Österreichische Nationalbibliothek

Austrian National Library Rules for Visitors

Dear Visitors,

We wish you a pleasant stay at the Austrian National Library.

Accepting Our Rules for Visitors

By entering our buildings, you declare to accept the rules and regulations set forth in our Rules for Visitors, which is for your own safety and the security and conservation of our holdings. This Rules for Visitors can also be consulted at the ticket office (service desk) and is binding for all visitors to the Austrian National Library.

General information

Visitors should behave in such a way that others are not disturbed, inconvenienced or harassed. In particular, they must refrain from any behaviour that is contrary to respectful coexistence and the maintenance of safety and order.

Smoking is forbidden throughout the premises, as is the use of e-cigarettes and similar devices. Persons under the influence of alcohol will be denied access.

The Austrian National Library accepts no liability for objects left behind, forgotten or lost on the premises. Visitors are asked to hand in lost property at the ticket office (service desk).

With the exception of certified assistance dogs, animals are not permitted in the Austrian National Library.

Our security and attending staff are authorised by the management of the Austrian National Library to enforce the house rules; their instructions must be followed at all times. At the sound of an acoustic alarm or when instructed by our attending staff, visitors must evacuate the building immediately using the designated escape routes.

If the Rules for Visitors or the instructions given by our attending staff are not complied with, our attending staff may order the individuals concerned to leave the building.

Opening Hours

Please consult the official information on opening hours advertised at the ticket office (service desk) and on the Austrian National Library website: onb.ac.at Please note that in case of major internal or external events or upon administrative order, the management may decide to close specific Museums, library areas, parts thereof or the whole area temporarily or on specific dates.

Admission Rates

Current admission rates and fees for guided tours, as well as requirements entitling visitors to discounts, are advertised at the ticket office (service desk). Discounted tickets can only be sold to those visitors proving their entitlement by producing reliable documents. There is no legal claim to discounted tickets.

Paid tickets cannot be returned or exchanged. There will be no refund for lost tickets or for tickets that have not been used or only been used partly.

Missing the beginning of a tour or restricted viewing due to the temporary closure of specific Museums or parts thereof do not justify any claims to a refund of tour fees or admission rates.

Admission

Children under 12 years of age, school classes, and other groups of children and adolescents may only enter the Museums and library areas in the company of adults. Adults responsible for children and adolescents must be present during the entire visit and attend to them in order to prevent accidents or damage and ensure a quiet and undisturbed visit.

Last admission to exhibitions or library areas is thirty minutes before closing.

Behaviour

Please keep your ticket until you leave the building. You may be asked to show it any time. Before entering the exhibition or library areas, any bulky objects, such as camera stands, canes (except if needed as a walking aid), umbrellas, coats, rainwear, wet garments, all types of backpacks and frames, and bags larger than 30 x 40 cm, must be left in our cloakrooms or lockers. In cases of doubt, our staff members are authorised to decide whether an object must be left behind. Perishable goods, inflammable or malodorous substances, combustibles, and corrosives must not be deposited in our cloakrooms or lockers nor may they be brought into the exhibition areas. This also applies to all kinds of weapons and other dangerous objects.

It is not allowed to eat, drink, make music, play musical instruments, use multimedia devices, speak in a loud voice, make noise, run, rampage, or throw objects about. Using telephones in the Museums and library areas is only permitted in emergencies. It is not allowed to touch the exhibits and showcases. All facilities and equipment must be handled with care.

Those responsible for supervising children, young people or groups (such as guardians, teachers or group leaders) are responsible for ensuring that the children, young people or groups in their care behave responsibly and considerately throughout their visit to the museum.

Filming and photography of objects without artificial lighting or tripod are permitted for private, academic or other non-commercial purposes (e.g. as part of public reporting). Filming and photography of objects for all other purposes (e.g. advertising) and filming and photography with artificial lighting or tripod require approval and are, as a rule, subject to a fee. Recording, filming or taking photographs of the Austrian National Library’s staff including guides at guided tours definitely requires approval.

Visitors must not leave the premises with the audio guides and tablet computers provided by the Austrian National Library.

Persons who disrupt or endanger operations through their behaviour, inappropriate clothing or strong body odour, who interfere with or harass other users, or who damage the reputation of the Austrian National Library may be asked to leave the premises. If visitors are asked to leave the Museum or the library area, their tickets will cease to be valid, and the admission fee will not be refunded. Visitors not complying with the Rules for Visitors and disregarding the directions given by our staff repeatedly may be barred from entering the Austrian National Library by the management.

Closed circuit television is used in part of the Austrian National Library’s areas for security and public safety reasons. The Austrian National Library reserves the right to pass recordings on for police or

court investigation if necessary without obtaining permission from the persons shown in the recordings. Photographers or film crews may be present on the premises during regular operation, but also during special events. Such photographs and/or video footage may be published for the purpose of media coverage. By staying on the premises, visitors agree that these recordings and photographs may generally be used in this way. If you do not want to be photographed or filmed, we would ask you to notify the photographers and/or the film crew in advance accordingly. If you change your mind at a later date, please write an email to datenschutz@onb.ac.at.

Valid as of July 2026