

Terms of Use of the State Capital Hannover for the Hannover City Library

Resolution of the Administrative Committee of 01.10.2020,
Proposed resolution No. 1689/2020, valid from 01.11.2020

§ 1

General Information

- (1) The Hannover City Library (*Stadtbibliothek*, Hildesheimer Straße 12, and its district libraries) is a public institution of the State Capital of Hannover. Its purpose is providing information, education, training and further education as well as entertainment. The Hannover City Library is a cultural place and partner for customers and educational institutions in realizing reading, learning, orientation and educational interests.
- (2) Customers can borrow media (e.g. books, sheet music, DVDs, Blu-ray discs, CDs, magazines, games, Tonies, console games, e-media, etc.) and use the facilities of the Hannover City Library on the basis of these terms of use.

§ 2

Customers

- (1) In accordance with these terms of use, everyone can use the Hannover City Library.
- (2) The lending of books and media of all kinds is based on civil law. Restrictions on borrowing and the use of services within the facilities of the Hannover City Library may be imposed by the responsible Head of the Department.

§ 3

Registration

- (1) Registration is required to use the services of the Hannover City Library and to borrow media, except for the use of printed works on site. You need to provide proof of identity by presenting a valid identity card or a passport alongside a confirmation of residence. In the case of legal entities, presentation of a valid power of attorney is sufficient.
- (2) Minors require the written consent of their legal representatives or legal guardians to register, in which they give their consent to the conditions of use and to assuming liability in the event of damage and to settling any claims for payment.
- (3) By registering, customers accept these terms and conditions of use.
- (4) Customers receive a library card, which is non-transferable. The library card is valid for twelve

months, starting on the date of issue and can be extended for another year after each year has passed. The loss of the library card must be reported to the Hannover City Library immediately. The Hannover City Library will then block the customer account.

- (5) The customer is liable for any damage caused by misuse of the library card until the loss is reported.
- (6) The Hannover City Library must be informed immediately of any change of residence.

§ 4 Loan and Use

- (1) Media may be borrowed in exchange for payment of the fees listed in the appendix under Section I. Proof of identity must be presented on request when borrowing media.
- (2) Media may only be borrowed for personal use. The loan period is generally 28 days. Certain media have a shorter loan period.
- (3) Borrowing media for third parties is generally not permitted. This also applies to adults who wish to borrow items on their own children's library cards or for family members. Authorization is accepted in justified individual cases.

The use of library cards for institutions in accordance with 1.4 of Section I of the appendix to these Terms of Use is restricted to official purposes or the institution's purpose. This card loses its validity in the event of misuse.

- (4) The loan period can be extended before the end of the period of use, provided that no reservations have been made. Five extensions are possible at the most.

The application for extension can be made

- verbally/by phone during the opening hours of the Hannover City Library,
- in writing, if the request is received before the end of the loan period,
- by fax, e-mail or Internet by midnight on the due date.

Technical impairments, both on the part of the Hannover City Library and on the part of the customer, or operating errors do not lead to an extension of the loan period. The customer's obligation to pay the late fee remains unaffected.

In case of renewals via phone using the central service number or in case of Internet renewals, the opening days of the City Library, Hildesheimer Straße 12 (see Appendix I of the Terms of Use, Section I, No. 2) apply regarding the calculation of the late fees if the deadline is exceeded.

- (5) Borrowed media can be reserved in exchange for paying a fee listed in Section I of the appendix. In case of notification by post, the according customer account will automatically be debited with the applicable postage fees.

The number of reservations for a specific item or the number of items reserved by customers may be limited by the Hannover City Library. Accepting reservations for certain media can be stopped temporarily or even completely.

If a reserved medium is not collected within a provision period of six days, the reservation expires.

- (6) The separately specified terms and conditions of use also apply to the use of digital media.

§ 5

Special Regulations for Loans

- (1) Literature which is not available in the inventory of the libraries of Hannover can be procured in accordance with the provisions of the Interlibrary Loan Regulations (*Leihverkehrsordnung* (LVO)) (external interlibrary loan). If costs arise as a result of using the external lending service, they are also to be reimbursed if the requested media cannot be delivered or if delivered items are not collected despite notification.
- (2) For loans regarding the purpose of exhibitions or for the production and publication of photographic images and other copies for commercial purposes by customers or on their behalf, special agreements must be made with the Head of Department. Customers must heed any copyrights.
- (3) On-site inventory (reference works) and collections published before 1920 are excluded from lending. Manuscripts, estates, autographs, incunabula, old prints, historical atlases as well as maps or similar holdings may only be reviewed by appointment and with permission in certain rooms in the presence of library staff.

§ 6

Late Fees, Liability and Compensation

- (1) If the loan period is exceeded, a late fee must be paid, which is due on the day after expiry of the period. Items must be returned by the determined return date at the latest. A prior written reminder is not required.

You can review the amount of the late fee in Section I of the appendix to these Terms of Use.

28 days after the late fee is due, the customer account is automatically blocked. No more renewals or reservations can be made then. If the customer reaches due late fees of 15.00 EUR, the customer account will be blocked immediately.

- (2) Customers are obliged to handle the media with care and to protect them from soiling, damage and loss.
- (3) The loss of media must be reported to Hannover City Library immediately.
- (4) In the event of loss, damage or non-return of borrowed media or other library property, customers must pay compensation.

This is done by

- a) reimbursement of the replacement value of the borrowed media or
- b) replacement of the lost/damaged medium (same title and edition) in at least equal quality or an equal replacement medium of the library's choice.
- c) payment of a flat-rate compensation for damaged or unreturned library property (e.g. library card, lending case, container, accessories).
- d) Payment of a flat-rate compensation for the administrative fees which incurred as a result of damage in cases of a)-c).

The amount of the flat-rate to be paid is set out in Section II of the appendix to these Terms of Use.

Customers are entitled to prove that no damage has occurred or that the damage is significantly lower than the agreed flat-rates.

- (5) The transfer of media to third parties is not permitted.

§ 7

Protection of Minors

- (1) In the interest of effective protection of minors, unrestricted lending of media to children and teenagers is not possible. The youth protection measures of the Hannover City Library (technical control of the age limit for DVDs, console games, Blu-ray discs, cartridges and electronic games / *Freiwillige Selbstkontrolle der Filmwirtschaft (FSK)*) do not release legal guardians from their duty of supervision. Guardians should pay particular attention to the suitability of media for their children.
- (2) The public PCs with access to the Internet are equipped with software for the protection of minors.

§ 8

Special Regulations regarding Self-booking

- (1) In the facilities of the Hannover City Library, media are borrowed and returned on the basis of RFID¹ technology. This is done at self-checkout devices.
- (2) Media must be checked for completeness and damage before self-checkout. Missing items and damage must be reported before borrowing. If no report is made, the media are deemed to have been borrowed complete and undamaged.

¹ RFID = Radio Frequency Identification: This technological system offers the opportunity to read data saved on a chip – without touching or seeing them

- (3) Customers must always complete the checkout process at the self-checkout station by pressing “End” before leaving the station. Registered customers are liable for third-party bookings on an account that is not closed.

§ 9 Data Protection

- (1) In order to be able to offer the services of the Hannover City Library, it is necessary to process customer data in an automated procedure (library information system). This data is used exclusively to control the use of and borrowing from the Hannover City Library. The data will not be transmitted to third parties unless the Hannover City Library is obligated to do so by law. The data is processed on the basis of Art. 6 para. 1 b) EU-GDPR. Written information on data processing will be provided upon registration.
- (2) The main data consist of surname, first name, address, date of birth, gender, fee category and, if applicable, corresponding information on a guardian. The data will be deleted 2 years after the end of the year in which the library card loses its validity, unless there are outstanding claims on the part of the Hannover City Library.
- (3) The data of the borrower of a medium can be determined until the next loan of the medium.
- (4) A personal evaluation of the usage data does not take place. Anonymized analyses are carried out for statistical purposes.
- (5) Personal data is not stored on the RFID chip. The library card does not contain an RFID chip.
- (6) Only the internal media number and further information about the medium (e.g. multiple parts) are stored on the RFID chip, but not information about the title, author or performer.

§ 10 Liability

- (1) Customer claims for damage against Hannover City Library are excluded, except in cases of intent and gross negligence. Furthermore, the exclusion shall not apply if Hannover City Library culpably violates obligations that constitute the essence of the contract (cardinal obligations), nor in the event of culpable injury to life, limb or health of the customer.

The Hannover City Library is not liable for damage that may occur from borrowed defective DVDs, Wii games and Blu-ray discs, CDs, cartridges or other data carriers or software contained on the data carriers.

- (2) Liability is excluded in the event of loss of or damage to items brought in from the lockers and valuables compartments. The same applies if items brought in are not locked in and are therefore damaged or lost.
- (3) Items found in the Hannover City Library or removed from lockers or valuable compartments that

have not been cleared in due time will be treated as lost property in accordance with § 978 BGB.

§ 11 Exclusion from Use

- (1) By entering a library, customers acknowledge the house rules issued by the Hannover City Library (see Appendix, Section III).
- (2) People in whose home notifiable diseases according to § 6 Infection Protection Act (*Infektionsschutzgesetz* (IfSG)) occur, may not visit the Hannover City Library during the infection risk period.
- (3) Whoever violates these terms of use or the house rules may be temporarily or permanently excluded from using the Hannover City Library.

§ 12 Place of Jurisdiction and Fulfillment

Place of jurisdiction and fulfillment is Hannover.

Section I – Fee Amount

(valid from 01.11.2020)

1. Library card

- 1.1 Issue and extension for 12 months (§ 3 BB)
 - flat-rate fee 24,00 €
- 1.2 for trainees aged 20 and over
 up to the age of 25 12,00 €
- 1.3 Reading fee for one-time borrowing (day ticket) 2,50 €
- 1.4 Exempt from the reading fee are:
- holders of a valid Hannover Active Pass
 - recipients of
 - subsistence assistance / social welfare (SGB XII)
 - unemployment benefits II / social benefit (SGB II)
 - basic income support in old age and in the event of reduced earning capacity (SGB XII)
 - benefits under the Asylum Seekers Benefits Act,
 - all people under the age of 20,
 - draftees, those doing community service, federal volunteers, volunteers in the FSJ, FKJ, FÖJ etc.
 - institutions that serve social, cultural, scientific or educational purposes.

2. Late payment fee (§ 6 para. 1 BB):

	Loan period	Late payment fee per unit and opening day	Children and teenagers up to 14 years of ages
<u>2.1 City library and district libraries</u>			
• media - general	28 days	0,60 €	0,10 €
• audiovisual and digital media (e.g. Wii game, Blu-ray disc, CD, DVD, cartridge), magazines (magazine volumes, single issues - bound/unbound), lending reference library collections, e-readers	14 days	0,60 €	0,10 €
• special loans according to §§ 4, 5 BB	individual short period	0,60 €	0,10 €
<u>2.2 Maximum amount of late fee</u>			
• media without cover and signature (e.g. paperbooks, city and other maps, magazine booklets, capsule publications, tune books etc.)		per unit	6,00 €
• other media		per unit	18,00 €

3. Foreign lending (§ 5 para. 3 BB):

Interlibrary loan	• Postage	in current amount
	• fees	1,50 €

4. Reservation fee (§ 4 para. 5 BB):

per reservation	0,50 €
excluded are groups of people according to 1.2 und 1.4	

Section II – Compensation payments

(valid from 01.11.2020)

1. Replacement value (§ 6 para. 4 a):

1.1 Media and equipment or supplements / accessories	Replacement value
1.2 Spare parts for games - depending on value -	0,50 € to 2,50 €
1.3 CD booklet and supplements up to 20 pages	2,50 €
supplements from 20 pages	5,00 €

2. Library property (§ 6 para. 4 c):

Flat-rate compensation amounts for

	adults	children up to the age of 14
2.1 Library card	5,00 €	2,50 €
2.2 Lending cases: (cards, CDs, DVDs, othe lending cases)	2,50 €	
2.3 Empty containers:		
- Wii game, Blu-ray disc, CD, cartridge, DVDs	1,25 €	
- Media box institutions	25,00 €	
- Containers for media packages	5,00 €	

3. Administrative expenses (§ 6 para. 4 d)

3.1 Reintegration: book, LP, CD, cartridge, Wii game, Blu-ray disc, DVD, game	5,00 €
3.2 Key replacement (§ 6 para. 4 d) Material damage incl. administrative expenses	30,00 €

Section III

House Rules of the Hannover City Library

We want you to feel at home with us. Mutual consideration is essential for this. Please observe the ground rules in the following house rules. We ask that you dress appropriately and present a neat appearance.

1. Every person must behave in such a way that other visitors are not disturbed or hindered in the rooms of the Hannover City Library. The volume of conversations, phone calls and devices must be kept to a minimum. Library media, equipment and facilities must be treated with care.
2. The use of the lockers provided is only permitted during opening hours. Compartments and lockers that have not been emptied will be cleared daily after the facility closes.
3. The consumption of odorless, cold food and beverages is only permitted to the extent that is necessary. While doing so, disturbing other people and soiling media and furnishings must be avoided. Smoking is prohibited in the whole building. The consumption of alcoholic beverages and drugs is not permitted.
4. Vehicles of any kind (e.g. bicycles, e-scooters) and animals (apart from guide dogs for the blind) may not be brought into the Hannover City Library. The use of skateboards, skates, scooters or similar equipment is prohibited.
5. Collections, unauthorized advertising and distribution of merchandise are not permitted. The display and distribution of printed materials, the display of posters as well as film and sound recordings are only permitted with prior consent. Consent may be revoked at any time.
6. It is not permitted to change or manipulate the library's technical equipment and systems, including the power supply.
7. The Hannover City Library staff's instructions are binding for all visitors.
8. Whoever violates these house rules may be excluded from using the Hannover City Library.

Hannover City Library

Stadtbibliothek	Hildesheimer Str. 12, 30169 Hannover e-mail: Stadtbibliothek-Zentralinformation@Hannover-Stadt.de Fax 168 4 64 10 Mon-Sat 11:00-19:00	168 4 21 69
Am Kronsberg	Thie 6, 30539 Hannover e-mail: Stadtbibliothek-Kronsberg@Hannover-Stadt.de Mon, Tue 13:00-18:00, Thu 13:00-19:00, Fri 10:00-16:00, Sat 10:00-14:00	168 3 42 55
Badenstedt	Plantagenstr. 22, 30455 Hannover e-mail: Stadtbibliothek-Badenstedt@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00	168 4 65 64
Bothfeld	Hintzehof 9, 30659 Hannover e-mail: Stadtbibliothek-Bothfeld@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00	168 4 82 55
Döhren	Peiner Str. 9, 30519 Hannover e-mail: Stadtbibliothek-Doehren@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00, Sat 10:00-14:00	168 4 91 40
Herrenhausen	Herrenhäuser Str. 52, 30419 Hannover e-mail: Stadtbibliothek-Herrenhausen@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00, Sat 10:00-14:00	168 4 76 87
Kleefeld	Rupsteinstr. 6/8, 30625 Hannover e-mail: Stadtbibliothek-Kleefeld@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00, Sat 10:00-14:00	168 4 42 37
Linden	Lindener Marktplatz 1, 30449 Hannover e-mail: Stadtbibliothek-Linden@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00, Sat 10:00-14:00	168 4 21 80
Jugendbibliothek/ Stadtbibliothek List	Lister Straße 6, 30163 Hannover e-mail: Stadtbibliothek-List@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00, Sat 10:00-14:00	168 4 35 70
Misburg	Waldstr. 9 (Rathaus), 30629 Hannover e-mail: Stadtbibliothek-Misburg@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00, Sat 10:00-14:00	168 3 22 57

Mühlenberg	Mühlenberger Markt 1, 30457 Hannover e-mail: Stadtbibliothek-Muehlenberg@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00	168 4 95 41
Nordstadt	Engelbosteler Damm 57, 30167Hannover e-mail: Nordstadtbibliothek@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00, Sat 10:00-14:00	168 4 40 68
Oststadt	Lister Meile 4, 30161 Hannover e-mail: Oststadtbibliothek@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11-17:00, Sat 10:00-14:00	168 4 39 59
Ricklingen	Anne-Stache-Allee 7, 30459 Hannover e-mail: Stadtbibliothek-Ricklingen@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00, Sat 10:00-14:00	168 4 30 79
Roderbruch	Rotekreuzstr. 21 A, 30627 Hannover e-mail: Stadtbibliothek-Roderbruch@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00	168 4 87 80
Kinder- und Jugendbibliothek Südstadt	Schlägerstraße 36 c, 30171 Hannover e-mail: Kinderbibliothek-Suedstadt@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00, Sat 10:00-14:00	168 4 47 44
Vahrenheide	Wartburgstr. 10, 30179 Hannover e-mail: Stadtbibliothek-Badenstedt@Hannover-Stadt.de Tue, Thu 14:00-17:00	168 4 98 49
Vahrenwald	Vahrenwalder Str. 92, 30165 Hannover e-mail: Stadtbibliothek-Vahrenwald@Hannover-Stadt.de Mon, Thu 11:00-19:00, Tue, Fri 11:00-17:00, Sat 10:00 – 14:00	168 4 38 15
Fahrbibliothek	Plantagenstr. 22, 30455 Hannover e-mail: Stadtbibliothek-Badenstedt@Hannover-Stadt.de The mobile library alternates between different locations in the city area. For dates and stops, please call phone number on the right or look up the homepage on the Internet.	168 4 65 64