



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 1039th 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 1056th 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 1110th 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 1336th 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 |
| 12. Library spaces and facilities for use beyond service hours |
| 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 |
| 17. Reproduction and use of unpublished score for study 64 |
| 18. Reproduction of unpublished field and non-field audio recordings |
| 19. UPCE Registration 73 |
| 20. UPCE Tour |
| 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 |
| 12. Library spaces and facilities for use beyond service hours |
| 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 |
| 18. Reproduction of unpublished field and non-field audio recordings 126 |
| 19. UPCE Registration |
| 20. UPCE Tour |
| 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: | UP students and UP alumni Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | | | |
| | | 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 | 1.1 Receive request with complete attachmen t and check client's UPCE Registratio n status 1.2 Schedule use of access station Inform client of schedule 1.3 Prepare UPCE Access Station 1.4 Retrieve and prepare requested digital files and transfer to UPCE Access Station | 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: | UP students and UP alumni Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, and, Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and 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 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>) |
| Foreign 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 |
| 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 | 1.1 Receive request with complete attachment and check client's UPCE Registration status 1.2 Secure approval of UPCE Director 1.3 Inform Client of approved/deni ed request and schedule; 1.4 Device Letter- Agreement for Terms of Use and send to client | 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 | 2.1 Receive and file Letter- Agreement for Terms of Use 2.2 Retrieve requested materials and upload requested materials in UPCE's designated online file | 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 | ^o 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 | 1.1 Receive materials to be digitized 1.2 Assess condition of materials 1.3 Check schedule of personnel and availability of playback platform 1.4 Inform client | 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 | 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 |
| 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 | | | | |
| addresse | | | | |
| S | | | | |
| detailed | | | | |
| in the | | | | |
| SOA/pay | | | | |
| ment | | | | |
| instructio | | | | |
| ns | | | | |
| | | 1 | ļ | |



| 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.

^{**}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

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: | UP students and UP alumni; Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | | |
| 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 |
| Submit materials to be digitized for assessment | 1.1 Receive materials to be digitized 1.2 Assess condition of materials 1.3 Check schedule of personnel and availability of playback platform 1.4 Inform client if materials are fit for digitization as well as | 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 |
| 3. Pay corresponding fee 3.1 If payin onsite* pay a the UP Diliman Cash Office 3.2 If payin online pay through prescri ed online payme channe | 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 | 4.1 Acknowledge presentation of receipt 4.2 Provide copy of ACL Extension Services Slip to client 4.3 Digitize analog materials 4.4 Inform Client that analog material and digitized tracks are ready for pick-up | 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: | UP students and UP alumni; Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | | |
| | LIST OF EMENTS | 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 | | | |
| - | 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 | 1.1 Receive materials to be digitized 1.2 Assess condition of materials 1.3 Check schedule of personnel and availability of playback platform 1.4 Inform client if materials | 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) |
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| Foreign: |
| PHP |
| 150.00 |
| (for the |
| first 1 |
| minute or |
| a fraction |
| thereof; |
| additional |
| 150.00 for |
| every |
| succeedi |
| ng |
| minute) |
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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. **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 | 1.1 Receive materials to be digitized 1.2 Assess condition of materials 1.3 Check schedule of personnel and availability of playback platform 1.4 Inform client if materials are fit for digitization as well as availability of schedule | 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 | | | |
|---|--|---|----------------------------------|---------------------------|
| 3. Pay correspond ing fees 3.1 If paying onsite*** - pay at the UP Diliman Cash Office 3.2 If paying online - pay through prescribe d online payment channels | 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) | | |
|---|--|--|--------------------------|--|
| 4. Present proof of payment 4.1 If physically going to UPCE Library - Present OR to Library Staff 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 | 4.1 Acknowledge presentation of receipt 4.2 Provide copy of ACL Extension Services Slip to client 4.3 Digitize analog materials 4.4 Inform Client that analog material and digitized tracks are ready for pick-up | 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 | |
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| 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 |
| Present valid ID and submit requirements to the UPCE Library Personnel in person or through email | 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 |
| 3. Present proof of payment 3.1 If physically going to UPCE Library - Present OR to Library Staff | 3.1 Acknowledg e presentation of receipt 3.2 Accomplish a Condition | 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 | 5.1 Receive materials 5.2 Accomplish a condition report form per material | 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: | UP students and UP alumni Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | |
| | LIST OF REMENTS | WHERE TO SECURE | |
| UP Clients | | | |
| Valid UP ID (stu Alumni ID (alun | , . | 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) P | https://bit.ly/upceform005) Requesting Party | |
| Request letter a UPCE Director Head of Unit (1 Filipino Non-U Valid governme | addressed to the endorsed by original) P 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 Filipino Non-U Valid governme or company ID | addressed to the endorsed by original) P 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 ⁻ 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 | |
| Present valid ID and submit requireme nts to the UPCE Library Personnel in person or through email | 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 | | | |
|--|--|---|----------------------------------|---------------------------|
| 2. Pay correspon ding fees 2.1 If paying onsite** pay at the UP Diliman Cash Office 2.2 If paying online - pay through prescrib ed online payment channels | 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) | | |
|---|--|------------------|-----------------------------------|------------------------------|
| 3. Present proof of payment 3.1 If physicall y going to UPCE Library - 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 | 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 | Assist client with handling of instrument/ s whenever necessary | None | 1 Minute | Library Personnel UPCE |
|--|---|---|-------------------------|------------------------------|
| 5. Return materials upon end of use | 5.1 Receive materials and 5.2 Accomplis h a Condition Report Form per material | 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: | UP students and UP alumni Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | |
| | 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 [,] 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: | UP students and UP alumni Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | |
| 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 | |
| Present valid ID and submit requirement s to the UPCE Library Personnel in person or through email | 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 | |
|--------|------|-----------|--|
|--------|------|-----------|--|

*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: | UP students and UP alumni Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | |
| 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 |
| Present valid ID and submit requirement s to the UPCE Library Personnel in person or through email | 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 |
| Pick-up library material/s in person; sign book card Return | 2. Assist client with handling of library material/ s wheneve r necessar y 3. Receive | 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: | UP students and UP alumni Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | |
| | | 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 |
| Present valid ID and submit requireme nts to the UPCE Library Personnel in person or through email | 1.1 Receive request with complete attachment and check client's UPCE Registratio n status 1.2 Secure approval of UPCE Director 1.3 Inform client of approved/d enied request 1.4 Prepare and present Statement of Account (SOA) including payment instructions , directions to the UP Diliman | None | 1 Day and 5 Minutes | Library Personnel UPCE |



| | Cash Office, and guide to sending proof of payment | | | |
|--|---|--|----------------------------------|------------------------------|
| 2. Pay correspon ding fee 2.1 If paying onsite** pay at the UP Diliman Cash Office 2.2 If paying online pay through prescrib ed online paymen t channel s | 2. Process Payment | Rental fee - PHP 1,500.00/ hour | 15 Minutes (paused- clock) | UP Diliman Cash Office |
| 3. Present proof of payment 3.1 If physical ly going to UPCE Library - Present OR to Library Staff 3.2 If online - Send proof of paymen t with copy of | 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: | UP students and UP alumni Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural |



| 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 |
| Foreign 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 | 1.1 Receive request with complete attachments and check Client's UPCE Registration status 1.2 Secure approval of UPCE Director; 1.3 Inform Client of approved/de nied request and schedule; 1.4 Retrieve and prepare requested materials 1.5 Upload requested materials in UPCE's designated online viewing/ access platform** 1.6 Inform Client when the material is available for access online and provide link to the online | 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: | UP students and UP alumni Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | | |
| 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: | UP students and UP alumni; Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | |
| 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 |
| 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 | 1.1 Receive request with complete attachments and check client's UPCE Registration status; 1.2 Secure approval of UPCE Director; 1.3 Inform client of approved/de nied request and schedule; 1.4 Device Letter- Agreement for Terms of Use and send to client; | 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: | UP students and UP alumni; Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | |
| | 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 |
| 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 | 1.1 Receive request with complete attachment s and check client's UPCE Registration status; 1.2 Secure approval of UPCE Director; 1.3 Inform client of approved/d enied request and schedule; 1.4 Device Letter- Agreement for Terms of Use and send to | 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 |
| 3. Pay correspo nding fees 3.1 If paying onsite** pay at the UP Diliman Cash Office 3.2 If paying online - pay through prescrib ed online paymen t | 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 | 4.1 Acknowled ge presentatio n of receipt; 4.2 Prepare scores 4.3 If clients requested for digital copy - Upload requested materials in | 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: | UP students and UP alumni; Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | | |
| | 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 | | |
| Present valid ID and submit required forms and request letter to the UPCE Library Personnel in person or through email | 1.1 Receive request with complete attachments and check client's UPCE Registration status 1.2 Secure approval of UPCE Director 1.3 Inform client of approved/de nied request and schedule 1.4 Device Letter- Agreement for Terms of Use and send to client | 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: | UP students and UP alumni; Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultura workers, and artists; and, Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and 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 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> | | | |
|---|--|---|--|
| Reproduction Form (1 original)Of Ceffer for Cultorinterior (2) (LDrary (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)Requesting PartySigned approval of copyright owners (1 original)Copyright owner of the material (Sample template: https://bit.ly/upce-sample- letter-copyright)Filipino Non-UPCopyright owner of the material (Sample template: https://bit.ly/upce-sample- letter-copyright)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 AffiliationValid 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)Requesting PartyRequest letter addressed to the UPCE Director endorsed by Head of Unit (1 original)Requesting PartySigned approval of copyrightCopyright owner of the material (Sample template: https://bit.ly/upce-sample- icample- icample- icample-Signed approval of copyrightCopyright owner of the material (Sample template: https://bit.ly/upce-sample- icample- | Valid UPCE Registration | UP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration") | |
| the UPCE Director endorsed by Head of Unit (1 original)Requesting PartySigned approval of copyright owners (1 original)Copyright owner of the material (Sample template: https://bit.ly/upce-sample-letter-copyright Filipino Non-UPBIR, Post Office, DFA, PSA, SSS, GSIS, | Reproduction Form (1 original) Accomplished Letter- Agreement for Terms of Use | (UPCE Reproduction Form can also be downloaded from this link | |
| Signed approval of copyright owners (1 original)(Sample template: https://bit.ly/upce-sample- letter-copyright)Filipino Non-UPValid 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 AffiliationValid UPCE RegistrationUP Center for Ethnomusicology Library (See UPCE Service "UPCE Registration")Accomplished UPCE Reproduction Form (1 original)UP Center for Ethnomusicology Library | the UPCE Director endorsed | | |
| 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 AffiliationValid 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)Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)Requesting PartySigned approval of copyrightCopyright owner of the material (Sample template: https://bit.ly/upce-sample- | | (Sample template: <u>https://bit.ly/upce-sample-</u> | |
| 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 AffiliationValid 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)Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)Requesting PartySigned approval of copyrightCopyright owner of the material (Sample template: https://bit.ly/upce-sample- | Filipino Non-UP | | |
| Valid UPCE Registration(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)Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)Requesting PartySigned approval of copyrightCopyright owner of the material (Sample template: https://bit.ly/upce-sample- | ID, or company ID with client's photo and signature (1 | Pag-IBIG, PRC, LTO, School of Affiliation, | |
| Reproduction Form (1 original)OF Center for Ethnomusicology ElbraryAccomplished Letter- Agreement for Terms of Use with UPCE (2 original)(UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004)Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original)Requesting PartySigned approval of copyrightCopyright owner of the material (Sample template: https://bit.ly/upce-sample- | | | |
| the UPCE Director endorsed by Head of Unit (1 original)Requesting PartySigned approval of copyrightCopyright owner of the material (Sample template: https://bit.ly/upce-sample- | Reproduction Form (1 original) Accomplished Letter- Agreement for Terms of Use | UPCE Reproduction Form can also be downloaded from this link | |
| 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 |
| 3. Pay correspo nding fees 3.1 If paying onsite** - pay at the UP Diliman Cash Office 3.2 If paying online - pay through prescrib ed online paymen t channel s | 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 | |



| | · · · · · · · · · · · · · · · · · · · |
|--|---------------------------------------|
| 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 | |
| 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: | Government to Business UP students and UP alumni Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | | |
| 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 |
|--|---|--|------------|------------------------------|
| 3. Present proof of payment 3.1 If physicall y going to UPCE Library - Present OR to Library Staff 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 | 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: | Philpino hon-or students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | | |
| 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 |
| Present valid ID and submit requirement s to the UPCE Library Personnel in person or | 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: | UP students and UP Alumni; Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists | | | | | |
| 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 | .1. Receive request with complete attachme nt and check client's UPCE Registrati on status .2 Schedule use of access station Inform client of schedule .3 Prepare | 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 | 1.1. Receive request with complete attachment and check client's UPCE Registration status 1.2. Secure approval of UPCE Director 1.3. Inform Client of approved/de nied request and schedule; 1.4. Device Letter- Agreement for Terms of Use and send to client | 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 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 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 | | |
| Submit materials to be digitized for assessment | 1.1 Receive inquiry and materials to be digitized 1.2 Assess condition of materials 1.3 Check schedule of personnel and availability of playback platform 1.4 Inform client if materials | None | 3 Hours | Library Personnel UPCE Media Archivist UPCE Library Personnel | | |
| | are fit for | 87 | | UPCE | | |



| | | | | _ |
|---|--|--|----------------------------------|------------------------------|
| | 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 |
| 3. Pay correspondi ng fees 3.1 If paying onsite*** - pay at the UP Diliman Cash Office 3.2 If paying online - pay through prescribed online payment channels | 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 | |
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| 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 | |
| physicallycopy of ACLUPCEACLLibrary -ExtensionPresentServicesOR to4.3 DigitizeLibraryanalogStaffmaterials4.2 If online -4.4 InformSend proofClient thatofanalogpaymentmaterialwith copyandof SOA todigitizedthe emailtracks areaddressespick-updetailed inpick-upentI | |
| Jump toACLLibrary -ExtensionPresentServicesOR to4.3 DigitizeLibraryanalogStaffmaterials4.2 If online -4.4 InformSend proofClient thatofanalogpaymentmaterialwith copyandof SOA todigitizedthe emailtracks areaddressesready forpick-uppick-up | |
| Library - PresentExtension Services Slip to clientOR to Library Staff4.3 Digitize analog materials4.2 If online - Send proof of of payment4.4 Inform Client that material4.2 If online - Send proof of of detailed in the SOA/paym ent4.4 Inform material | |
| Present OR to Library StaffServices Slip to client4.3 Digitize analog StaffMedia Archivist4.2 If online - Send proof of payment with copy of SOA to the email addresses detailed in the SOA/paym entMedia Archivist UPCEPresent analog payment with copy of SOA to the email the soA/paym entMedia Archivist UPCE | |
| OR to Library StaffA.3 Digitize analog materialsMedia Archivist4.2 If online - Send proof of payment with copy of SOA to the email addresses detailed in the SOA/paym entMedia Archivist UPCESip to client materials UPCEMedia Archivist UPCEUPCE Library Personnel UPCESop to the email the SOA/paym entImage: Comparison of the email the email <td></td> | |
| Library Staff4.3 Digitize analog materialsMedia | |
| StaffmaterialsArchivist4.2 If online - Send proof4.4 Inform Client that analogLibrary Personnel UPCEofanalog material material of SOA to the email addresses detailed in the SOA/paym entLibrary Personnel UPCE | |
| 4.2 If online - Send proof of 4.4 Inform UPCE Send proof of Client that analog Library payment material UPCE with copy and UPCE of SOA to digitized UPCE the email tracks are ready for addresses ready for pick-up the SOA/paym Imaterials ent Imaterials Imaterials | |
| Send proof of paymentClient that analog material UPCELibrary Personnel UPCEwith copy of SOA to of SOA to the email addressesand digitized | |
| ofanalogPersonnelpaymentmaterialUPCEwith copyandof SOA todigitizedthe emailtracks areaddressesready fordetailed inpick-uptheSOA/paymentImage: Solution of the solution of t | |
| paymentmaterialUPCEwith copyandUPCEof SOA todigitizedthe emailtracks areaddressesready fordetailed inpick-uptheSOA/payment | |
| with copyandOFCEwith copyandof SOA todigitizedthe emailtracks areaddressesready fordetailed inpick-upthesoA/paymentin | |
| of SOA to digitized the email tracks are addresses ready for detailed in pick-up the SOA/paym ent | |
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| the SOA/paym ent | |
| SOA/paym ent | |
| ent | |
| | |
| Instruction | |
| | |
| 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 | |
| PHP 37 Minutes | 1 |
| 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 | 1.1 Receive inquiry and materials to be digitized 1.2 Assess condition of materials 1.3 Check schedule of personnel and availability of playback platform | 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 | 2.1 Receive request with complete attachment s 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 | UPCE Library Personnel |



| 3. Pay corresponding fee 3.1 If paying onsite*** - pay at the UP Diliman Cash Office 3.2 If paying online - pay through prescribed online payment channels | 3. Process payment | Processin g fee - PHP 80.00 (for every analog material) | 15 Minutes (paused- clock) | UP Diliman Cash Office |
|--|--|---|----------------------------------|--|
| 4. Present proof of payment 4.1 If physically going to UPCE Library - Present OR to Library Staff 4.2 If online - Send proof of payment with copy of SOA to the email addresses detailed in the SOA/paym ent instruction s | 4.1 Acknowledg e presentatio n of receipt 4.2 Provide copy of ACL Extension Services Slip to client 4.3 Digitize analog materials 4.4 Inform Client that analog material and digitized tracks are ready for pick-up | 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 | |
| Submit materials to be digitized for assessment | 1.1 Receive inquiry and materials to be digitized 1.2 Assess condition of materials 1.3 Check schedule of personnel and availability of playback platform 1.4 Inform client if materials are fit for digitization as well as availability | 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 | | | |
| 3. Pay correspondi ng fee 3.1 If paying onsite*** - pay at the UP Diliman Cash Office 3.2 If paying online - pay through prescribed online payment channels | 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 |
| 4. Present proof of payment 4.1 If | 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 | |

^{*}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 | 1.1 Receive inquiry and materials to be digitized 1.2 Assess condition of materials | None | 3 Hours | Library Personnel UPCE Media Archivist | |



| 2 Propert | 1.3 Check schedule of personnel and availability of playback platform 1.4 Inform client if materials are fit for digitization as well as availability of schedule | 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 | 2.1 Receive request with complete attachment s 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 correspondi ng fees 3.1 If paying onsite*** - pay at the UP Diliman Cash | 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) | | |
|--|--|---|--------------------------|--|
| 4. Present proof of payment 4.1 If physically going to UPCE Library - Present OR to Library Staff 4.2 If online - Send proof of payment with copy of SOA to the email addresses detailed in the SOA/pay ment instruction s | 4.1 Acknowled ge presentatio n of receipt 4.2 Provide copy of ACL Extension Services Slip to client 4.3 Digitize analog materials 4.4 Inform Client that analog material and digitized tracks are ready for pick-up | 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 |
| Present valid ID and submit requirement s to the UPCE Library Personnel in person or through email | 1.1 Receive request with complete attachme nt and check client's UPCE Registrati on status 1.2 Secure approval of UPCE Director 1.3 Prepare and present Statemen t of Account (SOA) including payment instructio ns, directions to the UP Diliman | None | 1 Day and 5 Minutes | Library Personnel UPCE |



| | Cash Office, and guide to sending proof of payment | | | |
|---|--|--|----------------------------------|------------------------------|
| 2. Pay correspondi ng fees 2.1 If paying onsite** - pay at the UP Diliman Cash Office 2.2 If paying online - pay through prescribed online payment channels | 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 | |
| Present valid ID and submit requirem ents to the UPCE Library Personne I in person or through email | 1.1 Receive request with complete attachment s 1.2 If for non- classroom - Secure approval of UPCE Director 1.3 Prepare and present Statement of Account | 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 | | | |
|---|--|---|-------------------------------------|------------------------------|
| 2. 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 | 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 |
| 3. Present proof of payment 3.1 If physical ly going to UPCE Library - Present OR to Library Staff 3.2 If online - Send proof of | 3.1 Acknowled ge presentatio n of receipt 3.2 Accomplish a Condition Report Form 3.3 Inform Client of pick-up schedule | 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 | |
| Present valid ID and submit requireme nts to the UPCE Library Personnel in person or through email | 1.1 Receive request with complete attachments 1.2 Secure approval of UPCE Director 1.3 Input schedule of use/class demo in UPCE calendar for information of all UPCE personnel | 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 | 1.1 Receive request with complete attachme nt 1.2 Prepare instrumen t/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 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 | 1.1 Receive request with complet e attachm ents 1.2 Prepare material s and | 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 | 1.1 Receive request with complete attachme nt and check client's UPCE Registrati on status 1.2 Secure approval of UPCE Director 1.3 Inform client of approved/ denied request 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 | 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/ | ^{``} 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 | 1.1 Receive request with complete attachment s and check client's UPCE Registration status 1.2 Secure approval of UPCE Director 1.3 Inform Client of approved/d enied request and schedule 1.4 Retrieve and prepare requested materials 1.5 Upload requested materials in UPCE's designated online viewing/ access platform** 1.6 Inform Client when the material is available for access | 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 | 1.1 Receive request 1.2 Prepare references and bibliographi c sources | None | 5 Minutes 5 Minutes/title | <i>Library Personnel</i> UPCE |



| 2. | Receive required information | Assist client with use of library material/ s wheneve r necessar y | 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 | 1.1 Receive request with complete attachments and check client's UPCE Registration status 1.2 Secure approval of UPCE Director 1.3 Inform client of approved/de nied request and schedule 1.4 Device Letter- Agreement for Terms of Use and send to client | 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 2.2 Prepare requested score pages and upload requested materials in UPCE's | 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 ⁻ 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 | 1.1 Receive request with complete attachment s and check client's UPCE Registratio n status 1.2 Secure approval of UPCE Directo 1.3 Inform client of approved/d enied request and schedule 1.4 Device Letter- Agreement for Terms of Use and send to client | 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 | 4.3 If clients requested for digital copy - Upload requested materials in UPCE's designated online file transfer platform*** 4.4 Inform Client that requested material is ready 4.5 If clients requested for digital copy - Provide link to the materials for digital | | | 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 | 1.1 Receive request with complete attachments and check client's UPCE Registration status; 1.2 Secure approval of UPCE Director 1.3 Inform client of approved/de nied request and schedule 1.4 Device Letter- Agreement for Terms of Use and send to client | 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 |
| | | 2.2 Prepare scores2.3 If clients requested for digital | 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 | | | |
| 3. Pay correspo nding fees 3.1 If paying onsite** pay at the UP Diliman Cash Office 3.2 If paying online - pay through prescrib ed online paymen t channel s | 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 |
| 4. Present proof of payment 4.1 If physical ly going | 4.1 Acknowle dge presentati on of receipt 4.2 Retrieve requested | 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 |
| Present valid ID and submit requiremen ts to the UPCE Library Personnel in person or through email | 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 | | | |
| 2. Pay correspond ing fees 2.1 If paying onsite* - pay at the UP Diliman Cash Office 2.2 If paying online - pay through prescribed online payment channels | 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 | 1.1 Receive request with complete attachments and check client's UPCE Registration status 1.2 Check availability of venue and staff in the UPCE Calendar 1.3 Secure approval of UPCE 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 | 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 | 1.1 Receive request 1.2 Prepare UPCE compute r for | 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 | |