



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 via mail:
bibliotek@kff.kk.dk

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

Kultur- og Fritidsforvaltningen
Biblioteksudvikling & Hovedbiblioteket
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