

STADTBIBLIOTHEK LINZ (CITY LIBRARY OF LINZ)

**Kärntnerstraße 26, 4020 Linz**

**Tel. (to extend borrowing time) 0732/7070 - 0**  
**Telefax 0732/7070-4547**  
**Internet <http://www.linz.at/bibliothek>**  
**E-mail [bib@mag.linz.at](mailto:bib@mag.linz.at)**  
**Library catalog online <http://stadtbibliothek.linz.at>**

Since September 2007 the main library has been located in the Tower of Knowledge (Wissensturm). A re-designed children's library (KiWi) and the self-study center (LeWis) enhance the offerings of the library. Customers can use self-service automats with RFID-technology to take out and return media. There are ten additional branches within the area of Linz. All of the media can be returned to any of them. In most of the branches public access to Internet is provided. In all of them it is possible to register for adult education courses in the "Volkshochschule". At most of the libraries (except for the one in Urfahr)

citizens' services are also offered; for example active passes of the City of Linz and parking cards for residents can be obtained, civil registration can be performed and lost or found objects can be reported there.

#### Registration

In order to take out media you need a customer card. It is valid in all of the branches. To obtain one you must show an official document with a photo.

The signature of a legally responsible adult is required for the registration of children up to the age of 14. He or she will be liable in case damage occurs and will be obliged to settle any claims that may arise.

Media can only be borrowed for personal use. It is not allowed to give them to third persons, to use them for public presentations or to copy them.

With his/her registration the customer pledges to respect the copyright regulations when he or she uses media of the City Library.

In the registration procedure the first and family names, dates of birth, sex and main place of residence are recorded. Any alterations in these data must immediately be reported to the city library.

#### Behavior in the premises of the city library and library regulations

Customers must behave in such a manner as not to disturb others or hinder them in their use of the library.

Whoever enters the premises of the library or takes advantage of its offerings is subject to the currently valid library rules that are displayed in every branch.

It is forbidden to smoke, eat or drink in City Library premises.

Sports and games equipment (scooters, rollerblades, skateboards and similar objects) may not be brought into the library premises.

Pets may not be brought into the library. The only exception is seeing-eye dogs that are needed by visually impaired persons.

Users must remove their belongings from lockers before the library closes and may not leave them there overnight. The City Library is entitled to empty lockers that have not been cleared in time.

The personnel of the library are entitled to control media that are being borrowed at the library exits.

The leader of the adult education center and the library is responsible for enforcing the library regulations. So are the library personnel that have been encharged by him/her with this responsibility. The instructions of the personnel must be followed.

According to civil law it is not allowed to make a digital copy of a CD or a DVD in the library premises.

#### Loss of the customer card

Please report the loss or theft of your customer card by phone or in person, so that it can be blocked and will not be misused.

You can obtain a replacement card by showing a personal identification document with a photo and paying a fee of € 2.-.

The customer card remains the property of the library and cannot be transferred to other persons. The customer is responsible for the careful and orderly safekeeping of the card. He/she is responsible for damages that arise due to violations of this obligation.

#### Borrowing period

Books, games, cassettes, sheet music, ebook-reader	4 weeks	
CDs, CD-ROMs, DVDs, videos, audiobooks, magazines*	2 weeks	* Magazines can be borrowed with the exception of the newest editions.

#### Liability

You are responsible for the media that you borrow. It is assumed that you have received them in undamaged condition. You are also liable to any damage or loss that occurs by accident.

The customer has to examine media that he intends to borrow to see if they are complete and undamaged. Reclamations cannot be made at a later time.

The city library assumes no responsibility for objects that have been damaged, stolen, lost for whatever reason or left lying in its premises. This is especially true for objects deposited in the coat lockers.

Participants take part events organized by the City Library at their own responsibility.

In particular, the City Library assumes no responsibility for the supervision of minors.

#### Loss or damage

The loss or damage of media that have been borrowed must be immediately reported to the library.

The borrower is not permitted to repair the damage or have it repaired.

Whoever loses or damages a borrowed medium, is legally obligated to replace it.

The customer is legally liable for the loss of or damage to media that are the property of the City Library (and also for their covers, casing and packaging).

Writing, underlining or marking in books and other media is considered to constitute damage. The same is true for the removal of labels.

If components of media that consist of separate parts cannot be replaced, the entire medium must be replaced. It can be replaced by the same medium, one of equal value or a sum equivalent to the current value of the medium. The librarian determines the kind of replacement that must be made and how much it will cost.

The City Library is not liable for the proper functionality of the media that have been borrowed.

It assumes no liability for damage to apparatus, databases or data carriers resulting from the use of these media.

We cannot guarantee that our AV-media are compatible with the configuration of your apparatus.

#### Reservations

All media can be reserved at any library location and returned to any branch. You will be notified in written form, and the medium remains reserved for you for 10 days. The reservation expires for media that are not picked up within this period of time.

Reservation fee: € 1.- / medium

#### Late return

Paying the borrowing fee does not free the customer from the obligation to return the medium. If in spite of notification media are not returned, the City Library can assume that they have been lost and demand that they be replaced.

To collect arrears payment for media borrowed from the City Library legal action will if necessary be taken. In case of disputes, the matter will be dealt with by the responsible court in Linz. Austrian law will thereby apply.

#### Prolongation

All borrowing times for media can be extended maximally twice.

Exception: reserved media and ebook-readers cannot be prolonged.

The extension procedure should be carried out by the customer on his/her online account. If for technical or personal reasons this is not possible, it can be done in person, by telephone or by email ( [verlaengerungen@bib.mag.linz.at](mailto:verlaengerungen@bib.mag.linz.at)) during the opening hours of the library.

An extension of the borrowing period by email is only valid after the customer has received an answer from the library by email.

Extensions requested by email can only be processed on weekdays (Monday to Friday) until 6 pm of the same day.

In order to extend lending periods individual customers must pay the same amount that they paid for their first borrowing period.

#### MEDIA 2 GO – digital virtual library

All of the registered customers of the City Library can use the digital virtual library (e-books, e-audios, e-papers, e-videos and e-music) without additional charge. Access is possible via

**[www.media2go.at](http://www.media2go.at)**

There the conditions for borrowing digital media can be found.

#### Internet catalog

Via internet you can find out which books we have, extend borrowing periods and reserve media. Access is via our homepage

**<http://stadtbibliothek.linz.at>**

<http://www.facebook.com/wissensturm>

#### Internet access

In many branches you can use Internet kiosks by registering at the counter and presenting your customer card.

The use is free and is limited to 30 min/person/day. An extension is only possible if enough PCs are available. For tasks that take longer we recommend the use of a PC in the “LeWis” (Lerning Center in the Tower of Knowledge). The time allotted for the use of computer and audiovisual workplaces can if necessary be limited by the library personnel.

The Internet workplaces made available in the rooms of the library serve primarily for research and the acquisition of knowledge. Software that you have brought with you or downloaded may not be installed on the computers. Internet addresses and pages that glorify violence or have pornographic or racist content may not be accessed, stored on or sent from these computers.

The City Library is not responsible for the contents, availability, quality or reliability of offerings of third persons that are made via the cables and access points provided by it. The legal representatives of persons up to the age of 14 must explicitly approve their access to electronic media in written form at the time when they register at the library.

In the Tower of Knowledge any laptops that are available can be borrowed without charge for use in the library. To obtain them, the user has to leave a personal identification document with a photo at the counter.

#### Locations

##### **Stadtbibliothek "Wissensturm"**

Kärntnerstraße 26  
Tel. 7070-4310

##### **Bibliothek in AKH-Hospital**

Krankenhausstr. 9  
Tel. 7806-1226

##### **Stadtbibliothek Auwiesen**

Wüstenrotplatz 3  
Tel. 30 24 08

##### **Stadtbibliothek Dornach-Auhof**

Sombartstraße 1-5  
Tel. 2560-661

##### **Stadtbibliothek Ebelsberg**

Kremsmünstererstr. 1-3  
Tel. 30 89 92

##### **Stadtbibliothek Einsteinstraße**

Einsteinstraße  
Tel. 33 02 15

##### **Stadtbibliothek Keferfeld/Oed**

Landwiedstraße 65  
Tel. 67 69 34

##### **Stadtbibliothek Neue Heimat**

Lilienthalstraße 5  
Tel. 38 28 44

##### **Stadtbibliothek Pichling**

Lunaplatz 4  
Tel. 32 11 73

##### **Stadtbibliothek Urfahr**

Hauptstraße 1-5  
Tel. 7070-2953/2954