

Internal Regulations of the Esch-sur-Alzette Municipal Library

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. In pursuing its key missions, the Library fosters and promotes the cultural rights of citizens and contributes to the objectives of sustainable development, as well as helping to build societies which are more just, more human and more sustainable.

Its missions are as follows:

- providing and ensuring equal access for all members of society to information, culture and knowledge, by acting as a driver of social cohesion;
- supporting formal and informal education at all levels, together with lifelong learning, by enabling persons at all stages of life to engage, on an ongoing, voluntary and autonomous basis, in the acquisition of knowledge;
- being a space where an educational institution, the workplace and home meet and interact;
- offering possibilities for creative personal development, and stimulating people's imagination, creativity, curiosity and empathy;
- creating and strengthening the habit of reading amongst the young, from birth to the time when they reach adulthood;
- initiating, supporting and participating in activities for developing reading and writing skills, and facilitating the development of media- and information-related education and digital skills for all individuals of all ages, via an approach aimed at building a society that is well informed and democratic;
- making its premises available to the public, along with media collections and suitable and inclusive IT tools;
- enriching the cultural life of citizens and users alike; encouraging intercultural dialogue and fostering cultural diversity;
- encouraging and supporting the cultural development of the City of Esch-sur-Alzette.

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 board 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 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, phones and 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 service animals. The Library reserves the right to allow animals to be present on the premises in the context of specific events, namely recreational or playful activities.

1.6. A cloakroom is available for the 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. At the end of each day, the lockers in the cloakroom are opened and emptied of their contents. Perishable items are disposed of that same day. Lost and found items, and objects forgotten by their owners, will be kept for a period of six months. After that, the Municipal Administration of the City will dispose of those items as it sees fit.

1.7. 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.

1.8. The taking of photos or recording of videos in the Library, or in the context of activities organised by the Library, may only be done if authorised by the Library staff. It is forbidden to film or photograph staff members, or persons visiting the Library, without the prior consent of the persons concerned, respecting the image rights of those involved.

1.9. 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.

1.10. 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.

1.11. 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 and the access to digital resources 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, place of residence, valid e-mail address. Users must show that their data are correct by means of a currently valid identity document. The provision of a telephone number is optional. Upon registering, each user receives the data in respect of his/her reader card and his/her personal reader account. Users must notify the Library without delay of any change of address or loss of their reader card.

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 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.

2.3. 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.

2.4. Legal entities may register with the Library as institutions, using a specific registration form. Such registration, and any request for the loan of a document, may only be done by a duly authorised representative of the entity in question.

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). Documents are loaned for a renewable period of 28 days, but the total loan period may not exceed 56 days. A loan cannot be renewed if the document has in the meantime been reserved by another user. Loans of documents to be taken off the premises for consultation at home are limited to a maximum of 10 documents per user in the case of private individuals and 20 documents in the case of organisations and institutions. Certain types of documents may be subject to restrictions.

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 charges, 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. When a borrowed item is not returned by the due date, the user will be notified by automated e-mail, his/her reader account will be automatically blocked, and he/she will no longer be permitted to use the services provided by the Library, including the borrowing of further documents, renewal of current loans, new reservations or access to digital resources, until the documents are returned. Successive reminders will be sent twice, at 7-day intervals. A final reminder will be sent three weeks after the due return date. In the event that any borrowed item is not returned, it will be declared "lost" and charged for in

accordance with the Library's fees rules.

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. In the event of any failure to comply with this rule, the Library reserves the right to refuse any further borrowing, and any use of its services, by the user concerned.

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.

2.9. The Library must be informed without delay of any loss of, or damage to, a document. The user must reimburse the cost of the document to the Municipal Revenue Office in settlement of an invoice addressed to him/her by the Library, as defined in the fees rules. After an invoice has been issued by the Library, overdue documents may still be returned, but the issued invoice will not be cancelled, nor will the invoiced amount be reimbursed.

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. In the case of any repeated instances of deterioration of documents or damage thereto, or repeated failure to return documents or other items by the due date, the Library reserves the right to refuse any further borrowing, and any use of its services, by the user concerned.

3. DIGITAL OFFER

Access to the digital resources made available in collaboration with other members of the bibnet.lu national network is reserved to registered users aged 14 or over. Access to the digital resources made available by the Library is afforded only to persons registered with the Library. 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.

4. RESERVATIONS

Users may reserve borrowable documents via the unified search engine of the collective catalogue of the Luxembourg libraries. The user concerned will receive a confirmation by e-mail when the requested document becomes available. Following that confirmation, the document will be held in the Library for seven days. After that, if the document in question has not been taken out, the reservation will be cancelled.

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 IT EQUIPMENT

6.1. Computer workstations and tablets may be accessed only by users holding a reader card. Such items of equipment may exceptionally be used upon presentation of a currently valid identity document, particularly in the case of persons not fulfilling the conditions for registration as a user. The reader card or identity document must be deposited with the Library staff during the time when the workstations are being used. Computer workstations may not be occupied, and computers may not be used, by more than one person at a time.

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 contents contrary to public policy or morality (in particular, of a pornographic, violent, discriminatory 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 IT equipment made available by the Library. The IT charter of the City of Esch-sur-Alzette must be complied with. 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. The same conditions shall apply as regards the use of any other IT equipment not mentioned above which is made available by the Library.

6.5. Free wi-fi is made available by the City of Esch-sur-Alzette. The general conditions for the use thereof must be complied with.

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 board of 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 three 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.

The deliberations of the Municipal Council of the City of Esch-sur-Alzette at the meeting of October 25, 2024 was published and posted on November 8, 2024.