

**Odisee**  
**Library Department**  
**General Library Regulations**  
**(valid from academic year 2020-2021)**

**1. Introduction**

- 1.1. The Odisee Library Department comprises the campus libraries in Aalst, Brussel, Dilbeek, Gent 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 Odisee fora for Odisee students and staff.

Students of the Faculty of Economics and Business on Campus Brussel, Faculty of Arts on Campus Brussel, Faculty of Law on Campus Brussel, Faculty of Engineering Technology on Campus Gent and Faculty of Engineering Technology on Campus Aalst (hereafter referred to as KU Leuven Campus Brussel, Gent and Aalst) can read these regulations on the Odisee library website <http://bib.odisee.be>.

Public in general can consult the General Library Regulations on the Odisee and library websites. Individuals who register as non-regular users in one of the libraries (see 6.2) must sign 'for receipt & acceptance of the General Library Regulations'; they shall then receive a paper version of the General Library Regulations.

- 1.3. The General Library Regulations are supplemented with a specific Library Folder per library as well as several Guidelines. These are an integral part of the present Regulations.
- 1.4. Odisee is entitled to make interim changes to the General Library Regulations as well as to the Library Folders and Guidelines. Changes shall be communicated through various channels. Every user is expected to have tacitly agreed to the changes fifteen calendar days after notification.

Individuals who have borrowing privileges based on a deposit may - if they do not agree to the interim changes - terminate the borrowing privileges and recover their deposit if done so within fifteen calendar days after notification of the changes.

- 1.5. In addition to the General Library Regulations, all other regulations at Odisee and KU Leuven Campus Brussel, Gent and Aalst remain in force. All agreements concluded within KU Leuven Association, such as the User Charter, also apply to Odisee. Should there be contradictions between the General Library Regulations of Odisee and the KU Leuven Regulations the former takes precedence at the Odisee libraries.

All users must also respect the Belgian copyright law and its related laws.

## **2. Definitions**

- 2.1. The terms 'library premises' 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 campus of Odisee in Aalst, Brussel or Gent.

- 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 material. In each library their facilities are limited to:
- Free admission;
  - Permission to consult library materials on site and scan or copy them for personal use (against payment);
  - Consultation of the online search platform;
  - Visitors who study or work at a non-profit education or research institute are considered to be walk-in users and are allowed to consult the Odisee databases on site (no print facilities).
- 2.4. 'Borrowers' are all users who actively use their borrowing privileges. Borrowers are divided into two categories which each enjoy specific loan privileges (regular borrowers and non-regular borrowers). More information can be found in paragraph 6 of the General Library Regulations and in the Library Folders.
- 2.5. Odisee has a quality system. Users can obtain more detailed information about this system from the library managers.
- 2.6. The term 'item' refers to all information carriers, publications, materials or documents that are included in the library collection and this regardless of their type.

## **3. Collection development**

- 3.1. The collection development is organized by the library. The local managers play a coordinating role. The head of the Library Department retains overall financial responsibility.
- 3.2. The content and level of the collection of each library is tailored to the education and research organized on the campus in question and to the operation of the departments and research centers of the campus in question. In theory, items that do not cater to the aforementioned needs are not 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 need material intended merely for use at the workplace or for private use, must buy the material from funds outside the library budget. Only the library itself is allowed to weed the collection.

#### **4. Accessibility**

- 4.1. Access to the library is free of charge.
- 4.2. Each library has its own opening hours geared as much as possible to the needs of those who work or study on the campus. 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 during weekends and public holidays and during the summer closure periods of the campuses;
  - Occasional exceptions to the opening hours may occur and shall be communicated if they can be anticipated.

4.3. The libraries are exclusively intended to conduct research, do study work and to use the services and facilities.

4.4. 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.

It is forbidden to smoke, eat or drink in the library for reasons of hygiene; an exception is made for drinks in a sealable bottle or water bottle;

It is forbidden to talk loud or shout or make music, noise etc.

Improper use of the library is forbidden.

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

4.5. Odisee libraries have camera surveillance on site. Odisee is the controller of the recorded images; Only Odisee and the authorized persons acting under its authority have access to the images. Camera surveillance is not the same as and is not intended to monitor the safety of your personal belongings on a permanent basis. 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 placement and use of surveillance cameras. In that case, the recorded images can be transferred to police services or judicial authorities. Every filmed person has a right of access to the images. He can request this to Odisee via the e-mail address of the concerned campus library, as can be found on the library website, in which he shows his identity. In addition, this request must contain sufficiently detailed instructions to enable the location of the images in question.

4.6. Depending on local accommodations restrictions may apply to luggage and (laptop) bags allowed in the library. Unless noted otherwise in the library leaflet luggage and (laptop) bags must be left in the cloakroom and/or in the storage lockers.

The library staff has the right to open lockers if there is evidence that they are used for purposes other than those for which they are intended.

4.7. The user is personally responsible for any personal belongings he takes onto or leaves on the library premises (incl. the cloak or locker room). Odisee shall in no way be liable for theft, loss or damage to personal property of users (in case of theft: see paragraph 8.7).

4.8. The public PCs in the library are to be used exclusively for study and research purposes.

It is not allowed to change the PC settings, install software or connect digital devices to the network. Improper use may lead to a ban on using the PCs 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 the collection using the discovery platform. The platform contains a permanent and up-to-date list of all items in the collection, along with details of 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 organisation of borrowing privileges;
- ILL services;
- The provision of PCs, databases, software and internet for searches related to the subjects taught and the research carried out;
- The development and maintenance of a specific digital collection for 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 many useful links and resources to search for information through other information channels.

5.2. Each visitor affiliated as a student or staff member to a non-profit education or research institute is allowed to consult the Odisee databases on site as a walk-in user, with respect for the respective license agreements.

5.3. The library staff can do specific bibliographic searches. This service is exclusively reserved for staff members and must be requested in advance.

5.4. If a user is required to pay the library for a certain service or has to pay his deposit (see 6.2 and 6.3), as a rule, he shall do so electronically. Cash payments should be avoided for safety reasons.

5.5. The libraries do not sell office supplies or small hardware (such as memory sticks and CDs), and neither do they make them available.

5.6. Suggestions for improvement or comments and complaints related to the services, purchase policy, collection etc. should be submitted in writing to the manager of the library or through the official complaints system.

## **6. Borrowing**

6.1. The bulk of the library collection can be borrowed. Some items cannot be borrowed or only for a short term. This is determined separately for each library. For example, on the request of lecturers certain items may be set 'temporarily not for loan' in the context of assignments or courses.

6.2. Borrowing privileges are granted to two different borrower categories, i.e. regular and non-regular borrowers.

'Regular borrowers' category

- This category includes any person who works at Odisee (including guest staff) or is registered as a student, including students or staff of KU Leuven Campus on Brussel, Gent and Aalst or individuals considered to be equivalent by Odisee.
- 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 are automatically and regularly uploaded in the borrowers file on the basis of their code in the official individuals database. They are never entered manually.
- If regular borrowers use the borrowing privileges or facilities of another library than that at their own campus, they shall accept the rules, facilities and procedures in force in that library.
- The borrowing privileges of students are extended for one academic year when they re-register. The borrowing privileges will be automatically revoked when the student deregisters (during the academic year) or when he does not register for the next academic year.
- Specific groups, related to a certain campus, can always ask the local library manager for borrowing privileges.
- Staff members, including guest teachers, are automatically granted borrowing privileges in all libraries and for the duration of their employment. Borrowing privileges are interpreted wider for staff than for students.
- Under certain conditions, former staff and emeritus professors may enjoy borrowing privileges for some time. These borrowing rights are always limited in time and shall only be granted upon the written request of the former staff member/emergitus professor submitted to the library manager of that campus. The agreements in this regard shall be recorded. The old staff member or library card will then remain valid.
- The borrowing privileges of the following non-regular borrowers may be limited in some aspects.

'Non-regular borrower without deposit' category

- This category includes students and/or staff from all institutes that are part of KU Leuven Association. Anyone who can present a valid staff or student card of one of the KU Leuven Association institutes is entitled to free (without deposit) borrowing privileges in each of the KU Leuven Association libraries. The borrowing privileges shall be automatically withdrawn at the end of the studies or employment concerned.
- This category includes the students and staff of educational institutions and organizations which have close ties with our institution. They can only use the facilities of the local campus.

'Non-regular borrower with deposit' category

- This category includes all former students that are alumni and users who belong to specific external groups. Alumni can visit the library without deposit. Only alumni registered in the library are allowed to borrow items.
- Users who belong to a specific external 'group' (organization or institution) with which Odisee has made specific arrangements, can be granted borrowing rights. The principle of reciprocity

applies to these groups. Anyone who can produce a valid staff, student or membership card of one of these groups may be granted borrowing privileges against a once-only deposit of €25.

- These borrowing privileges apply to the current academic year but can be extended if the borrower confirms within three months after the expiry of the borrowing privileges that he is still entitled to them.
- 6.3. When such a user registers in a specific library, he must complete a registration form. If a fee is due, the payment will be recorded on this form. The registration form together with the proof of payment will be kept in the library until the borrower deregisters. If necessary, the borrower will receive a personal library card.
- 6.4. Non-regular borrowers with deposit can reclaim their deposit up to three months after the expiry of their registration. Deposits that are not reclaimed shall become the property of Odisee.
- If the user claims back the deposit prematurely (i.e. before the termination of his studies, employment or membership or in case he does not agree to the interim changes to the library regulations), he shall not be allowed to pay another deposit to be again granted the status Non-regular borrower with deposit.
- Repayment of the library deposit by Odisee will be done by bank transfer to the account specified by the borrower and only if the borrower has returned all items taken out and has cleared all fines and/or damages due (see paragraph 8). Refunds shall be made at fixed times.
- 6.5. The borrower must go to the library desk in person in order to borrow items. He must take his library pass or certificate to be able to borrow items. The barcodes on his pass/certificate and borrowed item shall then be scanned. When the borrower returns an item, he must wait at the desk until the loan has been scanned and cancelled by the staff.
- 6.6. A loan item shall always remain the property of the library. The borrower undertakes to return the loan item no later than at the end of the stated loan period. If a borrowed item is not returned in spite of repeated reminders, Odisee shall put the borrower on formal notice.
- 6.7. Renewing items on loan is possible under certain conditions. A request does not automatically lead to a renewal. The renewal shall be refused if the item on loan is requested by another user, the loan period was exceeded or there are still outstanding fines.
- 6.8. Different loan periods are automatically applied by the library during holiday or closure periods.
- 6.9. If an overdue borrowed item is returned, a fine needs to be paid regardless of whether recall notices or reminders have been received or not. No overdue charge will have to be paid for holidays or library closure periods. In case of illness, submitting a medical certificate may be reason to (partially) waive the fine.
- 6.10. Users who damage or lose borrowed items must report this to the library staff as soon as possible (see also paragraph 8).

## **7. ILL**

- 7.1. ILL (Inter-library Loan scheme) is a service whereby books or (digital) copies of magazine articles from other libraries are transferred to the Odisee libraries. Books borrowed in this manner shall be returned afterwards to the lending library by the library staff; (digital) copies are for the personal use only of the applicant. In the context of ILL, Odisee also lends books and (digital) copies from its

own collection to other libraries. The loan period of an ILL item can be extended only exceptionally and exclusively by the ILL administrator after consultation with the supplying institution.

- 7.2. The ILL service is strictly reserved for regular borrowers of their own campus, including emeritus professors and guest lecturers. Former staff and members of the Advisory Councils of Professional Experts cannot use the ILL services.
- 7.3. ILL is not for free.
- Student-applicants can be charged a part of the fee charged to Odisee by the lending library. The fees are payable when the student comes to consult or collect his ILL items. Students who do not come to consult or collect their ILL material shall still be charged the fee due or can be otherwise sanctioned if no fee was due.
  - Staff members do not have to pay the fee for the ILL application themselves if the application is made in the context of their professional assignment. In that case, the fee will be either paid by Odisee or by the (research) project for which the application was made. If staff members request ILL material for private use, they must pay part of the fee charged to Odisee by the lending library. The fee will remain payable even if they do not come to consult or collect the requested material.
  - If the requested material is not delivered or due to an administrative error the wrong item was delivered, the applicant shall not be charged anything.

## **8. Liability**

- 8.1. Any damage and/or loss of library material, equipment or infrastructure must be compensated for by the person(s) involved. A loan item that is returned shall, after a certain period of time, be considered lost. Odisee reserves the right to prohibit further use of PCs and/or to charge a compensation in case of abuse or damage to computer software or hardware.
- 8.2. The borrower must check any item for damage or completeness before borrowing it. Existing irregularities or damage to the item must be reported to the library staff to prevent the borrower from being held liable when returning the loan.
- 8.3. The borrower must look after his library card himself. Its use is strictly personal. A third party shall be allowed to borrow items on another borrower's library card only if a written permission exists between the owner of the library 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 on loan is overdue and consequently a fine has to be paid, the borrower whose library card was used shall be the sole contact for the library staff.

This also applies if the overdue loan, damage or loss was caused by a third person (see also 8.4 and 8.5).

- 8.4. Unpaid damages or loss of borrowed items, overdue loans as well as unpaid fines shall lead to the (temporary) suspension of borrowing privileges and/or the retention of the deposit paid by the person on whose library card the items were borrowed.

This rule also applies to ILL loan material or lendable locker keys.

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 items must be made directly to the library:
- The borrower himself buys an identical replacement copy and donates it to the library;
  - The borrower pays for the damage or loss at the library desk. The amount paid covers the 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 shall charge the theoretical cost of the replacement;
  - If it is impossible to replace the damaged book by an identical copy, the library shall charge the theoretical cost of the replacement; in case of damage or loss of an ILL book, the replacement cost shall be determined in consultation with the ILL lender; Odisee shall subsequently transfer the compensation to the lending library.
- 8.6. All disputes about damage, loss, fines, ILL or other must be submitted to the local library manager. Disputes that cannot be solved must be submitted to the head of the library department who, if necessary, shall involve the legal department to serve a notice. KU Leuven shall be consulted in case of disputes with students and staff of the KU Leuven Campus on Brussel, Gent and Aalst.
- 8.7. In case a user is robbed in the library (in general) or a borrower is robbed elsewhere and the library materials in his possession are stolen, the victim of such must file a complaint with the police and send a copy of it to the library manager.