

## **Rules and Procedure for using Klib Library Software for students and Staff**

### **Order and Return Process**

- A registered user logs in to klib ([www.klib.in](http://www.klib.in)) and places an order for a book.
- The user receives an order confirmation e-mail and the book is delivered by a klib associate to the campus in 2-4 working days
- Once the user finishes reading the book(if it is before the due date), he/she needs to raise an online return request for the book via the klib login portal.
- After the return request is raised, the user should return the book back to the librarian .
- A klib associate will collect the book from the library in their next pickup schedule and the same will be updated in the system, followed by a Return confirmation mail to the user.

### **Usage Policies**

- a. **Borrowing Limit:**  
Each user may borrow 1 book at a time, subject to availability .
- b. **Loan Period:**  
Books may be borrowed for a maximum of 30 days at a time, after which they must be returned. The borrowers who have not returned the book in the designated due date, shall be eligible for fines and penalties.
- c. **Lost or Damaged Items:**  
Damage to a book is defined as an event where the book is not in a "lendable condition". klib reserves the right to determine whether a book is in lendable condition.
  - Employee/student must inform klib on loss/ damage of book.
  - Any loss/ damage of books should be reported to librarian and informed via email to [help@klib.in](mailto:help@klib.in) In the event where a book is lost and is reported so by an user, klib will inform the "replacement cost" to the concerned user by email. The user needs to refund the amount within 7 business days via Online payment.

- The klib associate will check the condition of a book while collecting the same. In the event of a klib associate finding the book to be in a damaged condition, klib will write an email to the user regarding “replacement cost” along with details (Pictures) of the book damaged. The user needs to refund the amount within 7 business days via online payment.

### **Guidelines**

- Inspect the book immediately after receiving it for any damage, misprints, or incorrect items. If any damages are found , please contact the librarian immediately within 24 hrs of the book issue.
- Do not write, underline, or highlight in books ordered , as they need to be returned and used by others.
- Ensure the book is returned in the same condition as received. Any damage may result in penalties or replacement costs.
- Keep the books away from food, drinks, and moisture.
- Plan your orders and collections well in advance of vacations or extended leaves to ensure timely delivery and proper handling of books.
- An exiting user will have to visit [www.klib.in](http://www.klib.in) and click on Help and then select “Account Cancellation / Request No Dues” from klib as a part of the exit checklist.

### **Technical Support**

- For technical support or general queries, users can email [help@klib.in](mailto:help@klib.in)
- Feedback on services can be submitted via the feedback form available on the platform.
- Users may submit requests for new books or resources through the Recommendations feature on the login portal. Approval of requests is subject to availability, demand, and budget considerations

### **Access Guidelines**

A detailed user guide is attached for the reference of all staff, students who wish to avail the services of klib library. The same can also be accessed [here](#).