



## Rules of the Children's English Library

The Children's English Library e.V. (CEL) is a non-profit, volunteer run organisation. The organisation of the library is overseen by members of the CEL Board (the Board). The day to day running of the library is carried out by volunteers (Library Volunteer).

All Members are subject to the Rules and are also responsible for ensuring that each member of their family also complies with the Rules.

Rules 4-7 also apply to non-Members on CEL premises.

The Board of CEL ("Board") may amend these Rules at anytime.

### 1. Membership

- 1.1. Membership is open to all those who live in Stuttgart and its environs.
- 1.2. It is necessary to obtain membership of the library in order to use the library facilities, with the exception of certain activity sessions which are open to non-Members on payment of the appropriate contribution.
- 1.3. Applicants for membership must complete the CEL membership form. The direct debit (SEPA Lastschriftmandat) should also be completed if possible. The membership fee will be debited on the 15<sup>th</sup> of the month following the month a member joins.
- 1.4. Membership runs for 12 months, ending on the last day of the month in which the member joined. Membership is renewed automatically, with the fee being debited on the 15<sup>th</sup> of the month in which the member joined, unless a request for cancellation is received, in writing, in accordance with rule 1.7 or an exception has been arranged with the Board.
- 1.5. Unaccompanied minors are not permitted to join the library. A parent/guardian must complete the membership form and becomes the "Member". All children recorded on the membership form are registered as "Junior Members" of the Children's English Library. The family will then be issued with a membership card for the family. Individuals without children may also join the library. They will be issued with a non-transferable library card in their own name.
- 1.6. Members must report any loss of their CEL membership cards as soon as reasonably possible to a member of the Board and shall be issued with a new one on payment of the appropriate fee.
- 1.7. Membership may be cancelled by the member or in certain circumstances by the CEL board.
  - 1.7.1. A member wishing to cancel their membership must inform the Board in writing three months before the date their next payment is due. All borrowed items must be returned before the membership expires otherwise lost book fees will be charged on outstanding items.
  - 1.7.2. If a Member fails to pay their yearly membership fee or contravenes the library rules their membership may be cancelled. They will be asked to return all items and their membership card. Members who revoke their membership fee without informing the CEL Board will be liable for any bank charges incurred.

## **2. Fees**

- 2.1. Membership costs 50 € per year per family. Failure to provide correct bank details may lead to suspension of membership and any bank fees incurred as a result will be passed on to the member.
- 2.2. Overdue fees are charged at a rate of 50 cents per item per week.
- 2.3. If an item is lost or damaged whilst on loan the member should inform CEL about this as soon as possible. A lost/damaged form is completed and retained by CEL.  
A fee of 10 € per item is payable for lost or damaged items. In discussion with the library manager this may be waived if an identical replacement item is provided.  
In the event that an item, paid for as lost, is subsequently found a 9 € refund is available provided the necessary paperwork has been completed.
- 2.4. Replacement library cards are available at a cost of 2.50 €
- 2.5. Lost or damaged book bags are charged for at a rate of Big Book Bag - 3 € and audio book bags - 2.50 €
- 2.6. Non-members attending activities at CEL are required to pay the advertised fee in advance of taking part.
- 2.7. Class/Group visits are arranged in advance and the following donation is required, members bringing class 25 €, non-members bringing class 30 €.

## **3. Borrowing**

- 3.1. The Membership Card / Digital Membership Card must be presented when borrowing items.
- 3.2. Membership cards are not transferable and may only be used by the Members and Junior Members of the family named on them.
- 3.3. Members may borrow up to 15 items for a period of 4 weeks. A print out of books on loan and their return date may be obtained on request.
- 3.4. All items remain the responsibility of the Member until they are returned in person to the library and checked in by a Library Volunteer.
- 3.5. Items not returned by the due date are considered overdue. An e-mail notifying the member that their books are overdue will be sent to the e-mail address provided on the membership form. It is the member's responsibility to check this e-mail address or provide an alternative e-mail address as necessary. An overdue fee per item per week will be charged for overdue items. (2.2).
- 3.6. Items may be renewed in person or by phone, during library opening hours, or by e-mail. Overdue fees must be paid for any period between the due date and the request to renew the items. (2.2). Items may be renewed up to 6 times or six months from the date first borrowed, whichever is sooner.
- 3.7. Items requested by another member can not be renewed.
- 3.8. Borrowed items must be cared for in an appropriate manner. A charge may be made for damaged or lost items. (2.5)

## **4. Activities**

- 4.1. Activities are provided in English – all children attending should be able to understand English and for some activities it is also necessary to communicate well in English.
- 4.2. Some workshops have a set age limit. Children below this age limit may not attend them.
- 4.3. Volunteers provide the activity, but children remain the responsibility of the parents/guardians throughout their time at CEL.

## **5. Behaviour**

- 5.1. Library users must behave in an appropriate manner. If they do not they may be asked to leave the premises.
- 5.2. English is the working language of the library and all those present should attempt to speak English whilst in the library. Whilst we are happy to answer enquiries in German please be aware that not all our volunteers speak fluent German, your patience will be appreciated.
- 5.3. No smoking is allowed in the Library. No eating or drinking is allowed in the Library except in the specially designated areas. No animals are permitted in the Library.
- 5.4. Junior Members remain the responsibility of their parents whilst in the library, and in the first instance they are responsible for their behaviour.
  - 5.4.1. The Library Volunteer reserves the right to request Junior Members to refrain from behaviour which is potentially dangerous, disturbing or offensive.
  - 5.4.2. No Junior Members under the age of 8 are permitted to remain in the library without adult supervision by a parent or their nominated representative.
  - 5.4.3. In extreme cases the Library Volunteer reserves the right to ask Members to remove their children from the library.
- 5.5. The Library Volunteer reserves the right to refuse non Members entry to the library.
  - 5.5.1. Non-members may not leave their children unsupervised in the library.

## **6. Library Organisation**

- 6.1. The library opening hours are set by the Board in accordance with the availability of volunteers. These are displayed on the website and at the library entrance.
- 6.2. In the event of no volunteer being available due to sickness or other circumstances the Board reserve the right to close the library or cancel a workshop or activity if no suitably qualified replacement volunteer can be found.
- 6.3. The working language of the Children's English Library is English. All documents, excepting those which we are legally required to translate into German, will be written in English. Adults are requested to speak English at all times in the library, children are encouraged to speak English whilst in the library.

## **7. Comments and Complaints**

- 7.1. A comments box is available in the reception area for suggestions, comments and complaints
- 7.2. If a personal answer is required please give a name and e-mail address / postal address.
- 7.3. Serious complaints should be addressed to the Board in writing and not to the Library Volunteer on duty.