

# **Rules and Regulations for Using the Norderstedt Public Library**

## **§ 1 General points**

The library is the property of the town and is maintained through public means for the benefit of the public.

## **§ 2 User**

Every person has the right to borrow books and other items and to use the facilities of the library according to the rules and regulations based on civil law.

Graphics and ebook readers are the only exceptions. To borrow graphics or ebook readers, the user has to be of age.

## **§ 3 Registration**

(1)

The user must register personally and present a valid identity card or a valid passport and an official registration form (Meldeschein).

Children or minors without an identity card are asked to show the necessary documents of a parent or legal guardian. They will receive a user card only on presentation of a written declaration by the parents or legal guardian specifying that they, the latter, will accept eventual liabilities incurred by use of the facilities (compensation for damages).

The registration of an institution or a department has to be applied for in writing by an authorized person. The application form has to bear the official stamp, the name and the signature of the director of the institution as well as the name and the signature of the user/ authorized person.

(2)

The user or the legal representative accept with their signature on the regis-

tration form the rules and regulations of the library.

(3)

Persons entitled to reductions have to present proof within four weeks. Otherwise no reduction will be granted

(4) The user card is personal and cannot be transferred to another person and remains the library's property. In case of loss of the card or change of domicile the library has to be notified immediately.

The registered user or the legal representative is liable for any damages resulting from misuse.

The user card has to be returned on demand to the library.

(5)

The user's data necessary for the use of the library will be stored electronically for 3 years and protected according to the stipulations of the Data Protection Act ("Landesdatenschutzgesetz") of Schleswig Holstein. This data will be used only for letters from the "Bildungswerke Norderstedt"

#### **§ 4 Borrowing, extensions, orders, payments**

(1)

When using the library (borrowing, returning, renewal and payment) the valid user card has to be shown.

Further, the card has to be shown any time on demand.

(2)

As a general rule, books, as well as ebook readers, may be borrowed for four weeks, but the lending period for videos, DVDs, and magazines is only two weeks. Graphics are lent out for eight weeks. The lending period can be shortened or in advance prolonged by the library in justifiable, exceptional cases or for particular media groups.

(3)

The borrowed media and ebook readers must be returned punctually, and without the user having to be contacted, to the library branch where they were borrowed. On request and for a fee they can be returned to another branch.

(4)

If the lending period is exceeded, a fine must be paid. This fine is due whether the user has received a written reminder or not.

(5)

Before expiry of the lending period, a later return date for the media can be requested. This will be granted only once and only if another user has not reserved the media in question.

(6)

An renewal of the lending period can be applied for at the branches or by phone, fax, e-mail, as well as by using the online-catalogue / „Benutzerfunktion“.

In the event of a technical problem, another available possibility must be used, otherwise a fine for exceeded lending period must be paid.

(7)

Renewal of the lending period as described above is regarded as a renewed lending and the additional fees for lending have to be paid according to the valid payment schedule.

(8)

Media and ebook readers can be reserved procured from another branch of the Norderstedt Public Library on payment of a fee.

(9)

The library reserves the right to demand, at any time, that borrowed items be returned.

(10)

Norderstedt Public Library can exclude items from lending. This applies, for example, to newspapers and reference books in the reference library.

## **§ 5 Borrowing of media from other institutions**

Books not kept by the library can be procured from another library on payment of a fee. In this case the rules and regulations of the library in question for lending books to other libraries must be adhered to and books can then be used according to the conditions of that lending institution. Videos and other audiovisual media cannot be procured from other institutions.

## **§ 6 Treatment of borrowed media and user liability**

(1)

The user is obliged to treat the borrowed items and ebook readers carefully and to protect them from changes, soiling and damaging. The passing on to a third party is not permitted.

(2)

All pictures are framed and packed in a transportation box when lent out. The pictures are not to be taken out of their frame. They have to be protected from direct sunlight, humidity and excessive heat. The pictures have to be returned in the packaging in which they were lent out.

(3)

The library has to be notified in the case of loss of borrowed items or ebook readers.

(4)

The user is liable for compensation for any damage or loss of items or ebook readers. The cost of replacement/repair is calculated according to the damage incurred to the items or, in case of loss, the cost for replacement. In case of loss of, or damage to, a borrowed picture, the frame, the glazing, the packaging or other components, the user is liable for the cost of replacement. In the case of irreplaceable pictures the user has to pay the current market value.

## **§ 7 Limitation of Liability**

The library is not liable for damages which are incurred by the use of their items and equipment with users' own equipment.

## **§ 8 Right of premises and conduct in the library**

(1)

The management or their representative has the right of premises during opening times. The user has to follow the instructions issued by the personnel of the library.

(2)

In no way can it be expected or demanded that personnel look after children who are not accompanied by adults.

(3)

The library is not liable for users' items which have been lost, damaged or stolen.

### **§ 9 Exclusion from use of the library**

Persons can be excluded from the use of the library if they violate the above rules and regulations or the house rules, particularly if they repeatedly exceed the lending periods and do not pay the incurred fees immediately. A complaint about such a decision can be lodged with the responsible department "Dezernat I" of the town Norderstedt. The "Dezernat" will decide on the steps to be taken concerning the complaint.

### **§ 10 Validity**

These rules and regulations become effective on 01.09.2012, at which time the preceding rules and regulations for the Norderstedt Town Library, passed by the Town Council on 01.09.2011, become invalid.

# Fees for the Norderstedt Public Library

## 1. Fee for registering

- |  |      |
|--|------|
| ○ Children, young persons, persons entitled to reductions (students from 18 years of age, draftees, young people doing alternative service, unemployed persons receiving welfare, persons who are more than 50% handicapped, kindergardens, schools and day passes | free |
| ○ All other persons  | 3,00 |

## 2. Periodical Fees

Fee is paid yearly, authorizes borrowing without cost of all media with the exception of Bestseller stock or stock of graphics

- |  |       |
|--|-------|
| ○ Children and young persons up to 17 years of age   | free  |
| ○ Young person's membership (18 – 27 years of age)   | 20,00 |
| ▪ Entitled to reduction  | 10,00 |
| ○ Full membership (all other persons)  | 24,00 |
| ▪ Entitled to reduction  | 12,00 |
| ○ Partner membership (valid in conjunction with either a young person's or full membership without reduction)      | 12,00 |
| ○ Day membership, authorizes borrowing of up to ten items without the possibility of loan renewal                  | 4,00  |
| ▪ Entitled to reduction  | 2,00  |
| ○ E-membership, for exclusive use in connection with E-learning offered as part of a course at the VHS Norderstedt | 6,00  |
| ○ Reduction for granting a direct debit mandate (not for already reduced memberships)                              | 2,00  |

### 3. Borrowing fees

For all library card holders:

- Borrowing from Bestseller stock per item 2,50
- Borrowing per picture or graphic 5,00

### 4. Fees for services rendered

- Orders involving inter library loan 2,50
- Reservation, procurement per item / package of topics from Norderstedt Town Library / from Schleswig Holstein 1,50
- Return transport of books or other items to another branch of the library (provided the items have not been reserved or already borrowed) 0,50
- Services for bringing and obtaining items within Norderstedt per delivery 10,00
- Faxed information per page (within Germany) 0,50
- Copies produced by the library per page 0,50
- Statements of account and title lists 0,50
- Copy per page 0,20
  
- Requested research per started 30 minutes 20,00

### 5. Surcharges for failure to return items punctually

Per day and per item

- Children up to 12 years (max. € 4,95) 0,15
- All other persons (max. € 9,90) 0,30

Additional flat rate charges, when applicable

- First Reminder 2,50
- Second Reminder 7,50
- Third Reminder 12,50

## **6. Compensation for damages**

- |   |       |
|---|-------|
| ○ Handling fees in case of replacement of the item by user                          | 3,00  |
| ○ Handling fees in case of replacement of the item by library plus replacement cost | 10,00 |
| ○ Games replacement parts   | 5,00  |
| ○ Damages to media according to cost of repair or bookbinding                       |       |
| ○ Replacement of packaging  | 3,00  |
| ○ Replacement of registration material  | 1,50  |

## **7. Administration fees**

- |   |       |
|---|-------|
| ○ Loss or damages of the library card                               | 3,00  |
| ○ Address search  | 15,00 |
| ○ Bank fees incurred for direct debiting failure caused by customer | 15,00 |

## **8. Additional reductions**

Public library Norderstedt may grant financial reductions for advertising purposes

## **9. Validity**

This list of fees comes into effect on 01.09.2012, at which time the list of fees dated 01.09.2011 becomes invalid.