. UPCE Tour

Request for and participation in guided UPCE library, instrumentarium, and/or archive tour.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)
Classification :	Simple
Type of Transaction:	Government to Government



Who may avail:	UP Faculty and En	nployees	3		
	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (Val head if group to	lid ID of group ur) (original)	UP Human Resources Development Office			
Valid UPCE Reg (Registration of group tour)		UP Ce	nter for Ethnomu	sicology Library	
	ddressed to the endorsed by their of Unit (1 original)	(Samp	sting Party le template: <u>ł</u> e <mark>-letter-tour</mark> )	https://bit.ly/upce-	
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	
1. Present valid ID and submit requireme nts to the UPCE Library Personnel in person or through email	<ul> <li>1.1 Receive request with complete attachments and check client's UPCE Registration status</li> <li>1.2 Check availability of venue and staff in the UPCE Calendar</li> <li>1.3 Secure approval of UPCE Director</li> <li>1.4 Schedule venue and tour in UPCE calendar for the information of all UPCE</li> <li>1.5 Inform client of approved/de nied request and schedule</li> </ul>	None	2 Days and 5 Minutes	Library Personnel UPCE	



2. Arrive at least 15 minutes before schedule	2. Arrange participants into smaller groups (for large numbe of participants) and perform tour		15 Minutes (per group)	Library Personnel UPCE
	ΤΟΤΑΙ	.: None	2 Days and 20 Minutes	

Type of Service: Internal

# 21. Use of Digital Access Station to browse TUKLAS and UPCE Collections Portal

Request to use the UPCE Digital Access Station to browse TUKLAS, UPCE Collections Portal inside the UPCE Library.\*

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLI REQUIRE				
Valid UP ID (orig	inal)	UP Hum	an Resources De	velopment Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBL		
1. Present valid ID and request for equipment for	<ul> <li>1.1 Receive request</li> <li>1.2 Prepare UPCE compute r for</li> </ul>	None	15 Minutes	Library Personnel UPCE



accessing TUKLAS and UPCE Collections Portal at the UPCE Library personnel (for use only inside the UPCE during service hours)	client use; assist client whenev er necessa ry			
	TOTAL:	None	15 Minutes	



## VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS				
How to send feedback	Answer the client feedback form and drop it at			
	the designated drop box in every unit/office.			
How feedback is processed	Every Friday, the Unit Anti Red Tape Focal Person of each unit/office opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to Head of Units/Colleges and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen copy furnished the UP Diliman CART. For inquiries and follow-up, clients may contact			
	the following telephone number: 8-981-8500 2570 (UPD CART VoIP) or 2626 (UPCE VoIP)			
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in every unit/office. Complaints can also be field via telephone. Make sure to provide the following information - Name of person being complained - Incident - Evidence			
	For inquiries and follow-up, clients may contact the following telephone number: 8-981-8500 2570 (UPD CART VoIP) or 2626 (UPCE VoIP)			
How complaints are processed	The Unit Anti Red Tape Focal Person opens the drop box on a daily basis and evaluates each complaint. Upon evaluation, the UARTFP shall start the investigation and forward the complaint to the relevant office for their explanation. The UARTFP will create report after the investigation and shall submit it to the Office of the Chancellor through the UP Diliman ARTC. The UARTFP will give feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number": 8-981-8500 2570 (UPD CART VoIP) or 2626 (UPCE VoIP)			
Contact Information of UP Diliman Committee on Anti Red Tape (UPD-CART)	UP Diliman Committee on Anti Red Tape (UPD- CART) Email address: updartc@up.edu.ph Telephone Number: 8-981-8500 2570 (UPD CART VoIP)			



University of the Philippines Diliman

## **CLIENT FEEDBACK FORM**

Unit: \_\_\_\_\_\_ Service Requested: \_\_\_\_\_\_

Instruction: Please encircle the number that corresponds to you rating.

Α.	How would you rate our service/s in term of quality?					
	1. Poor	2. Fair	3. Good	4. Very Good	5. Excellent	
В.	How would you rate our service/s in terms of timeliness?					
	1. Poor	2. Fair	3. Good	4. Very Good	5. Excellent	
C.	Overall, how would you rate your experience with our service/s?					
	1. Poor	2. Fair	3. Good	4. Very Good	5. Excellent	
Any suggestion/s on how we can improve our service delivery?						



University of the Philippines Diliman

## **CLIENT COMPLAINT FORM**

Unit: Servico	e Requested:
Α.	Name of Person being complaint:
В.	Incident:
C.	Evidence

#### **Contact Information of Complainant**

In order for us to give feedback on the action taken relative to your complaint, kindly provide us the following information:

- A. Name of Complainant: \_\_\_\_\_
- B. Telephone Number:
- C. Email Address:



### VII. List of Offices

Office of the Vice	Lower Ground Floor,	(632) 8927-2568
Chancellor for Research	PHIVOLCS Building, C.P.	(632) 8981-8500 local
and Development	Garcia Ave, Diliman,	4046
	Lungsod Quezon,	(632) 89272567
	Kalakhang Maynila	ovcrd@up.edu.ph
Center for	2nd floor, Jose Maceda	(632) 8926 0028
Ethnomusicology	Hall Ylanan St., cor.	upethno.upd@up.edu.ph
	Magsaysay Ave.,	
	University of the	
	Philippines Diliman 1101	
	Quezon City	