

# Karlsruhe City Library

## Terms of Use

The City Library is a public institution of the City of Karlsruhe. As a media centre, it serves to provide information for general education purposes, vocational training and recreational activities.

### General Information

During opening hours, Karlsruhe City Library's services are available to the Karlsruhe residents. If you are working in Karlsruhe or going to school or university here or if you live in close proximity to the city, you are also welcome to use the library.

The opening hours will be suitably advertised.

### Use of the library

Within the framework of these terms of use, any person is entitled to use the City Library and its services. The regulations also apply to non-registered users. By entering the City Library, the user accepts the terms of use.

## 1. Registration | Library Card

In order to borrow media and to use the digital services, a non-transferable library card is required, which is issued on request upon presentation of a photo ID with official proof of address.

Name and address changes or the loss of the library card must be reported immediately. Should the user not comply with this obligation, he or she will be held liable for the resulting damage to the City of Karlsruhe. In case of loss, a replacement library card will be issued for a fee upon presentation of an official photo ID.

By signing the library card, the person to be registered accepts the terms of use of the Karlsruhe City Library.

In the case of minors, the registration and signature on the library card is carried out by the legal representative. The legal representative must comply with the terms of use and takes responsibility in the event of damage and to settle any fees incurred.

The library cards are type "MIFARE DESfire EV2" cards. These cards contain a small chip which can be read contactless. Only your user number is stored on this chip. This number is also printed on the front side of your library card. No personal data such as name or address are stored on the card. The user number is stored in an encrypted format and can only be read with the appropriate keys.

The library card can be activated in participating libraries so that these libraries can also be used. Alternatively, a card from participating libraries can also be activated for use in the City Library. The appropriate fees must be paid separately at participating libraries. No personal data are transmitted when using the library card in other libraries. Loss of the library card is to be reported to the issuing library only.

## 2. Data Protection Information

Processing of personal data

Information according to Article 13 GDPR (General Data Protection Regulation)

### Authority

**City of Karlsruhe**, Karl-Friedrich-Straße 10, 76133 Karlsruhe

### Responsible (body) for data processing

**Stadt Karlsruhe**, Karl-Friedrich-Straße 10, 76133 Karlsruhe

Telephone: +49 721 133-3050/-3055

E-mail: [datenschutz@zjd.karlsruhe.de](mailto:datenschutz@zjd.karlsruhe.de)

Fax: +49 721 133-3059

### Data Protection Officer within the authority

**City of Karlsruhe, Executive Data Protection Department**

Karl-Friedrich-Straße 10, 76133 Karlsruhe

Telephone: +49 721 133-3050/-3055

E-mail: [datenschutz@zjd.karlsruhe.de](mailto:datenschutz@zjd.karlsruhe.de)

Fax: +49 721 133-3059

### Type of data stored

During registration, title, name, first name, date of birth and address are stored. In the case of minors, name, first name, address and date of birth of a person who has custody of the child are also stored.

Upon request, telephone number and e-mail address can additionally be stored during the registration. In this case, telephone number and e-mail address can be used by the City Library to contact users for service

purposes. No advertising for Karlsruhe City Library is done by post, e-mail or telephone. However, the e-mail address can be used for the following automated messages: Notifications about reserved items, expiry of the loan period for borrowed media and expiry date of the library card.

Notification options can be activated upon request during the registration. In addition, notification options can be altered at any time in the sections "My Account" and "Info service" of the City Library's online catalogue. This is where notifications can be activated and deactivated. The e-mail address can be entered, changed or deleted via this function at a later time. During the period of loan, the media data are stored together with the user number. Fees incurred under the terms of use are also stored together with the user number until full payment is received. The last two borrowers of each medium are stored. This helps to clarify the origin of damage or incomplete return of media. The information is linked to the medium and cannot be accessed via the user account. There are no loan histories recorded for the user accounts.

## Purpose and legal basis of the processing

Your data are stored only for the recording of loans at the City Library.

Processing is carried out on the basis of Article 6 Paragraph 1 letter b GDPR (General Data Protection Regulation).

If, upon your request, other personal data, especially your telephone number and e-mail address, are processed by Karlsruhe City Library, this corresponds to a voluntarily given consent according to Article 6 Paragraph 1a GDPR (General Data Protection Regulation) which you can withdraw at any time in the future. The lawfulness of the data processing carried out on the basis of the consent until revocation is not affected by this.

## Data recipients – authorities to which data are being disclosed

For the final processing of non-returned media and the invoicing relating thereto, data are transmitted to the following recipients in Karlsruhe City Council: Department of Cultural Affairs, General Administration Department / General Services Division and Finance Department - Cashier's Office. Data are not transmitted to authorities outside Karlsruhe City Council.

## Duration of personal data storage

Once collected, your data will be stored at least until the library card has expired. After the expiry date of the library card, collected data will be deleted after 24 months of inactivity. Data are deleted four times a year at the beginning of each quarter. Excluded from deletion are user accounts on which there are non-returned media or on which unpaid fees are registered.

You will find further information on data protection information at [www.karlsruhe.de/datenschutz](http://www.karlsruhe.de/datenschutz).

## 3. Loans

The loan period is four weeks. For magazines, CD-ROMs, CDs, DVDs and Blu-ray discs two to four weeks (depending on the loan desk). Regulations may vary for different loan desks.

Items marked accordingly may not be borrowed. Library users are not permitted to pass on borrowed media to anyone else. E-book readers are only intended for borrowing media from Karlsruhe City Library's virtual media database, 'Onleihe'.

The currently valid loan periods are indicated on the receipt voucher or accessible online in the user account. In Germany, computer games, DVDs and Blu-ray discs can be borrowed according to age limit determined by legal authorities. The loan period for all kind of media can be extended in the library, by phone or online by indicating the library card number, provided that no other library user requires the item.

Details on the loan conditions, such as the maximum number of loans or the renewal limits, will be suitably and separately advertised by the individual loan desk.

The library staff can reserve a borrowed item for you. The reservation is free of charge, unless the person reserving the item is informed by post about the availability of the reserved media. Notifications of availability of the reserved media via e-mail are free of charge.

Renewals, reservations and access to your account is possible on:  
<https://stadtbibliothek.karlsruhe.de>

## 4. Care | Liability

The user is responsible for careful treatment of the library, its furnishings, media and equipment, and for returning borrowed media by the date they are due back.

The media must be checked for obvious damages before each loan. Any damage must be reported to the library staff immediately.

In the case of contamination, damage, alteration or loss of media or devices, the City Library may require the user to purchase the current edition or reimburse the replacement value. For media which are no longer commercially available, the City Library will determine appropriate compensation.

The provisions of copyright law shall be observed.

The Karlsruhe City Library shall not be liable for any damages resulting from the use of its media, in particular not for damages caused on the corresponding devices by data or sound storage media.

## 5. Fees

The use of the media on library premises is free of charge. For the borrowing of media, the City Library charges the following fees:

1. **Single library card, annually** **19,00 Euro**  
Entitles the user to borrow all kinds of media
2. **Entitlement to concessionary rate, annually** **12,50 Euro**  
(Students, apprentices, senior citizens, severely disabled persons, persons with a Karlsruhe bonus card, welfare benefits recipients according to the German Social Code) upon presentation of a valid certificate
3. **3-month library card** **7,00 Euro**
4. **Young people under 18 can receive a library card free.**  
For the borrowing of DVDs and Blu-ray discs, the library charges an **additional fee of 5,00 Euro annually**  
(This fee does not apply to holders of a Karlsruhe bonus card)
5. **Employees of cultural, social or educative institutions**  
receive a personal, non-transferrable library card free of charge for the borrowing related to their professional activity, except for DVDs and Blu-ray discs, upon presentation of evidence.

The appropriate fees are charged annually from the date of registration. The annual fee permits the borrowing at any Karlsruhe City Library loan desk. The annual fee permits the borrowing of any media including e-media.

## 6. Administrative Costs

1. **Issuing of a replacement library card (in case of loss)**

Adults	5,00 Euro
Young people under 18	3,00 Euro
2. **Repair costs for minor damage to items** 3,00 Euro
3. **Damaged or non-returned DVD, Blu-ray Discs or CD cases have to be replaced.**
4. **Determining of current address or change of name** 5,00 Euro  
 Changes of name or address have to be communicated to the library. Determination by the library generates administrative costs.
5. **Fees for photocopies and printouts**

Photocopies in black and white	0,10 Euro
Printouts in black and white or in colour	0,20 Euro

## 7. Late Return Fines

In case of expiry of the loan period, the borrower may incur the following fines:

- a) for all media except DVDs and Blu-ray Discs,  
**per item per week** 0,30 Euro
- b) DVDs and Blu-ray Discs, per item and day 1,00 Euro
- c) E-book readers per day 2,00 Euro

In addition to the fines charged for overdue items, the borrower may incur the following charges:

- |                 |           |
|-----------------|-----------|
| First reminder  | 2,50 Euro |
| Second reminder | 3,00 Euro |
| Third reminder  | 4,00 Euro |

Fines charged for overdue items are to be paid even if the borrower did not receive any reminder.

Reminders are considered delivered once sent to the specified address. Where a reminder sent via e-mail is not received before the loan period expires, fines for overdue items still apply.

In case of late return of the media, three reminders will be sent, for DVDs and Blu-ray discs only one reminder will be sent. The full cost of replacing the media and all other costs incurred will then be charged.

For media invoiced because of non-return or loss, an additional administrative cost of 5 euros per medium is charged; for magazines the administrative cost is 1 euro. If media for which fines have been charged are returned, only the replacement costs will be waived or, if already paid, refunded.

Receipts for payment must be checked for correctness immediately after receiving them. Complaints submitted at a later date cannot be considered.

## 8. Exclusion

Anyone violating the City Library's terms of use may be prohibited from borrowing any media, completely or temporarily. This applies in particular in the event of payment arrears or if media is not returned on time. Users will not be excluded if they report the loss of media in time and bear the costs incurred by the loss.

## 9. Stay and conduct in the City Library, property rights

For the stay in and use of the Karlsruhe City Library, the terms of use apply and instructions given by the library staff have to be followed. The library's internal regulations have to be respected. Anyone violating the regulations may be expelled from the library and temporarily or permanently, partly or completely banned from using the library. In the event of justified suspicion of violations of applicable laws, an immediate ban from the premises and criminal charges will be filed. The same applies if the continuation of the user relationship has become unacceptable for other reasons.

**Karlsruhe, October 2023, The Mayor**

You can find comprehensive information on all of the City Library's services on: <https://stadtbibliothek.karlsruhe.de>

# Library regulations

**According to § 9 of the Karlsruhe City Library's terms of use, the following regulations apply:**

- During the stay in the City Library, the building and rooms may only be used for their designated purpose.
- On City Library premises, users should not behave in any way which would disturb, hinder, bother or endanger other library users or the library service.
- Library staff administer the regulations. All users must obey their instructions.
- Consumption of food and open drinks is only permitted in the Reading Café on the ground floor.
- The alcohol and smoking ban which applies throughout the premises must be observed.
- Users are kindly asked to refrain from using mobile phones.
- Advertisements, event programmes and posters may only be displayed by the City Library, whose prior consent is required.
- The library accepts no liability for clothes, bags, other objects or valuables deposited.
- Except for guide dogs accompanying visually impaired people, animals are not permitted on library premises.
- Bags and similar items must be left in the lockers provided for this purpose. The lockers can only be used during opening hours. Locker keys are not to be taken out of the library when leaving the building. If a key is lost, the user must pay for a replacement lock. Lockers must be emptied after use of the library is completed and in any event by closing time each day. After closing time, the lockers are no longer accessible. Should it be necessary to open lockers after closing time, the person necessitating the opening will be charged administrative costs of 100 euros. The City Library is entitled to open the lockers after closing time and take out items deposited. Unclaimed or non-collected items will be considered as lost items.
- In order to minimise the risk of accidents, bicycles, roller-blades, skateboards and similar objects are not permitted within the library.
- It is not permitted to leave bicycles on the pavement or against the building's walls.
- Anyone violating the regulations may be expelled from the library's premises.
- In the event of serious violations, users will be banned from using the library.



## **City Library in the Neues Ständehaus**

Ständehausstraße 2, 76133 Karlsruhe

Telephone: +49 (0)721 133-4249 or -4258

E-mail: [stadtbibliothek@kultur.karlsruhe.de](mailto:stadtbibliothek@kultur.karlsruhe.de)

<https://stadtbibliothek.karlsruhe.de>