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

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 11:30 a.m.

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 AVAL THE SERVICE:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (under normal circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Secure Information Sheet</td>
<td>Librarian / Library Staff</td>
<td>1 min.</td>
<td>Information Sheet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Submit duly accomplished info. Sheet form</td>
<td>Librarian / Library Staff</td>
<td>2 mins.</td>
<td>Info. Sheet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Proceed to the Cashier for payment</td>
<td>Cash Collection in Charge</td>
<td>2 mins.</td>
<td>Php 25.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Go back to the Librarian for signature of the Enrollment Form</td>
<td>Librarian / Authorized Staff</td>
<td>1 min.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Posting of notice to claim Library I.D.</td>
<td>Librarian / Authorized Staff</td>
<td>1 min.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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. Borrower must fill up book card
2. Lib. Clerk will stamp the due date
3. Returning of Materials

Who may avail of the service:
All bonafide Students, Faculty and Staff of CVSCAFT

How TO AVAL THE SERVICE:

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<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Librarian / Librarian will process Referral letter to avail the library service from other libraries</td>
<td>Library Form 4</td>
<td>1 min.</td>
<td>Library Form 4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

End of Transaction

Name of Service: 3. Processing of Reference Query

Schedule of availability of service: Monday to Friday / 8:00 a.m. to 3:00 p.m. (No Noon Break)

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

Who may avail of the service:
All bonafide Students, Faculty and Staff of CVSCAFT

How TO AVAL THE SERVICE:

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<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Go to the library and ask for reference assistance</td>
<td>Librarian / Librarian</td>
<td>5 mins.</td>
<td>Library Form 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Submit fulfilled Reference Query Form (Lib. Form 3)</td>
<td>Librarian / Librarian</td>
<td>15 mins.</td>
<td>Library Form 5</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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)

What are the requirements:
1. Book Card
2. Library I.D. Card/School ID or any valid identification card

Who may avail of the service:
All bonafide Students, Faculty and Staff of CVSCAFT

How TO AVAL THE SERVICE:

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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Librarian will stamp the due date, book will be recorded and borrower’s card will be issued</td>
<td>Librarian / Student assistant</td>
<td>2 mins.</td>
<td>Library Form 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>2 mins.</td>
<td></td>
<td></td>
<td></td>
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</tbody>
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End of Transaction