



UNIVERSITY OF NAIROBI
LIBRARY & INFORMATION SERVICES DEPARTMENT
SERVICE CHARTER

FOREWORD

The Director, Library & Information Services

University of Nairobi Library fully identifies with the philosophy of the University as spelt out in its mission and vision. The Library endeavors to empower the University to retain its leadership role as a World Class University by providing current, timely, relevant and quality information to enhance teaching, research and consultancy.

Currently, the Library provides access to over 475,000 volumes of print resources, over 170,000 electronic journals and about 180,000 electronic books which are accessed through the Library website. The Institutional Repository that captures the University's history and research output has over 105,000.

Our vision is to be a world class information centre of excellence. This service charter is the Library's commitment to deliver high quality services to our customers. This is based on our core values that focus on customer care, professionalism, team work and observation of the rule of law.

Your feedback will enable us to continuously review and improve our service delivery.

Angela M. Mumo
DIRECTOR, LIBRARY & INFORMATION SERVICES

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UNIVERSITY OF NAIROBI LIBRARY SERVICE CHARTER

INTRODUCTION

This charter outlines the services that the library renders to customers. It is aimed at enhancing the level of awareness on the role of the Library; its vision, mission, core activities and set standards of service.

The Library is committed to the provision of quality service to all customers and stakeholders.

OUR VISION:

To be a world class information centre committed to excellence in the provision, dissemination and preservation of knowledge.

OUR MISSION:

To provide quality information services that will empower the University in carrying out its core activities of teaching, learning, research, community service and consultancy.

OUR CORE VALUES:

In our quest for timely provision of quality service, we shall be guided by the following core values:

- **Quality customer-focused services** - All our services will be customer focused.
- **Freedom of access to information** - Provide all information needed for academic pursuits.
- **Professional ethics and standards** - In all our actions and interactions, we shall maintain ethical behavior, professional etiquette, honesty and responsible citizenship.
- **Intellectual property rights** - Adhere to copyright and intellectual property laws and conventions.
- **Preservation and conservation of knowledge** - Knowledge will be conserved and preserved for posterity.
- **Innovativeness and creativity** - We will utilize the emerging information and communication technologies to deliver up to date and valued added information services.
- **Teamwork and team spirit** - Work as a team to meet the information needs of our customers and stakeholders.
- **National cohesion and inclusiveness** - We are open to all citizens without any manner of discrimination.

STRATEGIC OBJECTIVES

- To provide access to information for teaching, learning, research and consultancy.
- To enhance Library facilities and environment for efficient information delivery.
- To enhance staff capacity and innovativeness.
- To establish and promote collaborations and partnerships for resource-sharing

SERVICES OFFERED

Provision and dissemination of information through the following services

- Book lending
- Electronic resources
- Special collections
- Inter-Library co-operation
- Information literacy.
- Multi- media resources
- Preservation and Conservation of Library & Information materials
- Reprographic services
- Digital repository
- Research support services
- Knowledge management

STRUCTURE AND GOVERNANCE

1. Director: Head of the Library and Information Services
2. Three Deputies in charge of Administration, Planning and Technical services.
3. Senior Librarians
4. Librarians
5. Assistant Librarian
6. Senior Library Assistant
7. Library Assistants
8. Library Attendants
9. Bindery Staff:
 - Head Binder
 - Assistant Head Binder
 - Binding Assistants

PRINCIPLES OF SERVICE DELIVERY

In our service delivery we pledge to:

- Serve customers with dignity, courtesy and respect
- Provide effective and efficient information services
- Adhere to ethical and professional practices
- Uphold transparency and accountability
- Observe the principles of natural justice
- Adhere to set international standards.

LIBRARY CUSTOMERS

Library customers comprise of the following:

- Students
- Teaching staff
- Researchers
- Non teaching staff
- Alumni
- Suppliers
- Partners.
- Any other authorized customers

CUSTOMER EXPECTATIONS

Our customers should expect effective and efficient provision of services as follows:

- Prompt and transparent provision of information services
- Safe and healthy environment
- Courteous and timely response to requests and enquiries
- Prompt clearance of students and staff

LIBRARY EXPECTATIONS

The Library expects its customers/stakeholders to:

- Treat staff with respect and courtesy
- Provide sufficient and accurate information to enable its response to inquiries and requests appropriately
- Provide feedback on the services rendered
- Adhere to Library rules and regulations

COMMITMENT TO SERVICE DELIVERY

In our service delivery, we pledge that:

- All Libraries shall be open from -
 - 8:00 a.m. to 10:00pm on weekdays and,
 - 8:00 a.m. to 5:00 p.m. on Saturdays.
- On Sundays, The Jomo Kenyatta Memorial Library (JKML) will be open 9:00 a.m. to 3:00 p.m.
NB. Other Libraries will be open for Six Hours depending on campus administration.
- Vacation Open Hours:
 - Weekdays 8:00 a.m. to 5:00 p.m.
 - Saturday 8:00 a.m. to 12:00 noon
 - Sundays Closed
- All libraries shall remain closed on public holidays
- Online inquiries from Library users shall be responded to within 24 hours

FEEDBACK

- Complaints, compliments and suggestions shall be forwarded to the respective units for action
- Feedback may be channeled via on-line help desk, telephone, letters, e-mail, suggestion boxes or in person
- Feedback will be addressed as per Service Charter timelines on Customer feedback.
- Confidentiality and privacy shall be observed.

CONTACTS

Our contacts:

University of Nairobi Library,
P.O. Box 30197-00100 GPO Nairobi
Tel. No. +254 020 491 3104
librarian@uonbi.ac.ke | <http://uonlibrary.uonbi.ac.ke>

Helpdesk - library-helpdesk@uonbi.ac.ke

OFFICE/BRANCH	EMAIL
Director- LIS	librarian@uonbi.ac.ke
Faculty of Arts & Faculty of Social Sciences (FoA/FSS)	librarian-fss@uonbi.ac.ke / librarian-arts@uonbi.ac.ke
Faculty of Science & Technology (FST)	librarian-fst@uonbi.ac.ke
Faculty of Education (FEd)	librarian-fed@uonbi.ac.ke
Faculty of Health Sciences (FHS)	librarian-fhs@uonbi.ac.ke
Faculty of Built Environment & Design (FBD)	librarian-fbe@uonbi.ac.ke
Faculty of Agriculture/Veterinary Medicine (FAg/FVM)	librarian-fagric@uonbi.ac.ke / librarian-vet@uonbi.ac.ke
Faculty of Business & Management Sciences (FBM)	librarian-business@uonbi.ac.ke
Faculty of Law	librarian-law@uonbi.ac.ke
Faculty of Engineering	Librarian-feng@uonbi.ac.ke
Institute of Anthropology, Gender & African Studies (IAGAS)	Iagas-library@uonbi.ac.ke
Mombasa Campus	librarian-msa@uonbi.ac.ke
Kisumu Campus	librarian-ksc@uonbi.ac.ke
E-Resources	periodicals@uonbi.ac.ke
Mahatma Gandhi Graduate Library (MGGL)	graduate-research@uonbi.ac.ke
Acquisitions	jkmlaqui@yahoo.co.uk
Kenya Science Campus	librarian-ksc@uonbi.ac.ke
Archives	mlarchives@uonbi.ac.ke
OPAC	mlopac@uonbi.ac.ke
Helpdesk	library-helpdesk@uonbi.ac.ke

UON: ISO 9001:2015 Certified

LIBRARY SERVICE CHARTER TIME LINES

CUSTOMER SERVICE CHARTER - COMMITMENT TO SERVICE DELIVERY

	CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES
1.	Provision of information resources	Acquisitions	Book budget & donations in line with academic programs.	Book budget	As per collections development policy
		Cataloguing & Classification	International Library standards	Nil	As per Library International Guidelines
2.	Customer services	Information literacy	Authenticated customers	Nil	As per IL policy
		Dissemination of information	Authenticated customers	Nil	As per library rules & regulations
3.	Conservation & restoration of information resources	Document Binding	Binding guidelines	Approved Charges / Budget	As per binding timelines
4.	Preservation & archival of research outputs	Archiving	Finding aids	Nil	As per archival guidelines
		Dissemination of research output	E-repository website Library website	Nil	As per access guideline