

TU Delft Library provides students, PhD candidates, staff and other visitors with areas and facilities to find, consult, assess, use, borrow and extend the loan of information in digital and paper form.

In the Central Library of TU Delft Library there are facilities for studying with or without a computer or laptop, individually or as part of a group.

In order to ensure a congenial and conducive working environment for all users (i.e. that all users can spend their time in the library building in a pleasant atmosphere), visitors are subject to various rules of conduct issued by TU Delft and TU Delft Library.

## Index

TU Delft Rules of Conduct.....	2
House Rules of TU Delft Library .....	3
1. <i>Use of TU Delft Library</i> .....	3
Becoming a member .....	3
One-Day Visitor's Card .....	4
Borrowing.....	4
Loan period and renewals .....	4
Fines .....	4
If your library card is lost or stolen .....	5
Change of address.....	5
Using facilities of TU Delft Library .....	5
2. <i>Public order</i> .....	5
3. <i>Using and borrowing library materials</i> .....	6
4. <i>Photographing and filming</i> .....	6
5. <i>Group visits</i> .....	6
6. <i>Smoking</i> .....	6
7. <i>Use of PCs and other facilities</i> .....	6
8. <i>Mobile telephones, iPods etc.</i> .....	6
9. <i>Coats and bags</i> .....	7
10. <i>Eating and drinking</i> .....	7
11. <i>Animals</i> .....	7
12. <i>Study areas</i> .....	7
13. <i>Lost and found</i> .....	7
14. <i>Liability</i> .....	7
15. <i>Observance of the rules</i> .....	7

## **TU Delft Rules of Conduct**

The following rules apply in all buildings of TU Delft:

1. [Use of buildings, grounds and facilities regulations](#) for TU Delft students and visitors (in Dutch, Word, 57 kB).
2. [Code of Conduct](#) for the use of ICT facilities of TU Delft, summarised in [the Code of Conduct](#).

The Librarian of TU Delft (= the director of TU Delft Library) decides on any cases not covered by these rules.

## House Rules of TU Delft Library

The TU Delft Code of Conduct and the TU Delft Library house rules apply in all [TU Delft Library locations](#).

### 1. Use of TU Delft Library

Anyone in search of reliable, technical-scientific information may use the facilities of TU Delft Library.

#### **Becoming a member**

Everyone is welcome to enter TU Delft Library as a visitor and to make use of the publicly accessible facilities, such as the online catalogue, reference works and the collection of journals. If you wish to make full on-location use of the services that TU Delft Library can provide, then you require a library card.

#### **Library card**

You require a library card in order to request or borrow publications from the collection of TU Delft Library. You can apply for this strictly non-transferrable card at the [Information Desk of the Central Library](#) and of the other locations.

#### ***First-year students TU Delft 2008-2009***

Students of TU Delft who are first-year students in the 2008-2009 academic year may register their CampusCard as a library card at the information desks of the [Library locations](#).

#### ***Other students and staff***

In the course of time it will be possible for all students and staff of TU Delft to use their CampusCard as a library card.

The library pass will be issued free of charge to other students and to staff of TU Delft on presentation of a valid CampusCard.

#### ***Guests of TU Delft***

Guests of TU Delft can obtain a library card on presentation of their hospitality declaration. The card has a maximum period of validity equal to that of the hospitality declaration.

#### ***Students and staff of other Dutch universities***

The library card is also available free of charge to students of other Dutch universities on presentation of a valid student card. Staff of other Dutch universities too can obtain a library card free of charge on presentation of a staff identity card or a letter of appointment.

#### ***Other applications***

Other applicants pay a charge of € 20 per year. Alumni are granted a discount of € 5 on presentation of their alumni card. Supporters of the [TU Delft Library Users' Foundation](#) receive the library card free of charge.

- Application  
If you are not a member of staff or a student of TU Delft then please supply two identical passport photographs along with your library card application.
- Extension  
In order to extend your library card you need to prove your identity with a valid proof of personal identity and a recent proof of address. The following proofs of identity are accepted:

**Proof of personal identity:**

- student card /CampusCard (only for first-year students of TU Delft starting their studies in the 2008-2009 academic year)
- 'OV-kaart' (public transport season ticket)
- 'pas 65' (pensioner's card)
- passport
- driving licence
- European identity card

**Proof of address:**

- bank or giro account statement
- proof of health insurance registration
- green card for motor insurance
- insurance policy
- recent tenancy agreement
- official letter from TU Delft

**One-Day Visitor's Card**

If you do not have a recent proof of address with you, then on presentation of a valid proof of personal identity and on payment of a € 10 deposit and a charge of € 2.50 you can obtain a 'One-Day Visitor's Card' at the Information Desk in the Central Library. This Visitor's Card allows you, on the day in question, to request literature for inspection but not to borrow publications. You must hand in the Visitor's Card again before closing time on the same day.

**Borrowing**

If you have registered your CampusCard as a library card, then the CampusCard has the status and functions of a library card. Other users have a separate library card. You can use your library card to borrow a maximum of 20 books and similar items at any one time. An exception to this rule is the [Faculty of Architecture Library](#), where a maximum of 10 items may be borrowed at any one time.

If you wish to borrow more than 20 books and similar items, then you can obtain an extension to 40 books on payment of the double rate. Staff and students of TU Delft or other Dutch universities can obtain an extension of up to 40 books and similar items for € 10. Libraries, companies and institutions are not subject to a maximum limit on the number of publications that may be borrowed at any one time.

**Loan period and renewals**

The loan period for books and similar items is 28 days. For employees of the TU Delft the loan period is 56 days. The expiration date is printed on the loan slip enclosed in the book and also appears in your borrower's information accessible by internet. You may renew the book(s) up until the expiration date in writing, by phone or in person at the desk. You may also directly submit a renewal in the Library Catalogue after logging in at 'sign in'. A warning is issued by e-mail three days prior to the loan period expiration, provided that we have your e-mail address on file. The TU Delft Library is not liable for either receiving or not receiving this warning. No rights can be derived from this warning.

**Fines**

Should you fail to return books or other materials in observance of the loan period, a fine period will commence at EUR 0.15 a day for each book, with a maximum fine of EUR 12.00 for each book or item. Users with outstanding fines will not be allowed to renew existing loans or borrow new books or materials. The same applies to TU Delft employees as soon as the outstanding fine amounts to EUR 2.50. Fines must be paid in whole, after which time the user may directly loan the books again (provided that the items are not on reserve for another user). A reminder is sent when books or other items are 20 days or more overdue. When the books or other items are not

returned – or if they are returned damaged – after the reminder has been issued, an invoice will be sent reflecting the replacement costs, a fine and a € 25,00 administration fee. Only the replacement costs will be waived if the books are eventually returned.

### **If your library card is lost or stolen**

If you also use your CampusCard as a library card, then in the event of loss or theft of your CampusCard you should contact the Service Desk of the building where you study or work. In the case of loss or theft of other library cards you should inform TU Delft Library as soon as possible. Your card can then be inactivated in order to prevent misuse by third parties. You yourself can receive a replacement card (duplicate) for a modest charge. However, you will once again need to provide proof of identity ([proof of personal identity](#) and [recent proof of address](#)). If you are not a student or member of staff of TU Delft, then you must also supply 2 identical passport photographs.

### **Change of address**

Users must immediately notify TU Delft Library of any change of address:

#### **CampusCard as library card**

Students	Present your CampusCard in person to the <a href="#">Central Student Administration</a>
Members of staff	Present your CampusCard in person to the <a href="#">HR Services department</a>
<b>Other library cards</b>	Go to a service desk of TU Delft Library, presenting a valid proof of personal identity and a proof of change of address (see <a href="#">proof of personal identity</a> and <a href="#">proof of address</a> ).
Users without a library card	Notify the Customer Service of TU Delft Library about your change of address ( <a href="mailto:library@tudelft.nl">library@tudelft.nl</a> or 015 – 27 85678)

### **Using facilities of TU Delft Library**

#### ***Students and staff of TU Delft***

Your NetID and password give you access in the Central Library to all your files and library services on the campus network.

#### ***Other users of TU Delft Library***

Do you wish to use other computer facilities in the Central Library apart from the online library catalogue? In this case you can request a non-transferrable, one-day guest account at the Service Desk of TU Delft Library on presentation of a valid proof of identity and following registration of your personal details. This enables you to use the computers in the central hall of the Central Library. On the day of validity of your guest account you can store files on the central disk space assigned to your log-in account or on your own USB stick. After closing time all your files will be deleted. This means that you will no longer be able to access your files on the following day!

By applying for this guest account you agree to observe the [General Code of Conduct](#) for the use of ICT facilities of TU Delft, summarised in a [Code of Conduct](#), or CoCon for short. You will be given a copy of this code of conduct when you apply for your guest account. TU Delft will hold you personally liable for any violation of the CoCon.

## **2. Public order**

Silence must be observed when visiting the library building in order to avoid disturbing other library users.

### 3. Using and borrowing library materials

TU Delft Library expects you as visitor to treat the library materials and facilities with care.

If you borrow books or other information carriers from a service desk of TU Delft Library you will also receive a loan slip with the date of return of the borrowed books. As a borrower you are responsible for returning the borrowed information carriers in good time.

As an extra service TU Delft Library will – if we have your e-mail address – send you an e-mail three days before expiry of the loan period, notifying you of this imminent expiry. No rights may be derived from this notification; TU Delft Library cannot meet requests to waive fines made on the grounds that no e-mail reminder was received.

### 4. Photographing and filming

If you have obtained prior permission, you may – during periods other than the exam weeks – film or photograph without use of flash in the library building. For more information on this please refer to [rules on photography & rules on filming](#).

### 5. Group visits

Groups should report on arrival to the Service Desk of TU Delft Library. Groups may view the library building freely; it is not however permitted to visit the Cone and the Glass Room in groups.

### 6. Smoking

In the Central Library smoking is permitted only in the special smoking room next to the toilet for the disabled.

### 7. Use of PCs and other facilities

All computers of TU Delft are subject to the [General Code of Conduct for the use of ICT facilities](#) of TU Delft, summarised in the [Code of Conduct](#). In addition the TU Delft Library house rules apply.

#### **Technical-scientific use only**

TU Delft Library PCs and other facilities should be used for the purpose of searching for and using technical and scientific information.

#### **(Wireless) network**

In the Central Library of TU Delft Library you may make use of the wireless (WiFi) network of TU Delft.

#### **Installation**

Visitors are not allowed to install software on their own and/or to use their personal data carriers for any purpose other than to save search results and/or their own work. If you wish to view CD-ROMs accompanying TU Delft Library data carriers, please go to the Information Desk.

### 8. Mobile telephones, iPods etc.

Mobile phones, iPods, Discmans etc. can be very disruptive in the library building, even in vibration mode, and therefore should be switched off completely. You may however use your

mobile phone, iPod and Discman on the landing and in the Coffee Corner.

## **9. Coats and bags**

You may take your coat and bag into the library building, or you may also use the lockers or the cloakroom. Please be aware that the cloakroom is not secured. You are advised not to leave any valuables in your belongings.

On presentation of a proof of identity and payment of a € 10 deposit at the Service Desk of TU Delft Library you can obtain the key to a locker for one day. Keys must be returned the same day before closing time or when leaving the library building.

## **10. Eating and drinking**

Eating and drinking is permitted only in the Coffee Corner and central hall. In order to prevent damage to documents and equipment, eating and drinking is prohibited in all other public areas of the Library. Bottles of water form an exception to this rule.

## **11. Animals**

Guide dogs with their owners are welcome to visit the library building. No other animals are permitted.

## **12. Study areas**

Besides the individual study areas in the central hall and the Glass Room, the Central Library of TU Delft Library has a number of study areas where you can study individually or in groups (at least three people). Group rooms can be reserved at the Service Desk of TU Delft Library. Reservations will expire 30 minutes after the planned commencement time. During exam weeks, TU Delft students are also allowed to use the Red Room. The Student Card is required as a deposit in order to receive an access pass.

## **13. Lost and found**

If you have lost something or find anything left behind by other visitors, please report to the TU Delft Library Service Desk. TU Delft Library cannot be held liable for lost objects or damage to found items. The Library reserves the right to dispose of found items that have not been claimed by the owner within six months.

## **14. Liability**

TU Delft Library cannot be held liable for damage to and/or theft of personal possessions of visitors incurred during use of the library building.

## **15. Observance of the rules**

In certain cases it may be necessary for the security staff of TU Delft Library to take action. It is important to know that the security staff are authorised to carry out the following actions:

- ask visitors to provide proof of identity
- carry out random checks to ensure proper use of the facilities
- carry out random checks of coats and bags brought by visitors
- address library users with regard to disturbance-causing or undesirable behaviour

### **Denial of access**

In the event of vandalism, misuse of facilities, theft, repeated misconduct or general disturbance, the TU Delft Librarian may deny visitors the privilege to use facilities and/or access to the Library

may be denied for a specific period of time. The Haaglanden regional police department will receive a copy of the denial statement.

### **Vandalism and theft**

TU Delft Library expects visitors to exercise care when using library materials and facilities. In the event of vandalism, damage and/or theft the police will be notified if necessary and the responsible person(s) will always be required to pay for the damages.