



The library's service declaration

We wish to give our users the best possible assistance based on the library's resources. Our users are primarily students and staff at NHH. Most of the library's services are also available to external users.

We promise to:

- be obliging and available
- ensure good access to the necessary specialist literature
- provide guidance and instruction in the use of the library
- stock syllabus in paper or electronic format
- create an inspirational working environment
- have a skilled staff and answer enquiries as they arise during ordinary opening hours (chat, email, phone and desk)
- provide assistance in connection with open electronic publication or registration of research results

We expect:

- everyone to comply with the library's rules, [see the loan rules](#)
- everyone to learn how to use the library system Oria and to find their way around the library
- everyone to stay up-to-date about the library's opening hours and the services on our website