



# The nitty-gritty

Affected from 1. november 2019

## Welcome

We look forward to seeing you at the library. We hope you will use 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 four digit pin code. When you sign up, you must present your health insurance card along with valid ID with photo. Please inform us if you change your address, phone number or e-mail.

You can also sign up via [aalborgbibliotekerne.dk](http://aalborgbibliotekerne.dk) using your NemID. This way you have access to the library's services right away.

In order to use the digital services by Aalborg Bibliotekerne, and to borrow boardgames, it is mandatory to live in Aalborg Municipality.

When you sign up we will ask for your e-mail and phone-number, so that we can contact you.

Your contact information is used to send free reminder on sms or e-mail 3 days before the materials are due. It is, however, your own responsibility to make sure to return the materials in time.

New address, new phonenumber or new email? Please remember to notify us and / or update your profile at [aalborgbibliotekerne.dk](http://aalborgbibliotekerne.dk).

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 pin code.

If you would like to borrow library materials, please bring your library card. Also bring your card during self service hours.

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](mailto:info-bibliotek@aalborg.dk). We will make sure to cancel your card so that nobody else can use it.

If you do not have an address or health insurance card you can get an ordinary library card by showing legitimation (passport, national IDcard, residence permit or similar)

### How long can you keep, what you have borrowed?

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 [aalborgbibliotekerne.dk](http://aalborgbibliotekerne.dk), using the app 'Biblioteket'\*, by calling the library or at the library directly.

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

Materials subject to a loan period of 1 month may be extended up to a maximum of 3 extensions in total.

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

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.

We are not able to send you messages by post.

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

### 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. It is your own responsibility to make sure to return the materials in time.

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
<b>Reminder fee from BorgerserviceCentret .....</b>	<b>DKK 100 .....</b>	<b>DKK 100</b>

These fees are charged as of borrowing date. This means that different fees can be expected if you have borrowed materials on different dates. Eventhough you have renewed all materials to same date of due. You can see the fees on your profile after you have returned the materials.

You can pay the fees 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 e-mail address or mobile 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 replacement and overdue fee. If you return the material, you only must pay the fee. You can pay it via our website, the app 'Biblioteket'\*, or at the library directly.

If you owe more than DKK 100, we will send you a giro form to your eBoks or ordinary post. If you owe DKK 200 or more:

- Some of the self-service functions will no longer be available for you.
- You will receive a notice on exclusion from borrowing at a 10-day deadline.

The exclusion will end when all the fees have been paid.

The library will send you a balance statement to your digital post (eBoks) or by ordinary post. The statement is an overview of all your fees. These can be paid via [aalborgbibliotekerne.dk](http://aalborgbibliotekerne.dk), the app 'Biblioteket'\*, or at the Main Library.

### If you need to replace something you have borrowed

You are obliged to replace ruined / lost materials and non-returned materials. The replacement price is determined by total costs of repurchasing and preparing the materials. Please note that the replacement prices of items such as DVDs are much higher than those prices charged in the shops. This is due to copyright issues. The fee can be paid via [aalborgbibliotekerne.dk](http://aalborgbibliotekerne.dk), the app 'Biblioteket'\*, or at the Main Library. 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.

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

### General Data Protection Regulation (GDPR)

Aalborg Public Libraries are following the regulatives by EU. You can read more about which information we register about you at [aalborgbibliotekerne.dk/GDPR](http://aalborgbibliotekerne.dk/GDPR). (Danish)

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