



These regulations were approved by the General Council of the Consortium of Libraries of Barcelona on 10 September 2013 and published in the Official Bulletin of Barcelona Province on 29 November 2013.

Introduction

The mission of the Libraries of Barcelona is to provide all citizens with free access to information, knowledge and culture through the library network's material resources, collection and programming, and to play an active role in fostering the habit of reading.

The Libraries of Barcelona organisation seeks to provide a forum for interrelation and to create networks, in all its spheres of activity, with other cultural, social and educational stakeholders in the city.

1. Conditions of access to and use of libraries and library facilities

- 1.1. The library is a municipal public service open to all citizens on the days and times established.

By using the library, the user accepts these Regulations, the specific rules established at each library for particular areas, and applicable municipal ordinances.

- 1.2. Children under 9 years of age must be accompanied by an adult responsible for them, and must not be left alone, either in the children's area or at other facilities or activities, except where expressly indicated that this is permitted.

Authorisation from parents or guardians may be requested for certain services, facilities and activities.

The library accepts no responsibility for the care, surveillance or control of minors.

- 1.3. Children's areas are for the use of young people up to 14 years of age.
- 1.4. Whenever deemed necessary, library staff may request identification from users, and temporarily or permanently expel from the premises any person who fails to obey these Regulations or the basic rules of civil behaviour.
- 1.5. Users wishing access to certain library services may be requested to leave their library card or other ID document with library staff while so doing.
- 1.6. Both the library in general and activities organised on the premises have limited capacity. Library staff are authorised to restrict admission once this capacity has been reached.
- 1.7. Users are required to take good care of facilities and to make proper use of furniture and furnishings in general and library equipment in particular.

- 1.8. Bathrooms may not be used for personal hygiene purposes

- 1.9. The library accepts no responsibility for users' personal belongings. Most libraries have lockers to enable users to leave their possessions safely while on the premises. Lockers will be emptied daily. Any objects of value found in the library will be kept for one month, after which they will be taken to the Barcelona City Council Lost Property Office.

- 1.10. With the exception of guide dogs, animals are not allowed in the library.

2. Library membership cards

- 2.1. Possession of the library membership card enables users to enjoy the different public library services, such as the loan service and Internet access, and to register for courses and workshops, among others.
- 2.2. Library card holders are entitled to discounts and offers as established by agreements reached with different organisations in the city.
- 2.3. The library membership card is valid for use at all libraries in the city of Barcelona and the Provincial Network of Municipal Libraries (hereafter, NML). The card is also valid for all libraries forming part of the Public Reading System of Catalonia.
- 2.4. To obtain membership cards, users must show their national identity document, driver's license, or residence permit (NIE) and passport, and provide their correct address (documentary proof of address may be requested if deemed appropriate), as well as their telephone number and/or email address, if applicable. Applications for library cards may be made online via the Libraries of Barcelona website, or in person at the library, on provision of personal details. Applicants must collect their cards in person, showing the aforementioned proof of identity.
- 2.5. Users must inform the library, using one of the procedures indicated in Point 2.14, of any change in their personal information, particularly as regards address, contact telephone number and email address.
- 2.6. Users up to 14 years of age must also provide their national identity document or NIE foreigner identification number, if appropriate. They should at all times have authorisation from a parent or guardian to use the facilities. Such authorisation enables minors to use all library services, including that of Internet access. The library will keep a record of these authorisations.
- 2.7. Library cards, which are issued free of charge, are personal and non-transferable. A charge will be made for the issue of replacement cards.
- 2.8. Use of the library card by young people under 18 years of age is the responsibility of their parents or guardians, who should exercise the necessary supervision.

- 2.9 Organisations, associations or institutions may apply for and receive a collective card, issued in the name of the particular centre, stating the name of the person responsible for its use
- 2.10 Use of the library card by anyone other than its holder may result in exclusion from the library service. Parents and guardians may use their children's cards only with regard to documents designated for the use of children.
- 2.11 Users whose cards are lost or stolen should inform the library as soon as possible. The current fee will be charged for the issue of replacement cards, unless documentary evidence of theft is presented.
- 2.12 Personal information provided by users and their representatives for issue of the card is entered onto a computer file on the Barcelona Provincial Council Integrated Library Management System. This personal information will be used to manage library services and to provide information to those users that request it, as well as to carry out surveys regarding opinions, use, quality and characteristics of public library services, in accordance with the provisions and requirements established in Organic Law 15/1999, of 13 December, on the protection of personal information. Personal information will not be communicated to third parties for purposes other than those described in this Article.
- 2.13 To enable the provision of municipal multimedia services, Barcelona Provincial Council may transfer to Libraries of Barcelona the following personal information: library card number, gender, type of user based on date of birth, municipality and district of residence, and country of birth. The purpose of such transfer is to compile statistics on service usage. The use of some municipal services requires the transfer of this information to Libraries of Barcelona and thus any user who does not accept such transfer will not be able to access the service.
- 2.14 In order to exercise their rights of access, rectification, cancellation or opposition, as provided for under the aforementioned law, users may employ the following channels of communication:
- a) In person, at any NML library, proving their identity by showing their library card and any of the official documents stipulated in Point 2.4.
 - b) by email to any NML library, providing the following details: name and surname(s), library card number and national identity card/passport number.
 - c) to change their telephone number or email address and other details that may be included in the future, by accessing their personal space on the NML Collective Catalogue website and entering their library card number and PIN.

Should it be necessary to exercise these rights on behalf of a person who is deceased, documentary evidence of the death must be submitted.

- 2.15 Users must show their library cards in order to access loan services, audiovisual equipment or any other services as indicated by library staff. The library card is an indispensable requirement for access to Internet and Wi-Fi, for using multimedia spaces and to register for courses and workshops.

3. Rights of users

Library users have the following rights:

- a) To request and obtain information about library resources and how services operate.
- b) To freely access all documents, except those that, due to their nature, must be specifically requested from library staff.
- c) To request and obtain information about desk times and opening times of different services and activities.
- d) To be informed about and receive access to the Regulations for Library Use, general regulations on public prices and ordinances regulating current fees and charges.
- e) To use library areas and services in accordance with the conditions established in the Regulations for Library Use and other specific rules governing library activities.
- f) To obtain from staff the support they need in order to use library services.
- g) To submit suggestions and lodge complaints about how the libraries operate, through the appropriate channels.

4. Duties of users

The duties of library users are as follow:

- a) To comply with regulations governing the use of the library and its services.
- b) To show due consideration to other users and library staff.
- c) To take good care of library resources and other goods and materials belonging to the library and other users.
- d) To leave documents, after consultation, in the places designated by the library for this purpose (trolleys, desks, tables, etc.). Users are requested to return only encyclopaedias, newspapers and magazines to their place on the shelves.
- e) To return documents taken out on loan by the specified date.
- f) To behave appropriately in the library. Users should refrain from making noise and from causing penetrating odours, as well as from any conduct or activity that might interfere with the good running of services or disturb other users. Mobile phones and other noise-producing devices should be silenced.

- g) To empty lockers of their personal belongings after use and, if appropriate, to return keys to library staff.
- h) To refrain from:
 - Eating or drinking in the library. However, libraries permit this in certain areas, which are expressly indicated for the purpose. To prevent damage to documents, the only drink permitted is water.
 - Doing handicraft work, such as using scissors or other tools or instruments to cut and paste, except in areas reserved for this purpose.
 - Moving library furniture and equipment from its place, opening or closing windows or adjusting heating or air conditioning equipment.
 - Entering the library with large objects, such as supermarket trolleys, scooters, bicycles, and so on, unless these are folded and do not interfere with free movement around the library. Aids used by people with reduced mobility are excepted from this rule.
- i) To identify themselves to library staff if so requested.

5. General conditions of use of services

- 5.1 Most library services are provided free of charge, with the exception of photocopying, inter-library loans outside the city of Barcelona, magnetic recording supports, headphones, document printing and certain other organised activities. For these and other services, the libraries have established public prices and charges, which are available for users to consult in the libraries and on the Libraries of Barcelona website.
- 5.2 The use of laptop computers and other devices is permitted in libraries. However, users requiring electrical sockets are reminded that these are limited in number.
- 5.3 The greatest care should be taken in handling all materials and documents used in the library and taken out on loan:
 - Do not fold or bend book covers or pages, or cut out or underline any document.
 - All copies made of documents, whether partial or complete, should be made in accordance with current copyright legislation.
 - CDs and DVDs should be handled with the greatest care, avoiding bumps and scratches.
- 5.4 Library services must be used in an individual way. However, groups can work together in areas specifically devoted by the library for this purpose, if such areas exist.
- 5.5 The loan of spaces, auditoria and similar to private individuals and organisations is governed by the ordinance regulating public charges and prices and by each library's own specific regulations.

- 5.6 Night study rooms are governed by their own rules and regulations.

6. Loan service

- 6.1 The loan service entitles users, on presentation of their library card, to take documents away from the library temporarily.
- 6.2 All materials in the library collection may be taken out on loan, with the exception of certain reference documents, the latest issues received of newspapers and magazines and materials considered of a special nature by the library.
- 6.3 Each user may take out on loan a maximum of 30 documents: 15 on paper support and 15 on non-paper support, including a maximum of six DVDs.
- 6.4 The loan period is 30 calendar days for all types of material. However, during holidays or when they are temporarily closed, libraries may establish, under their own criteria, longer loan periods than those generally in effect.
- 6.5 Loans of documents can be renewed up to three times, as long as they are not reserved and the return period has not expired. Users can renew loans online through their personal space on the NML Collective Catalogue website, by telephone, by email or in person, at the library.
- 6.6 Users may reserve up to 30 documents that are out on loan. As soon as these reserved documents become available the user will be notified by the library and has seven days in which to collect them, after which reservations are considered null and void. Available documents may only be reserved by telephone or email addressed to the library that owns them, and must always be collected from that library.
- 6.7 Regulations governing the number of documents, loan periods, renewals and reservations for users of collective cards are the same as those established for individual loans. Libraries may, however, establish other loan conditions in each particular case.
- 6.8 Users who are unable to collect reserved documents in person may authorise a third-party person to do so, by filling in the form available on the Libraries of Barcelona website. Authorised persons must present the signed form, their original national identity document and a photocopy of the national identity document of the person authorising them to make the collection.
- 6.9 Users must return documents by the date stipulated. In the event of delay in return and providing their current email address is available in the database, they will receive the following reminders:

- a) Courtesy warning (before loan ends), which is a reminder of the return date sent to the user three days prior to the end of the loan.
 - b) Overdue loans (first notification), which is received by the user seven days after exceeding the document loan period.
 - c) Overdue loans (second notification), which the user receives seven days after the first notification (document is 14 days overdue).
 - d) Overdue loans (third notification), sent to the user seven days after the second notification (document is 21 days overdue).
- 6.10 Overdue documents are penalised by the imposition of penalty points on the user's personal library record, on the basis of one penalty point per document and day overdue. For every 50 penalty points accumulated, the user will be excluded from the loan service for 15 days. This exclusion takes effect the moment the overdue documents are returned. The period of temporary suspension from the loan service may, in no case, exceed one year.
- 6.11 However, blockage of the library card as regards use of the services for which it is required will continue until the overdue documents are returned. The card will be automatically reactivated on return of the documents, provided the user has not incurred 50 penalty points, in which case the corresponding temporary suspension of service will become effective.
- 6.12 Blockage of the card applies to the library that owns the documents as well as to all other NML libraries and services.
- 6.13 Libraries of Barcelona reserves the right to take such action provided in current legislation as deemed appropriate against users who fail to return documents within the loan period established.
- 6.14 Users who take out documents on loan are required to keep these materials in good condition, to return them by the date stipulated and to replace them if they are lost or damaged. Library staff will explain the procedure to be followed in the event that a document is no longer on sale or is out of print. Having reported the theft of documents on loan does not exempt the user from replacing them.
- 6.15 The library accepts no responsibility for any damage that materials taken out on loan may cause to devices used to play them.
- 6.16 The inter-library loan service makes available to all users the entirety of the documentary resources in the NML Collective Catalogue and at other centres in the Library System of Catalonia with which specific cooperation agreements have been established.
- 6.17 Within the NML, the inter-library loan service is subject to the applicable public charge. Fees with respect to loans from other institutions in the Library System of Catalonia are established in cooperation agreements or in specific regulations governing the service. Inter-library loans between libraries in the city of Barcelona network are provided free of charge.
- 6.18 Books and magazines taken out on loan can be returned to any library in the city of Barcelona.
- 6.19 Audiovisuals and/or multimedia resources and materials listed in Point 2 of this Article are excluded from the NML inter-library loan service and must therefore be returned to the library that owns them. This limitation also applies to document return boxes.
- 6.20 As regards loan periods and renewals, the conditions for inter-library loans between NML libraries are as established in Points 4 and 5 of this Article.
- 6.21 Requests for inter-library loans must be made in person at the library. Any applicable costs or fees must be paid at the moment of making the loan request.
- 6.22 Documents received under the inter-library loan service are reserved for the user requesting them for a maximum period of seven days. In no case will the amount paid be reimbursed to users that unjustifiably fail to collect documents within the period allowed, and those who do so repeatedly may be penalised.
- 6.23 Users can access their personal space on the NML Collective Catalogue website to consult their current loans and return dates, which may be renewed providing the rules of the service are met. This space can also be used to modify the personal information indicated in Article 2.14c.
- 6.24 Details of the documents taken out on loan may be logged by users through the "Loan history" option in their personal space on the NML Collective Catalogue website. This facility must be specifically activated by the user in question and the information it contains is only accessible through introduction of that user's library card number and PIN. NML staff do not have access to users' loan histories.
- ## 7. The public Internet access service
- 7.1 The public Internet access service in Libraries of Barcelona is provided in the following areas:
- a) Multimedia spaces: base their activity around scheduled courses and workshops on digital literacy, as well as personalised ICT support.
 - b) Wi-Fi (wireless network): enables Internet connection from portable devices.
 - c) Internet i +: offers access to the Internet and office software through terminals in the library.

- 7.2 To use the public Internet access service, users must enter their library card number and PIN and accept the conditions and requirements included in the legal notice that appears on the screen. Each library may also establish other complementary methods of control over Internet access, with the aim of identifying the user.
- 7.3 Access to the Internet by young people under 14 years of age requires the authorisation of a parent or guardian, which is necessary for issue of the library card. (See Article 2.6.)
- 7.4 Users can access the Internet from the fixed terminals in connections of two sessions per day and library. They have 20 online sessions available per month for the Internet i + service and 32 Multimedia Spaces. The libraries offer terminals with sessions of:
- a) 60 minutes, which are reservable
 - b) 30 minutes without reservation (which count as a one-hour session)
 - c) 10 minutes without reservation (which do not use up any of the 20 sessions allocated to users, but are limited to two per day).
- 7.5 Reservations to ensure the availability of a computer with Internet access can be made up to eight days in advance, through the following email address: www.puntxarxa.com/diba/reserves/index.php. Each library may also provide other methods of booking. Users who anticipate they will be unable to attend the session they have booked should cancel it, otherwise the system will do so automatically 10 minutes after the established start time and it will count as a reserved session.
- 7.6 It is recommended that a computer be booked for sessions that are intended for purposes other than a brief, specific consultation. Users may use only those sessions they have reserved with their own library card.
- 7.7 Printing can be done from the fixed Internet access terminals on printers provided for such purpose by the library.
- 7.8 Users may copy data onto their own external storage devices, or may buy these from the library.
- 7.9 Sessions are, in principle, for one person only. However, according to space available in the library, two people may be permitted to take part in sessions simultaneously. In any case, it is important to respect the privacy of other users.
- 7.10 The service is intended for general consultations for cultural and educational purposes and leisure-related activities. It must be remembered that some information on the Internet may be inaccurate or incomplete. For this reason, users are advised to check the validity of the material they find. The library accepts no responsibility for the content of information accessed through its computers.
- 7.11 Apart from resources selected and assessed by professionals, the library neither controls nor supervises the information accessed on the Internet by users, and accepts no responsibility for its content.
- 7.12 The fixed terminals for Internet access are equipped with basic filtering systems. The library cannot therefore guarantee that sites visited by some users may be considered offensive or inappropriate.
- 7.13 The fixed terminals for Internet access in children's areas are equipped with a filter program that provides support to parents or guardians in ensuring the protection and safety of their children.
- 7.14 Parents and guardians are responsible for ensuring the proper use of children's cards with regard to Internet consultations and must exercise the level of control they consider necessary.
- 7.15 Users are required to read any warnings related to copyright contained in the information they consult, and to follow such warnings. The library accepts no responsibility regarding the content of information consulted or for the use that is made of such content.
- 7.16 Users of the public Internet access service undertake to comply with current legislation, the contents and requirements of the legal notice, and the specific conditions and rules of each library, as indicated by library staff.
- 7.17 Users are not permitted to employ this service for improper purposes or to enter websites and/or disseminate contents of an illegal, pornographic, violent or offensive and/or xenophobic nature. Unauthorised use of the service will give rise to the legally established responsibilities.
- 7.18 Users must not install or download programs on library computers or take any action that results in changes, deletions or modifications in their configuration. Any activity that may cause the congestion or disruption of networks and systems is also prohibited.
- 7.19 No archives may be stored on computers at the end of sessions. For reasons of user and computer system security, all archives will be deleted at the end of each session.
- 7.20 Users must close their session before leaving the terminal. Any consequence deriving from not doing so will be their own responsibility.
- 7.21 Users must ensure the privacy of their access code and PIN. The use of another person's access data is forbidden and will be considered identity theft.

- 7.22 Non-compliance with regulations governing the public Internet access service will result in the application of 50 penalty points on the user's library card and the consequent blockage of the card for 15 calendar days. To remove the blockage the user in question must consult staff at the library desk.
- 7.23 Blockage of the membership card with respect to the public Internet access service entails temporary suspension from the service in the library in which the events occurred as well as in all other NML libraries.
- 7.24 Libraries provide support material to help connect personal devices to the Wi-Fi network, but library staff cannot offer technical assistance.

8. Final provision

- 8.1 After requiring users to desist in their improper conduct, the library's management may decide to take disciplinary action against those who contravene the basic rules of civil behaviour. Following due consideration of the circumstances, such action may lead to the user or users in question being excluded from the library for a period of no more than seven days.

All this, without prejudice to any lawsuit that may be lodged by the competent authority, should indications of criminal behaviour be considered to exist.

9. Repeal provision

The Regulations of Use of the libraries in the Consortium of Libraries of Barcelona, approved by the Consortium's General Council on 6 May 2011 and published in the Official Gazette of the Province of Barcelona (BOPB) on 27 July 2011, are expressly repealed upon the entry into force of the present Regulations.



Biblioteques de Barcelona

