

CITIZEN'S SERVICE DELIVERY CHARTER



kenya national
library service

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 MEMBERSHIP, DAILY ACCESS AND BOOK LOAN FEES

Type of Library Service	Library Customer Category	Requirements	Cost (Kshs)	Timeliness
Membership	Adults	❖ Clear understanding of the library user manual ❖ Duly completed membership form ❖ Commitment from the employer as the guarantor ❖ A copy of national identification document ❖ Two recent passport size color photos (<i>only where membership registration is not automated</i>)	Free	Within 5 minutes upon submission of all the required documents.
	Secondary School Students	❖ Clear understanding of the library user manual ❖ Copy of parent's National Identification ❖ Duly completed membership form ❖ Commitment from Head of the learning Institution to act as the guarantor ❖ Two recent passport size color photos (<i>only where membership registration is not automated</i>)		
	Junior Membership	❖ Clear understanding of the library user manual ❖ Copy of parent's National Identification ❖ Duly completed membership form ❖ Commitment from the Class Teacher to act as guarantor ❖ Two recent passport size color photos (<i>only where membership registration is not automated</i>)		
	Non-East African Nationals	❖ Clear understanding of the library user manual ❖ A valid passport; ❖ A letter of introduction from the home office or valid work permit; ❖ Two recent passport size photographs (<i>only where membership registration is not automated</i>)	Free	
Daily Library Access	Adults	-	20	Immediately
	Secondary School Students	-	20	
	Junior readers	-	Free	
Exclusive reading space	All	-	100 per day	
Book loan	Adults and Secondary School Students	❖ Knls Membership Card ❖ Borrowing pockets	20 per book for 14 days	Immediately
	Junior Members	❖ Knls Membership Card ❖ Borrowing pockets	5 per book for 14 days	
Access to e-resources	All	Basic computer literacy	Free	Immediately based on availability of computer or using own laptop.
Access to library electronic devices	All	Either basic computer literacy or willingness to learn	Free	Immediately based on availability. For institutions, prior arrangement with the librarian will be necessary to ensure availability.
Reference services	All	Placement of an inquiry	Free	5 – 10 minutes

B: INSTITUTIONAL REGISTRATION AND ANNUAL SUBSCRIPTION FEES

	Type	Cost (Kshs)	Requirements	Timeliness
Annual Subscription	Primary School and Secondary Schools	3,000	❖ Clear understanding of the library user manual ❖ Application letter signed by the Head of institution, who will also act as the guarantor ❖ Institution to give details of one member of their staff, who would be in-charge of borrowing and returning library books.	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 (Kshs)	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	Online application		
1000	100,000			

D: CONSULTANCY SERVICES

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

E: PENALTIES

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

F: ACCESS TO INFORMATION

Type of information	Format required	Customer Requirements	Cost (Kshs)	Timeliness
Information that is available in print or soft version	Through Email	Prior authorization and Provide email address	free	Within 14 working days
	Saved in electronic device	Prior authorization and Provide electronic device	free	
	Photocopy	Prior authorization and meet the cost of duplication	3 per page	
	Printed	Prior authorization and Prompt payment	10 per page	

G: HOURS OF OPERATION, COMPLAINT MECHANISM & CONTACTS

Opening hours:

Knls libraries are open to the public as follows:
libraries are open to the public as follows:

- ❖ Monday to Friday 8.00am to 6.30pm
- ❖ Saturday 8.30am to 5.00pm
- ❖ Closed on Sundays and all public holidays.

Where there is insecurity, the library closing hours may vary slightly.

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

- ❖ 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 complaints@knls.ac.ke
- ❖ Report complaint to the Office of the Ombudsman on:
- ❖ Email: complain@ombudsman.go.ke or telephone

Director

Kenya National Library Service (Headquarters)
Maktaba Kuu Building, Community,
Ngong Road
P.O. Box 30573-00100, NAIROBI
Tel. +254 722 860 567
Email: knls@knls.ac.ke
Website: www.knls.ac.ke

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

Tumejitolea kutoa huduma za Maktaba za kiwango cha juu kwa wateja wetu tukidumisha ujuzi wa hali ya juu kwa uadilifu na taaluma.

A:UANACHAMA BINAFSI, MALIPO YA MATUMIZI YA MAKTABA KWA SIKU NA MKOPO WA VITABU

Aina ya huduma za Maktaba	Jamii ya Wateja wa Maktaba	Mahitaji	Matozo (shilling ya Kenya)	Wakati Mwafaka
Usajili wa Wanachama	Wakenya na Wanajumuia ya Africa Mashariki	❖ Kuelewa kwa makini kijitabu kinachoelezea matumizi ya maktaba ❖ Jaza kikamilifu fomu ya uwanachama ya usajili ❖ Nakala ya chapa ya kitambulisho cha taifa ❖ Kujitolea kwa mwajiri au mkuu wa idara ya usomi kwa kutia sahihi kwenye fomu ❖ Picha mbili za rangi zilizochukuliwa hivi karibuni za kipimo cha pasi poti (pahala ambapo huduma za maktaba hazija automatiska)	Bila Malipo	Dakika 5-10 pahala ambapo huduma za Maktaba zime automatiska au wiki moja baada ya kuwasilisha nakala zote zinazohitajika ikiwa ni pahali ambapo huduma za Maktaba hazija automatiska
	Wasio Wakenya au Wanajumuia ya Africa Mashariki	❖ Kuelewa kwa makini kijitabu cha mwongozo kinachoelezea matumizi ya maktaba ❖ Pasipoti halali ❖ Barua ya kujitambulisha kutoka kwa ofisi ya nyumbani au leseni halisi ya kazi ❖ Picha mbili za rangi zilizochukuliwa hivi karibuni za kipimo cha pasi poti	Bila Malipo	Dakika tano baada ya kuwasilisha stakabadhi zinazohitajika
Matumizi ya Maktaba kwa siku	Watu Wazima	-	20	
	Wanafunzi wa shule za upili	-	20	
	Watoto wa shule ya msingi, chekechea na wengineo	-	Bila Malipo	Mara moja
Nafasi maalum ya kusomea	Watu wote	-	100 kwa siku	
Mkopo wa vitabu	Watu Wazima na Wanafunzi wa shule za upili	❖ Kadi ya uwanachama ya maktaba ❖ Kadi ya kuomba vitabu ❖ Mkopo wa vitabu visivyozidi viwili kwa muda wa siku kumi na nne	20 kwa kila kitabu	Mara moja
	Watoto wa shule ya msingi, chekechea na wengineo	❖ Kadi ya uwanachama ya knls ❖ Kadi ya kuomba vitabu ❖ Mkopo wa vitabu visivyozidi vilili kwa muda wa siku kumi na nne	5 kwa kila kitabu	
Upatikanaji wa maelezo katika gala ya mtandao	Watu wote	Ujuzi wa kimsingi wa kutumia tarakirishi	Bila Malipo	Mara moja kutegemea na upatikanaji wa tarakirishi ambayo haitumiwi au kwa kutumia laptopu binafsi
Huduma ya kumbukumbu	Watu wote	Uwekaji wa maulizo	Bila Malipo	Dakika tano hadi kumi

B: USAJILI WA TAASISI NA MALIPO YA KILA MWAKA

	Aina	Matozo (Shillingi ya Kenya)	Mahitaji	Wakati Mwafaka
Malipo ya kila Mwaka	Shule za Msingi na za upili	3,000	❖ Kuelewa kwa makini kijitabu cha mwongozo kinachoelezea matumizi ya maktaba ❖ Barua ya maombi kutoka kwa Mkuu wa taasisi ambaye atakuwa mdhamini ❖ Taasisi itatoa maelezo kuhusu mfanyikazi wao mmoja ambaye atawajibika kwa maombi na kurudisha vitabu vya maktaba	Dakika tano baada ya kuwasilisha stakabadhi zinazohitajika
	Chuo	7,500		
	Taasisi za Jamii na za Kidini	1,000		
	Vyuo vikuu na shirika zisio za kiserekari	10,000		

C: NAMBARI YA KIMATAIFA YA CHAPICHO LA KITABU (ISBN)

Kiwango cha idadi mbalimbali za ISBN	Matozo (Shillingi ya Kenya)	Mahitaji		Wakati Mwafaka
1	1,500	❖ Chapa ya cheti cha kusajili biashara ❖ Ukurasa wa Kichwa cha kitabu na hati miliki ya kitabu kitakacho chapishwa ❖ Lazima awe Mchapishaji wa Kenya – muhtasari wa mchapichaji ❖ Fomu iliyojazwa kikamilifu	Maombi kwa makao ya knls	Dakika mbili hadi tano baada ya kuwasilisha stakabadhi zinazohitajika
10	10,000			
100	50,000			
1000	100,000		Maombi kwa mtandao	

D: HUDUMA ZA USHAURI

	Mahitaji	Matozo (Shillingi)	Wakati Mwafaka
Huduma za ushauri au usaidizi wa vitendo kuhusu kuendeleza maktaba katika taasisi ya umma au ya kibinafsi	Agizo rasmi kwa mkurugenzi wa maktaba linaloelezea matakwa ya mteja	Kulingana na mwongozo wa ushauri	Maoni ndani ya wiki moja

E: ADHABU

Aina	Husika	Sababu	Matozo (Shillingi)
Matozo Mwafaka	Kwa Wote	Kukosa kurudisha vitabu vilivyombwa kabla au kwa wakati uliopitishwa	10 kwa kitabu kila siku

F: UPATIKANAJI WA HABARI

Aina za habari	Muundo unaohitajika	Mahitaji Kutoka Kwa Wateja	Matozo (Shillingi)	Ufanisi
Habari zinazopatikana kwa nakala chapa au	Kupitia Barua pepe	Idhini kabla na kupeana anwani ya barua pepe	Bila Malipo	Kati ya siku kumi na nne za Kazi
	Imehifadhiwa kwa Kifaa cha umeme	Idhini kabla na kupeana anwani ya barua pepe	Bila Malipo	
	Nakala chapa	Idhini kabla na kulipa gharama ya nakala chapa	3 kwa kila kurasa	
	Kuchapishwa	Idhini kabla na malipo yanayoambatana	10 kwa kila kurasa	

G: MASAA YA KAZI, NJIA ZA KUWAKILISHA MALALAMISHI NA NJIA ZA MAWASILIANO

Masaa ya ufunguzi:
Maktaba za knls zinafunguliwa kwa umma kama ifuatavyo:
❖ Jumata tu hadi Ijumaa 8.00 Asubuhi hadi 6.30 Jioni
❖ Jumamosi 8.30 Asubuhi hadi 5.00 Jioni
❖ Haifunguliwi Jumapili na siku za sherehe za Umma

Utaratibu wa kuwakilisha Malalamishi (tumia yeyote kati ya njia zifuatazo):
❖ Ongea na mmoja wa wafanyikazi wa knls ana kwa ana au kwa kutumia simu
❖ Weka maoni yako kwenye sanduku la mapendekezo
❖ Andika maoni yako kwenye kitabu cha malalamishi kinachopatikana katika tawi au idara zote ya knls
❖ Barua Pepe complaints@knls.ac.ke
❖ Piga ripoti kwa tume ya utekelezaji wa haki (office of the ombudsman)

Mkurugenzi Mkuu
Kenya National Library Service
(Makao Makuu)
Maktaba Kuu Building, Eneo La Community,
Barabara ya Ngong
Sanduku La Posta 30573-00100
NAIROBI
Simu. +254 722 860 567
Barua pepe: knls@knls.ac.ke
Tovuti: www.knls.ac.ke

Tume ya Utekelezaji wa Haki
Simu: 202 2270000/ 2303000
Simu yenye bila matozo: 0800 221 349
Ujumbe wa Msimbo Mfupi: 15700
(kwa wateja wa Safaricom pekee)
Barua Pepe: complain@ombudsman.go.ke
(for complaints)
Tovuti: www.ombudsman.go.ke