The logo of Batangas State University is a circular emblem. It features a central shield with a sunburst at the top and a quill pen in the center. Below the shield is a banner with the words "SERVICE", "VIRTUE", and "EXCELLENCE" and the year "1903". The outer ring of the emblem contains the text "BATANGAS STATE UNIVERSITY" at the top and "PHILIPPINES" at the bottom, separated by green laurel branches.

Batangas State University Citizens' Charter

Revised 2015

Office of the University Librarian

Profile

We are an academic group that continuously supports the academic community by providing relevant, quality and updated collection of library materials in line with the curricular programs of the university.

Location

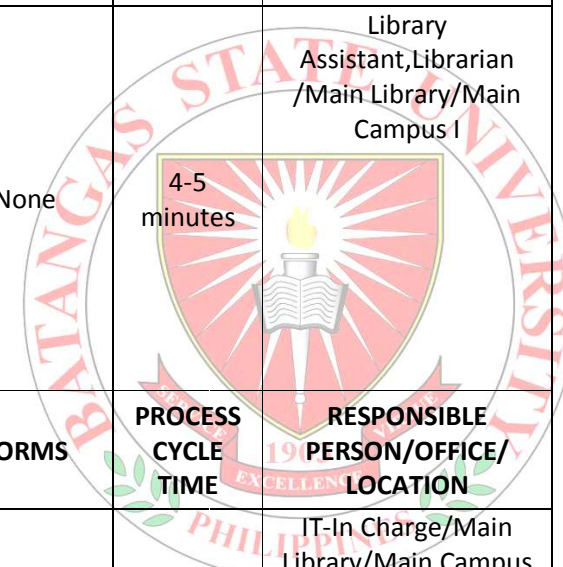
BatStateU MAIN CAMPUS I

Contact Details

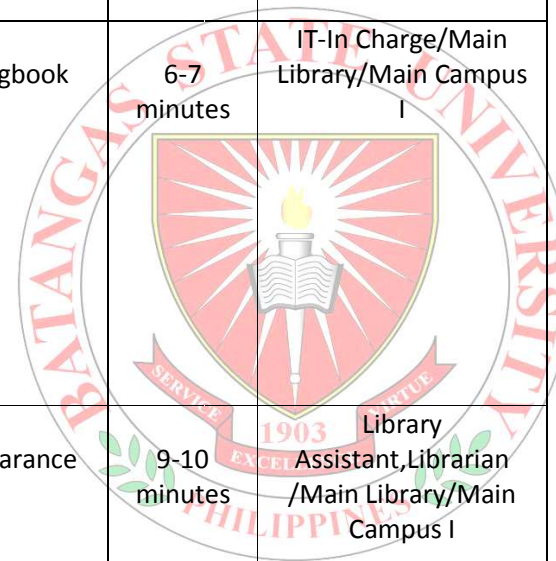
(043) 300-2202 LOC. 117/980-0387 LOC. 1150

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Library Reference Assistance Guidance	Students, Faculty, Non-Teaching Personnel, Public	Student ID, Employee ID, Registration Forms	<i>Monday : 7:00AM – 4:00PM</i> <i>Tuesday – Friday : 7:00AM – 8:00PM</i> <i>Saturday & Sunday: 8:00AM – 5:00PM</i>	None	Forms for public	6 minutes	Library Assistant, Librarian /Main Library/Main Campus I
2. Circulation – Lending Services	Students, Faculty, Non-Teaching Personnel, Public	Student ID, Employee ID	<i>Monday : 7:00AM – 4:00PM</i> <i>Tuesday – Friday :</i>	None	Book card	8-10 minutes	Library Assistant, Librarian /Main Library/Main Campus I

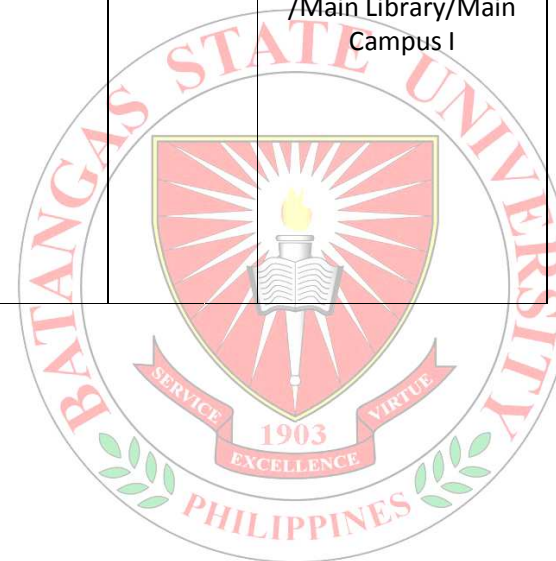
			7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM				
3. Circulation – Returning of Books	Students, Faculty, Non-Teaching Personnel, Public	Student ID, Employee ID	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	Depends on overdue or lost books in client account	Book card	3-5 minutes	Library Assistant, Librarian /Main Library/Main Campus I
4. Activation of Student/Faculty in the Library Database	Students, Faculty, , Non-Teaching Personnel	Student ID, Employee ID, Registration Forms	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	None	None	4-5 minutes	Library Assistant, Librarian /Main Library/Main Campus I
FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/LOCATION
5. Activation of E-Library Accounts	Students, Faculty, Non-Teaching Personnel	Student ID, Employee ID, Registration Forms	Monday : 7:00AM – 4:00PM Tuesday –	None	None	4 minutes	IT-In Charge/Main Library/Main Campus I



			Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM				
6. Computer/Internet Access in the E-Library	Students, Faculty, Non-Teaching Personnel	Student ID, Employee ID	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	None	Logbook	65-70 minutes	IT-In Charge/Main Library/Main Campus I
7. Photocopying of Materials	Students, Faculty, , Non-Teaching Personnel, Public	Student ID, Employee ID, Registration Forms	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	Depends on the number of copies	Logbook	6-7 minutes	IT-In Charge/Main Library/Main Campus I
8. Library Signing of Clearance	Faculty/, Non-Teaching Personnel	Employee's ID	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM	None	Clearance	9-10 minutes	Library Assistant, Librarian /Main Library/Main Campus I



			Saturday & Sunday: 8:00AM – 5:00PM				
9. Library Issuance of Referral Letter	Students, Faculty, Non-Teaching Personnel	Student ID, Employee ID, Registration Forms	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	None	Referral Letter	8-10 minutes	Library Assistant, Librarian /Main Library/Main Campus I
10. Issuance of Certification for submission of theses and dissertations	Students, Faculty, Non-Teaching Personnel	Student ID, Employee ID, Registration Forms	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	None	Certification	8-10 minutes	Library Assistant, Librarian /Main Library/Main Campus I



Library Reference Assistance / Guidance

Schedule of Availability of Service

January to June

Monday, 7:00AM –4:00 PM

Tuesday to Friday, 7:00AM –8:00 PM

Saturday & Sunday

8:00AM – 5:00PM

Who May Avail of the Service

Students, Faculty, Staff and Outside Researchers

What are the Requirements

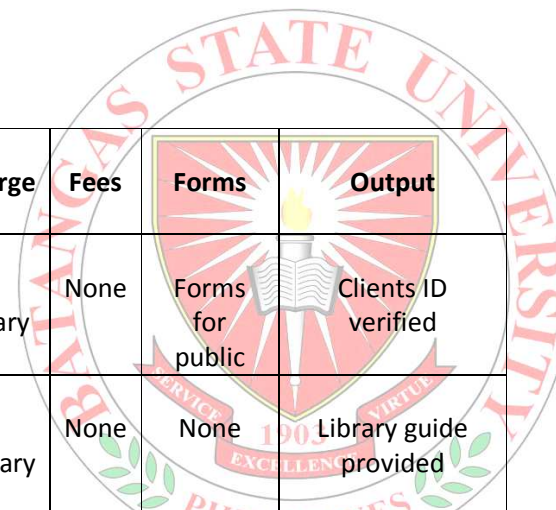
1. Student ID
2. Employee ID

Duration

6 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents the valid ID	Verifies the validity of the ID	1 minute	Assistant Librarian Library Staff	None	Forms for public	Clients ID verified
2	Asks the reference librarian regarding the policies and regulation	Provides library guide	2 minutes	Reference librarian / Library Staff	None	None	Library guide provided
3	Asks the reference librarian regarding the library holdings	Provide information need of the client	3 minutes	Reference librarian	None	None	Information disseminated
END OF TRANSACTION							



Circulation Lending Services

Schedule of Availability of Service

January to June

Monday, 7:00AM –4:00 PM

Tuesday to Friday, 7:00AM –8:00 PM

Saturday & Sunday

8:00AM – 5:00PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

1. Student ID
2. Employee ID

Duration

8-10 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Present the valid ID	Verifies the validity	1 minute	Assistant Librarian / Library Assistant	None	None	Clients ID verified
2	Asks the location of library materials	Assists the clients need	5 minutes	Library Staff	None	None	Client Assisted
3	Presents the books / materials	Check the library material	1 minute	Library Staff	None	None	Library materials checked
4	Sign the book card	Check the book card	1 minute	Assistant Librarian / Library Staff	None	Book card	Book cards checked and filed
END OF TRANSACTION							

Circulation – Returning of Books

Schedule of Availability of Service

January to June

Monday, 7:00AM –4:00 PM

Tuesday to Friday, 7:00AM –8:00 PM

Saturday & Sunday

8:00AM – 5:00PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

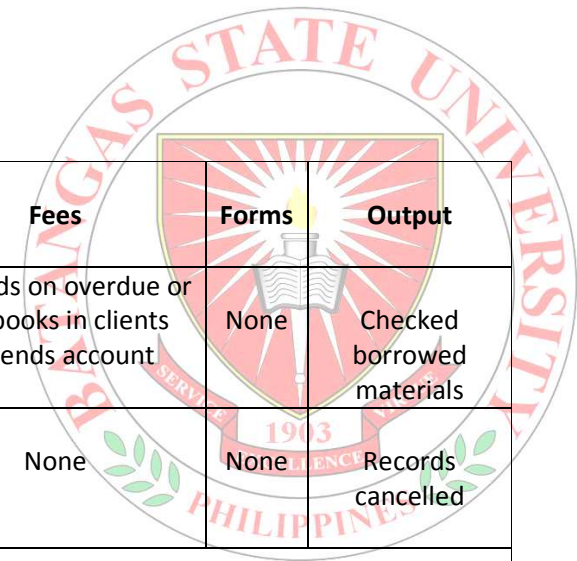
1. Student ID
2. Employee ID

Duration

3-5 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Present the borrowed materials / books	Checks borrowed materials	1 minute	Assistant Librarian/ Library Staff	Depends on overdue or lost books in clients depends account	None	Checked borrowed materials
2	Claims ID / Registration forms	Return the ID / Registration forms	2minutes	Assistant Librarian/ Library Staff	None	None	Records cancelled
END OF TRANSACTION							



Activation of Student / Faculty in the Library Database

Schedule of Availability of Service

January to June

Monday to Friday, 8:00 AM – 5:00 PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

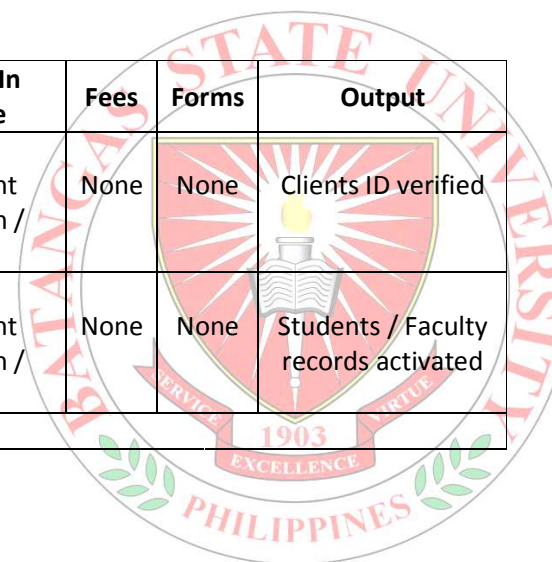
1. Student ID
2. Employee ID

Duration

4-5 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Present the valid ID	Checks the validity of the ID	2 minutes	Assistant Librarian / Clerk	None	None	Clients ID verified
2	Scans ID in the computer using barcode scanner	Verifies the student / faculty records in the computer	2 minutes	Assistant Librarian / Clerk	None	None	Students / Faculty records activated
END OF TRANSACTION							



Activation of E- Library Accounts

Schedule of Availability of Service

January to June

Monday to Friday, 8:00 AM – 5:00 PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

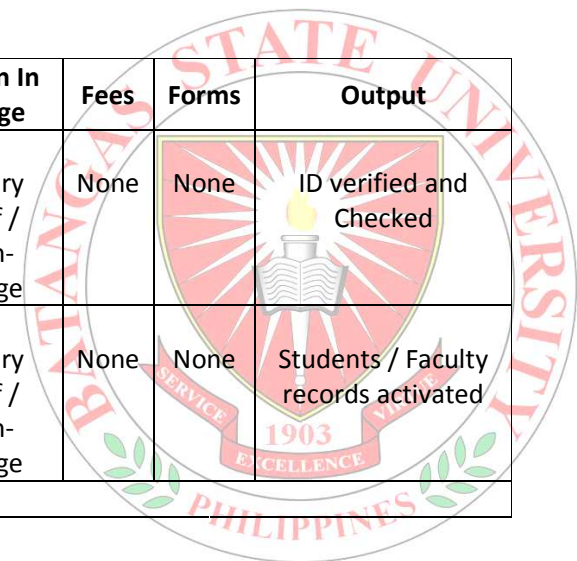
1. Student ID
2. Employee ID

Duration

4 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents the valid ID	Checks the validity of the ID	2 minutes	Library Staff / IT-in-charge	None	None	ID verified and Checked
2	Scans ID in the computer using barcode scanner	Verifies the student / faculty records in the computer	2 minutes	Library Staff / IT-in-charge	None	None	Students / Faculty records activated
END OF TRANSACTION							



Computer / Internet Access in the E-Library

Schedule of Availability of Service

January to June

Monday to Friday, 8:00 AM – 5:00 PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

1. Student ID
2. Employee ID

Duration

65-70 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Present the valid ID	Checks the Validity of the ID	2 minutes	IT-in-charge	None	None	Id verified and checked
2	Sign in the logbook and indicate the time started	Assists the clients in using the computer	2 minutes	IT-in-charge	None	Logbook	E-Library clients guided
3	Access the internet	Assists internet users as the need arise	60 minutes	IT-in-charge	None	None	Accessed in the internet
4	Informs the IT-in-charge that his/her time is over	Records cancelled in the logbook	1 minute	IT-in-charge	None	Logbook	Delivered services in the E-Library
END OF TRANSACTION							

Photocopying of Materials

Schedule of Availability of Service

January to June

Monday, 7:00AM –4:00 PM

Tuesday to Friday, 7:00AM –8:00 PM

Saturday & Sunday

8:00AM – 5:00PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

1. Student ID
2. Employee ID

Duration

6-7 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Present the valid ID	Checks the Validity of the ID	1 minute	Library Staff / Clerk	None	None	Id verified and checked
2	Get books / library materials in the shelves and sign the book cards	Check the book cards	2 minutes	Assistant Librarian / Library Staff	None	Book card	Book cards checked
3	Signs in the logbook for photocopying	Check the logbook	1 minute	Library Staff	Depends on the copy made	Logbook	Books and other materials photocopied
4	Return the books / library materials borrowed	Cancelled the record in the book card	2minutes	Library Staff	Depends on the copy made	None	Books / materials photocopied
END OF TRANSACTION							

Library Signing of Clearance

Schedule of Availability of Service

January to June

Monday - Friday, 8:00AM –5:00 PM

Who May Avail of the Service

Faculty and Non-Teaching Personnel

What are the Requirements

1. Employee's ID

Duration

9-10 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Present the clearance form	Checks the clearance	2 minutes	Library Staff	None	Library Clearance	Checked Clearance
2		Checks the employee's records	5 minutes	Assistant Librarian / Library Staff	None	Library Clearance	Employee's records verified
3		Initial signing of clearance	1 minute	Assistant Librarian / Library Staff	None	Library Clearance	Clearance initially signed
4		Signs clearance	1 minute	University Librarian	None	Library Clearance	Employee's clearance signed
END OF TRANSACTION							

Library Issuance of Referral Letter

Schedule of Availability of Service

January to June

Monday to Friday, 8:00AM –5:00 PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

1. Student ID
2. Employee ID

Duration

8-10 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Presents valid ID	Checks the validity of the ID	1 minute	Library Staff / Assistant Librarian	None	None	Verified ID
2	Inform the library staff of the purpose	Interviews the students/faculty seeking referral letter	2 minutes	Assistant Librarian / Library Staff	None	None	Clients interviewed
3		Checks the availability of the schools where to conduct research	4 minutes	Library Staff	None	None	School availability checked
4		Encodes the referral letter	2 minutes	Library Staff	None	Referral Letter	Referral letter encoded
5		Checks and sign referral letter	2 minutes	University Librarian	None	Referral letter	Referral letter checked and signed
END OF TRANSACTION							

Issuance of Certification for Submission of Theses and Dissertations

Schedule of Availability of Service

January to June

Monday to Friday, 8:00AM –5:00 PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

1. Student ID
2. Employee ID

Duration

8-10 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Signs in the logbook	Checks the theses / dissertations	3 minutes	Assistant Librarian Library Staff	None	Logbook	Theses / dissertation checked
2	Submits theses and dissertation	Records the theses / dissertations submitted	2 minutes	Assistant Librarian / Library Staff	None	None	Theses / dissertation recorded
3		Encodes certification of theses / dissertation	3 minutes	Library Staff	None	Certification	Theses / dissertation certificate encoded
4		Check and signs certification	2 minutes	University Librarian	None	Certification	Certification signed
END OF TRANSACTION							

BATANGAS STATE UNIVERSITY
ANTI – FIXER CAMPAIGN
SUPPORT THE ZERO CORRUPTION CAMPAIGN IN THE UNIVERSITY
PENALIZE THE FIXERS

Please report any possible violation of the Anti – Red Tape Act 2007 to the following offices:

Civil Service Commission
(02) 932 – 0111
0917 839 8272
0917 TEXTTSC

Office of the Ombudsman
(02) 927 – 4102
(02) 927 – 2404
0926 699 4703

