

UNIVERSITY OF NAIROBI LIBRARY AND INFORMATION SERVICES

LIBRARY INNOVATION FOR REPLICATION BY THE UNIVERSITY OF NAIROBI DEPARTMENTS

FEEDBACK ONLINE SYSTEM

The Library and Information Services aim at empowering the University to perform its core functions through the provision of quality information resources for teaching, learning, research and consultancy. To provide effective and efficient services, the library endeavours to continuously improve its service delivery.

One of the services identified by the library that requires to re-engineering is the feedback systems. The librarian email system currently used for feedback is tedious, inefficient and time consuming.

To ensure customers are treated right, the library aims to put in place proper systems to provide high quality, just in time, and affordable and quantifiable services.

The library identified feedback as a priority service. The library conducted a survey to assess the current feedback delivery system and the findings indicated the need for re-engineering the service to improve efficiency and effectiveness in service delivery. The library therefore applied information technology to improve the service.

To improve feedback service and reduce lengthy procedures, the library developed an online feedback system to replace the email system and promptly meet the needs of the users.

This innovation has been implemented and process of sensitizing the users on the use of the service, monitoring and evaluation is in progress. The online feedback system has proved to be efficient and effective in providing feedback service .

The library therefore recommends that this service be replicated by other departments in the University of Nairobi to improve service delivery. The following is the link to the library online feedback service: <https://uonlibrary.uonbi.ac.ke/library-helpdesk>

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