

## Service desk

Inter-library loans  
Information desk  
Course reserves  
Photocopying – printing – scanning  
Library Regulations and Charges

## Borrowing books and other resources

The ZHB and its services are available to everyone.

### Membership and registration

ZHB membership is free of charge.

You can use the [online registration](#) form to register as a library user. Your library card will be ready for pickup at the service desk after a short processing time of two working days. Please bring your identity card or passport and, if you are a student at one of the Flensburg universities, also your student ID.

Remember to always bring your library card whenever you want to use the ZHB services.

Please keep in mind that your library card expires at regular intervals. To have your library card renewed, present it at the service desk together with your identity card and/or student ID.

Log in to your [user account](#) to check the expiration date of your library card.

Please notify the service desk of any changes of your address, postal or email. You can [e-mail](#) us or talk to us in person.

### Loan periods and renewals

The standard loan period is four weeks and can be renewed up to five times.

Exceptions apply to items from the reference collection in the reading room as well as to bound journals; these can only be borrowed as short-term loans. Short-term loans can only be borrowed overnight or over the weekend. They cannot be renewed. Please keep in mind that you will receive a daily reminder in case you do not return these items in due time. An extra fine is charged for these reminders.

Please use your [user account](#) to renew your loans **independently**. Please note that the new due date is four weeks from the date of your renewal, i.e. the four weeks are **not added to the previous due date**.

### Forgotten your login details?

The default login details are:

**Number:** your library card number

For library cards issued before February 20, 2017: The first three letters of your family name, with the first one capitalized.

For library cards issued after February 20, 2017: The default password consists of your date of birth with 6-digits.

Example: 01.02.1934 = 010234

If you have changed your password and forgotten it, please contact the service desk in person or via [e-mail](#).

## Special locations and collections

### Location: School books (Schul)

School books (yellow shelf-mark) can be found in the southern wing of the basement.

## User account

### Library Regulations and Charges

## Service desk

Phone: +49 (0) 461 805-2910  
[ausleihe@zhb-flensburg.de](mailto:ausleihe@zhb-flensburg.de)

Campus Library Flensburg - lobby

## Opening hours of the ZHB

<b>Mon - Fri</b>	08 a.m. to 09 p.m.
<b>Sat</b>	10 a.m. to 06 p.m.

### Advice on lending, exmatrication, fees, ect.

<b>Mon - Fri</b>	09:30 a.m. to 04:30 p.m.
<b>Sat</b>	no advice possible

### The ZHB is closed on public holidays

Standard loan periods and conditions apply.

#### **Location: Course reserve/not lendable**

Media from the course reserves can be found at their regular locations and are identifiable by a blue stripe below the shelf mark. Course reserves may not be borrowed. For an overview of the course reserves and further information please follow this [link](#).

#### **Standards and guidelines**

Standards and guidelines can be found at the information desk on the 1<sup>st</sup> floor centre. They can only be viewed during the opening hours of the information desk and may not be copied.

**Please note:** Only selected standards are part of the holdings, of which only standards and guidelines from the year of acquisition 2006 onwards can be found in the catalogue.

You can view standards and directives free of charge at over 90 standards info points in Germany. A list can be found [here](#) (german only).

#### **Location: Closed Stack (Mag) and Closed Journal Stag (ZMAGG)**

Media from closed magazines are ordered via the ordering function of our catalogue. Your order will then be available at our service desk from 12:00 noon on the following working day.

Please note that the media are only available for pick-up within 2 working days.

Please make sure to read the information provided in the catalogue carefully: These items are often older items, some of which may not be borrowed.

#### **Location: Reading Room (L-S)/Short-term loan**

You can borrow books from the reading room (green shelf-mark) as short-term loans.

For short-term loans the loan period is overnight or over the weekend. Short-term loans cannot be renewed.

Please keep in mind that you will receive a daily reminder in case you do not return these items in due time. An extra fine is charged for these reminders.

#### **Journals**

The latest editions and a few bound journals are **not for loan**. You can find the latest issues on the first floor centre.

Older volumes are shelved in the southern wing of the basement, accessible via the south side staircase.

Some journals are only available from the service desk and you will need your library card to access them.

Bound journals from the basement can be borrowed as short-term loans.

Short-term loans can only be borrowed overnight or over the weekend. They cannot be renewed.

Please keep in mind that you will receive a daily reminder in case you do not return these items in due time. An extra fine is charged for these reminders.

## **Special services**

#### **Lockable book trolleys**

Doctoral candidates and students with registered degree *thesis* of either of the Flensburg universities may borrow lockable book trolleys for use in the library. Borrowed books and the student's personal working material may be kept in the trolleys.

Book trolleys can be borrowed for four weeks. As with borrowed

books, you can renew the trolleys up to five times.  
Please leave your book trolley in the reading room after having used it. Make sure that you keep escape routes clear at all times.  
The conditions of use as indicated on the trolleys apply.

The trolleys cannot be found in the catalogue and there is only a limited number available.

If you want to borrow one of the trolleys, please contact the service desk.

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12/02/2019