



REPUBLIC OF KENYA



THE TECHNICAL UNIVERSITY OF KENYA
Education and Training for the Real World

LIBRARY & LEARNING RESOURCE SERVICES SERVICE DELIVERY CHARTER

S/No.	Service or Good	Requirement to obtain Service or Good	Cost of service/ Good (If any)	Timeline
1.	Student Registration	University ID	Free	5 minutes
2.	Staff Registration	University staff ID	Free	5 minutes
3.	Orientation/Introduction	Request or schedule	Free	1 ½ minutes
4.	Clearance	<ul style="list-style-type: none"> • Clearance Form • University ID 	Free	5 minutes
5.	Lending	University ID	Free	2 minutes
6.	Reference & Enquiry services	Request	Free	2 minutes
7.	Library ICT user support	University ID	Free	10 minutes
8.	Information Literacy training including E-Resources, Reference and citation	Request or Schedule	Free	2 minutes
9.	Provision of conducive reading/study environment	University ID	Free	Immediately
10.	Provision of information resources including books, online journals, online books and other institutional repository	Library Membership	Free	Continuous
11.	Compiling order list of references and other study materials	<ul style="list-style-type: none"> • Order list from School/Department • Approval by Library Committee • Availability of funds 	Free	Continuous
12.	Renewal of licenses and subscriptions: Remote Ex, wireless, KLISC, KLA, KOHA	<ul style="list-style-type: none"> • Invoice • Budget Approval 	As per invoice	Annually
13.	Service to users from outside TUK	National ID	100/=	Continuous

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

The Vice-Chancellor

The Technical University of Kenya
P.O. Box 52428 - 00200, Nairobi-Kenya
Tel: +254 (020) 3343672 / 2219929
Email: vc@tukenya.ac.ke
Web: www.tukenya.ac.ke

The Commission Secretary/Chief Executive Officer

The Commission on Administrative Justice
2nd Floor, West End Towers, Waiyaki Way, Nairobi
P.O Box 20414 - 00200, Nairobi
Tel: 020-2270000 / 2303000 / 263765
E-mail: complain@ombudsman.go.ke, info@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

Signed:

Prof. Dr.-Ing. Benedict M. Mutua, PhD, Rer. Nat
Vice-Chancellor

Date: 29th May, 2024



ISO 9001:2015 Certified