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

<table>
<thead>
<tr>
<th>FRONTLINE SERVICE</th>
<th>CLIENTS</th>
<th>REQUIREMENTS</th>
<th>SCHEDULE OF AVAILABILITY OF SERVICE</th>
<th>FEES</th>
<th>FORMS</th>
<th>PROCESS CYCLE TIME</th>
<th>RESPONSIBLE PERSON/OFFICE/LOCATION</th>
</tr>
</thead>
</table>
| 1. Library Reference Assistance Guidance | 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 | 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 | Monday: 7:00AM – 4:00PM  
Tuesday – Friday | None | Book card | 8-10 minutes | Library Assistant, Librarian / Main Library/Main Campus I |
<table>
<thead>
<tr>
<th>FRONTLINE SERVICE</th>
<th>CLIENTS</th>
<th>REQUIREMENTS</th>
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<th>PROCESS CYCLE TIME</th>
<th>RESPONSIBLE PERSON/OFFICE/LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Circulation – Returning of Books</td>
<td>Students, Faculty, Non-Teaching Personnel, Public</td>
<td>Student ID, Employee ID</td>
<td>Monday: 7:00AM – 4:00PM Tuesday – Friday: 7:00AM – 8:00PM Saturday &amp; Sunday: 8:00AM – 5:00PM</td>
<td>Depends on overdue or lost books in client account</td>
<td>Book card</td>
<td>3-5 minutes</td>
<td>Library Assistant, Librarian /Main Library/Main Campus I</td>
</tr>
<tr>
<td>4. Activation of Student/Faculty in the Library Database</td>
<td>Students, Faculty, Non-Teaching Personnel</td>
<td>Student ID, Employee ID, Registration Forms</td>
<td>Monday: 7:00AM – 4:00PM Tuesday – Friday: 7:00AM – 8:00PM Saturday &amp; Sunday: 8:00AM – 5:00PM</td>
<td>None</td>
<td>None</td>
<td>4-5 minutes</td>
<td>Library Assistant, Librarian /Main Library/Main Campus I</td>
</tr>
<tr>
<td>5. Activation of E-Library Accounts</td>
<td>Students, Faculty, Non-Teaching Personnel</td>
<td>Student ID, Employee ID, Registration Forms</td>
<td>Monday: 7:00AM – 4:00PM Tuesday –</td>
<td>None</td>
<td>None</td>
<td>4 minutes</td>
<td>IT-In Charge/Main Library/Main Campus I</td>
</tr>
<tr>
<td>S. No.</td>
<td>Description</td>
<td>Access Hours</td>
<td>Individual ID Required</td>
<td>Additional Documentation</td>
<td>Processing Time</td>
<td>Person Responsible</td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>---------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>---------------------------------------------</td>
<td>---------------------------</td>
<td>---------------------------</td>
<td>---------------------------</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>6. Computer/Internet Access in the E-Library</td>
<td>Monday: 7:00AM – 4:00PM Tuesday – Friday: 7:00AM – 8:00PM Saturday &amp; Sunday: 8:00AM – 5:00PM</td>
<td>Student ID, Employee ID</td>
<td>None</td>
<td>Logbook</td>
<td>65-70 minutes</td>
<td>IT-In Charge/Main Library/Main Campus</td>
</tr>
<tr>
<td>7</td>
<td>7. Photocopying of Materials</td>
<td>Monday: 7:00AM – 4:00PM Tuesday – Friday: 7:00AM – 8:00PM Saturday &amp; Sunday: 8:00AM – 5:00PM</td>
<td>Student ID, Employee ID, Registration Forms</td>
<td>Depends on the number of copies</td>
<td>Logbook</td>
<td>6-7 minutes</td>
<td>IT-In Charge/Main Library/Main Campus</td>
</tr>
<tr>
<td>8</td>
<td>8. Library Signing of Clearance</td>
<td>Monday: 7:00AM – 4:00PM Tuesday – Friday: 7:00AM – 8:00PM</td>
<td>Employee’s ID</td>
<td>None</td>
<td>Clearance</td>
<td>9-10 minutes</td>
<td>Library Assistant, Librarian /Main Library/Main Campus</td>
</tr>
<tr>
<td>9. Library Issuance of Referral Letter</td>
<td>Students, Faculty, Non-Teaching Personnel</td>
<td>Student ID, Employee ID, Registration Forms</td>
<td>Saturday &amp; Sunday: 8:00AM – 5:00PM</td>
<td>None</td>
<td>Referral Letter</td>
<td>8-10 minutes</td>
<td>Library Assistant, Librarian /Main Library/Main Campus I</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>---------------------------------------------</td>
<td>---------------------------------------------</td>
<td>------------------------------------------</td>
<td>------</td>
<td>----------------</td>
<td>-------------</td>
<td>---------------------------------------------------</td>
</tr>
</tbody>
</table>
| 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 |

Saturday & Sunday: 8:00AM – 5:00PM

Monday: 7:00AM – 4:00PM  
Tuesday – Friday: 7:00AM – 8:00PM  
Saturday & Sunday: 8:00AM – 5:00PM
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

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

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

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

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

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

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

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

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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

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

**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**

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

**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

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

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**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present the clearance form</td>
<td>Checks the clearance</td>
<td>2 minutes</td>
<td>Library Staff</td>
<td>None</td>
<td>Library Clearance</td>
<td>Checked Clearance</td>
</tr>
<tr>
<td>2</td>
<td>Checks the employee’s records</td>
<td>Assistant Librarian / Library Staff</td>
<td>5 minutes</td>
<td>None</td>
<td>Library Clearance</td>
<td>Employee’s records verified</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Initial signing of clearance</td>
<td>Assistant Librarian / Library Staff</td>
<td>1 minute</td>
<td>None</td>
<td>Library Clearance</td>
<td>Clearance initially signed</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Signs clearance</td>
<td>University Librarian</td>
<td>1 minute</td>
<td>None</td>
<td>Library Clearance</td>
<td>Employee’s clearance signed</td>
<td></td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
<th>Service Provider</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents valid ID</td>
<td>Checks the validity of the ID</td>
<td>Library Staff / Assistant Librarian</td>
<td>None</td>
<td>None</td>
<td>Verified ID</td>
</tr>
<tr>
<td>2</td>
<td>Inform the library staff of the purpose</td>
<td>Interviews the students/faculty seeking referral letter</td>
<td>Assistant Librarian / Library Staff</td>
<td>None</td>
<td>None</td>
<td>Clients interviewed</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Checks the availability of the schools where to conduct research</td>
<td>Library Staff</td>
<td>None</td>
<td>None</td>
<td>School availability checked</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Encodes the referral letter</td>
<td>Library Staff</td>
<td>None</td>
<td>Referral Letter</td>
<td>Referral letter encoded</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Checks and sign referral letter</td>
<td>University Librarian</td>
<td>None</td>
<td>Referral Letter</td>
<td>Referral letter checked and singed</td>
</tr>
</tbody>
</table>

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

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

**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 TEXTTCSC

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