



**KENYATTA UNIVERSITY**  
**POST MODERN LIBRARY**  
**SERVICE DELIVERY CHARTER**

S/No	SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
1.	Information/Help Desk <ul style="list-style-type: none"> <li>• <b>Enquiries</b></li> <li>• <b>Configuration of Lap tops</b></li> </ul>	<ul style="list-style-type: none"> <li>• None</li> <li>• Users ID &amp; Laptop</li> </ul>	Free Free	1 Minute 2 Minutes
2.	Student Registration	<ul style="list-style-type: none"> <li>• University ID</li> </ul>	Free	2 Minutes
3.	Staff Registration	<ul style="list-style-type: none"> <li>• University Staff ID</li> <li>• Letter of introduction from HOD</li> </ul>	Free	2 Minutes
4.	Clearance	<ul style="list-style-type: none"> <li>• Clearance Forms</li> <li>• University ID</li> </ul>	Free	2 Minutes
5.	Loan Services	<ul style="list-style-type: none"> <li>• University ID</li> </ul>	Free	5 Minutes
6.	Orientation	<ul style="list-style-type: none"> <li>• Request</li> </ul>	Free	1-2 Hours
7.	Information Literacy e.g. E-resources training, Referencing e.t.c	<ul style="list-style-type: none"> <li>• Request</li> </ul>	Free	2 Hours
8.	Service to Users with Special Needs <ul style="list-style-type: none"> <li>• Locating Materials from the Shelves</li> <li>• Brailing</li> <li>• Audio Recording</li> <li>• Access to e-Resources</li> </ul>	<ul style="list-style-type: none"> <li>• Reading List</li> <li>• Reading List</li> <li>• Request</li> <li>• Request</li> </ul>	Free Free Free Free	30 Minutes 10 Minutes 1-3 Days 5 Minutes
9.	Photocopying	<ul style="list-style-type: none"> <li>• Request</li> </ul>	2.00/- per page	5 Minutes
10.	Binding	<ul style="list-style-type: none"> <li>• Request</li> </ul>	<ul style="list-style-type: none"> <li>• Manila - 60/-</li> <li>• Spiral - 60/- 200/-</li> <li>• Hard Cover- 250/-</li> <li>• Masters Theses- 250/-</li> <li>• Ph.D Theses - 300/=</li> </ul>	<ul style="list-style-type: none"> <li>• 1 Day</li> <li>• 5 Days</li> <li>• “</li> <li>• “</li> </ul>
11.	Reference Information Services	<ul style="list-style-type: none"> <li>• Request</li> </ul>	Free	5 Minutes
12.	ICT user Support	<ul style="list-style-type: none"> <li>• ICT Personnel</li> </ul>	Free	10 Minutes
13.	Use of Study Carrels	<ul style="list-style-type: none"> <li>• University ID</li> <li>• Use: <ul style="list-style-type: none"> <li>- Staff</li> <li>- Postgraduates</li> </ul> </li> </ul>	8.00A.M.-800PM- Ksh. 100 8.00A.M. -1P.M. - Ksh 50 1.00P.M.-8.00P.M. – Ksh 50	5 Minutes
14.	Use of Computer Labs	<ul style="list-style-type: none"> <li>• University ID</li> </ul>	Free	2 Minutes
15.	Current Awareness Service (CAS) <ul style="list-style-type: none"> <li>• User Profiles</li> <li>• RSS Feed</li> </ul>	<ul style="list-style-type: none"> <li>• Request</li> </ul>	Free	5 Minutes

**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**