

Odisee

Library Department

General Library Regulations

1. Introduction

- 1.1. The Odisee Library Department comprises the campus libraries in Aalst, Brussels, Dilbeek, Ghent and Sint-Niklaas.
- 1.2. The General Library Regulations apply to all libraries referred to in the previous article and are part of the Odisee Education & Exam Regulations. The regulations are published on various digital Odisee platforms for Odisee students and staff.

Students of the Faculty of Economics and Business Administration on Campus Brussels, the Faculty of Arts on Campus Brussels, the Faculty of Law on Campus Brussels, the Faculty of Industrial Engineering on Campus Ghent and the Faculty of Industrial Engineering on Campus Aalst (hereafter referred to as KU Leuven Campus Brussels, Ghent and Aalst) take notice of these regulations via the Odisee learning centers website <http://bib.odisee.be>.

The general public also can consult the General Library Regulations on the Odisee learning centers website.

- 1.3. The General Library Regulations are supplemented with a library specific Folder and Guidelines which are an integral part of these Regulations.
- 1.4. Odisee is entitled to make changes to these General Library Regulations as well as the additional Library Folders and Guidelines. Changes shall be communicated through various channels. Every user is considered to have tacitly agreed to the changes fifteen calendar days after notification.
- 1.5. In addition to the General Library Regulations, all other regulations at Odisee and KU Leuven Campus Brussels, Ghent and Aalst remain in force. All agreements concluded within the KU Leuven Association, such as the User Charter, also apply to Odisee. In case of any contradiction between the Odisee General Library Regulations and KU Leuven Regulations the former takes precedence at the Odisee libraries.

All users must also respect the Belgian Copyright Law and its related legislation.

2. Definitions

- 2.1. The terms “learning center” and “library” refer to all of the publicly accessible library spaces on each campus.

The computer labs, classrooms etc. assigned to the library are also included and consequently fall within the specifications of the General Library Regulations and related Library Folder.

The term “KU Leuven Campus” refers to the staff and students of KU Leuven who teach or study at the local Odisee campuses in Aalst, Brussels or Ghent.

- 2.2. The term “user” refers to any person who generally uses the services provided by the library.

- 2.3. "Visitors" are users who are not entitled to borrowing privileges. Under no circumstances may they borrow items. In each library their facilities are limited to:
 - free admission;
 - possibility to consult library items on site and to scan or copy them for personal use (against payment);
 - consultation of the online search platform;
 - consulting Odisee databases on site as a walk-in user (no printing possible) with respect for the respective license agreements.
- 2.4. "Borrowers" are all users who actively use their borrowing privileges. Borrowers are divided into two categories, each with specific borrowing modalities (regular borrowers and non-regular borrowers). More information can be found in Section 6 of the General Library Regulations and in the Library Folders.
- 2.5. The term "item" refers to all information carriers, publications, materials or documents included in the library collection, regardless of their type.

3. Collection development

- 3.1. The collection development is organized per library and coordinated by the local collection managers. The head of the Library Department retains final responsibility as the official budget holder of the department.
- 3.2. The content and level of the collection of each library is tailored to the education and research organized on a particular campus and to the operation of the departments and research centers of that campus. Items that do not meet these requirements will not be included in the collection.
- 3.3. An item is integrated in the collection through its inclusion in the search platform. Library collection items shall remain the sole property of the library and must consequently remain accessible to other users. Departments or staff who want material for exclusive use at their own workplace or for private use, must purchase it from funds outside the library budget. Only the library itself can discard an item from the collection.

4. Accessibility

- 4.1. Admission to the libraries is free of charge.
- 4.2. Each library has its own opening hours. Specific conditions apply:
 - In class-free periods, there may be different opening hours. Each library annually determines and communicates its opening hours;
 - The libraries are closed on weekends and public holidays, and during periods of collective closure of the campus;
 - Occasional exceptions to the opening hours may occur and shall be communicated if they can be anticipated.
- 4.3. Anyone who enters the library premises is expected to respect the working atmosphere and display behavior that contributes to it. This means that each must refrain from anything that may disturb other users or interfere with their activities.

For reasons of hygiene, it is forbidden to eat or drink in the library, with the exception of beverages in a sealable bottle or drinking container.

It is not permitted to talk loudly or shout, play music or make noise in any other way in the libraries.

The improper use of library is prohibited.

The library staff is allowed to deny access to the library to anyone who disturbs order or peace or who causes damage to library equipment or materials (see also paragraph 8).

- 4.4. The buildings are equipped with camera surveillance. Odisee is responsible for the processing of the footage; only Odisee and the authorized persons acting under its authority have access to the images. Camera surveillance is not equivalent to permanently monitoring the security of your personal belongings, nor does it aim to do so. The recorded images can only be used to the extent that they can contribute to the proving of a crime, damage or nuisance or to the identification of a perpetrator, a disruptor of the public order, a witness or a victim, as provided for in the Belgian law of 21/3/2007 regulating the installation and use of surveillance cameras. In this case, the images may be transferred to police services or judicial authorities. Every filmed person has a right of access to the images. To this end, he shall address a request to Odisee via the e-mail address of the campus library concerned as found on the library website, proving his identity. This request must also contain sufficiently detailed instructions to precisely locate the images in question.
- 4.5. Some campus libraries are equipped with lockers, which can be used non-obligatory by library visitors. Library staff has the right to open lockers if there is evidence that they are being used for purposes other than those for which they are intended.
- 4.6. The user is personally responsible for any personal belongings he takes onto or leaves on the library premises (incl. in the cloak or locker room). Odisee shall in no way be liable for the theft of, loss of or damage to the personal property of users (in case of theft, see paragraph 8.7).
- 4.7. The public PCs in the library are intended for study and research purposes only.

It is not allowed to change the PC settings or install software. Improper use of PCs may lead to a ban on using the PCs and/or denial of access to the computer lab.

5. Services

- 5.1. In each library, catering to the information needs of those who work or study on that campus takes precedence over all other services. Services may include:
 - the development of a multimedia library collection;
 - provision of access to this collection through a search platform. This platform contains a permanently updated overview of all items in the collection, as well as details on their availability and location;
 - the management and public access of this collection in the library, including the storage of older items in archives or repositories;
 - the organization of lending facilities;
 - ILL services;
 - the provision of PCs, databases, software and internet in function of the courses taught and the conducted research;
 - the development and maintenance of a specific digital collection for the benefit of researchers, lecturers and students;
 - a digital library environment which is public, but of which certain parts are only accessible by using a personal institutional login. It contains general information about all library facilities, as well as numerous useful links and resources to search for information through other information channels;

- lending out audiovisual materials.
- 5.2. Every visitor can consult Odisee databases on site as a walk-in user, respecting the respective license agreements.
 - 5.3. If a user is required to pay the library for a certain service, he shall do so electronically.
 - 5.4. Suggestions for improvement, comments and complaints regarding the service, purchasing policy, collection, etc., will be conveyed to the local responsible persons of the library through the library ticket.

6. Borrowing

- 6.1. The majority of the library collection can be borrowed. Certain items cannot be borrowed or can only be borrowed for a short period. This is determined per library. For example, at the specific request of teachers, certain items can be made “temporarily not lendable” in the context of assignments or courses.
- 6.2. Borrowing privileges are granted to two different categories of users, i.e. regular and non-regular borrowers:

“Regular borrowers” category

- This category includes anyone who works at Odisee (including guest staff), all registered Odisee students, all students and staff of the KU Leuven Campuses Brussels, Ghent and Aalst, and any individual that Odisee considers as being equivalent.
- Each regular borrower automatically has free borrowing privileges in all libraries. A valid student or staff card serves as proof of registration and library card.
- Regular students and staff members are automatically and regularly uploaded into the borrowers file, based on the coding in the official persons database. They are never entered manually.
- If regular borrowers make use of the (borrowing) facilities of a library other than those on their own campus, they accept the rules, facilities and modalities that apply in that library.
- The borrowing privileges of students will be renewed for one academic year upon enrollment. The borrowing privileges automatically expire when the student deregisters (during the academic year) or when he does not re-enroll for the next academic year.
- Specific groups, related to a particular campus, can always submit a request for borrowing rights to the head of the department.
- Staff members, including guest lecturers, are automatically granted borrowing privileges in all libraries for the duration of their employment. The borrowing facilities are more broadly defined for staff than for students.
- Under certain conditions, former staff and emeriti may continue to enjoy borrowing privileges in all libraries. Such borrowing rights are always limited in time and are granted after a written request by the former staff member/emeritus to the local library manager. The agreements in this regard shall be recorded. The old staff card remains valid as a borrower card.
- The borrowing facilities of the following non-regular readers may be limited in some aspects.

“Non-regular borrower” category

- Students and/or staff members of all educational institutions that are part of the Association KU Leuven. Anyone who can prove, by a valid staff or student card, that they work or study at one of these associated institutions can make free use of the borrowing privileges of any of the Association libraries. At the end of studies or employment, these borrowing privileges automatically expire.
 - Students and staff members of educational institutions and organizations that have a close connection with our institution. They can only use the facilities at the local campus.
- 6.3. To borrow, a borrower presents himself in person with his borrower's card or his registration certificate at the library desk or self-checkout, where the loan is registered by scanning the respective barcodes or RFID tags on the item and on his borrower's card. A return is not complete until the item has been scanned or checked by the staff.
- 6.4. A loaned item always remains the property of the library: the borrower agrees to return the borrowed item before the communicated loan period expires. If a borrowed item is not returned in spite of repeated reminders, the Odisee procedure of “damage and loss” will be started.
- 6.5. Extension of the loan period is possible under certain conditions. A request does not necessarily lead to renewal. The extension will be refused if the item on loan has been reserved by another borrower, if the loan period has been exceeded or if there are unpaid fines.
- 6.6. During holidays and closing periods, different loan periods apply, which are automatically granted by the library.
- 6.7. If an overdue item is returned, a fine must be paid regardless of whether or not recall notices or reminders have been received. Holidays and closing periods of the library are never charged as penalty periods. In case of illness, submitting a medical certificate may be grounds for a (partial) waive of the fine.
- 6.8. Anyone who damages or loses borrowed items shall report this to the library staff as soon as possible (see further section 8).

7. ILL

- 7.1. ILL (Inter Library Loan) is a service that provides the transfer of books or (digital) copies of journal articles from other libraries to Odisee libraries. Books thus borrowed shall afterwards be returned to the supplying library by the library staff; (digital) copies are exclusively intended for personal use by the applicant. Odisee also lends books and (digital) copies from its own collection to other libraries through ILL. The loan period of an ILL can be extended by exception only and exclusively by the ILL administrator after consultation with the supplying institution.
- 7.2. ILL services are strictly reserved for regular readers from their own campus.
- 7.3. ILL is not always free of charge.
- Student-applicants can be charged a part of the fee charged to Odisee by the lending library. Fees ought to be paid upon consultation or collection of the ILL item. A student who does not come to consult or collect a requested ILL will still be charged the fee or can be sanctioned otherwise if no costs were due.

- Staff members do not have to pay the fee for the ILL applications themselves, provided that the ILL application is made in context of their professional assignment: in this case, the cost will be paid by Odisee. If staff members request ILL items for private use, they will have to partially reimburse the costs charged to Odisee by the supplying library. Moreover, they will still owe these costs if they do not come to consult or collect the requested material.
- If the requested work is not delivered or if the wrong item is delivered due to an administrative error, the applicant shall not be charged anything.

8. Liability

- 8.1. Any damage and/or loss of library materials, equipment, or infrastructure must be compensated for. An unreturned item will be treated as a lost over time. In the event of misuse of or damage to computer software and hardware, Odisee reserves the right to prohibit further use of PCs and/or to seek compensation from the person(s) involved.
- 8.2. The borrower must always check the item for damage and completeness before borrowing. Existing irregularities or damage of the item must be reported to the library staff to prevent the borrower from being held liable when returning the item.
- 8.3. The borrower must look after his library card himself. Its use is strictly personal. A third party shall only be allowed to borrow items on another borrower's library card if a written permission exists between the owner of the card and the library staff.

The borrower shall remain responsible for any item borrowed on his card. In case of loss or damage or when an item is overdue, the borrower whose library card was used shall be the sole contact for the library staff to impose costs. This also applies if the overdue loan, damage or loss is caused by a third person (see further 8.4 and 8.5).

- 8.4. Unpaid damage to or loss of borrowed items, overdue loans as well as unpaid fines may result in (temporary) suspension of the borrowing privileges of the person on whose library card the item in question is lent out. This rule also applies if the borrowed item concerns ILL material or a lendable locker key.

In addition to the foregoing measures and following the appropriate procedures, the library reserves the right to have the appropriate authorities recover any amounts due as a result of damage, fines or loss of borrowed material.

- 8.5. Compensation for damage to or loss of borrowed materials must be made directly to the library:
 - the borrower purchases an identical replacement copy himself and donates it to the library;
 - the borrower pays for the damage or loss at the library desk. The amount covers the cost of repair or replacement of the item in question and, if applicable, the administrative costs;
 - if it is impossible to replace the damaged book by an identical copy, the library will charge the theoretical cost of the replacement;
 - in case of damage or loss of an ILL book, the compensation will be determined in consultation with the institution that supplied the ILL and will be paid afterwards by Odisee to the supplying library.

- 8.6. All disputes (concerning damage, loss, fines, ILL or other) must be submitted to the local library managers. Disputes that cannot be resolved will be referred to the Head of the Library Department who, if necessary, may call upon the College's Legal Department to serve a formal notice. In case of disputes with students and staff of the KU Leuven Campus Brussels, Ghent and Aalst, KU Leuven will be consulted.
- 8.7. In case a user is robbed in the library (in general) or in case a borrower is robbed elsewhere and library material is stolen, the victim should always file a complaint with the police and send a copy of the report to the local library manager.