

## Usage rules for the municipal library of Graz incl. fee scheme

(pursuant to the decision by the municipal council dated 13. 2. 2020)

Dear Users,

A warm welcome to the municipal library of Graz!

In order to make the usage of the Graz municipal libraries, the media library and the book bus easier for you, we would like to provide you with some basic information. We wish you much enjoyment with our diverse range of services.

### 1. Registration:

- The free-of-charge registration is done in person with submission of official photo ID that is issued based on official testing procedures (e.g. Senior Card). When registering for the first time, users have to provide proof of their place of residence.
- ID for discounts is to be presented on registration or when extending membership.
- For the registration of children and teenagers under the age of 14, the signature of a legal representative is required and the legal representative must declare his/her consent to membership of the municipal library and undertake to be liable in the event of damage and to settle any claims incurred.
- On registration, users will receive a library card. By signing the declaration of membership, users accept the provisions of the usage rules and of the fee schedule.
- Changes in name, address or circumstances on which the authorisation to borrow media is based are to be notified to the Municipal Library immediately in writing or in person.
- On entry to the premises of the municipal libraries, users acknowledge the usage rules of the municipal library of Graz in full and the house rules in the respectively valid version.

### 2. Data protection notice

- The personal data of users will be processed and saved electronically by the municipal library in compliance with the provisions under data protection law for the purposes of checking returns, deadlines and fees and for statistical analysis.
- With their signature on the declaration of membership, users agree to this processing. They also consent to the culture department checking the correctness of the data provided in electronic registers (e.g. register of residents, association register, companies register, company service portal) (Section 17 Par. 2 E-Government Act).
- In addition, users declare their consent to the said data being forwarded to the civil law department of the city of Graz for retrieval of costs if reminders regarding borrowed media prove unsuccessful.
- The culture department of the city of Graz is responsible for the data processing. Data categories, recipients and legal basis of the processing are entered in the data processing register and published at [DVR 0051853/081](#). General information on compliance with the data protection provisions can be found in the [data protection notice](#) of the city of Graz.

- No personal analyses are created.
- The users are entitled to revoke the declaration of consent under data protection law at any time towards the culture department unilaterally and in writing. This does not affect the use of the data on the basis of statutory provisions.

### 3. Library card

- The library card is non-transferable and is to be presented each time that media are borrowed and other services are used.
- The loss of the card is to be reported to the Municipal Library immediately so that the card can be blocked. In the event of loss or damage, a replacement card will be issued for a fee.
- The registered users or the legal representatives are liable for damage caused by misuse of the library card.

### 4. Liability and compensation

- As a fundamental rule, users, when they are in arrears with the payment of fees, the return of media or objects or breach the usage rules or house rules, will be excluded from individual or all products and services offered, and their library card will be blocked.
- Users are liable for media, objects and devices borrowed in their name. That is why they should convince themselves when the media, objects and devices are handed over to them that they are of impeccable condition and functionality and in particular in the case of media, objects and devices that comprise several parts that they are complete. The users are also obligated to comply with the operating and safety instructions of the objects and appliances as well as to take note of the risks and adjust their behaviour accordingly.
- Users have to pay compensation for the loss or damage of media, objects and devices. If parts of media, objects and appliances that comprise several parts are lost, the entire medium, device or the entire object is to be replaced. The writing, marking and underlining in books and on other media is also deemed to be damage.
- A damaged or lost medium is to be replaced by the users with a new copy. When the medium can no longer be supplied, the replacement costs will be charged, taking into account the acquisition or replacement value. The replacement value applies for media with antique value.
- A damaged or lost device is to be replaced by the users with a new copy of the same type. If the object or device can no longer be supplied, the replacement costs will be charged, taking into account the acquisition or replacement value.
- The municipal library is not liable for the impeccable functioning of the hardware and software provided. It is pointed out that all analogue media have a security chip. If damage is incurred to devices, files or data carriers of the users due to the use of borrowed media, no liability is assumed for this by the municipal library.
- Nor is the municipal library liable for damage that has been caused by breaches against the usage rules or because of improper usage of the borrowed objects and devices or through hygiene deficits that were caused by the usage. The usage of all objects and devices is done at the user's own risk. The municipal library is also not liable for technical defects or improper functioning of the borrowed objects and devices. No legal claims can be filed.
- For all legal disputes arising from the borrowing of media, objects and devices of the municipal library of Graz, the jurisdiction of the materially responsible court in Graz is amicably agreed pursuant to Section 104 of the Law on Jurisdiction (JN).

### 5. Borrowing, extension, reservation

- Borrowing is only possible upon presentation of the respective library card and after paying the time-based fee. On request, identity must be proven.
- The number of media, objects and devices borrowed each time can be limited by the management of the municipal library.

- The borrowed media, objects and devices are to be stored so that they are protected against contamination and damage. The media, objects and devices are intended for personal use and may not be forwarded to third parties, copied or used for public demonstrations.
- The lending period for books, CD-ROMs and DVD-ROMs is four weeks, for magazines, literature CDs and games two weeks, for DVDs and music CDs one week. The lending period for other objects and devices is two weeks.
- The borrowing of films is subject to FSK (Freiwillige Selbstkontrolle der Filmwirtschaft GmbH, Wiesbaden) approval of the corresponding age group. Children and teenagers may therefore only borrow films that are approved by the FSK for their age group.
- In general, depending on the specification of the municipal library, media, objects and devices can either be borrowed by all users or only by a particular age group upwards or only by adults.
- Media, objects and devices must be returned in a timely manner.
- If the lending period is exceeded, overdue fines will be incurred. The municipal library is not obligated to remind users to return media, objects and devices. The overdue fine is also to be paid even if users have not received a written reminder (by e-mail or letter). If written requests to return media are unsuccessful, the reclaiming of the media by the city of Graz will be done by legal means.
- Reminders (e.g. by e-mail) to return media are a non-binding service of the municipal library. Irrespective of the receipt or non-receipt of the reminder, there is an obligation to pay overdue fines as soon as the media, objects and devices are returned overdue.
- Extension of the lending period once or for a maximum of two times is possible online, by telephone and directly in the library provided the media have not been reserved by someone else. Any problems in the attempt to extend the lending period (technical problems in the online extension, call outside of lending hours, etc.) do not release the user from the obligation to pay any resulting overdue fines.
- Borrowed and available media can be reserved in person, by telephone and via the homepage in return for the payment of a fee. Likewise, within the framework of ring lending, available media can also be ordered by a branch of the municipal library in return for payment of the reservation fee and delivered to another requested branch of the municipal library.  
The users will be notified after receipt of the ordered medium in the library. If reserved media are not collected within the deadline of seven days, the claim will expire but the reservation fee will still be charged.
- Borrowed media (books, magazines, literature CDs, music CDs, DVDs, CD-ROMs, DVD-ROMs, games) can be returned in any branch of the municipal library, irrespective of the location that they were borrowed from.
- This excludes other objects and devices: Ring lending is not possible for objects and devices. These can only be returned directly to the branch where they were borrowed from. Return to other branches or by means of the return boxes and letterbox flaps is not permitted. The municipal library also reserves the right not to accept dirty or damaged objects and devices.
- Borrowings, reservations and extensions can be restricted by the management of the municipal library.

#### 6. Theme package service

- The theme package service incorporates theme packages and class sets. Theme packages usually include approx. 30 – 75 different media on a certain topic. Class sets include approx. 25 – 35 copies of a book. These media can be borrowed as a “mobile library” in a practical and compact box.
- The service of theme packages and class sets is directed at all Graz elementary schools, middle schools, higher general education schools, polytechnics and all other secondary schools as well as crèches, pre-school establishments, childcare centres and/or institutions that work with children.
- A valid library card is required to borrow theme packages and class sets. Teachers and/or authorised representatives of Graz schools or other institutions can obtain it after they have

registered; registration can be done at all municipal libraries and in the book bus by completing the declaration of membership for institutions. This declaration of membership is also available for download as a PDF at [www.stadtbibliothek.graz.at](http://www.stadtbibliothek.graz.at)

- For registration, official photo ID of the authorised representative and an identity document of the respective educational establishment are to be presented and/or a stamp of the institution shown on the declaration of membership. The service can be used after payment of the annual fee without further costs.
- The lending period for the theme packages and class sets is up to six weeks. A one-time extension by two weeks is possible if the package has not been reserved.
- It is possible to order theme packages and class sets free of charge via the homepage of the municipal library. When ordering, the institutions can select between collecting the theme packages and class sets themselves and having them sent free of charge and collected by the transport service of the municipal library. Orders for a particular point in time are not possible. If the institutions collect the theme packages themselves and bring them back, attention should be paid to returning them on time. Overdue fines will be incurred when the lending period is exceeded.
- The institution and/or the authorised agent in whose name the library card is issued is liable for the borrowed theme package and must provide compensation for the loss of or damage to media. Any overdue fines incurred will be invoiced to the institution and/or the authorised agent.
- For the rest, the same terms and conditions of borrowing apply for theme packages as for individual media.

#### 7. Computer workstations and Internet usage

- Computer workstations are available to users free of charge. Children and teenagers under the age of 14 may only use the PC workstations or the Internet with the consent from a parent or legal guardian.
- The municipal library is not responsible for content, availability and quality of the services of third parties that are offered on the Internet via the connections and access points provided.
- No changes may be made to the computers. Software that the user has brought with him or her or has downloaded may not be installed on the computers.
- The order of usage is chronological according to the time of registration. In the event of increased demand or if users are waiting, the usage time can be restricted to one hour per member and day.
- Users are themselves responsible for complying with the valid legal provisions, in particular of copyright, criminal law and data protection law, and are fundamentally obligated to use the Internet in a legally correct manner. The calling up of Internet pages with pornographic, extremist or racist content or content that is in any way discriminatory or glorifies or trivialises violence, and of pages with symbols of unconstitutional organisations is prohibited. In the event of a breach, there will be a warning; if the breach continues, the user will be excluded from using the computer workstations. The logging of the access resulting within the framework of the technical network control can be used for the gathering of evidence.

#### 8. E-media

- When using virtual services (download of eBooks, eAudios, ePapers, etc.), users will be forwarded from the homepage of the municipal library of Graz to an Internet portal of an external provider. Consequently, the General Terms and Conditions of Business and the data protection provisions of the external provider are to be noted.

#### 9. DVD stations

- The media must have been borrowed before the DVD stations are used.
- Library users may not use DVDs that they have brought with them.

#### 10. Postal service / delivery service

- In addition to borrowing media in the municipal libraries, users registered in the municipal library can also have books and other media (magazines, CDs, CD-ROMs, DVDs) delivered to all Graz post office branches and postal partner branches. The packed media will be handed over by the postal employees on presentation of the municipal library card or another official ID card.
- Media can be ordered by phone 872/800, mail ([stadtbibliothek@stadt.graz.at](mailto:stadtbibliothek@stadt.graz.at)), post list in the online catalogue ([www.stadtbibliothek.graz.at](http://www.stadtbibliothek.graz.at)) or in person at any municipal library, in the book bus and in the media library. Via the service number 872/800, assistance and advice in ordering by post is offered during the lending hours of the central library at Zanklhof.
- When returning media, the media can be handed in either at the post office branch / postal partner branch, at a branch of the municipal library or in the book bus.
- For the delivery of media to Graz postal office branches, adults (except for Social Card and Culture Pass holders) require the extended membership which includes a fee for the usage of the postal service. After registration, children and young people can use the service without having to pay an annual fee. The entire charging of the fee will be done in the municipal library: Outstanding fees (time-based fee, overdue fine, etc.) cannot be paid in the post office branch but instead have to be paid in one of the municipal libraries, in the media library or in the book bus. This also applies for compensation in the event of loss of and damage to borrowed media. Fee reminders will be sent in the event of non-payment.
- In addition, the delivery of post to the residential address is also possible in return for payment of the postage costs incurred.
- Home delivery is free of charge for people with restricted mobility and people who are blind or are visually impaired. The requirement is the presentation of corresponding official photo ID (e.g. disability pass) when registering at the Municipal Library.
- Depending on the type of media, the lending period is stipulated in point 4. So that the time for bringing and returning the media is not charged to the users, the lending period is automatically extended by one week in each case as soon as the media ordered are handed over to the postal service.
- For the rest, the same rules apply for borrowing via the postal service and direct delivery as for borrowing directly in the municipal library. This applies in particular for the liability and the compensation for the media borrowed via the postal service (in the event of damage or loss) until they are received in full and intact at the municipal library. The submission of the return receipt of the postal service does not release the user from liability for the completeness of the media returned via the postal service.

#### 11. Copyright

- Reference is made to the provisions of the Copyright Act and/or the relevant licence provisions for the usage of all information carriers (and/or media) from the municipal library stock. The usage of freely accessible resources from the Internet is subject to the valid legal provisions.
- Photocopiers are available in some branches of the municipal library. The reproduction of entire books and magazines is prohibited. The copying of audiovisual media is prohibited. In the event of copying of extracts from media of the library stock, users are responsible for complying with any existing provisions under copyright law. Users are obligated to comply with the relevant statutory provisions, in particular the copyright act, licence agreements and usage restrictions, when using electronic resources and programs provided by the municipal library.
- If a claim is filed against the municipal library due to a breach of the rights of third parties that is caused by users, the users must reimburse all resulting costs and compensation payments and indemnify the municipal library and the city of Graz respectively and hold them harmless.

#### 12. Conduct in the rooms of the municipal library

- Users must conduct themselves in such a way that others are not disturbed or impaired in their usage of the municipal library.

- Parents are liable for their children.
- At individual locations of the municipal library, it may be compulsory to hand items into the cloakroom. Here, large containers (bags, rucksacks) and outer clothing (coats, jackets, etc.) are to be left in the cloakroom before entering the library premises. No liability can be assumed for these or specifically for valuables.
- The municipal library points out that sound, film and photo recordings can be made in the library premises that are intended for publication. Users declare themselves in agreement that the recordings made of them when visiting the library or in connection with their visit to the library may be published without compensation and without any temporal or geographical restriction by means of any current or future technical procedure. Attention will of course be drawn politely to these sound, film or photo recordings.
- The instructions of the librarians are to be followed.
- The house regulations are to be noted and complied with.

### 13. Exclusion

In the event of gross breaches of the usage rules, exclusion from using Graz Municipal Library may be decreed.

### 14. Final provision

The usage rules with their integrated fee scheme enters into force on 1.3.2020. At the same time, all earlier usage rules become invalid.

## Fee scheme

<b>Annual fee</b>	
Adults	€ 15.00
Adults – incl. usage of the postal service	€ 25.00
Adults – Social Card / Culture Pass holders (incl. usage of the postal service)	€ 10.00
Children and teenagers (under 18) are exempted from paying the annual fee.	
<b>Half-year fee (as a variant to the annual fee)</b>	
Adults	€ 7.50
Adults – incl. usage of the postal service	€ 12.50
Adults – Social Card / Culture Pass holders (incl. usage of the postal service)	€ 5.00
Children and teenagers (under 18) are exempted from paying the half-year fee.	
<b>Daily fee (as a variant to the annual fee)</b>	
Adults	€ 2.00
Children and teenagers (under 18) are exempted from paying the daily fee.	
<b>Replacement library card</b>	€ 1.00
<b>Overdue fine</b>	
per medium and day	€ 0.30
Theme package: per package and 1st week overdue	€ 2.50
Theme package: per package and 2nd week	€ 5.00
Theme package: per package and each further week	€ 10.00
<b>Reservation</b>	
per medium	€ 1.00
<b>Computer printout</b>	
A4 page	€ 0.10
<b>Paper carrier bag</b>	€ 0.20

### Information:

[stadtbibliothek@stadt.graz.at](mailto:stadtbibliothek@stadt.graz.at)

(0316) 872 800

<http://www.stadtbibliothek.graz.at>