



LIBRARY SERVICE CHARTER

SERVICE RENDERED	REQUIREMENT	USER CHARGES	TIME LINE
Registration of library users	Valid student/staff identification card	Free	Immediate
Issuance of library membership card	Admission or employment verification	Free	1 day
Borrowing of library materials	Library card and borrower registration	Free	Immediate
Returning of borrowed items	Return borrowed materials on or before due date	Free	Immediate
Renewal of borrowed materials	Borrower's physical presence and library card	Free	Immediate
Access to reference and reading materials	Presentation of library card	Free	Immediate
Orientation of new users	Attendance at scheduled orientation sessions	Free	Within 2 weeks of reporting
Access to e-resources and digital library	Valid library login credentials	Free	Immediate
Photocopying and printing services	Payment of prescribed fee per page	As per institutional rates	Immediate
Reservation of library materials	Valid library membership	Free	Within 1 working day
Clearance of students and staff	Return of borrowed books and library clearance form	Free	Within 1 working day
Replacement of lost or damaged library items	Written notification and payment for lost item	As per institutional policy	Within 7 working days
Acknowledgement of complaints	Written or verbal complaint	Free	Within 2 working days
Response and resolution of complaint	Provide details or reference of complaint	Free	Within 15 working days

We are committed to courtesy and excellence in service delivery

For further enquiries, please contact

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