

## Library regulations

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## § 1 Duties and responsibilities

1. The legal status and the duties of the Austrian National Library (ANL) as a public Federal 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 duties 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 Collections.
- As the main archival library of the country and the national bibliographic centre it collects all media material published or printed in Austria, as well as works by Austrians published in other countries 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 3 months after coming into force.
2. Clients who repeatedly and in contravention of warnings break the rules of the Library, who disturb other readers, or behave improperly towards library staff, 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 a list of fees. The one-day as well as annual cards are issued at the service desks and the Online Ticket Shop.
  - 5.2 Changes of personal data must be communicated in writing to the ANL without delay or updated online at the Ticket Shop.
  - 5.3 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 immediately reported to the municipal district office and the confirmation of the report must be presented to the ANL.
6. The ANL is authorised to process and keep in automated form personal data about library users necessary for preparation of the cards or rendered library services (e.g. ordering, information). These data are exclusively used by the ANL for the purpose of execution of the contract agreement as well as business-specific communication with

the applicant and/or client. Personal data will only be passed to third parties in the form of a transfer to an ANL service provider, and only in so far as that ANL service provider requires the data for delivering the library-related services ordered by the client. Clients may ask for a complete printout of information held on them.

7. Library users may not disclose their user names and password to other persons. She/he has to keep it as a secret and is fully responsible for its use. User names can be frozen at any time, in cases of misuse or breach of library regulations.

### **§ 3 Use of holdings on ANL premises (reading rooms)**

1. In the Collection reading rooms and in the Modern Library a maximum of ten volumes may be ordered. Hence a maximum of ten volumes or collection objects will be issued per reading room at any one time.
2. For the issue of media 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 and Collection objects 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 is required immediately to check the accuracy of the details. If there are complaints the order form strip is 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. When ordering or using objects from the Collections in the Collection reading rooms clients must observe the special regulations regarding safety, which are displayed on the notice board.
9. Reading rooms and user areas are to be vacated when the Library's imminent closure at 8.45pm is announced, and the volumes consulted are to be returned to the issue desks.

### **§ 4 Use of the Research Reading Room**

1. The Research Reading Room is only available to library users with a valid annual Research ticket. The possession of an ANL annual Research ticket does not include the right to a reading desk in the Research Reading Room. The use of reading desks is subject to availability.
2. Annual Research tickets will be issued only to persons who can give evidence of
  - completed university studies (diploma, Master's degree) or a comparable academic qualification and
  - who can give evidence of current academic activities. Among these are:
    - writing dissertations or postdoctoral theses,
    - specific academic publication projects (confirmation from the commissioner) or topical academic research activities (proof of academic publication activities within the last three years),
    - work on a funded research project (confirmation from the sponsor or the institution).
3. Authorisation for using the Research Reading Room is not transferable and is limited to a period of one year. To obtain an extension it is necessary to produce on-going evidence of meeting the conditions set out in paragraph 2 above.
4. The ANL provides secure lockers in the Research Reading Room area, for storing researchers' own materials. Use of the lockers for storing materials owned by the Library, money, or valuables is prohibited.
5. A locker may only be used for the duration of a researcher's specific research activity plus a maximum of a subsequent three days. If the researcher does not visit the ANL on three consecutive working days (incl. Saturdays), the locker will be opened and its contents transferred to Josefsplatz security centre, where they can be collected.
6. The ANL does not accept any liability for items stored in lockers.

## **§ 5 Borrowing for off-premises use**

1. The ANL is primarily a reference library. Borrowing of objects is therefore allowed only in exceptional circumstances.
2. The right to borrow is given only to natural persons who have completed their 18th year and have their normal place of residence or workplace, place of business, 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.

Persons, who are entitled to borrowings, have to pay without exception a deposit of € 80,00.

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. The right of refund of the security deposit ends, at the latest, three years after expiration of the right to borrow. The deposit is returned upon presentation of the receipt issued on original payment.
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 Collections,
  - 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 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 printed 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 printed materials is possible and borrowing privileges will be suspended.
6. Detailed conditions of borrowing are to be found on our webpage.
7. Concerning loans for exhibitions an application must be made to the relevant Collection. 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.

## § 6 Interlibrary loan

1. Clients whose normal 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 other libraries obtained by the ANL through interlibrary loan are in principle to be consulted in the reading rooms only; borrowing for off-premises consultation is not permitted.
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.

## § 7 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 areas of collections. These research tasks are free of charge 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. Compiling literature searches for university theses and judging the value of books are ANL services only available within the context of its loan network.

## § 8 Copying services

1. The ANL offers its clients a fee-incurring copying service in the form of photo-copies, photos, microfilms and scans of its own holdings. Making of analogue or digital photos of ANL holdings by clients themselves is not permitted.
2. The ANL places photocopiers and/or scanning devices at clients' disposal in all work areas, or else it enables you to make copies of microfilmed material, scans, and CDs, or to save data on electronic data carriers.
3. When using the self-serve photocopiers and/or scanning devices 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/scanned. In cases of doubt the librarian on duty will decide whether copying/scanning may be done.
4. Clients alone are responsible for observing copyright, personal and other rights.
5. The prices for making copies for one's personal use or for publication are set out in the list of charges.

## **§ 9 Conduct in the ANL**

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, as well as the research areas. Smoking is forbidden in all areas of the ANL. Eating and drinking is only allowed in the communication lounge, with the exception of strong-smelling food and alcoholic drinks.
3. It is forbidden to take library holdings into the canteen and the communication lounge.
4. It is forbidden to take an animal into the ANL, with the exception of trained assistance dogs.
5. Use of mobile phones is allowed only in the cloakroom and the communication lounge (inside the columned hall). The limits of the area where using phones are allowed are marked with pictograms. It is forbidden to take switched-on mobile phones into the reading rooms.
6. It is forbidden to chain laptops or other personal belongings to ANL furnishings.
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.
8. Chairs may not be reserved in the reading rooms; nor is it permitted to keep chairs for clients who have their own work materials.

## **§ 10 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 PCs 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 and/or racist nature must not be consulted.
3. Internet PCs 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.
4. Making changes to the system and network configurations is generally not permitted.
5. Downloading of software is not permitted.

6. The library staff is authorised to check that the PCs are being used in accordance with the regulations, and if necessary to exclude clients from using the internet workplaces.
7. In the context of Internet use by the library user, the Austrian National Library processes personal data, namely user name and password, for the authentication and verification of the authorised user. When Internet access provided by the ANL is used improperly, the ANL reserves the right, based on the relevant legislation, to disclose this personal data to the responsible authorities for law enforcement purposes, if required.

## **§ 11 Exclusion of liability**

1. The ANL does not accept responsibility for damages caused by incorrect, incomplete, or delayed provision of services.
2. The ANL accepts no responsibility for items left in the cloakroom. This also applies in cases of short term absences from the Library with the numbered tag that had been issued.
3. The ANL's homepage has only links to pages the contents of 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.

## **§ 12 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. The directors of the Library have the duty of prosecuting for theft and other acts punishable by law.
5. Cloakroom regulations
  - 5.1 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.
  - 5.2 Without exception bags, laptop bags, backpacks etc, overcoats, jackets, hats, and umbrellas are to be left at the cloakroom. Bags for carrying any media within the



Heldenplatz user area are available at the service desk. Decisions made by the library personnel on what clothing is allowed must be followed.

5.3 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.

5.4 Objects left in the cloakroom overnight will be taken away to Josefsplatz security centre, where they can be collected. The ANL is authorised, in full discharge of its liabilities, to hand over items for collection to persons presenting the correct key, without checking their entitlement. Perishable or offensive-smelling objects may be destroyed immediately.

5.5 Keeping money or valuables in the lockers is not permitted.

5.6 The ANL has no responsibility for objects placed in the cloakroom or the lockers.

## **§ 13 Opening hours**

1. The premises of the ANL are opened on all days except public holidays. From 27th to 31st July, on 24th and 31st December as well as on Good Friday and Holy Saturday the areas of use remain closed. On All Souls' Day (2nd November) the areas of use are closed at 12 o'clock.
2. For the current opening hours please see the ANL website, the news tickers on the screens at the Heldenplatz user area, or the ANL notice boards.

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Director General