



General Information

In effect from 1 November 2019

Welcome

Enjoy your visit to the library! We are a free public service, however, there are some general rules and guidelines you must follow.

New User

You are free to spend time in the library where you can use our internet and read our magazines and newspapers. However, you need to register in our system to borrow library materials and to enter the library during self-service hours. You will use your yellow health insurance card as your personal library card and a four-digit pin code which you select.

You can sign up via aalborgbibliotekerne.dk using your NemID. This way, you have access to the library's services right away.

Alternatively, you can visit the library where our staff will help you register. For this, you must present your yellow health insurance card along with valid photo ID. If you do not have an address or a yellow health insurance card, you can get an ordinary library card by presenting a valid ID (passport, national ID card, residence permit, or similar).

In order to use the electronic services provided by Aalborg Libraries and to borrow board games, it is mandatory to live in Aalborg Municipality.

When you register, we will ask for your e-mail and phone number. Your contact information is used to send a free reminder on SMS or e-mail 3 days before the materials are due. It is, however, your own responsibility to return the materials in time.

If your address, e-mail or phone number changes, be sure to notify us – or update the information yourself via the website.

Children and Adolescents

Children and adolescents under the age of 18 are welcome to register as well. However, one of their parents or guardians will be required to sign the registration form in order for the children to be able to borrow library materials. The registration can be done digitally by filling in a form or you can physically visit the library where the staff can fulfill the registration.

Children and adolescents can either use their yellow health insurance card along with a pin code or obtain a separate library card with a pin code.

If You Lose Your 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 cancel your card to prevent misuse.

How Long Can You Keep Borrowed Library Materials?

Usually, you may keep borrowed library materials for 35 days; however, some of the most popular items are due back after 7 or 14 days.

Check the loan receipt or your loan status on our website to see 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 via our website aalborgbibliotekerne.dk, by using the app 'Biblioteket', by calling the library or by physically visiting the library.

Materials subject to a 7- or 14-days loan period may be extended once.

Materials subject to a loan period of 35 days may be extended with a maximum of 3 extensions in total.

Extending the loan is only possible if there are less than 7 days left of the existing loan period.

How Do You Order Materials?

You can order materials through the library website, by using the app 'Biblioteket', by calling the library or at the library directly.

With your contact information, we will send you a message once the materials are ready for you. We are not able to send you messages by post.

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

Overdue Materials

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 to prove that your materials have been returned.

Your contact information is used to send you a free reminder via SMS or e-mail 3 days before the materials are due. It is your own responsibility to return the materials in time.

Late Materials Will Be Charged the Following Fines

LATE BY	CHILDREN UNDER 18	ADULTS
1-7 days	DKK10	DKK 20
8-14 days	DKK 30	DKK 60
15-30 days	DKK 55	DKK 120
After 30 days	DKK 120	DKK 230

These fines are charged as of the return date. This means that if you have two or more materials with the same return date, you will be charged by the return date - not by the materials. The same goes if you have renewed

your loans so they have the same date of return. The fines will be generated once the materials have been returned.

You can pay the fines via our website, in the app 'Biblioteket' and at the Main Library.

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 an e-mail address or phone number, we will send the overdue notice by digital post (eBoks) or ordinary post.

Once the due date has been exceeded by 35 days, you will be charged for both the replacement of the material and the overdue fines. If you return the material, you only have to pay the fines.

If you owe DKK 200 or more, some of the self-service functions will no longer be available to you, and you will receive a notice of a ban from borrowing materials at a 10-day deadline. The ban will end when all the fines have been paid.

The library will send you a balance statement by digital post (eBoks) or ordinary post. The statement is an overview of all your fines. These can be paid via aalborgbibliotekerne.dk, the app 'Biblioteket' or at the Main Library.

Replacement

You are obliged to replace ruined/lost materials and non-returned materials. The replacement price is determined by the total cost of repurchasing and preparing the materials. Please note that the replacement prices of items such as DVDs are much higher than the prices charged in the shops. This is due to copyright issues. The fines can be paid via aalborgbibliotekerne.dk, the app 'Biblioteket' or at the Main Library. We do not repurchase replaced materials.

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

The Library Is for Everyone

We aim to provide all our users with a positive library experience. Therefore, all visitors must help preserve the public order and follow staff instructions. The library staff has the right to ask disruptive visitors to leave and to ban them from using the library for a certain period of time.

During the opening hours, there are surveillance cameras as crime prevention measures in all our libraries.

**Find the app 'Biblioteket' in Google Play and in the Apple App Store. Please note that it is the app 'Biblioteket' developed by Redia A/S you must download.*