



THE OSLO PUBLIC LIBRARY LENDING REGULATIONS

Welcome as a patron to Oslo Public Library

- Library cards are available to everyone who resides in Norway.
- You must have a Norwegian social security number, a D or DUF number to obtain a library card.
- Your card may be used in most Norwegian libraries.
- You must present your library card in order to borrow or use our services.
- Your signature indicates that you have accepted the lending regulations.

1 Provisions

Pursuant to Section 108, Subsection 4, Paragraph 3 of the Public Library Act of 20 December 1985, the Oslo City Council has adopted a set of regulations for the Oslo Public Library.

2 Scope

The provisions of these regulations shall apply to the loan of all books and other material from the Oslo Public Library, as well as to access to the library outside of staffed opening hours.

3 Objective

The regulations are intended as a basis for a standard agreement between the patron and the Oslo Public Library. This agreement consists of lending regulations and a registration form.

4 Definitions

A patron is a person who is entitled to check out material in accordance with prevailing lending regulations. A library card is issued to all patrons upon registration. This card identifies the patron in the library's lending system and confirms by signature that the patron has read and accepted the lending regulations.

5 Who is eligible to hold a library card?

In order to qualify for a library card, the applicant must reside permanently in Norway.

Adults or young people at least 15 years old can receive a library card by showing a valid ID. Children under the age of 15 must have written permission from a parent or guardian. If you are over 15 years old you can upgrade your library card to an admission card and use the library outside of staffed opening hours.

Institutions and organisations can receive a library card in accordance with § 9.

SEX: F M

LAST NAME: _____

FIRST NAME: _____

ADDRESS: _____

TELEPHONE NO: _____

POSTAL CODE AND CITY: _____

E-MAIL ADDRESS: _____

(Messages from the library will then be sent **only** to the e-mail address)

DATE OF BIRTH: _____

I HAVE RECEIVED AND ACCEPTED THE LENDING REGULATIONS OF OSLO PUBLIC LIBRARY.

DATE: _____

SIGNATURE: _____

CARD NO.: _____

(TO BE FILLED IN BY THE LIBRARY)

6 Registration

The library requires access to information about patrons' name, address, date of birth, and Norwegian social security number (*personnummer*) as part of the registration process. The library card can be used at all libraries that participate in the national library card cooperative. Patrons with temporary addresses in Norway are registered with their D or DUF numbers. By signing the library card, patrons confirm that they have read and accepted the rules in this document.

When a library card is registered, the patron chooses a PIN code. This code is personal and must be used each time the card is required to access materials or services.

Patrons may also choose to use their e-mail address for written communication from the library. They then consent to receiving all written library communication by e-mail. This applies to reminders, notice of reservation and other types of correspondence from the library.

Patrons are responsible for ensuring that all registered information, including address, telephone number, e-mail address etc., is correct.

7 Borrowing period

In order to borrow material, the patron must have his or her card physically present; the card is used in conjunction with its PIN code. The patron is responsible for all loans made on his/her library card and for returning all items on time. Patrons are allowed up to 30 items on loan at any given time. The length of time an item can be on loan varies depending on type of material.

The borrowing period can be extended as often as the patron wishes with the maximum time period (three times the normal period for the material in question). Extensions can only be granted when the material has not been reserved for anyone else and the extension request is made before fines accrue.

Material is registered as returned when it has been correctly returned via the self-service machines or has been returned manually to an employee, and a receipt has been offered. Loss or damage must be compensated for at standard rates. The library assumes no responsibility for damage to a patron's playback or computer equipment caused by library material.

8 Sanctions

A penalty fee, assessed according to standard rates, will be charged for all items returned that are overdue. If such items have not been returned after two reminders, they will be considered lost and a replacement charge will be made at standard rates for lost or damaged material. The library will withdraw its claim for compensation if and when such material is returned. Costs and penalty fees, however, will still apply.

A replacement card is issued upon payment of a fee. The loss or theft of a library card must be reported immediately so the card can be rendered inactive.

9 When loaning to institutions and organisations

When loaning to institutions and organisations, it must be clear which section or person is responsible for the borrowed material on behalf of the institution or organisation. Loans to institutions that have their own libraries is facilitated via these libraries. The institution or organisation is responsible for all material that has been checked out on its library card.

10 To use the library outside staffed opening hours

This enables patrons who have signed a contract and are aged 15 or over to use the library building and the services made available at any given time, from 7 am until 11 pm every day of the year.

In order to upgrade your library card to an admission card that can be used outside of staffed opening hours, you must agree to:

- adhere to the current lending regulations;
- treat the library building and property with respect;
- avoid behaviour than may annoy other patrons.

You are responsible for your library card and how it is used. This contract is between you and the Oslo Public Library. You may not use your library card to grant access to other individuals during unstaffed hours. Any contravention of the regulations may result in the withdrawal of access to the library when is unstaffed.

There are security cameras in the library in order to contribute to your safety and to protect library content and equipment. Vandalism will be reported to the police. You are in the library at your own risk during unstaffed hours.

11 Administrative regulations

The City Council is authorised to make minor changes in, and provide supplementary provisions for, the regulations, including the setting of penalty fees in the event of lost library cards, reminder fees for overdue payment and replacement charges for lost, unreturned or damaged books and other borrowed material. This authorisation is further delegated to the vice mayor of cultural affairs and education (city government decision 17.07.2003 number 1208). In the city government decision 10/2009 of 17.02.2000, the deciding authority is further delegated to the director general.

12 Complaints

Individual decisions pursuant to the regulations can be appealed in accordance with the Administrative Act. The appeal should be addressed to the government office that took the decision, within three weeks from the date the decision was received by the complainant.

13 Commencement

The regulations concerning the lending of books and other material at the Oslo Public Library will enter into force on 01.07.2016.