



Regulations

These regulations relate to your membership of the Bibliotheek aan de Vliet. 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 on our website.

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 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.

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.

- 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 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. The first borrower is responsible for both library cards.

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.

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 € 0,02 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.

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 01.01.2020. All previous regulations are hereby no longer valid. The library reserves the right to alter or withdraw these regulations.

Contact

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www.bibliotheekaandevliet.nl