



Annex VIII. Process Documentation Guide

 REPUBLIC OF KENYA			
Institution/Organization Name:		Kenya School of Law	
Affiliations; Ministry / Department/ County/Parent Company:		Office of the Attorney General & Department of Justice (OAG & DOJ)	
Economic Sector Alignment:		N/A. Since we fall under Political Sector in the Vision 2030	
Big 4 Alignment:		N/A. Since we are an enabler of big 4 agenda in capacity development	
Accounting Officer:		Dr. Henry K. Mutai	
Period: FY		2021/23	
Process Documentation			
Service Name	Offering Academic Services ATP and PTP		
Brief Description Document Purpose/service	Offering Library Services - Guides on circulation of library resources		
Document Control: Change Record/ Version Number	Reference: KSL/ QMS / LIB Issue/ Rev: 03/01		
Process Owner: Name and Position	Principal Librarian		
Process Writer (s); Name and Position	1. Principal Librarian		
	2.		
Process Reviewer (s) Name and Position	Management Representative		
	1.		
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Library user present retrieved book and Student/Staff ID at the circulation	Approximately three minutes	-Principal Librarian -All Library staff
2.	Verify the status of the user account	One minute	-Principal Librarian -All Library staff
3.	If the user is eligible, the book is checked out through ILMS/LSMS If no, the user must comply with default	One minute	-Principal Librarian -All Library staff

4.	Due date is stamped on the due date slip	One minute	-Principal Librarian -All Library staff
5.	When the book is checked in, the Library staff verifies whether it is overdue for prescribed penalty or not.	One minute	-Principal Librarian -All Library staff
6.	If the book is overdue, the user pays the set overdue fine via Mpesa.	Three minutes	-Principal Librarian -All Library staff

(Add rows where necessary)


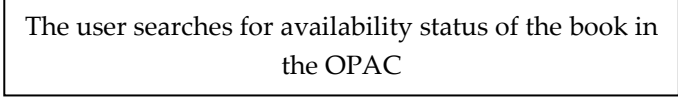
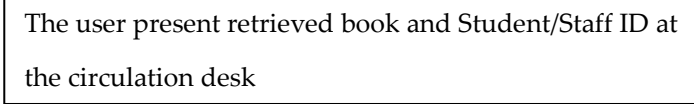
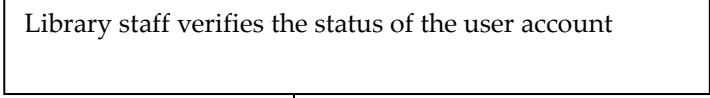
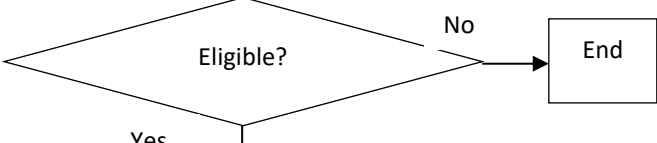
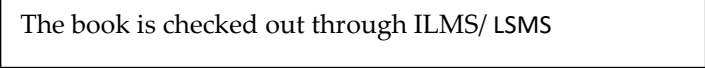
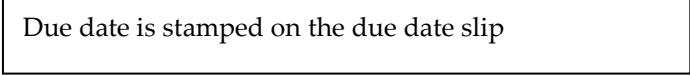
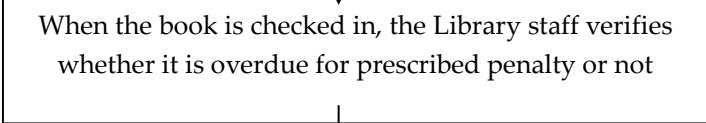

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Trigger 1: Waiver of overdue fine	1.	Users failing to return borrowed books on time due to various reasons e.g -restriction of movements due to Covid-19 -hospitalization -bereavement	Varies	-Principal Librarian -Director
	2.			
(if any other, add rows)				

Process Maps/Visuals

Attach the flowchart/maps for the steps discussed

Flowchart

ACTIVITY	RESPONSIBILITY
	
	Library user
	Library user
	Library Staff
	Library Staff
	Library Staff
	Library Staff
	Library Staff
	Library user
