



INTERNAL REGULATIONS AND TERMS OF LOAN

1. ACCESS

Library cards are issued at the BnL's front desk upon presentation of valid ID (identity card, passport). Proof of address may also be required. The BnL must be notified without delay of any change of address or loss of the library card. In case of card loss or the library user's death, the card will be blocked. Library users are able to load money onto their library card. If the card is no longer used, the money loaded on the library card can be retrieved.

Upon registering with the library, new members will be assigned a temporary password, which they are able to change as desired. Registration is free of charge, as are the on-site consultation of library resources and home loans. Library users are granted access to various BnL services. Home loans are restricted to members of at least 14 years of age residing in Luxembourg or the neighbouring region and to students¹ registered with a higher education institute recognised by the Luxembourg state.

Library users and visitors are only allowed in public areas of the library. Animals, with the exception of assistance dogs, are not permitted in the library. Coats, umbrellas, bags, cases and similar personal belongings must be left in the lockers in the entry hall of the library. The use of the lockers is free of charge. Lockers that remain closed after library closing times will be emptied. Please note that neither the BnL staff nor the security staff assume any liability whatsoever for items that are damaged or lost during emptying of the lockers. Items not claimed within two weeks will be forwarded to the Grand Ducal Police's lost property service.

All visitors are advised to not leave any personal belongings (wallets, laptops, course notes and textbooks, library cards, etc.) unattended while in the library: unfortunately, thefts cannot be ruled out in the public areas of the library. The BnL assumes no liability whatsoever for any thefts.

Library users are asked to adhere strictly to all instructions from library staff.

- Silence is required in the reading room.
- Mobile phones must be switched to silent mode. Telephone booths are at your disposal in the reading room.
- Food and beverages, with the exception of bottled water, are not permitted in the public areas.
- The use of coarse language or inappropriate behaviour are strictly forbidden.
- Being under the influence of alcohol or drugs is strictly prohibited on the premises. Consumption of alcohol is prohibited except in the BnL's Café.
- Library users must have a sufficient level of personal hygiene so that they do not inconvenience other users.
- It is forbidden to use the BnL, its services or its equipment for any purpose other than those corresponding to the library's missions and mandates.
- A security system protects the resources of the library. No resource may leave the BnL premises without being checked out at the loans desks or the self-check stations.

Library users are requested to take good care of the resources they are entrusted with. No annotations are to be made in resources, not even in pencil. Library users will be charged for any damage caused. Any loss or theft of a resource belonging to the BnL or loaned from a foreign library via the interlibrary loan service is to be reported without delay. The BnL will subsequently issue an invoice.

The BnL can withdraw the membership of any person who does not respect the internal regulations. Access to the reading room may be refused.

2. THE LIBRARY

Resources accessible directly in the reading rooms may be viewed at liberty. A library card is not required. Resources should not be reshelfed but should be placed on the carts in the reading room.

Only persons holding a library card are able to consult and borrow resources kept in the library stores. Library card holders can reserve up to 20 items online via www.a-z.lu. The requested documents will be held at the loans desk. Waiting times for the collection of documents can be consulted on the BnL webpage www.bnl.lu.

Most resources are available for home loan, whereby the following conditions apply:

- **Maximum number of loans:** 20
- **Maximum loan period:** 4 weeks

Items reserved online will be held for 1 week at the loans desk. If the items are not collected within 1 week, they will be returned to the shelves or the store. In order to collect reserved documents, a current BnL library card must be presented to the staff at the loans desk.

Resources can be returned to either the self-check stations, the loans desk or the automatic book return unit outside the library.

If microforms are available, the original documents will not be handed out. Microfilms can be consulted on the third floor in the microforms room. Luxembourg newspapers and other documents that have been digitised by the BnL are no longer made available in a print format and must be consulted online. Library users can search and consult those online resources on the computers in the reading room or remotely on any computer with internet access.

The following resources are **not** available for home loan:

- Print resources dating from before 1900
- Luxemburgensia documents for which only one single copy is available, as well as special collections (manuscripts and incunables ; maps and plans ; posters ; old and contemporary bindings ; dissertations and theses ; handwritten music scores and composers' archives of the Centre d'études et de documentation musicales (Cedom) ; artists' books and books containing engravings ; prints and other graphic documents ; various other special collections and resources.
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¹ Students can register at the BnL's front desk for an academic year or even the entire duration of their enrolment. They need to present proof of enrolment at a higher education institute as well as their residential address in Luxembourg or the greater region, or their private overseas address.

Special collections are not available for loan and cannot be retrieved from the loans desks situated on the ground floor and third floor. They can only be consulted on-site in the special collections reading room (*salle de consultation spécialisée*). These resources can be held for several days for library users who are consulting them.

Photocopiers and scanners are available in the library. Library users can make copies and scans by using their library card onto which money can be loaded. Copies or scans of entire documents are not permitted. Unless stated otherwise, they may only be used for private, educational or scientific purposes within the limits defined by copyright law and related rights.

3. MEDIA LIBRARY

Most resources can be accessed directly and are available for home loan.

Maximum number of loans: 7

Quantity / Loan period:

- 4 movies / documentaries: 1 week
- 3 language courses: 4 weeks
- 6 audio books: 2 weeks
- 4 music CDs Luxemburgensia: 2 weeks

Library card holders can reserve items online via www.a-z.lu. The requested items will be held at the loans desk on the ground floor. Waiting times for the collection of documents can be consulted on the BnL webpage <https://www.bnl.lu>

Three audio booths, a carrel for group-work and comfortable seating for viewing film material are available in the media library. The audio booths and the carrel can be booked online at <http://booker.bnl.lu>.

4. THE FOLLOGIN CONDITIONS APPLY FOR THE LIBRARY AND MEDIA LIBRARY

Library users are required to present their personal library card to check out and to return resources.

Home loans can be renewed up to two times provided that the items are not reserved by another user. Library users may renew loans online via the “My Account” option on www.a-z.lu or ask the staff at the loans desks to do so on their behalf (before the due return date). On the return date, the library user will be sent a reminder either to return the resource or to renew the loan. The loan period must be extended no later than seven days after the due return date.

After this deadline, for every day that the borrowed item is returned late, the library user will be suspended from borrowing items for an equivalent number of days.

Resources will be held for a total of 7 days for library users unable to pick up requested documents on the same day. If the items are not collected within 7 days, they will be returned to the storerooms or the reading room. Subject to exceptions, no items will be sent to library users at home.

Library users are able to reserve resources already on loan to other library users. They can either reserve their chosen resource online via www.a-z.lu or ask the staff at the loans desks to do so on their behalf. Once the resource has been returned, it will be held at the loans desk for collection by the next user in line for a total of 7 days. Library users will be notified via email to collect the reserved documents.

5. ACCESS TO DOCUMENTS NOT KEPT AT THE BNL

Library users must visit the partner libraries to access resources belonging to other libraries in the bibnet.lu network (please consult access conditions of each library on www.a-z.lu).

To obtain resources that are not available in libraries of the bibnet.lu network (but still on sale), library users may use the form available on www.a-z.lu to suggest a new acquisition. Resources that are useful for research and likely to complement the existing collections will be acquired by the BnL (within the limits of the BnL's financial means) and loaned to interested library users. The users who suggested the acquisition will be notified when the resources are available in the BnL.

To consult resources not available in the Grand Duchy, researchers should contact the BnL's interlibrary loan service. This department acts as the intermediary for the acquisition of reproductions (photocopies of periodical articles, microforms of old books) and the loan of documents (out-of-print books, dissertations not available for sale, newspaper microforms). Requests must be submitted via www.a-z.lu by completing the according form. The interlibrary loan service moreover assists with bibliographic research.

6. OPENING HOURS

Reading room and media library: **Tuesday to Friday: from 10 a.m. to 8 p.m.**
Saturday: from 10 a.m. to 6 p.m.

Loans and returns: **Tuesday to Friday: from 10 a.m. to 7 p.m.**
Saturday: from 10 a.m. to 6 p.m.
Documents can be checked out and returned via the self-check stations or the loans desks during opening times of the library. Returns are possible 24/7 via the automatic book return unit outside the library

Information desks: **Tuesday to Friday: from 10 a.m. to 7 p.m.**
Saturday: from 10 a.m. to 6 p.m.

Special collections reading room: **Tuesday to Friday: from 10 a.m. to 6 p.m.**
Saturday: from 10 a.m. to 5 p.m.

7. TERMS OF USE FOR THE INTERNET AND DOCUMENTARY SEARCH TOOLS

Using the www.a-z.lu search engine and eluxemburgensia.lu portal

www.a-z.lu and www.eluxemburgensia.lu can be accessed remotely or on the computers provided in the library. For copyright reasons, certain documents in the [eluxemburgensia](http://eluxemburgensia.lu) portal, such as postcards and posters, are only shown in their full size in the library itself.

Consulting the digital library via a-z.lu

Holders of a library card issued by the BnL or the University of Luxembourg are able to access most licensed digital resources from any computer with internet access. The library card code is strictly personal. Some resources can only be consulted within the BnL or the library of the University of Luxembourg. The use of electronic resources is subject to the Luxembourg legislation on copyright as well as to the regulations set out here. Unless stated otherwise, content may only be used for private, educational or scientific purposes. The systematic downloading and/or distribution of content to unauthorized third parties is strictly prohibited.

Consulting the online platform webarchive.lu

Websites that have been archived by the BnL can only be accessed on the terminals in the BnL reading room via www.webarchive.lu.

Using the internet at the BnL (workstation or Wi-Fi)

The BnL grants users with a library card free access to the internet. The BnL reserves the right to withdraw the library card of any user who violates the BnL regulations. Reconfiguring or attempting to reconfigure the hardware made available by the BnL is strictly prohibited.

Library users are personally responsible for their use of the IT resources provided.

1. Users are not permitted to use state IT resources to upload, store, publish, disseminate or distribute data, documents, images, videos, etc.:
 - of a violent, pornographic, paedophilic, racist, Nazi or immoral nature, likely to cause offence to individuals or their dignity, or to violate the protection of minors;
 - of a defamatory or generally unlawful nature;
 - violating state resources and specifically the integrity and preservation of state information;
 - harmful to the state's internal and external image.

Users are prohibited from accessing online services dealing with these subjects.

2. Users are prohibited from using state IT resources for the purpose of harassment, threat or insult, and the general violation of applicable law.
3. Users must comply with the current legislation on intellectual property and copyright. Thus, they may not upload, store or transmit files containing material protected by this legislation without the necessary permissions.
4. Users agree to refrain from knowingly uploading or transmitting files containing viruses or corrupted data. They must take all necessary precautions to prevent the inadvertent dissemination of such files from their computer.
5. Users may not falsify the source of elements contained in a file.
6. Except for justified business purposes, users are prohibited from sending mass or chain mails (messages received individually as part of a mass mailing with the request to forward these collectively).
7. Users must use state IT resources in such a way that they do not hinder other users' access. Some of the activities detailed above may constitute criminal offences.

8. PROTECTION OF PERSONAL DATA

The personal data collected is used exclusively to register users with the BnL as well as to provide library services, namely the reservation of resources for home loan or on-site consultation, international loan requests, the use of IT tools, and the consultation of online resources made available by the library.

Upon signing the registration form during registration, the user's data is recorded – with their consent – in the member database shared by all Luxembourg libraries belonging to the bibnet.lu network ("central user database"). Member libraries are required to comply with the provisions of the General Data Protection Regulation (GDPR) dated 27 April 2016 (EU 2016/679) through an agreement with the BnL. In accordance with the amended law of 25 June 2004 reorganising the state cultural institutions, the BnL is responsible for maintaining the libraries' IT systems and related admin tools used jointly by the libraries belonging to the bibnet.lu network and the Consortium Luxembourg for the acquisition and management of digital publications.

The director of the BnL, under the authority of the Minister of Culture, is the controller pursuant to the General Data Protection Regulation (EU) 2016/679, together with the other libraries in the bibnet.lu network.

The signed registration form is filed and stored in the BnL archives in chronological order of registration. Unless extended, users are registered with the BnL for a period of two years. Their personal data is then automatically deleted 24 months after their registration with libraries in the bibnet.lu network expires. Their loan history will be retained in an anonymised format for library statistics. The library reserves the right to retain the data beyond the 24-month retention period until the user has resolved any issues (outstanding loans, unpaid fines, etc.).

Pursuant to the General Data Protection Regulation (EU) 2016/679 users may request access to and rectification of their personal data held by the library at any time. Users are able to access and correct their personal data for themselves via their user account on www.a-z.lu or at the library's front desk.

Users may withdraw their consent to the storage of their data in the central bibnet.lu database at any time. They moreover have the right to oppose the processing of their personal data or to request the deletion of their personal data, the limitation of its processing, or portability.

In certain cases provided for in the General Data Protection Regulation (EU) 2016/679, the library may object to these rights. Opposition to the processing, withdrawal of consent to processing and the request for deletion or limitation of personal data results in the loss of access to the BnL's loan, IT and electronic services. The user must then return their reader card to the library.

It is possible to request information or to exercise any of the rights provided for in the General Data Protection Regulation (EU) 2016/679 by email:

dpo@bnl.etat.lu or by post: Données Personnelles / Secrétariat de direction | Bibliothèque nationale du Luxembourg | 37D, avenue John F. Kennedy | L-1855 Luxembourg

Finally, in the event of failure to adhere to the applicable rules on the protection of personal data, users are able to lodge a complaint with a supervisory authority such as the National Commission for Data Protection (CNPd).

Internet access from the fixed workstations and via Wi-Fi in the reading room is a service outsourced by the BnL to the Government Technology Centre (Centre des Technologies de l'Etat, CTIE). During a session on BnL computers, the list of websites visited is recorded by the CTIE and retained in order to prevent abuse and fraud in accordance with Section 7 of these regulations.

During consultation of the digital library, the list of sites consulted is recorded by the BnL in order to prevent any abuse and to be able to block users who do not adhere to the terms of use for this service as per Section 7 of these regulations.

When using BnL printers, the number of pages printed and the paper format are saved for accounting purposes. When using BnL scanners, an electronic copy of the documents scanned is saved for two weeks to allow the BnL to resend resources to users in the event of technical problems during initial sending.

When consulting the rare books collection, the BnL keeps a chronological paper record of which users consult which resources. This is necessary due to the resources' value. Each record is archived one year after its creation.

9. REGULATIONS FOR THE SCHEDULED CONSULTATION OF SPECIAL COLLECTIONS (only by appointment)

The BnL's special collections

- Luxemburgensia department
- Rare books collection
- Music department - Centre for Musical Study and Documentation (Cedom)
- Department of illustrated books and artists' books

The general provisions of the BnL's internal regulations apply for on-site consultation of the special collections. Please note that the resources in the special collection may only be consulted by appointment made in advance with the responsible department.

Department contact details

- Luxemburgensia department: luxemburgensia@bnl.etat.lu, poster collection: affiches@bnl.etat.lu
- Rare books collection: reserve-precieuse@bnl.etat.lu
- Centre for Musical Study and Documentation (Cedom): cedom@bnl.etat.lu
- Department of illustrated books and artists' books: beaux-arts@bnl.etat.lu

Access and waiting times

Library users wishing to view documents in the library's special collections are requested to contact the responsible department in advance to schedule an appointment.

To consult posters, library users should first consult www.eluxemburgensia.lu where a growing number of posters digitised by the BnL can be accessed. Users can expect a waiting time of ten working days to consult printed posters.

Library users must present a valid library card at the BnL's special collections reading room at the exact time specified on the day of the appointment. Please notify the BnL if you are late or unable to make the appointment.

Consultation hours

Tuesday to Friday: from 10 a.m. to 6 p.m.

Saturday: from 10 a.m. to 5 p.m.

Conditions for access

Library users should specify the collections/resources that they wish to consult in their request. Consultations will take place on site in the special collections reading room. Home loans are not possible. Library users are required to handle resources with care, to ensure their hands are clean, and to notify of any damage to resources.

Please note that it is prohibited to:

- lean on documents, or use them to rest on or as a desk blotter;
- write on the documents, underline passages or write notes;
- cut up documents, modify or delete information;
- turn down or mark corners, bend or twist them;
- lay resources on the ground or place them on the lap;
- remove any resources from the specialised collections reading room;
- use substances or instruments that could damage the collections: bottled ink, glue, correction fluid, etc., sharp or slicing objects (knives, cutters, scissors, etc.), adhesive tape;
- attach post-its to mark pages;
- take objects or substances into the reading room that could damage the resources;
- substitute the resources made available in whole or in part or make repairs to damaged resources;
- modify the order of papers in unbound resources;
- use laptop computers featuring a scanner – only pencils may be used to take notes.

The consultation or use of certain collections may be prohibited or restricted where:

- compliance with copyright or personality rights requires it;
- the condition or deterioration of the material requires it;
- a replacement document (published on paper or online, facsimile, microform) exists;
- the material in question is already being used for another purpose at the time of your request.

Reprography

The use of reprographics is subject to the legislation in force, in particular regarding copyright and related rights. Unless stated otherwise, the resources reproduced may only be used for private, educational or scientific purposes within the scope foreseen by law. The source of every copy of a resource belonging to the BnL that is published must be mentioned, namely "National Library of Luxembourg" followed by the name of the department the resource originates from, along with its shelving code. The BnL must be informed of the publication details. Submission of a specimen copy is recommended.

INFORMATION NOTICE

The following text is a free translation from French into English of the “notice d’information”. The French text is legally binding.

Registration with the Bibliothèque nationale du Luxembourg (BnL) is subject to the provision of the following information and supporting documents: last name, first name, date of birth, nationality, postal address, telephone number, email address, occupation, proof of ID (copy). The BnL reserves the right to request proof of address and/or of registration with a higher education institution approved by the Luxembourg state.

The personal data collected on the registration form is required to register with the BnL and to create a reader account. The signed registration form is filed and stored in the BnL archives. Unless extended, users are registered with the BnL for a period of two years. 24 months after my BnL registration expires, my personal data will automatically be erased. My loan history will be retained in an anonymised format to enable the library to perform statistical analyses. Personal data is recorded in the central user database of Luxembourg’s bibnet.lu library network (“central user database”) and is accessible to all the member libraries of the network (*).

My login and password are valid in all libraries in the bibnet.lu network that I am registered with/can register with. My personal data may be processed by a limited number of persons duly authorised and trained for the purposes listed below.

My personal data is collected and processed

- to register with the BnL and to update my account details;
- to reserve items for home loan or on-site consultation or to reproduce documents;
- to request interlibrary loans;
- in order for the BnL to contact me regarding my reservations, reminders and fines;
- to use IT services provided by the BnL;
- to access and consult digital resources offered by the BnL;
- in order for the BnL to prepare anonymous statistics to improve the library services offered;
- to detect fraud and misuse of the digital resources made available to me by the library;
- to manage my requests regarding my right to access and rectify my personal data, my right to oppose the processing of my personal data or requests relating to other rights pertaining to my personal data.

The director of the Bibliothèque nationale du Luxembourg, under the authority of the Minister of Culture together with the other libraries in Luxembourg’s bibnet.lu network, is the controller pursuant to the General Data Protection Regulation (EU) dated 27 April 2016 (2016/679).

I have the right to access as well as to rectify my personal data. I can modify my personal data directly at the BnL (front desk) or online via the “My Account” option on www.a-z.lu.

I have the right to withdraw my consent for inclusion of my data in the bibnet.lu network’s central user database, to oppose the processing of my personal data as well as to request the deletion, limitation of processing, or portability of my personal data.

In the event of failure to adhere to the applicable rules on the protection of personal data, I can lodge a complaint with a supervisory authority such as the National Commission for Data Protection (CNPDP).

In certain cases provided for in the General Data Protection Regulation (EU) 2016/679, the library may object to these rights. The deletion of my personal data results in the loss of access to the BnL’s loan and IT services.

It is possible to request information or to exercise any of my rights provided for in the General Data Protection Regulation (EU) 2016/679 by email: dpo@bnl.etat.lu or by post:

Données Personnelles / Secrétariat de direction
Bibliothèque nationale du Luxembourg
37D, avenue J.F. Kennedy
L-1855 Luxembourg

(*) Details of the libraries in the bibnet.lu network: http://www.bibnet.lu/blog/?page_id=5255