

Welcome

Welcome to the library. We are looking forward to seeing you, and we hope that you will utilise the library services and have a really good time here.

Rules

How do you sign up?

Feel free to use the library services at any time, e.g. to meet friends, read a newspaper, use the internet or write a paper.

If you would like to borrow library materials, you need to sign up. You use your yellow health insurance card as your personal library card, and you select a pin code. When you sign up, you must present your health insurance card along with a personal ID with photo, or some other type of valid ID. Please inform us if you change your address, phone number or e-mail address.

If you do not have an address, health insurance card, residence application or passport number you must pay a depository of DKK 500 to borrow materials. If you get a permanent address, other forms of valid ID or decide not to be registered anymore the depository will be paid back to you. Just remember to keep your receipt.

Children and youngsters under 18 are also very welcome; however, one of their parents, or the guardian, must sign the registration form in order for the children to be able to borrow library materials. Children and youngsters under 18 can either use their health insurance card along with a pin code or obtain a library card with optional pin code.

If you would like to borrow library materials, please bring your library card.

If you lose your library card, please inform us immediately by calling (+45) 9931 4300 or by sending an e-mail to info-bibliotek@aalborg.dk. We will make sure to cancel your card so that nobody else can use it.

How long may you keep borrowed library materials?

Usually, you may keep borrowed library materials for 1 month; however, some of the most popular items are due back after 7 or 14 days.

Check the loan receipt or your loan status on the internet in order to find out when your library materials are due back.

How do you extend the loan period?

Unless the material in question has been reserved by somebody else, you may extend the loan period by visiting www.aalborgbibliotekerne.dk, by calling the library or at the library directly.

Materials subject to a loan period of 35 days may be extended up to a maximum of 3 extensions in total. Materials subject to a 7- or 14-days loan period may be extended only once.

How do you order materials?

You can order materials through the library website, by calling the library or at the library directly.

Please provide us with an e-mail address or a mobile phone number, so that we can send you a message once the materials are ready for you.

If we do not have the materials that you need, we will do our best to order them from another library for you.

If you return the materials late

In order to allow as many people as possible to enjoy the library services, you must return the materials on time. Remember to keep your loan receipts in order to prove that your materials have been returned.

We offer a notification service that involves sending you a reminder via sms or e-mail 3 days before the materials are due. This service is free of charge, and you can sign up for it either through our website or at the library directly.

If you return your materials late anyway, you will be charged the following fees:

Late by	Children under 18	Adults
1-7 days	DKK 10	DKK 20
8-14 days.....	DKK 30	DKK 60
15-30 days	DKK 55	DKK 120
After 30 days	DKK 120	DKK 230
Invoicing fee	DKK 140	DKK 140
Reminder fee from BorgerserviceCentret		
	DKK 100	DKK 100

These fees are charged as of borrowing date. You can pay the fees through our website or at the main library (cash, Mobilepay or Dankort).

If you have provided us with your e-mail address, or if you wish to receive sms notifications, we will send you the first overdue notice once your loan period has been exceeding by 7 days and a second one once the materials are 14 days overdue.

If you are below 18 years of age, we need an e-mail address of one of your parents as well.

Once the loan period has been exceeded by 7 days, we will send you an overdue notice by e-mail or SMS. If you haven't provided us with e-mail address or mobile number, we will send the overdue notice by digital post (eBoks).

Once the due date has been exceeded by 35 days, you will be charged for both replacement and overdue fee. If you return the material, you only must pay the fee. You can pay it at our website or at the library directly.

If you owe more than DKK 100, we will send you a giro form to your eBoks.

If you owe DKK 200 or more, some of the self-service functions will no longer be made available to you and you will receive a notice on exclusion from borrowing at a 10-day deadline via eBoks.

Can you lose your library rights?

If borrowed materials repeatedly are not returned, are returned damaged, or if you owe DKK 200 or more, you might lose your right to borrow our materials.

You will be notified of such a suspension with a notice period of 7 days.

If you need to replace something that you have borrowed

You are obliged to replace ruined, lost or non-returned materials at the price determined by the library. The replacement price is calculated as the total costs of repurchasing and preparing the materials.

Please note that the replacement prices of items such as CD-ROMs and DVDs are much higher than those prices charged in the shops. This is due to copyright issues.

The invoice for such items will be forwarded to you by BorgerserviceCentret. We do not repurchase replaced materials.

The library cannot be made responsible for any damage to your own hardware or software that might occur in connection with borrowed materials.

The library is for everybody

We would like to provide all our users with a positive library experience. Therefore, everybody must observe public calm and order, and follow staff instructions. The library staff is entitled to ask disturbing visitors to leave and to ban them from using the library for a certain period of time.

Fees

Copying/printing from PC, per page

A4 formatDKK 1
A3 formatDKK 2

Fax at the main library, sending, per page

National and international DKK 15
Reception, per page DKK 15

Room rental for commercial purposes, rental fee per hour

The main library

Meeting room 1 and 3: DKK 200 (if cancelled DKK 50)
Meeting room 4: DKK 300 (if cancelled DKK 50)
Lecture room: DKK 400 (if cancelled DKK 100)

Vejgaard Library

All rooms:DKK 200 (if cancelled DKK 50)

Haraldslund and Trekanten - See website.

Associations are able to rent a room at the main and local libraries free of charge. You can reserve a room by visiting www.aalborgbibliotekerne.dk/lokaler.

Special opening hours

You can find opening hours for the libraries at www.aalborgbibliotekerne.dk/in-english.

On May 1st the libraries close at 12 noon. Some libraries are closed on bank holidays – please refer to www.aalborgbibliotekerne.dk.

Opening hours

Please refer to www.aalborgbibliotekerne.dk.

Aalborg Public Libraries

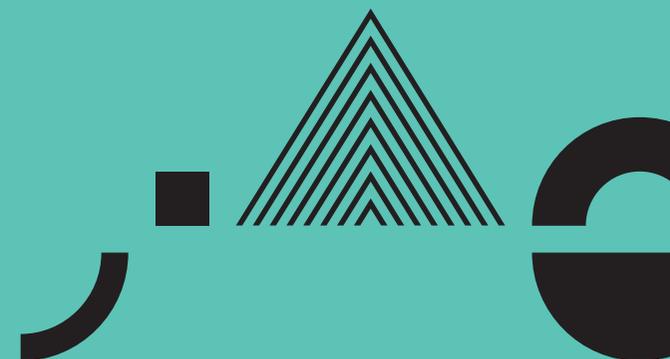
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Aalborg Public Libraries

The nitty-gritty



 **Aalborg
Bibliotekerne**