

# LENDING GUIDE 2021



Step into  
a world  
of stories

**These are our 26 branches:**

Angeren • Beek-Ubbergen • Bemmelen • Beuningen • Doornenburg •  
Elst • Ewijk • Gendt • Groesbeek • Haalderen • 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

# Expand your horizons with the library!



A library membership offers you the joys of endless reading, viewing and listening. 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](http://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](http://www.obgz.nl/vmjeb). So many reasons for joining the library!

## Memberships 2021

You can borrow a maximum of 15 items at the same time, except in the case of *Online Bibliotheek-abonnement Compleet* (Online Library membership Complete). In addition to materials from our own collection, you can also borrow e-books and audiobooks via the *Online Bibliotheek* (Online Library) with an *Alles-in-één-abonnement* (All-in-one membership). For more information and the borrowing conditions for e-books and audiobooks, visit [www.obgz.nl/onlinebibliotheek](http://www.obgz.nl/onlinebibliotheek).

Types of membership	Prices	Explanation offer
<b><i>Alles-in-één-jeugd</i></b> <b>(All-in-one-youth)</b> up tot 18 years	Free	Access to our youth collection, including 10 e-books and 10 audiobooks for youth simultaneously. A choice of adult titles (see <a href="http://www.onlinebibliotheek.nl">www.onlinebibliotheek.nl</a> ).
<b><i>Alles-in-één-jongeren</i></b> <b>(All-in-one-young-adults)</b> 18 to 21 years	€ 24.70 per year *	Access to our entire collection, including 6 e-books and 6 audiobooks per year.
<b><i>Alles-in-één-volwassenen</i></b> <b>(All-in-one-adults)</b> from 22 years	€ 60.15 per year *	Access to our entire collection, including 10 e-books and 10 audiobooks simultaneously.
<b><i>Mini-abonnement</i></b> <b>(Mini membership)</b>	Free * / € 3.80 per item	Access to our entire collection, No access to e-books and audiobooks.
<b><i>Online Bibliotheek-abonnement Compleet</i></b> <b>(Online Library membership Complete)</b>	€ 42 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

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

## Mijn Bibliotheek (My Library)

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

In *Mijn Bibliotheek* (My Library), you can:

- change personal details
- see which 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](http://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. Have your library card registered and you can borrow materials immediately. The terms and conditions of that library apply. For more information, visit [www.obgz.nl/landelijklenen](http://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 (Library Wise app). Click on the desired title in the result list and go to *Reserveren* (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 *Inloggen in Mijn Bibliotheek* (Logging into My Library) on our website or in the *Bibliotheek Wise* app (Library Wise app). Items can be renewed only once.

- The new borrowing period starts as the current period ends.
- Items that have already been reserved by someone else cannot be renewed.
- 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.



**No space in your  
bookcase? Become  
a library member!**



## The library is a great place to spend your time!

### 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 *Inloggen in Mijn Bibliotheek* (Logging into My Library) on our website or the *Bibliotheek Wise* app (Library 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 *Inloggen in Mijn Bibliotheek* (Logging into My Library) on our website or the *Bibliotheek Wise* app (Library 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 *Inloggen in Mijn Bibliotheek* (Logging into My Library) 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](http://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.



## Gelderland Zuid Library

Mariënborg 29 • 6511 PS Nijmegen  
[www.obgz.nl](http://www.obgz.nl) • [klantenservice@obgz.nl](mailto:klantenservice@obgz.nl)

Customer service: +31 (0)24 327 49 11  
Can be contacted from Monday to Friday  
between 09:00 and 18:00.

Alternatively, use the contact form on our website [www.obgz.nl/contactformulier](http://www.obgz.nl/contactformulier).

01/01/2021 (subject to change)

## Bibliotheek aan Huis (Home Library Service)

Bibliotheek *aan Huis* 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](http://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/donateur](http://www.obgz.nl/donateur).

## General terms and conditions

Our general terms and conditions can be consulted at [www.obgz.nl/lid-woorden](http://www.obgz.nl/lid-woorden).

## Privacy statement

The privacy statement can be found at [www.obgz.nl/privacy](http://www.obgz.nl/privacy).

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de Bibliotheek  
Gelderland Zuid

