

# CITIZEN'S SERVICE DELIVERY CHARTER



kenya national  
library service

ISO 9001:2008 CERTIFIED

We are committed to providing high quality and accessible library and information services to our customers while maintaining high levels of integrity and professionalism

A: INDIVIDUAL MEMEBERSHIP, DAILY ACCESS AND BOOK LOAN FEES				
Type of library Service	Library Customer Category	Requirements	Cost (Kshs.)	Timeliness
Annual Membership/ Subscription	<ul style="list-style-type: none"> <li>▪ Adults</li> <li>▪ Secondary School Students</li> <li>▪ Junior Membership</li> </ul>	<ul style="list-style-type: none"> <li>▪ Clear understanding of the library user manual</li> <li>▪ Duly Completed membership form</li> <li>▪ A copy of national identification document</li> <li>▪ Commitment from the employer or Head of the learning Institution)</li> <li>▪ Two recent passport size color photos (where library services are not automated)</li> </ul>	Free	5-10 minutes where library services are fully automated or Within one week after presenting all the required documents where library services are not automated
	Non-East African Nationals	<ul style="list-style-type: none"> <li>▪ Clear understanding of the library user manual</li> <li>▪ A valid passport;</li> <li>▪ A letter of introduction from the home office or valid work permit;</li> <li>▪ One recent passport size photograph</li> </ul>	Free	5 minutes after presenting all the required document
Daily Library Access	Adults	-	20	Immediately
	Secondary School Students	-	20	
	Junior readers	-	Free	
Executive reading space	All	-	100 per day	
Book loan	Adults and Secondary School Students	<ul style="list-style-type: none"> <li>▪ knls Membership Card</li> <li>▪ Borrowing pockets</li> </ul>	20 per book for 14 days	Immediately
	Junior Members	<ul style="list-style-type: none"> <li>▪ knls Membership Card</li> <li>▪ Borrowing pockets</li> </ul>	5 per book for 14 days	
Access to online data bases	All	<ul style="list-style-type: none"> <li>▪ Basic computer literacy</li> </ul>	Free	Immediately based on availability of computer or using own laptop.
Reference services	All	<ul style="list-style-type: none"> <li>▪ Placement of an inquiry</li> </ul>	Free	5 – 10 minutes

B: INSTITUTIONAL REGISTRATION AND ANNUAL SUBSCRIPTION FEES				
	Type	Cost (KSh.)	Requirements	Timeliness
Annual Subscription	Primary School and Secondary Schools	3,000	<ul style="list-style-type: none"> <li>▪ Clear understanding of the library user manual</li> <li>▪ Application letter signed by the Head of institution, who will also act as the guarantor</li> <li>▪ Institution to give details of one member of their staff, who would be in-charge of borrowing and returning library books.</li> </ul>	5 minutes after presenting all the required documents
	Colleges	7,500		
	Community/Religious Institutions	1,000		
	Universities and NGO's	10,000		

C: CHARGES FOR ISSUANCE OF INTERNATIONAL STANDARD BOOK NUMBER (ISBN)			
Levels (Range of ISBN Numbers)	Cost (KSh.)	Requirements	Timeliness
1	1,500	Manual application at knls ▪ Copy of certificate of business registration ▪ Title page & copyright pages of the of the new publication ▪ Must be Kenyan Publishers – profile of the publisher ▪ Duly completed form	2-5 minutes
10	10,000		
100	50,000		
1000	100,000		

D: CONSULTANCY SERVICES			
	Requirements	Cost (KSh.)	Timeliness
Consultancy services/ Technical assistance on library development interested public and private institutions	Formal request to the Director, knls expressing the customer's area of interest.	As per the consultancy manual	Feed back within one week

E: PENALTIES			
Type	Applicable	Reasons	Cost (KSh.)
Overdue charges	To All	Failure to return the borrowed books on or before the approved date of return.	10 per book per day

F: HOURS OF OPERATION, COMPLAINT MECHANISM & CONTACTS	
<p><b>Opening hours:</b> knls libraries are open to the public as follows:</p> <ul style="list-style-type: none"> <li>▪ Monday to Friday      8.00am to 6.30pm</li> <li>▪ Saturday                8.30am to 5.00pm</li> </ul> <p><b>Closed on Sundays and all public holidays</b></p> <p><b>Complaint mechanism (use either of the following):</b> Consult our customer care personnel in our branches Talk to any of our staff either in person or by telephone Drop your comments in our suggestion boxes Enter your complaint in the complaint register available in our branches/departments Email to <a href="mailto:complaints@knls.ac.ke">complaints@knls.ac.ke</a></p>	<p><b>Director</b> <b>Kenya National Library Service (Headquarters)</b> Mumias Road/Ol Donyo Sabuk Road Junction, Buruburu P.O. Box 30573-00100 <b>NAIROBI</b> Tel. 020-2158352, 7786710 Fax: 2721749</p> <p>Email: <a href="mailto:knls@knls.ac.ke">knls@knls.ac.ke</a> Website: <a href="http://www.knls.ac.ke">www.knls.ac.ke</a></p>