

Internal Regulations of the Esch-sur-Alzette Municipal Library

(See the deliberations of the Municipal Council of the City of Esch-sur-Alzette – Meeting of 29 March 2019, signed as a certified true copy on 20 September 2019).

1. GENERAL PROVISIONS

1.1. The Esch-sur-Alzette Municipal Library (hereinafter "the Library") is a cultural institution and a public service provided for the benefit of all members of the public, regardless of age, ethnicity, gender, religion, nationality, language or social status. The services provided by the Library are in principle free of charge.

The Library is a place dedicated to knowledge and cultural exchanges. Its mission is to guarantee its users equal access to information, culture and knowledge. It offers its users the possibility of developing their knowledge throughout the course of their lives, forming part of the process of "lifelong learning". It is a space where an educational institution, the workplace and home meet and interact. To that end, it makes its premises available to the public, along with media collections and suitable IT tools.

1.2. Access to and presence on the premises of the Library, and the consultation of documents on those premises and the lending thereof, are conditional on compliance with the stipulations set out below.

The opening hours of the Library shall be fixed by decision of the Mayor and Aldermen of the City of Esch-sur-Alzette and shall be duly posted up at the entrance to the building.

During those opening hours, users may move freely within the Library, respecting the areas reserved for its staff.

1.3. The order in which the documents on the premises are arranged must be respected. All documents, if they are not borrowed, must be returned to their original place after having been consulted. In the event of any doubt concerning the precise place where they belong, users are requested to hand them in to the staff dealing with loans or to place them on a table in the reading room.

1.4. All users are kindly requested to keep an eye on their personal effects (purses/wallets, laptops, course notes and books, access cards, etc.). The Library accepts no responsibility in cases of theft, loss or damage of whatever kind.

All users are required to behave in a proper manner, respecting the peace and tranquillity of other users and of the staff of the Library. Telephone calls must take place outside the Library's premises, so as not to disturb other users. Generally, users are requested to switch their mobile phones to silent mode when accessing the Library.

1.5. Animals are not allowed on the premises, apart from guide dogs accompanying blind or handicapped persons. The Library reserves the right to allow animals to be present on the premises in the context of certain events.

A cloakroom is available for all users. The Library accepts no responsibility in cases of theft, loss or damage of whatever kind of or to items of clothing or personal effects deposited in the cloakroom.

The display of notices and posters in the areas open to the public, and/or the depositing of information brochures, is subject to prior authorisation by the staff of the Library.

1.6. It is forbidden in particular:

- to use vulgar language or to behave in an improper and/or disruptive manner,
- to consume drinks and/or food in close proximity to books and other documents or computers,
- to run and/or play between the bookshelves and on the stairs,
- to make calls and/or speak on the telephone,
- to listen to music and/or watch videos in loudspeaker mode,
- to smoke inside the building,
- to consume alcohol (exceptions may be made in the case of events organised by the Library),
- to enter the Library in a drunken state or under the influence of narcotic drugs, or to consume such drugs inside the Library.

1.7. Instructions given by the Library staff must be complied with. The staff of the Library may withdraw a reader card from, and refuse to allow to remain on the Library's premises, any person who does not respect and comply with these Internal Regulations and/or instructions given by the Library staff.

1.8. Parents/guardians are responsible for the minor children in their charge. The Library accepts no responsibility in respect of unaccompanied minors.

2. REGISTRATION AND LENDING

2.1. The lending out of books and other materials is conditional on prior registration by the borrower, and is allowed only to persons residing in the Grand Duchy of Luxembourg or adjacent regions.

Registration is subject to the provision of the following information and supporting documents ("Personal Data"): surname(s), first name(s), date of birth, nationality and place of residence. Disclosure of a telephone number and/or e-mail address is optional, but necessary in order to access certain services. Users must show that these data are correct by means of a currently valid identity document. Upon registration, a reader card, and a password giving access to the personal reader account of the person concerned, are provided to each user. These Personal Data are necessary for the validation of the registration and the setting-up of a personal reader account. A printed copy of the registration form is kept in the Library's archives.

2.2. The period of registration is 5 years, subject to its being extended. The Personal Data will be automatically erased 24 months after the expiry of registration with the Library. The lending record is kept and retained on a depersonalised, anonymous basis for the purposes of the Library's statistics.

2.3. The Personal Data are recorded in the collective readers file contained in the integrated management system of the Luxembourg libraries network, bibnet.lu (the "Collective Readers File"), which is shared in common by the libraries that are members of the network. The user ID and password are common to all the libraries in the bibnet.lu network with which a user is registered. The Personal Data may be processed by a limited number of duly authorised persons who have been trained for the purposes set out below. The Personal Data are gathered and processed for the purposes of:

- registration with the Esch-sur-Alzette Municipal Library and the updating of the data held in the reader account;
- reservations in respect of the lending out, and consultation in situ, of documents and the reproduction of documents;
- making contact in respect of reservations, reminders and fines relating to the loan of books and other materials;
- the use of IT tools made available by the Esch-sur-Alzette Municipal Library;
- accessing and consulting online resources made available by the Esch-sur-Alzette Municipal Library;
- compiling depersonalised statistics in order to improve the services provided by the Library;
- the handling by the Library of requests concerning rights of access to, rectification of and/or objection to, and other rights in relation to, Personal Data.

2.4. Users aged under 18 who wish to register with the Library must present a counter-signature by a parent or guardian upon registering. By providing his/her counter-signature, the parent or guardian undertakes to take responsibility for all damage, of whatever kind, caused by the minor. The parent or guardian is likewise responsible for the return by the due deadline of documents borrowed by the minor.

2.5. The reader card must be produced for all lending and return operations and for the use of computer workstations. Users may present their card in electronic form (e.g. via an application). The lending out of paper documents is limited to 5 items; for audio-visual materials, the limit is 3. The maximum loan period for documents is four weeks; this may be renewed once, for the same amount of time, via the unified search engine of the collective catalogue of the Luxembourg libraries or by telephone request during opening hours. Requests for extensions of time made by e-mail are not valid. A loan cannot be renewed if the document has in the meantime been reserved by another user.

Documents and audio-visual materials may be lent out only to the person requesting the loan thereof. This borrowing right may not under any circumstances be transferred to a third person. Deadlines must be strictly observed, and delays in returning borrowed items are penalised by a late-return charge, as well as a non-return charge as defined in the fees rules, and by a refusal to allow any further borrowing or use of the Library's services for as long as the items not returned by the due date have still not been returned. All loans and returns of items by users must take place within the Library's opening hours. Documents may not under any circumstances be deposited in the Library's letter box.

2.6. Users will be held liable for all damage caused to the documents or audio-visual materials that they consult or borrow. The same shall apply where a user fails to return any document or audio-visual item consulted or borrowed by him/her. Generally, users must take care of all materials and items of equipment belonging to the Library.

Accordingly, it is forbidden in particular:

- to write, draw or make any mark on documents,
- to tear out, rip, cut, bend or turn down the corners of pages,
- to soil documents with any foodstuffs, liquids or any other substance of whatever nature,
- to damage in any way whatever any materials and/or items of equipment made available by the City of Esch-sur-Alzette.

2.7. Items and materials marked "For consultation in situ only" (consultation sur place) may not be lent out. They must be consulted in situ; extracts therefrom may be reproduced for private needs, though the provision of this service is subject to conditions.

2.8. The reproduction and use of the Library's documents are subject to compliance with the legislation in force, in particular legislation concerning copyright. The City of Esch-sur-Alzette shall under no circumstances be liable for any use thereof that contravenes that legislation. Reproduction must be done only for private purposes. The reproduction charges are laid down in the fees rules.

Documents from the Library's collection of old books and papers shall be made available to readers on request. Those documents may be put aside for one week for users who have not yet finished their consultation.

2.9. The Library must be informed without delay of any loss of, or damage to, a document. The user must either replace the document with another copy at his/her sole expense, or must pay the cost of replacing the document in question to the Municipal Revenue Office in settlement of an invoice addressed to him/her by the Library. The replacement cost shall be based on the purchase price of the document. Where it is not possible to replace a lost document, the Library reserves the right to fix the value of the unreturned document.

2.10. The Library reserves the right to refuse any further borrowing and any use of the Library's services for as long as a user has not settled the amount of any damage caused, or if any borrowed items not returned by the due date have still not been returned. The use of computer workstations shall be refused to any user who has not settled the amount of any damage caused or returned any borrowed item by the due date.

3. EBOOKS

Ebooks.lu is a free service for the lending out of multilingual digital books. This service is jointly offered by the Conseil supérieur des bibliothèques publiques in cooperation with the National Library of Luxembourg (Bibliothèque nationale de Luxembourg). Users of the Esch-sur-Alzette Municipal Library may register for this service, respecting the conditions of access to the National Library of Luxembourg.

4. RESERVATIONS

Users may reserve documents already borrowed via the unified search engine of the collective catalogue of the Luxembourg libraries. Documents returned to the returns desk will be held for the user concerned for 14 days. Such users will be informed by letter, telephone or e-mail that the document requested by them is available.

5. ACTIVITIES AND EVENTS

The Library reserves the right to take photos and record videos on the occasion of any activities or events that it organises. Such photos and videos may be published electronically (on a website, social networks, etc.) and printed. Participants not wishing to appear in any such photo or recorded video are kindly requested to inform the Library staff upon arriving on the premises.

6. USE OF COMPUTER WORKSTATIONS

6.1. Computer workstations may be accessed only by users holding a reader card. Reader cards must be deposited with the Library staff during the time when the workstations are being used.

6.2. A one-day permit may exceptionally be granted upon request to any person not fulfilling the conditions for registration as a user. The grant of such authorisation shall be subject to the presentation of a currently valid identity document.

6.3. The time allowed for using a workstation is limited to one hour per day. That period may exceptionally be extended upon request. The consultation of sites disseminating text and/or images contrary to public policy or morality (in particular, of a pornographic, violent or racist nature) is prohibited. It is strictly prohibited to modify the configuration of stations allowing access to the internet, whether directly or indirectly, in particular by installing downloaded software.

6.4. Users of internet links shall be fully and solely responsible for the utilisation of any service accessible from the Library's network and, generally, for the use that they make of the internet. It is prohibited to reconfigure or to attempt to reconfigure the computer hardware made available by the Library. It is likewise prohibited to download onto the hard disk the content of any media such as CDs, DVDs, memory sticks or the like brought onto the premises. Only files emanating from the internet may be downloaded onto such media. Each reader shall be personally responsible for his/her use of the internet, including any proceedings brought against him/her by a third party on account of such use.

7. PROTECTION OF PERSONAL DATA

7.1. The Personal Data gathered when a person presents him/herself at the Library shall be used for the purposes of registration with the Esch-sur-Alzette Municipal Library, as well as the provision of the Library's services to readers, namely the reservation, lending out and in situ consultation of documents, the use of IT tools and the consultation of online resources made available by the Library.

At the time of registration, the applicant's data shall, with his/her consent, be registered in the readers file shared in common between those Luxembourg libraries that are members of the bibnet.lu network (the "Collective Readers File"). The member libraries have undertaken, by agreement with the National Library, to comply with the provisions of Regulation (EU) 2016/679 (the General Data Protection Regulation) of 27 April 2016. In accordance with the Law of 25 June 2004 on the reorganisation of the State cultural institutions, the National Library acts as coordinator of the network of Luxembourg libraries.

7.2. The Mayor and Aldermen of the City of Esch-sur-Alzette, together with the Director of the National Library, under the authority of the Minister holding the Culture portfolio, acting jointly with the other libraries in the bibnet.lu network, are to be regarded as controllers within the meaning of Regulation (EU) 2016/679.

7.3. In accordance with the provisions of Regulation (EU) 2016/679, readers may at any time lodge a request with the Esch-sur-Alzette Municipal Library for access to and rectification of their Personal Data. Readers may access and rectify their Personal Data themselves via their reader account on <http://www.a-z.lu> or at the Library's reception desk.

Readers may at any time withdraw their consent to the integration of their data within the Collective Readers File of the bibnet.lu network. They also have the right to object to the processing of their Personal Data, to request that those Data be erased, to request restriction of the processing of their Personal Data, and to request the portability thereof.

In certain cases provided for by Regulation (EU) 2016/679, the Library may oppose the exercise of those rights. Objection to processing, withdrawal of consent to processing and/or a request for erasure or restriction of the personal data shall entail loss of access to the lending services and IT services provided by the Esch-sur-Alzette Municipal Library. Readers shall be required to return their reader card to the Esch-sur-Alzette Municipal Library.

7.4. Requests for information or for the exercise of any of the rights conferred by Regulation (EU) 2016/679 may be sent by e-mail or by post to the Esch-sur-Alzette Municipal Library.

Lastly, readers shall have the right, in the event of any failure to comply with the applicable rules relating to the protection of personal data, to lodge a complaint with a supervisory authority such as the Commission Nationale pour le Protection des Données (CNPD – National Data Protection Commission).

7.5. The period of registration with the Esch-sur-Alzette Municipal Library is five years, subject to extension of that period. Readers' personal data will be automatically erased 24 months after the expiry of their registration with one or more of the libraries in the bibnet.lu network. Their lending record will be kept and retained on an anonymous basis for the purposes of the Library's statistics. The Library reserves the right to continue to store data beyond the expiration of the 24-month retention period until such time as the reader concerned has regularised the situation (unreturned loan, unpaid fines, etc.). Upon registration, the signed registration form shall be filed and kept in the archives, in chronological order of completion of registrations.

These Regulations annul and replace all regulations previously adopted.