



# **EAST AFRICAN SCHOOL OF AVIATION**

## **LIBRARY SERVICE CHARTER**

**2024**

## **Forward**

The Library is a vital partner in the teaching, learning, research and community service activities of EASA.

We provide you with access to information resources and assistance in using them, and support to enable you to develop the skills needed to fulfill your current and future information needs. Our objective is to provide the best possible library service, and to be responsive, innovative and professional in everything we do.

We are dedicated to meeting your information needs by delivering an extensive range of services in the Library, through the Library's telephone and email enquiry service. We will make available as many resources as possible in convenient formats to meet your needs.

This charter describes our main services, how we measure their effectiveness, what you can expect of us, and what you can do to help us provide better service.

We value your feedback on our performance.

**Librarian,  
East African School of Aviation,  
P.O. Box 30689 – 00100,  
Nairobi.  
Tel. 020 – 6823602-7 Ext. 3211  
Email: [library@easa.ac.ke](mailto:library@easa.ac.ke)**

**This charter is aimed at making easy to use the services provided by the East African School of Aviation Library.**

### **What you can expect from us**

Staff will be courteous and supportive at all times. We will:

- make resources available to all library users in an equitable manner
- provide appropriate technology, and sufficient workstations to access our resources
- respond promptly to your requests
- listen to your concerns, and take appropriate action
- respect your privacy, and ensure that your borrower details are secure
- communicate with you about our services and plans
- conduct regular user surveys to ascertain your views about our collections and services and act wherever possible on the outcomes.

### **How you can assist us**

All library users can assist us by:

- treating Library staff courteously and respecting the rights of other Library users
- handling all collection resources with care to ensure they will be available for future clients
- adhering to the library use guidelines
- reading and responding to library notices in a timely manner
- letting us know when equipment fails or resources are damaged so we can repair them as quickly as possible
- planning for your information needs in time to obtain the resources you need
- providing us with feedback by filling in the forms available in the Library, or by submitting an electronic form available from our website.

In addition, Academic staff can assist by:

- providing requests for purchase in good time to meet your deadlines
- providing resource lists for Reserve at least 2 working days before they're required by students.

### **Accessibility – our opening hours**

- Monday to Friday 7.00am to 8.00pm
- Saturday 7.00am to 6.00pm

The office remains closed on Sundays and all public holidays or under unavoidable circumstances, in which case the reason for closing will be communicated to you.

## Library services

In order to be able to meet the client's information requirements and offer quality services, the library shall provide service targets in all its functional areas as presented below: -

<b>Service</b>	<b>Period</b>
Registration of library members	1 day
Borrowing library materials - on request long loan Short loan	14days 3days
Re-shelving library books	1day
Interlibrary loan/document delivery	2days
Other library services such as binding	2days

## Internal and external review

We will measure our performance by:

- Monitoring and evaluating our services against the stated standards and commitments and targets, along with other performance indicators taken from our annual work plan
- The responses of the key stakeholders to our services and impact creation
- Reporting quarterly to the office of the Director on how well we have met our targets.
- Review and update our Charter annually in consultation with clients, staff and other stakeholders to ensure its relevance to our customers' needs.

## Your Rights

You have a right to be:

- Heard
- Served
- Informed of any changes, delays in service delivery

## Communication

- Communication should be clear, simple and on time.
- We will consider all suggestions in our planning for improvement of services to our customers.

## **Complaint Mechanism**

Your comments and criticism are important to us and help us to improve what we do for you. If you have a complaint:

- contact the staff member you have been dealing with in the first instance
- if you believe the complaint cannot be resolved by that person you can contact the Librarian on (0206823602-7 Ext, 3211)
- if you are still unhappy with the response you can contact the Director East African School of Aviation (0206823602-7 Ext, 4200)

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