



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.

Director
Kenya National Library Service (Headquarters)
Mumias Road/Ol Donyo Sabuk Road Junction, Buruburu
P.O. Box 30573-00100
NAIROBI
Tel. 020-2158352, 7786710 Fax: 2721749
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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:

Passionate
Innovative
Customer Focused
Knowledge 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
- Consultancy services to both private and public institutions
- User education
- Field practicum opportunities for students in colleges

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
- Issue International Standard Music Number (ISMN) to Kenyan Artists for identification of their published works of music.
- 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
- 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 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
- Issue International Standard Music Number (ISMN) to Kenyan Artists for identification of their published works of music 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 our Citizen's Service Delivery Charter). 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
- Fulfill 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 safety within the library premises; and 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 on 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 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 complaint 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.

CONTACT INFORMATION

Head Office (temporarily moved to Buru-Buru to pave way for construction)

Kenya National Library Service

P.O. Box 30573-00100, NAIROBI

Tel: 254- 020-2158352, 7786710 Fax: 2721749

Buru-Buru, Mumias road/ OI Donyo Sabuk Road Junction

Email: knls@knls.ac.ke

Website: www.knls.ac.ke

Nairobi County

1. Nairobi knls Library, P.O. Box 30573-00100, Nairobi
Ngong road, Community area
Tel. 254 - 20 – 2725550, 020-2158360
Email: HodNAL@knls.ac.ke

2. Buru-Buru knls Library, P.O. Box 30573-00100,
Nairobi.
Buru-Buru, Mumias road/OI Donyo Sabuk Road
Junction. Tel: 020-2129744
Email: Knlsburuburu@knls.ac.ke

3. Kibera knls library, P. O Box 30573-00100, Nairobi
Albert road going to Raila houses, Next to Soweto
Primary School
Tel: 0770-706227
Email: Knlskibera@knls.ac.ke

Mombasa County

4. Mombasa knls Library, P O Box 90283, Mombasa
Haille Selassie Ave, Msanifu Kombo Street,
Tel: 041-2226380, 020-2158397
Email: KnlsMombasa@knls.ac.ke

Taita-Tavetta County

5. Wundanyi knls Library, P. O Box 1096, Wundanyi.
Along DC's office road, Next to Ministry of Land's
Office. Tel: 043-42359, 020-2134196
Email: KnlsWundanyi@knls.ac.ke

6. Mary Patch Turnbull Memorial knls Library, P. O. Box
58, Werugha
12 km from Wundanyi town, next to Shimbo
Secondary School
Email: KnlsWerugha@knls.ac.ke

Kilifi County

7. Kilifi knls Library, P. O Box 639, Kilifi.
Tel: 041-522380, 020-2158398
Bosa Road, near Chief's office
Email: KnlsKilifi@knls.ac.ke

8. Malindi knls Library, P O Box 5424, Malindi.
Lamu road,
Tel: 042-30372, 020- 2158395
Email: KnlsMalindi@knls.ac.ke

9. Dzitsoni knls Library, P O Box 1028, Kilifi
Off Mombasa-Malindi road, 16km along Kaloleni-
Mavueni road
Next to Dzitsoni Secondary School,
Tel: 020-2158399
Email: KnlsDzitsoni@knls.ac.ke

Kwale County

10. Kwale knls Library, P.O Box 256, Ukunda
Along Ukunda / Lunga- Lunga road, 30 meters
from the showground
Tel: 020-2134195
Email: KnlsKwale@knls.ac.ke

Kisumu County

11. Kisumu knls Library, P. O Box 1727, Kisumu.
Ochieng Road, next to Kisumu Social centre,
Tel: 057-2022003, 020-2158368
Email: KnlsKisumu@knls.ac.ke

12. Koru knls library, Dr. Robert Ouko Memorial
library,
P. O Box, 33, Koru
Email: knlskoru@knls.ac.ke

Kisii County

13. Kisii knls Library, P O Box 388, Kisii
Kisii/ Kisumu road, behind Barclays bank,
Tel: 058/31094, 020-2158373
Email: KnlsKisii@knls.ac.ke

Siaya County

14. Ukwala knls Library, P. O Box 115, Ukwala.
Port Victoria Ugunja Road via Ukwala
Tel: 057/34098, 020-2158372
Email: KnlsUkwala@knls.ac.ke

15. Nyilima knls Library, P O Box 1, Nyilima.
off Bondo Road, 12 km along Ndori –Uyoma
road, Tel: 020-2158371
Email: KnlsNyilima@knls.ac.ke

16. Rambula knls Library, P. O. Box 64, Ugunja.
Off Ugunja Sigomere road, 4km from Ugunja
town.
Tel: 057/34222, 020-2031867
Email: KnlsRambula@knls.ac.ke

Migori County

17. Awendo knls Library, P.O Box 199, Sare –
Awendo
500 m from Kisii- Migori highway, next to Soni
complex primary school
Email: KnlsAwendo@knls.ac.ke

Embu County

18. Embu knls Library, P. O Box 201, Embu.
Kenyatta road
Tel: 068/30847, 020-2158384
Email: KnlsEmbu@knls.ac.ke

Meru County

19. Meru knls Library, P O Box 1692, Meru
Kenyatta Highway,
Tel: 064/30683, 020-2158385
Email: KnlsMeru@knls.ac.ke

20. Mikumbine knls Library, P O Box 206, Nkubu
Nkubu-kionyo road, 6km from Nkubu town
Tel: 064-6751575, 020-2158383
Email: KnlsMikumbine@knls.ac.ke

21. Timau knls library
Off Nanyuki/ Meru Road, opp. Timau Catholic
Email: KnlsTimau@knls.ac.ke

Makueni County

22. Kithasyu knls Library, P O Box 425, Kibwezi
8 km off Mombasa highway, next to Kithasyu
Primary school and Chulu National Park,
Tel: 020-2158396
Email: KnlsKithasyu@knls.ac.ke

23. Mutyambua knls Library, P O Box 51, Sultan
Hamud,
13 km off Mombasa highway from Sultan
Hamud, Next to education/chief's office
Tel: 020-2158393
Email: KnlsMutyambua@knls.ac.ke

24. Kinyambu knls Library, P. O Box 425, Kibwezi
Along Mombasa highway, 30 km from Kibwezi
town. Tel: 020-2158394
Email: KnlsKinyambu@knls.ac.ke

Kitui County

25. Mwingi knls Library, P O Box 630, Mwingi.
Mwingi-Kyuso Road, Beside Mwingi High
School, Tel: 044/822533, 020-2158386
Email: KnlsMwingi@knls.ac.ke

Isiolo County

26. Isiolo knls Library, P. O. Box 369, Isiolo
600m from Isiolo-Moyale highway, next to Isiolo
IEBC offices,
Tel: 020-2158374
Email: KnlsIsiolo@knls.ac.ke

Nakuru County

27. Nakuru knls Library, P O Box 253, Nakuru.
Behind Christ the King Cathedral off Moses
Mudavadi Road, Nakuru
Tel.: 051/216023, 020-2158362
Email: KnlsNakuru@knls.ac.ke

28. Naivasha knls Library, P O Box 319, Naivasha
Barrier Kanui Road,
Tel: 050/2021500, 020-2158361
Email: KnlsNaivasha@knls.ac.ke

29. Gilgil knls Library,
Opposite Gilgil Market, Bondeni Estate
Email: KnlsGilgil@knls.ac.ke

Uasin Gishu County

30. Eldoret knls Library, P O Box 82, Eldoret.
Iten Road/Uganda Road Junction,
Tel.: 053/33394, 020-2158363
Email: KnlsEldoret@knls.ac.ke

Baringo County

31. Kabarnet knls Library, P O Box 487, Kabarnet.
Tel: 053/22300, 020-2158364
Nakuru-Iten Road.

Email: KnlsKabarnet@knls.ac.ke

32. Meisori knls Library
Marigat-Lake Baringo road, 10km from Marigat town

Email: KnlsMeisori@knls.ac.ke

Kericho County

33. Kericho knls Library, P. O Box 634, Kericho.
Along Kisumu Road, opposite South Western College

Tel: 052/30536, 020-2158367

Email: KnlsKericho@knls.ac.ke

Bomet County

34. Silibwet knls Library, P O Box 10, Silibwet.
Along Leiten-Bomet road

Tel: 052/21981, 020-2158375

Email: KnlsSilibwet@knls.ac.ke

Elgeyo-Marakwet County

35. Lagam knls Library, P.O. Box 17, Iten.
Tel: 053-21785, 020-2158365
Next to Lagam Catholic church

Email: KnlsLagam@knls.ac.ke

Nandi County

36. Kapsabet knls Library, P.O. Box 75, Kapsabet
Kapsabet-Eldoret Road, opposite Kapsabet District Hospital

Tel: 053/52344, 020-2158366

Email: KnlsKapsabet@knls.ac.ke

Laikipia County

37. Rumuruti knls Library, P.O Box 54, Rumuruti
Off Nyahururu/Maralal road, opp. Pagan girls secondary

Tel: 065-22206, 020-2158382

Email: KnlsRumuruti@knls.ac.ke

38. Laikipia knls Library, P.O Box 166, Nanyuki
Nyeri-Nanyuki road, opp. Kirimara Hotel

Tel: 062 -32018, 020-2158381

Email: KnlsLaikipia@knls.ac.ke

Narok County

39. Lelechonik knls library
Leiben – Bomet road, 50 km from chebole centre
Email: KnlsLelechonik@knls.ac.ke

40. Narok knls library
Along Narok-Sotik Road, Opposite St. Mary School

P. o Box 305 code 20500

Narok

Nyeri County

41. Nyeri knls Library, P O Box 1312, Nyeri
Kenyatta Avenue, opp. Barclays Bank
Tel: 061/2030972, 020-2158377

Email: KnlsNyeri@knls.ac.ke

42. Munyu knls Library, P O Box 47, Naromoru.
Off Nanyuki-Nyeri road, 12km from Naromoru town

Tel: 061/56022, 020-2158378

Email: KnlsMunyu@knls.ac.ke

43. Chinga knls Library, P.O Box 522, Othaya
Tel: 020-2188300
Othaya-Muranga road, 3km from Kariki junction next to Chinga Boys High School

Email: KnlsChinga@knls.ac.ke

44. Karatina knls Library, P O Box 990, Karatina
Along Nyeri-Nanyuki Highway, next to Karatina Law courts,

Tel: 061/72160, 020-2158379

Email: KnlsKaratina@knls.ac.ke

Kiambu County

45. Thika knls Library, P. O Box 1558, Thika.
General Kago Road

Tel: 067/22883, 020-2158376

Email: KnlsThika@knls.ac.ke

Nyandarua County

46. Olkalou knls Library, P O Box 527, Olkalou.
Tel: 065/72117, 020-2134197

Gilgil /Nyahururu highway, opposite the Olkalou town council office

Email: KnlsOlkalou@knls.ac.ke

Muranga County

47. Murang'a knls library, P.O. Box 504, Murang'a
Along Kenyatta Avenue
Tel: 020-2369592
Email: KnlsMurang'a@knls.ac.ke

Garrissa County

48. Garissa knls Library, P. O Box 245, Garissa.
Miraa road, Off Garrissa-Daadab road, opp.
Central Administration police
Tel.: 046/2103319, 020-2158387
Email: KnlsGarissa@knls.ac.ke
49. Mbalambala knls Library, C/O Garissa Library, P
O Box 245, Garissa
Adjacent to Mbalambala District Hospital,
Email: KnlsMbalambala@knls.ac.ke
50. Masalani knls Library, P. O. Box 245, Garissa
Along Bura-Hola road, Next to Masalani primary
school
Tel: 020-2158388
Email: KnlsMasalani@knls.ac.ke

Wajir County

51. Wajir knls Library, P. O Box 217, Wajir.
100m off Garrissa-Mandera road
Tel: 046/421424, 020-2158340
Email: KnlsWajir@knls.ac.ke
52. Habaswein knls Library, P. O Box 20,
Habaswein
Opp. DC/CDF office
Tel: 020-2158389
Email: KnlsHabaswein@knls.ac.ke
53. Bute knls Library, P. O. Box 260, Moyale
500m off Moyale-Wajir road, next to Bute Girls
High
Email: KnlsBute@knls.ac.ke

54. Tarbaj knls Library
800m off Mandera – Wajir road, next to Tarbaj
district hospital
Email: KnlsTarbaj@knls.ac.ke

55. Griftu knls library
20 km off Wajir-Moyale road,
Email: knlsgriftu@knls.ac.ke

Mandera County

56. Mandera knls Library, P.O Box 126, Mandera
500m off Isiolo-Mandera road, next to the
Magistrate's Court
Tel: 046-52569, 020-2158392
Email: KnlsMandera@knls.ac.ke

Marsabit County

57. Moyale knls library
3km off Moyale-Addis Ababa road, located within
Ministry of health offices compound.
Email: KnlsMoyale@knls.ac.ke

Kakamega County

58. Kakamega knls Library, P O Box 736, Kakamega
Off Muruli road, along Library road, behind
Mwalimu centre,
Tel: 056/30094, 020-2158369
Email: KnlsKakamega@knls.ac.ke

59. Lusumu knls library
Shianda Nambacha Road, opp. St.kizito
secondary school
Email: knlslusumu@knls.ac.ke

Bungoma County

60. Kimilili knls Library, P.O Box 676, Kimilili
Kitale-Bungoma Road, next to Kimilili District
Hospital,
Tel: 020-2158370
Email: KnlsKimilili@knls.ac.ke