

SERVICE CHARTER

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The mandate of the Department of Library and Information Science (DLIS) is to support the development and implementation of transformative and innovative programmes in line with the strategic policies, goals and objectives of the university. The Department strives to work within the mandated deadlines in order to offer excellent teaching, learning, training and research programmes as enshrined in our vision, mission and core values. Our main aim is to ensure that the available programmes support the emerging needs of the national and global markets.

The Department being at the service of the university shall at all times ensure, provide and promote excellence in academic teaching, training, learning, research, consultancy community services and integrity. In order to achieve this cardinal and noble goal the Department is fully committed to implement and follow the quality customer delivery service in regard to the Department Service Charter. This is available in both the **English Version** and **Kiswahili Version** language.

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