



If the user is not able to procure a replacement within three months of reporting the loss or damage, the public libraries are entitled to demand a sum of money equal to the replacement value or, in substantiated individual cases, to have a bound copy made at the expense of the user. In accordance with § 7 No. 5 an additional processing fee has to be paid for a replacement by the public libraries.

In the case of children and young persons under the age of 16 the legal guardian is liable for the return as well as the replacement of lost or damaged media borrowed by them.

- (8) The registered user is liable for damage arising from the misuse of the library card. In the case of children or young persons under the age of 16, the legal guardian is liable.
- (9) If the user does not return the borrowed media on expiry of the borrowing period despite a request to do so, the public libraries are entitled to demand compensation instead of the return of the borrowed media.

§ 6 Collection, fines

- (1) A fine is to be paid for media which are not returned on date of expiry.
- (2) The fine is laid down in § 7 No. 2.1 and will, if necessary, be recovered by legal process.
- (3) Borrowed media will also be recovered by legal process after date of expiry.
- (4) For processing the initiation of the legal action a fee according to § 7 No. 2.2. accrues.

§ 7 Level of fees

The following fees will be charged:

- 1.1 for the usage and issuing a library card for the public libraries for adults when they reach the age of 21 as well as for the replacement of a lost library card an annual fee of EUR 20,00.
- 1.2 when participating in the direct debit transfer according to § 8 the annual usage fee is valid for 13 months.

- 1.3 for the replacement of a lost library card for children and young people until the age of 21 EUR 2,50
- 1.4 holders of the Düssel-Pass may use the public libraries free of charge. This does not apply to the replacement of the library card.
- 1.5 borrowing in case of a forgotten library card by presenting a valid ID-card EUR 1,00
- 2.1 for exceeding the borrowing period per item and week commenced EUR 1,50
- 2.2 for processing written reminders for media not returned as well as default of payment for each letter EUR 1,00
- 3.1 for each reservation and order EUR 1,00
- 4.1 for each order by inter-library lending network EUR 2,00
- 4.2 for each order by international library lending the user has to consent to pay all incurred costs (for insurances, extensive reproductions, etc.).
5. for the replacement of a lost item by the public libraries EUR 10,00
6. for the use of separate rooms and studios a fee may be charged. Further details are specified in the rental contract.

§ 8 Payment of the annual fees made by direct debit

- (1) The users have in the future the possibility to have debited the annual fees by SEPA direct debit scheme. This procedure lasts for 13 months and starts with the written confirmation by the user.
- (2) If there is no objection to the debiting the procedure will be prolonged automatically in the last month prior to the expiry of the debiting of the usage fee for another 13 months.
- (3) The participation ends with written notice by the user which has to be received the latest 6 weeks before the expiry. The public libraries do not issue separate notices about the executed debiting. Any change of the bank data has to be disclosed.

§ 9 House rules

- (1) The house rules in effect are posted on notice boards and are available for review.
- (2) Instructions given by the staff or its delegate have to be followed. Violation of the house rules can be punished with a reprimand by the house, a ban on entering the house, a complaint and a claim for indemnification.

§ 10 Exceptions

The public libraries of Düsseldorf can permit exceptions from the provisions of these usage regulations and fee schedule in justified individual cases and if there is no conflict of public interest.

§ 11 Exclusion from use

Persons who infringe the provisions of these regulations may be excluded from using the public libraries.

Article 2

These regulations come into effect on 1st January 2017.

User regulation for the public libraries

On 17th November 2016 the Public Council of Düsseldorf adopted the following regulations on the basis of § 41 of the Public Regulations for the Land North Rhine-Westphalia (GO NW) in the version of the publication dated 14th July 1994 (GV NW 666/SGV NW 2023):

Article 1

The user regulations of the public libraries of Düsseldorf dated 28th November 1974 (Official Bulletin No. 15 of Düsseldorf, dated 19th April 1975), last amended by the decision of the city council on 8th November 2012, are amended as follows:

§ 1 Legal form

The public libraries are a public institution of the city of Düsseldorf; the German Civil Code governs their use and in particular the borrowing of material.

An annual usage fee is charged in accordance with § 7 No. 1.1.

§ 2 Registration, library card

Registration

- (1) Any user must register personally by presenting their identification card or passport together with the registration card (Meldebescheinigung). Children and adolescent persons under the age of 16 must also present a declaration of consent and the identification card or the passport together with the registration card of a legal guardian.
- (2) By signing the registration form the user recognises the user regulations and the special instructions for use. Children and young persons under the age of 16 additionally require the signature of a legal guardian.

Library card

- (3) After registration every user receives a library card that is not transferable and remains the property of the public libraries. For persons over the age of 16 the library card is only valid in combination with their identification card or passport. Loss of the library card must be reported immediately to the public libraries. Upon request a new library card can be issued for a fee in accordance with § 7 No. 1.1.
- (4) The public libraries are to be notified immediately of any change of address and other personal data.
- (5) The library card is to be returned if persons are excluded from the usage of the public libraries in accordance with § 9, or when the public libraries demand its return for other reasons. This applies, in particular, when the user has outstanding claims with the public libraries (outstanding fines or exceeding of the borrowing periods, etc.).

§ 3 Borrowing, inter-library lending network

Borrowing

- (1) The library card allows to borrow all kinds of media free of charge. Reference books, which may only be used in the public libraries, cannot be borrowed.
- (2) Media already borrowed by another user can be reserved on payment of a charge in accordance with § 7 No. 3.
- (3) The number of media a user wishes to borrow can be restricted by the public libraries.
- (4) The user is obliged to book all media for the borrowing and return and to return all borrowed media on time and without notice.
- (5) Before starting with the automatic booking the media must be checked whether they are complete. Missing material has to be reported. If there is no notification the media is to be considered as borrowed.

- (6) The regular lending period is 28 calendar days. Before expiry it can be extended at the library, by written application or via the public libraries online catalogue on the internet, provided there is no reservation for another user.

The maximum loan period is 84 calendar days. The lending period for certain media can be shortened by the public libraries.

- (7) Books and journals which are not on stock in the library can be ordered by the inter-library lending network for any library location on payment of a charge in accordance with § 7 No. 3.

Inter-library lending network

- (8) Books and journals which are not on stock at the public libraries can be obtained according to the applicable guidelines (lending service regulations for German Libraries as decreed by the Ministry for City Planning and Housing, Cultural Affairs and Sports dated 8th May 2004, MBl. NW 2004 p. 362).
- (9) A fee in accordance with § 7 No. 4.1 and No. 4.2. is charged for this lending service. This fee has to be refunded when the media cannot be delivered or correct deliveries are not being picked up on demand.
- (10) The public libraries are entitled to demand the return of borrowed media at any time.

§ 4 Data protection

- (1) To be able to offer the services of the public libraries of Düsseldorf it is necessary to process the users' data in an automated procedure (information system of the library). These data are only used for the control of the use and lending from the public libraries of Düsseldorf. The data will not be disclosed to third persons, provided that the public libraries of Düsseldorf are not obliged to this due to a legal provision.

- (2) The master data include the name, first name, address, birth date, sex, customer group and if applicable the data of the parent or legal guardian. These data are deleted no later than three years following the last borrowing if there are no outstanding claims.
- (3) The titles of the borrowed media which are returned in due time, which is not recorded, are deleted in the customer's account.
- (4) The usage data cannot be assigned to a person. For statistical uses anonymous analysis are applied.
- (5) The public libraries of Düsseldorf use the RFID-technology for the automatic booking of the media. Personal data are neither saved on the RFID chip of the borrowed media nor on the customer card.

§ 5 Handling of the borrowed media, liability

- (1) The user is obliged to handle the borrowed media with care and to make sure they are not altered, dirtied, damaged or misused.
- (2) The public libraries are not liable for damage arising from the use of the borrowed media.
- (3) The user must not use the borrowed media for public performances. The user or his legal guardian is liable to the city for the claims of third parties under the laws of copyright arising from an infringement of these regulations. He must indemnify the city against the claims of third parties.
- (4) Borrowed media must not be passed on to third parties.
- (5) Users in whose home a notifiable infectious disease has occurred must not use the public libraries while there is a risk of infection.
- (6) The public libraries must be notified immediately of the loss of borrowed media.
- (7) The user is responsible for the replacement of borrowed media that were lost or damaged in such a way that their proper use is impaired. This entails normally substitution of the lost or damaged item by a new copy.