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### 1. General

1. Within these regulations, the term 'library' refers to all branches of the Openbare Bibliotheek Amsterdam (OBA, Amsterdam Public Library).
2. All buildings of the OBA are accessible to the public during the defined opening hours. For more information about the opening hours, please see [www.oba.nl/vestigingen](http://www.oba.nl/vestigingen).
3. You are always welcome at the library for all library-related matters. The library is open to everyone as a place for reading books, newspapers or magazines, searching for information and studying and working. It is also possible to borrow materials and to use computers, the Internet and the study workplaces on presentation of a valid OBA-card and/or on payment of a fee.
4. You must have a valid OBA-card if you want to borrow library materials. You can find information about this on [www.oba.nl/lidworden](http://www.oba.nl/lidworden). The OBA-customer service can tell you more about it.
5. There is an electronic system at the library exit that checks if materials people are taking with them have been registered at the lending desk.
6. If visitors and/or borrowers violate the stipulations of these regulations or the applicable house rules, they may be denied access to the library and to the use of its services by or on behalf of the management.

### 2. House rules

The following rules apply in order to ensure that your stay in the library is as pleasant as possible; they key is that visitors and the employees must respect each other.

1. You are always welcome at the library for all library-related matters.
2. The library staff may ask visitors aged 18 and under to show their (free) OBA-card when they visit the library or when they use Internet and other services.
3. You are allowed to take a bag with you into the library. In the Central Library, large bags have to be locked away in lockers. Library staff and/or security staff are entitled to check the contents of your bag when you enter or leave the library.
4. Eating and drinking in the library is only allowed in the indicated areas.
5. Smoking is not allowed anywhere in the library.
6. OBA-members can use the internet free of charge. There is a maximum of 3 hours a day for using the internet in the Central Library and a maximum of half an hour a day in all other OBA-branches. Non-members must pay € 1,00 for every 30 minutes, and so must OBA-members after using up their free internet credit.
7. Viewing, producing or spreading pornographic, violent, racist, discriminatory or threatening images and/or texts is not allowed.
8. Making or taking mobile calls can be disruptive for other visitors and is only allowed in the indicated areas.
9. Pets are not allowed in the library, except for guide dogs.
10. Inline skates, roller-skates and skateboards are not allowed in the library for safety reasons.
11. Use of e.g. MP3 players must not be disruptive for other visitors. Music or other sound from computers is only allowed if headphones are used (available from the customer service desk for a small charge).
12. Your behaviour must not bother other visitors.
13. Theft will be reported to the police, as will any behaviour that gives cause to do so.
14. Instructions from the library staff and/or security staff must be followed. The library staff may point out your behaviour to you or deny you access on behalf of the management, if necessary.
15. The OBA is not responsible for any loss, theft or damage to your personal property.

### 3. Membership and OBA-card

1. You must have a valid OBA-card if you want to use OBA-materials outside the library.
2. Everyone can register with OBA as a member, unless he or she has been denied access to the library.
3. An OBA-card will only be given on presentation of a valid proof of ID and proof of address.
4. Personal details (borrower administration, complaint procedures, camera monitoring, surveys) are recorded and used in accordance with the Personal Data Protection Act.
5. There are free subscriptions for anyone aged 18 and under. An annual contribution must be paid from age 19. For more information, please see [www.oba.nl/tarieven](http://www.oba.nl/tarieven).
6. Children aged 14 and under must have permission from their parents/guardians to become a member.
7. Borrowing fees must be paid for certain materials.
8. You can find information about rates on the library website; see [www.oba.nl/tarieven](http://www.oba.nl/tarieven). The lending periods, borrowing fees, the maximum number of items to be borrowed and the other rates are also stated there.
9. The OBA-card is strictly personal and remains the property of the library. The card must be used and kept carefully. The borrower is responsible for any financial consequences if the borrower's card is used by third parties, whether or not with his/her permission.
10. If the OBA-card is lost, the OBA-member must inform the library about this to make sure that it can take measures to prevent misuse. The owner of the card is liable for transactions/loans that took place before the loss of the card was reported to the library.
11. After the lost card has been reported, a new one can be requested for the applicable fee and subject to the applicable rules. This can also only be done on presentation of proof of ID and a recent proof of address. If a missing OBA-card is found, it can only be used again after presentation of proof of ID.
12. The libraries in Amsterdam provide OBA-cards free of charge if a valid library card from another public library is submitted (e.g. after moving house). The expiry date of this OBA-card will be the same as that of the card submitted.

### 4. Contribution and subscription renewal

1. The contribution is charged for a period of 12 months and will come into effect at the moment of registration.
2. A bank giro slip for the subscription renewal will be sent to the OBA-member one month before the end of the contribution period. It is also possible to authorize us to collect the money directly from your bank, after which the contributions due will be collected automatically. The latter payment method can be cancelled at any time.
3. If the OBA-member has failed to pay by the end of the contribution period, the OBA-card will be blocked and the card cannot be used to borrow materials until payment has been made.
4. You can only cancel your subscription in writing.

### 5. Borrowing and reserving materials

1. The lending conditions (number of items, lending period, lending fee for each item etc.) are stated on [www.oba.nl/tarieven](http://www.oba.nl/tarieven). The library management reserves the right to apply different rates when lending materials.
2. The borrower is obliged to make sure that all materials being lent are registered before leaving the library. Various materials, as determined by the library, are available for inspection in the library but will not be lent out. These materials can be recognised by stickers stating 'For reference' or 'For library use only'.
3. For materials with an age limit, and if there are reasonable grounds for doubt, library staff are entitled to request a visitor to show proof of ID to check whether the borrower has reached the required age. If the borrower cannot show proof of ID or if it turns out that the borrower does not meet the minimum age requirement, then the material will not be lent out.
4. When movies on dvd and blu-ray are being lent, the age indication (see [kijkwijzer.nl](http://kijkwijzer.nl)) stated on the package shall be applied. The PEGI-I code on the package applies to games ([www.pegi.info/index](http://www.pegi.info/index)). The library is obliged to adhere to these indications. If a child is younger than the age indicated on the package, the self-service system will also block borrowing for movies defined as being for age 12 and older.

### 6. Lending periods, returning and late returns

1. The borrower is personally responsible for returning borrowed materials within the applicable lending period and is also responsible for the careful registration of the materials being returned.
2. It is possible to extending the lending period (but not more than twice) as long as the materials you want to renew have not been reserved by someone else. It is not possible to renew the lending period after the final return date. Lending periods can be extended via [www.oba.nl/verlengen](http://www.oba.nl/verlengen) and in the library.
3. If materials have not been returned or their lending period renewed within the applicable lending period, you have to pay a fine for each item for each day, starting from the first day after the lending period has expired. You can find the amounts for the late return fines on the website.
4. If the amounts to be paid (lending fees or fines for overdue items) exceed a predetermined limit or remain unpaid longer than the applicable period, you will not be allowed to borrow materials. It will only be possible to borrow materials again after the amounts owed have been paid.
5. If borrowed material is not returned, the OBA may make a claim with the legal authorities for it to be returned and/or compensation paid. All costs resulting from this have to be paid by the borrower. Damages incurred will be recovered through a debt collection procedure.

### 7. Damage to materials/loss/collection costs

1. The borrower is responsible for all materials borrowed. Damage or loss must be reported immediately. The material must be protected effectively and returned in the same condition as it was obtained.
2. If borrowers have any doubt about the condition of the material, we recommend that they get customer services to make a note of it.
3. The borrower has to pay compensation for damaged and lost materials. This compensation is the same as the replacement value of the missing materials, the binding costs and the cataloguing costs. The minimum amount owed can be found on our website. If the compensation and/or other debts are not paid, the right to borrow may be terminated with immediate effect. In addition, all legal and other collection costs incurred by OBA have to be paid by the borrower deemed responsible.
4. If the OBA has to use a collection agency recover the outstanding amount, the borrower will automatically have to pay at least the collection costs, in addition to the amount of compensation owed to the OBA.
5. Borrowers who repeatedly return borrowed material that has been damaged or who repeatedly cause problems when returning material or paying their debts may be forbidden from borrowing material temporarily or permanently by the manager.

### 8. Handling complaints

1. An OBA-member can make a complaint if there are reasons to do so. In the first instance, he/she must contact the employee in question and/or their manager.
2. If an OBA-member has made a complaint and is not satisfied with the result of the consultations, he/she can submit a written complaint. Forms for doing this are available in every OBA-branch at the desk in the library. Complaints can also be submitted by e-mail to [klacht@oba.nl](mailto:klacht@oba.nl).

### 9. Validity of the regulations

1. The most recent version of these regulations shall always be applicable. When a new and/or modified version is issued, all previous versions will be superseded. The issue date is also the date that the regulations come into effect.
2. Variable details such as subscription fees, lending periods, fines, opening hours etc. are announced annually via [www.oba.nl](http://www.oba.nl).
3. If extensive modifications are made to these regulations, the public will be informed about this through separate announcements.
4. Any cases not covered by these regulations shall be decided upon by the management of the Openbare Bibliotheek Amsterdam.