

Republic of the Philippines
BOHOL ISLAND STATE UNIVERSITY
 (Formerly CVSCAFT System)

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CITIZEN’S CHARTER

VISION

A dynamic hub of socio-technological program offerings for the formation of competitive human resource by 2010 for Bohol and the world.

MISSION

To provide the clientele socio-technological expertise through innovative education.

LIBRARY SERVICES

Name of Service: **1. Processing of Library I.D. Card**

Schedule of availability of service:

Monday to Friday / 8:00 a.m. to 5:00 p.m. (No Noon Break)
 Saturday / 8:00 a.m. to 11:30a.m.

* Extension of Services is determined by Campuses

What are the requirements:

1. Recent 1” x 1” I.D. picture (colored)
2. Study Load/Enrolment Form

Who may avail of the service:

All bonafide students of CVSCAFT

HOW TO AVAIL THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1.	Ask the Librarian for a Referral letter to avail the library service from other libraries	Interview the students of what references he/she will need from other libraries	5 mins.	Librarian		Library Form 4
		Prepare referral letter	1 min.	Librarian		Library Form 4
End of Transaction						

HOW TO AVAIL THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal Circumstances)	Person in Charge	Fees	Form
1.	Secure Information Sheet	Give/issue information sheet	1 min.	Librarian / Library Staff		Information Sheet
2.	Submit duly accomplished info. Sheet form	Check the accomplished form as to accuracy	2 mins.	Librarian / Library Staff		
3.	Proceed to the Cashier for payment			Cash Collection in Charge	Php 25.00	
4.	Go back to the Librarian for signature of the Enrollment Form	Affix signature in the Enrollment Form	1 min.	Librarian / Authorized Staff		
5.		Posting of notice to claim Library I.D.	1 min.			
6.	Present Official Receipt to Claim I.D.	Release Library I.D. Card	1 min.	Librarian / Authorized Staff		
End of Transaction						

Name of Service: **2. Issuance of Student’s Referral Letter**

Schedule of availability of service:

Monday to Friday / 8:00 a.m. to 11:30 p.m. (No Noon Break)

What are the requirements:

1. School ID

Who may avail of the service:

All bonafide Students of CSCST who want to avail the services from other libraries

Name of Service: **3. Processing of Reference Query**

Schedule of availability of service:

Monday to Friday / 8:00 a.m. to 5:00 p.m. (No Noon Break)

Who may avail of the service:

All bonafide Students, Faculty and Staff of CSCST

What are the requirements:

1. Fully accomplished Reference Query Form (Lib. Form 3)
2. Library I.D. Card/School ID or any valid identification card

HOW TO AVAIL THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1.	Go to the library and ask for reference assistance	Issue reference query form and interview library users	5 mins.	Librarian		Library Form 3
2.	Fill-up the form and submit accomplished form	Validate reference query (this includes availability of the resources)	15 mins.	Librarian		Library Form 3
End of Transaction						

Name of Service: **4. Circulation Services**

Schedule of availability of service:

Monday to Friday / 8:00 a.m. to 5:00 p.m. (No Noon Break)

Who may avail of the service:

All bonafide Students, Faculty and Staff of CVSCAFT

What are the requirements:

1. Book Card
2. Library I.D. Card/School ID or any valid identification card

HOW TO AVAIL THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1.	Borrower must fill up book card	Library clerk will stamp the due date	2 mins.	Library Clerk, student assistant		
2.		Lib. Clerk will record and file the book card and borrower’s card	2 mins.			
3.	Returning of Materials		2 mins.			
End of Transaction						