



## 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.
- 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 100
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](http://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 & Hovedbiblioteke  
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