Österreichische Nationalbibliothek

Library regulations

valid from January 1st 2026

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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 amended from time to time.

2. Its duties include in particular:
   - The continuous acquisition, long-term conservation, and making accessible of its holdings and presentation of these holdings to the public, especially those objects recognised as being part of the World Cultural Heritage and held in its Collections.

   - As the main archive 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 users quality information, training courses and research services of a high technical standard.

§ 2 General regulations, fees for services, data protection

1. By applying for a Library card, the user acknowledges the current regulations for the use of the ANL Library areas (incl. collections) and any subsequent changes thereto, unless an objection is lodged in writing to such changes within three months after they enter into effect.

2. Users 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. In the event of serious breaches of the regulations, an immediate ban from the Library may be imposed. If a user is excluded, the fees for the library card will not be refunded.

3. Access to the facilities of the ANL is available to all persons over the age of 16.

4. The ANL can only be used with a valid Library card.

5. Library cards

   5.1 Library cards are issued as either a one-day or an annual card on presentation of an official ID, and the prices are set out in a list of fees.

   5.2 Changes of personal data must be communicated in writing to the ANL without delay or updated online at the Ticket Shop. Costs incurred by the ANL as a result of the user failing to notify a change in his/her personal details shall be charged to the user.

   5.3 The card may not be given to other persons. If a library card is passed on to another person despite this prohibition, the ANL shall be entitled to block the card and exclude the user from using the Library. Users are responsible for all damage incurred through a misuse of the card. Loss of the card must be immediately reported to the municipal district office, or a notice of loss must be filed with the Lost Property Office online, and the paper or digital confirmation of the report must be presented to the ANL. Duplicates can only be issued on payment of a fee (this also applies to Culture Pass holders). In the event of suspected misuse of the library card, library staff are entitled to demand that the card be handed over and may, if necessary, retain it.

6. When issuing cards and providing library services (such as taking orders, giving information), the ANL processes and stores the applicants'/users' personal details in automated form.

These details are only used by the ÖNB to perform and handle the contract and for company-specific communication with the applicant/user. Personal details are only communicated to third parties who are service providers for the ÖNB and only to the extent that these details are needed by the ÖNB service providers to provide library-specific services at the request of the users.
Library users hereby expressly consent to the use of the personal details provided by them, including photos for the issue and charging of user cards, and to the recording of the times of their visits for security reasons.
Users are at all times entitled to request information, rectification and erasure of the data stored concerning them and can at any time revoke their consent for the future. Further information can be found in our data protection declaration (https://www.onb.ac.at/datenschutz). Please send any inquiries in writing to the following address: Österreichische Nationalbibliothek, z.Hd. Datenschutzbeauftragter, Josefsplatz 1, 1015 Vienna, or by email to datenschutz@onb.ac.at.

7. Library users may not disclose their user names and password to other persons. They shall keep it secret and are fully responsible for its use.
User names can be blocked at any time in the event of misuse or a breach of Library regulations.

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

1. A maximum of ten volumes may be ordered in the Collection reading rooms and in the Library at Heldenplatz. Hence a maximum of ten volumes or collection objects will be issued per reading room at any one time.

2. The issue of media in the reading rooms requires a valid ID with photo to be handed in at the desk. In return the user will receive a numbered tag. Upon receipt of the material, users are required to check that it is 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 material is returned, and are regarded as acknowledgement of receipt of the material.

3. If the requested items are not available or cannot be provided at the time of ordering, the user will receive the order slip with the corresponding note. If works cannot be made available – whether due to loss, use by others, or for other reasons – there is no entitlement to a refund of the purchase price of the user card.

4. Ordered items will be kept for a week from the date when the order is submitted 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 users, a shared booking can be requested.

5. When user leaving the reading rooms the user must return the numbered tag and the material and Collection objects used to the Library staff. The personal ID and the part of the order form that was used as acknowledgement of receipt shall be handed back to the user, who is required immediately to check the accuracy of the details. In the event of complaints, the order form section is retained by the ANL until the matter is cleared up or compensation has been paid.

6. Availability of material may be limited on legal grounds, by official or private order, or for reasons of conservation.

7. When ordering or using objects from the Collections in the Collection reading rooms, users must observe the special safety regulations displayed on the notice board.

8. Reading rooms and user areas are to be vacated when the announcement is made at 8.45 pm that Library about to close, 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 an entitlement 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 prove
   - completed university studies (diploma, Master's degree) or a comparable academic qualification and
   - who can give evidence of current academic activities. These include:
     - writing a dissertation or postdoctoral thesis,
     - specific academic publication projects (confirmation from the body for whom the project is being conducted) or current 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 the use of the Research Reading Room is not transferable and is valid up to the end of the validity of the annual ticket. An extension is subject to the production of on-going evidence that the conditions set out in paragraph 2 above continue to be satisfied.

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 be used for the duration of a specific research activity by the researcher. The keys and a reservation card for the deposit boxes are issued at the book counter on the ground floor for a period of four weeks. The period of use can be extended in person at any time. If no extension in person is made, the deposit box will be opened at the end of the four weeks and its contents will be kept for a period of one week and can be collected at the service desk on Heldenplatz. If the objects are not collected within one week, they will be sent to the Lost Property Office.

6. The ANL accepts no liability for items stored in lockers.

7. If a locker key is lost, this will require the replacement of the lock and the costs will be charged to the user.

§ 5 Borrowing for off-site use

1. The ANL is primarily a reference library. Material may therefore only be borrowed in exceptional circumstances. The borrowing of works is limited to ten volumes at any one time.

2. Borrowing is restricted to natural persons over the age of 19 who 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 (scholarly activity means writing a dissertation or postdoctoral thesis or the conduct of a scientific research project),
   - or are members of a public corporation,

- or are members of private enterprises whose main activity is in the field of science and/or culture,
- or are persons for whom the use of the reading rooms is impossible or severely limited because of a physical handicap.

Persons entitled to borrow shall without exception pay a deposit of € 80.00. The ANL is entitled to charge any claims against the deposit.

3. The right to borrow is valid for the same period as the annual ticket, and an extension shall require the production of current proof that the conditions set out in paragraph 2 above continue to be satisfied. The right to the refund of the security deposit shall end at the latest three years after expiry of the right to borrow. The deposit shall be returned upon presentation of the original receipt for the payment and the corresponding till receipt. The deposit shall be refunded in cash at the Service Desk on Heldenplatz. If requested, the deposit can be returned by bank transfer subject to a fee according to the list of fees. If the proof of payment is lost, the ANL may check the claim, subject to a fee.

4. In 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, illustrated volumes, picture volumes, map collections, tourist guides, loose leaf editions, books from special exhibitions,
   - Austrian works (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 are more than 100 years old,
   - unbound (paperback) works and works in a poor condition.

5. Printed material that has been borrowed must be returned at the latest at the end of the borrowing period without reminder from the ANL. Please note that borrowed items must be returned in person or by an authorized representative only. If printed materials are not returned in time, fees for the reminder and the late return are calculated according to the current list of fees.
   If printed materials are not returned in time or fees incurred not paid, neither a loan nor an extension of the loan period for other printed materials will be allowed, and borrowing privileges will be suspended. Unpaid warning and late-return charges after expiry of the entitlement to borrow shall be deducted from the deposit.

6. Detailed borrowing regulations are to be found on our webpage.

7. For loans for exhibitions, an application must be made to the relevant Collection. The conditions and charges shall be set out in a separate loan contract. The basis for calculating charges shall be the current list of fees.

§ 6 Interlibrary loans

1. ANL users can request literature not available in the ANL or in any of the other public libraries in Vienna through the interlibrary service – subject to fees – linking us with other libraries in Austria and other countries. In addition to ordering books we can also ask for copies of articles from newspapers, periodicals, and books. Works can only be requested from libraries within Europe, copies can also be requested from outside Europe.

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-site use is not permitted.

3. Users outside the Vienna area can, subject to a fee, obtain works from the ANL through a library close to their place of residence in accordance with the “Recommendation for the handling of interlibrary loans and the supply of documents within Austria” of the VÖB (Association of Austrian Librarians). This service is only available to libraries within Europe; the ANL does not send any works to countries outside Europe.

§ 7 Research and information services

1. The ANL provides its users with a library and technical information service in its work areas.

2. The ANL provides its users with access to electronic databases, some free of charge, some subject to a fee, and advice on how to use these facilities.

3. The ANL answers questions concerning matters associated with its collection fields. These research tasks are free of charge if they can be completed in less than 30 minutes. If they take up more than 30 minutes, costs are calculated as set out in the list of fees. Compiling literature searches for university theses and assessing the value of books are not part of the ANL services.

§ 8 Copying services

1. The ANL provides a reproduction service in the form of scans, photos and photocopies of the material it holds, for which a charge is levied. Users may make analogue or digital photos or scans of the Library's material for study purposes, subject to compliance with certain conditions (observance of copyright and personality rights, non-commercial use, no flash, no disturbance of readers, compliance with conservation requirements). The making of photographs of the material in the Library at Heldenplatz is permitted in the reading rooms subject to the aforesaid conditions. However, the Library reserves the right to refuse permission for photography under certain conditions. For material in the collections, prior approval must be obtained from the personnel responsible for the collections. Photographs made by users must not be used for publications.

2. The ANL places photocopiers and/or scanning devices at users’ disposal in all work areas, and enables copies to be made of microfilmed material and scans, and data to be saved on electronic data carriers.

3. When using the self-service photocopiers and/or scanning devices attention must paid to the condition of the material. Heavy pressure on book spines must be avoided at all costs. Bindings made of leather or half-leather may not be copied/scanned. In the event of doubt the librarian on duty will decide whether copying/scanning may be carried out.

4. Users bear sole responsibility for compliance with copyright, personal and other rights.

5. The prices for making copies for personal use or for publication are set out in the list of fees.

§ 9 Conduct in the ANL

1. Users must refrain from any disruptive behavior in the premises of the ANL. Individuals whose behavior, inappropriate clothing, or strong body odor disrupts or endangers operations, inconveniences or harasses other users, or damages the reputation of the ANL may be asked to leave the building.

2. In the light of the many individual ideological, religious and political persuasions of our users, religious rites and events of a political or ideological nature are prohibited throughout the Library area.

3. Objects that might cause a risk to persons, media or the inventory must not be brought into the Library. In the event of doubt, the library staff shall decide on the potential risk of items brought into the Library.

4. Carrying weapons or weapon-like objects (e.g. knives) is strictly prohibited throughout the entire library area.

5. Food and drink must not be consumed or taken into the reading rooms, all desk service areas, all book issue areas and the research areas. Users may bring and consume drinking water in transparent closable bottles in the reading rooms. For conservation reasons, special provisions apply to the reading rooms of the special collections. Smoking is forbidden in all areas of the ANL. Food and drink, is only allowed in the communication lounge, with the exception of warm or strong-smelling food, which may not be eaten even in the lounge. The consumption of alcoholic drinks is forbidden in the entire Library area.

6. Library materials must not be taken into the Bistro and the communication lounge.

7. Animals, with the exception of trained assistance dogs, shall not be taken into the ANL.

8. Mobile phones may only be used in the cloakroom and the communication lounge. Mobile phones must be set to silent mode in the reading rooms.

9. Laptops or other personal belongings must not be chained to ANL furnishings.

10. Damage to or soiling of the Library's stocks shall be avoided. The repair or cleaning costs shall be charged to the offender. Damage includes any form of writing such as underlining or corrections, as well as folding pages, plates or maps. If Library property suffers damage or loss, the offender shall refund costs of restoration or new acquisition and of binding.

11. Chairs may not be reserved in the reading rooms for longer than 45 minutes; nor is it permitted to place work material on chairs to reserve them for other users.

§ 10 Special rules for the use of Internet work stations

1. The ANL provides its users with free access to the internet. In most of the reading rooms these services are provided via Wireless LAN. Details on the use of Wireless LAN are on display nearby.

2. When using the free internet terminals and internet access via Wireless LAN the user is personally responsible for compliance with the current regulations, particularly concerning copyright, criminal offences, and data protection. Pages glorifying violence or of a pornographic and/or racist nature must not be consulted.

3. Internet terminals placed at users' disposal serve the gathering and transmitting of information in the broadest sense. Using them for mere entertainment is therefore not permitted.

4. Interfering with or making changes to the computers, the cabling and the system and network configuration is prohibited under all circumstances.

5. Downloading software and saving data is not permitted.

6. The Library staff is authorised to check that the IT infrastructure is being used in accordance with the regulations, and if necessary to exclude users from using the internet work stations. If the situation demands, the ANL shall be entitled to impose a time limit on use in general or for individual persons.

7. Within the Internet use by the Library user, the Austrian National Library processes personal data, namely user name and password, for the authentication and verification of user authorisation. If the Internet access provided by the ANL is used improperly, the ANL reserves the right to disclose this personal data to the responsible authorities for law enforcement purposes pursuant to the relevant legislation.

8. The Austrian National Library reserves the right to monitor data traffic (including encrypted content) and, if necessary, implement IT security measures (such as blocking content) to protect against misuse of its IT infrastructure and to defend against cyberattacks.

§ 11 Exclusion of liability

1. The ANL accepts no responsibility for damage caused by the 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 has been issued.

3. The ANL shall not be liable for theft, loss or damage to private property introduced into the Library.

4. The ANL's homepage only includes links to pages whose contents, at the time the link was set, were not obviously in breach of current laws in Austria. Setting 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, data protection, criminal provisions and infringements of obligations resulting from the contract between users and internet providers.

5. As a memory institution and archive library, the Austrian National Library is responsible for archiving and ensuring public access to all types of publications, sources, and contemporary and historical background material. The holdings are not evaluated by the Library and are primarily destined for use in scientific research. The Austrian National Library expressly distances itself from any content that is discriminatory, national socialist in nature or glorifies violence.

§ 12 Regulations on order and safety

1. To guarantee the orderly functioning of the Library the ANL is authorised to undertake appropriate measures to ensure the safety of its holdings, its entire inventory, and all persons on the Library's premises.

2. The Library staff are authorised to give instructions to users. These instructions must be followed.

3. The Library staff are authorised to carry out searches of persons and objects. When passing through the exit, users must show unasked the contents of bags in such a way that they can be checked.

4. The Library management is required to notify the police of theft and other acts punishable by law.

5. The Library staff are authorized to eject any person from the premises who is perceived to be under the influence of alcohol or drugs or whose conduct is objectionable.

6. Cloakroom regulations

   6.1 The cloakrooms are meant exclusively for the use of ANL users during opening hours. Objects must not be left in the lockers, nor may the cloakroom keys be taken away outside opening hours.

   6.2 Bags, laptop bags, backpacks, hats and umbrellas are to be left at the cloakroom without exception. Wearing warm (and dry) outer clothing is permitted in order to save energy in the reading rooms. Bags for carrying any media within the Heldenplatz user area are available for loan in the cloakroom and can be purchased at the service desk.

   6.3 For the duration of a visit to the ANL, users must keep on their person or digitally, as the case may be, the key/QR-Code of the locker they are using. The locker must be empty when the user leaves the ANL. If a key to a ground-floor locker is lost, this will require the replacement of the lock and the costs will be charged to the user.

   6.4 Objects left in the cloakroom overnight can be collected at the service desk on Heldenplatz. The ANL is authorised to fully discharge its obligations by handing over items for collection to persons presenting the correct key/QR-Code, without checking their entitlement. Perishable or malodorous objects may be destroyed immediately. Objects that are not collected within one week will be sent to the Lost Property Office.

   6.5 Money or valuables must not be kept in the lockers.

   6.6 The ANL shall not be liable for objects placed in the cloakroom or the lockers.

§ 13 Opening hours

1. The ANL premises are open every day except public holidays. The user areas are closed from 25th to 31st July, on 24th and 31st December and on Good Friday and Easter Saturday. On All Souls' Day (2nd November) the user areas close at 12 o'clock. In the event of major internal or external events or if requested by the public authorities, the management can determine that the Library will be closed at other times, or that individual areas will be closed temporarily.

2. For the current opening hours please consult the ANL website, the news tickers on the screens at the Heldenplatz user area, or the ANL notice boards.

3. Products, day and annual tickets for the Library and the museum can be purchased on opening days up to a quarter of an hour before closing time.

Mag. Michaela Mayr
Deputy Director General

Mag. Richard Starkel
Commercial Director