

- Replacement costs are non-refundable.
- Replacement copies of lost/damaged materials cannot be submitted.

Exclusion of borrowers

- Borrowers who repeatedly fail to return borrowed materials, or borrowers who return borrowed materials in damaged state, may be excluded from borrowing from the library. This exclusion may be maintained until the material(s) are returned or replaced.
- Borrowers who owe the library DKK 200 or more may be excluded from borrowing until the entire debt is paid.
- Exclusion of borrowers is done with a written 7 days notice.

Liability

- The library assumes no liability if borrowed materials damage a borrower’s replaying equipment.

Processing personal data

- To protect your personal data, the library is not permitted to inform any unauthorised party of loans, fines, reservations etc. registered in your name.
- For general information on personal data protection (GDPR) see <https://bibliotek.kk.dk/hjaelp/generel-info/behandling-af-personoplysninger>

Closing Days

Closing days at the library are listed at biblioteket.kk.dk

These rules for borrowing have been adopted by the Culture and Leisure Committee, most recently, see decision of March 30, 2006. Administrative updates will come into force on July 2026.

RATES

If the loan period is exceeded, the following rates apply:

Late returns	Adults 18 years and up	Children 0-17 years
1-7 days	DKK 20	DKK 10
8-30 days	DKK 120	DKK 55
Over 30 days	DKK 230	DKK 120

- These rates apply to materials with a regular loan period of 28 days as well as to materials with a shorter loan period.
- On the first working day after a fee has accrued, a bill will be sent via Digital Post.
- If the bill is not paid in a timely manner, a reminder requesting payment will be sent via Digital Post. A reminder fee is charged.
- Borrowers who have registered for our SMS or email service will receive a recall notice from the library 10 days after the deadline.
- 31 days after the loan period expires, the materials are considered lost, and a bill is sent via Digital Post.
- In addition to the compensation amount, fines must be paid for failing to return on time.
- Pupils in schools which share the address of the library do not pay fees but are under obligation to pay compensation for repair or replacement of materials

Replacement

- A damaged or lost material must be replaced financially. A replacement copy is not accepted.
- Blu-ray discs, DVDs, CD-ROMs etc. are licensed for lending purposes. Therefore, in addition to replacement costs, any costs covering licensing rights must also be paid.
- If the actual replacement price is not available, the following standard prices apply:

Standard prices for replacement

Book	DKK 255
Comic book	DKK 150
Periodical	DKK 100
Composite materials (book with CD, language courses without video/CD-ROM/DVD)	DKK 560

Audiobooks mp3	DKK 1.000
Console games, PC games and CD-ROMs	DKK 300
Music CDs	DKK 180
Films	DKK 550
Other materials	DKK 255

- A preparation fee of DKK 90 will be added to all prices.
- Special rules apply to materials borrowed from libraries outside of Copenhagen Municipality.

Oher rates

- Prices for telefaxes, photocopying, printing etc. can be found at bibliotek.kk.dk/print

Payment collection via the municipal Finance Administration (Økonomiforvaltningen)

- Costs are comprised of a fine of DKK 250 per reminder.
- If the case is sent to The Danish Debt Collection Agency (Gældsstyrelsen) for enforcement, additional costs will be added in line with current rules.

Appeals and complaints

If you are dissatisfied with library service, you may complain in writing directly to the library via mail: bibliotek@kk.dk

The library's response or decision may be appealed in writing to:

Kultur- og Fritidsforvaltningen
Biblioteks- og Kulturudvikling
Nyropsgade 3, 3. sal
1602 København V
Email: bibliotek@kk.dk

If you wish to send your query by secure email using MitID, you will find a link to the address at bibliotek.kk.dk/contact-library

You can find more information and service announcements at Copenhagen Libraries’ website: bibliotek.kk.dk

**RULES
&
RATES**

July 2026



**COPENHAGEN
LIBRARIES**

RULES

Copenhagen Libraries is a municipal institution and ordinary use of the library is free. To ensure that the library benefits as many users as possible, some rules for library usage are in place. As a user, you have a duty to be aware of and comply with the current rules.

Use of the library

- Everyone can freely use the library's regular offers and services.
- The library may require payment for printing and photocopying and other special services requested by the user.
- The general rules of the library – as well as instructions given by library staff – must be followed. See our institution rules at bibliotek.kk.dk. Library staff are authorised to eject users if the rules are not observed.

How to become a borrower

- You must have a Danish civil registration (CPR) number to be set up as a borrower.
- You can create your borrower profile using MitID at bibliotek.kk.dk when you reach 18 years of age. You can also register in person at the library using your (yellow) health insurance card and one other valid form of identification. Preferably with a photograph.
- For users under the age of 18, one of the parents or guardians will be held accountable for any debt to the library. You can create a borrower profile for your child using MitID.
- Companies and institutions – see bibliotek.kk.dk
- As far as possible, library notifications will be sent electronically. Provided that you have registered your email address and/or a Danish mobile number.
- You are responsible for ensuring that your email/mobile number is registered correctly. Changes can be entered online at bibliotek.kk.dk.

Special conditions relating to self-service opening hours

- All users can access the library using their health insurance card. To gain access, scan your card or app at the entrance card-reader.
- The library must be vacated when closing time is announced by loudspeaker.
- On public holidays and special occasions, access may be limited, or the library may be closed. This

will be announced on the website and posted in the library space.

- Our libraries have video surveillance as to create a safe environment and prevent crime in accordance with the TV Surveillance Act.

How to borrow from the library

- In order to borrow materials, you must be registered as a borrower and use your health insurance card or the library card in our app Biblioteket together with a (self-chosen) PIN code.
- You can download our app Biblioteket for your smartphone. Here you can browse for materials and download the barcode for your library card.
- Young people and children under the age of 18 can either use their health insurance card or obtain a library card.
- Parents can borrow materials for their children using the child's library card, or by using the child's CPR number and PIN code.
- Health insurance cards and library cards are personal and may not be used by others.
- You are responsible for all materials you borrow.
- If you lose your health insurance card or library card you must notify Copenmhagen Libraries immediately / 3366 3000. We will then close the card. Until the card(s) have been closed, you remain responsible for any misuse of materials borrowed.

Registration of loans

- All loans must be registered.
- All loans are recorded with civil registration (CPR) number/library card number. This data will be deleted after the materials have been returned. The library has access to information on, who has borrowed materials. However, only for a maximum of 4 weeks after the materials have been returned.
- This register of loans is in compliance with legislation on the protection of personal data.
- Library materials are secured against theft.

Loan period and returns

- The usual loan period is 28 days.
- For materials in great demand, the library may reduce loan periods and limit the number of items that may be borrowed at a time.
- The deadline for return of materials is stated on your loan receipt.
- The library will send an electronic reminder 3 days before the loan period expires.
- The receipt - physical or digital - is documentation

that the borrowed materials have been returned.

- When returning materials, please check that everything has been correctly registered and is recorded on your receipt.
- If materials borrowed from Copenhagen Libraries are returned to other libraries (outside the municipality), they will not be registered as returned until the date on which Copenhagen Libraries receives them. A fee must be paid, if this date exceeds the deadline for returns.

Renewal

- As a rule, you may renew your loan, if the material has not been requested by other users.
- Renewal can be done via our app Biblioteket, bibliotek.kk.dk, by telephone 3366 3000 or at the library.
- Renewal may not be done earlier than 7 days before the return deadline. You may only renew your loan twice.
- For telephone and online (bibliotek.kk.dk or our app Biblioteket) renewals, you will not receive a receipt, but the registration in the library's system is sufficient.

Reservation

- Materials out on loan may be reserved at the library, by telephone 3366 3000, via our app Biblioteket or at bibliotek.kk.dk. Your reservation will be registered using your CPR or library card number.
- You will be notified about your reservation via SMS or email, when the material is ready for collection, if you have registered your email address or Danish mobile number in our system.

Remote loans

- Remote borrowing is done by ordering materials from another library outside of Copenhagen Libraries.
- Renewal of remote loans is possible if the lending (remote) library permits it. This is, however, limited to a maximum of 2 extra loan periods and only if renewal is done in a timely manner.
- Renewal is subject to certain conditions. The lending (remote) library may choose to recall materials if it has been reserved by another user. In this case, the loan period is shortened.
- Remote loan materials borrowed from Copenhagen Libraries must be returned to one of the Copenhagen Libraries.
- If remote loan materials are returned to other libraries (outside the municipality), they will not be registered as returned until Copenhagen Libraries receives confirmation from the lending (remote)

library. This does not happen automatically. If the confirmation is received after the deadline for returns, a fee must be paid.

Late returns

- If the deadline for returns is missed, a fine must be paid according to current rates. This also applies if you have not received a reminder or a recall for borrowed material.
- Pupils in schools which share the address of the library do not pay fees but are under obligation to pay compensation for repair or replacement of materials.
- The library takes no responsibility for fines incurred during self-service opening hours. I.e. because of failure to access due to defective health insurance card.
- Fine rates are fixed by the Citizen's Council (Borgerrepræsentationen) of Copenhagen Municipality.
- Rates are calculated according to loan and return dates regardless of whether one or more items have been borrowed.
- Materials with identical loan and return dates which are returned or renewed too late on different dates, will incur a fine each time.
- Fine rates are stated in the overview of library rates at bibliotek.kk.dk
- Unpaid fines may be withheld from salary etc. in accordance with current legislation.

Replacement

- If library materials are damaged, lost, or not returned, they must be replaced in line with current rates.
- If the borrowed material is not returned 31 days after the loan period expires, it is considered lost and compensation/replacement will be demanded.
- In addition to this, fines must be paid for failing to return on time plus costs.
- If one part of a multi-volume work or composite material is lost and can only be regained as a whole entity, the library may demand that the entire work/composite material be replaced.
- If compensation payments and/or fines are not paid, the debt will be transferred to The Danish Debt Collection Agency (Gældsstyrelsen). Any consequent costs will be paid by the borrower/debtor.
- Replacement costs and other library recall costs are stated in the overview of library rates at bibliotek.kk.dk