

**KIRINYAGA UNIVERSITY LIBRARY,
SERVICE DELIVERY CHARTER**

FY 2024/2025

SERVICE	REQUIREMENTS	COST	TIMELINE
Library services	□ University ID	Nil	<ul style="list-style-type: none"> Week days: 8:00a.m. to 9:00p.m. Saturdays : 8:00a.m. to 6:00p.m.
Registration Students & Staff Other Users	<ul style="list-style-type: none"> University ID Authorization from University Librarian 	Nil	Within 5 minutes
Book issues/return	University ID	Nil	Within 3 minutes
Provision of information literacy skills	Registered Users	Nil	Continuous
Online Public Access Catalogue Provide electronic access to the Library databases	Registered Users	Nil	Within 5 minutes
Reference service Short loan Reservation service Current Awareness Service (CAS) Selective Dissemination of Information (SDI) Provision of Eresources	Registered Users Registered Users	Nil	Within 5 minutes
Clearance	Clearance form, User ID	Nil	Within 5 minutes

Prepared by: Stephen Maina



28/06/2024

University Librarian