



## SERVICE DELIVERY CHARTER

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**Vision:** The University of Excellence in higher education and innovative technology based on high moral values.

**Mission:** To provide quality university education and training through nurturing and promoting creative and innovative, transmission and integration of knowledge and technology in order to produce holistic graduates of high value and integrity.

### **Our Core Values**

Umma University upholds the following core values:

The following are the fundamental core values that will guide the Umma University in the implementation of this strategy:

- **Integrity:** The University strives to uphold the values of honesty, truthfulness and sincerity, while remaining ethical and fair in all its activities. The University seeks to maintain a professional outlook while conducting business. The time and effort put into every programme and activity is true to the mission of providing quality university education and training in a professional manner.
- **Partnership:** The success of the University is dependent upon the partnerships forged. The intellectual capacity and passion of all staff are the key drivers in achieving partnerships with the relevant customers/clients.

- **Respect:** The University recognizes and values all individuals' unique talents, respects their dignity and strives to foster their commitment to excellence.
- **Stewardship:** The University endeavors to foster a spirit of service to employ its resources effectively and efficiently both for the development of the University and community towards the realization of its mission.
- **Morality:** The University firmly believes that a strong moral code is a key component towards earning trust both internally and externally. The University strives to uphold the highest possible moral competency and responsibility. It is steadfast in practicing and observing ethical and moral principles as outlined in the vision.
- **Innovativeness:** The University is committed to seeking new ways in creating and applying knowledge to enhance continued improvement. In the current market place, innovative ideas and techniques are essential to success of the University. The University aims to be creative, effective and efficient to help develop inspired, visionary graduates for the market place.

Umma Abdulrahman Al Sumait University Library aims at providing high-quality customer service when you are looking for resources, professional advice or support. The Library is committed to continuous improvement and welcomes feedback on your experience.

S. No.	SERVICES	REQUIREMENTS	COST	TIMELINES	RESPONSIBILITY
1.	Opening hours	University Identification both staff and Student	Nil	Weekdays 8:00am -10pm Saturday 9:00am- 4.00pm Sundays and public holidays closed	All Staff
2.	Registration of users	Staff/Student ID	Nil	Within an hour	All Staff
3.	Lending Books	Staff/Student ID	Nil	5 minutes	All Staff
4.	Returning books	Staff/Student ID	Nil	5 minutes	All Staff
5.	Queries from patrons	SMS/ Email or in-person request	Nil	1-24 hours	All Staff
6.	Carrel and Discussion room usage	Staff/student ID	Nil	5 minutes	All Staff
7.	Student/Staff Clearance	University Identification Clearance form	Nil	Within 24hours	All Staff
8.	Binding	Projects/Reports	Spiral Manila, 100/= Tape binding 50/=	1 day	
9.	Information Literacy skills	University Admission	Nil	Continuous	
10.	Shelving	Books	Nil	Continuous	All Staff
11.	Digital Library lab	Wi-Fi username and password	Nil	Continuous	
12.	OPAC usage		Nil	5 minutes	All Staff

We ask you to act in accordance with the Library rules and regulations and respect the staff and other library patrons. Should you have a suggestion for improvement, a compliment or a complaint, please write and drop it in the compliments and complaints box outside the library to provide us with your feedback.

