

# The Library at Nordic Culture Point: Rules and instructions for loans

## The right to borrow

The Nordic Culture Point library is open to all residents of the Nordic countries. To borrow items, you will need a library card. The library card can be obtained at the library on presentation of a passport, driver's license or ID card. If you have a temporary address in a Nordic country, you have the temporary right (lasting three months) to borrow from the library. The library card is non-transferrable. You are personally responsible for all items borrowed on it. Always notify the library of changes to your personal or contact details. The first library card is free of charge, for a new one we debit 3 €.

## Children & youth under the age 15

Children aged 7–14 must have the consent of their parent, guardian or another legal representative. A form for this purpose is available at the library. We do not fine customers under 15 for overdue items. However, after three reminder letters, they lose the right to borrow from the library. They can regain the right to borrow by returning or replacing the item as per the library's rules for lost or damaged items.

## Loan periods

Films: 7 days (renewal 1 time)

TV-series and magazines: 14 days (renewal 1 time)

Books and audiobooks: 28 days (renewal 5 times)

## Renewal of loans

Loans may be renewed. Log in to your account on the library website, using your library card number and PIN. The library will supply you with a PIN on presentation of your passport, driver's license or ID card. You may also contact the library by e-mail or phone to renew your loans.

You **cannot** renew a loan if:

- another user has reserved the item
- you have already renewed five times (or 1 time for TV-series, films and magazines)
- you owe 8 € or more in fines

## Overdue loans

All material must be renewed or returned by the due date. Overdue fees apply if the material is not returned on time:

Books, audiobooks 0,10 € / loan / day,

Films, TV-series, Magazines 0,20 € / loans / day

Fines are only payable for days on which the library is open. The maximum fine per item is 5 €. One week after the loan has expired, the library will send you a reminder by e-mail. The library will send you two further reminders – the first by e-mail, the second by post. This also applies to customers under the age of 18. You are always responsible for returning items on time. Your right to borrow

items from the library will be withdrawn if you have unpaid fees totaling 8 € or more. To regain the right, you must pay the sum in full.

### **Lost or damaged items**

The user is liable for any loss or damage to borrowed items. If an overdue item is not returned or renewed after three reminders, your account details will be passed to the debt-collection agency Lowell.

#### **Costs for lost or damaged items:**

Books: 20 €

Magazines: 10 €

Language course books: 50 €

Movies, TV-series, audiobooks: 20 €

If you want to replace the lost item with a new copy, you must first agree upon the details with the library. This does not apply to films, for which the appropriate costs must always be covered.

### **Reservations**

Items currently borrowed can be reserved. To reserve items, log in to your account on the library website. The library will notify you by e-mail when the item is available and can be picked up. This service is free.

### **Institutions as library users**

Library cards valid for 12 months are available to individuals on behalf of institutions. You must have your employer's permission. A form for this purpose is available at the library.

The card will be issued to a named individual on presentation of passport, driver's license or ID card. This individual will act as the contact person throughout the 12-month period. The institution concerned may change the contact person by submitting a new application form.

Institutions are not fined for overdue material. However, after three reminder letters, they lose the right to borrow from the library. They can regain the right to borrow by returning or replacing the item as per the library's rules for lost or damaged items.

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