

Placing holds

Library materials can usually be held. The library can set a limit to the number of holds the individual borrower may make. The library will let you know by e-mail or post card when the material is available.

Claim for compensation

Borrowers are required to compensate for materials that are damaged, lost or unreturned at a price set by the library.

Responsibility

Borrowers are responsible for all materials borrowed on their health insurance card or library card until the loss or theft of the card has been reported to the library or the police. A receipt from the police is required.

Lending ban

Users who owe more than DKK 200 will automatically be banned from borrowing. 7 days' written notice will be given. The ban will be lifted when fines and charges due are paid in full and the materials returned or replaced. Failing this, the case will be transferred to the council bailiff without further notice. Furthermore, a refusal can be made at the discretion of the library if a borrower has extensively failed to return borrowed materials, or has returned damaged materials.

AV materials and multimedia

The library assumes no responsibility if borrowed material damages the borrower's CD/DVD player, video recorder or computer equipment.

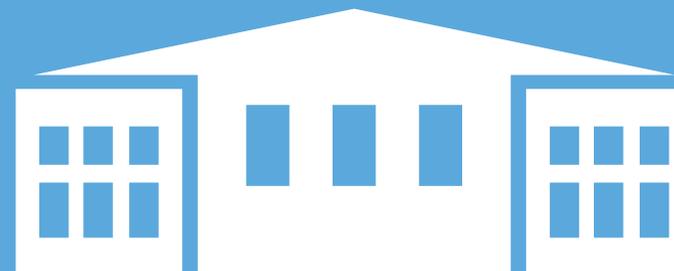
Protection of personal data

To protect the borrower's personal data, the library must not inform unauthorized persons regarding any loans, fines, damages, reservations etc. Certain information appears on the return receipt which therefore must be regarded as confidential.

Behaviour

Users who do not behave in an orderly manner, or refuse to comply with the instructions of the staff, may be refused admittance to the library.

These regulations were passed by the municipal council, September 2010



Regulations - Biblioteket Frederiksberg

www.fkb.dk

2016

Hovedbiblioteket
Falkoner Plads 3
2000 Frederiksberg

Biblioteket Godthåbsvej
Godthåbsvej 85A
2000 Frederiksberg

Biblioteket Danasvej
Danasvej 30B
1910 Frederiksberg C

Biblioteket Domus Vista
Nordens Plads 4
2000 Frederiksberg

T 38 21 18 00
E biblioteket@frederiksberg.dk

KU.BE
Dirch Passers Allé 4

Frederiksberg Library is open for everyone.

The library's services are for the most part free of charge.

Charges for special services may occur.

Registered borrowers

To borrow library materials you must use your health insurance card with a PIN code of your own choice. To register at the library you must apply in person. Your health insurance card and photo identification must be shown on application. If you have NemID you may also register online on www.fkb.dk.

Junior borrowers

Children and teenagers under the age of 18 may borrow materials from the library if one of their parents or a guardian assumes responsibility by signing a registration form. On application bring the child or teenager's health insurance card. Children and teenagers under 18 can use either their health insurance card or a library card with a code of their own choice when borrowing materials.

Changing your PIN

You can change your PIN on the library's website: www.fkb.dk. If you have forgotten your PIN, you can get a new one by enquiring at the Information Desk. Bring your health insurance card or library card as well as photo identification.

Elderly and disabled residents

Residents of Frederiksberg who are unable to visit the library can have materials delivered free of charge.

Users without permanent residence in Frederiksberg

In some cases the head of library can require a deposit or guarantee before borrowing is permitted.

Foreign users without permanent residence in Denmark

The library issues library cards when presented with valid photo identification and address. In some cases the head of library can require a deposit or guarantee before borrowing is permitted.

Institutions

The library can issue library cards to institutions, companies and the like.

Identification must be presented on application. The head of the institution is responsible for all materials borrowed.

Lending

You borrow materials by using the self-service machine. The machine prints a receipt for the loan. The lending period for most materials is 1 month. The library can set a shorter lending period for certain materials. You can see the return date for the materials you have borrowed on your receipt and on a lending status. You can get a print-out either at the self-service machine or on the library's website. The library can set a limit to the number of materials that may be borrowed.

Renewals

If other borrowers have not placed a hold on the material, the lending period can usually be extended. You can renew materials on the library's website, at a self-service machine or by phoning the library service. You can renew materials for a maximum of twice the normal lending period. You receive a receipt when renewals are made at the machines.

Returning borrowed material

Returns are made at a self-service machine. Returns outside opening hours can only be made at the machine on the outside wall of the main library at the side entrance, Solbjergvej 25. Use your health insurance card and PIN to open this machine. We recommend that you keep your receipt, as it is proof that the materials have been returned. Information regarding the borrower's other loans, reservations and any unpaid fines also figure on the receipt. If another person returns the material on the borrower's behalf, the borrower accepts that such personal information is available to this person. To print a receipt, the borrower should, via a lending machine, collect a print-out which will function as a receipt.

Overdue materials

Even though the library has not yet recalled the materials, the borrower will be fined if the lending period is exceeded. The fine is set in relation to the correct return date, whether or not the borrower has received a reminder. Extra charges can be expected if the material has to be collected by a messenger or if the council bailiff is involved. All instances with fines above DKK 200 will be handed over to the council bailiff. Fines are set each year by the council. (See Tariff sheet.)