

Library regulations

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This is an English translation of the library regulations.
For legal purposes only the original German text is regarded as authentic.

§ 1 Tasks

1. The legal status and the tasks of the Austrian National Library (ANL) as a public research institution are set out in the Federal Law on Museums of 2002, and the Library Regulations of the ANL, as stated in the respective valid versions.
2. Its tasks include in particular:
 - The continuous acquisition, long-term conservation, and making accessible of its holdings and presentation of those holdings to the public, especially those objects recognised as belonging to the world's cultural heritage and held in its nine Departments.
 - As the main archival library of the country and a centre for collecting biographies of Austrians it collects all media material published or printed in Austria, as well as works published in other countries on Austrians or with content referring to Austria.
 - As a service-oriented information centre the ANL offers its clients information given by qualified persons and research services of a high technical standard.

§ 2 General regulations, fees for services

1. In applying for a library card the client acknowledges the current regulations for use and all possible later modifications, unless these regulations/modifications are contradicted in writing within three months after coming into force.
2. Clients who repeatedly and in contravention of warnings break the rules of the Library can be excluded from the Library by the ANL directorate. If an exclusion is communicated the fees for the library card will not be paid back.
3. Access to the facilities of the ANL is available to all persons who have completed their fifteenth year.
4. Use of the ANL is permitted only to those persons with a valid library card and a valid ID with an official photo.
5. Library cards
 - 5.1. Library cards are issued as either a one-day or an annual card, and the prices are set forth in the list of fees. The annual cards are issued only at the service desk at the Heldenplatz, the one-day cards are issued in the Departments as well.
 - 5.2. The ANL is authorised to keep in automated form personal data necessary for preparation of the cards. Those data must be supplied by the applicant on the registration form. On receiving the library card the client must show the personal ID with photo listed on the registration form. Changes of personal data must be communicated in writing to the ANL without delay. Clients may ask for a complete printout of information held on them.
 - 5.3. When the library card is handed over it must be signed on the back by the client.

5.4. The card may not be given to other persons. Clients are responsible for all damages incurred in misuse of the card. Loss of the card must be reported to the police, and confirmation of the report must be shown to the ANL. Supply of a replacement card is possible only on payment for the work involved.

§ 3 Use of holdings in the rooms of the ANL (reading rooms)

1. In the Department reading rooms a maximum of five volumes or collection objects may be ordered, in the Modern Library a maximum of ten volumes in any one reading room. Hence a maximum of five, resp. ten volumes or collection objects will be issued at any one time. In special cases the head of the reading room staff or the director of the Department can decide on a reduction or an extension of that maximum number.
2. For the duration of time spent in the reading rooms a valid ID with photo must be handed in at the desk. In return the client will receive a numbered tag. Clients have the duty of checking, as soon as the holdings are handed over to them, that they are complete and in good condition, and any causes for complaint must be shown to the library staff. The order form and the personal ID with photo are kept together at the issue desk until the borrowings are returned, and are regarded as acknowledgement of receipt of the holdings.
3. If the ordered holdings are not available or cannot be handed over at the moment of the order, the client will be given back the order form with the appropriate comment.
4. A reservation can be placed on holdings that are on loan.
5. Ordered items will be kept for a week from the date of ordering at the issue desk. Extensions of a further week from the last date of use are possible. Works not collected within a week are returned to stack. If a reserved item is urgently required for other clients, a shared booking can be applied for.
6. When a client leaves the reading rooms the numbered tag and the items used are to be returned to the library staff. The personal ID and the strip of the order form that was used as acknowledgement of receipt are handed back to the client who should check the accuracy of the details. If there are complaints the order form strip are held by the ANL until the matter is cleared up or compensation has been made.
7. Availability of holdings may be limited on legal grounds, by official or private injunctions, or for reasons of conservation..
8. Chairs may not be reserved in the reading rooms; not is it permitted to keep chairs for clients who have their own work materials.
9. When ordering or using objects from the Departments in the Department reading rooms clients must observe the special regulations regarding safety; those regulations are on display there.

§ 4 Borrowing from the Library

1. The ANL is primarily a non-lending library. Borrowing of objects is therefore allowed only in exceptional circumstances.
2. The right to borrow is given only to persons who have completed their eighteenth year and have their normal place of residence or workplace, educational or research institute within the area of Greater Vienna
 - and are able to make a credible case for the need to borrow on the basis of scholarly activity. By scholarly activity we mean writing of dissertations or postdoctoral theses and the carrying out of scientific research projects
 - or are members of bodies under public law
 - or are members of bodies under private law that have their main activity in the field of science and/or culture
 - and to persons for whom the use of the reading rooms is impossible or severely limited because of some physical handicap.
3. The right to borrow is always limited to a period of one year, and to obtain an extension it is necessary to produce current proof of the conditions set out in paragraph 2 above.
4. On principle only printed materials can be loaned. In general it is not possible to borrow:
 - precious or rare works
 - works from the reading rooms and reference libraries of the Departments
 - luxury editions, dedicated copies, plate books, picture volumes, map collections, tourist guides, loose leaf editions, books from special exhibitions
 - Austriaca produced in the country (i.e., works on Austria published or printed in Austria) unless there are several copies available (Austrian university publications do not fall under this rule)
 - newspapers, periodicals, and large-format works
 - works that appeared before 1900
 - unbound (brochured) works and those in a poor condition.
5. Printed material that has been borrowed must be returned without notice from the ANL at the end of the borrowing period at the latest. If materials are not returned in time, fees for the warning and the transgression are calculated according to the current scale of charges. If printed materials are not returned in time or fees incurred not paid, neither a loan nor an extension of other materials is possible.
6. Detailed conditions of borrowing are to be found in the information sheet "Local loan".

7. Concerning loans for exhibitions an application must be made to the relevant Department. The conditions and charges are to be set out in a separate borrowing contract. The basis for calculating charges is the current valid list of charges.

§ 5 Interlibrary loan

1. Clients whose residence is in Vienna and its surrounds can ask for literature not available in the ANL nor in any of the other public libraries in Vienna. This is done through the interlibrary service (that incurs fees) linking us with other libraries in Austria and other countries. Apart from ordering books we can also ask for copies of articles from newspapers, periodicals, and books.
2. Works from libraries obtained by the ANL through interlibrary loan, and are not specifically cleared for loan from the ANL, must be read in the main reading room of the ANL, even in the case of clients with borrowing rights.
3. Clients outside the area of Vienna can, in line with the Austrian regulations on interlibrary loan, obtain works from the ANL (fees are incurred) through a library close to their place of residence.

§ 6 Research and information services

1. The ANL offers its clients in its work areas a service giving information on library and technical matters.
2. The ANL offers its clients access to electronic databases, sometimes free of charge, sometimes incurring charges, and advice on how to use these facilities.
3. The ANL answers by normal post, fax, or e-mail questions concerning matters associated with its Departments. These research tasks are free if they require no more than 30 minutes. If they need more than 30 minutes, costs are calculated as set out in the list of charges. Putting together bibliographies for university theses and passing judgment on books are not part of the ANL's tasks except in the framework of the lending network.

§ 7 Copying services

1. The ANL offers its clients a fee-incurring copying service in the form of photocopies, photos, microfilms, and scans of its own holdings. Making of analogue or digital photos of ANL holdings by clients themselves is not permitted. In justified cases the head of the section or Department director can allow individual clients to make photo extracts of materials intended purely for private use. A request for permission must be made in writing to the librarian on duty.
2. The ANL places photocopiers at clients' disposal in all work areas, or else it enables you to make copies of microfilmed material, scans, and CD's, or to save data on electronic data carriers.

3. Downloading and saving of electronic data is permitted, for security reasons, only onto data carriers that can be bought from the ANL at prices set out in the list of charges.
4. When using the self-serve photocopiers you must pay attention to the condition of the holdings. You must in every case avoid pressing heavily on book spines. Bindings made of leather or half-leather may not be copied. In cases of doubt the librarian on duty will decide whether copying may be done.
5. Clients alone are responsible for observing copyright, personal and other rights.
6. Copying from volumes of format bigger than A4 is to be performed only by library staff.
7. The prices for making copies for one's personal use or for publication are set out in the list of charges.

§ 8 Conduct in the Library

1. Clients must avoid any disturbing conduct in the rooms of the ANL.
2. Eating and drinking and taking in food and drink are not permitted in the reading rooms, all desk service areas, and all book issue areas. Smoking is forbidden in all areas of the ANL.
3. It is forbidden to take an animal into the ANL.
4. Use of technical equipment, especially of personal computers and laptops, is permitted only in the work areas designated for that.
5. It is forbidden to take library holdings into the canteen.
6. Use of mobile phones is allowed only in the cloakroom, in the entrance foyer, and inside the reading lounge.
7. Every type of damage or soiling of holdings belonging to the ANL is to be avoided. Damage includes any form of writing such as underlinings or corrections, as well as folding of pages, plates, or maps. If damage or loss does occur, full repayment of restoration or new acquisition and of binding must be made. The ANL reserves to itself taking appropriate steps to secure compensation at the cost of the client.

§ 9 Special rules for the use of Internet locations

1. The ANL offers its clients free access to the internet. In most of the reading rooms those services occur via Wireless LAN. Details on the use of Wireless LAN are on display in the areas.
2. In using the free internet PC's and internet access via Wireless LAN the client has personal responsibility for observing the current regulations, particularly concerning copyright, criminal offences, and protection of data. Pages that glorify violence or are of pornographic or racist nature must not be consulted.

- a. The internet PC's placed at your disposal serve in the widest sense the gathering and transmitting of information. Using them for mere entertainment, particularly "chatting" and playing games on those facilities, is therefore not permitted.
3. Changes in the configuration of systems or networks are in general forbidden.
4. Downloading of software is not permitted.
5. The library staff is authorised to check that the PC's are being used in accordance with the regulations, and if necessary to exclude clients from using the internet workplaces.

§ 10 Exclusion of liability

1. The ANL does not accept responsibility for damages caused by incorrect, incomplete, or delayed provision of services.
2. The ANL's homepage has links to pages which, at the time of joining the link, obviously did not offend against current laws in Austria. Establishing a link does not in any way mean identification with the contents of that site. The ANL accepts no responsibility for the contents of other sites, in particular for offences against copyright, protection of data, legal decisions, and infringements of obligations resulting from the contract between users and internet providers.

§ 11 Regulations on order and safety

1. To guarantee orderly functioning of the Library the ANL is authorised to undertake appropriate measures to secure its holdings, its total inventory, and all persons on the Library's premises.
2. The library staff is authorised to give instructions to clients. Those instructions must be followed.
3. The library staff is authorised to carry out searches of persons and objects. When passing through the exit clients must, without being asked to, show the contents of bags in such a way that a check can be carried out.
4. Persons who despite warnings disrupt the functioning of the library or refuse to carry out instructions of the library staff can be banned from the premises of the ANL.
5. The directors of the Library have the duty of prosecuting for theft and other acts punishable by law.
6. Cloakroom regulations
 - 6.1. The cloakrooms are meant exclusively for the use of clients of the ANL during hours of opening. Leaving objects in the lockers or taking away the cloakroom keys outside of hours of opening is not permitted.
 - 6.2. Without exception large bags, laptop bags, backpacks etc., overcoats, jackets, hats, and umbrellas are to be handed in at the cloakroom.

Decisions made by the library personnel on what clothing and bags are allowed must be followed.

- 6.3. For the duration of a visit to the ANL clients must keep the key of the locker they are using on their person. When you leave the ANL the locker must be empty.
- 6.4. Objects left in the cloakroom overnight will be gathered to be disposed of. The ANL is authorised to hand over to persons who give a key the objects left behind, without incurring any penalty. Noxious or evil-smelling objects can be destroyed immediately.
- 6.5. Keeping money or valuables in the lockers is not permitted.
- 6.6. The ANL has no responsibility for objects placed in the cloakroom or the lockers.

§ 12 Opening hours

1. The premises of the ANL are opened on all days except Sundays and official public holidays. In the last week of July, on 24th and 31st December, on Good Friday and Easter Saturday the premises remain closed. On All Souls' Day (2nd November) the doors are closed at 12 o'clock.
2. The opening hours can be found in the current information sheets, placards, and the homepage of the ANL.

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