



# TANGAZA UNIVERSITY COLLEGE

## LIBRARY SERVICE DELIVERY CHARTER

### VISION

To be a world-class library in the provision of information resources and services that enhance academic excellence and impact social transformation.

### MISSION

To facilitate the acquisition, storage and dissemination of quality information resources and services that support teaching, learning and research activities that reflect the mission of the University.

### OBJECTIVES

1. To identify, collect, store, manage and make available relevant, quality and up-to-date sources of information to support the university's programs
2. To provide an efficient and effective library and information services that meet the information needs of the clients.
3. To provide information and communication technology facilities in step with current advances and user needs.
4. To assist and enhance library skills among library users in searching, accessing and acquiring accurate information through information literacy skills.
5. To adopt information dissemination strategies e.g. Current Awareness Services (CAS) and Selective Dissemination of Information (SDI) for maximum utilisation of available information resources
6. To provide sufficient archival services
7. To manage the institutional repository.
8. To recruit, develop and grow a highly motivated staff in the provision of library and information services.

### THE LIBRARY WILL:

#### OPEN FROM

**8 am – 6:30 pm** (Monday to Friday)

**9 am – 5 pm,** (Saturdays)

(The library remains closed on Sunday and during public holidays)

#### COLLECTIONS

Provide relevant and up-to-date print and electronic collections to support teaching, learning and research needs.

#### SERVICES

Provide fair and equitable access to library collections through appropriate borrowing periods, renewals, requests, holds and recalls.

Ensure items reported missing are investigated promptly so they can be repurchased if required.

Enable staff and students to recommend new books for the library collection.

Maintain confidentiality of personal information used by the Library.

Provide prompt communication about changes and new developments in library service and policy.

Address feedback and complaints promptly.

Facilitate inter-library loaning.

### SCHEDULE ON EXPECTED SERVICE DELIVERY

No.	Service/goods	Requirements to obtain service(s)	Cost	Timelines
1.	Enquiries	None	Free	5 minutes
2.	Picking up Telephone	None	Free	Within three rings
3.	Student registration	University ID	Free	1 Day
4.	Staff Registration	University ID, Letter of introduction from HOD/Institute	Free	1 Day
5.	Loan Services(charging and discharging of information materials)	University ID	Free	10 minutes
6.	Use of study Carrels	University ID	Free	Immediately but depending on availability of space
7.	Service to users with special needs Using the OPAC and locating materials from the shelves	University ID Library Catalogue	Free	10 minutes
8.	Clearance	Clearance forms University ID	Free	1 Hour
9.	Reservation of a library material	University ID	Free	10 minutes
10.	Renewing of a library material	University ID or if online renewal username and password	Free	10 minutes
11.	Placing a library material on hold	University ID	Free	10 minutes
12.	Interlibrary Service	Interlibrary Request Forms University ID	Free	10 minutes
13.	Reference service	University ID	Free	10 minutes
14.	Orientation (training on how to use the library)	University ID	Free	1 hour ( 1 week notice)
15.	Research services	University ID	Free	30 minutes (first come, first serve)
16.	Archive services (Access to archived material and permitted records)	University ID	Free	30 minutes
17.	Book processing (from when the book is received to when it is placed on the shelf)	University ID	Free	3 Days
18.	Binding and Repair of library books and journals		Free	1 and half months
19.	External user	Proof of payment	Kshs1000	Per Semester

If you have any questions or concerns,  
please contact the Library : [librarian@tangaza.ac.ke](mailto:librarian@tangaza.ac.ke)