

Fees for overdue items

Loan period exceeded by	Adults	Children (up to and inc. 15 years)
1 - 14 days	20 dkk.	0 dkk
15 - 42 days	50 dkk	20 dkk
more than 42 days	200 dkk.	50 dkk.

The fees apply for items borrowed after the 1st of January 2017 and have been approved by the Municipality of Sønderborg on the 3rd of December 2014. Remember: Books and other materials can be borrowed free of charge as long as the loan period is observed.

Exclusion

- You can be excluded from borrowing from the library if you repeatedly fail to return borrowed material or return the material in a damaged condition.
- If you owe the library DKK 200 or above in overdue fees, you will be excluded from borrowing until the entire debt has been paid.
- You will be notified of an exclusion in writing with seven days notice.

Responsibility

- The library assumes no responsibility whatsoever if material on loan should damage your stereo equipment or computer.

The library is covered by the Act Regarding Library Services of May 17th 2000.



**Biblioteket
Sønderborg**

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Regulations

The public library is for everyone

- Everyone can use the library. All material can be borrowed free of charge.

Becoming a registered user

- Bring your Danish health insurance card and get registered by the library staff
- The Danish health insurance card will work as your library card
- If you do not have a Danish CPR-number your passport will be needed for registration purposes
- After your passport is registered you will receive a white library card
- Children can get a white library card
- The health insurance card or library card will be needed every time you check out books or other materials from the library
- You are responsible for all material registered on your card. Parents are responsible for the material borrowed by their children
- You have to inform the library of any changes of name, postal address, email address and mobile number
- It is important to inform the library if your health insurance card or library card is lost to prevent the card from being used by any other person
- Reminders and reservation notifications will be sent to the email address and/or mobile number, you notify the library of when registering.

Selfservice

- In order to reserve material on the library website, to see the material that you have borrowed, or to renew your loans, you will need a pin-code. The pin-code is also necessary when you use the library's self-service machines. You can get a pin-code for either your national health care or library card on the library website or on application at the library.

When you borrow material

- All loans must be registered
- You can receive information about the material that is registered in your name, on the library website or on application at the library
- When you return material you will get a receipt. This receipt is your proof that the material has been returned
- Upon return of material all information regarding the loan will be deleted in accordance with the Danish Act on Processing and Personal Data
- Books and other material that are deliberately taken out of the library without being registered will be considered as stolen and the police will be notified.

Loan period

- The loan period is usually 1 month
- Certain popular materials may have a shorter loan period or limit the number of materials for loans
- The due date for return is shown on the loan receipt
- The loan period can be extended twice if the material has not been reserved by anyone else. This can be done on the library website, in the library or by telephone
- The loan period of materials in great demand cannot be extended.

Return of material beyond the loan period

- If you have given your email address or mobile number to the library, a reminder will be sent to you a few days before the due date of the borrowed item(s)
- If you exceed the loan period, you will have to pay a fee according to the current rates, even if the library has not sent out a reminder
- You can check the current rates for fees at the library or on the website
- If you do not pay the fee by returning the item(s), it will be registered on your library account
- You can always see your account details on the library website or by contacting the library.

Reservation

- Material on loan can be reserved
- If you are interested in material that the library does not have, we will try to obtain it from another library
- For some types of material there may be limitations on the number of reservations you can make
- You can make requests or reserve material on the library website, in the library or by telephone
- When the item that you have ordered is ready for collection, you will receive notification by email, sms or by postal letter. This will inform you about which shelf the material is placed on.

Compensation

- If you exceed the loan period by more than 42 days, the library will consider the material as lost and will send a bill. The amount covers the expenses in ordering, binding as well as administration costs
- Damaged materials must be replaced
- If part of the material is lost or damaged the whole item needs to be replaced
- If a bill is not paid, the library will turn the case over to a debt-collecting agency
- If material that has been compensated for is returned in good condition within one year of the date of compensation, the compensation fee will be refunded upon presentation of the receipt.