
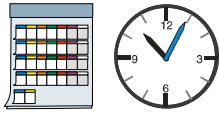


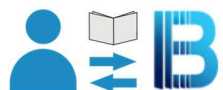


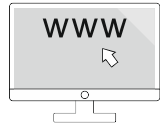
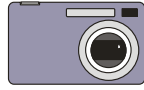

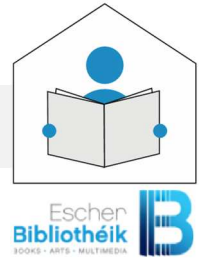


Info and rules of the Escher Library

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General info



The library should be easy to use.

You will find important information here.

What is a library?

A **library** is a building with

- many books
- DVDs and CDs
- magazines
- books for listening
- and other things.

Another word for all of these is: **media**.

Media contains information you can hear or see.

1 single thing is called: a medium.

The library in Esch-sur-Alzette is called: "**Escher Bibliothéik**".

Many people also say "BESA".

BESA means: **B**ibliothèque municipale d'**E**sch-**s**ur-**A**lzette.

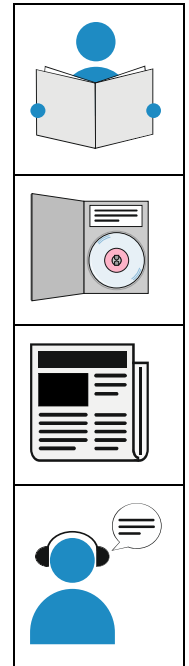
From now on, we'll use the word **library**.

The library is a **public** building:

Public means: everybody can use the library.

The library is a **building for culture**.

Here, culture means: There are media made by writers and artists.



Who is allowed to use the library?

The library is **for everybody**.

You are allowed to **use** the library.

It does **not** matter:

- how old you are
- what country you are from
- if you are a man or a woman
or have a different gender
- what religion you have
- if you speak other languages
- if you are rich or poor

How can you use the library?

You need to ask for a **library card**.

You can then borrow something or use the computer.

This card is **free** when you **register** at the library.

You can use the library's reading room without a card.

You can learn a lot at the library all your life.

You have **free access to** different **information**.

You can continue learning new things for **free**.

What can you do at the library ?

You can **borrow** various media from the library.

Borrowing means for example: you can take a book or a DVD home for a while.

But you must return the media.

You can borrow from the library for free.

At the library, you can also

- read
- get information
- use the computer
- learn, alone or with somebody else
For example: for school, for work or for fun.
- meet friends and other nice people.

What can be found in the library?

The library has a **reading room** and other rooms for users.

There are **books**, for adults, young people, and children about many different topics.

For example: stories or things from everyday life.

You will also find:

- books in easy-to-read language
- books in other languages
- newspapers and magazines.

There are also books that can be read or listened to on electronic devices.
For example: on a mobile phone or tablet.

These books are called **e-books** and **audio books**.

E-book means electronic book.

Audio book means a book that you can listen to.

What else is there at the library?

You can also:

- use a computer
- surf the Internet
- copy, print or scan
- meet interesting people and talk with others.



When is the library open?

Monday	14:00 to 17:00
Tuesday	10:00 to 12:00 and 14:00 to 17:00
Wednesday	13:30 to 17:00
Thursday	10:00 to 12:00 and 14:00 to 17:00
Friday	15:00 to 19:00
Saturday	10:00 to 12:00
Sunday	closed.

Library rules

There are **rules at in** the library.

You have to read the rules.

You sign the **form**.

That means: you agree to the rules.

The form is called: **Registration Form**.

You do **not** understand something?

Or you need help?

Then come to the reception desk.

Or ask the library staff.

What are you allowed to do at the library?

- You can go into many rooms.
But **not** into every room.
Some rooms are only for library staff.
You are **not** allowed to go into these rooms.
- You can look at media in the **reading room**.
You can read or use media.
But you have to **put the media back in** their old place.
If you **cannot** find the place,
then give the media to a member of the library staff.
- **Please take good care of your own property.**
For example your bag.
You can put your things in a locker.
The locker is in the cloakroom.

Always take your things with you when you leave a room.
The library will not pay for broken or lost items.

- You **must follow** the rules set by the library.
If you do **not** follow the rules,
then you are **no** longer allowed to use the library.
- Parents or guardian are **responsible** for their children.
Responsible means: they look after their children.
And they pay for broken or lost things.
The library does **not look after** children or young people.
The library does **not pay** when children or young people
lose or break media.

What are you **NOT** allowed to do?

- You are **not** allowed to bring **animals** into the library.
Exception: guide dogs for blind people and assistance dogs are allowed.
They help people with a disability.
- It should be quiet in the library.
So that everyone can read well and can concentrate.
- You are **not** allowed to speak disrespectfully.
- You are **not** allowed to disturb other users.
- You are **not** allowed to run or play.
- You are **not** allowed to play loud videos or loud music.
- You are **not** allowed to talk on the phone in the library.
Please go **outside to** talk on the phone.
Please put your phone on **silent mode in the library**.
- You are **not** allowed to eat or drink in the reading rooms
or at the computers.
- You are **not** allowed to smoke.

- You are **not** allowed to drink alcohol or take drugs.
- If you are drunk or on drugs, you are **not** allowed to enter library.

 <p>No animals</p>	 <p>Assistance dogs are allowed</p>	 <p>Guide dogs for blind people are allowed</p>	
 <p>Shh, do not disturb</p>	 <p>No running No playing</p>	 <p>No loud music No loud videos</p>	 <p>Do not talk on the phone</p>
 <p>No smoking</p>	 <p>No eating or drinking</p>	 <p>No alcohol</p>	 <p>No drugs</p>



Registration

How do you register at the library?

You need to fill in a registration form.

You need to give the library this info:

- First name and last name
- Date of birth
- Address
- E-mail address.
Maybe you don't have an e-mail?
The library can help you.

This info is called **personal data** in hard-to-read language.

You can also give your telephone number.

But you do **not** have to.

It's your free choice.

Please bring a **proof of identity** to your registration:

- Your **identity card**
- Or your **passport**
- Or your **residence permit**
This is a paper from the Immigration Office.
This means that you have permission to live in Luxembourg.

The library keeps your registration form.

You will get a **library card**.

You can also save the **library card** on your mobile phone.

You will receive a **personal password**.

Personal means:

You should **not** give the password to other people.

Maybe you are already registered at another library in Luxembourg?

You can use the **same username** and **password** for the library of Esch.

Have you lost your library card?

Please contact us.

You can get a new library card.

The new library card costs 1,50 Euro.

Are you under 18 years old ?

This means: **an adult** is responsible for you.

This can be

- A parent
- Another legal guardian
- A guardian. In Luxembourg, we also say “tuteur”.

This person must **sign** your registration form.

How long is the registration valid?

The registration is valid for **5 years**.

After that, it can be extended.

The library keeps the info about you for that time.

It keeps the info for 2 years after you have de-registered.

After that, the library deletes your information.

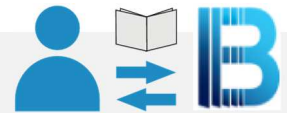
Deleting means:

the library can **no** longer read or use the information.

What you borrow remains anonymous.

Anonymous means: You will not be named.

Borrowing



Do you live in Luxembourg or in the border region?

Then you can take the media home for **1 month**.

But you have to bring the media back again.

How many media can you borrow?

You can borrow **5 printed media** to read or look at.

For example: books or magazines.

You can borrow **3 media to listen to or to watch**.

These media are also called: audio-visual media.

For example: audio books, CDs, films and computer games.

For how long can you borrow the media?

You can borrow the media for 4 weeks.

This is the maximum loan period.

Maybe you want to keep the media longer.

Then you can extend the loan period.

You tell the library that you want to keep the media longer.

You say this before the loan period is over.

You can then keep the media for 4 more weeks.

You can only do this once.

You have kept the media for too long.

What happens then?

We will send you a letter.

The letter is in **hard-to-read language**.

The letter says: You have to return the media.

Maybe you need more time.

You can then tell us:

I would like to **extend** the loan period.

If you do **not** respond to the first letter:

you will get a second warning letter.

If you do not respond to the second letter,

you will get a third and final letter.

Then we will do this:

- We will block your library card.
You can no longer borrow anything.
- You will receive a bill for the media.
You will have to pay this bill.

You want to extend the loan period.

How do you do that?

- **Call the library.**
Telephone: 27 54 49 60.
Tell us what you want to borrow for longer.
Give us the number of your library card.
- You **cannot** extend by sending an e-mail.

- You can extend the loan period **on the Internet**.

To do so, you must register on the internet-site

<https://a-z.lu>.

You will need your **card number** and **password**.

The information on the internet is **not** in easy-to-read language.

Maybe another user has already reserved the media.

In that case you **cannot** extend.

You have to **return** the media.

You take media home with you.

What do you have to be careful about?

You have to think about these things:

- This borrowed media is only for you.
You are **not** allowed to give the media to **any** other person.
- You must take **good care** of the media.
You are **not** allowed to lose **anything**.
You must keep the media clean.
You are **not** allowed to damage the media.
- You must return the media **on time**.
You have to keep track of the return date.
The **return date** is written on the loan note.
- You must **return** the media **to** the library.
The library must be open.
You **cannot** put the media in the mailbox of BESA.
- If you keep media for too long or **do not** return them,
you must pay a money to the library.

What you must NOT do with the media

You are not allowed to:

- Write or paint something in the medium.
- Underline something.
- Bend page corners.
- Cut or tear something out.
- Make something dirty.
For example, with food, paint or liquids.
- Break something in the rooms, break equipment or other things in the library.
- You must **not** copy the media.
Because the medium belongs to the person who made it.
This person is the author.
You must first ask the person if you are allowed to copy the media.
In hard-to-read language this is called: **copyright**.
- You **must not** copy media to watch or listen to.
For example: CDs or DVDs.

The media are lost, dirty or broken.

This can happen.

Tell the library immediately.

You will have to buy the same medium as a replacement.

Or you pay money to the library.

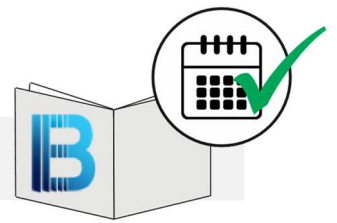
The library will then buy the same medium again.

What happens if you don't pay your fine?

The library will no longer lend you any media.

Maybe you can no longer use the computer in the library.

Reserving media



You want to borrow a book or other medium?

Perhaps someone else has already borrowed the medium.

In that case you can **reserve** the medium on the internet.

The library will contact you when the medium is back.

The library will inform you by sending you a letter or an e-mail or by calling you on your phone.

You can then pick up your medium.

You have 14 days to do so.

Reading e-books



E-books are digital books and audio books.

You can get e-books on this website www.ebooks.lu

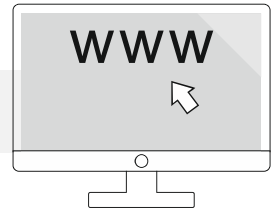
There are e-books from all of Luxembourg's libraries.

The digital books are in different languages.

You can only read them on a computer, tablet or mobile phone.

You can borrow these digital media.

Using computers and the internet



You want to use a computer from the library?

For this you need a **library card**.

Please give the card to the library staff.

The staff will keep your card for as long as you use the computer.

Sometimes people do not have a library card.

You can ask for permission for 1 day.

You can use the computer on that day.

You have to show your valid **identity card** for this.

You can use the computer for **1 hour per day**.

If you want to use the computer longer

you can ask the staff of the library.

What can you do on the library computers?

You can save files from the Internet

onto your **own storage media**.

Storage media are for example: CDs, DVDs and USB sticks.

What you must NOT do on the library computers

- You must **not** change **anything** on the computers.
- You must **not** download or install any programmes on the computers.
- You must **not** save **any personal** CDs, DVDs or data on the computers.

You are responsible

You use the internet or other internet services of the library.

You yourself are responsible, **not** the library.

You must follow the rules.

If you do not follow the rules, you can be punished.

An example:

You visit a prohibited website that causes damage.

Then you can go to court and be punished.

What you must NOT do on the internet

You are **not** allowed to visit these websites on the internet.

Websites that

- violate human rights
- show violence as something good and right
- are racist or discriminatory.

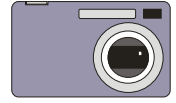
This means:

people with a different skin colour or

people with disabilities are portrayed without respect.

- show pornography: show people that are having sex.

Being photographed



The library sometimes takes **photos** at events.

Or during activities.

Sometimes these photos are used on the internet.

Or printed in a newspaper.

Maybe you do **not** want to be on photos.

If so let the staff of the library know.

Before the event, tell them:

"I do **not** want to be photographed".

Data protection



In this case, data means: **Info about persons.**

In hard-to-read language it is called **personal data.**

These are, for example:

- Name
- Date of birth
- Address.

This personal data must be **protected.**

Protected means: not everyone can see your data.

You decide who can see your data
and what they can use your data for.

This is called **data protection** and is written in a law.

Libraries must follow this law.

Data protection is important to the library of Esch.

That is why, the library has strict rules for data protection.

The library stores your data when you register

When you register, the **bibnet.lu libraries** store your data.

You have to agree.

Your data will only be used

-by the people working in the library and

-by people who have permission.

The data about the media that you borrow are handled **anonymously.**

Anonymous means:

Your name is **not** mentioned.

The library does **not** know who has borrowed the media.

What does the library use your data for?

For example:

- To register you at the library
- So that you can borrow and use media
- So that you can reserve or ask for something
- So that the library can call or write you
- To send you a warning or fine.
- So that you can use computers and the Internet.
- So that the library can collect numbers.

For example: how many people use the library.

Where is your data stored?

Many libraries in Luxembourg work together on the website www.bibnet.lu.

There, they store the data of all their users.

How long does the library keep your data?

The library keeps your personal data for as long as you are registered at the library.

That is **5 years**.

If you want to stay registered, it is longer.

When you de-register, the library deletes your data after 2 years.

Deleting means:

the library can no longer read or use the data.

Who is responsible for data protection?

In this case, responsible means:

Who decides what should be done with the collected data.

There are laws for the protection of data.

These must be followed.

The city of Esch-sur-Alzette is responsible.

And also the other bibnet.lu libraries.

What are your data protection rights?

You can inform yourself.

You can always get **information for free** from the library.

For example:

- What data does the library have about you?
- What does the library do with this data?
- Who can see your data?

The library must tell you that.

You can change your personal data.

There may be something wrong in your data.

You can **update** your data.

Tell the receptionist at the library.

Or do it yourself on the webpage

with your “**user account**” www.a-z.lu.

You can order the library NOT to store your data anymore.

You have changed your mind?

You do not want the library to store your data anymore?

You can say: “I **no longer agree** that my data is stored”.

You can order the library NOT to use your data anymore.

You can say: "I **do not** want my data to be used".

You do not want the library to use your data anymore.

You must tell the library: "I do not agree anymore".

You can ask the library to delete your data from the computer.

You can have your data deleted.

Delete means:

The library can **not** read or use the data anymore.

The library can not use your data anymore?

- They automatically **de-register** you.
- You have to give back **your** library card.

You **cannot use** the library **anymore**.

Write an e-mail or a letter to the library.

You can complain for free.

You believe that the library does not handle your data correctly.

There is a commission for data protection.

It is called the National Commission for Data Protection (CNPD).

Commission means:

A group of people cares about a certain issue.

The CNPD takes care of your complaint.

The address of the Commission is:
National Commission for Data Protection (CNPD)
1, Avenue du Rock'n'Roll
L-4361 Esch-sur-Alzette.

Here you can find more info:

<https://cnpd.public.lu/de/particuliers/faire-valoir/formulaire-plainte.html>

The words 'user', 'guardian', 'parent' refer to women, men, all gender.

Advice: Klaro - Centre for Easy Language

<https://klaro.lu>

The pictograms are from Klaro
and from the POINT- APEMH programme.



The easy language has been tested for comprehensibility
by staff from the APEMH workshops.

The blue logo shows that the document has been checked.

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