

User Charter Association KU Leuven

The libraries and learning centres of the Association of the Catholic University play a supporting role in research and education. They serve staff members and students of the Association as well as the wider national and international research and education community. Above all they are organizations with user-centered services tailored as best as possible to the specific needs of users.

At the same time the libraries expect an active cooperation from their different users, as described below.

What you can expect from the libraries of the KU Leuven Association:

A range of products and services adapted to your needs.

Optimal access to our collections.

A pleasant, safe and stimulating environment offering the possibility of studying and meeting.

A strong integration of ICT for optimal consultation of the collections.

Library staff assisting you in a friendly and helpful manner with the consultation of the collections and the use of the library space and infrastructure. They are willing to listen and answer your questions and complaints or refer you to the most appropriate agency.

Library staff which has the necessary knowledge and keep their know-how up-to-date.

Information about the effective use of the library combined with introductory sessions.

Forums and channels through which you can give your opinion about the products delivered and thus contribute to the improvement of services .

Reports on performance and quality.

What the libraries of the KU Leuven Association expect from you:

Know and respect the rules of the library, including the library regulations and ICT conduct.

Have a valid library card that you reserve for personal use and show on request.

Handle the library collection with care and respect the infrastructure. You have to reimburse any damage as well as loss of borrowed material.

Do not disturb or interfere with any other users.

Respect the law on copy right.

Treat library staff with respect.

Take note of the information provided by the library on how to make use of the library collection, - space and facilities and take part in the introductory sessions.

Follow the instructions of library staff.

Share your wishes, needs and suggestions in order to optimize the library service.