

SERVICE & RULES HOW TO USE THE LIBRARY



GULDBORGSUND

BIBLIOTEKERNE

• MERE END DU TROR



SERVICE & RULES

HOW TO USE THE LIBRARY

LIBRARY CARD AND PIN

Once you have joined, you will be given a four-digit pin code at one of Guldborgsund libraries.

You need a four-digit pin code to use the library's self-service machines, which allow you to renew and reserve items via the library's website, and to make use of the library's digital services.

Your health insurance card generally serves as ID when you join, and as your library card.

Each time you borrow items from the library, you will be asked for your health insurance card or library card or to enter your CPR number + pin code.

You are responsible for all items borrowed on your card, even if you have lent your card to someone else.

Cancel your card immediately if it is stolen or you lose it. You are responsible for all items borrowed on your card until you have cancelled it.

Inform the police if you discover that your card has been stolen and abused.

Please notify the library as soon as possible if you change address, telephone number or e-mail address. You can amend the details yourself at **www.guldbib.dk** -> "mine sider" -> "min profil".

If you are aged under 15, you can either use your health insurance card or obtain a library card in the children's library.

Special rules apply to loaning to institutions and companies. Ask about this at the library.

BORROWING AND LOAN PERIOD

The loan period is generally one month.

There may be restrictions when it comes to borrowing popular books, magazines, music, films, games, etc.

All of the items you wish to borrow must be checked out at the self-service machine.

When you check out your items, you can obtain a receipt, which shows you when you need to return them.

When you return items, you can obtain a receipt as proof that you have returned them. It is a good idea to check your receipt immediately. Keep the receipt for three months.

Information about the items you borrow is deleted when you return them.

You can arrange to receive a text message or an e-mail that reminds you when it is nearly time to return your items. Sign up for the text message service at www.guldbib.dk -> "mine sider -> min profil" or ask your library to sign you up.

Even if you subscribe to the text message or e-mail service, it is still your responsibility to return the items on time.

It is important that you give the library your latest mobile number or your current e-mail address – this is the only way that you can be sure of receiving text messages or e-mails from us.

You may, at your own risk, return items outside library opening hours by placing them in the library's returns box/letter box. Remember to protect delicate items such as CDs and DVDs against breakage. You will be able to see when your items have been returned by the library staff at www.guldbib.dk -> "mine sider -> mine lån"

ORDERING

You can order most books, magazines, music, films and games. If the Guldborgsund libraries do not have what you are looking for, we will try to obtain it from other libraries.

Items can be ordered at www.guldbib.dk or at www.bibliotek.dk, or you can ask the library staff to order it for you.

You will receive a text message, e-mail or letter when the item you have ordered is ready for collection. If you wish to receive a text message or e-mail, please let the library know at www.guldbib.dk -> "mine sider -> min profil"



RENEWALS

You can normally renew items twice.

You can renew at www.guldbib.dk -> "mine sider -> mine lån", or you can contact the library to renew – ideally by telephone or e-mail.

You cannot renew, if the item you have borrowed has been reserved for someone else.

If you renew loans from other libraries (interlibrary loan) that you have borrowed through the Guldborgsund libraries, you will be contacted by us if renewal is not possible because the item has been reserved by someone else.

FEES (FINES)

A fee (fine) is payable on late returns. You can check what it costs under "Rates" or at www.guldbib.dk -> "om os -> reglement -> takster og gebyrer og erstatninger"

Fees can be paid at www.guldbib.dk -> "mine sider -> mine regninger"

Only one fee is payable for all items borrowed on the same day if returned at the same time.

If the items were borrowed on different days, you will be charged a fee for each loan date, even if you return them on the same day.

If you renew via www.guldbib.dk when the items are overdue, the fee will either remain on account until your next visit to the library, or you can pay it via www.guldbib.dk -> "mine sider -> mine regninger".

Unpaid fees may be collected by SKAT, the Danish tax authority, in accordance with the provisions of the Danish Act on the collection of debts due to public authorities (Lov om inddrivelse af gæld til det offentlige).

EXCLUSION

If you repeatedly fail to return items, or return items that are damaged, you may be excluded from borrowing.

If you owe DKK 200 or more in fees/fines, you will be excluded from borrowing until you have paid. If necessary, you can come to an arrangement regarding payment.

Failure to comply with the library's rules regarding visits to the library, or disrespectful behaviour towards the staff, may result in temporary exclusion.

You will be given seven days' written notice of your exclusion.

REPLACEMENT COSTS

If you fail to return items or return items that are damaged or ruined, you will be required to pay replacement costs at the price set by the library. The price covers the cost of replacing the item, and also costs involved with preparing it to be lent out.

The library pays a high price for DVDs, games and the like, because it has to pay for the right to lend the material out. So the replacement price will also be very high.

If you need to replace part of a series, and the series is only available to purchase as a box set, the library may require you to pay for replacement of the entire series.

The lost items remain the property of the library, even if you have paid replacement costs for them. You must therefore return the items if you find them. If you return the items intact within one year, you will be given a refund (minus an administration fee). If you have replaced an item because it was too damaged to lend out, the item will be returned to you.

Replacement costs can be paid at www.guldbib.dk -> "mine sider -> mine regninger"

COMPUTERS, PHOTOCOPIERS, FAX MACHINES, ETC.

You can use library computers free of charge. Certain rules apply when using computers with internet – i.e. regarding behaviour on the net. Ask a member of staff.

Remember to delete your personal information when you have finished using the computer.



The library has Wi-Fi, so you can use your own laptop, iPad, etc.

When you use the library's photocopiers, fax machines, printers, etc., you must pay for what you print or send. You can check what it costs under "Rates" or at www.guldbib.dk -> "om os -> reglement"

Some of the Guldborgsund libraries have a study room with computer (without internet).

EQUIPMENT DAMAGE

The library assumes no liability for damage caused to your equipment (e.g. DVD player) and other electronic equipment by items borrowed.

ABOUT THE LIBRARY

The library is a public space, and there must be room for everyone.

There are areas in the library where visitors should be able to read, write and think in peace. So there may be areas where you are not allowed to use a mobile phone, and where mobiles should be set to silent mode.

Eating and drinking are permitted in certain areas of the library.

Dogs and other pets are not allowed in the library.

Smoking in the library is prohibited.

SERVICE AND RULES FOR THE LIBRARIES IN GULDBORGSUND MUNICIPALITY HAS BEEN PREPARED IN ACCORDANCE WITH THE DANISH LIBRARY ACT (ACT NO. 340 OF 17/05/2000). SERVICE AND RULES WAS APPROVED BY GULDBORGSUND MUNICIPALITY'S CULTURE AND LEISURE COMMITTEE ON 13 OCTOBER 2010. AMENDMENTS MADE IN APRIL 2014 HAVE BEEN ADMINISTRATIVELY APPROVED BY GULDBORGSUND MUNICIPALITY.

RATES

PHOTOCOPYING (SELF-SERVICE)

Black/white per copy: DKK 1, colour per copy: DKK 3

PRINTING FROM COMPUTER (SELF-SERVICE)

Black/white per copy: DKK 1, colour per copy: DKK 3

FAXING

Denmark including Greenland and the Faeroe Islands:

1st page: DKK 10, 2nd and subsequent pages: DKK 5 per page

Europe, the US and Canada:

1st page: DKK 15, 2nd and subsequent pages: DKK 10 per page

The rest of the world:

1st page: DKK 30, 2nd and subsequent pages: DKK 20 per page

Receiving a fax:

Per fax: DKK 5 regardless of the number of pages

FEES FOR OVERDUE ITEMS

The fee is payable, even if the library has not yet issued a reminder.

If the item has been reserved for someone else, the library will issue a reminder when the loan period is overdue by one day.

The first reminder is sent three weeks (22 days) after the due date.

The second reminder is sent six weeks (43 days) after the due date.

An invoice is sent nine weeks (64 days) after the due date.

Overdue	Adults and children aged 15+ -	Children aged 0 - 14
1-7 days	DKK 10	DKK 0
2 weeks (8-14 days)	DKK 15	DKK 5
3 weeks (15-21 days)	DKK 20	DKK 5
4 weeks (22-28 days)	DKK 30	DKK 5
5 weeks (29-35 days)	DKK 50	DKK 10
6 weeks (36-42 days)	DKK 60	DKK 15
7 weeks (43-49 days)	DKK 70	DKK 20
8 weeks (50-56 days)	DKK 80	DKK 25
9 weeks (57-63 days)	DKK 100	DKK 50

Fee for sending an invoice or collecting items by carrier: adults: DKK 25, children DKK 25.

THE GULDBORGSUND LIBRARIES

THE MAIN LIBRARY

NYKØBING FALSTER LIBRARY

Kongensgade 43, DK-4800 Nykøbing Falster

TEL: +45 5473 1600

E-MAIL: nyfac@guldborgsund.dk

NYSTED LIBRARY

Adelgade 11, DK-4880 Nysted

TEL: +45 5473 1735

E-MAIL: bibnyst@guldborgsund.dk

NØRRE ALSLEV LIBRARY

Helene Strangesvej 1, DK-4840 Nørre Alslev

TEL: +45 5473 1700

E-MAIL: bibnoer@guldborgsund.dk

SAKSKØBING LIBRARY

Rådhusgade 6, DK-4990 Sakskøbing

TEL: +45 5473 1720

E-MAIL: bibsaks@guldborgsund.dk

STUBBEKØBING LIBRARY

Dosseringen 3, DK-4850 Stubbekøbing

TEL: +45 5473 1675

E-MAIL: bibstub@guldborgsund.dk

VÆGGERLØSE LIBRARY

Stovbyvej 3, DK-4873 Væggerløse

TEL: +45 5473 1692

E-MAIL: bibvaeg@guldborgsund.dk

WWW.GULDBIB.DK



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