

Regulations for using the Koninklijke Bibliotheek

Effective date: 1 January 2014

These Regulations also apply to visitors to the Netherlands Music Institute.

Article 1 - Functions

The Koninklijke Bibliotheek (KB) is the National Library of the Netherlands. The KB makes its collections and facilities available to visitors for research, study and cultural purposes in the library itself and on the internet.

Article 2 - Registration and access

1. Persons using the facilities of the KB must register. A valid KB pass is required to enter the public areas of the KB. An access code and password are required to use digital services and for access to licensed files.
2. A KB access code/password and/or pass is available to people from the age of 17 on payment of the applicable fees and authentication using DigiD or on provision of a valid identity document and proof of address. Visitors to the library who are 17 or over and who only wish to use the public areas and/or freely available digital or physical publications may apply for a free KB reading room pass on provision of a valid identity document.
Under strict conditions, the KB will grant limited access to staff of an institution with an institutional pass. An institutional pass must be requested from the Director General in writing.
3. The KB pass and access code/password are strictly personal and may not be transferred to third parties.
4. The KB pass remains the property of the KB, is valid for one year from the date of issue and must be renewed annually for continued access to services.
5. The KB must be notified immediately if a KB pass is lost, stolen or damaged. An administration fee will be charged for the issue of a new pass.
6. Persons under the age specified in article 2.2 may write to the Director General to request access to the library or remote use of its services stating their reasons.

Article 3 - Facilities and conduct

1. Passholders may enter the public spaces and use the freely accessible digital and physical publications.
2. A purchased KB pass allows use of all collections and facilities in the library itself and elsewhere by internet.
3. Restrictions on the use of certain services may be imposed on institutional membership.
4. Visitors are not permitted to make photocopies of newspapers or certain categories of fragile publications.
5. Visitors may use their own digital cameras in the KB to photograph material in the collection subject to the following conditions:

- the reading room staff on duty have given permission. Permission will be refused if the material is too fragile (as determined by the duty staff);
 - no aids may be used to take the photograph (for example, to hold a book flat);
 - other users of the reading room must not be disturbed by the photography;
 - flash may not be used;
 - the photographs may only be for personal study and not for uses with a direct or indirect commercial purpose;
 - the user is personally responsible for complying with legal provisions on publication and replication.
6. Use of the Special Collections and the related reading room is governed by the Special Collections Reading Room Regulations.
 7. The separate regulations that appear when a PC is started up govern the use of the PCs in the public areas of the KB. Improper use is not permitted. Improper use includes viewing or sending offensive images or text and breaking into computer systems.
 8. Visitors must not behave in a discourteous or disruptive way. Silence must be observed in the reading rooms.
 9. For the safety of the collections and equipment, coats, jackets and bags and items that could cause damage must be stored in the cloakroom.
 10. Equipment such as mobile phones, laptops, PDAs, etc. may be used in silent mode in designated areas. Calls may not be made or received in public areas except in designated areas.
 11. Smoking, eating and drinking is prohibited. Food and drink may not be brought in.
 12. Pets are not admitted.

Article 4 - Loans and returns

1. The Director General determines which categories of digital and physical publications may and may not be consulted or lent and the maximum number of publications that may be borrowed at one time.
2. Borrowed publications must be returned by the due date.
3. A borrowed publication is accompanied by a voucher that states the return date. This voucher can be stamped as proof of return when the material is returned.
4. Anyone who has not applied for renewal in good time and exceeds the loan period will be requested in writing, by telephone or electronically to return the borrowed work immediately. If there is no response, a second reminder will be issued after two weeks. If that reminder is ignored, a fine will be levied for each publication returned late from fourteen days after the date of the second reminder and borrowing rights will be suspended. Written notice of default will be issued if there has been no response to the reminder four weeks after the date of the second reminder and the borrower will be liable for all costs, including legal and out-of-court costs, incurred by the KB as a result of the late return, including the replacement value of the borrowed item, plus a fine. The borrower may also be barred permanently or temporarily from using the library.
5. If publications are returned by post, they must be packed carefully and the correct postage must be paid.

6. If proof of return is required for items returned by post, the borrower must enclose the voucher and a stamped self-addressed envelope with the borrowed publication. In that case, he/she will receive the stamped voucher by return.
7. Visitors must treat borrowed publications with care. Publications must be protected from harm during transport and use outside the library. Notes and comments must not be made in books or magazines, nor may publications be damaged in any other way.
8. The borrower may not give publications of the KB to third parties.
9. Borrowed publications may not be taken outside the Netherlands without the written permission of the Director General.
10. Publications will not be lent for use outside the building to persons living outside the Netherlands or with no fixed address except with the permission of the Director General.
11. A person who wishes to examine a publication not freely available for consultation must submit a request to this end to the Director General stating their reasons.

Article 5 - Consultation of digital files

1. Digital services requiring a purchased KB pass and/or access code/password may only be used for private use and/or study and not for business and/or commercial purposes.
2. The user of a full text digital file may not perform any action which endangers the normal use of the file or damages its producer.
3. Users are not permitted to consult digital files through the KB if the producer's licence conditions do not permit this.
4. The KB pass and access code/password are strictly personal and may not be transferred to third parties.
5. Penalties are set out in article 9.1.

Article 6 - Theft and hacking

1. Any attempt to leave the building with a publication owned by the KB and not available for lending is theft and may lead to a permanent ban from the library or a ban for a period set by the Director General. This also applies to taking equipment or publications available for lending if the loan has not been recorded by the lending desk.
2. A hack or attempted hack of computer systems will be reported immediately to the police and will result in exclusion from all KB services.

Article 7 – Liability

1. The KB is not liable for property that visitors leave in the KB or in publications of the KB.
2. The KB accepts no liability for loss or theft of property left in the cloakroom or lockers.
3. The holder in whose name a KB pass is issued will be liable for its misuse by third parties.
4. Passwords or access codes issued by the KB for the use of software and files are strictly personal. The KB will not be liable for damage arising because visitors have used access codes carelessly or as a result of carelessness in logging in or out.
5. Visitors may be held liable for the consequences of introducing a computer virus to the KB's systems.
6. The perpetrator will be liable for the damage arising from a hack of the computer systems.

7. The KB is not liable for damage arising from deficiencies in digital or printed information made available by the KB.
8. Any person who damages the building or fixtures and fittings, loses or damages a publication of the KB or uses a computer system carelessly will be held liable for the related costs, including administrative costs, and may be excluded temporarily or permanently from the library.

Article 8 - Data protection

1. The KB protects the personal information of its registered passholders pursuant to the rules and conditions in the Personal Data Protection Act (*Wet Bescherming Persoonsgegevens*).
2. The KB records personal data for the purposes of its lending records, providing products and services and communications with passholders on these products and services.
3. The KB will ensure that this information is not used for purposes unrelated to this. The information is not supplied to third parties unless the KB is legally required to provide identity and/or usage data by order of the police or judicial authorities to assist the prevention, detection and prosecution of a criminal offence.

Article 9 – Enforcement

1. Persons using the KB must obey these Regulations for using the Koninklijke Bibliotheek, the organisational rules for good order and instructions of the staff in general. The full text of these regulations is available on the KB website. A printed version of these regulations will be handed to anyone on request; all users of the library are assumed to be familiar with the text. Failure to comply with these regulations and/or instructions of the staff may lead to temporary or permanent exclusion from certain facilities or access to the library.
2. Complaints by visitors/users will be dealt with according to the procedure in the KB Complaints Scheme (*Klachtregeling KB*) drawn up by the Board of Governors.

Article 10 - Authority

1. The Director General sets the library opening hours, fees and the opening hours of the catering facilities. He determines the period of exclusion from the library.
2. The Director General will decide in any case not provided for in these regulations.

The Regulations for the use of the KB have been drawn up pursuant to the KB Governance Regulations (*Bestuursreglement van de Koninklijke Bibliotheek*) dated 15 October 2008 and operative from 7 May 2009.

This English version is a translation of the Dutch text and the Dutch text will prevail in the event of differences.

J.S.M. Savenije
Director General
The Hague, 1 January 2014