

## General terms and conditions of the Dornbirn Public Libraries

According to the decision of the city council on the 14th of January 2020, following general conditions apply for the use of the Dornbirn Public Libraries.

### 1. Registration and library card

#### Free use on site

In the library you can read, learn, research online, play board games, meet people, exchange ideas and much more. Free of charge and without registration.

#### Borrow media

With a library card, you can borrow media in all the locations of the Dornbirn Public Libraries. You are obliged to book the media onto your user account before you take them with you. The Stadtbibliothek has self-service facilities in use that allow you to borrow and return media.

#### Library Card

You need a valid ID to register for the library card. When registering children under the age of 14, a statement of consent of a parent or a legal guardian is required. The library card is valid for one year from the date of issue and cannot be transferred to other people. Please notify us of any changes of name or address.

#### Loss of the library card

If you lose your library card, please inform us. You will receive a replacement card for a fee of € 2,50.

### 2. Fees

Adults	€ 29
Children and teenagers until the age of 18	€ 9
Family (every member of the family gets their own card)	€ 36

#### Reduced prices

Teenagers with aha card until the age of 24	€ 9
Students with ID until the age of 26	€ 20
Senior citizens over the age of 65	€ 20
"Kulturpass"	free of charge

#### Late return fees

Per day and medium	€ 0,20
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#### Other fees

Reservation	€ 1
Replacement card (is issued in case of loss)	€ 2,50

### 3. Loan periods, renewal and reservation

#### Loan periods and conditions

4 weeks = books

2 weeks = DVDs, CDs, audiobooks, magazines, board games, Tonie-Figures, Toniebox, Nintendo Switch games

The number of media you can have on loan at one time is limited:

10 books, 5 magazines, 5 DVDs, 5 CDs, 5 board games, 2 Tonie-Figures, 2 Nintendo Switch games

#### Reminder

Three days before the loan period expires, you will receive a reminder via e-mail.

#### Renewal

You can renew all media a maximum of five times, except for media that is already reserved by another person: on-line via your user account ([katalog.dornbirn.at](http://katalog.dornbirn.at)), via e-mail ([stadtbibliothek@dornbirn.at](mailto:stadtbibliothek@dornbirn.at)) or via phone during opening hours (+43 5572 306 4820).

**Overdue fines**

If the loan period is exceeded or the borrowed media were not renewed in time, you have to pay a fine of € 0,20 per day and item (book, magazine, CD, DVD, game etc.)

**Return**

You have to return media to the library from which it was borrowed. In the Stadtbibliothek, self-service facilities are available, as well as a self-service return box outside the building. Returns are possible 24 hours a day.

**Reservation**

You can reserve media that are currently on loan for a reservation fee of € 1. As soon as the media are ready for collection, you will receive a notification. If reserved items are not picked up within one week, the reservation will expire.

**4. Digital library services****Online catalogue**

You can search our media stock anytime and anywhere via the online catalogue. You also have access to your user account to renew and reserve media: [katalog.dornbirn.at](http://katalog.dornbirn.at)

**Internet access and computer work places**

In the Stadtbibliothek WIFI is available via Free Internet Dornbirn. A password entry is not necessary. In addition, laptops with internet access are provided for research.

**Digital Library**

With your library card, you can use the digital offers of the Mediathek Vorarlberg and borrow e-books, e-audios and e-papers ([www.mediathek-vorarlberg.at](http://www.mediathek-vorarlberg.at)), stream films with filmfriend ([dornbirn.filmfriend.at](http://dornbirn.filmfriend.at)) or read newspapers online with PressReader ([www.pressreader.com](http://www.pressreader.com)).

**Login**

Username: number on the back of your library card

Password: date of birth (DD.MM.YYYY)

**5. Other****Damages or loss of media**

Any items borrowed must be treated with care and may not be passed on to third parties or reproduced. You have to pay a replacement fee for damaged or lost items. If individual parts of a medium, which consists of several parts, are damaged or get lost, the entire set has to be replaced. Please check the media for obvious defects and for completeness prior to borrowing them. If defects are identified, please report them to the library staff.

**Data Protection Statement**

In order to be able to offer the services of the Dornbirn Public Libraries, it is necessary to store customer data. Details on this, i. e. which data is stored for which purpose and for how long, can be found in our data protection information: [stadtbibliothek.dornbirn.at/datenschutzerklaerung](http://stadtbibliothek.dornbirn.at/datenschutzerklaerung)

**Exclusion from use**

By entering the library, you accept the house rules. Violations can lead to house bans.

By signing the registration form, you accept the general terms and conditions of the Dornbirn Public Libraries.

The general terms and conditions of the Dornbirn Public Libraries come into effect on January 8th, 2020.

The mayor

Dipl.-Vw. Andrea Kaufmann