



## **Our Customer Service Charter**

This charter is aimed at making it easy for you to use the services provided by the Kenya National Library Service Board.

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## Introduction

This charter sets down what knls is and what it does, and its commitment to provide the Kenyan communities with the highest quality and accessible services that the available resources will allow. Kenya National Library Service (knls) Board is a corporate body of the Kenya government that was established by an Act of Parliament Cap 225 of the Laws of Kenya (1965) to provide library and information services to the Kenyan public.

We in knls recognize that information is a basic commodity in everyone's life, and we want to make sure that the services we provide are responsive to your needs and will translate to both individual and community empowerment. We want to provide these services to your satisfaction and take pride in the contribution that we will have made to your individual and national development, general well being, and to the economic growth of Kenya. This charter serves as a commitment that knls intends to live up to its mandate.

## Our customers

Our library customers cover the entire public and they include: Individuals, students, children, youth, researchers, government agencies, private institutions, pensioners, prisons, hospices & hospitals, schools, orphanages and persons with disabilities, among others.

## Our Vision:

The hub of Information and Knowledge for Empowerment

## Our Mission:

To enable access to information for knowledge and transformation of livelihoods

## Strategic Objectives

1. To improve the reading culture among the Kenyan people through informed and targeted intervention programs
2. To increase access to information through development, equipping and maintenance of libraries
3. To enhance availability of information resources through utilization of modern technologies and strategic partnerships
4. To enhance collection and preservation of national bibliographic information through legal deposit copies and other sources
5. To strengthen institutional capacity by upholding responsible corporate governance, resource mobilization and human capital development.

## Our Mandate

The KNLS Board is mandated by the Act to: Promote, establish, equip, manage, maintain and develop libraries in Kenya

## Our core values

In all our dealings with you, we will be:

**P**assionate

**I**nnovative

**C**ustomer Focused

**K**nowledge driven

## Our core functions

knls is a public institution providing library and information services to all the peoples of Kenya. This endeavor is guided by the following core functions:

- To promote, establish, equip, manage and maintain the National and Public libraries services in Kenya;
- To maintain the National Bibliographic Control through publication of the Kenya National Bibliography and Kenya Periodicals Directory and provision of national reference services;
- To promote information literacy and reading among Kenyans;
- To enhance stakeholders participation for equitable development of libraries throughout the country;
- To advise the Government, local authorities and other public bodies on all matters relating to library, documentation and related services.

## Our services to you

Our services are aimed at helping people make informed decisions affecting their lives and their community and therefore contribute positively to national development. In its service provision, knls plays a dual- role of 1) Public library and 2) National library of Kenya. The public library services are available in all our branches countrywide, while the national library services are available at the headquarters in Nairobi.

Through the public library, we provide the community with a wide range of services including:

- Adult and junior lending
- Advisory library services
- Bulk lending of books to learning institutions (this is however limited to availability of stock)
- Technical assistance on library development to interested government and private institutions
- Internet service in some of our libraries
- Inter-library lending
- HIV & AIDS information to encourage openness and reduce vulnerability
- Services to the visually impaired persons
- User education
- Field practicum opportunities to those studying library and information studies

Through the National Library of Kenya we:

- Preserve the national imprint through the collection and safe custody of legal deposits on Kenyan publications
- Produce the Kenya National Bibliography, which is a list of the books published in Kenya or about Kenya in any given year
- Issue the International Standard Book Number (ISBN) to Kenyan Publishers
- Provide reference and referral services
- Provide online databases to researchers and other interested parties
- Facilitate international interlibrary lending
- Stocks for use by the public, specialized collections as well as government publications like the constitution review materials, Laws of Kenya, Kenya Gazettes and bound copies of past newspapers
- Acts as a depository library for World Bank, United Nations and International Labour Organization

## Outreach services

- Camel library service in Garissa Library
- Donkey library service in Nyilima Library, Bondo District
- Book box service to schools
- Traveling libraries / mobile library vans in some knls provincial and district libraries

- Services to visually impaired persons
- Service to prisons

Most of our services are provided for the benefit of the general community, and are considerably funded by government in public interest. However, the services bear affordable charges to cover the costs of their administration, maintenance and delivery.

## Our standards

### Quality - we will:

- Treat you with respect and courtesy, maintaining confidentiality where required
- Identify ourselves when we speak to you
- Be clear and helpful in our dealings with you, giving reasons for our decisions
- Refer enquiries we cannot answer to an appropriate source
- Give adequate notice and explanation in case of temporary library closure
- Make access to our services easier and more convenient to library users
- Provide professional assistance to help you locate information resources
- Give timely, useful and accurate advice and information
- Produce the annual Kenya National Bibliography as a tool for research and marketing of Kenyan publications
- Provide the necessary resources for effective implementation and continual improvement of the quality management system that conforms to the ISO 9001 standard.
- Ensure that we provide services that meet your needs and attempt to exceed your expectations.
- Strive to be competitive, innovative and commit to always protect and uphold your interests without compromising the set quality standards.

### Responsiveness - we will endeavour to:

- Deal with your enquiries and complaints quickly and effectively
- Answer your phone calls promptly
- Reply to your letters and mails within a maximum of two weeks, but on more complex issues, our initial reply will give you an estimate of the time a full response will take, and the cost, if any
- Issue International Standard Book Number to Kenyan publishers immediately after submission of duly completed application form
- Where necessary, inform you of your rights, obligations, entitlements, and any costs for services
- Issue you with Individual Membership Identity Card and two borrowers' pockets, one week after submission of all the required documents and after payment (see requirement and payment schedule at the back page). Where our services are automated, we will issue you with an Individual Membership Identity Card upon meeting all the prescribed requirements
- Issue you with an official receipt for any money you pay to the library.

### Accessibility - our opening hours:

Unless in known insecurity prone areas, where closing time may be dictated by the situation on the ground, all the knls libraries are open to the public as follows:

- Monday to Friday 8.00am to 6.30pm
- Saturday 8.30am to 5.00pm

Administration offices are open from 8.00am to 5.00pm everyday from Monday to Friday, where you can also reach us through the telephone given under the contact information section. The library remains closed on Sundays and all public holidays or under any unavoidable circumstances, in which case the reason for closing will be communicated to you.

### Service improvements - we aim to:

- Further improve procedures for monitoring the accuracy of our services
- Upgrade the ways in which we deliver our services in line with the changing needs of our customers, using the available resources
- Make access to our services easier and more convenient, particularly for people with special needs
- Develop a more streamlined system of handling your enquiries and feedback on our services
- Evaluate services in response to feedback from users
- Acquire and manage resources efficiently to support the promotion of a reading culture and research programs in Kenya.

### Accountability - We undertake to:

- Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy
- Monitor our performance against the standards set in this Charter, and publish the results in the appropriate publications
- Preserve the national imprint through the collection and safe custody of legal deposits
- Handle all feedback, including complaints, in a professional and fair manner as outlined in this charter.

### Loan period

A registered member can borrow two books for two weeks. After the loan period, a defaulter is charged an overdue fine of Ksh. 5 per day per book. For books on reserve, the loan period is 3 hours during the official opening hours.

### Your obligations

#### As a library user, you will be expected to:

- Treat staff courteously
- Study, understand and abide by the contents of the library user manual
- Respect library resources and property (e.g. you should not: write on library books, tear pages, fold pages), help conserve them and notify staff if they are damaged
- Produce your valid membership card to be allowed to use the library
- Pay Ksh.20 library entry fee per day if you are not a registered member (**note: Junior library users of up to 15 years old have free entry to all our libraries**)
- Return all resources in good condition by the end of the loan period or earlier
- Observe restrictions on noise and mobile phones and be considerate of other users' needs

- Take advantage of opportunities offered for gaining information on health and other topical issues by visiting the health corners in some of our libraries, participating in the free lectures and video presentations organized by the library
- Find resources independently whenever possible e.g. through the use of card catalogue, Online Public Catalogue where available or by browsing through the shelves, whichever is convenient for you
- Observe legal and contractual restrictions on the use of electronic resources and equipment
- Assist the library in the evaluation of resources and services
- Make requests for materials and service as early as possible to allow for delivery on time
- Fulfil any financial and other obligations in a timely manner
- Ensure that you are issued with an official receipt for any monies paid to the library
- Be honest and fair in your dealings with us
- Cooperate with our security personnel in ensuring that library property is not illegally taken out of the library and/or mutilated by malicious people.

### Communication

- We welcome your views and comments as a vital ingredient in helping us to monitor and improve the relevance and quality of our services.
- We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately
- We may occasionally seek your input to random surveys of how the community perceives our services and what services they need, including assessments of our performance, especially after the introduction of a new service or guidelines
- Tell us about the difficulties you are experiencing, understanding that at crucial times such as when the library usage is beyond capacity, our staff, services and systems may be under great pressure.
- You can communicate to us either in person, by phone, email, through the website, fax or any other appropriate and convenient means.

### Complaint mechanism

If you are unhappy with our services, you can tell us using the following ways:

- Consult our customer care personnel in our branches
- Talk to any of our staff either in person or by telephone
- Send your complaints through the available means
- Drop your comments in our suggestion boxes
- Enter your complaint in the complaint register available in our branches/departments
- Email to [complaints@knls.ac.ke](mailto:complaints@knls.ac.ke) and your concern will be handled by the relevant person

If a member of staff cannot sort out your concern, they will refer you to someone who can. If, however, you are completely dissatisfied with the response given, you can refer your complain to the Director, Kenya National Library Service, through the address given above, who will respond appropriately; or call Tel. 0728607628.

We also ask that you understand that knls is funded by the government and that the services you receive depend on the equitable distribution of the available resources to all the knls branches. Although solid progress is being made, occasional deficit may still occur, as a result of inadequate resources, and the increasing demand on our services.

## knls NETWORK - CONTACT INFORMATION

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Kenya National Library Service (National Library Division)

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Tel. 254 - 20 – 2725550/1

[nld@knls.ac.ke](mailto:nld@knls.ac.ke)

knls Buru Buru branch

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