

# LENDING GUIDE

## 2019



The best place  
to satisfy  
your hunger  
for reading

### **Gelderland Zuid Library has 26 branches**

De Mariënborg • Angeren • Beek-Ubbergen • Bemmelen • Beuningen  
De Biezantijn • Doornenburg • Elst • Ewijk • Gendt • Groesbeek  
Haalderen • Hatert • Heteren • Huissen • Kekerdorp • Lent - de Ster  
Leuth • Malden • Millingen aan de Rijn • Muntweg • Ooij  
Oosterhout - de Klif • Overasselt • Zetten • Zwanenveld



de Bibliotheek  
Gelderland Zuid

# Enjoy your library

A library membership offers you endless reading, viewing and listening enjoyment. Besides borrowing books, it gives you access to free music, films, audiobooks, magazines and sheet music. Additionally, you have access to e-books for your tablet, e-reader or smartphone ([www.obgz.nl/e-books](http://www.obgz.nl/e-books)). Over half a million items in total.

As a member, you receive a discount on our activities. You also enjoy the Voordeel Met Je Biebpas (Benefit with your library pass, VMJB) for museums and theaters. Look at [www.obgz.nl/vmjbb](http://www.obgz.nl/vmjbb).

So many reasons for joining the library!



## Types of membership 2019

All memberships are subject to a one-off registration fee of € 5, except for the *Alles-in-één-Jeugd* (All-in-one-Youth). You may borrow up to 15 items at a time, except for the *Digital only abonnement* (Digital only membership).

Types of membership	Fees	Explanation offer
<b><i>Alles-in-één-Jeugd</i></b> <b>All-in-one Youth</b> till 18 years	Free	Access to the youth collection including youth e-books and six adult e-books.
<b><i>Alles-in-één-Jongeren</i></b> <b>All-in-one-Young Adults</b> 18 to 21 years	€ 24 per year	Access to the entire collection including a maximum of six e-books per year.
<b><i>Alles-in-één-Volwassenen</i></b> <b>All-in-one Adults</b> from 22 years	€ 58.50 per year	Access to the entire collection including all e-books.
<b><i>Digital only abonnement</i></b> <b>Digital only membership</b>	€ 42 per year	Access to all e-books. Borrow up to ten e-books at once.
<b><i>Mini abonnement</i></b> <b>Mini membership</b>	Free € 3.80 per item	Access to the entire collection. No access to e-books.



### How to join

You can join via our website or in one of our libraries with a pay machine. When you join the library (with a pay machine): take a valid ID with you (ID card, passport or driving licence) and a bank card. For young members under the age of 18, parents/carers need to pay € 0.01 to verify their identity.

### Authorisation

Download the authorisation form ([www.obgz.nl/machtiging](http://www.obgz.nl/machtiging)) on our website to request a standing order. This will save you € 2 annually on your All-in-One Adult membership and All-in-One Youth membership.

### Mijn Bibliotheek (My Library)

When you join the library online, you will receive an e-mail which will enable you to login to *Mijn Bibliotheek* on our website for the first time ([www.obgz.nl](http://www.obgz.nl)):

- After login, choose *Request new password*
- Fill in your e-mail address
- The user name is your pass number/ e-mail address. You can change this into a personal user name.

When you join the library, let us know your e-mail address. You will then receive a temporary password:

- Then log in to *Mijn Bibliotheek* on our website ([www.obgz.nl](http://www.obgz.nl))
- Choose *Request new password*

- The user name is your pass number/ e-mail address. You can change this into a personal user name.

In *Mijn Bibliotheek*, you can:

- change personal details
- see which items you have at home
- renew borrowed items
- view your borrowing history
- cancel reservations
- subscribe to the acquisitions mail
- see balances, pay with iDEAL and increase your credit

Our website is only available in Dutch.

However, if you have any questions you can always visit one of our branches at times when staff are present. They will be happy to help you.

### Borrowing period

- |   |         |
|---|---------|
| • sprinter CDs  | 1 week  |
| • sprinters, CDs and DVDs   | 2 weeks |
| • e-books   | 3 weeks |
| • all other items (including those from the national catalogue) can be borrowed for | 4 weeks |

### Borrowing from the national catalogue

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

#### 1. ONLINE

Via our website, you have access to the national catalogue. You can request books, audiobooks, CDs and DVDs from library collections from all over the Netherlands. We will deliver them to one of our branches near you. For these national requests, you pay € 4 per item. To renew these items, you need to contact our staff.

#### 2. IN ANOTHER LIBRARY

Go to another library where you wish to borrow an item. Get your library pass registered and borrow. The terms and conditions of that library apply. You may not renew items yourself. To do so, you will need to contact the customer services of the relevant library. For more information, visit [www.obgz.nl/landelijk-lenen](http://www.obgz.nl/landelijk-lenen).

### Reservations

Items may be reserved from Gelderland Zuid Library free of charge. Via the catalogue on our website ([www.obgz.nl](http://www.obgz.nl)) or via the *Bibliotheek Wise* app. Enter a search term into the search bar. Then click on the desired title in the result list and go to *Reserveer* (Reserve). Log in with your pass number/e-mail address and password. Choose the branch where you want to collect the reserved item. If we have your e-mail address, we will send you an e-mail as soon as your reserved item has arrived. We will hold this reservation for one week, except for sprinters (two days).

### Renewal

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

- The new borrowing period starts as soon as the current period ends.
- Items which have been reserved by other members may not be renewed.
- Renewing items with a Mini membership costs € 3.80 per item.
- Renewing items from the national catalogue costs € 4 per item.



**“Your membership allows you to borrow e-books as well, even from your holiday address!”**



**“The library is a great place to visit. There are lots of things going on, also for children”**

### **Returns**

When the library is open, you may return and borrow items using the self-service machines. You can return items outside opening hours in the special post boxes at various libraries. Our staff will collect and process the items next time the library is open.

### **Reminder by e-mail**

If we have your e-mail address, you will automatically receive an e-mail telling you when your items are due to be returned. Of course, you are and 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 € 2 a week. The fine will be settled via your library pass.

### **Payment**

Payment of all library services, fines for late returns and book compensations at Gelderland Zuid Library can easily be made with iDEAL via *Mijn Bibliotheek* (My Library) on our website, with a bank card or credit card with Maestro at the pay machine at one of our branches. Payment in cash is not possible.

### **Blocked pass**

Your pass will be blocked if there is a negative balance of € 10 or more. This will mean that you can no longer use the services of the library. Payments can easily be made with iDEAL via *Mijn Bibliotheek* or with a bank card or credit card with Maestro at the pay machines at one of our branches.

### **Lost pass**

If you lose your library pass, you have to block it. You can do this via *Mijn Bibliotheek* on our website or via our customer service (024 - 327 49 11) or in one of our branches. You can apply for a new pass at one of our information desks. You need to bring a valid ID when you apply for a new pass. A new 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 cancel with due observance of a term of notice of one month.

## Bibliotheek aan Huis (Home Library Service)

The *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. Register as a donor on our website ([www.obgz.nl/donateur](http://www.obgz.nl/donateur)).

## General terms and conditions

The library's general terms and conditions and the privacy statement (in Dutch) are available on our website ([www.obgz.nl/lid-woorden](http://www.obgz.nl/lid-woorden)).



## De Bibliotheek Gelderland Zuid

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

Customer service 024 - 327 49 11

The library can be reached by telephone from Monday to Friday from 9:00 a.m. till 6:00 p.m.

Or fill in the contact form on our website [www.obgz.nl/contactformulier](http://www.obgz.nl/contactformulier).

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Or subscribe to our digital newsletter (in Dutch) via our website.

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