

Welcome to the libraries in Hillerød & Skævinge

Rules

Who can use the library?

The library is for everyone. Use of the Danish public library system is free of charge. To take home books and other materials you will need to register. Please note that some library services are only available to local residents.

How do I join the library?

To register, bring your "sundhedskort" (medical card) to the library. At the same time you'll set up a PIN number. The PIN is required when you borrow, reserve or renew library materials, when you wish to check your borrower information, or make use of other online library services. Please notify the library if you change your address, e-mail address, telephone number, etc.

The "sundhedskort" (medical card) serves as library card and must be brought if you wish to borrow. The card is for your personal use only, and you are responsible for everything borrowed on it. Please contact the library immediately if the card is stolen or lost. Children and young people under 15 can be issued with a library card instead. A parent or legal guardian, must apply for the library card for a child under 18 years old, accepting financial responsibility for materials borrowed or any charges incurred on a child's card.

How long is the loan period?

The standard loan period is one month. Some materials have a shorter loan period. Please check your issue receipt. The individual library can decide on certain restrictions in an individual user's total loan allowance, cf. "Bekendtgørelse om biblioteksvirksomhed" (Ministerial order regarding library services), § 15.

How do I return borrowed materials?

Your issue receipt shows which items you have borrowed and when they are due back. When you return borrowed materials you will get a receipt as proof of return. You can view your current loans, reservations etc. on the library homepage. If borrowed materials are not returned on time an overdue charge is applied. See the current rates at the library or on the library homepage.

How do I renew loans?

You can renew a loan provided the item has not been reserved by others. Please note that there may be a renewal limit, depending on library policy. Certain items cannot be renewed. You can renew your loans online, by telephone or in person.

How do I make a reservation?

You can reserve books, CDs etc online, by telephone or in person. You will be notified by post, e-mail or text message when a reserved item is ready to collect. If the item you require is not in stock, the library will try to obtain it for you via interlibrary loan. Please note that there may be a reservation limit, depending on library policy. Some libraries charge a reservation fee.

Lost or damaged material

If you lose or accidentally damage borrowed material you will be charged for its replacement. The library assumes no responsibility for damage caused to a user's equipment by items borrowed from the library.

Regulations

The library is for everyone. You are expected to behave appropriately and follow the staff's directions. The staff may exclude from the library or suspend from its use for a specified period any person who behaves in an unacceptable manner or infringes the regulations.

Borrowing rights can be suspended if the user repeatedly fails to return borrowed material, or if the user to a considerable extent violates his or her obligation to return borrowed material in undamaged condition. Exclusion from borrowing at the library may also occur if a user has long-outstanding accounts of DKK 200,- or more. A seven days written notice will be given prior to exclusion. A bailiff's order may be implemented regarding outstanding fees, cf. "Lov om biblioteks- virksomhed" (Act regarding library services), §32 and §33.

Data protection policy

The libraries comply with the provisions of the "Lov om behandling af personoplysninger" (The Act on Processing of Personal Data).

Open libraries

Open Libraries is a self-service concept where visitors access the library themselves during un-serviced opening hours.

How to obtain access

You can obtain access to our Open Libraries if you are a registered user. This registration is carried out by our staff. To access the library, insert your library card or medical insurance card into the card reader and enter your PIN-code.

The name and CPR-number of each registered person accessing Open Libraries will be recorded in a data-log. Surveillance cameras are placed at the entrance and inside the library, partly to ensure the safety of visitors, partly to protect the library and its property against theft, vandalism, etc.

All video recordings are handled according to the laws regarding video surveillance.

During un-serviced opening hours the doors are locked. Upon accessing the library you will be responsible for all aspects of your self-service while on the premises.

Self service

During self service hours, most of the regular library facilities are available to you. These include borrowing and returning items, collecting held items, reading the daily newspapers, magazines and using the computers and the internet. You can also make copies or prints for a small fee.

Returning items

When returning items via the self-service machines, it is important to follow the instructions on the screen. At Skævinge Library you will be prompted to place the items on the 'return shelves or carts', or to insert them into the black box next to

the self-service machine. Check the screen or your receipt to ensure that all items have been properly returned. At Hillerød Library you make the returns at your left after entering the main door. Follow the instruction on the screen.

Borrowing items

When borrowing items via the self-service machines, you are obliged to check your receipt to verify that all items have been processed to your personal log. All our materials are anti-theft secured. If you leave the library with incomplete loans an alarm is triggered, in which case you will need to check your receipt again and properly borrow the remaining items.

Collecting held items

When you are notified of a reserved item ready to be collected, you will also receive a unique collection number. All held items are sorted numerically and placed on the proper collection shelves. When you have retrieved your items you must borrow them via one of the self-service machines.

Penalty fees

Accumulated penalty fees are automatically transferred for later payment, either at your next visit to the library during serviced opening hours, or via your personal log at www.hilbib.dk.

Staff assistance

During regular opening hours our staff is ready to assist you in finding the material or information you need, to help you reserve, borrow and return items, to provide assistance regarding public service matters and purchasing tickets etc.

Your library and mine

The concept of Open Libraries is based on mutual trust between the library and its users. All visitors are encouraged to look after the library and maintain good order and discipline. Keep in mind that the library is our mutual property, a source of benefit and pleasure for all. Be aware that any incident of vandalism will be reported to the Police. Abuse will result in exclusion.

Windows and doors

For security reasons all windows and doors (other than the main door) must remain closed.

Vacating the library at closing time Visitors will be notified prior to closing time via the PA system. An alarm is triggered alerting the Security Guard Service if you fail to vacate in time. When the alarm sounds, please leave the library.

Newspapers

We make every effort to provide you with various newspapers.

Addresses & Opening Hours

Hillerød Bibliotek

Christiansgade 1 • 3400 Hillerød
Phone 7232 5800 • bibliotek@hillerod.dk

Opening Hours

Monday – Sunday 7 am - 10 pm

Serviced opening hours:

Monday-Thursday 10 am - 6 pm
Friday-Saturday 10 am - 2 pm

Local Historical Archives

Tuesday 12.30 pm - 5 pm
1st Saturday/Month 10.30 pm - 2 pm

Skævinge Bibliotek

Hovedgaden 16 C • 3320 Skævinge
Phone 7232 5900 • bibliotek@hillerod.dk

Opening Hours

Monday – Sunday 7 am - 10 pm

Serviced opening hours:

Monday and Wednesday 2 pm - 6 pm
Thursday 9 am - 12 noon

www.hilbib.dk

