

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



CITIZEN'S CHARTER

(Revised Academic Year 2013-2014)

★ 1952 ★

CITIZEN'S CHARTER
OFFICE OF ADMISSION AND REGISTRATION

PREAMBLE:

In order to raise the standard and quality of public services, fulfill the needs & 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:

1. Services offered of the Bulacan Agricultural State College.
2. 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.

VISION

The Bulacan Agricultural State College perceived and acknowledged as an outstanding higher education institution in the nation with its provision of affordable and excellent education. It shall be a community of scholars and a center for learning where individuals can develop their capabilities in an environment that promotes and supports academic and research endeavors. It shall be diverse collegiate community where the highest moral and ethical values shall prevail. It shall provide outstanding educational programs with a global perspective and a foundation based on compassion for knowledge and understanding.

MISSION

The Bulacan Agricultural State College shall strive for excellence in Agriculture, Arts and Sciences, Teacher Education, Entrepreneurship, Engineering, Food and Information Technology, Hospitality Management, and other future disciplines. It shall provide and facilitate ever-changing educational needs and services for those seeking to expand their intellectual horizons. It shall address national and international issues and be established as a major contributor to the progress of the global community.

FEEDBACK AND REDRESSAL MECHANISMS

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

- Accomplish feedback form provided in our Public Assistance Desk and dropped it in our suggestion box.
- Send your feedback through email (basc1952_registrar1@yahoo.com) or call us at 044-762-1427.

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 Citizens' 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.

LIST OF FRONTLINE SERVICES

1. Admission and Registration of Students to the College during enrolment period.

2. Issuance of Certificate of Registration during enrolment period.
3. Processing of requests for scholastic records and school credentials such as Transcript of Records, Form 137-A, Certificate of Graduation, Grade and Report Cards.
4. Authentication of Scholastic Records and School Credentials

FRONTLINE SERVICE 1: ADMISSION AND REGISTRATION OF STUDENTS DURING ENROLMENT PERIOD

A. Schedule of Availability of Service

8:00 A.M. to 5:00 P.M., Monday to Friday

B. Who may avail of the service

High School Graduates
Transferees from other Higher Education Institutions

C. What are the requirements

New Students

- Form 138-A (Original Report Card) / Form 137-A
- Certificate of Good Moral Character
- Two (2) pcs. I.D. picture (2" x 2")
- Two (2) pcs. I.D. picture (1" x 1")
- Photocopy of Birth Certificate (NSO)
- College Entrance Examination Result

Transferees

- Transcript of Records or Certificate of Grades
- Honorable Dismissal
- Certificate of Good Moral Character
- Two (2) pcs. I.D. picture (2" x 2")
- Two (2) pcs. I.D. picture (1" x 1")
- Photocopy of Birth Certificate (NSO)
- College Entrance Examination Result

D. Duration: 10 minutes per student

E. How to avail the service

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Present all the requirements stated above.	Examine and evaluate the submitted entrance credentials and requirements of applicants	3 minutes	Processor		
2		If all requirements are valid, the applicant will be given Admission Form to be filled up by applicant.	15 seconds	Processor		BASC Admission Form
		If requirements are invalid and incomplete, the applicant shall be properly notified of his deficiencies.				
3	Submit to processor accomplished BASC Admission Form	Screen the accomplished admission form, if form is fully accomplished, process the application and give the applicant his pre-assessment of fees	6 minutes	Processor		
4	Go to accounting office and present pre-assessment of fees					
END OF TRANSACTION						

FRONTLINE SERVICE 2: ISSUANCE OF CERTIFICATE OF REGISTRATION DURING THE ENROLMENT PERIOD

A. Schedule of Availability of Service

8:00 A.M. to 5:00 P.M., Monday to Friday

B. Who may avail of the service

Qualified New Students
Old Students

C. What are the requirements

New Students

- Duly Accomplished Admission Form
- Pre-assessment of Fees
- Official Receipt from the Cashier's Office

Old Students

- Duly Accomplished Pre-advising form signed by Program Adviser
- Clearance
- Pre-assessment of Fees
- Official Receipt from the Cashier's Office

D. Duration: 3 minutes per student

E. How to avail the service

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Present all the requirements	Examine and check the submitted requirements of	1 minute	Processor		

	stated above.	applicants				
2	Wait for the name to be called in the designated waiting area.	Print the Certificate of Registration (COR)	1 minute	Processor		
3		Have the COR, pre-assessment of fees and official receipt be stamped "ENROLLED" and give the applicant his copy of the COR, pre-assessment of fees and OR.	1 minute	Processor		
4	Received the COR					
END OF TRANSACTION						

FRONTLINE SERVICE 3: PROCESSING OF REQUESTS FOR SCHOLASTIC RECORDS AND SCHOOL CREDENTIALS SUCH AS TRANSCRIPT OF RECORDS, FORM 137-A, CERTIFICATE OF GRADUATION, GRADE AND REPORT CARDS.

A. Schedule of Availability of Service

8:00 A.M. to 5:00 P.M. (no noon break)

B. Who may avail of the service

Enrolled Students
Drop-Out Students
Transferee-Out Students
Graduates

C. What are the requirements

Accomplished Application Form 1
Clearance
One Valid I.D.
Request from mother or current school, if the applicant is a former student of BASC

D. Duration: 30 minutes (Transcript of Records and Form 137-A)
15 minutes (Other Certifications)

E. Releasing time: All documents will be released after three (3) working days.

F. How to avail the service

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Get application form and check the requested documents on the application form	Screen whether the information stated in the Application Form are true and correct by checking records on file at the records section.	5 minutes	Processor		Application Form
2		Check whether the applicant is cleared of all his responsibilities to the	5 minutes	Processor		Clearance Form

		college, if not ask the applicant to accomplish a clearance form.				
		If the applicant is already cleared, sign application form and ask the applicant to pay the required fees.	1 minute	Processor		
3	Pay to the Cashier	Process payment and issue O.R.	5 minutes	Cashier	P50.00 per page for TOR and additional P50.00 for the scanned pictures P20.00 for Form 137-A and Certifications	
4	Give Application Form and Official Receipt	Schedule the release of the requested documents.	1 minute	Processor		
5	Wait for the claim stub and come back on the scheduled releasing time	Prepare the requested documents	30m minutes for TOR & Form 137-A 15 minutes for certifications	Processor		
END OF TRANSACTION						

Note: If the applicant cannot personally claim the requested documents, his/her representative should present the claim stub, the applicant's I.D. , I.D. of the representative and authorization letter.

FRONTLINE SERVICE 4: AUTHENTICATION OF SCHOLASTIC RECORDS AND SCHOOL CREDENTIALS

A. Schedule of Availability of Service

8:00 A.M. to 5:00 P.M. (no noon break)

B. Who may avail of the service

Enrolled Students
Drop-Out Students
Transferee-Out Students
Graduates

C. What are the requirements

Accomplished Application Form 1
Original and Photocopy of Scholastic Records and School Credentials
One Valid I.D.

D. Duration: 20 minutes

E. Releasing time: All documents will be released after three (3) working days.

F. How to avail the service

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Get application form and check requested documents on the application form	Give client application form.	1 minute	Processor		Application Form
2	Submit the fully accomplished application form together with the documentary requirements	Screen whether information stated in the Application Form and the submitted documents are true and authentic by checking records on file at the records section.	10 minutes	Processor		
		If documents are true and authentic, request the client to pay the required				

		fees.				
3	Pay to the cashier	Process payment and issue O.R.	5 minutes	Cashier	Php20 per document	
4	Give Application Form and Official Receipt	Schedule the release of the requested documents.	1 minute	Processor		
5	Wait for the claim stub and come back on the scheduled releasing time	Authenticate the documents.	3 minutes			
END OF TRANSACTION						

Note: If the applicant cannot personally claim the requested documents, his/her representative should present the claim stub, the applicant's I.D. , I.D. of the representative and authorization letter.

Prepared by:

ENGR. MERIAM F. SULIT
Registrar

Recommending Approval:

DR. ROBERTO C. WAGAN
Vice-President, ACSA

Approved:

DR. GERARDO I. MENDOZA
College President

BULACAN AGRICULTURAL STATE COLLEGE
San Ildefonso, Bulacan

FEEDBACK FORM
(Panonaw O Puna)

Date: _____
(Petsa)

Based on the delivery of our services, please use this feedback form for your compliments, complaints, or suggestions. Please check the appropriate box.
Maaring ipalalam ninyo pa sa amin kung kaya ay aming napaglingkuran. Gamitin po ito para sa inyong papuri, reklamo o mungkahi. I-tsek po ang naayong kahon.

Compliment
(Papuri)

Complaint
(Reklamo)

Suggestion
(Mungkahi)

Name: _____
(Pangalan)

Address: _____
(Tirahan)

Contact Number(s) (if any): _____
(Telepono)

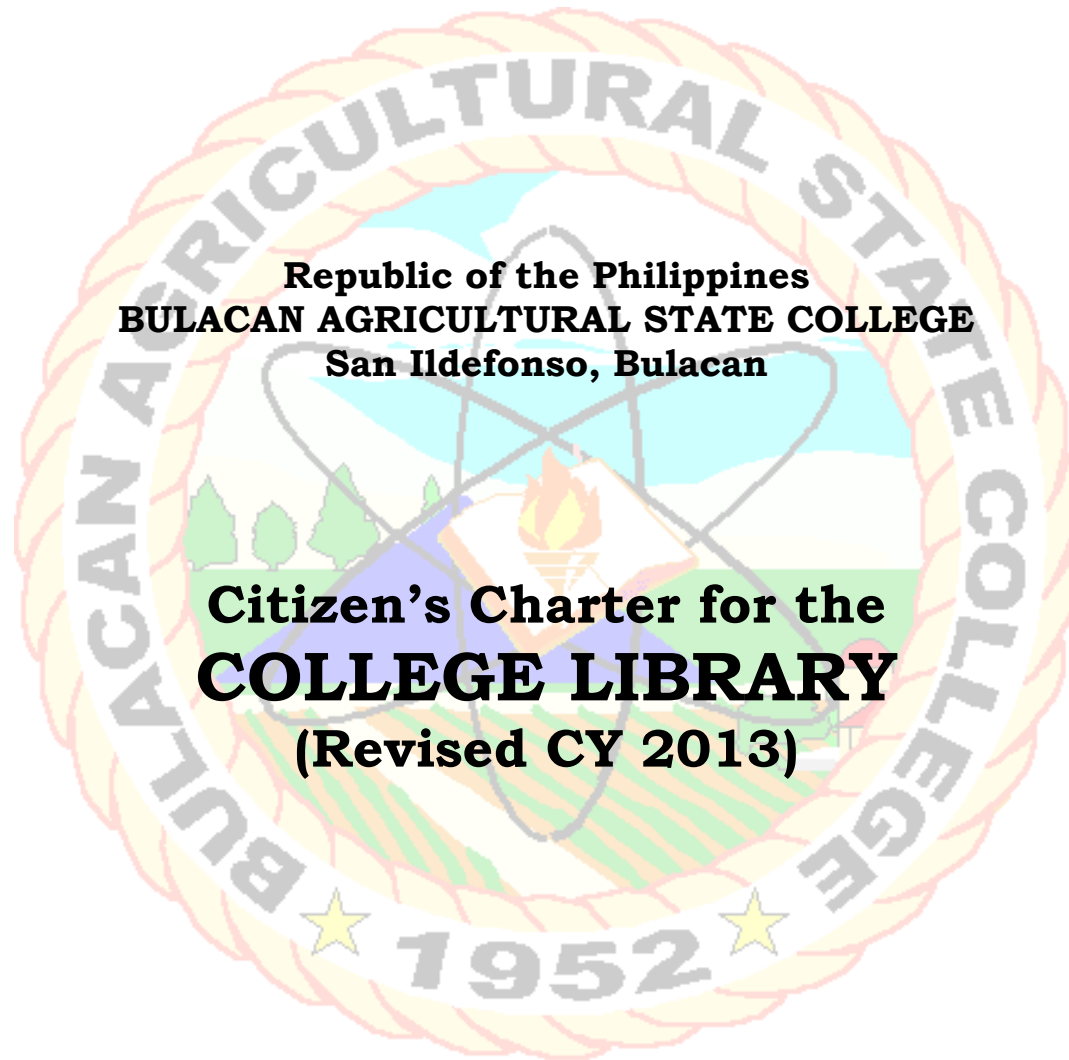
Email Address (if any): _____

Signature: _____
(Lagda)

Office Concerned or Involved: _____
(Tanggapan o opisina na may kinalaman sa papuri, reklamo, o mungkahi)

Cite the Incident:
(Detalye ng pangyayari): _____

Suggestion(s) / Desired Action from our Office
(Mungkahi / Nais na aksyon mula sa aming tanggapan): _____



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

**Citizen's Charter for the
COLLEGE LIBRARY
(Revised CY 2013)**

PERFORMANCE PLEDGE

WE, the officials and employees of the
COLLEGE LIBRARY,
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 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 reading areas and frontline
personnel to attend immediately
to public queries.

BASC 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 OBJECTIVES

1. To select and acquire library materials needed for instruction and research;
2. To organize and administer library materials in a way that makes them accessible and usable;
3. To provide instructional media and services to strengthen the teaching-learning process that suits the needs of the students, faculty and other personnel;
4. To provide an environment where facilities and atmosphere are conducive to the learning process;
5. To stimulate and encourage students to develop lifelong habits of good learning, reading, study, and research;
6. To provide automated library services;
7. To work cooperatively with instructional and administrative staff of the college for the realization of then above objectives.

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.

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 and 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.

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.

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.

A. Schedule of Availability of Services

8:00 A.M. to 12:00 P.M., 1:00 P.M. to 5:00 P.M.

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 ENROLMENT 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

8:00 A.M. to 5:00 P.M. (no noon break) – Semester Classes

8:00 A.M. to 12:00 P.M., 1:00 P.M. to 5:00 P.M. – Summer Classes

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. Ten pesos (Php10.00) 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, Serial, Theses and VF 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 eject 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 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.

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. Books are classified according to Dewey Decimal System. DDC classifies all books by number in one of the major 10 categories.
-  **Reference Books.** Reference books of particular types or on specific subjects are also shelved by call number, with letter R above the classification number: **R**

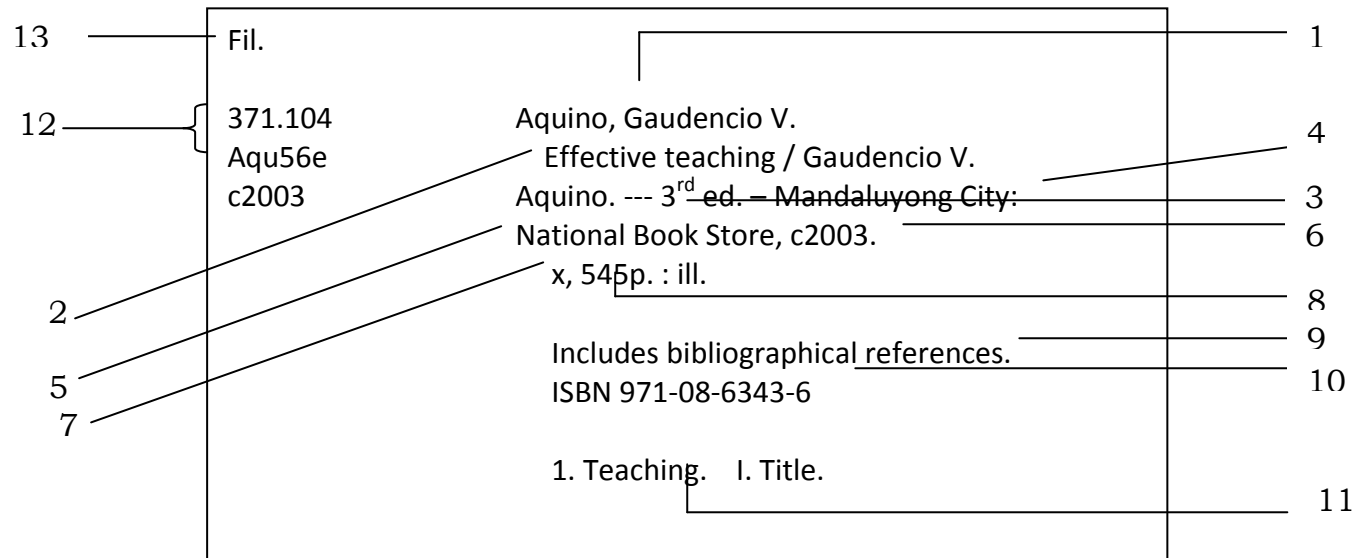
-  **Serial Sources.** Current issues are being displayed at the magazine rack while the back issues are kept and filed according to titles on the Serials Section.
-  **Vertical File Collections.** These materials are arranged alphabetically by subject, and each subject has its own file order.
-  **Theses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

1. The Card Catalog

The index to the collections of books in the Library is card catalog. It consists of trays of alphabetically arranged three by five inch cards listing the books and materials in the library. It contains three (3) entries: an author card, a title card.

2. Kinds of Catalog Cards

AUTHOR CARD



- | | |
|--------------------------|--|
| 1 - Author | 7 - Preliminary Pages |
| 2 - Title | 8 - Number of Pages |
| 3 - Edition | 9 - Note |
| 4 - Place of Publication | 10 - International Standard Book Number |
| 5 - Publisher | 11 - Subject |
| 6 - Date of Publication | 12 - Call Number (Class and Author Number) |
| | 13 - Location |

Fil.	TEACHING
371.103 Aqu56e c2003	Aquino, Gaudencio V. Effective teaching / Gaudencio V. Aquino. --- 3 rd ed. – Mandaluyng City: National Book Store, c2003. x, 545p. : ill.

Subject

SUBJECT CARD

Fil.	Effective teaching.
371.102 Aqu56e c2003	Aquino, Gaudencio V. Effective teaching / Gaudencio V. Aquino. --- 3 rd ed. – Mandaluyng City: National Book Store, c2003. x, 545p. : ill.

~~Title~~

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.

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.

Prepared by:

MARIE LOU R. REYNO
College Librarian III

Approved by:

GERARDO I. MENDOZA
President