

ILS: ICS LIBRARY SYSTEM

Frequently Asked Questions Document

*Prepared by the iLS DevTeam
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1. I failed to receive my verification code email.

Check your email account's spam. Otherwise, you can ask for another verification code by clicking the 'Resend Verification Email' link.

2. The system says that I already have an account but I haven't created one yet.

It's most likely that someone used your SystemOne information in creating an ILS account. Visit the librarian and address your issue as soon as possible.

3. Can I make an iLS account without having a SystemOne account?

No. The system counterchecks the student/employee number entered in the Registration page with the current data that is present in the SystemOne database.

4. I'm a student from another university and would want to reserve for a certain material.

Only bona fide students of the University of the Philippines – Los Baños have the privilege to reserve and borrow books from the library, but you have the chance to search for materials, and get to read and access them inside the library only.

5. I want to reserve a library material but it is labeled "ROOM USE". What should I do?

Visit the library and ask for the librarian's assistance regarding the material you wish to browse.

6. How many materials can I reserve at the same time?

The system limits the total number of borrowed and reserved materials to a maximum of three.

7. What is the "two-day" reservation grace period?

Once the librarian notifies you that the book is ready to be claimed, you have two days to claim the material. If you missed the two-day period, the material reservation will be forfeited. Weekends are excluded in the count of the grace period.

8. I have questions that are not found in this document.

For further inquiries, feel free to consult your librarian.