

Registration for library services

- **Registration for library services is free of charge.** There are no age limits, with the exception of the Poletti library, for which users must be over 13 years of age.
- Applicants must present an identity document for registration, which has immediate effect.
- Persons aged less than 16 years must present an authorisation from a person with parental authority.
- The card issued upon registration is personal and must be exhibited whenever the holder intends to use local or inter-library loan services, listen to musical CDs, view DVDs or satellite TV.

1. Lending service

1.1. Items that can and cannot be borrowed

All the documents in the municipal libraries can be borrowed, with the exception of volumes printed prior to 1951, pamphlets, prints, drawings, photographs, loose pages if not attached to volumes, rare and valuable volumes, the last issue of periodicals (for the Poletti library, this applies to the entire current year) and all documents in various forms marked with the word "consultazione". Other items excluded from the lending service are musical CDs and films on DVD which were released less than 18 months ago.

1.2. Lending service conditions

Each person registered can **borrow up to 10 documents at the same time** in each of the libraries. The lending limit for the Poletti library is set at 5 documents at the same time. The 10 documents may include **no more than 3 musical CDs, 2 DVDs and 1 CD ROM**. Books and journals (inclusive of any multimedia supplements) are **lent for 30 days (7 days for musical CDs, musical and cinematographic DVDs)**. There may be limitations, also of a temporary nature, in special circumstances and in relation to certain types of document about which users will be duly informed by the library staff.

The lending period for books and journals can **be renewed** once only and for a further 15 days, while the lending period for musical CDs, DVDs and CD ROMs can be renewed for a further 3 days, so long as **the request is made no later than the due date** and the documents have not been booked by another person meanwhile.

Persons who have failed to return the borrowed documents within the indicated due date can neither renew them nor obtain others until the documents have been returned. Each Library card holder may book up to 5 documents. Users may suggest purchases of up to two books per month in relation to documents the library does not own and that are in keeping with the characteristics of the existing materials. Users who book documents or who suggest that books be purchased are informed by phone and the documents are kept at their disposal for seven days, after which they will be placed on the library shelves.

1.3 Late returns

The library card holder is personally responsible for the operations carried out

with the card. The documents must be returned within the indicated date. If the delay in returning the documents exceeds 30 days, the user will be banned from the lending service in all the municipal libraries until the documents have been returned. In this case, besides returning the documents, the user is obliged to pay the sum indicated in the enclosed table by way of reimbursement of expenses before he/she is allowed to borrow documents again. If the libraries are temporarily closed (summer shut-down for inventory purposes, midweek holidays, for extraordinary and unforeseen work), lending vetoes will not be considered for the period corresponding to the closing period.

1.4 Damage and loss

Users may be penalized for any failure to ensure borrowed documents are kept in their original condition and not damaged in any way. Users must check the condition of the documents before borrowing them. **If the documents are even accidentally spoiled or lost**, or if they are stolen or damaged by third parties, they **must be replaced** with a copy of the same edition or a later edition so long as it possesses the same sort of binding (paperback or bound).

If the publication or the video/audio recording is out of print, the reader must replace it with a different edition of adequate value, as established with the librarian, or reimburse the value of the damaged/lost item: reimbursement is calculated by multiplying the selling price (corresponding to the inventory value recorded in the automated Sebina open Library) by a coefficient of:

10 for documents published from 1960 to 1970; 5 for documents published from 1971 to 1980; 1.3 for documents published from 1981 to 1990; 1.25 for documents published from 1991 to 2000; 1.00 for documents published from 2001 to date. Books printed prior to 1960 will be evaluated by the library on a case by case basis, as will books and journals in the Poletti Library printed prior to 1980.

The user is obliged to pay the library a lump sum as indicated in the price table for issues of periodicals that have been lost and that are no longer available as back numbers.

No reimbursement is due if the documents have been stolen and the user presents a copy of the report made to the Police.

2. Inter Library Loan (ILL)

Library card holders can ask to borrow documents possessed by other Italian libraries that subscribe to this practice. Users may also request photocopies of documents held by other libraries.

The request to borrow documents requires payment of the sum indicated in the price table. In the case of documents borrowed from libraries outside the province of Modena, the applicant may be asked for further payments required by the lending library. If the lending library is unable to meet the request, attempts will be made to find the document elsewhere and the user will be advised of any additional charge incurred and of any delay in the expected delivery time.

The library will inform the applicant when the requested documents arrive, after which they will remain at the applicants disposal for seven days. If the applicant fails to collect them within this seven day period, they will be returned to the lending library.

The applicant may not cancel the request unless this has not yet been sent to the lending library. However, in this case, the applicant will not be entitled to reimbursement of the sum paid in advance.

Failure to collect requested documents, delays in returning borrowed documents and failure to pay the established costs will result in application of the same sanctions established for individual borrowing, while in the event of damage or loss the user must accept the

conditions imposed by the lending library.

If the request is unsuccessful, the applicant may ask for the advance payment to be returned by presenting the relative payment receipt.

3. Access to internet resources

iModena is the service that allows users of all municipal libraries to gain free wireless Internet access by personal devices, during the regular library operating hours.

Furthermore libraries provide free internet workstations:

a) to access selected websites

b) to log in and access free Internet for one hour per day

Minors less than 16 years old will be allowed to use the library internet computers only together with a parent or an adult authorised by a parent.

Libraries are not responsible for the content of any materials accessed through the Internet.

To ensure a fair access to the Internet and an efficient use of resources, libraries organize special training courses periodically.

3.1 How to use the internet workstations

To gain access to library computers, users have to get an account at the desk in "Sala Panaro".

Minors between 16 years and 18 years all must have authorization from a parent or a guardian.

No reservation is required to use library Internet computers.

3.2 How to access internet resources

To use library internet workstations patrons must key username and password issued by the library.

The use is restricted to one hour per day.

Patrons may use personal flash drive to download files. Printing is allowed at a fixed fee.

Library workstations for consulting catalog are properly indicated.

3.2 Navigation bans and reinstatements

Library computers and WI-FI may not be used for any illegal activity, such as displaying, printing or sending any pornographic material, against human rights and encouraging violence. Misuse or abuse will lead to ban from navigation and lending services in all the municipal libraries. To use these services again, users must pay a fixed fee.

3.3 Use of library equipment

Some libraries provide equipment for viewing or listening to multimedia materials in their collections. Users are not permitted to use this equipment to listen to their own personal DVDs or CDs.

4. Photocopies

Libraries provide photocopiers for the photocopying of documents in their collections. Users pay for this service using a rechargeable card that can be purchased in the library. The photocopy service is provided in conformity with Italian legislation (law 633/1941 and subsequent amendments and additions) and European directives on copyright. The library will not be held liable for any offences committed by users.

For preservation purposes, the following photocopying exclusions apply: ancient or valuable material, prints and drawings, photographs and, where deemed necessary by library

staff, modern material in a poor state of repair. At the Poletti library, photocopying of publications more than 100 years old is not permitted. Moreover, again at the Poletti library, subject to specific authorization, users may photocopy ancient and valuable material exclusively with the equipment available at the external photography store; the same applies to photographic reproduction of all other material with equipment belonging either to the user or the external photography store. The relative charges can be consulted on the library's internet website. Photocopies ordered from the external photography store can be collected the following day.

5. Disputes

In the event of disputes concerning returned or damaged documents, the user must issue a signed declaration on a special form, which will be recorded.

(These Terms and Conditions are taken from the **Service Charter** approved on 28.12.2010 and apply to lending services from the following libraries: Antonio Delfini civic library, Crocetta branch, Rotonda branch, Villaggio Giardino branch, Luigi Poletti civic art and architecture library).

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