

KNLS CITIZEN'S SERVICE DELIVERY CHARTER

We are committed to preserving the national documentary heritage and allowing our customers access to information while maintaining high integrity and professionalism.

A. CUSTOMER SUPPORT SERVICES				
S/NO	Service	Customer Requirements	Cost of Service	Timeline
1.	Response to enquiries	Personal visits to KNLS offices	Free	10 minutes
		Call KNLS: 0202739893	Free	10 seconds
		Email: knls@knls.ac.ke	Free	2-7 working days
2.	Response to correspondences	Written communication document	Free	5 -10 working days
		Written communication via Email and social media platforms	Free	1 working day
3.	Response to public complaints and grievances	Express your complaint through the given channels/ complaint mechanism	Free	1 working day
4.	Resolution of public complaints			14 working days
5.	Procurement of goods and services		Invitation to quote/tender Download the tender document from www.knls@knls.ac.ke , or Public Procurement Information Portal	Free
B. BIBLIOGRAPHIC AND NATIONAL REFERENCE SERVICES				
	Service	Customer Requirements	Cost of Service	Timeline
1.	Issuance of International Standard Book Number (ISBN)	■ Must be Publisher/Author publishing in Kenya ■ Apply and pay online through instruction given on https://www.knls.ac.ke/isbn/	Between Ksh. 1,500 for a single number to Ksh. 100,000 for 1000 numbers	10-15 minutes with good Internet speed
2.	Preservation of National Documentary Heritage/Legal Deposits (All the books published in Kenya and on Kenya must be preserved by KNLS)	■ Publisher/Author to deposit 2 copies of every title of their books within 14 days after publication as per Books and Newspapers Act Cap 111. ■ Book must have an ISBN	Free	5 minutes
3.	Reference/Referral services	■ Express your request either verbally or in writing	Free	5-10 Minutes
C. LIBRARY ACCESS TO THE NATIONAL LIBRARY FACILITIES (MAKTABA KUU, BURUBURU & NAKURU)				
	Service	Customer Requirements	Cost of Service	Timeline
1.	Daily Access for Junior members below 16 years	Adherence to the library rules and regulations	Free	Walk-in
2.	Daily Access for Library Clients 16 years and above	Adherence to the library rules and regulations	Ksh. 20	5 minutes upon payment
D. INSTITUTIONAL REGISTRATION AND ANNUAL SUBSCRIPTIONS				
1.	Primary and Secondary Schools	Must register as a member of the library and pay the annual subscription fees	Ksh.3,000	20 minutes
2.	Colleges /Polytechnics		Ksh.7,500	
	Community/Religious Institutions		Ksh.1,000	
3	Universities and NGOs		Ksh.10,000	
E. VIRTUAL LIBRARY SERVICES				
1	Access to free digital content	• Internet connectivity • open an account via www.vtabu.knls.ac.ke and register as a member of the Virtual library	Free	5 minutes
2.	Access to premium digital content		Between Ksh. 20 per day and Ksh. 2500 per year. as prescribed in the vtabu platform.	5 minutes upon registration
F: CONSULTANCY AND B2B SERVICES				
	• Technical assistance on library development. • Cataloging in Publication (CIP) • Digitization (digital conversion) • Data Center Services -(Additional RAM, Storage, Collocation Services, Private Servers, System Set-Up)	A formal request to the Director General/CEO, KNLS	As per the consultancy manual	Response within 10 days

All payments for KNLS services are made using the Government's ecitizen portal which can be accessed through <https://knls.ecitizen.go.ke/>

HOURS OF OPERATION, COMPLAINT MECHANISM & CONTACTS

Library Opening hours:

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

Closed on Sundays and all public holidays.

Complaint mechanism (you can use either of the following):

- Consult our customer care personnel in the library
- Talk to any of our staff either in person or by telephone
- Drop your comments in the suggestion box available
- Enter your complaint in the complaint register available in our library
- Report to CEO on Tel. 0202739893
- Email to complaints@knls.ac.ke

Or

Report complaint to the Office of the Ombudsman:

Commission on Administrative Justice Tel: +254-20-2270000, 2303000

Toll-Free Line: 0800 221 349

SMS Short Code: 15700 (Safaricom Subscribers Only)

Email: complain@ombudsman.go.ke (for complaints) Website: www.ombudsman.go.ke

Contact Address:

Director General/CEO
 Kenya National Library Service (Headquarters)
 P. O. Box 30573-00100,
 Maktaba Kuu Building, Upper Hill Nairobi, Kenya
 Tel. 0202739893
 Email: knls@knls.ac.ke Website: www.knls.ac.ke & [https://vtabu.knls.ac.ke/](http://vtabu.knls.ac.ke/)

The Head Librarian
 Kenya National Library Service (Buruburu)
 Mumias/Ol Donyo Sabuk Road Junction.
 P. O. Box 30573-00100, Nairobi County, Kenya
 Email: knlsburuburu@knls.ac.ke Website: www.knls.ac.ke

The Head Librarian
 Kenya National Library Service (Nakuru)
 Behind Christ the King Cathedral off Moses Mudavadi Road
 P. O. Box 253, Nakuru, Kenya
 Email: knlsnakuru@knls.ac.ke
 Website: www.knls.ac.ke