

Terms of Loan

- for external patrons at University College Absalon

University College Absalon's library is open to the public.

It is possible to register as an external patron by presenting a health card and photo ID (driving license, passport, etc.), as well as a valid email address and mobile phone number. To be registered it is necessary to physically show up at one of the campus libraries during [staffed hours](#).

External patrons can:

- Borrow and request materials from the physical collection.
- Use the semester shelf collection on campus.
- Get help searching the library's collection.
- Access the library's electronic resources using the library's public access computers. Some databases may have rules that prevent access.

External patrons can't:

- Get remote access to the library's electronic resources.
- Request materials from other Danish libraries (interlibrary loan).
- Copy and print.
- Request and borrow AV equipment and boxes of anatomical model skeletons.

How to borrow?

To borrow, you need your CPR number and the last 4 digits of your CPR number.

Borrowing and returning: What do you need to be aware of?

You are personally responsible for any materials you borrow and must return them by the due date. If you lose or damage any borrowed materials, you are required to replace them. Notification of courtesy, overdue items and requests are sent via text message and email.

Requests: What do you need to be aware of?

You can request books at the library. To request a book, you must log in with your Absalon email and Absalon password. If you locate the item on the library shelf yourself, you have the priority to borrow it before a patron, who has requested it online.

You will be notified by text message and email when the item is ready for pick-up. The item must be collected within 7 days; otherwise, the request will be cancelled, and the item removed from the reservation shelf.

Reminders, recalls and replacement process

All notifications will be sent by text message and email. Sending out notifications is a service that may, unfortunately, fail due to technical issues. Therefore, it is important for you to monitor your loans and their due dates through your [patron account](#).

Notifications to patrons	Timeframe	Fees and fines
Courtesy notice	4 days before expiry date	0 DKK per material
1st overdue notification	Loan period exceeded by 1 day	5 DKK per material
2nd overdue notification	Loan period exceeded by 15 days	10 DKK per material
3rd overdue notification	Loan period exceeded by 31 days	25 DKK per material
Statement of compensation	Loan period exceeded by 38 days	The material is now in replacement: + price of material + fees

* Fees are charged on the day the deadline is missed.

Compensation claims that have not been paid within 14 days of receiving a "Statement of compensation" will without further notice be passed on to the economy department of University College Absalon. The economy department will send an invoice, then a reminder and finally transfer the compensation claim to the Danish Debt Collection Agency (Gældsstyrelsen). Once the compensation claim has been sent to the economy department it is no longer possible to return the books to the library.

Exclusion from the library

You will be prohibited from borrowing, renewing, and requesting materials if your outstanding fees or fines reach 200 DKK or more. The prohibition will be repealed once you have returned the items or settled your account.

When you have paid an invoice sent by the economy department, contact one of our libraries and show the payment receipt. Your prohibition will then be repealed. If the library is unstaffed, please call 72 48 35 00.

If you have paid your invoice through the Danish Debt Collection Agency (Gældsstyrelsen), the prohibition will be repealed once the library has been informed of the payment by the economy department.

Paying compensation claims?

Compensation claims, visible in your [patron account](#), can be paid online using a debit card or MobilePay.

If you have received a compensation claim in the form of an invoice sent by the economy department, you need to pay as instructed in the invoice.

For questions and assistance:

Contact:

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