



General Policies and Rules

In order to maintain a safe and welcoming environment for reading, learning, and other Library activities, The Goethe-Institut Library requires all visitors, including children and teens, to comply with our General Policies and Rules.

Failure to comply with the Library's General Policies and Rules may result in a warning, restriction, or termination of Library privileges, and/or immediate removal from the Library. Individuals who refuse to leave after a request by Library staff may be barred from visiting the Library in the future.

Prohibited Conduct

Engaging in conduct that disrupts or interferes with the normal operation of the Library and the Institute, or that disturbs Library visitors or staff, is not permitted. The following conduct is prohibited at the Library:

1. Harassment or threatening behavior.
2. Unhygienic behavior and activities that disturb other patrons. Visitors must wear clothing, including shirts and shoes, in the Library. Odor must not be so offensive that it offends others.
3. Sleeping, eating or drinking in the Library.
4. Making **unreasonable noise, loud conversations**, loud cell phone **calls** or playing loud **music or video** that can distract other library users in the library is not permitted.
5. Trespassing on Library premises.
6. Using, possessing, selling, or appearing under the influence of alcohol or illegal drugs.
7. Damaging, defacing, or misusing any Library materials or property. This includes disabling or unplugging Library equipment, changing hardware or software, or using a Library computer for purposes not designated by the Library.
8. Distributing or displaying pamphlets, surveys, flyers, signs, or posters on Library premises, unless approved in advance by the Library.
9. Bringing Library property into restrooms.
10. Monopolizing Library space, equipment, or outlets to the exclusion of others.
11. Obstructing aisles or reading areas with personal belongings including when charging personal devices. This includes actions that block access or exits to Library premises or create safety hazards.
12. Bringing in an animal, unless it is a service animal assisting a person with a disability.
13. Engaging in any activity that violates federal, state, local, or other applicable law or Library policies.

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Additional Policies

Visitors with disabilities may ask Library staff for reasonable accommodations.

1. The Library is not responsible for personal items that are lost, stolen, or damaged on Library premises. **Personal items should not be left unattended.**
2. Any kind of recording on Library premises requires the prior approval of the Library, and usually requires the approval of any person being photographed or recorded.
3. Using another person's library card for any reason is expressly forbidden, unless formally authorized by the Library.
4. Library furniture/equipment **should not be moved** from its original location.
5. Visiting groups that require a specific service, such as a staff presentation, or a guided tour, must schedule their visit in advance.
6. The Library is not responsible for children while they are on Library premises; please see "Child and Youth Safety at the Library."

Child and Youth Safety at the Library

The Goethe-Institut Namibia Library is dedicated to providing a safe and welcoming environment that encourages children to visit the Library, use our collections and services, and attend programs. Please note the following policies:

1. The Goethe-Institut Namibia Library requires all visitors, including children and teens, to comply with our General Policies and Rules.
2. Library staff are available to assist and support children with their use of Library resources.
3. Parents, guardians, and/or the responsible caregiver are responsible for children in their care.
4. Disruptive children, attended or unattended, may be asked to leave.
5. Parents, guardians, and/or caregivers are responsible for noting scheduled Library closing times.
6. The Library is not responsible if children leave the Library unattended. It is the responsibility of parents, guardians, and/or caregivers to let their children know what they should do if they must leave the Library.
7. Library staff may call appropriate City agencies if an individual appears to be truant, is left unattended when a Library facility closes, or otherwise appears to be unwilling or unable to care for themselves.
8. Children's areas are designated for children aged 12 and under.
9. Adults may visit Children's areas only when accompanied by children.

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Library Card

1. A library card can be obtained by filling in a registration form. The validity is limited to one year and can be extended on request providing the following requirements:
2. A copy of ID for new members
3. Your library membership card (for extension)
4. Fees of N\$150-00 (for Adults) N\$75-00 (for Students)
5. Free of charge for Goethe-Institut course participants however participants are requested to present a valid proof of registration.

Annual membership fee

1. Goethe-Institut course participants are entitled to free library Membership.
2. Adults: N\$ 150-00
3. Students, school pupils and children: N\$ 75-00
4. NB Library cards are not transferable.
5. Users are responsible for informing the Library staff of any change of details or the loss of their membership cards immediately.

Lending, Loan Periods and Return

1. To borrow library materials, a valid library card needs to be presented at the lending desk.
2. Any distribution of borrowed items to a third party is not allowed. The cardholder is liable for all borrowed items.
3. Users may borrow a total of 5 per items at a time which may include a Maximum of 5 DVDs/CDs (e.g. 5 books or 5 audio-visual items except for the board games only 2/3 board games).
4. The loan period for books and board games is 4 weeks.
5. The loan period for DVDs/CDs and magazines is 1 weeks.
6. Reference work are not available for lending. The latest editions of magazines are not allowed for lending before the next editions.
7. Loan periods can be extended once provided that the borrowed item has not been reserved by another user. Materials can be renewed in person at the lending desk, by phone or by email.
8. All materials borrowed must be returned on or before the due date.

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Overdue Items and Compensation

1. Overdue items incur in a fine of N\$1-00 per day.

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2. If borrowed items are lost or damaged, the user is responsible for providing a replacement copy of the same value or we will take care of replacement at his/her expense. In case a replacement is not possible, users have to pay compensation in accordance with legal regulations.

Attendance at Library Public Programs

As part of our mission to ensure open access to information and the exchange of ideas, The Goethe-Institut Library hosts public programs throughout the year.

The following policies apply to the Library's public programs:

1. All members of the public are welcome to attend the Library's public programs, subject to any occupancy limits and, where applicable, ticketing requirements.
2. All Library users and program attendees must comply with the Library's General Policies and Rules and to rules applicable to a particular venue.
3. For pre-ticketed events, attendees will only be admitted upon the presentation of a valid ticket.
4. The Library recognizes and supports the rights of attendees and other members of the public to exercise their rights of freedom of speech and peaceable assembly. Accordingly, picketing and distribution of literature in a traditional public forum (generally the sidewalk) outside Library premises may be conducted so long as it does not interfere with access or egress, is not disruptive to the activities within the Library, and is otherwise undertaken in accordance with any applicable local permitting and public assembly laws and regulations. Organizers of demonstrations adjacent to Library facilities are requested to inform the Library 48 hours in advance so the Library may put in place any necessary arrangements, including safety and security measures.

Failure to comply with these rules may result in expulsion from a Library program or facility, suspension of Library privileges, and/or arrest and prosecution to the full extent of the law.

The Library reserves the right to amend these rules.

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