



UNIVERSITY OF EMBU

OFFICE OF THE LIBRARIAN

DEPARTMENTAL DELIVERY SERVICE CHARTER

S/NO.	SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
1.	Student Registration	University ID Nominal Roll	Free	Five Minutes Two weeks after registration
2.	Staff Registration (Part-time)	University Staff ID Introduction from CoD National ID	Free	5 Minutes
3.	Orientation /Induction	Request / Schedule	Free	1 Hour
4.	Clearance	Clearance Form University ID	Free	5 Minutes
5.	Lending	University ID/ National ID	Free	2 Minutes
6.	Registration of MyloFt	Individual corporate email/ Student email	Free	Immediate
7.	Reference & enquiry services	Request	Free	Immediate
8.	Library ICT user support	University ID	Free	10 Minutes
9.	Information Literacy Training including E- resources, Turnitin, Referencing and citation	Request or Schedule	Free	Within two days as agreed upon
10.	Checking anti-plagiarism request	University e-mail	Free	One working day
11.	Binding	Request for Manilla or Spiral binding	Ksh.60	1 Day
12.	Photocopying	Request	KES 5 per leaf	immediately
13.	printing	request	KES 7 per leaf	Immediately
14.	Scanning	Request	KES 6 per leaf	Immediately
15.	Passport printing	Request	2 for KES 100 4 for KES 200	Immediately
16.	External users	Request	1 Day KES 100 1 month KES1000/ 1 year KES 2000/	Upon approvals

Approved by: James Njue
Librarian

Date:

Knowledge Transforms

