



# REGULATIONS

Rules for Using the Library

CITIZENS' SERVICES AND LIBRARIES

## Rules for using the library

- » Everyone can use the library.
- » Use of the library is free of charge.
- » Printing, photocopying and special services ordered by the user, however, are subject to a fee.
- » Everyone can borrow books, periodicals, audio books, music materials and other materials and everyone can use IT etc.
- » Access to loans of certain types of materials such as eBooks and DVDs may be subject to limitations.
- » The library may have restricted access to loans of particularly valuable materials, materials of which the library has only a limited number, or materials that for other reasons are unfit for borrowing.
- » When issuing materials to users without a permanent address in Aarhus Municipality, a deposit may be charged.
- » The library may set a maximum number of reservations registered to a user at the same time.

## Library card

- » Everyone can obtain a library card.
- » For adults the health insurance card provides access to loaning at the library. Before the health insurance card can be used, you have to be registered as a user of the library. This requires enquiry in person at the library. When registering as a library user, you must bring your health insurance card and a valid ID with photo.
- » If you forget your PIN code, you can obtain a new one by enquiring in person at the library and bringing personal ID; e.g. health insurance card, driver's license or passport.
- » When registering a child under the age of 18, the child's national health insurance card and an application form signed by one of the parents or a guardian are required.

- » Children and young adults receive a library card when registering. The health insurance card may subsequently also be used.
- » By their signature, the parent or the guardian vouches for the child or young person's responsibilities.
- » The library card/health insurance card is personal and may not be used by others.
- » The library card/health insurance card must be used every time materials are borrowed at the library.
- » The PIN code must be kept separate from the library card/health insurance card.
- » The user is responsible for all the materials borrowed on his or her library card/health insurance card.
- » In case the library card is stolen, the user must report this to the library immediately. The library will then place a block on the library card.
- » In case the library card is stolen, the user must without undue delay report the theft to the police.
- » The library will charge a fee of DKK 20 for issuing a replacement library card.

## Service announcement

- » When registered as a user of the library, when informing us of your email address or mobile number, you accept receiving service announcements concerning loans, reservations, and use of the library's various services.

## Registering loans

- » All loans are registered electronically.
- » Loans are deleted when the materials are returned to the library. However, for up to 4 weeks after return of the material, the library keeps a register of who a given material was loaned to.
- » The library treats personal information about users according to The Danish Act on Processing of Personal Data. For further information see Aarhus Public Libraries' website: [www.aakb.dk/personoplysninger](http://www.aakb.dk/personoplysninger) (in Danish only).
- » The library's materials are anti-theft protected.

## Loan period

- » The loan period is usually 1 month.
- » Each library can set individual loan periods for particularly popular materials, e.g. 7 or 14 days.
- » Deadline for returning materials appears on the receipt which is issued with every loan.
- » The loan period can usually be extended if the material is not reserved by other users. The loan period can at the most be extended twice.
- » Receipts are automatically issued both in connection with borrowing and returning materials. The receipt issued upon returning materials to the library is the user's documentation for returning the borrowed materials.
- » Upon returning materials, please check if the number of materials corresponds with the number of materials on the receipt.
- » When returning library materials through a library letter slit or by postal packer, a receipt is not automatically issued, and use of these approaches take place at the user's own risk.

## Exceeding the loan period

- » If the loan period is exceeded, a fine must be paid according to the current rates (see separate leaflet on fees). The rates are determined by the Aarhus City Council.
- » The fine for exceeding the loan period must be paid even if no recall notice has been sent out.
- » Only one recall notice is sent to the user (approximately 18 days after the expiry of the loan period).
- » Users can subscribe to an advice note via e-mail or text message 3 days before expiry of the loan period.
- » Unpaid fines are turned over to the debt collection department with the consequence of payable accounts for the user.
- » Unpaid fines with added costs can be collected by withholding wages etc. according to the regulation of collection of debt to the public sector.

## Monetary damages

- » If loans are not returned 5 weeks after the loan period's expiry, the material is considered lost.
- » The user must pay damages for lost or damaged library material.
- » (See [www.aakb.dk/takster](http://www.aakb.dk/takster) or the separate leaflet on fees).

## Exclusion and expulsion of users

- » Users, who repeatedly fail to return borrowed materials or return borrowed materials in a damaged state, can be excluded from borrowing at Aarhus Public Libraries.
- » The exclusion may be upheld until the material has been returned or replaced.
- » Users, who owe the library DKK 200 or more in overdue fines, can be excluded until the entire debt has been paid.
- » Users must be given a 7-day written notice before exclusion. In special cases, the library has the authority to exclude users without a notice.
- » Users, who exhibit disruptive behaviour or fail to comply with instructions from the library staff, can be expelled from the library.

## Responsibility

- » The library accepts no responsibility in case borrowed materials damage the user's equipment; e.g. computer, software or equipment for playing media.
- » The library accepts no responsibility for material found at or copied by the user on the Internet.

## Registration of PC-use

- » Use of Internet via the libraries' public PCs and wireless network (hotspots) is registered and kept for 30 days.
- » The registered data can only be handed over to the authorities based on a warrant in connection with a criminal investigation.
- » Rules and regulations for use of the Internet is described in the library's 'Internet Policy': [www.aakb.dk/internetpolitik](http://www.aakb.dk/internetpolitik) (in Danish only).

## Open libraries

- » In addition to staffed opening hours, the user can use some libraries during unstaffed opening hours. These libraries are called 'open libraries'.
- » During unstaffed opening hours the user can borrow and return materials and use the local library's offers.
- » Everyone aged 14 and over and who are registered users of the library may access the library during unstaffed opening hours. Access to the library is provided by using one's library card.
- » Use of the library during unstaffed opening hours is at the user's own risk.
- » Everyone aged 13 and under has access if they are accompanied by a person who has access to the library during the unstaffed hours.

The individual library may define its own specified regulations for using the library. Leaflets on rules for using the library, fees and opening hours are handed out when registering and they are available at all service points.

*The regulations have been adopted by Aarhus City Council.*