

LENDING GUIDE 2022



A new world
will open up
to you

These are our 27 branches:

Angeren • Beek-Ubbergen • Bemmelen • Beuningen • Doornburg • Elst •
Ewijk • Gendt • Groesbeek • Haalderen • Herveld-Andelst • Heteren •
Huissen • Kekerdom • Leuth • Malden • Millingen aan de Rijn •
Nijmegen (De Mariënborg, De Biezantijn, Hatert, Lent - De Ster,
Muntweg, Oosterhout - De Klif, Zwanenveld) • Ooij • Overasselt • Zetten



de Bibliotheek
Gelderland Zuid



A suitable membership for everyone

A library membership offers you endless reading, viewing, and listening enjoyment. Besides books, you can also borrow free music, films, audiobooks, magazines, and sheet music. Additionally, you have access to e-books and audiobooks for your tablet, e-reader or phone (www.obgz.nl/onlinebibliotheek). Over half a million items in total.

As a member, you receive a discount on our activities and courses. You also enjoy *Voordeel Met Je Biebpas* (Benefit with your library pass) for theatres and museums. Visit www.obgz.nl/vmjeb. So many reasons for joining the library!

Memberships 2022

You can borrow a maximum of 15 items at the same time, except in the case of an Online Library membership Complete. Besides materials from our own collection, an All-in-One-Membership also allows you to borrow e-books and audiobooks via the Online Library. For more information and the borrowing conditions for e-books and audiobooks, visit www.obgz.nl/onlinebibliotheek.

Types of membership	Prices	Explanation offer**
All-in-one-youth up tot 18 years	Free	Access to our youth collection, including 10 e-books and 10 audiobooks for youth simultaneously. A limited choice of adult titles.
All-in-one-young-adults 18 to 21 years	€ 24.70 per year *	Access to our entire collection, including 6 e-books and 6 audiobooks per year.
All-in-on-adults from 22 years	€ 60.15 per year *	Access to our entire collection, including 10 e-books and 10 audiobooks simultaneously.
Mini-membership	Free * / € 3.80 per item	Access to our entire collection, No access to e-books and audiobooks.
Online Library membership Complete	€ 42.00 per year *	Only access to e-books and audiobooks. Up to 10 e-books and 10 audiobooks simultaneously.

* a one-off registration fee of € 5

** For more information and the borrowing conditions for e-books and audiobooks, visit our website

How to join

You can join via our website or in one of our manned libraries (with a card machine or PIN facility). When you join the library: take valid proof of ID with you (ID card, passport or driving licence) and a bank card. Filling in an authorisation form also counts as a payment. To record the legal approval of a parent/guardian, we ask you to make a one-off payment of € 0.01 when you take out a youth membership under the age of 16. This helps to process personal data of borrowers under the age of 16.

Authorisation

Download the authorisation form (www.obgz.nl/machtiging) on our website to request a standing order. Alternatively, fill in an authorisation form at the desk.

Mijn Bibliotheek

If you join the library via the website, you give a username and password. Once you are a member, you can log in at *Mijn Bibliotheek* (My Library) with your username or the pass number, which is shown on your library pass. You will receive your physical library pass by post. When you join the library, let us know your email address. You will be sent a temporary password:

- go to *Logging into Mijn Bibliotheek* (Logging into My Library) at our website (www.obgz.nl)
- the username is your pass number and/or the username you have chosen yourself. You can use both.

In *Mijn Bibliotheek*, you can:

- change personal details
- see wich items you have at home
- renew borrowed items
- view your borrowing history
- cancel reservations (not possible for national requests)
- subscribe to the acquisitions mail
- see balances, pay with iDEAL and increase your credit

Want to know how we handle your personal data? Visit www.obgz.nl/privacy.

Borrowing period

- | | |
|--|---------|
| • sprinter CD's | 1 week |
| • book sprinters, CD's and DVD's | 2 weeks |
| • e-books and audiobooks | 3 weeks |
| • all other items, including national collection | 4 weeks |

See also the information under 'Renewal'.

Borrowing from libraries throughout the Netherlands

Do you want to borrow an item outside our 26 branches? You can do this in two ways:

1. ONLINE

Via our website, you can search the national catalogue. Adult borrowers can request items from collections of libraries throughout the Netherlands. We deliver them to one of our branches. For national requests, we charge € 13 per item for administration and transport costs. The fine is € 4 per week. It is not possible to renew or cancel the request.

We will send an email as soon as your request is ready and keep it separate for a maximum of two business days.

2. IN ANOTHER LIBRARY

Go to another library where you wish to borrow an item. Get your library pass registered and borrow items immediately. The terms and conditions of that library apply. For more information, visit www.obgz.nl/landelijklenen.

Reservations

Reserving items from our collection is free of charge. Reservations can be made via the catalogue on our website or in the *Bibliotheek Wise* app. Click on the desired title in the result list and go to Reserve. Log in with your username (pass number/username chosen by you) and password. Choose the branch where you want to collect the reserved item. If we have your email address, we will send you an email as soon as your reserved item has arrived. We will keep this item for a maximum of seven business days, except for sprinters (two business days).

Renewal

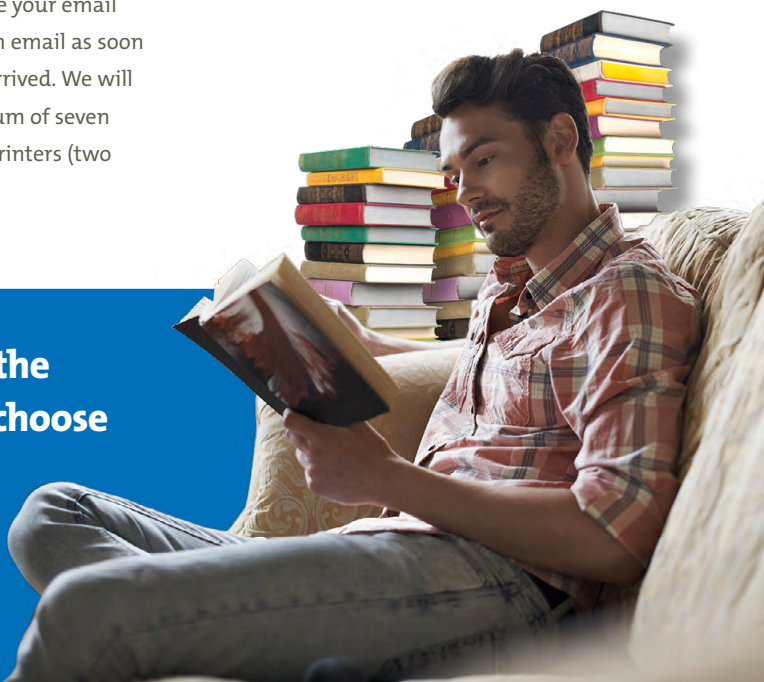
You can renew via *Logging into Mijn Bibliotheek* on our website or in the *Bibliotheek Wise* app.

- Items can be renewed only once.
- The new borrowing period starts as soon as the current period ends.
- Items that have already been reserved by someone else cannot be renewed.
- You cannot reserve or renew Digi Toolkits.
- Renewing items with a Mini membership costs € 3.80 per item.

Returns

When the library is open, you may return and borrow items using the self-service machines. Outside opening hours, you can return items in special post boxes, if available. We will collect and process the items next time the library is open.

As a member of the library, you can choose from over half a million items





Discover your favourite story!

Reminder by email

If we have your email address, you will automatically receive a reminder by email one week before the return date. Of course, you remain responsible for the timely return of borrowed items.

Late returns

Late returns cost € 0.15 per item per day, with a maximum of € 5 per item. The fine due starts on the first day on which the items are late and is calculated over seven days a week. Late returns of items from the national catalogue cost € 4 a week. The fine is put on your library pass as a deficit.

Payment

Payment of all library services, surcharges and replacement costs at the Gelderland Zuid Library is easy with iDEAL via *Logging into Mijn Bibliotheek* on our website or the *Bibliotheek Wise* app. At branches with a card or PIN machine, you can also pay with a bank card or Maestro credit card. Payment in cash is not possible.

Library pass blocked

Your library pass will be blocked if there is a negative balance of € 10 or more. Mini memberships are blocked as soon as possible in the event of a pending registration. This will mean that you can no longer use various services of the library. Payments can be made with iDEAL via *Logging into Mijn Bibliotheek* on our website or the *Bibliotheek Wise* app. At branches with a card or PIN machine, you can also pay with a bank card or Maestro credit card. Payment in cash is not possible.

Library pass lost

When you lose your library pass, you have to report it. You can do this via *Logging into Mijn Bibliotheek* on our website, via our customer service department (+31 (0)24 327 49 11) or in one of our branches. You can apply for a new library pass from one of our members of staff. To do this, you must bring valid personal ID (ID card, passport or driving licence). A new library pass costs € 5.

Cancel

You may cancel your membership via our website (www.obgz.nl/opzeggen) or via the library staff. The first year, you subscribe for a one-year period. After that, you can give one month's notice of your intention to cancel.



Bibliotheek aan Huis

Bibliotheek *aan Huis* (Home Library Service) is a service for people who are housebound due to chronic illness, disability or age and who therefore cannot visit the library independently. More information is available at www.obgz.nl/bibliotheek-aan-huis.

Become a library donor!

Do you support the library and would you like to promote reading and personal development? Donate an amount of your choice. For more information, visit www.obgz.nl/beleid.

General terms and condotions

Our general terms and conditions can be consulted at www.obgz.nl/lid-worden.

Privacy statement

The privacy statement can be found at www.obgz.nl/privacy.

Gelderland Zuid Library

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www.obgz.nl • klantenservice@obgz.nl

Customer service: +31 (0)24 327 49 11
The library can be reached by telephone from Monday to Friday from 09.00 - 18.00. Alternatively, use the contact form on our website www.obgz.nl/contactformulier.

01/01/2022 (subject to change)

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de Bibliotheek
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