

## **REGULATIONS<sup>1</sup> OF LIBRARY HUIZEN-LAREN-BLARICUM**

These are the regulations of your Public Library. The regulations contain the conditions for membership, for lending and returning materials and for the use of the library.

### **1. SUBSCRIPTION/MEMBERSHIP**

#### **1.a**

The library is freely accessible to everyone. If you want to lend materials (books, magazines, CDs, DVDs, games or other graphic, audio-visual and digital media) you will need a valid library card.

When you register as a member of the library and you are older than 14 years of age, you will need to show a valid ID: such as passport, driving licence and Dutch ID-card. If you don't have the Dutch nationality, you can identify yourself with one of the following documents: ID-card or passport from an EEA country and Dutch foreign nationals' document.

When registering, children under the age of 14 who do not have a valid ID need to be accompanied by a parent who can show a valid ID or by a caretaker who can show a valid ID of a parent.

You will pay for an annual membership. After one year, you will receive a pre-printed credit slip to renew your membership. When you register, you may also pay by direct debit collection. You will then – for the first calendar year only - receive a discount on the membership fee.

#### **1.b**

Your library card is strictly personal and may not be given to other people.

#### **1.c**

Please report any change of address or e-mail address immediately to the library.

#### **1. d**

Please also report any loss or theft of your card immediately to the library, so we can block your card and prevent any unlawful use. You can buy a new library card at the service desk. Of course you will need to show some proof of your identity before we can give you a new card. When you receive the new card, the old one will automatically no longer be valid.

#### **1.e**

Please return the library card when you end your membership for the library.

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**f**

You are not entitled to any partial repayment of the membership fee if you terminate the membership early during the first year. If you want to register at another library, we can give you a receipt for the remainder of the membership so you don't have to pay twice for that same period.

When you terminate the membership after the first year, you must observe a one-month notice period. In that case, you will receive the remainder of the subscription fee from the date on which the termination starts (for each full month).

**1.g**

If, upon ending your subscription, you still have a deposit on your library card, we will pay this amount to you minus any costs you still need to pay. You will have to go to the service desk for such a request.

**2. BORROWING/LENDING**

**2.a**

You can only borrow books with a valid library card. The budget description allows you to borrow materials within the Gooi area. The 'comfort' and 'top' subscriptions allow you to borrow materials on a national scale.

Each library has its own rules on lending items. The website of the library provides further information about borrowing materials nationally.

**2.b.**

Your library card allows you to borrow up to a maximum number of items. You cannot borrow any material intended for adults on a free library card for children (until the age of six).

**2.c.**

You are responsible for the materials you borrow.

**2.d**

Before you borrow materials you have to check whether they are in a good condition. If they are not, then please report it to an employee.

**2.e**

When the materials you have borrowed are lost or damaged, you must inform the library as soon as possible. The amount you have to pay is based on the compensation regulations. The price of new materials and how old the materials are play a role in the amount of the compensation.

## **2.f**

Some materials are not for free but cost money. You can find the fees on the website.

## **3. HOW LONG CAN I BORROW MATERIALS?**

### **3.a**

You can borrow most materials for four weeks, but certain materials may be borrowed for a different period.

You can find these materials on our website.

### **3.b**

When you return the materials too late, you will have to pay a fee. This fee is calculated from the first day after the borrowing period ended. You must pay this fee within two months or else your card will be blocked. When you borrow materials, you can print a ticket showing the codes and titles of the materials you have borrowed and the date of lending. The date mentioned on the ticket serves as a reminder. You can indicate that you want to receive a 'please return the materials' message by email or App. This message by email or App reminds you that the lending period is about to end. If you want to receive messages like this please go to Mijn Bibliotheek (My Library). Then log in with your PIN code. Under 'mijn gegevens' (My Data), you change 'inleverattenties' (message to return materials) in 'per e-mail' (by email). Please make sure that you also fill in your email address. You are and will remain responsible for returning the materials on time.

### **3.c**

You may renew any item for another period unless there is a reservation for it or has been requested by another lender.

### **3.d**

When you return materials, you receive a ticket showing the codes and titles of the materials you have returned and the date of returning. You cannot derive any rights from this in respect of the completeness of the returned materials, including inlays and discs, or of the reasonably to be expected condition of the materials. Personnel will expect the completeness and condition of an item and the library may claim any damage in this respect.

### **3.e**

If you fail to return the materials after the specified period, you will receive two written reminders. After these two reminders, you will receive one final reminder which indicates the maximum amount you have to pay for each item. If you fail to return the materials after the final reminder, a debt-collection agency may be called in. You will have to pay any extra costs for this.

## **4. RESERVATIONS AND REQUESTS**

#### **4.a**

If the item you want has already been borrowed by someone else or is not part of our collection, you can make a reservation or make a request for the title(s). You can do this at one of our branches or digitally through the catalogue on our website. For each reservation or request you will have to pay a fee for administration or transport costs. You may have to pay a higher fee if the item you requested has to be transported from another province. The amount you have to pay for the reservation will be put on your library card automatically.

#### **4.b**

We will inform you when the reservation or requested item is available from the library. You may receive this message by post, by email or via the App.

#### **4.c**

If the material cannot be supplied, we will also send you an email message. In that case, any reservation fee will be returned to you.

#### **4.d**

You have to pick up the reservation within seven days of receiving the message. After this period, the item will either be returned to the library that supplied it or to our own library. In that case, any reservation fee will not be returned to you.

#### **4.e**

Reservations and requested materials may only be borrowed on the library card that is used for making the reservation or requesting the materials.

### **5. GENERAL PROVISIONS**

#### **5.a**

Registered users of the library are entitled to look into their details included in the computerized administrative system of the library. Under the Data Protection Act, the library may not give any user information to third parties. If your personal data are incorrect or incomplete, you can ask the director of the library to change this information. Such a request will be decided on within one month. If the request is refused, the reason for this will be given. A decision to correct, supplement, delete or block data is carried out as quickly as possible. When you end your membership, all personal data will be removed from the system as soon as you have returned all things belonging to the library and paid any outstanding amounts.

#### **5.b**

Entering the library is at your own risk.

### **5.c**

The library does not accept any liability for damage to equipment resulting from media than has been borrowed, meaning that if equipment of the lender is damaged as the result of borrowing media material, the library cannot in any way be held liable for the damage suffered.

### **5.d**

The library is not liable for property you leave behind in the library or in the materials you borrowed.

### **5.e**

Smoking is not allowed in the library. If you use the vending machine, you may not damage the library interior, books or other materials in any way. You have to clean up empty cups or packaging after use.

### **5.f**

Pets are not allowed in the library, excepting guide or assistance dogs.

### **5.g**

The use of skates, rollerblades, skateboards, steps, bicycles etc. in the library is not allowed.

### **5.h**

Causing nuisance through noise or in any other way or harassing other visitors in the library is not allowed.

### **5.i**

In case of theft or intentional vandalism, the library will inform the police.

### **5.j**

10. Failure to comply with these regulations may result in exclusion from the library by the director of the library or his or her replacement. The director of the library or his or her replacement will decide on all cases not provided for in these regulations.

### **5.k**

You receive a copy of these regulations when you register as a member of the library.

## **6. USE OF INTERNET AND PC**

### **6.a**

Internet is available to consult information. Employees of the library may always interrupt consultation of the Internet if they suspect improper use of the Internet.

**6.b**

If you use a PC or the Internet, you may not hinder any other users.

**6.c**

Logging in to privacy-sensitive sites like webmail is at your own risk.

**6.d**

You are not allowed to:

- consult pornographic sites or sites with information that incite to violence, discrimination or racism;
- use the Internet for illegal purposes;
- destroy, adjust or damage equipment, software or data belonging to the library or other users;
- use your own software.

**6.e**

In case it has been established that equipment or software of the library has been damaged, the library will determine the amount that has to be paid.

**6.f**

The library cannot be held liable for damage to computer equipment or appliances of the user, nor for damage or loss of data resulting from viruses or misuse.

**7. COMPLAINTS HANDLING PROCEDURE AND RIGHT TO OBJECT**

**7.a**

You may file a complaint about the services of the library.

**7.b**

You can file a complaint in writing with the director of the library, who will answer the complaint in writing within six weeks.

**7.c**

If you are not satisfied with the answer, you can forward your complaint to the board of the library within four weeks. The board will respond to your complaint within six weeks.

The decision made by the director regarding your complaint will continue to apply during the time the board handles your complaint (see 2.).

**7.d**

The board's decision is final and you will need to take your complaint outside the library system if you still want to object.

**The following applies to the entire text: The regulations are regularly updated.**

The board of Stichting Openbare Bibliotheek Huizen-Laren-Blaricum

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