



UP Center for Ethnomusicology

University of the Philippines

CITIZEN'S CHARTER
2026 Edition



I. **Mandate:**

Through the Republic Act 9500, otherwise known as “the University of the Philippines Charter of 2008”, an act strengthening the University of the Philippines as a national university, a public and secular institution of higher learning and a community of scholars dedicated to the research for truth and knowledge as well as the development of future leaders. Mandated to perform its unique and distinctive leadership in higher education and development.”

The University of the Philippines shall:

Lead in setting academic standards and initiating innovations in teaching, research and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics and technology; and maintain centers of excellences in such discipline and professions;

Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists and professionals, especially those who serve on the faculty of state and private colleges and universities;

Serve as a research university in various fields of expertise and specialization by conducting basic and applied research and development, and promoting research in various colleges and universities, and contributing to the dissemination and application of knowledge;

Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence;

Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel;

Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions and practice through academic and non-academic programs, including sports and the enhancement of nationalism and national identity;

Serve as a regional and global university in cooperation with international and scientific union networks of universities, scholarly and professional associations in the Asia Pacific Region and round the world; and

Provide democratic governance in the university based on collegiality representation, accountability, transparency and active participation of its constituents and promote the holding of fora for students, faculty and research, extension and professional staff (reps), administrative staff and alumni to discuss non-academic issues affecting the University.



II. **Vision:**

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:

- Sustain a comprehensive, publicly accessible ethnomusicological survey of the Philippines and other areas that will undergo continuous verification and updates based on current and sustained research;
- Provide access to primary sources on the expressive traditions and historically significant creative works of the Philippines to its various users for research;
- Encourage local and international researchers, artists, and source communities to use the collection in advancing knowledge of expressive traditions and historically significant creative works in the Philippines through activities grounded on ethical principles; and,
- Encourage the development of theoretical perspectives on the importance of sonic expressions and their social dimensions through interdisciplinary applications of the materials in the collection.

IV. **Service Pledge:**

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



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UP Center for Ethnomusicology (ETHNO)

External Services



1. Access to low-resolution digital copies of archive materials 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 (ETHNO)	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government)	
Who may avail:	1. UP students and UP alumni 2. Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, 3. Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Situational Requirement		
A. UP Clients		
A.1. Valid UP ID (student) or UP Alumni ID (alumni) - UP ID (students) - UP Office of the University Registrar - UP ID (alumni) - UP Alumni Association		
<i>Remarks:</i> <i>UP students can also present their validated Form 5 if their valid UP ID is not yet available</i>		
A.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>		
A.3. Accomplished UPCE Access Form (1) Original Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>UPCE Access Form can also be downloaded from this link https://bit.ly/upceform003</i>		
B. Filipino Non-UP		
B.1. Valid government ID, school ID, or company ID (1 original copy)		



- Passport - Department of Foreign Affairs (DFA)
- National ID - Philippine Statistics Agency (PSA)
- TIN - Bureau of Internal Revenue (BIR)
- Postal ID - Post Office
- SSS ID or SSS UMID (Social Security System)
- GSIS ID or GSIS UMID (Government Service Insurance System (GSIS)
- PRC ID - Philippine Regulatory Commission (PRC)
- Driver's ID - Land Transportation Office (LTO)
- School ID - current school or university of affiliation
- Company ID - current company of affiliation
- Senior Citizen ID - Local Government Unit (LGU)
- Persons with Disabilities (PWD) ID - Local Government Unit (LGU)

Remarks:

- *Identification card to be presented must not be expired*
- *School ID or Company ID should have client's photo and signature*

B.2. Valid UPCE Registration
(1) Photo Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"

B.3. Accomplished UPCE Access Form
(1) Original Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

UPCE Access Form can also be downloaded from this link <https://bit.ly/upceform003>

C. Foreign

C.1. Valid IDs (passport and ID from their affiliated institution) (original)

Respective government institution issuing passport, and their affiliated institution

C.2. Valid UPCE Registration
(1) Photo Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"

C.3. Accomplished UPCE Access Form
(1) Original Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

UPCE Access Form can also be downloaded from this link <https://bit.ly/upceform003>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit requirements Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay A Metro Manila Online: upethno_archive.upd@up.edu.ph	1.1. Receive request with complete attachments and check client's UPCE Registration status	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Schedule use of access station Inform client of schedule		10 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Prepare UPCE Access Station		30 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Retrieve and prepare requested digital files and transfer to UPCE Access Station		1 working day/s	Archive Personnel; UP Center for Ethnomusicology (ETHNO)
2. Access requested files Location: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Notes/Instruction: <i>Arrive at least 15 minutes before schedule</i>	2. Assist client with the handling of archival material/s whenever necessary	None	1 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks				



*Following protocols and other directives of the national government and the university, this service might not be available during unforeseen catastrophes.

Service hours start at 9:00 AM and end at 4:00 PM to account for preparation time of materials, access spaces, and servers.

Total Processing Time:	Working Days: 1 working day/s, 46 minute/s
Total Processing Fee:	Total Standard Fee: None



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 request. (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293).

Office or Division:	UP Center for Ethnomusicology (ETHNO)	
Classification:	Complex	
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government)	
Who may avail:	1. UP students and UP alumni 2. Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists 3. Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Situational Requirement		
A. UP Clients		
A.1. Valid UP ID (student) or UP Alumni ID (alumni) • Student UP ID - UP Office of the University Registrar • UP Alumni Card - UP Alumni Association		
<i>Remarks:</i> <i>UP students can also present their validated Form 5 if their valid UP ID is not yet available</i>		
A.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>		
A.3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004</i>		
A.4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy		UP Center for Ethnomusicology - Library



A.5. Signed approval of copyright owners (1) Original Copy Or (1) Certified True Copy	Applicant / Client
<i>Remarks:</i> <i>Copyright owner of the material</i> <i>Sample template: https://bit.ly/upce-sample-letter-copyright</i>	
B. Filipino Non-UP	
B.1. Valid government ID, school ID, or company ID with client's photo and signature • Passport - Department of Foreign Affairs (DFA) • National ID - Philippine Statistics Agency (PSA) • TIN - Bureau of Internal Revenue (BIR) • Postal ID - Post Office • SSS ID or SSS UMID (Social Security System) • GSIS ID or GSIS UMID (Government Service Insurance System (GSIS) • PRC ID - Philippine Regulatory Commission (PRC) • Driver's ID - Land Transportation Office (LTO) • School ID - current school or university of affiliation • Company ID - current company of affiliation • Senior Citizen ID - Local Government Unit (LGU) • Persons with Disabilities (PWD) ID - Local Government Unit (LGU)	
<i>Remarks:</i> • <i>Identification card to be presented must not be expired</i> • <i>School ID or Company ID should have client's photo and signature</i>	
B.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy	UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>	
B.3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy	UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004</i>	
B.4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy	UP Center for Ethnomusicology - Library
B.5. Signed approval of copyright owners (1) Original Copy Or (1) Certified True Copy	Applicant / Client
<i>Remarks:</i> <i>Copyright owner of the material</i> <i>Sample template: https://bit.ly/upce-sample-letter-copyright</i>	



C. Foreign				
C.1. Valid IDs (passport and ID from their affiliated institution) Respective government institution issuing passport, and their affiliated institution				
C.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
Remarks: For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service “UPCE Registration”				
C.3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
Remarks: UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004				
C.4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy			UP Center for Ethnomusicology - Library	
C.5. Signed approval of copyright owners (1) Original Copy Or (1) Certified True Copy			Applicant / Client	
Remarks: Copyright owner of the material Sample template: https://bit.ly/upce-sample-letter-copyright				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit required forms, request letter, and signed approval of copyright owner to the UPCE Library Personnel in person or through email Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila	1.1. Receive request with complete attachment and check client's UPCE Registration status	None	5 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Secure approval of UPCE Director		7 hour/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)



Online: upethno_archive.upd@up.edu.ph	1.3. Inform Client of approved/denied request and schedule		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Device Letter-Agreement for Terms of Use and send to client		5 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Sign Letter-Agreement for Terms of Use and return to UPCE Library Personnel Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	2.1. Receive and file Letter-Agreement for Terms of Use	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	2.2. Retrieve requested materials and upload requested materials in UPCE's designated online file transfer platform**		1 working day/s, 3 hour/s, 30 minute/s	Archive Personnel; UP Center for Ethnomusicology (ETHNO)
	2.3. Inform Client when the material is available for access online and provide link to the materials		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
3. Acknowledge receipt of link and access to material Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	3. Reply to client with service evaluation survey	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks				



** Materials uploaded in the UPCE designated online file transfer platform will only be available for access for 6 months.
Service hours starts at 9:00AM and ends at 4:00PM to account for preparation time of materials, access spaces, and servers.

Total Processing Time:	Working Days: 3 working day/s, 15 minute/s
Total Processing Fee:	Total Standard Fee: None



3. Instruments and artefacts for use

Request for borrowing of instruments or artefacts for use within University of the Philippines Diliman. This service is limited to a maximum duration of one (1) week per material. 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 (ETHNO)			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	UP College of Music students			
Operating Hours:	Others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Valid UP ID (original) UP Office of the University Registrar				
<i>Remarks:</i> <i>UP students can also present their validated Form 5 if their valid UP ID is not yet available</i>				
2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>				
3. Accomplished UPCE Instrument Borrower's Form (1) Original Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> <i>UPCE Instrument Borrower's Form can also be downloaded from this link: https://bit.ly/upceform005</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit requirements to the UPCE Library Personnel in person or through email Location:	1.1. Receive request with complete attachment and check client's UPCE Registration status	None	5 minute/s	• Library Personnel; UP Center for Ethnomusic



Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman) Online: @upethno_archive.upd @up.edu.ph	1.2. Secure approval of UPCE Director		4 hour/s	ology (ETHNO) Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Prepare and present Billing Invoice including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment		1 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	2. Process payment fees	Formula Fees Breakdown: Rental Fee	15 minute/s	Cashier; Diliman Cash Office (DCO)
Location: If paying onsite - UP Diliman Cash Office, PNB Bldg., Apacible St., UP Diliman If paying online - pay through prescribed online payment channels	3.1. Acknowledge presentation of receipt		5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	3.2. Accomplish a Condition Report Form		5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	3.3. Inform Client of pick-up schedule		5 minute/s	Library Personnel; UP Center for



Billing Invoice to the email addresses detailed in the Billing Invoice/payment instructions				Ethnomusicology (ETHNO)
4. Pick-up instrument in person with attached forms Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor.Magsaysay Ave., College of Music, UP Diliman)	4. Assist client with the handling of instrument/s whenever necessary	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
5. Return materials upon end of use Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman)	5.1. Receive materials	None	1 minute/s	Library Personnel UPCE; UP Center for Ethnomusicology (ETHNO)
	5.2. Accomplish a condition report form per material		5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks *Following protocols and other directives of the national government and the university, this service might not be available during unforeseen catastrophes. Service hours starts at 9:00AM and ends at 4:00PM to account for preparation time of materials, access spaces, and servers				
Total Processing Time:		Working Days: 5 hour/s, 46 minute/s		
Total Processing Fee:		Total Standard Fee: None See other fees below		
Formula / Schedule of Fees Rental Fee (for academic use within College of Music): None				



(for use outside College of Music or for non-academic use): 25% of the Instrument current purchase cost (in PHP)



4. 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 one-time presentations within the UP College of Music only.**

Office or Division:	UP Center for Ethnomusicology (ETHNO)	
Classification:	Simple	
Type of Transaction:	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)	
Who may avail:	1. UP students and UP alumni 2. Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, 3. Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Situational Requirement		
A. UP Clients		
A.1. Valid UP ID or UP Alumni ID • Student UP ID - UP Office of the University Registrar • UP Alumni Card - UP Alumni Association		
<i>Remarks:</i> <i>UP students can also present their validated Form 5 if their valid UP ID is not yet available</i>		
A.2. Accomplished UPCE Library Call Slip (1) Original Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
B. Filipino Non-UP		
B.1. Valid government ID, school ID, or company ID with client's photo and signature • Passport - Department of Foreign Affairs (DFA) • National ID - Philippine Statistics Agency (PSA) • TIN - Bureau of Internal Revenue (BIR) • Postal ID - Post Office • SSS ID or SSS UMID (Social Security System) • GSIS ID or GSIS UMID (Government Service Insurance System (GSIS) • PRC ID - Philippine Regulatory Commission (PRC) • Driver's ID - Land Transportation Office (LTO) • School ID - current school or university of affiliation • Company ID - current company of affiliation • Senior Citizen ID - Local Government Unit (LGU)		



Persons with Disabilities (PWD) ID - Local Government Unit (LGU)				
Remarks: - Identification card to be presented must not be expired - School ID or Company ID should have client's photo and signature				
B.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
Remarks: For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service “UPCE Registration”				
B.3. Accomplished UPCE Library Call Slip (1) Original Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
C. Foreign				
C.1. Valid IDs (passport and ID from their affiliated institution)				
Respective government institution issuing passport, and their affiliated institution				
C.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
Remarks: For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service “UPCE Registration”				
C.3. Accomplished UPCE Library Call Slip (1) Original Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit requirements to the UPCE Library Personnel in person or through email Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman)	1.1. Receive request with complete attachments and check client’s UPCE Registration status	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Prepare materials and provide to client		5 minute/s	Library Personnel; UP Center for Ethnomusic



Online: upethno_archive.upd@ up.edu.ph				ology (ETHNO)
2. Pick-up library material/s in person and sign book card Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman)	2. Assist client with handling of library material/s whenever necessary	None	1 minute/s	Library Personnel; UP Center for Ethnomusic ology (ETHNO)
3. Return materials upon end of use Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman)	3. Receive materials	None	1 minute/s	Library Personnel; UP Center for Ethnomusic ology (ETHNO)
General Remarks *Following protocols and other directives of the national government and the university, this service might not be available during unforeseen catastrophes. Service hours start at 9:00 AM and end at 4:00 PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 12 minute/s		
Total Processing Fee:		Total Standard Fee: None		



5. Online access to digital copies of archival materials

*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 request. **

Office or Division:	UP Center for Ethnomusicology (ETHNO)	
Classification:	Complex	
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government)	
Who may avail:	1. UP students and UP alumni 2. Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, 3. Foreign non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Situational Requirement		
A. UP Clients		
A.1. Valid UP ID or UP Alumni ID • Student UP ID - UP Office of the University Registrar • UP Alumni Card - UP Alumni Association		
<i>Remarks:</i> <i>UP students can also present their validated Form 5 if their valid UP ID is not yet available</i>		
A.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>		
A.3. Accomplished UPCE Access Form (1) Original Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>UPCE Access Form can also be downloaded from this link https://bit.ly/upceform003</i>		
B. Filipino Non-UP		
B.1. Valid government ID, school ID, or company ID with client's photo and signature		



- Passport - Department of Foreign Affairs (DFA)
- National ID - Philippine Statistics Agency (PSA)
- TIN - Bureau of Internal Revenue (BIR)
- Postal ID - Post Office
- SSS ID or SSS UMID (Social Security System)
- GSIS ID or GSIS UMID (Government Service Insurance System (GSIS)
- PRC ID - Philippine Regulatory Commission (PRC)
- Driver's ID - Land Transportation Office (LTO)
- School ID - current school or university of affiliation
- Company ID - current company of affiliation
- Senior Citizen ID - Local Government Unit (LGU)
- Persons with Disabilities (PWD) ID - Local Government Unit (LGU)

Remarks:

- *Identification card to be presented must not be expired*
- *School ID or Company ID should have client's photo and signature*

B.2. Valid UPCE Registration
(1) Photo Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"

B.3. Accomplished UPCE Access Form
(1) Original Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

UPCE Access Form can also be downloaded from this link <https://bit.ly/upceform003>

C. Foreign

C.1. Valid IDs (passport and ID from their affiliated institution)

Respective government institution issuing passport, and their affiliated institution

C.2. Valid UPCE Registration
(1) Photo Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"

C.3. Accomplished UPCE Access Form
(1) Original Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

UPCE Access Form can also be downloaded from this link <https://bit.ly/upceform003>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit requirements to the UPCE Library Personnel in person or through email Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman) Online: upethno_archive.upd@up.edu.ph	1.1. Receive request with complete attachments and check Client's UPCE Registration status	None	5 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Secure approval of UPCE Director		4 hour/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Inform Client of approved/denied request and schedule		15 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Retrieve and prepare requested materials		2 working day/s	• Archive Personnel; UP Center for Ethnomusicology (ETHNO)
	1.5. Upload requested materials in UPCE's designated online viewing/ access platform**		1 working day/s, 3 hour/s, 15 minute/s	• Archive Personnel; UP Center for Ethnomusicology (ETHNO)
	1.6. Inform Client when the material is available for access online and provide link to the online viewing/ access platform		15 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Acknowledge receipt of link and access to material Location:	2. Reply to client with service evaluation survey	None	5 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)



Online: upethno_archive.upd@ up.edu.ph				ology (ETHNO)
General Remarks ** Materials uploaded in the UPCE's designated online viewing/access platform will only be available for access for 6 months. Service hours starts at 9:00AM and ends at 4:00PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 3 working day/s, 7 hour/s, 55 minute/s		
Total Processing Fee:		Total Standard Fee: None		



6. Reproduction and use of unpublished score for publication or performance

Request for digital reproduction unpublished score from Archive holdings for non-profit publications and performances only. Digital reproduction of part scores will depend on necessity and availability of the part scores. For publication, only select number of pages are allowed. (Maximum of 5 pages or 10% of the score, whichever is lower)

Office or Division:	UP Center for Ethnomusicology (ETHNO)	
Classification:	Complex	
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government)	
Who may avail:	1. UP students and UP alumni; 2. Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, 3. Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Situational Requirement		
A. UP Clients		
A.1. Valid UP ID (student) or UP Alumni ID (alumni) • Student UP ID - UP Office of the University Registrar • UP Alumni Card - UP Alumni Association		
<i>Remarks:</i> <i>UP students can also present their validated Form 5 if their valid UP ID is not yet available</i>		
A.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>		
A.3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004</i>		



A.4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy	UP Center for Ethnomusicology - Library
A.5. Signed approval of copyright owners (1) Original Copy Or (1) Certified True Copy	Applicant / Client
<i>Remarks:</i> <i>Copyright owner of the material</i> <i>Sample template: https://bit.ly/upce-sample-letter-copyright</i>	
B. Filipino Non-UP	
B.1. Valid government ID, school ID, or company ID with client's photo and signature • Passport - Department of Foreign Affairs (DFA) • National ID - Philippine Statistics Agency (PSA) • TIN - Bureau of Internal Revenue (BIR) • Postal ID - Post Office • SSS ID or SSS UMID (Social Security System) • GSIS ID or GSIS UMID (Government Service Insurance System (GSIS) • PRC ID - Philippine Regulatory Commission (PRC) • Driver's ID - Land Transportation Office (LTO) • School ID - current school or university of affiliation • Company ID - current company of affiliation • Senior Citizen ID - Local Government Unit (LGU) • Persons with Disabilities (PWD) ID - Local Government Unit (LGU)	
<i>Remarks:</i> • <i>Identification card to be presented must not be expired</i> • <i>School ID or Company ID should have client's photo and signature</i>	
B.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy	UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>	
B.3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy	UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004</i>	
B.4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy	UP Center for Ethnomusicology - Library
B.5. Signed approval of copyright owners (1) Original Copy Or (1) Certified True Copy	Applicant / Client
<i>Remarks:</i>	



Copyright owner of the material

Sample template: <https://bit.ly/upce-sample-letter-copyright>

C. Foreign

C.1. Valid IDs (passport and ID from their affiliated institution)

Respective government institution issuing passport, and their affiliated institution

C.2. Valid UPCE Registration
(1) Photo Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"

C.3. Accomplished UPCE Reproduction Form
(1) Original Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

UPCE Reproduction Form can also be downloaded from this link <https://bit.ly/upceform004>

C.4. Accomplished Letter-Agreement for Terms of Use with UPCE
(2) Original Copy

UP Center for Ethnomusicology - Library

C.5. Signed approval of copyright owners
(1) Original Copy Or (1) Certified True Copy

Applicant / Client

Remarks:

Copyright owner of the material

Sample template: <https://bit.ly/upce-sample-letter-copyright>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit requirements (form, request letter, and signed approval of copyright owners) to the UPCE Library Personnel in person or through email Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay	1.1. Receive request with complete attachments and check client's UPCE Registration status	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Secure approval of UPCE Director		7 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)



Ave., College of Music, UP Diliman) Online: upethno_archive.upd@up.edu.ph	1.3. Inform client of approved/denied request and schedule		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Receive and acknowledge notification of the approval of request Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman) Online: upethno_archive.upd@up.edu.ph	2. Device Letter-Agreement for Terms of Use and send to client	None	5 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
3. Sign Letter-Agreement for Terms of Use and return to UPCE Library Personnel Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman) Online: upethno_archive.upd@up.edu.ph	3.1. Receive signed Letter-Agreement for Terms of Use	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	3.2. Retrieve requested materials and upload to UPCE's designated online file transfer platform**		2 working day/s, 7 hour/s, 30 minute/s	Archive Personnel; UP Center for Ethnomusicology (ETHNO)
	3.3. Inform Client when the material is available for access online and provide link to the materials		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
4. Acknowledge receipt of link and access to material Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave,	4. Reply to client with service evaluation survey	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)



Diliman, Quezon City, 1101 Metro Manila				
Online: upethno_archive.upd@up.edu.ph				
General Remarks ** Materials uploaded in the UPCE's designated online file transfer platform will only be available for access for 6 months. Service hours starts at 9:00AM and ends at 4:00PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 4 working day/s, 4 hour/s, 15 minute/s		
Total Processing Fee:		Total Standard Fee: None		



7. 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 (ETHNO)	
Classification:	Complex	
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government)	
Who may avail:	1. UP students and UP alumni; 2. Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, 3. Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Situational Requirement		
A. UP Clients		
A.1. Valid UP ID (student) or UP Alumni ID (alumni) • Student UP ID - UP Office of the University Registrar • UP Alumni Card - UP Alumni Association		
<i>Remarks:</i> <i>UP students can also present their validated Form 5 if their valid UP ID is not yet available</i>		
A.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>		
A.3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004).</i>		
A.4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy		UP Center for Ethnomusicology - Library



B. Filipino Non-UP	
B.1. Valid government ID, school ID, or company ID with client's photo and signature • Passport - Department of Foreign Affairs (DFA) • National ID - Philippine Statistics Agency (PSA) • TIN - Bureau of Internal Revenue (BIR) • Postal ID - Post Office • SSS ID or SSS UMID (Social Security System) • GSIS ID or GSIS UMID (Government Service Insurance System (GSIS) • PRC ID - Philippine Regulatory Commission (PRC) • Driver's ID - Land Transportation Office (LTO) • School ID - current school or university of affiliation • Company ID - current company of affiliation • Senior Citizen ID - Local Government Unit (LGU) • Persons with Disabilities (PWD) ID - Local Government Unit (LGU)	
Remarks: • <i>Identification card to be presented must not be expired</i> • <i>School ID or Company ID should have client's photo and signature</i>	
B.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy	UP Center for Ethnomusicology - Library
Remarks: <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>	
B.3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy	UP Center for Ethnomusicology - Library
Remarks: <i>UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004).</i>	
B.4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy	UP Center for Ethnomusicology - Library
C. Foreign	
C.1. Valid IDs (passport and ID from their affiliated institution) Respective government institution issuing passport, and their affiliated institution	
C.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy	UP Center for Ethnomusicology - Library
Remarks: <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>	



C.3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> <i>UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004).</i>				
C.4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy			UP Center for Ethnomusicology - Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit required forms and request letter to the UPCE Library Personnel in person or through email Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman) Online: upethno_archive.upd@up.edu.ph	1.1. Receive request with complete attachments and check client's UPCE Registration status	None	5 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Secure approval of UPCE Director		7 hour/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Inform client of approved/denied request and schedule		15 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Device Letter-Agreement for Terms of Use and send to client		5 hour/s	• Library Personnel;
2. Sign Letter-Agreement for Terms of Use Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman)	2.1. Receive signed Letter-Agreement for Terms of Use	None	5 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	2.2. Prepare scores		2 working day/s	• Archive Personnel; UP Center for Ethnomusic

				ology (ETHNO)
	2.3. If clients requested for digital copy - upload requested materials in UPCE's designated online file transfer platform**		7 hour/s	Archive Personnel; UP Center for Ethnomusicology (ETHNO)
	2.4. Inform Client that requested material is ready		30 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	2.5. If clients requested for digital copy - Provide link to the material for digital reproduction		30 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
3. If requesting for printed copy of score, go to UPCE Library to pick up score Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman)	3. Provide score to the client and redirect to the printing/copying services (non-UPCE entity)	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
4. If requesting for printed copy of score, return score upon end of use Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman)	4. Receive score	None	1 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
5. If requesting for digital copy -	5. Reply to client with service evaluation	None	5 minute/s	Library Personnel ;



Acknowledge receipt of link and access to material Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	survey			UP Center for Ethnomusicology (ETHNO)
General Remarks ** Materials uploaded in the UPCE's designated online file transfer platform will only be available for access for 6 months. ***Only select scores are allowed for printed copy option. Service hours starts at 9:00AM and ends at 4:00PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 4 working day/s, 4 hour/s, 36 minute/s		
Total Processing Fee:		Total Standard Fee: None		



8. Reproduction of unpublished audio recordings

Request for acquiring reproduction of unpublished audio recordings from the UP Center for Ethnomusicology archives. Use of unpublished recordings are strictly for academic purposes only. (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293) (maximum of 10 tracks per request at 60 seconds or a fraction thereof per track).

Office or Division:	UP Center for Ethnomusicology (ETHNO)	
Classification:	Complex	
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government)	
Who may avail:	1. UP students and UP alumni; 2. Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, 3. Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Situational Requirement		
A. UP Client		
A.1. Valid UP ID (student) or UP Alumni ID (alumni) • Student UP ID - UP Office of the University Registrar • UP Alumni Card - UP Alumni Association		
<i>Remarks:</i> <i>UP students can also present their validated Form 5 if their valid UP ID is not yet available</i>		
A.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>		
A.3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004)</i>		



A.4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy	UP Center for Ethnomusicology - Library
A.5. Signed approval of copyright owners (1) Original Copy	Applicant / Client
<i>Remarks:</i> Copyright owner of the material (Sample template: https://bit.ly/upce-sample-letter-copyright)	
B. Filipino Non-UP	
B.1. Valid government ID, school ID, or company ID with client's photo and signature • Passport - Department of Foreign Affairs (DFA) • National ID - Philippine Statistics Agency (PSA) • TIN - Bureau of Internal Revenue (BIR) • Postal ID - Post Office • SSS ID or SSS UMID (Social Security System) • GSIS ID or GSIS UMID (Government Service Insurance System (GSIS)) • PRC ID - Philippine Regulatory Commission (PRC) • Driver's ID - Land Transportation Office (LTO) • School ID - current school or university of affiliation • Company ID - current company of affiliation • Senior Citizen ID - Local Government Unit (LGU) • Persons with Disabilities (PWD) ID - Local Government Unit (LGU)	
<i>Remarks:</i> • Identification card to be presented must not be expired • School ID or Company ID should have client's photo and signature	
B.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy	UP Center for Ethnomusicology - Library
<i>Remarks:</i> For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"	
B.3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy	UP Center for Ethnomusicology - Library
<i>Remarks:</i> UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004).	
B.4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy	UP Center for Ethnomusicology - Library
B.5. Signed approval of copyright owners (1) Original Copy	Applicant / Client



<i>Remarks:</i> Copyright owner of the material (Sample template: https://bit.ly/upce-sample-letter-copyright)				
C. Foreign				
C.1. Valid IDs (passport and ID from their affiliated institution) Respective government institution issuing passport, and their affiliated institution				
C.2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"				
C.3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004).				
C.4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy			UP Center for Ethnomusicology - Library	
C.5. Signed approval of copyright owners (1) Original Copy			Applicant / Client	
<i>Remarks:</i> Copyright owner of the material (Sample template: https://bit.ly/upce-sample-letter-copyright)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit required forms, request letter, and signed approval of copyright owner to the UPCE Library Personnel in person or through email Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan	1.1. Receive request with complete attachments and check client's UPCE Registration status	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Secure approval of UPCE Director		7 hour/s	Library Personnel; UP Center for Ethnomusic



St., cor. Magsaysay Ave., College of Music, UP Diliman) Online: upethno_archive.upd@up.edu.ph	1.3. Inform Client of approved/denied request and schedule		15 minute/s	ology (ETHNO) • Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Prepare and present Billing Invoice including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment		4 hour/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.5. Device Letter-Agreement for Terms of Use and send to client		5 hour/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Sign Letter-Agreement for Terms of Use and return to UPCE Library personnel Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman) Online: upethno_archive.upd@up.edu.ph	2. Receive and file Letter-Agreement for Terms of Use	None	1 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
3. Pay corresponding fees Location: Onsite: UP Diliman Cash Office, PNB Bldg., Apacible St., UP Diliman	3. Process payment	Formula Fees Breakdown: Reproduction Fee	15 minute/s	• UP Diliman Cash Office; Diliman Cash Office (DCO)



Online - pay through prescribed online payment channels				
4. Present proof of payment Location: Onsite: UP Center for Ethnomusicology Library, JM201-202, 2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., University of the Philippines Diliman, Quezon City Online: upethno_archive.upd@up.edu.ph Notes/Instruction:	4.1. Acknowledge presentation of receipt	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	4.2. Retrieve requested materials and upload requested materials in UPCE's designated online file transfer platform***		3 working day/s	Archive Personnel; UP Center for Ethnomusicology (ETHNO)
	4.3. Inform Client that the material is available for access online and provide link to the material.		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
5. Acknowledge receipt of link and access to material Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	5. Reply to client with service evaluation survey	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks *** Materials uploaded in the UPCE's designated online file transfer platform will only be available for access for 6 months. Service hours starts at 9:00AM and ends at 4:00PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 5 working day/s, 1 hour/s, 1 minute/s		
Total Processing Fee:		Total Standard Fee: None See other fees below		
Formula / Schedule of Fees				



- **Reproduction Fee**

PHP 100.00 (for every 60 seconds or a fraction thereof)



9. 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 (ETHNO)	
Classification:	Simple	
Type of Transaction:	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)	
Who may avail:	1. UP students and UP alumni 2. Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, 3. Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Situational Requirement		
A. UP Clients		
A.1. Valid UP ID (students); or UP Alumni Card (alumni) • Student UP ID - UP Office of the University Registrar • UP Alumni Card - UP Alumni Association		
<i>Remarks:</i> UP students can also present their validated Form 5 if their valid UP ID is not yet available		
A.2. Accomplished UPCE Registration form endorsed by the client's Dean, Head of Unit, or Librarian (1) Original Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> UP Center for Ethnomusicology Library (UPCE Registration Form can also be downloaded from this link https://bit.ly/upceform001)		
B. Filipino Non-UP Clients		
B.1. Valid government ID, school ID, or company ID with client's photo and signature • Passport - Department of Foreign Affairs (DFA) • National ID - Philippine Statistics Agency (PSA) • TIN - Bureau of Internal Revenue (BIR) • Postal ID - Post Office • SSS ID or SSS UMID (Social Security System) • GSIS ID or GSIS UMID (Government Service Insurance System (GSIS))		



- PRC ID - Philippine Regulatory Commission (PRC)
- Driver's ID - Land Transportation Office (LTO)
- School ID - current school or university of affiliation
- Company ID - current company of affiliation
- Senior Citizen ID - Local Government Unit (LGU)
- Persons with Disabilities (PWD) ID - Local Government Unit (LGU)

Remarks:

- Identification card to be presented must not be expired
- School ID or Company ID should have client's photo and signature

B.2. Accomplished UPCE Registration form endorsed by the client's Dean, Head of Unit, or Librarian
(1) Original Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

UP Center for Ethnomusicology Library (UPCE Registration Form can also be downloaded from this link <https://bit.ly/upceform001>)

B.3. Letter of Introduction addressed to the UPCE Director
(1) Original Copy Or (1) Electronic Copy

Applicant / Client

C. Foreign

C.1. Valid IDs (passport and ID from their affiliated institution)

Respective government institution issuing passport, and their affiliated institution

C.2. Accomplished UPCE Registration form endorsed by the client's Dean, Head of Unit, or Librarian
(1) Original Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

UP Center for Ethnomusicology Library (UPCE Registration Form can also be downloaded from this link <https://bit.ly/upceform001>)

C.3. Letter of Introduction addressed to the UPCE Director
(1) Original Copy Or (1) Electronic Copy

Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit requirements to the UPCE Library Personnel in person or through email Location:	1.1. Receive accomplished UPCE Registration form with complete attachments	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)

Onsite: UP Center for Ethnomusicology

Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman) Online: upethno_archive.upd@up.edu.ph	1.2. Secure approval of UPCE Director		7 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Inform Client of approved/denied request		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Prepare and present Billing Invoice including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment		5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Pay corresponding fees Location: Onsite: UP Diliman Cash Office (PNB Bldg., Apacible St., UP Diliman) Online: through prescribed online payment channels Notes/Instruction: Onsite: UP Diliman Cash Office (PNB Bldg., Apacible St., UP Diliman)	2. Process payment	Possible Fees Breakdown: UP Undergraduate Students: PHP 0 UP Graduate Students: PHP 50 Filipino non-UP: PHP 150 Foreign: PHP 500	15 minute/s	UP Diliman Cash Office; Diliman Cash Office (DCO)
3. Present proof of payment Location: Onsite: UP Center for Ethnomusicology Library, JM201-202, 2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., University of the Philippines Diliman, Quezon City	3. Input Registration of client in the database, inform client of their registration status and provide copy of approved registration form	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)



Online: upethno_archive.upd@ up.edu.ph				
General Remarks Service hours starts at 9:00AM and ends at 5:00PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 7 hour/s, 45 minute/s		
Total Processing Fee:		Total Standard Fee: None See other fees below		
Possible Fees • UP Undergraduate Students : 0 • UP Graduate Students : 50 • Filipino non-UP : 150 • Foreign : 500				



10. UPCE Scheduled Tour

*Request for and participation in guided UPCE library, instrumentarium, and/or archive tour. Request must be made at least 5 working days before requested appointment. Maximum of 20 pax per group can be accommodated at a time.**

Office or Division:	UP Center for Ethnomusicology (ETHNO)	
Classification:	Simple	
Type of Transaction:	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)	
Who may avail:	1. UP students and UP alumni 2. Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, 3. Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Situational Requirement		
A. UP Clients		
A.1. Valid UP ID (student) or UP Alumni Card (alumni) • Student UP ID - UP Office of the University Registrar • UP Alumni Card - UP Alumni Association		
<i>Remarks:</i> <i>UP students can also present their validated Form 5 if their valid UP ID is not yet available</i>		
A.2. Valid UPCE Registration (Registration of group head if group tour) (1) Photo Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>		
A.3. Filled out UPCE Tour Request Form (1) Original Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
B. Filipino Non-UP		
B.1. Valid government ID school ID, or company ID with client's photo and signature • Passport - Department of Foreign Affairs (DFA) • National ID - Philippine Statistics Agency (PSA)		



- TIN - Bureau of Internal Revenue (BIR)
- Postal ID - Post Office
- SSS ID or SSS UMID (Social Security System)
- GSIS ID or GSIS UMID (Government Service Insurance System (GSIS))
- PRC ID - Philippine Regulatory Commission (PRC)
- Driver's ID - Land Transportation Office (LTO)
- School ID - current school or university of affiliation
- Company ID - current company of affiliation
- Senior Citizen ID - Local Government Unit (LGU)
- Persons with Disabilities (PWD) ID - Local Government Unit (LGU)

Remarks:

- Identification card to be presented must not be expired
- School ID or Company ID should have client's photo and signature

B.2. Valid UPCE Registration (Registration of group head if group tour)
(1) Photo Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"

B.3. Filled out UPCE Tour Request Form
(1) Original Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

C. Foreign

C.1. Valid IDs (passport and ID from their affiliated institution)

Respective government institution issuing passport, and their affiliated institution

C.2. Valid UPCE Registration (Registration of group head if group tour)
(1) Photo Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

Remarks:

For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"

C.3. Filled out UPCE Tour Request Form
(1) Original Copy Or (1) Electronic Copy

UP Center for Ethnomusicology - Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	1.1. Receive request with complete attachments and check client's UPCE Registration status;	None	5 minute/s	Library Personnel; UP Center for Ethnomusic

Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman) Online: upethno_archive.upd@up.edu.ph Notes/Instruction: Only the group head will present their ID for group tours during this step				ology (ETHNO)
	1.2. Check availability of venue and staff in the UPCE Calendar		1 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Secure approval of UPCE Director		4 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Schedule venue and tour in UPCE calendar for the information of all UPCE		7 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.5. Inform client of approved/denied request and schedule		1 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Receive status of tour request Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman) Online: upethno_archive.upd@up.edu.ph	2. Prepare space and/or materials for tour	None	2 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
3. Present Valid IDs at entrance of UPCE Library Location: Onsite: UP Center for Ethnomusicology	3.1. Check Valid IDs and countercheck names in the Tour Request form	None	1 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)



Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman) Notes/Instruction: All visiting guests must present their IDs. Checking of IDs will take 1 minute/guest.				
	3.2. Perform Tour		1 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks *Following protocols and other directives of the national government and the university, this service might not be available during unforeseen catastrophes. Service hours start at 9:00 AM and end at 4:00 PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 2 working day/s, 6 minute/s		
Total Processing Fee:		Total Standard Fee: None		



11. UPCE Walk-in Tour

*Request for a guided UPCE library, instrumentarium, and/or archive tour. One group, with a maximum of 5 pax, can be accommodated at a time. This service is subject to availability of staff**

Office or Division:	UP Center for Ethnomusicology (ETHNO)	
Classification:	Simple	
Type of Transaction:	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)	
Who may avail:	1. UP students and UP alumni 2. Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, 3. Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Situational Requirement		
A. UP Clients		
A.1. Valid UP ID (student) or UP Alumni ID (alumni) • Student UP ID - UP Office of the University Registrar • UP Alumni Card - UP Alumni Association		
<i>Remarks:</i> <i>UP students can also present their validated Form 5 if their valid UP ID is not yet available</i>		
A.2. Guest Registration (1) Original Copy		UP Center for Ethnomusicology - Library
B. Filipino Non-UP		
B.1. Valid government ID, school ID, or company ID • Passport - Department of Foreign Affairs (DFA) • National ID - Philippine Statistics Agency (PSA) • TIN - Bureau of Internal Revenue (BIR) • Postal ID - Post Office • SSS ID or SSS UMID (Social Security System) • GSIS ID or GSIS UMID (Government Service Insurance System (GSIS)) • PRC ID - Philippine Regulatory Commission (PRC) • Driver's ID - Land Transportation Office (LTO) • School ID - current school or university of affiliation • Company ID - current company of affiliation • Senior Citizen ID - Local Government Unit (LGU)		



- Persons with Disabilities (PWD) ID - Local Government Unit (LGU)

Remarks:

- Identification card to be presented must not be expired
- School ID or Company ID should have client's photo and signature

B.2. Guest Registration
(1) Original Copy

UP Center for Ethnomusicology -
Library

C. Foreign

C.1. Valid IDs (passport and ID from their affiliated institution)

Respective government institution issuing passport, and their affiliated institution

C.2. Guest Registration
(1) Original Copy

UP Center for Ethnomusicology -
Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and sign in the Guest Registration logbook Location: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Notes/Instruction: Checking of ID is 1 Minute/tour guest	1.1. Check valid ID and Guest Registration	None	1 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Inform available assigned staff regarding tour request		5 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Perform tour		10 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)

General Remarks

*Following protocols and other directives of the national government and the university, this service might not be available during unforeseen catastrophes.
Service hours start at 9:00 AM and end at 4:00 PM to account for preparation time of materials, access spaces, and servers.

Total Processing Time:

Working Days: 16 minute/s



Total Processing Fee:	Total Standard Fee: None
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12. 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 (ETHNO)	
Classification:	Simple	
Type of Transaction:	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)	
Who may avail:	1. UP students and UP Alumni; 2. Filipino non-UP students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists; and, 3. Foreign students, faculty, and academic personnel, government personnel, researchers, cultural workers, and artists	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Situational Requirement		
A. UP Clients		
A.1. Valid UP ID (students) or UP Alumni Card (alumni) • Student UP ID - UP Office of the University Registrar • UP Alumni Card - UP Alumni Association		
<i>Remarks:</i> UP students can also present their validated Form 5 if their valid UP ID is not yet available		
B. Filipino Non-UP Clients		
B.1. Valid government ID, school ID, or company ID • Passport - Department of Foreign Affairs (DFA) • National ID - Philippine Statistics Agency (PSA) • TIN - Bureau of Internal Revenue (BIR) • Postal ID - Post Office • SSS ID or SSS UMID (Social Security System) • GSIS ID or GSIS UMID (Government Service Insurance System (GSIS) • PRC ID - Philippine Regulatory Commission (PRC) • Driver's ID - Land Transportation Office (LTO) • School ID - current school or university of affiliation • Company ID - current company of affiliation • Senior Citizen ID - Local Government Unit (LGU) • Persons with Disabilities (PWD) ID - Local Government Unit (LGU)		
<i>Remarks:</i>		



- Identification card to be presented must not be expired
- School ID or Company ID should have client's photo and signature

C. Foreign

C.1. Valid IDs (passport and ID from their affiliated institution)

Respective government institution issuing passport, and their affiliated institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and request for use of the Digital Access Station for accessing TUKLAS and UPCE Collections Portal at the UPCE Library personnel Location: Onsite: UP Center for Ethnomusicology Library (2nd floor, Jose Maceda Hall, Ylanan St., cor. Magsaysay Ave., College of Music, UP Diliman) Notes/Instruction: <i>For use only inside the UPCE during service hours.</i>	1.1. Check ID and receive request	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Prepare UPCE computer for client use		10 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Use Digital Access Station Location: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila	2. Assist client whenever necessary	None	10 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)

General Remarks

*Following protocols and other directives of the national government and the university, this service might not be available during unforeseen catastrophes.



Service hours start at 9:00 AM and end at 4:00 PM to account for preparation time of materials, access spaces, and servers.

Total Processing Time:	Working Days: 25 minute/s
Total Processing Fee:	Total Standard Fee: None



UP Center for Ethnomusicology (ETHNO)

Internal Services



1. Access to low-resolution digital copies of archive materials 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 (ETHNO)			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	UP Faculty and Employees			
Operating Hours:	Others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Valid UP ID UP ID - UP Human Resources Development Office				
2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>				
3. Accomplished UPCE Access Form (1) Original Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> <i>UPCE Access Form can also be downloaded from this link https://bit.ly/upceform003</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit requirements to the UPCE Library Personnel in person	1.1. Receive request with complete attachment and check client's UPCE Registration status	None	5 minute/s	Library Personnel; UP Center for Ethnomusi



or through email (upethno_archive.upd@up.edu.ph) Location: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila	1.2. Schedule use of access station and inform client of schedule		10 minute/s	cology (ETHNO) Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Prepare UPCE Access Station		30 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Retrieve and prepare requested digital files and transfer to UPCE Access Station		1 working day/s	Archive Personnel; UP Center for Ethnomusicology (ETHNO)
2. Access requested files Location: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Notes/Instruction: Arrive at least 15 minutes before schedule	2. Assist client with the handling of archival material/s whenever necessary	None	1 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks *Following protocols and other directives of the national government and the university, this service might not be available during unforeseen catastrophes. Service hours start at 9:00 AM and end at 4:00 PM to account for preparation time of materials, access spaces, and servers.				



Total Processing Time:	Working Days: 1 working day/s, 46 minute/s
Total Processing Fee:	Total Standard Fee: None



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 request. (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293).

Office or Division:	UP Center for Ethnomusicology (ETHNO)	
Classification:	Complex	
Type of Transaction:	G2G (Government to Government)	
Who may avail:	UP Faculty and Employees	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Standard Requirement		
1. Valid UP ID UP ID - UP Human Resources Development Office		
2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration".</i>		
3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004</i>		
4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy		UP Center for Ethnomusicology - Library
5. Signed approval of copyright owners (1) Original Copy Or (1) Certified True Copy		Applicant / Client
<i>Remarks:</i> <i>Copyright owner of the material</i> <i>Sample template: https://bit.ly/upce-sample-letter-copyright</i>		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit required forms, request letter, and signed approval of copyright owner to the UPCE Library Personnel in person or through email (upethno_archive.upd@up.edu.ph) Location: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	1.1. Receive request with complete attachment and check client's UPCE Registration status	None	5 minute/s	Library Personnel ; UP Center for Ethnomusicology (ETHNO)
	1.2. Secure approval of UPCE Director		7 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Inform Client of approved/denied request and schedule		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Device Letter-Agreement for Terms of Use and send to client		5 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Sign Letter-Agreement for Terms of Use and return to UPCE Library Personnel Location: Onsite: UP Center for Ethnomusicology Library 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City,	2.1. Receive and file Letter-Agreement for Terms of Use	None	5 minute/s	Library Personnel ; UP Center for Ethnomusicology (ETHNO)
	2.2. Retrieve requested materials and upload requested materials in UPCE's designated online file transfer platform**		1 working day/s, 3 hour/s, 30 minute/s	Archive Personnel ; UP Center for Ethnomusicology (ETHNO)



1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	2.3. Inform Client when the material is available for access online and provide link to the materials		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
3. Acknowledge receipt of link and access to material Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	3. Reply to client with service evaluation survey	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks ** Materials uploaded in the UPCE designated online file transfer platform will only be available for access for 6 months. Service hours starts at 9:00AM and ends at 4:00PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 3 working day/s, 15 minute/s		
Total Processing Fee:		Total Standard Fee: None		



3. Instruments and artefacts for use

Request for borrowing of instruments or artefacts for use within University of the Philippines Diliman. This service is limited to a maximum duration of one (1) week per material. 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 (ETHNO)			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	UP College of Music Faculty and Staff			
Operating Hours:	Others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Valid UP ID UP ID - UP Human Resources Development Office				
2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>				
3. Accomplished UPCE Instrument Borrower's Form (1) Original Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> <i>UPCE Instrument Borrower's Form can also be downloaded at https://bit.ly/upceform005</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. 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	None	5 minute/s	Library Personnel; UP Center for Ethnomusi



(upethno_archive.upd@up.edu.ph) Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph				cology (ETHNO)
	1.2. Secure approval of UPCE Director		4 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Prepare and present Billing Invoice including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment		1 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Pay corresponding fees Location: Onsite: UP Diliman Cash Office PNB Building, G. Apacible St., corner P. Valenzuela St., UP Campus Diliman University of the Philippines, Diliman Q.C., Philippines, 1101 Online: pay through prescribed online payment channels	2. Process payment	Formula Fees Breakdown: Rental Fee	15 minute/s	Cashier; Diliman Cash Office (DCO)
3. Present proof of payment Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall,	3.1. Acknowledge presentation of receipt	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)



Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila	3.2. Accomplish a Condition Report Form		5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
Online: upethno_archive.upd@up.edu.ph	3.3. Inform Client of pick-up schedule		5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
4. Pick-up instrument in person with attached forms Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila	4. Assist client with the handling of instrument/s whenever necessary	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
5. Return materials upon end of use Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila	5.1. Receive materials	None	1 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	5.2. Accomplish a condition report form per material		5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks				



*Following protocols and other directives of the national government and the university, this service might not be available during unforeseen catastrophes.

*Service hours starts at 9:00AM and ends at 4:00PM to account for preparation time of materials, access spaces, and servers

Total Processing Time:	Working Days: 5 hour/s, 46 minute/s
Total Processing Fee:	Total Standard Fee: None See other fees below

Formula / Schedule of Fees

- **Rental Fee**

for academic use within College of Music: None

for use outside College of Music or for non-academic use: 25% of the Instrument current purchase cost (in PHP)



4. 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 one-time presentations within the UP College of Music only.**

Office or Division:	UP Center for Ethnomusicology (ETHNO)			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	UP Faculty and Employees			
Operating Hours:	Others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Valid UP ID UP ID - UP Human Resources Development Office				
2. Accomplished UPCE Library Call Slip (1) Original Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit accomplished UPCE Library Call Slip to the UPCE Library Personnel in person or through email (upethno_archive.upd@up.edu.ph) Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsa	1.1. Receive request with complete attachments	None	5 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Prepare materials and provide to client		5 minute/s	• Library Personnel; UP Center



ysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph				for Ethnomusicology (ETHNO)
2. Pick-up library material/s in person and sign book card Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magdysay Ave, Diliman, Quezon City, 1101 Metro Manila	2. Assist client with use of library material/s whenever necessary	None	1 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
3. Return materials upon end of use Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magdysay Ave, Diliman, Quezon City, 1101 Metro Manila	3. Receive materials	None	1 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)



General Remarks

*Following protocols and other directives of the national government and the university, this service might not be available during unforeseen catastrophes.

*Service hours start at 9:00 AM and end at 4:00 PM to account for preparation time of materials, access spaces, and servers.

Total Processing Time:	Working Days: 12 minute/s
Total Processing Fee:	Total Standard Fee: None



5. Online access to digital copies of archival materials

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 request.

Office or Division:	UP Center for Ethnomusicology (ETHNO)			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	UP Faculty and Employees			
Operating Hours:	Others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Valid UP ID UP ID - UP Human Resources Development Office				
2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>				
3. Accomplished UPCE Access Form (1) Original Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> <i>UPCE Access Form can also be downloaded from this link https://bit.ly/upceform003</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	1.1. Receive request with complete attachments and check Client's UPCE Registration status	None	5 minute/s	Library Personnel; UP Center for Ethnomusi



(upethno_archive.upd@up.edu.ph) Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magasaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph				cology (ETHNO)
	1.2. Secure approval of UPCE Director		4 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Inform Client of approved/denied request and schedule		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Retrieve and prepare requested materials		2 working day/s	Archive Personnel; UP Center for Ethnomusicology (ETHNO)
	1.5. Upload requested materials in UPCE's designated online viewing/ access platform**		1 working day/s, 3 hour/s, 15 minute/s	Archive Personnel; UP Center for Ethnomusicology (ETHNO)
	1.6. Inform Client when the material is available for access online and provide link to the online viewing/ access platform		15 minute/s	Library Personnel ; UP Center for Ethnomusicology (ETHNO)
2. Acknowledge receipt of link and access to material Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall,	2. Reply to client with service evaluation survey	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)



Ylanan st, cor Magsa ysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph				
General Remarks ** Materials uploaded in the UPCE's designated online viewing/access platform will only be available for access for 6 months. Service hours starts at 9:00AM and ends at 4:00PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 3 working day/s, 7 hour/s, 55 minute/s		
Total Processing Fee:		Total Standard Fee: None		



6. Reproduction and use of unpublished score for publication or performance

Request for digital reproduction unpublished score from Archive holdings for non-profit publications and performances only. Digital reproduction of part scores will depend on necessity and availability of the part scores. For publication, only select number of pages are allowed. (Maximum of 5 pages or 10% of the score, whichever is lower)

Office or Division:	UP Center for Ethnomusicology (ETHNO)	
Classification:	Complex	
Type of Transaction:	G2G (Government to Government)	
Who may avail:	UP Faculty and Employees	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Standard Requirement		
1. Valid UP ID UP ID - UP Human Resources Development Office		
2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"</i>		
3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004</i>		
4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy		UP Center for Ethnomusicology - Library
5. Signed approval of copyright owners (1) Original Copy Or (1) Electronic Copy		Applicant / Client
<i>Remarks:</i>		



Copyright owner of the material

Sample template: <https://bit.ly/upce-sample-letter-copyright>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit requirements (form, request letter, and signed approval of copyright owners) to the UPCE Library Personnel in person or through email (upethno_archive.upd@up.edu.ph) Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	1.1. Receive request with complete attachments and check client's UPCE Registration status	None	5 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Secure approval of UPCE Director		7 hour/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Inform client of approved/denied request and schedule		15 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Receive and acknowledge notification of the approval of request Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	2. Device Letter-Agreement for Terms of Use and send to client	None	5 hour/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)

3. Sign Letter-Agreement for Terms of Use and return to UPCE Library Personnel Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	3.1. Receive signed Letter-Agreement for Terms of Use	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	3.2. Prepare and upload requested materials in UPCE's designated online file transfer platform**		2 working day/s, 7 hour/s, 30 minute/s	Archive Personnel; UP Center for Ethnomusicology (ETHNO)
	3.3. Inform Client when the material is available for access online and provide link to the materials		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
4. Acknowledge receipt of link and access to material Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	4. Reply to client with service evaluation survey	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks ** Materials uploaded in the UPCE's designated online file transfer platform will only be available for access for 6 months. Service hours starts at 9:00AM and ends at 4:00PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 4 working day/s, 4 hour/s, 15 minute/s		



Total Processing Fee:	Total Standard Fee: None
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7. 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 (ETHNO)			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	UP Faculty and Employees			
Operating Hours:	Others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Valid UP ID (original) UP ID - UP Human Resources Development Office				
2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"				
3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004				
4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy			UP Center for Ethnomusicology - Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit required forms and request	1.1. Receive request with complete attachments and	None	5 minute/s	Library Personnel; UP Center

letter to the UPCE Library Personnel in person or through email (upethno_archive.upd@up.edu.ph) Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	check client's UPCE Registration status			for Ethnomusicology (ETHNO)
	1.2. Secure approval of UPCE Director		7 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Inform client of approved/denied request and schedule		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Device Letter-Agreement for Terms of Use and send to client		5 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Sign Letter-Agreement for Terms of Use Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	2.1. Receive signed Letter-Agreement for Terms of Use	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	2.2. Prepare scores		2 working day/s	Archive Personnel; UP Center for Ethnomusicology (ETHNO)
	2.3. If clients requested for digital copy - upload requested materials in UPCE's designated online file transfer platform**		7 hour/s	Archive Personnel; UP Center for Ethnomusicology (ETHNO)
	2.4. Inform Client that requested material is		30 minute/s	Library Personnel;

	ready			UP Center for Ethnomusicology (ETHNO)
	2.5. If clients requested for digital copy - Provide link to the material for digital reproduction			Library Personnel; UP Center for Ethnomusicology (ETHNO)
3. If requesting for printed copy of score*** – Go to UPCE Library to pick-up score Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila	3. If clients requested for printed copy - Provide score to the client and redirect to the printing/copying services (non-UPCE entity)	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)



4. If requesting for printed copy of score*** – Return score upon end of use Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magasaysay Ave, Diliman, Quezon City, 1101 Metro Manila	4. If clients requested for printed copy - Receive score	None	1 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
5. If requesting for digital copy - Acknowledge receipt of link and access to material Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magasaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	5. Reply to client with service evaluation survey	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks				



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

***Only select scores are allowed for printed copy option.

Service hours starts at 9:00AM and ends at 4:00PM to account for preparation time of materials, access spaces, and servers.

Total Processing Time:	Working Days: 4 working day/s, 4 hour/s, 36 minute/s
Total Processing Fee:	Total Standard Fee: None



8. Reproduction of unpublished audio recordings

Request for acquiring reproduction of unpublished audio recordings from the UP Center for Ethnomusicology archives. Use of unpublished recordings are strictly for academic purposes only. (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293) (maximum of 10 tracks per request at 60 seconds or a fraction thereof per track).

Office or Division:	UP Center for Ethnomusicology (ETHNO)	
Classification:	Complex	
Type of Transaction:	G2G (Government to Government)	
Who may avail:	UP Faculty and Employees	
Operating Hours:	Others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Standard Requirement		
1. Valid UP ID UP ID - UP Human Resources Development Office		
2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>For checking only by the UPCE Library Staff in the client database.</i> <i>For new registrations, see UPCE Service "UPCE Registration"</i>		
3. Accomplished UPCE Reproduction Form (1) Original Copy Or (1) Electronic Copy		UP Center for Ethnomusicology - Library
<i>Remarks:</i> <i>UPCE Reproduction Form can also be downloaded from this link https://bit.ly/upceform004</i>		
4. Accomplished Letter-Agreement for Terms of Use with UPCE (2) Original Copy		UP Center for Ethnomusicology - Library
5. Signed approval of copyright owners (1) Original Copy Or (1) Certified True Copy		Applicant / Client



Remarks:

Copyright owner of the material

(Sample template: <https://bit.ly/upce-sample-letter-copyright>)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit required forms, request letter, and signed approval of copyright owner to the UPCE Library Personnel in person or through email Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magasaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	1.1. Receive request with complete attachments and check client's UPCE Registration status	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Secure approval of UPCE Director		7 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Inform Client of approved/denied request and schedule		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Prepare and present Billing Invoice including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment		4 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.5. Device Letter-Agreement for Terms of Use and send to client		5 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Sign Letter-Agreement for Terms	2. Receive and file Letter-Agreement for	None	1 minute/s	Library Personnel;



of Use and return to UPCE Library personnel Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magasaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	Terms of Use			UP Center for Ethnomusicology (ETHNO)
3. Pay corresponding fees Location: Onsite: UP Diliman Cash Office PNB Building, G. Apacible St., corner P. Valenzuela St., UP Campus Diliman University of the Philippines, Diliman Q.C., Philippines, 1101 Online: pay through prescribed online payment channels	3. Process payment and provide receipt	Formula Fees Breakdown: Reproduction Fee	15 minute/s	Cashier; OVCA - Diliman Cash Office (OVCA-DCO)



4. Present proof of payment Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	4.1. Acknowledge presentation of receipt	None	5 minute/s	Library Personnel ; UP Center for Ethnomusicology (ETHNO)
	4.2. Retrieve requested materials and upload requested materials in UPCE's designated online file transfer platform***		3 working day/s	Archive Personnel; UP Center for Ethnomusicology (ETHNO)
	4.3. Inform Client when the material is available for access online and provide link to the material		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
5. Acknowledge receipt of link and access to material Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	5. Reply to client with service evaluation survey	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks ** Materials uploaded in the UPCE's designated online file transfer platform will only be available for access for 6 months.				



Service hours starts at 9:00AM and ends at 4:00PM to account for preparation time of materials, access spaces, and servers.

Total Processing Time:	Working Days: 5 working day/s, 1 hour/s, 1 minute/s
Total Processing Fee:	Total Standard Fee: None See other fees below

Formula / Schedule of Fees

- **Reproduction Fee**

PHP 100.00 (for every 60 seconds or a fraction thereof)



9. 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 (ETHNO)			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	UP Faculty and Employees			
Operating Hours:	Others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Valid UP ID UP ID - UP Human Resources Development Office				
2. Accomplished UPCE Registration form endorsed by the client's Dean, Head of Unit, or Librarian (1) Original Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> UPCE Registration Form can also be downloaded from this link https://bit.ly/upceform001				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit requirements to the UPCE Library Personnel in person or through email Location:	1.1. Receive accomplished UPCE Registration form with complete attachments	None	5 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsa	1.2. Secure approval of UPCE Director		7 hour/s	• Library Personnel ; UP Center for Ethnomusicology (ETHNO)



ysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	1.3. Inform Client of approved/denied request		15 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Prepare and present Billing Invoice including payment instructions, directions to the UP Diliman Cash Office, and guide to sending proof of payment		5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Pay corresponding fees Location: Onsite: UP Diliman Cash Office PNB Building, G. Apacible St., corner P. Valenzuela St., UP Campus Diliman University of the Philippines, Diliman Q.C., Philippines, 1101 Online: pay through prescribed online payment channels	2. Process payment and issue official receipt	Standard Fees Breakdown: Registration Fee: PHP 50 Total: PHP 50	15 minute/s	Cashier; OVCA - Diliman Cash Office (OVCA-DCO)
3. Present proof of payment Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall,	3. 3.1 Input Registration of client in the database, inform client of their registration status and provide copy of approved registration form	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)



Ylanan st, cor Magsa ysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph				
General Remarks Service hours starts at 9:00AM and ends at 5:00PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 7 hour/s, 45 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 50		



10. UPCE Scheduled Tour

*Request for and participation in guided UPCE library, instrumentarium, and/or archive tour. Request must be made at least 5 working days before requested appointment. Maximum of 20 pax per group can be accommodated at a time.**

Office or Division:	UP Center for Ethnomusicology (ETHNO)			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	UP Faculty and Employees			
Operating Hours:	Others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Valid UP ID UP ID - UP Human Resources Development Office				
2. Valid UPCE Registration (1) Photo Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
<i>Remarks:</i> • Registration of group head if group tour • For checking only by the UPCE Library Staff in the client database. For new registrations, see UPCE Service "UPCE Registration"				
3. Filled out UPCE Tour Request Form (1) Original Copy Or (1) Electronic Copy			UP Center for Ethnomusicology - Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and submit requirements to the UPCE Library Personnel in person or through email Location:	1.1. Receive request with complete attachments and check client's UPCE Registration status	None	5 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
Onsite:	1.2. Check availability of venue and staff in		1 hour/s	• Library Personnel;



UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magasaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph Notes/Instruction: Only the group head will present their ID for group tours	the UPCE Calendar			UP Center for Ethnomusicology (ETHNO)
	1.3. Secure approval of UPCE Director		4 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.4. Schedule venue and tour in UPCE calendar for the information of all UPCE		7 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.5. Inform client of approved/denied request and schedule		1 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
2. Receive status of tour request Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magasaysay Ave, Diliman, Quezon City, 1101 Metro Manila Online: upethno_archive.upd@up.edu.ph	2. Prepare space and/or materials for tour	None	2 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)



3. Present Valid IDs at entrance of UPCE Library (for all visiting guests for the tour) Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City, 1101 Metro Manila Notes/Instruction: All visiting guests for the tour must present their ID. Checking of ID is 1 Minute/tour guest	3.1. Check Valid IDs and countercheck names in the Tour Request form	None	1 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	3.2. Perform tour		1 hour/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks *Following protocols and other directives of the national government and the university, this service might not be available during unforeseen catastrophes. Service hours start at 9:00 AM and end at 4:00 PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 2 working day/s, 6 minute/s		
Total Processing Fee:		Total Standard Fee: None		



11. UPCE Walk-in Tour

*Request for a guided UPCE library, instrumentarium, and/or archive tour. One group, with a maximum of 5 pax, can be accommodated at a time. This service is subject to availability of staff**

Office or Division:	UP Center for Ethnomusicology (ETHNO)			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	UP Faculty and Employees			
Operating Hours:	Others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Valid UP ID UP ID - UP Human Resources Development Office				
2. Guest Registration (1) Original Copy			UP Center for Ethnomusicology - Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and sign in the Guest Registration logbook Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magasaysay Ave, Diliman, Quezon City, 1101 Metro Manila Notes/Instruction:	1.1. Check valid ID and guest registration	None	1 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Inform available assigned staff regarding tour request		5 minute/s	• Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.3. Perform tour		10 minute/s	• Library Personnel; UP Center for Ethnomusicology



Checking of ID is 1 minute/tour guest				cology (ETHNO)
General Remarks *Following protocols and other directives of the national government and the university, this service might not be available during unforeseen catastrophes. Service hours start at 9:00 AM and end at 4:00 PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 16 minute/s		
Total Processing Fee:		Total Standard Fee: None		



12. 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 (ETHNO)			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	UP Faculty and Employees			
Operating Hours:	Others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Valid UP ID UP ID - UP Human Resources Development Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present valid ID and request for use of the Digital Access Station for accessing TUKLAS and UPCE Collections Portal at the UPCE Library personnel (for use only inside the UPCE during service hours) Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magsaysay Ave, Diliman, Quezon City,	1.1. Receive request	None	5 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
	1.2. Prepare UPCE computer for client use		10 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)



1101 Metro Manila				
2. Use Digital Access Station Location: Onsite: UP Center for Ethnomusicology Library, 2f Jose Maceda Hall, Ylanan st, cor Magasaysay Ave, Diliman, Quezon City, 1101 Metro Manila	2. Assist client whenever necessary	None	10 minute/s	Library Personnel; UP Center for Ethnomusicology (ETHNO)
General Remarks *Following protocols and other directives of the national government and the university, this service might not be available during unforeseen catastrophes. Service hours start at 9:00 AM and end at 4:00 PM to account for preparation time of materials, access spaces, and servers.				
Total Processing Time:		Working Days: 25 minute/s		
Total Processing Fee:		Total Standard Fee: None		



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a 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 ARTC. For inquiries and follow-up, clients may contact the following telephone number: 8981-8500 loc 2626
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 filed 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: 8981-8500 loc 2626
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 UARTEFP shall start the investigation and forward the complaint to the relevant office for their explanation. The UARTEFP will create report after the investigation and shall submit it to the Office of the Chancellor through the UP Diliman ARTC. The UARTEFP will give feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 8981-8500 loc 2626
Contact Information of Anti Red Tape Committee (ARTC)	UP Diliman Committee on Anti Red Tape (UPD CART) Email address: artc.upd@up.edu.ph Telephone Number: 89818500 local 2570



University of the Philippines Diliman

CLIENT FEEDBACK FORM

Unit: _____

Service Requested: _____

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

A. How would you rate our service/s in term of quality?

1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent

B. 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: _____

Service Requested: _____

A. Name of Person being complaint _____

B. 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	Address	Contact Information
Office of the Chancellor	2nd Floor, South Wing Quezon Hall, U.P. Diliman, Quezon City, 1101 Philippines	(632) 929-5401, 927-1835, 926-6942 ocdiliman@up.edu.ph
Computer Center	Magsaysay Ave. Cor. Apacible St., University of the Philippines, Diliman, Quezon City	(02) 8981-8500 VoIP 2025, 2020 computer.center@upd.edu.ph
Diliman Gender Office	M. Roxas Street, 2nd Floor of Benton Hall (old Registrar's Office) Palma Hall Annex (PHAN) Building	(632) 926-9053 (632) 981-8500 local 2467, 2465 updgo@up.edu.ph
Diliman Information Office	2 nd Flr University Theatre, UP Diliman Quezon City	(632) 924-1881, 924-1882 (632) 981-8500 locals 3982, 3983 updio@up.edu.ph
Diliman Legal Office	Quezon Hall, South Wing Building Quezon City, Philippines	(632) 981-8500 locals 2518, 2563 dilimanlegal.upd@up.edu.ph
Department of Military Science and Tactics	Ylanan Street, Diliman, Lungsod Quezon, 1101 Kalakhang Maynila	8981-8500 local 4201 (02) 8928-7577 dmst.updiliman@up.edu.ph
Data Protection Office	L/GF, Phivolcs Bldg. C.P. Garcia Avenue Diliman, Quezon City 1101	8255-3561 dpo.updiliman@up.edu.ph



Office of Anti-Sexual Harassment	2nd Floor Benton Hall (Beside Lagmay Hall) M. Roxas Ave., UP Campus 1101 Quezon City, Philippines	(632) 981-8500 locals 2465, 2466 oash.upd@up.edu.ph
Office for Initiatives in Culture and the Arts	CP Garcia cor Purok Aguinaldo 1101 Quezon City, Philippines	(632) 981-8500 locals 2659, 2660 oica.upd@up.edu.ph
Quality Assurance Office	2 nd floor, Juinio Hall, corner Agoncillo St. and Osmena Avenue University of the Philippines Diliman Quezon City 1101, Philippines	(632) 89818500 local 2092, 2555 qa.upd@up.edu.ph
Sentro ng Wikang Filipino	3rd Floor, School of Urban and Regional Planning, E. Jacinto Street, Diliman, Lungsod Quezon, Kalakhang Maynila	(632) 426-5838 (632) 981-8500 lokal 4583 swf.updiliman@up.edu.ph
UPD Ugnayan ng Pahinungod	6th Floor Student Union Building, University of the Philippines Diliman	(02) 8546-3607 pahinungod.upd@up.edu.ph
Bulwagan ng Dangal	UPD-OICA (UP Diliman Office for Initiatives in Culture and the Arts), C.P. Garcia Ave, Diliman, Quezon City cor. Purok Aguinaldo 1101 Diliman, Philippines	(632) 8981-8500 local 2874 bulwaganngdangal.upd@up.edu.ph
Theatre Complex	Osmeña Ave, U.P. Campus, Quezon City, Philippines	(632) 920-5802, 920-5996, 920-7556 uptheater.upd@up.edu.ph



Office of the Vice Chancellor for Administration	Ground Floor, South Wing, Quezon Hall University of the Philippines, Diliman Q.C., Philippines, 1101	+2 9818500 local 2579, 2580, 2581 +2 928 28 28 ovca.updiliman@up.edu.ph
Diliman Accounting Office	PNB Bldg, Apacible St, UP Diliman	(632) 981-8500 locals 2759, 2765, 2755, 2758, 2757, 2756, 2764, 2753, 2754, 2752, 2770 acctg.upd@up.edu.ph
Diliman Budget Office	Laurel Ave, Diliman, Quezon City, Metro Manila	(632) 436-3488, 436-2808, 436-2944, 928-3330 budgetoffice.upd@up.edu.ph
Diliman Cash Office	PNB Bldg, Apacible St, UP Diliman	(632) 981-8500 locals 2766, 2762, 2761 cashoffice.upd@up.edu.ph
Human Resource Development Office	Mezzanine floor, South Wing Quezon Hall University of the Philippines, Diliman Q.C., Philippines, 1101	(632) 981-8500 locals 2564, 2569, 2573 hrdo.updiliman@up.edu.ph
Supply and Property Management Office	Lakandula Street, Diliman, Quezon City, Metro Manila	(632) 981-8500 locals 4577, 4582, 4580, 4581 spmo.upd@up.edu.ph
Utilities Management Team/ PABX Office	PNB Bldg, Apacible St, UP Diliman	(632) 981-8500 locals 2071, 2077 (632) 981-8500 local 2079 umt.upd@up.edu.ph pabx.upd@up.edu.ph voip@upd.edu.ph



Office of the Vice Chancellor for Academic Affairs	Rm. 203, 2/F DILC Building, Magsaysay Avenue corner Apacible Street University of the Philippines Diliman, Quezon City 1101 Philippines	(632) 928-5107 (632) 981-8500 local 2583 ovcaa.upd@up.edu.ph
General Education Center	4/F DILC Building, Magsaysay Ave., cor. Apacible St., UP Diliman, Quezon City 1101	(632) 981-8500 local 2060 gec_ovcaa.upd@up.edu.ph
Interactive Learning Center Diliman	DILC Bldg., corner Apacible St. and Magsaysay Ave., University of the Philippines, Diliman, Quezon City 1101	(632) 920-9556 (632) 981-8500 local 2058 ilcdiliman@up.edu.ph
National Service Training Program	4th Floor DILC Bldg., R. Magsaysay Ave. cor G. Apacible St., UP Diliman, Quezon City 1101	(632) 981-8500 local 4525 nstp.upd@up.edu.ph
Office of Advancement of Teaching	Rm. 101, 1/F DILC Building Magsaysay Avenue corner Apacible Street University of the Philippines Diliman, Quezon City 1101	(632) 236-3993 (632) 981-8500 local 2562 ovcaa.oatdiliman@up.edu.ph
Office of Field Activities	4/F DILC Building Magsaysay Avenue corner Apacible Street, University of the Philippines Diliman, Quezon City 1101	(632) 981-8500 local 2059 ofadiliman@up.edu.ph



Office of International Linkages, Diliman	Rm. 102, 1/F DILC Building Magsaysay Avenue corner Apacible Street, University of the Philippines Diliman, Quezon City 1101	(02) 981-8500 local 2561 international.upd@up.edu.ph
Office of the University Registrar	The New OUR Building T.M. Kalaw Street	(02) 927-6084 (02) 981-8500 local 4551, 4552, 4553 our@upd.edu.ph admin.our@upd.edu.ph
University Library	Gonzales Hall, Apacible Street University of the Philippines	(02) 981-8500 local 2852, 2856 library.updiliman@up.edu.ph
Office of the Vice Chancellor for Community Affairs	Ground Floor, Quezon Hall University of the Philippines, Diliman, Quezon City 1101	(632) 928-2947 (632) 981-8500 locals 8600, 8601 ovcca.updiliman@up.edu.ph
Campus Maintenance Office	Community Affairs Complex, Emilio Jacinto Street, U.P Campus Diliman, Quezon City, 1101 Metro Manila	(632) 361-8262, (0977) 784-1234 (632) 981-8500 locals 116, 4028, 4039 cmo.updiliman@up.edu.ph
Diliman Environmental Management Office	Balagtas St. corner Laurel St, Area 2 , UP Campus	9818500 local 4272/ 4330945 (0915) 5548306 / (0961) 5960754 demo.diliman@up.edu.ph
Office of Community Relations	E. Jacinto Street, Quezon City Metro Manila.	(632) 981-8627, 981-8628



Diliman Housing Office	Emilio Jacinto Street, Diliman, Quezon City, Metro Manila	(632) 927-7715 (632) 981-8500 locals 4036, 4037 housing.updiliman@up.edu.ph
Public Safety and Security Office	Room 09 School of Labor and Industrial Relations (SOLAIR), R.P. de Guzman St., U.P. Campus, Diliman, Quezon City 1101	(02) 8981-8500 local 8512 cso.updiliman@up.edu.ph
UP Diliman Police	E. Delos Santos Street, Diliman, Quezon City, Metro Manila	981-8500 loc. 4002, 4003, 4005, 4008, 4034, 4005, 4008, 4034 (02) 8928-3615 upd.dp@upd.edu.ph
Transportation Management Office	NCTS building, Apacible St., Diliman, Quezon City	(632) 89818500 local 4006 tmo.updiliman@up.edu.ph
University Health Service	J.P. Laurel Avenue corner Apacible & Agoncillo Street, Diliman, Quezon City, 1101 Metro Manila	(632) 928-3608 (632) 981-8500 locals 111, 110, 2701, 2706, 2703, 2709 uhs.updiliman@up.edu.ph, uphs@upd.edu.ph
Office of the Vice Chancellor for Planning and Development	Community Affairs Center, Gen E Jacinto Street, Quezon City, Metro Manila	(632) 981-8500 locals 4035, 4040 ovcpd.upd@up.edu.ph
Office of the Campus Architect	Lakandula Street, corner I. Delos Reyes Street, Diliman, Quezon City, Metro Manila	(632) 920-5301, 927-8656 (632) 981-8500 local 8032 oca.upd@up.edu.ph



Balay	Ikeda Hall, Guerrero cor. Dagohoy Streets University of the Philippines, Diliman, Quezon City 1101	(632) 920-4843, 426-1460 upbalayinternasyonal@up.edu.ph
Office of the Vice Chancellor for Research and Development	Lower Ground Floor, PHIVOLCS Building, C.P. Garcia Ave, Diliman, Lungsod Quezon, Kalakhang Maynila	(632) 927-2568 (632) 981-8500 local 4046 (632) 9272567 ovcrd@up.edu.ph ovcrd@upd.edu.ph
Center for Ethnomusicology	2nd floor, Jose Maceda Hall Ylanan St., cor. Magsaysay Ave., College of Music University of the Philippines Diliman 1101 Quezon City	(632) 981-8500 local 2626 upethno.upd@up.edu.ph
Institute for Small Scale Industries	E. Virata Hall, E. Jacinto St. UP Campus Diliman Quezon City	(632) 981-8500 locals 4052, 4053 info.issi@up.edu.ph
Office of Extension Coordination	Lower Ground Floor, PHIVOLCS Building, C.P. Garcia Ave, Diliman, Lungsod Quezon, Kalakhang Maynila	(632) 981-8500 local 2621 oec.updiliman@up.edu.ph oec.ovcrd@up.edu.ph
Research Dissemination Office	Lower Ground Floor, PHIVOLCS Building, C.P. Garcia Ave, Diliman, Lungsod	(632) 436-8720, 927-2568 (632) 981-8500 local 4048 rdo.ovcrd@up.edu.ph



	Quezon, Kalakhang Maynila	
Research Management Office	Lower Ground Floor, PHIVOLCS Building, C.P. Garcia Ave, Diliman, Lungsod Quezon, Kalakhang Maynila	(632) 436-8720, 927-2568 (632) 981-8500 local 4050 rmo.ovcrd@up.edu.ph
Technology Transfer and Business Development Office	G/F National Institute of Molecular Biology and Biotechnology, Ma. Regidor St., National Science Complex UP Campus, Diliman, Quezon City 1101	(632) 981-8500 local 8763, 332-5690 techtransfer.ovcrd@up.edu.ph
Office of the Vice Chancellor for Student Affairs	2F, Vinzons Hall University of the Philippines Diliman 1101 Quezon City, Philippines	(632) 8981-8500 loc. 2587- 2588 Direct Line: (632) 8928-2886 ovcsa.upd@up.edu.ph
Diliman Learning Resource Center	3F Student Union Building University of the Philippines Diliman 1101 Quezon City, Philippines	(632) 8981-8500 loc. 4622 lrc.upd@up.edu.ph
Department of Science and Technology	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City Philippines 1101	+63 2 8249 8500 info@asti.dost.gov.ph



Office of Counseling and Guidance	4F, Vinzons Hall University of the Philippines Diliman 1101 Quezon City, Philippines	(632) 8981-8500 loc 4501/4502 Direct Line: (632) 8929-5835 ocg.updiliman@up.edu.ph
Office of Student Ethics (SDC)	2F, Vinzons Hall University of the Philippines Diliman 1101 Quezon City, Philippines	(632) 8981-8500 loc 4509, 4526 ose.upd@up.edu.ph Cellphone: 0981 850 0450
Office of Scholarship and Grants	3F, Vinzons Hall University of the Philippines Diliman 1101 Quezon City, Philippines	(632) 8981-8500 loc. 4504-4506 osg@up.edu.ph, osgscholarships.upd@up.edu.ph
Office of Student Housing	2/F Acacia Residence Hall, Jose P. Laurel Sr. Avenue cor. Apacible St, UP Diliman	(632) 8981-8500 loc. 4510 osh.updiliman@up.edu.ph
Office of Student Projects and Activities (OSPA)	3F Student Union Building University of the Philippines Diliman 1101 Quezon City, Philippines	(632) 8981-8671, (02) 8981-8672 ospa.upd@up.edu.ph
University Food Service	3F Student Union Building University of the Philippines Diliman 1101 Quezon City, Philippines	(632) 8981-8500 loc 4638 ufs.upd@up.edu.ph



National Institute for Science and Mathematics Education Development	Quirino Avenue cor Velasquez Street, U.P. Diliman, Quezon City 1101 Philippines	(63 2) 9283545, 9281563, 9274276 (63 2) 9818500 locals 3901-3910 nismed.upd@up.edu.ph
National Engineering Center	Juinio Hall, corner Agoncillo St. and Osmena Avenue University of the Philippines Diliman Quezon City 1101, Philippines	UP Trunkline: (632) 981-8500 3003 (Administrative Division), 3005 & 3004 (Professional Engineering Training Division), 3006 & 3008 (Engineering Information and Marketing Division), 3014 (Project Development and Management Division) Fax: (632) 929-1710 nec@up.edu.ph nec_info.upd@up.edu.ph
Building Research Service	Room 101-102, Juinio Hall, Osmeña Ave. cor Agoncillo St. U.P. Diliman, Quezon City Philippines 1101	UP Trunkline: +63 02 981-8500 VOIP 3021 Telefax: +63 02 426-3984 brs.upd@up.edu.ph
National Center for Transportation Studies	G. Apacible St., Diliman, Quezon City 1101, Philippines	VoIP: (632) 981-8500 loc. 3551 (Admin), loc. 3552 (Training), loc. 3553 (Library), loc. 3554 (TE&E TeleFax), loc. 3555 (TEM TeleFax), loc.



		3556 (Road Safety Research), loc. 3007 (Environment & Energy) upncts@up.edu.ph
Philippine Learning Center for Environment and Social Sustainability	Rm. 302, UP National Engineering Center, Juinio Hall, Agoncillo St. corner Osmeña Avenue, University of the Philippines Diliman, Quezon City	981-85-00 ext. 3057, 3008 phlearningcenter@upd.edu.ph
Training Center for Applied Geodesy and Photogrammetry	Department of Geodetic Engineering & Training Center for Applied Geodesy and Photogrammetry 406 Melchor Hall, College of Engineering Osmeña Avenue, University of the Philippines Diliman, Quezon 1101 Metro Manila, Philippines	Phone: (+63-2) 981-8500 ext. 3147 Fax: (+63-2) 920-8924
Natural Sciences Research Institute	Miranda Hall, Quirino Corner Velasquez Sts, University of the Philippines Diliman, Quezon City	+63 981 8500 local 3605 Telefax: +632 925 2965 nsri.updiliman@up.edu.ph dnalab.updiliman@up.edu.ph



VIII. List of Colleges

Office	Address	Contact Information
College of Arts and Letters	College of Arts and Letters, Bulwagang Rizal, University of the Philippines, Diliman, Quezon City 1101, Philippines	(632) 928-7508 (632) 981-8500 locals 2102, 2104 to 06 kal.upd.edu.ph, cal.upd@up.edu.ph
College of Fine Arts	Bartlett Hall, E. Jacinto St., University of the Philippines, Diliman, Quezon City 1101, Philippines	(632) 981-8732, 920-9910, (632) 981-8500 locals 3976, 3977 cfa.upd.edu.ph, cfa.upd@up.edu.ph
College of Human Kinetics	Corner Magsaysay and E. Jacinto Sts., University of the Philippines Diliman, 1101 Quezon City, Philippines	(632) 981-8500 locals 4136, 4128 chk.upd.edu.ph, chk@upd.edu.ph Office of the Dean: 89818500 local 4126 and 4128 deanchk.upd@up.edu.ph Office of the College Secretary: 89818500 local 4127 and 4137 colsecchk.upd@up.edu.ph Administrative Office: adminofficechk.upd@up.edu.ph Office of the DPE/DSS Department: 89818500 local 4130 dpeadminchk.upd@up.edu.ph dssadminchk.upd@up.edu.ph
College of Mass Communication	Plaridel Hall, Ylanan Road, University of the Philippines	(632) 981-8500 locals 2679, 2661



	Diliman, Quezon City 1101	masscomm.upd.edu.ph, cmc@upd.edu.ph cmcocs.upd@up.edu.ph
College of Music	Osmeña Street, University of the Philippines, Diliman, Quezon City, Philippines, 1101	(632) 926-0026 (632) 981-8500 locals 2629, 2640, 2627 music.upd.edu.ph, music@upd.edu.ph musicocs.upd@up.edu.ph
Asian Institute of Tourism	Commonwealth Avenue, Diliman, Quezon City, 1101 Philippines	(632) 922-3894 (632) 981-8500 locals 2796 to 2800 ait.upd.edu.ph, daa.ait@up.edu.ph asianinstituteoftourism.upd@up.edu.ph
Cesar E.A. Virata School of Business	Cesar E.A. Virata School of Business, University of the Philippines, Diliman, Quezon City 1101, Philippines	(632) 928-4571 to 75, 9207990 (632) 981-8500 locals 3451 to 52 vsb.upd.edu.ph, cba@up.edu.ph
National College of Public Administration and Governance	National College of Public Administration and Governance, R.P. De Guzman St., UP Diliman, Quezon City, Philippines	(632) 928-3861, 9261432 (632) 981-8500 local 4152 ncpag.dean.upd@up.edu.ph
School of Economics	School of Economics University of the Philippines Guerrero corner Osmeña Sts.	(632) 927-9686 locals 200, 202, 203 (632) 920-5463



	Diliman, Quezon City 1101	collegesec@econ.upd.edu.ph, upsedean.upd@up.edu.ph
School of Labor and Industrial Relations	School of Labor and Industrial Relations Bonifacio Hall, E. Jacinto St. University of the Philippines Diliman, Quezon City 1101 Philippines	(632) 928-6396, 920-7717 (632) 981-8500 locals 4069, 4077 solair.upd.edu.ph, solair@upd.edu.ph
School of Urban and Regional Planning	E. Jacinto St., Diliman, Quezon City 1101 Philippines	(632) 920-6853 to 54, 929-1637 (632) 981-8500 locals 4081, 4082, 4084 surp.upd.edu.ph, surp.od.upd@up.edu.ph, surp.ocs.upd@up.edu.ph
Technology Management Center	UP TMC, ASTI Bldg. CP Garcia Avenue, Diliman, Quezon City, 1101 Philippines	(632) 426-2765, 426-2767 (632) 981-8500 locals 3881, 3882 tmc.upd.edu.ph, tmc@up.edu.ph, uptmcdiliman@yahoo.com
UP Diliman Extension Program in Pampanga	Bldg. 7494, C.M. Recto Highway, Clark Freeport Zone, Pampanga	(045) 499-9970 local 200 epp.upd@up.edu.ph
School of Archaeology	Villadolid Hall , Lakandula Street, U.P. Campus , University of the Philippines , 1101 Quezon City , Metro Manila	(632) 926-9010, 426-0368 (632) 981-8500 local 2446 archaeology.upd@up.edu.ph