

1919 - 2019  100 jaar

de Bibliotheek
aan de Vliet 

Regulations 2019

These regulations relate to your membership of the Bibliotheek aan de Vliet. The costs and rules in these regulations are valid for one year. At least one month's notice will be given in all the branches of the library regarding any changes to the regulations.

Registration

- If you wish to borrow items from the library you need to register as a member of the Bibliotheek aan de Vliet.
- You can only register if you show a valid form of identification (passport, driving license, identity card or residence permit).
- Registration costs € 2.75. This is in addition to the membership costs.
- Children up to 13 years who come to register unaccompanied by their parent will be expected to produce a completed "aanvraag lenerspas voor minderjarige" form.
- On registration you receive a borrower's card.
- If you have a valid 'Ooievaarspas' you only have to pay the € 2.75 registration fee.
- Members who pay by direct debit receive an annual reduction of € 2.75.
- Costs are to be found at the back of these regulations.

Membership

After one year, your subscription will automatically become a subscription for an indefinite period. The subscription fee is paid in advance. You are required to give one month's notice if you wish to end your membership. We will pay back any overpaid subscription fee.

You can terminate your membership by filling in a cancellation form which you can find on the web site or in the library. Any costs resulting from your failure to inform us of a change of address will be paid by you.

You will receive a request for payment, approximately six weeks before your membership is due to expire. Your membership will be renewed on receipt of payment. You do not receive a new library card.

Library card

- You can use your library card to borrow items in all the branches of the Bibliotheek aan de Vliet.
- You need your library card to use our services such as the computer, printing and copying.

- You are responsible for how the library card is used.
- If your card is stolen or you lose it, you can block the card via the web site. Alternatively, you can do this in the library. To unblock the card, bring a valid means of identification.
- You can buy a new library card for € 2.75. You need to show a valid form of identification.

Number of items to borrow

You can borrow a maximum of 15 items. As part of these 15 items you can borrow a maximum of 5 DVDs and/or Blu-rays.

Use of borrowed materials

Before issuing the materials to yourself, please check that they are not damaged in any way. If you notice any damage, report this to a member of the library staff. You can be held responsible for damaging and/or losing materials. Any possible replacement costs will be calculated based on the new price and the age of the material.

If you lose or damage an item please let us know. We will charge you for replacing it, the overdue fine and administration costs. If you then find the lost item you may keep it. We do not give a refund.

The library cannot be held responsible for any damage caused to your equipment when using library materials. The library can also not be held responsible for the loss of possessions which you leave in books or in other materials when returning them.

Reserving materials

- You can reserve materials via the Bibliotheek Wise app, the web site, the catalogue in the library and at the information desk in the library free of charge.
- You can reserve materials from other libraries in the same manner but with a charge of € 2.00 or € 4.00. You can reserve materials from the Centrale Discotheek Rotterdam via Muziekweb.
- The loan period for materials from other libraries is the same as for materials borrowed from the Bibliotheek aan de Vliet unless otherwise stated. The overdue fines for materials reserved from other libraries are the same as those for materials borrowed from the Bibliotheek aan de Vliet.
- It's not possible to renew the materials which have been reserved from other libraries.
- It's not possible to reserve Toptitels.
- You will receive an email or a postcard to inform you when your reserved material is ready to be collected. You have eight days in which to collect it. After this time the material will become available again for other members of the library.
- If you fail to collect your reserved material, any possible reservation costs where applicable, will still be charged.

Extra loan period

- You can renew your materials twice. This is only possible if the borrowed item has not been reserved by another library member. Renewal is also not possible with a “Dagpas”.
- The new loan period starts from the moment that you renew the materials. Any remaining time from the previous loan period lapses.
- Renewing is free. You can renew materials 24 hours a day via the web site and the “Bibliotheek wise app.” During opening hours, you can renew materials in the library and by telephone.
- On request at the information desk you can borrow materials for a period of eight weeks straight away. This service does not apply to DVDs and toptitels.
- If you do not renew your materials until after the due date you will be charged for the period in between.

Return

- You can return your borrowed materials in all the branches of the Bibliotheek aan de Vliet.
- You are responsible for returning the materials on time.
- You can sign up to receive a reminder to return items via the web site of the library. You will receive an email with the reminder two days before the due date.
- The reminder to return materials is an extra service. The library accepts no responsibility if you do not receive the reminder on time or if it is incorrect.
- If you do not return your borrowed items on time, you will receive a reminder. If you do not respond to this, then we will charge you for the unreturned items, including the overdue fine and administration costs.
- The library will enlist the services of a bailiff or debt-collecting agency if the borrower repeatedly fails to react to reminders to settle outstanding payments. This will be charged to the borrower.

Outstanding charges

Overdue fines, charges for reservations and “Toptitel” charges are registered on your library card. You can pay these charges via the payment machine or on our website with iDEAL. You can't pay in the library with cash money. If the outstanding amount is higher than € 5.00 the library card is blocked and you will be unable to borrow, renew or reserve materials. This will also occur if the charge is outstanding for two months or longer. On payment, your library card can be used again immediately.

Extra library card

A second adult, residing at the same address can benefit by becoming a member for only € 5.00 per year. You can purchase an extra library card at the information desk where you will pay the € 5.00 in addition to the normal subscription fee. The extra library card is valid for the same period of time as that of the first borrower.

In order to purchase the extra library card you need to show proof that the second borrower resides at the same address. This can be a bank statement, salary slip, excerpt from the register of population. This proof of address must not be more than 30 days old. The first borrower is responsible for both library cards.

Guest borrowing

If you are a member of another library it is possible to borrow books as a guest borrower in the Bibliotheek aan de Vliet. A member of our staff will need to verify that your existing library card is valid and to check your identity. If everything is in order you will receive a library card for a guest borrower's membership. You can use this to borrow items immediately. The same rules for the borrowing of materials apply as those stated in these regulations. Your guest borrower's membership will be valid for the same amount of time as your existing membership in the other library. As guest borrower you pay € 0,01 per minute for the use of a computer.

Borrowing nationwide

If you are a member of the Bibliotheek aan de Vliet it is possible to become a member of another library in the Netherlands free of charge. On your first visit to the host library, take your existing library card and proof of identity with you. Take these to the information desk. A member of staff will verify that your card is valid and will check your identity. If everything is in order you will receive a library card from the host library. You can use this to borrow items immediately. The two memberships are valid for the same amount of time.

Institutions card

Organisations can become a member of the library by requesting an Institutions card. You can borrow 20 items on this card. In order to obtain an Institutions card, do the following:

- You complete the registration form to be found on the web site or in the library.
- You appoint a contact person. By means of the registration form, you authorise this person to make use of the card.
- The contact person hands in the completed form at the information desk in the library and shows a valid form of identification.
- The contact person receives a library card after the subscription fee has been paid.
- The organisation is responsible for the borrowed materials.

Other cards

In order to make use of our services such as the computer, the printer and the photocopy machine, you need a library card. If you are not a member of the library you can choose between an anonymous day card (dagpas) and a service card (servicepas). It is not possible to borrow items with these cards.

- Anonymous "dagpas" : this card is free of charge and you can temporarily put credit onto it. On leaving the library you hand the card in. Any credit remaining on the card will expire overnight.
- "Servicepas" by name: this card is free of charge by showing your identity. You keep this card and any unused credit which you have put on the card will remain, for use another time.

Your stay in the library

- From the moment you enter the library, you automatically give your consent for the possibility that your bags will be checked on leaving the building.
- Your behaviour should not hinder other visitors.
- Smoking , alcohol and drug use are forbidden in all the branches of the Bibliotheek aan de Vliet.
- Help dogs and Guide dogs are welcome in the library. All other pets are not.
- It is not permitted for more than two people to sit at a computer.
- It is forbidden to visit extremist, pornographic and racist web sites in the library.
- The library cannot be held responsible for any loss or theft of your personal belongings.
- The library makes use of surveillance and security cameras.
- The library staff can speak to you about your behaviour.
- You are expected to follow any instructions from members of staff.

Declaration of privacy

The Bibliotheek aan de Vliet keeps a data base with the personal data and the loan data of our members in order to maintain a loan administration. The Bibliotheek aan de Vliet also uses this data base for the following:

- To improve and expand the products and services in the library.
- To advise you to the best of our ability and to accommodate your specific preferences and interests.

The library uses your email address to send requests to return items, to notify you that your reserved book has arrived, and to send the library newsletter. You can cancel this newsletter at any time.

The automated library system keeps, as a rule, a record of the items you have borrowed. This can be switched off on request. You have the right to see, alter/allow to be altered or remove/ allow to be removed all the data relating to your membership.

We never forward your personal data to a third party. The only exception to this is when this is required by the Police or the Department of Justice. They can demand this when preventing, investigating or prosecuting a punishable offence.

Remaining conditions

You can be denied access to the library for a determined or undetermined period of time for the following:

- repeated transgression of these regulations.
- disturbing the peace in the library.
- displaying annoying behaviour in the library.

You will receive a denial of access in writing. The police will also be informed. The library will always report any theft or other behaviour suggesting intent to robbery to the police.

The library has an established complaints procedure. You can find this on our web site. In all cases not covered by these regulations decisions will be made by the management.

These regulations take effect from 01.01.2019 All previous regulations are hereby no longer valid. The library reserves the right to alter or withdraw these regulations.

Prices

Library card	1 year
0 to 17 years	free
18 years and older	€ 44.50
Institutions	€ 44.50
Ooievaarspas holders	free
Registration costs for new members	€ 2.75
Yearly reduction when paying by direct debit	€ 2.75
Extra library card	€ 5.50
Guest borrowing (for members of another library)	free
Service card (For computer use, printing and photocopying only)	free
Anonymous day card (For computer use, printing and photocopying only)	free

Loan periods and loan charges	loan period	charges per material	finest per day per title
Book, audiobooks and magazines	4 weeks	--	€ 0.20
Dvds and blu-rays	2 weeks	--	€ 0.20
Series on dvd and blu-ray	2 weeks	--	€ 0.20
Toptitels books	2 weeks	€ 2.00	€ 0.55
Toptitels dvds and blu-rays	1 week	€ 2.00	€ 0.55
Reading circle collection	6 weeks	€ 18.50	€ 0.55
Double loan period (for books and magazines)	8 weeks	free	€ 0.20

Reserving and requesting materials

Reserving materials from the collection in the Bibliotheek aan de Vliet	free
Requesting materials from other public libraries in Noord- and Zuid- Holland	€ 2.00
Requesting materials from other public libraries, university libraries etc	€ 4.00
Requesting materials from the Centrale Discotheek Rotterdam	€ 4.00

Other prices

WiFi	free
Computer and internet use per minute*	€ 0,01
Photocopy or printout A4 black&white/colour	€ 0,10 / € 0,50
Photocopy or printout A3 black&white/colour	€ 0,20 / € 1,00

*members have 1 hour free use every day (cannot be saved up)

Addresses and opening times

	Leidschendam Fluitpolderplein 5 2262 ED Leidschendam	Rijswijk Gen. Eisenhowerpl. 101 2288 AG Rijswijk	Voorburg Kon. Julianalaan 257 2273 JG Voorburg
Monday	12.00 - 18.00	12.00 - 18.00	12.00 - 18.00
Tuesday	10.00 - 18.00	10.00 - 18.00	10.00 - 18.00
Wednesday	10.00 - 18.00	10.00 - 18.00	10.00 - 18.00
Thursday	10.00 - 18.00	10.00 - 18.00	10.00 - 18.00
Friday	10.00 - 18.00	10.00 - 18.00	10.00 - 18.00
Saturday	10.00 - 16.00	10.00 - 16.00	10.00 - 17.00
Sunday	closed	closed	closed
	Stompwijk Dorpshuis Zustersdijk 18 2266 EW Stompwijk	Bibliotheek op School Dr. van Noortstraat 90 - 92 2266 HA Stompwijk	
Monday	closed	closed	
Tuesday	12.30 - 12.00	14.00 - 17.00	
Wednesday	closed	closed	
Thursday	closed	closed	
Friday	9.30 - 11.30	closed	
Saturday	closed	closed	
Sunday	closed	closed	

The libraries are closed on the following days in 2019: New Year's Day (1 january), Easter Monday (22 april), King's Day (27 april), Ascension Day (30 may), Whit Monday (10 june), Prince's Day (17 september), Christmas Day (25 december) and Boxing Day (26 december).

All libraries close at 16.00 hour on Sinterklaas (5 december), Christmas Eve (24 december) and New Year's Eve (31 december). Any other possible closing times will be made known in good time in all branches of the library and on the website.

Bank account number

IBAN: NL36 RABO 0166 8195 22

Contact

Telephone: 070 2400 250

email: secretariaat@bibliotheekaandevliet.nl

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www.bibliotheekaandevliet.nl

