

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 NemID 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.
- Users under the age of 18 must have their registration form signed by a parent or guardian, and the registration form must be presented along with the child's health insurance card. Signing the form holds you accountable for any debt to the library.
- Companies and institutions – contact Biblioteket Online via +45 3366 3000
- 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 over the age of 15 can access the library using their health insurance card. To gain access, scan your card at the entrance card-reader.
- On request of a staff member, you must present your health insurance card. If you are unable to do so, you may be asked to leave.
- Children under the age of 15 must be accompanied by a person authorised to access the area. This person has the responsibility during the visit and may not leave the children unattended in the library.
- It is not permitted to admit other people into the library. However, disabled users may be accompanied by a helper/companion.
- Windows and fire-doors must not be opened.
- 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.

How to borrow from the library

- In order to borrow materials, you must be registered as a borrower and use your health insurance card/library card together with a (self-chosen) PIN code.
- 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.
- 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 us immediately via Biblioteket Online 3366 3000. We will then close the card. Until the card(s) have been closed, you remain responsible for any misuse of materials borrowed.
- You can download our app – Biblioteket – for your smartphone. Here you can browse for materials and download the barcode for your library card.

Registering loans

- All loans must be registered in our library system. You borrow materials by using the automated machines at the library.
- 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 returns receipt is your documentation for having returned the borrowed material.
- When returning materials, please check that everything has been correctly registered and is recorded on your receipt.
- The library will send an electronic reminder 3 days before the loan period expires.

Renewal

- If the material has not been requested by other users, you may – as a rule – renew your loan. You can do this at the library, by phoning Biblioteket Online at 3366 3000, via our app Biblioteket or at bibliotek.kk.dk.
- 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) renewals, you will not receive a receipt, but the registration in the library's system is sufficient.
- Renewal may be done at all libraries – not just the library where you borrowed the material.

Reservation

- Materials out on loan may be reserved at the library, at Biblioteket Online, via our Biblioteket app or at bibliotek.kk.dk. Your reservation will be registered using your CPR or library card number.
- The library will notify you when the material is ready for collection.
- You will be notified about your reservation via SMS or email, 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 one of Copenhagen Libraries must be returned to a Copenhagen library. If the materials are returned to another library, they will not be registered as returned until Copenhagen Libraries receives confirmation from the lending (remote) library. This does not happen automatically.

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.
- 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
- A statutory debt collection entitlement applies on fines of DKK 100 or more.
- 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.
- Compensation payments and/or fines, not paid on that day, will be handed over to the municipal Finance Administration (Økonomiforvaltningen) for collection. If debtors do not respond or pay, 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
- If you find materials that you have replaced, you can recover the compensation sum within 3 months on application to Copenhagen Main Library. The materials must be undamaged.

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/gdpr>

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 April 1, 2019.

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 e-boks.
- Borrowers who have registered for our SMS or email service will receive a recall notice from the library 10 days after the deadline.
- If the fee amounts to DKK 100 or more and the bill is not paid in a timely manner, a letter requesting payment will be sent via e-boks. A reminder fee of DKK 250 is charged for each of these letters.
- 31 days after the loan period expires, the materials are considered lost, and a bill is sent via e-boks.
- In addition to the compensation amount, fines must be paid for failing to return on time.

Replacement

- Damaged or lost materials must be compensated for with the costs of repair or replacement.
- 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 85 |
| Periodical | DKK 85 |
| Composite materials (book with CD, language courses without video/CD-ROM/DVD) | DKK 560 |
| Audiobooks per CD or mp3 | DKK 210 |
| Console games, PC games and CD-ROMs | DKK 665 |
| Music CDs | DKK 180 |
| Films | DKK 460 |
| Other materials | DKK 255 |

- Special rules apply to materials borrowed from libraries outside of Copenhagen Municipality.

Other rates

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

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.

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

Kultur- og Fritidsforvaltningen
Biblioteksudvikling & Hovedbibliotek
Krystalgade 15

1172 Copenhagen C
Email: bibliotek@kff.kk.dk

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

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