



KENYA FOREST SERVICE

DOCUMENT TITLE: LIBRARY

REF NO:KFS-HR&AD-009

ISSUE NO: 2

REVISION NO: 1

PAGE:1 of 9

ISSUE HISTORY

ISSUE	DESCRIPTION OF CHANGE	PROCESS OWNER	EFFECTIVE DATE
1	None, no change has been done	SAO-OFFICE SERVICES	10 th June 2010
2	Changes Done to conform to ISO 9001:2015 standard	SAO-OFFICE SERVICES	31 st May 2018

REFERENCED DOCUMENTS

S/NO	REF	TITLE
1	QPM	Quality Policy Manual
2	PM	Procedure Manual
3	WI	Work Instructions
4	FCMA	Forest Conservation Management Act
5	COK	Constitution of Kenya 2010
6	LLK	Labour Laws of Kenya (Employment Act 2007,etc)
7	PSG	Public Service guidelines
8	FAA	Fair Administrative Action Act 2015
9	SP	Strategic Plan 2018-2022
10	PMP	KFS Performance Management Policy

COPY HOLDERS

1	Chief Conservator of Forests
2	QMR
3	MHRA
4	HP

RECORDS/ANNEXES

REC. NO	REC. TITLE
KFS/BOR./	List of books borrowed
Catalogue	Record of books in the library

PREPARED BY: Manager, HR & Admin

APPROVED BY: CCF



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1. TERMS AND DEFINITION

TERM	DEFINITION(S)
KFS	Kenya Forest Service
KPI	Key Performance Indicator
CSF	Critical Success Factor
CCF	Chief Conservator of Forests
MHRA	Manager, Human Resource and Administration
SHRO	Senior Administrative Officer

2. SCOPE

This procedure covers from identifying/planning for acquisition and repackaging of library materials to updating records; from receiving enquiries to providing facts, figures and documents sought

3. PURPOSE

This is to ensure adequate control in the library's acquisition and repackaging process as well provision of library service

4. OBJECTIVE

NB: Refer to the performance contract.

CSF	KPI	TARGET(S)	DUE

5. RESPONSIBILITY AND AUTHORITY

5.1. Manager -HR and Admin

5.1.1. Head of human resources and administration division

5.2. Chief Administration Officer

5.2.1. Overall in charge of all administrative operations.

5.2.2. Accounting officer of administrative transactions.

5.2.3. Advices Manager human resource and administration.

5.3. Chief Librarian

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- 5.3.1. Overall responsible for the acquisition of library materials
- 5.3.2. Orders library materials
- 5.3.3. Writes annual reports and classifies library materials
- 5.3.4. Orders and processes library materials
- 5.3.5. Catalogues, classifies and updates the facts and figures file.
- 5.3.6. Supervises Library processes.
- 5.3.7. Overall responsible for provision of library service
- 5.3.8. Updates library policy and regulations
- 5.3.9. Attends to users.

5.4. Librarian

- 5.4.1. Processes library materials as assigned
- 5.4.2. Updates the facts and figures file.
- 5.4.3. Updates the library catalogue.
- 5.4.4. Attends to users and undertakes research assignments.
- 5.4.5. Receives payments and issues receipts.
- 5.4.6. Deputizes the Chief Librarian.
- 5.4.7. Responds to users enquiries and undertakes search assignments.
- 5.4.8. Prepares the library usage report.

6. RESOURCES, INPUTS AND OUTPUTS

6.1. Resources

- 6.1.1. Finances
- 6.1.2. Personnel
- 6.1.3. Infrastructure

6.2. Inputs

- 6.2.1. Application for library membership
- 6.2.2. Catalogue Register

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6.2.3. Control sheet

6.2.4. Borrowing register

6.3. Outputs

6.3.1. Membership card

6.3.2. Stock report

6.3.3. Notification letter to return book

6.3.4. Receipts for external users

7. CRITERIA OF MEASUREMENT

NB: Refer to Performance progress reports

8. RISK AND OPPORTUNITIES

NB: Refer to the Service's Risk register

9. EVALUATION OF PROCESS

NB: Refer to the Monitoring and Evaluation Reports.

10. DETAILS OF PROCEDURE

10.1. Acquisition of Library Material

10.1.1. Identify/plan for the acquisition of library materials as per work instructions.

10.1.2. Seek authorization from chief Administration Officer.

10.1.3. Source library material as per work instructions.

10.1.4. Accession library materials as per work instructions.

10.1.5. Catalogue and classify library materials as per work instructions.

10.1.6. Update facts and figures file.

10.1.7. File/shelve as per work instructions.

10.2. Provision of Library Services

10.2.1. Receive enquiries.

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10.2.2.Interview users and explain terms of library usage as per work instructions.

10.2.3.Charge external users appropriate fees and issue receipts.

10.2.4.Either avail sought information or advice users regarding alternative sources.

10.3.Library Membership Registration

Note 1: To borrow a book in the library registration for membership is required

10.3.1.The officer fills an application form for membership with rules and regulations attached.

10.3.2.The form is forwarded to Head of Section for recommendations.

10.3.3.The form if forwarded to the librarian for approval. If not approved staff is informed.

10.3.4.Once approved, a library card is issued to the staff to enable them to borrow books.

10.4.Borrowing a Book

Note 2: A maximum of two books can be borrowed at once.

10.4.1.Officer identifies the required the book.

10.4.2.The details are recorded in the control sheet.

10.4.3.Capture the same in the books borrowing register which is signed by the recipient.

10.5.Returning a Book

Note 3: Books should be returned within 2 weeks.

10.5.1.The librarian verifies that the book is in the same condition it was borrowed. If not the officer is surcharged.

10.5.2.The librarian signs off in the register and book is shelved.

Note 4: The librarian makes a follow up phone call to remind the officer the book is due.

10.6.Defaulters

10.6.1.The librarian prepares a list of the defaulters.

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10.6.2.The librarian communicates in writing informing the defaulters of the books they are withholding and gives a period of surrender.

10.6.3.Once the period expires the officer is charged overdue charges till the book is returned

Note 1: The overdue charges are as stipulated in the letter and the Period the charges will be affected.

10.6.4.If the book is not returned after the period a list of overdue books is compiled and the books are deemed lost.

10.7.Surcharging and Overdue Charges

10.7.1.The officer receives a notification of overdue/surcharged charges.

10.7.2.If the officer pays within the stipulated period they are issued with a receipt which is submitted to the library.

10.7.3.If officer does not pay, the charges are recovered from the salary.

10.8.Lost Books

10.8.1.Officer reports book lost within the borrowing period.

10.8.2.On receipt of the report of the lost book within the 2 weeks, the officer is given a grace period to replace the lost book.

10.8.3.If not able the money is recovered from salary.

10.8.4.For overdue books, they are recovered directly from the officer’s salary.

10.9.Recovering from Salaries

10.9.1.The librarian prepares a list of recoveries to the chief librarian for verification and signature. If not verified the librarian is informed with reasons thereof.

10.9.2.The list is forwarded to the divisional head for approval. If not approved the librarian is notified and the reasons thereof.

10.9.3.After approval the list if forwarded to Accounts & Finance for recoveries.

10.9.4.The list of recoveries from Accounts & Finance is forwarded to the librarian for reconciliation with the recoveries records.

10.9.5.In case of a query it is returned for amendment.

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10.9.6. Records are updated.

10.10. Cataloguing

10.10.1. Once a book is received in the library, it is rubber stamped.

10.10.2. It is then accessioned i.e. details recorded in the accession register and an accession number put on the book.

10.10.3. The books are classified depending on the subject area.

10.10.4. The books are catalogued using catalogue cards which captures the details of the book.

10.10.5. The books are covered with polythene papers for preservation.

10.10.6. A control sheet is prepared and put inside the book and the book is placed in the appropriate shelf.

10.11. Services Rendered

10.11.1. Lending books

10.11.2. Reference (area)

10.11.3. Newspapers

10.11.4. Information

10.12. Inventory

10.12.1. Maintains an inventory of all books in the library using the accession register

10.13. Stock Taking**Note 1: Stock taking is done at the end of the financial year**

10.13.1. The library issues a memo to staff for all books to be returned prior to the exercise.

10.13.2. The books are arranged as per classification.

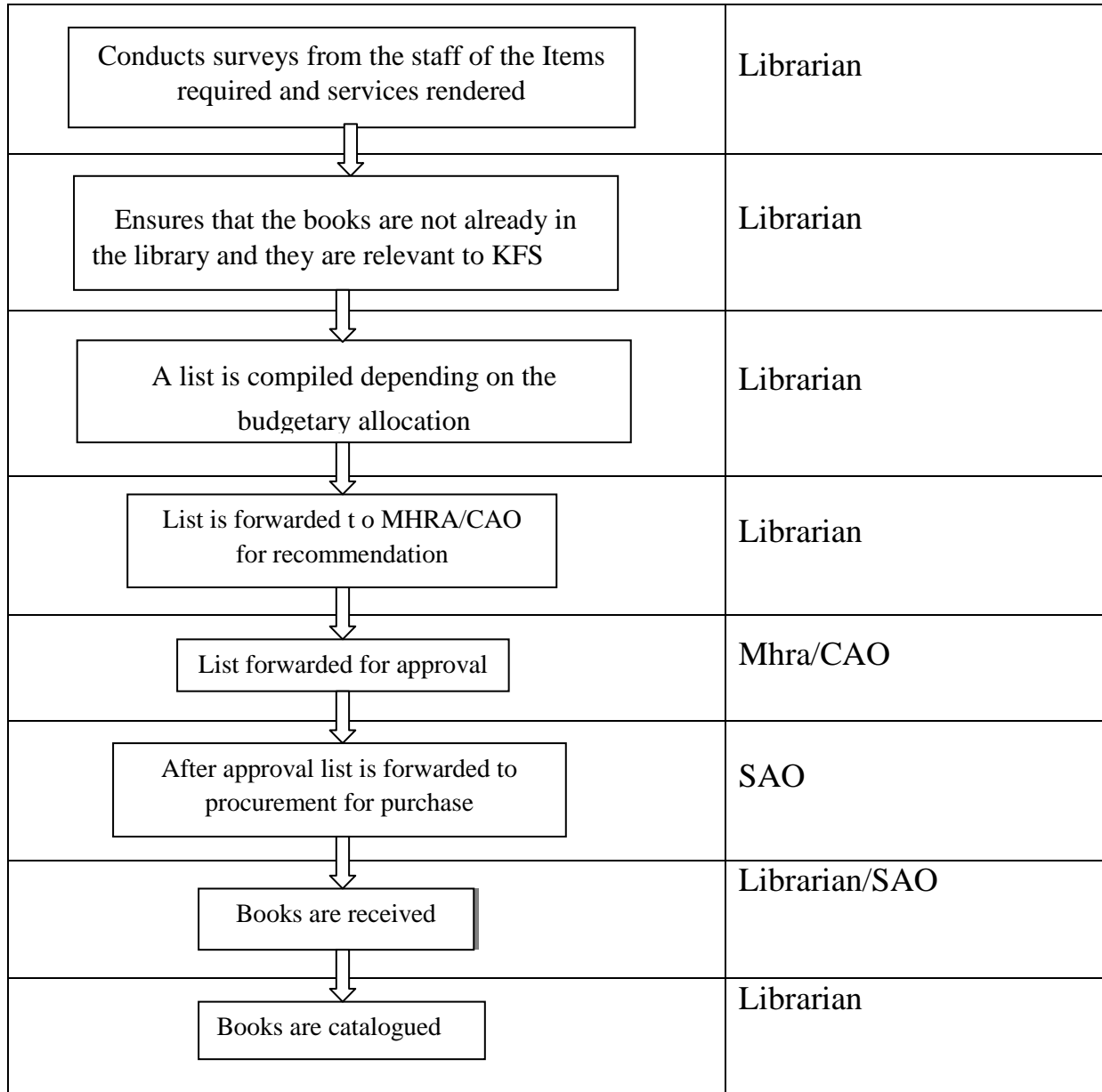
10.13.3. The librarians cross checks the actual stock against the accession register.

10.13.4. Prepares a report for the division head

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11. PROCESS FLOW CHART



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