The seal of Bulacan Agricultural State College is a circular emblem. It features a central shield with a landscape scene including a river, trees, and a sun. A torch is positioned in the foreground. The shield is surrounded by a wreath of rice stalks. The outer ring of the seal contains the text "BULACAN AGRICULTURAL STATE COLLEGE" at the top and "1952" at the bottom, flanked by two yellow stars.

Republic of the Philippines
BULACAN AGRICULTURAL STATE COLLEGE
Pinaod, San Ildefonso, Bulacan

CITIZEN'S CHARTER

College Library
(Revised CY 2019-2020)

PREAMBLE

In order to raise the standard and quality of public services, fulfill the needs and expectations of the citizens and carry out the services effectively and efficiently being provided by this organization, Citizen's Charter for the Bulacan Agricultural State College has been prepared. The Charter seeks to provide a framework which enables our clientele to know:

Services offered of the Bulacan Agricultural State College.

Redressal of public grievances if any in regards to services of College.

The prime objective behind the Charter is to ensure transparency, public participation and accountability, standard of services, nondiscrimination, courtesy, easy information and Grievances Redressal whenever possible.

BASC VISION

An outstanding higher education institution in the nation with its provision of excellent education and quality service.

BASC MISSION

To strive for excellence in Agriculture and other allied disciplines; to provide for and address ever-changing educational needs and services for those seeking to expand their intellectual horizons.

FEEDBACK AND REDRESSAL MECHANISMS

Should there be any grievances, comments, suggestions and complaints, please tell us through the following mechanism:

- * Send your feedback through e-mail basc.mainlibrary@gmail.com
- * Drop your comments and suggestions in the box at the loan counter.

PERFORMANCE PLEDGE

WE, the officials and employees of the
BULACAN AGRICULTURAL STATE COLLEGE,
pledge efficient and equitable public service to all clientele
as stated in this Citizen's Charter.

Specifically, we will:

Serve with integrity, equality and professionalism.
Attend to public's concerns courteously
and without delay.

Work according to the eight-hour standard working time,
or beyond when the need warrants.
Be presentable at all times by wearing proper
office attire and identification.
Provide feedback system to assess quality service rendered
and make necessary improvements.
Provide comfortable waiting areas and frontline
personnel to attend immediately to public's queries.

COLLEGE LIBRARY

A library – a collection of books, serials (periodicals and journals, annuals etc.) electronic resources, CD tapes, and other literary materials kept for ready study and consultation.

Libraries preserve knowledge so that none is lost, organize knowledge so that none is wasted, and make knowledge available so that no one need be deprived.

The College Library is the center of the intellectual life of Bulacan Agricultural State College. It has sources of information available at all times for reference. It provides literature for past time and entertainment. It provides to the students/faculty informative books, containing authentic information. The books are the major source of information for us. "A well-read man is always a well-informed man". It also provides a quiet place and an environment which encourages study and reading.

The library is a significant part of our college experience and should continue to contribute effectively to our life even after college. The extent to which the library can be useful to us is dependent on our skill in using it.

Mastery in the use of library is not a natural gift that comes easily to all. Thus, it is necessary that we start as early as our freshman year to achieve a degree of confidence in this undertaking.

Techniques of library research involve an awareness of the resources which the library contains, and the ability to locate, select, use and determine the worth of these materials. Our training, therefore, must include these skills and knowledge.

1. Knowledge of the kinds of materials the library holds.
2. A familiarity with the systems of library classification.
3. An understanding of the use of information provided by the card catalog, OPAC and the ability to locate materials not listed in catalog.
4. A close acquaintance with the major reference books: general and specialized.
5. The ability to pick out the kinds of books and materials which are essential to answer a given question or to elaborate on a given topics.

BASC LIBRARY GOALS AND OBJECTIVES

GOAL 1: Enhance Existing Collection and Services

OBJECTIVES:

- a. To select and acquire library materials in all formats (print and non-print) which reflect present and future needs and serve both the curriculum-related research and general information need of the users;
- b. To provide materials and information services that are responsive to the needs of the academic and non-academic community and ensure their maximum accessibility and expeditious delivery;
- c. To enhance library resources through developing online databases, other electronic formats, and/or document delivery.

GOAL 2: Improve Users' Access to Information

OBJECTIVES:

- a. To develop, organize and maintain a collection of books, government documents, maps, pamphlets, pictures, photographs, newspaper clippings, computer files, machine readable databases, videotapes, audiotapes, and other materials needed to meet the information, research, instructional and related needs of the students, faculty and administrative staff;
- b. To support college research and instruction programs by the preparation and dissemination of bibliographic and reference guides and appropriate information services;
- c. To provide an automated library system that facilitate the access of the library collection and services and improve the efficiency of library collections;
- d. To maintain weeding of the library materials to save space, improve access, and to provide quality and updated library collections.

GOAL 3: Information Literacy

OBJECTIVES:

- a. To publicize and promote awareness and use of the library's resources and services to students, faculty and administrative staff through public relation programs and staff participation to campus activities;
- b. To develop effective plans aiming and improving student ability to use and access information efficiently and effectively, evaluate information and its sources critically and become aware of the legal and ethical use of information resources;
- c. To enhance library resources through developing online databases, other electronic formats, and/or document delivery.

GOAL 4: Adapt New Trends in Library Services

OBJECTIVES:

- a. To identify emerging trends in technology;
- b. To maintain updated technology and equipment;
- c. To evaluate the effective of existing technology and identify areas for improvement.

A. Kinds of Resources/Collections

1. Reference books of a general or specialized nature.
2. Books of fiction.
3. Books of biographies and autobiographies.
4. Books which supplement the college courses such as education, agriculture, history, literature etc.
5. Serials (periodicals, magazine, newspapers) which include current issues and found volumes, local and foreign.
6. Government reports and publication.
7. Pamphlets and clippings.

8. Audio-visual materials such slides, television.
9. Computers units, CD, etc.
10. Electronic Resources
11. Archive/Museum Resources

Services of the Library

1. Library Orientation

To promote maximum awareness of the college community of the library resources, facilities and services as well as the rules and regulations, the library offers a guided library orientation for new students and faculty members. This is conducted at the beginning of the first semester.

2. Inter-referral Services

BASC students and faculty members who wish to research in other institutions must secure a referral letter. The researcher must provide the following information:

Example

Date of visit:	October 16, 2013
Library to visit and Address:	Bulacan State University City of Malolos, Bulacan
Researcher's name/s:	Rachelle T. Ramos
Institute:	Institute of Education, Arts & Sciences
Topic of your Research:	Biochemistry

3. Reference and Information Services

Direct instruction and assistance are given to clientele regarding the use of reference resources. The service provides specific information/answers to fact and research questions as well as guidance and assistance to readers in locating information and in the effective use of library resources.

4. Online Public Access Catalog (OPAC)

This is a computerized catalog that replaces the traditional card catalogue. Browsing terminals are provided for searching the library's collections. It allows

the use for faster search and gives more search options by simply typing the author, title or subject on the Library Search Catalog.

5. **Bibliographic Services**

The library offers research assistance to clientele by providing advice on bibliographic and citation styles. This service includes compiling bibliographies upon request by the faculty members and students.

6. **Current Awareness Services**

The Library Bulletin of New Acquisitions and the Journal Table of Contents of the newly received journals are disseminated regularly to the faculty members and students.

7. **Internet Access Services with 100 mpbs**

8. **Library Webpage and Facebook page**

LIST OF FRONTLINE SERVICES

1. Application and Issuance of Library Card during Enrolment Period.
2. Utilization of Library, its Collections and Services.

FRONTLINE SERVICE 1: APPLICATION AND ISSUANCE OF LIBRARY CARD DURING ENROLMENT PERIOD. (FREE LIBRARY CARD)

A. Schedule of Availability of Services

Semester/Summer

Monday-Friday: 7:00 AM to 5:45 PM (No noon break)

Graduate School (Saturday): 8:00 AM to 04:00 PM (No noon break)

B. Who may avail of the service

All Enrolled BASC Students

C. What are the requirements

New students/transferees / old students without library card

1. Two (2) pcs. ID picture (1x1)
2. Registration Form.

Old students with library card- validation of the card

1. Presenting the current registration form.

D. Duration: 10 minutes per student

E. How to avail the service

DURING THE ENROLLMENT PERIOD

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-charge	Fees	Form
1	Submit all the requirements stated above.	Check the submitted requirements of the applicant.	2 minutes	Library staff		
2		The applicant will be given a form	30 seconds	Library staff		
3	Fill up the form.	Type all the needed information on the library card.	2 minutes	Library staff		
4		Release/issue the accomplished card.	30 seconds	Library staff		
5	Receive the library card.	Record the names of the students that received library card.	2 minutes	Library staff		
<i>End of Transaction</i>						

FRONTLINE SERVICE 2: UTILIZATION OF LIBRARY, ITS COLLECTION AND SERVICES

A. Schedule of Availability of Services

Semester/Summer

Monday-Friday: 7:00 AM to 5:45 PM (No noon break)

Graduate School (Saturday): 8:00 AM to 04:00 PM (No noon break)

Library services shall cease 15 minutes before the indicated closing time to enable the staff members to put the library in order for the next day’s work.

B. Who may avail of the Collections/Resources and Services

- a. All enrolled BASC students, faculty/ employees, officials and alumni.
- b. Researchers outside of BASC (subject to approval)

C. Requirements for using the Library Collections and Services.

a. BASC Students

- The library card and I.D. card are required for all transactions of the College Library.
- The I.D. and the Library card are non-transferable. Anybody caught presenting an I.D. that is not his own shall be subjected to the following sanctions:
 - 1st offense : Warning
 - 2nd offense: To be noted by the Office Student Affairs (OSA) based on a report to be filed by the library.
 - Lost library card will be replaced after one week. Twenty five pesos (Php25.00) will be charged to those who will apply for a duplicate.

b. BASC Officials, Faculty Members and Employees

- Valid I.D.

c. BASC Alumni

- Valid I.D. (with picture) together with proof of current membership in the Alumni Association

d. Other Researchers

- Non-members of the BASC community are required to pay a fee of thirty pesos (Php30.00) each visit per person for the use of materials or other facilities, except internet. All materials shall be for room use only.
- During examinations the library will not accommodate outsiders.

D. Number of Allowable Books that can be loaned

a. General Circulation Books

- Students: 2 books for three (3) days subject to renewal
- Faculty/Employees: 2 books for three (3) days subject to renewal
- Faculty on probation: 2 books for three (3) days subject to renewal

b. Reserve/Filipiniana Books

- Students/Faculty/Employees: one (1) book to be returned the following day.
- Renewals shall be allowed on condition that:
 1. No one else among the legitimate library users or wants to borrow the same materials
 2. The material/s is/are not overdue.

E. General Reference Books, Serials, Theses and Vertical File Collection

- a. Reference books such as encyclopedias, dictionaries, atlas, etc. including serials, theses, and vertical file collections can be taken out for a maximum of thirty (30) minutes for photocopying purposes.

F. Proper Conduct inside the Library

- a. Proper conduct is expected of all users at all times. Any staff on duty has the authority to send anyone causing any disturbance inside.
- b. All users/borrowers are required to register upon entering. Log sheet is provided at the main entrance of the building.
- c. BASC College Library implements the open-shelf system so that users/borrowers are required to deposit their personal things except money and valuables including cell phones, calculators and the like, at the baggage counter.
- d. Cell phones should be turned off upon entering in the library.
- e. Seats are not to be reserved and disarranged. Anything left on the reading tables for this purpose shall be removed by the library staff to make room for other users/borrowers.
- f. Public services shall cease 15 minutes before the indicated closing time to enable the staff members to put the library in order for the next day's work.
- g. Violations of the Rules of Conduct shall be reported to the Student Affairs Office for proper disposition and recording.

G. The Classification and Arrangement of Books and other Resources

Books are classified into two major groups: **fiction and non-fiction books**. Each group is classified in a different way.

-  **Fiction Books.** Are works of the imagination, such as novels and collections of short stories. These books are arranged on the shelves alphabetically by the author's last name and are usually marked with a Fic for fiction on the spine.
-  **Nonfiction Books.** Are books that are true and factual. Nonfiction books are arranged on the shelves according to call number. The Library of Congress Classification Scheme (LCCS) is used in the organization of books.

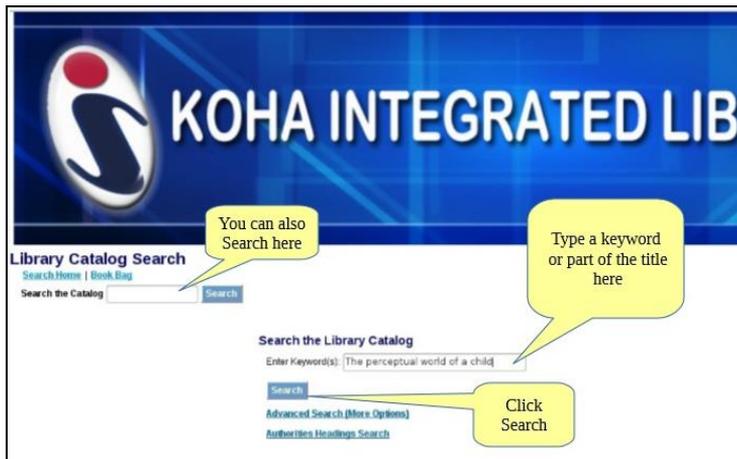
Reference Books. Reference books of particular types or on specific subjects are also shelved by call number, with letters Ref above the classification number:

**Ref
AE
5
.W67
1985**

-  **Serial Sources.** Current issues are being displayed at the magazine rack while the back issues are kept and filed according to titles on the Serials Section.
-  **Vertical File Collections.** These materials are arranged alphabetically by subject, and each subject has its own file order.
-  **Theses / Dissertations.** Arranged on the shelves by call number.

1. How to use Online Public Access Catalog

I. BASIC SEARCH



NOTE: Anything that would match the keyword you typed will be displayed in the result.

This is a sample Search result:

The screenshot shows the KOHA INTEGRATED LIB search results page. The header features the KOHA logo and the text "KOHA INTEGRATED LIB". Below the header, the search results for "The perceptual world of a child" by Bower, T.G.B. are displayed. The results include a call number, location, status, due date, and last seen date. A yellow callout bubble points to the "Status" column with the text "Take note of the Status".

Type/Format	Call Number	Location	Status	Due Date	Last Seen
Books	H 155.413 B673p 1977	National Library of the Philippines	Available		16/09/2016

NOTE: If several titles are displayed after you Search, select a particular title by clicking on it and check on the information/statuses of the material.

II. Advanced Search

At the basic search interface, click Advanced Search (More Options).

The screenshot shows the KOHA INTEGRATED LIB search interface. The header features the KOHA logo and the text "KOHA INTEGRATED LIB". Below the header, the search results for "The perceptual world of a child" by Bower, T.G.B. are displayed. The results include a call number, location, status, due date, and last seen date. A yellow callout bubble points to the "Advanced Search (More Options)" link with the text "Click this."

Type/Format	Call Number	Location	Status	Due Date	Last Seen
Books	H 155.413 B673p 1977	National Library of the Philippines	Available		16/09/2016



Library Catalog Search
[Search Home](#) | [Book Bag](#)

Search the Catalog

Keyword	<input type="text"/>
Title	<input type="text" value="The perceptual world"/>
Author	<input type="text" value="Bower"/>
Subject	<input type="text" value="Perception in Children"/>
Series title	<input type="text"/>
Format	<input type="text" value="Books"/>
Location	<input type="text" value="National Library of the Philippines"/>

Click Search

To narrow down the search results, type entries to the fields which are provided.

*The more information you provide, the more specific the result will be.

Library Catalog Search

[Search Home](#) | [Book Bag](#)

Search the Catalog

Keyword	<input type="text"/>
Title	<input type="text"/>
Author	<input type="text"/>
Subject	<input type="text"/>
Series title	<input type="text"/>
Format	<input type="text" value="Any Itemtype"/>
Location	<input type="text" value="Any Branch"/>

Other options:

Barcode	<input type="text"/>
Call Number	<input type="text" value="R 155.413 B676p 1977"/>
ISBN	<input type="text" value="0674661931"/>
Publisher	<input type="text" value="Harvard University Press"/>
Published between	<input type="text"/>
...and	<input type="text"/>

Click Search

This is another option of OPAC Advanced Search.

You can search for a material through its call number, ISBN, publisher, etc..

Sample Search Result:



The screenshot shows a library search interface. At the top, there is a search bar with a 'Search' button. Below the search bar, the search results for 'The perceptual world of a child' by Bower, T.G.R. are displayed. The results include a title card with the following information:

The perceptual world of a child
By [Bower, T.G.R](#)

Detailed notes:

- includes bibliographic references

Related links:

- [Perception in Children](#)

Copyright: 1977
ISBN: 0-674-66193-1
Publisher: Cambridge, Mass. Harvard University Press
Physical Details: 90 p. ill. 21 cm.
Record No.: 14

Type/Format	Call Number	Location	Status	Due Date	Last Seen
Books	R 155.413 B676p 1977	National Library of the Philippines	Available		16/09/2016

TITLE CARD

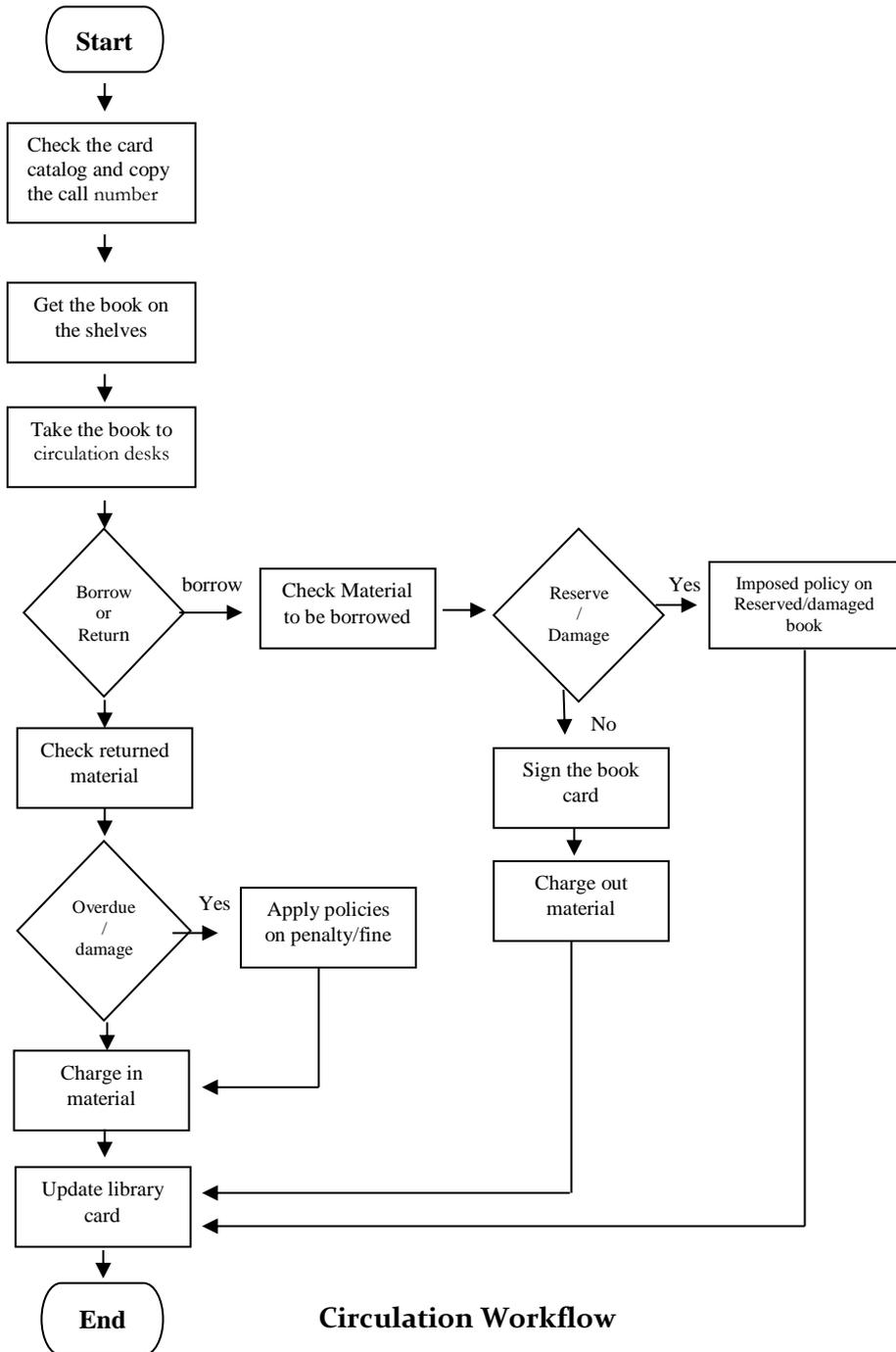
3. The Call Number

Under the Dewey Decimal System, each book is assigned a call number which is the key to the location of books in the shelves. It is the number which appears on the back of each book and on the upper left hand corner of every card in the card catalog. The call number is a combination of the class number and the author number which is composed of the first letter of the author's last name plus Arabic Numerals.

H. How to Locate, Borrow and Return Books and Other Resources

1. Check the card catalog to verify if the book is available in the library. To find a book, you must first get its call number from the card catalog. Located in the upper left corner of a card, it corresponds to the number found on the spine of the book.
2. Get a piece of paper, copy the call number, author, and title of the book and location symbol, if any.

3. The borrower presents his/her I.D. card and library card to the circulation in charge and gets the books on the shelves.
4. To charge out an item, the borrower presents the book to circulation desk. If found eligible to borrow, the circulation attendant should check if the material to be borrowed is on reserve or damaged. If no, the material or book can be charge-out by placing the date due notice in the book or stamping the date slip in the book to remind the borrower of the items due date.
5. The borrower signs the book card attached to the book. The library card and the book card are clipped together.
6. If the book is overdue, a fine will be imposed. If damaged, policy on penalty should be applied.
7. If found clear, the record of the loan will be cancelled and the borrower's responsibility ends. The library card should be released.



Circulation Workflow

Renewing/Returning Books and other Library Materials

1. Books should be renewed or returned on time at the counter from where they were borrowed.
2. Renewal of book loan is allowed except when the material is needed by other library users or when it is overdue.
3. Any book/material on loan may be recalled at any time whenever necessary.
4. All overdue books should be returned immediately upon recall.

Fines for Overdue Books

Fines for overdue books are imposed to encourage borrower's to return the materials on time and made available to other users and also to discourage the monopolization of books so that other users may have a chance to use them also.

General Circulation Books - Php2.00/day excluding Saturdays and Sundays and Holidays.

Reserve/Filipiniana Books - Php2.00 after appointed hour
- Php1.00 for the succeeding hour
- Php10.00/day

Loss of Books

A lost book should be replaced by the same or later edition of the book, and the corresponding fine must be paid.

Mutilation and Theft of Library Materials

Writing on books, library tables and chairs, theft of any library materials, tearing of pages and all other forms of mutilation are strictly prohibited and are subject to disciplinary action.

LIBRARY HOURS

Semester/Summer

Monday-Friday

7:00 AM – 6:00 PM (no noon break)

Graduate School (Saturday)

8:00 AM – 4:00 PM (no noon break)

LIBRARY STAFF

MARIE LOU R. REYNO

College Librarian III

JOYCE ANN S. BERNABE

College Librarian I

LUISITO F. INTAL

SUPPORT STAFF

MARIA LUISA M. MACALMA

SUPPORT STAFF

CLARISSE GIA L. PABLO

IT SUPPORT STAFF

CHRISTIAN C. GUILLERMO

IT SUPPORT STAFF

Four (4) Student Assistants