

## **LIBRARY CARD**

You can register as a borrower at any branch of Favrskov Public Libraries by inquiring in person. Please bring your medical insurance card (the yellow "sundhedskort") or, alternatively, your passport or driver's license. Most people choose to use their medical insurance card as their library card. However, a separate card is available on request.

It is also possible to register using NemID on Favrskovbib.dk.

When registering you will be asked to choose a personal identity number (PIN-code) consisting of four digits.

Your card may be used only by you personally and you are held responsible for any books or other items taken out from the library and registered to it.

If you lose your library card or your medical insurance card, please advise the library immediately to minimize the risk of abuse. A new library card costs 20 kr. A new medical insurance card costs 195 kr. (2017).

Please advise Favrskov Public Libraries if you change your home address, your email address or your telephone number.

## **SELF SERVICE**

Favrskov Public Libraries are self service libraries. Please register, at the self service counter, all items taken out or returned. The staff will always be happy to assist you.

Held items are normally collected by you from the reservations shelves. Please remember to bring your library or medical insurance card, your PIN-code, and the reservations number which you have received (by email or text message).

Held items can only be registered to the log of the card holder who made the reservation.

## **BORROWING, RENEWING AND RETURNING ITEMS**

The standard loan period is 31 days. Certain items, including DVDs, magazines, and electronic games, may only be borrowed for 10 days. These items will always be clearly marked but in case of doubt, please check the return date on your receipt.

Upon return, loans are cleared from your log, although for the next four weeks Favrskov Public Libraries have access to data pertaining to a loan. Subsequent to this, all data are cleared.

In certain cases, Favrskov Public Libraries reserve the right to keep data for a longer period of time (this is the case with "Bogen Kommer", a special service for elderly and disabled people).

Favrskov Public Libraries reserve the right to place a maximum limit on the number of items a borrower may take out and/or place on hold.

## **OVERDUE LOANS**

14 days past due date, Favrskov Public Libraries issue a return request by either email or text message. You may also register for an additional automatic notification which is sent by email or text message 3 days prior to the due date.

Whether or not you have received a notification and/or return request, overdue loans trigger a penalty fee. Fee rates are set by the municipality council according to age: Borrowers under 16 years of age are regarded as children, borrowers of 16 years of age or older as adults:

<b>Number of days past due day</b>	<b>Adults</b>	<b>Children</b>
1-7 days	20 kr.	10 kr.
8-14 days	40 kr.	30 kr.
15-35 days	80 kr.	50 kr.
36+ days	200 kr.	120 kr.

Items which are still not returned 36 days past due date, or are returned in damaged condition, trigger a fee corresponding to the cost of replacement. After 2 weeks any unpaid replacement fees are turned over to the municipal agency for collection. You may incur additional collection fees.

If replaced items are returned in undamaged condition within a year from the date of replacement, the replacement fee (but not the penalty fee) is refunded.

## **LOSS OF PRIVILEGES**

Borrowers who owe Favrskov Public Libraries 200 kr. or more may lose their privileges until all fees are paid. Other causes for exclusion include repeated failure to return items or repeated returning of damaged items.

Notification of loss of privileges will normally be given in advance, although Favrskov Public Libraries reserve the right to exclude a user without prior notification.

Borrowers or guests who do not behave according to public order or do not respect instructions given by the library staff may be evicted from the premises.

## **DAMAGE TO BORROWER'S EQUIPMENT**

Favrskov Public Libraries disclaim responsibility for any damage made by borrowed CD's, DVD's or electronic games to borrower's equipment.

# Favrskov Public Libraries Regulations

