



LIBRARY DEPARTMENT SERVICE DELIVERY CHARTER

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1	Response to enquiries	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquiries within a day ii) Electronic enquiries within two (2) days iii) Postal enquiries within seven (7) days
2	Response to complaints, or suggestions	Receipt of complaints, compliments or suggestions	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days
3	Reference Services	Membership, user identification card	Free	Continuous
4	Registration	Student Identification card/ Admission letter	Free	Within one (1) day
5	Issuing library materials	i) Membership ii) Students/ Staff identification card	Free	Promptly
6	Accessing Remote Online Information material	i) Membership ii) Students/ Staff identification card	Free	Instant
7	Access to Online Public Access Catalog (OPAC)	Free Access	Free	Instant
8	Access to short loan materials	i) Membership, ii) User Identification card	Free	5 Minutes
9	Links to electronic information from the Library website	Membership	Free	Continuous updating
10	User education	i) Membership ii) Identification card/ admission letter	Free	Continuous
11	Clearing users leaving the Institution	i) Students/Staff Identification Card	Free	Promptly