

# CITIZEN'S CHARTER

## VISAYAS STATE UNIVERSITY

**Vision:** *The premier university of science and technology in the Visayas.*

**Mission:** *Provide excellent instruction, conduct relevant research and foster community engagement that produce highly competent graduates necessary for the development of the country.*

University Library Building, VSU Campus, Baybay, Leyte  
Chief Librarian: Ms. Andreli D. Pardales

### A. SECURING BORROWER'S CARD

#### I. Requirements:

##### a. New students/Returnees/Transferees

1. Certificate of Registration (COR)
2. VSU Temporary I.D.
3. I.D. Picture (any 1x1)
4. Attendance of Library Orientation

##### b. Old students

1. Certificate of Registration (COR)
2. VSU I.D.
3. Affidavit of loss (in case only for lost BC)

##### c. Employee and Staff

1. Employment Certificate from HRMDO

#### II. Schedule of Availability of Service

Monday to Friday: 7:00 a.m. to 6:00 p.m. (no noon break)

Saturday: 8:00 p.m. to 12:00 Noon, 1:00 pm-5:00 pm

Distribution of borrower's cards is only within the period in the semester that the library is providing borrowing services.

### III. Fees

- Php20.00 is the cost of the university library handbook for all first time borrower's card holder. The same amount is also charged to secure a new copy of a lost borrower's card.
- Php 10.00 for Faculty and Staff

### IV. Procedures for the Availing of Services

#### A.1. New Students/Returnees/Transferees and Old Students with lost Borrower's Card

Step	Applicant/Client	Office Activity	Duration	Person Involved
1	Signifies interest to apply for a Borrower's Card (BC) to the desk in-charge and submits the required documents.	Checks requirements and validity of COR. Issues Library Handbook and forms – BC and Application for BC	5 mins.	Mr. Vicente A. Gilos Ms. Aireen T. Morquianos
2	Fills up forms – BC, Application for BC and BC control logbook. Pastes ID picture on BC.	Checks completeness of information. Countersigns university ID and BC	5 mins.	Mr. Vicente A. Gilos Ms. Aireen T. Morquianos
3	Pays for the cost of the Library Handbook or for the cost of the new BC.	Receives and acknowledges payment. Releases to the student the new BC and Library Handbook.	5mins.	Mr. Vicente A. Gilos Ms. Aireen T. Morquianos

#### A.2. Old Students

Step	Applicant/Client	Office Activity	Duration	Person Involved
1	Presents COR, BC, and university ID to desk in-charge	Checks validity of COR. Countersigns ID and BC.	5 mins.	Mr. Vicente A. Gilos Ms. Aireen T. Morquianos

**Once a Borrower's Card and university ID are validated at the university library, a student is now eligible to borrow books.**

## **B. BORROWING BOOK**

### **I. Required Documents:**

**Validated Borrower's Card and/or University I.D.**

### **II. Schedule of Availability of Service**

Monday to Friday: 7:00 a.m. to 6:00 p.m. (no noon break)  
Saturday: 8:00 a.m. to 12:00 Noon, 1:00 to 5:00 p.m.

### **III. Fees: None**

### **IV. Borrowing Procedures**

#### A. Circulation/Filipiniana Units

<b>Step</b>	<b>Applicant/Client</b>	<b>Office Activity</b>	<b>Duration</b>	<b>Person Involved</b>
1	Selects the needed book/s and fills up Borrower's Card (BC) .  Presents books to the desk in-charge together with the appropriately filled-up BC and book cards.	Checks name of borrower and validity of BC. Stamps due date on book card/s, BC and date due slip/s. Countersigns date due slips and releases borrowed book/s.	2 mins./ book	Mr. Vicente A. Gilos Ms. Aireen T. Morquianos
2	Presents borrowed books to the in-charge of Control Area.	Counterchecks for proper due date.	1 min/ book	Mr. Tirso E. Igot, Jr.

B. Reserve Unit

<b>Step</b>	<b>Applicant/Client</b>	<b>Office Activity</b>	<b>Duration</b>	<b>Person Involved</b>
1	Presents validated ID and asks for book/s needed	Checks availability of book/s. Counterchecks ID.	2 min.	Ms. Karina Immaculada B. Apale
2	Writes complete name on book card.  In case of overnight use, requests for overnight borrowing.	Checks name of borrower and counterchecks for proper time due on book card. Issues book/s and retains ID. In case of overnight use, stamps date and time due on date due slip. Issues book/s, retains ID and file together with book card.	1 min./ book  1 min/book	Ms. Karina Immaculada B. Apale
3	Presents borrowed books to the in-charge of Control Area	Counterchecks for proper due date.	1min/ book	Mr. Tirso E. Igot, Jr.

FOR COMPLAINTS:

Please call The Ms. Andreli D. Pardales at Tel. No. 563-7512 or The Vice-President for Instruction at Tel. No. 563-7106 or drop your concern in the suggestion box placed at the main entrance of the university library.