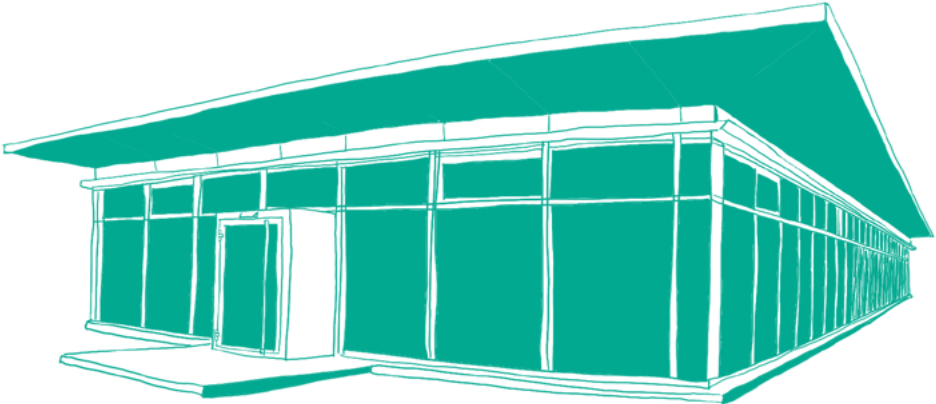
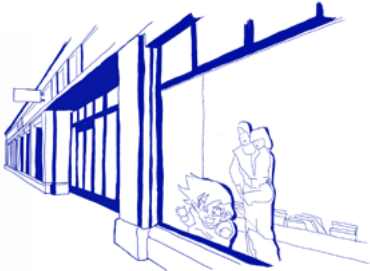
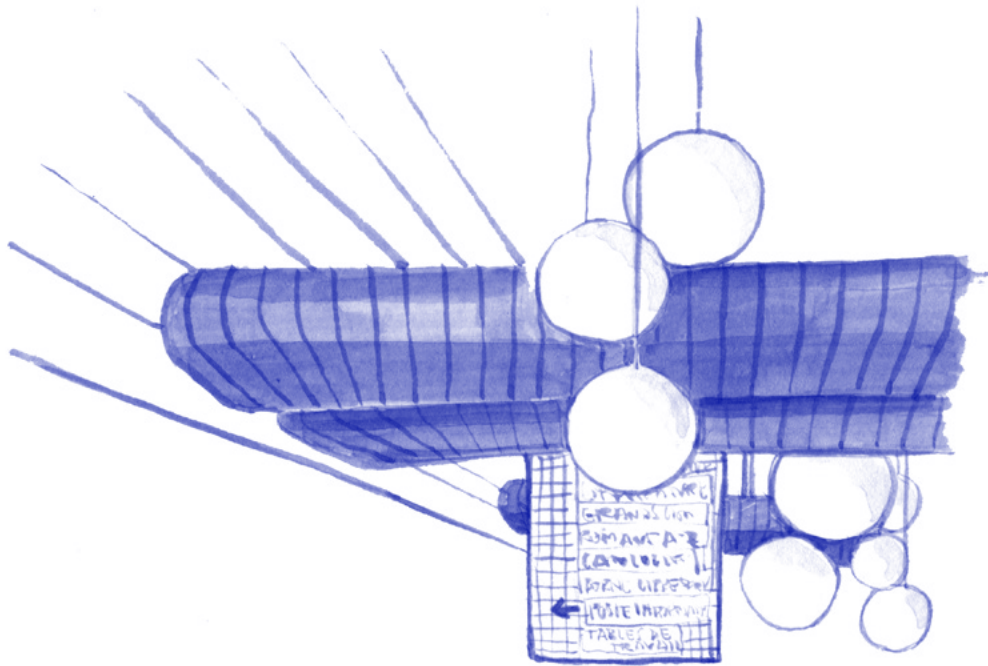


City of Lausanne Libraries The Guide





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Welcome to the City of Lausanne Libraries

City of Lausanne Libraries are open to everyone, from birth upwards.

Multiple collections and a range of services for all kinds of users are available free of charge. The libraries have more than 220,000 items, ranging from books (of course) to DVD/Blu-ray disks, audio books, comic books/mangas, newspapers and magazines, and also provide access to a collection of digital books and online publications.

The City Libraries also offer work spaces, free access to the municipal Wi-Fi service and computer workstations, and book-related events and activities for everyone.

All libraries in the network welcome members under the same conditions, regardless of where they are located.

The Bibliobus mobile library moves around the city as well as serving neighbourhoods outside the city centre.

The Library and Archives Services covers the Libraries, Archives, Comic Book Centre and Book Policy.

Each year we offer close to 300 cultural events, which include workshops, literary talks or book clubs.

Ask the librarians for the "agenda culturel" or read it online at www.lausanne.ch/lire!

Our mission statement

- Welcome all members of the public regardless of age, gender, origin, culture, language, religion or ability;
- Guarantee access to information, free of charge, for all;
- Encourage learning by providing access to documents as well as literary and audiovisual cultural works;
- Guarantee an up-to-date, high-quality range of documentation across multiple media;
- Contribute to promoting reading and reducing the digital divide;
- Take action to limit any disability-related exclusion;
- Take action to promote continuing education;
- Offer collections that encourage reading for pleasure;
- Strengthen and develop partnerships;
- Be a proactive member of the City community.

Our objectives

- Constantly develop our skills in terms of both information and welcoming users to ensure access to culture and knowledge for all;
- Respond to changes in society by offering a range of documentation selected by professionals who are specialists in their fields;
- Guarantee the quality of our services through the diversity of documentation on offer and through our mediation efforts.

The quality of welcome depends on us and cannot exist without you.

Conditions of use in brief

How many items can I borrow?

20 items (books, DVD, magazines, etc.) per account,
30 items from June to September.

How long can items be borrowed for?

28 days, renewable once.

Where do I return my borrowed items?

Items can be returned to any library in the network during opening hours, or by placing them in the returns boxes.

How much does it cost?

Registering as a user and borrowing items are free of charge, but we do ask you to comply with our conditions of use. Late fees are charged if items are not returned on time (see list of charges).

If an item is lost or damaged, we charge for the costs associated with replacing or repairing it. Items that have to be replaced will be purchased by the library.

Can I renew the items I have borrowed?

Yes, once only, for 28 days from the date of renewal. As long as the item has not been reserved, you can renew it by phone, email, from our website or from the self-service checkouts.

Can I reserve an item?

You can reserve an item that has already been borrowed by another user free of charge on our website. For an item on the shelves, please speak to a librarian.

What can I do from the library portal bavl.lausanne.ch?

You can search our catalogue online, but also find the address and opening hours of libraries in the network, and view all important messages.

You can also manage your account remotely, check your loans, reserve borrowed documents and find reading ideas.

How do I register?

You can register for the City of Lausanne Libraries free of charge.

Registration conditions: you must be resident in Switzerland and show us your Swiss identity card/passport or your residency permit.

The Libraries are open to everyone, from birth upwards! The first time you visit, you will be asked to complete a registration form at the reception desk.

Are you still waiting for your residency permit? Show us a declaration of residency or settlement certificate from the district where you live, along with your national identity document (passport or identity card).

If you do not want to register, you can view items in the library and ask the librarians to put them aside for you.

Our work spaces and wi-fi are also available to everyone, without registration.

We will ask you to come to your library's reception desk once a year to renew your membership. It's a great opportunity to update your contact details and for us to tell you about our new services!

What if I just want to use a computer?

Computer workstations are available to registered users in all City of Lausanne libraries.

As a member, you are welcome to browse the internet or use our office software tools for one hour a day.

Note: there is a charge for printing and photocopying; please check the prices with your librarians.



I'm looking for practical information on finding accommodation, studying or working in Lausanne

The "Living in Lausanne" (*Vivre à Lausanne*) collection is made for you!

This is a selection of documents and brochures that will help you familiarise yourself with life in the city.

You will also find documents on Swiss history, geography and political institutions to learn more about the country and perhaps even superflu prepare for the citizenship examination.



I am a teacher, educator or trainer and I would like to visit with a class or group: what do I need to do?

The City of Lausanne Libraries welcome classes, groups and community organisations by appointment.

We welcome people of all ages, regardless of your fluency in French or reading level.

We are happy to personalise your visit by location and collection, so come and talk to us!

Various kinds of workshop can be organised for your visit, such as:

- finding your way around our libraries and our website;
- discovering a taste for reading and learning;
- developing creativity and stimulating imagination;
- exploring particular works, authors and themes;
- making the library an everyday resource for researching practical information;
- getting support on multidisciplinary projects (reports and final projects).

Registration for a "professional account" will be offered to you if you present your identity document and a statement from your institution/establishment certifying that you work there.

This type of registration allows you to borrow up to 70 items for a period of eight (8) weeks.

The conditions of use are the same, regardless of the type of registration.

I have a disability: can I come to the libraries, and what will I find?

We are committed to welcoming everyone in the best possible conditions. Our librarians are aware of our users' needs and guarantee a warm welcome.

The collections are also designed to be accessible to everyone.

All libraries in the network offer:

- large-print books;
- audio books;
- DVDs with audio description;
- access to a local and international press application, which allows you to read or listen to articles from your favourite magazines;
- events designed for everyone.

Are you interested in our collections but find it difficult to travel?

Don't worry, just call us and we will put you in touch with volunteers who will bring your items straight to your home!



How can I borrow items and under what conditions?

You can borrow up to 20 items on your account as soon as you have registered. During the summer (June to September), we increase the limit to 30 items.

You can borrow items for 28 days, renewable once.

Items can be renewed (provided they have not been reserved by another member) for a further 28 days from the date of renewal.

You will find our rules at the end of this brochure.

Note: the loan period is 28 days. If you have provided an email address in your account details, you will be sent a reminder a few days before the due date.

You will receive a letter or email on the day after your items were due for return, reminding you to return them and pay the late fee.

Fees increase every week until the items have been returned to one of the libraries in the network (see the list of charges on page 33).

Do I need to check the condition of the items I want to borrow?

Check that the items you select while you are in the library are in good condition.

Please report any damage to the reception desk as soon as you notice it.

The librarians will check the condition of your items on return. The costs of repair or replacement may be requested from the most recent borrower.



What options do I have for returning the items I have borrowed?

You have several options:

You can return your borrowed items to one of the libraries in the network during opening hours or use the return boxes available to you when the libraries are closed.

Return boxes: these are an additional service; please make other arrangements if all the boxes are already in use.

You can give your borrowed items to someone you trust, who will return them for you. Items can be returned without showing a library card. They can also be returned by post if you are unable to travel.

Have you run into an unexpected difficulty and won't be able to return your items on time? Call us before they are due back!

Note! The Cantonal and University Library (BCU Lausanne) is not part of the same network. BCU items therefore cannot be returned to the City of Lausanne Libraries.

How do I manage my account?

You can view your account by logging in to our portal.

Check your current loans by clicking on "Current loans". Renew your items for a further 28 days from the renewal date.

Note! If the item has already been reserved by another member, you will not be able to renew it.

You can reserve an item that is already on loan by clicking on the pin in the catalogue entry.

You will be notified by email or post as soon as your reserved item is available. You have seven (7) working days to collect it; otherwise, your item will be returned to the shelf and you will be charged a fee of CHF 2.00.

If the item is available at a location in the network, please email or call us if you would like it sent to the network library of your choice.

Update your address, email, phone number, etc., by clicking on "Personal data"!

Final tip: link your account to your children's for direct access to all your family's accounts!

Why is my account blocked?

Are you unable to log into your account from our portal or borrow items using the self-service checkouts? Your account has been blocked.

Accounts are blocked automatically when outstanding fees reach CHF 12.00 for an adult or CHF 8.00 for those aged under 16. Please go to the desk at your library to pay the fees due.

Your account will also be blocked automatically if you have items that are overdue by more than 14 days. Please return them as quickly as possible.

Finally, your account will be blocked automatically if your membership has expired (more than three months ago); please go to the desk at your library to renew it.



What will I find in the libraries?

Professionals who are on hand to help you find what you are looking for and advise you based on your tastes and interests!

Over 220,000 items available on the open shelves or in the stacks and available on request.

Collections for children and adults, from birth upwards. A vast selection of novels, comic books and mangas, newspapers and magazines, audio books and DVD and Blu-ray collections, along with non-fiction works for everyone, covering all areas of knowledge.

Free access to the City of Lausanne Wi-Fi.

Study areas: come and work with access to the collections too!

Free cultural activities for everyone. Ask for the cultural activities programme *Read in Lausanne!*

You can also:

- View a DVD or listen to an audio book or language course;
- Request a portable multimedia player with an audio headset (in exchange for an identity document as a security deposit);
- Watch a film or TV series with someone else thanks to the double jack provided with the device;
- Browse the internet by borrowing a touchscreen tablet.

**Did you forget your earphones?
Don't worry: we can lend you an audio headset.**

Devices can be used inside our libraries: please ask your librarians for more information!

What can I access from home?

The City of Lausanne Libraries also offer a range of collections and services that are accessible remotely, even when the libraries are closed!

Add the address to your favourites: bav.l.lausanne.ch

You're welcome to browse our catalogue and create your own reading lists!

Did you enjoy the last item you borrowed? Rate it on our portal and leave a comment!

Log into your account to check your loans, renew an item, update your details or reserve your next read!



What digital services can I access?

Access to self-guided learning platforms is available free of charge via your library membership. You will find these on our portal, in the "Digital services" section.

We also offer a range of video tutorials covering numerous areas, such as creative leisure, language courses and music.

Our digital services also provide free access to thousands of international newspapers and magazines, which can be downloaded directly to your mobile device using the PressReader app.

To access them, open the app while you are connected to the City of Lausanne Wi-Fi network. Then download your favourite titles from anywhere and read them when it suits you. Ask your librarians for more information!

We offer all adult members who would like it a catalogue of digital books. E-books can be read on an e-reader, smartphone or touchscreen tablet. The catalogue also lists audio books to stream.

To use this service, just ask your librarians for free access: you will receive an email with your user name and password, along with the address of the catalogue.

**No e-reader?
No problem – you can borrow one of ours.**

Where can I find reading advice?

Not sure what to read, looking for reading ideas or films to watch? You'll find everything you need on our portal:

- the librarians' favourites;
- fiction focus (themed selections, published every month);
- booktubing channels and podcasts, under the "Digital services" section;
- and lots more besides!

The *I don't know what to read!* guide offers a range of new tools to help you make better use of the resources available in network libraries. Ask the librarians for a copy or download it directly from our website!



I've been having a clear-out at home: can I donate books to the City of Lausanne Libraries?

We completely understand why you wouldn't want to throw out items that have been part of your daily life.

We are only able to accept two kinds of publication: comic books (especially periodicals) and books about Lausanne and the surrounding region.



Our illustrator: Dora Formica

Dora Formica was born in Lausanne in 1987 and began drawing as a child. She abandoned it during her teenage years and only returned to it at the age of 23 during a four-month stay in Brussels, with the aim of devoting herself to illustration full time.

Dora is self-taught and focuses mainly on drawing people in public places. She has also found her way into classes at the La Cambre School of Art in Brussels or at Central Saint Martins in London, from which she draws additional elements for her practice.

It was during a year-long trip around the world that she decided to focus on illustration and produced hundreds of illustrated anecdotes about the places she visited at a frenetic pace.

In May 2013, she published her first book, *Curry, kiwis and caipirinha, an illustrated tour of the world*, with Editions Hélice Hélas.

Dora Formica has been working as an independent illustrator in Lausanne ever since. Her illustrations can be found in various publications as well as in public spaces, such as on the walls of one of the subways under Place Saint-François in Lausanne.

To produce this guide, she set off with her sketchbook under her arm to get to know the City of Lausanne Libraries and their users.

Addresses and opening hours

Bibliobus

Several stops around
Lausanne
079 622 63 74
Times and stops:
lausanne.ch/bibliobus

Chailly library

Avenue de la Vallonnette 12
1012 Lausanne
021 315 69 70
Mon, Tues, Fri: 13:30–18:30
Wed: 10:00–13:00
and 13:30–19:00

Chauderon library

Place Chauderon 11
1003 Lausanne
021 315 69 15
Mon–Fri: 12:00–19:00
Sat: 11:00–17:00

Entre-Bois library

Chemin d'Entre-Bois 10
1018 Lausanne
021 315 69 18
Mon, Tues, Thurs, Fri:
14:00–19:00
Wed: 12:00–19:00

Children's library

Avenue d'Echallens 2A
1004 Lausanne
021 315 69 17
Mon, Fri: 15:00–18:00
Tues, Wed, Thurs:
10:00–12:00 and 15:00–18:00
Sat: 10:00–16:00

La Sallaz library

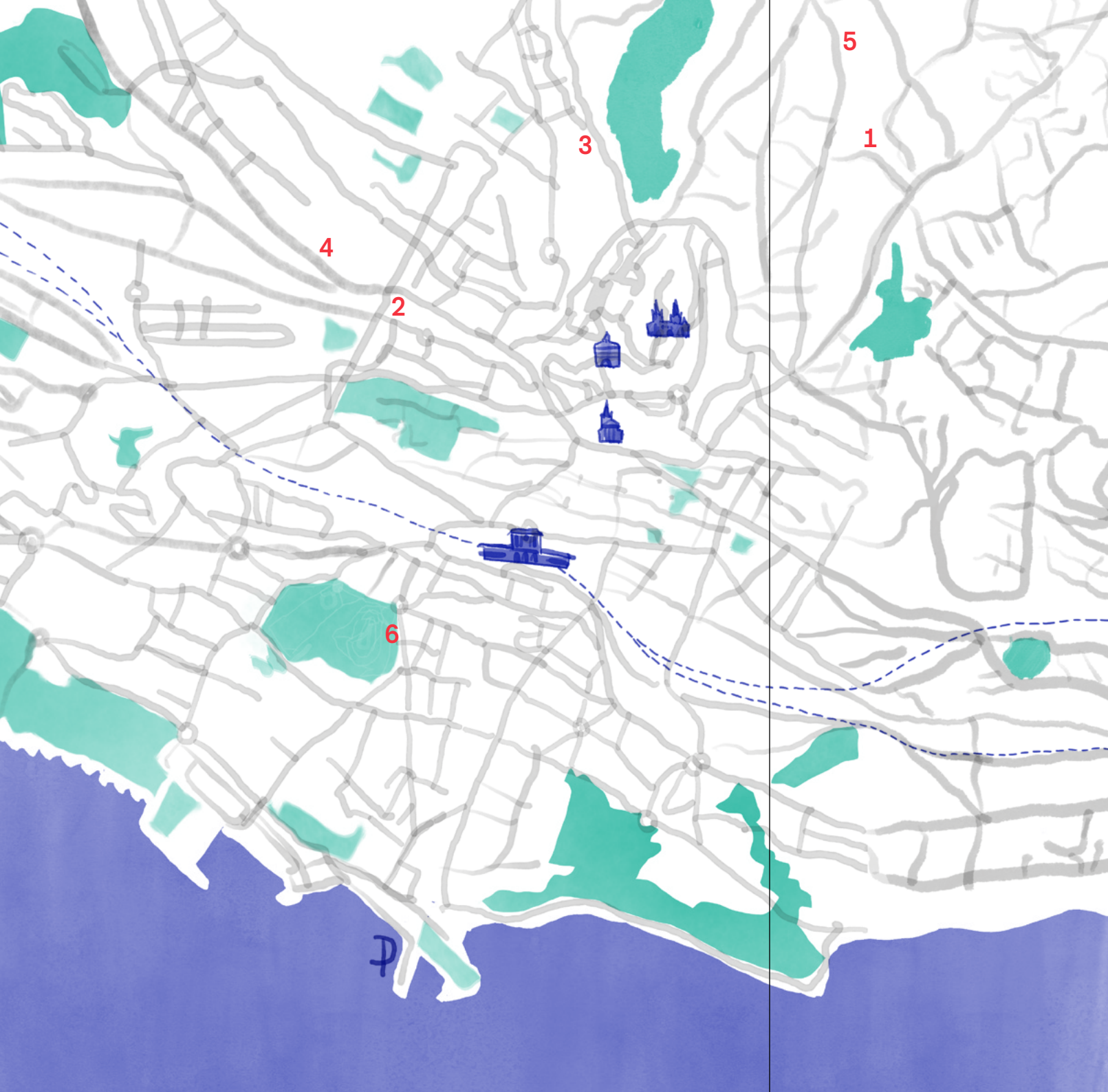
Place de la Sallaz 4
1010 Lausanne
021 315 69 90
Mon, Tues, Thurs, Fri:
14:00–19:00
Wed: 12:00–19:00

Montriond library

Avenue F.-de-la-Harpe 2bis
1007 Lausanne
021 315 69 80
Mon, Tues, Fri: 14:00–19:00
Wed, Thurs: 10:00–12:00
and 14:00–19:00

bavl.lausanne.ch
lausanne.ch/bibliotheques
bibliotheques@lausanne.ch
FB [lirealausanne](https://www.facebook.com/lirealausanne)

You can find full details of opening times and information on exceptional closures on our portal bavl.lausanne.ch, in the Opening times section



Bibliobus
Several stops around
Lausanne
lausanne.ch/bibliobus



1
Chailly library
Av. de la Vallonnette 12
1012 Lausanne



2
Chauderon library
Place Chauderon 11
1003 Lausanne



3
Entre-Bois library
Ch. d'Entre-Bois 10
1018 Lausanne



4
Children's library
Av. d'Echallens 2A
1004 Lausanne



5
La Sallaz library
Place de la Sallaz 4
1010 Lausanne



6
Montriond library
Av. F.-de-la-Harpe 2bis
1007 Lausanne



Borrowing conditions

Adopted by the Municipality on 30 June 2016

Mission

Art. 1. – The City of Lausanne Libraries network provides a range of materials and services associated with public reading.

The network acts as a social and cultural actor. As a public service and space, it helps to improve ease of access to information and supports reading, cultural leisure activities and education.

It offers services and provides public access to books, periodicals and other materials, to use on site or borrow in analogue or digital form. Staff are on hand to provide guidance, information and advice to members of the public.

A. Access to City Library premises

Art. 2. – Access to the public areas of the City Libraries is open to all, regardless of age.

Groups who wish to use City Library services must make an appointment

Art. 3. – Opening times for the various locations in the network are set by the municipal authorities and communicated to the public. They may be adjusted, if necessary, by the network management (for public holidays, stock-taking, building works, etc.).

Art. 4. – The head of department, managers and staff are responsible for ensuring orderly behaviour, peace and quiet in the public areas of the various locations in the network. Reading rooms, in particular, may offer a silent space for users.

All staff, under the authority of the head of department, are authorised to refuse access to the premises or to call the municipal police in the event of a breach of these conditions. Any theft, damage to furniture or items, or physical or verbal assault of staff may result in criminal proceedings and will include repair of the damage caused.

Missions

Access

Opening times

Behaviour

Food, advertising and animals

Art. 5. – Members of the public may not eat, drink, smoke or make a noise except in designated areas.

The distribution of leaflets or posters is subject to authorisation but cannot involve political, commercial or religious materials.

Animals are not admitted to library premises, except for guide dogs.

Borrowing items

Art. 6. – Documents, books, magazines or other items cannot be removed from the libraries without having been borrowed in accordance with these conditions or without express authorisation from the staff.

The cardholder is responsible for items borrowed using the card, even if it has been unlawfully used by other people. If their card is lost or stolen, the holder must inform the staff immediately so that they can block the account.

Group working

Art. 7. – People who wish to work in a group must use the dedicated areas or obtain authorisation from the staff.

B. Access to services

Membership cards and free access

Art. 8. – Access to home borrowing services (books, periodicals, e-readers and other analogue or digital services) is only available to members, as evidenced by the possession of an individual card. There are several types of member (notably individual, professional and visitor).

Minors who wish to register and obtain a membership card must present written consent from their legal representative on the form provided for this purpose.

Membership cards are issued free of charge on the premises, in the presence of the applicant. Official documents confirming the identity and age of the person and their right to reside in Switzerland must be shown for them to be lawfully added to the register of members.

Holders of a cross-border authorisation who can provide a secondary address in Switzerland are generally entitled to join.

Renewal of membership cards

Art. 9. – Memberships are renewed free of charge every 12 months. Members who, in principle, will receive a reminder in advance, must visit one of the libraries in the network to update their information.

Any member who does not complete this process within three months of their membership expiring will no longer have access to home borrowing services, until they have renewed it.

Art. 10. – Membership will be automatically terminated if the member, in the absence of unpaid fees, has not used the network’s services for more than seven (7) years and has not logged into the City Libraries web portal. The member’s data will be removed from the register.

If the holder has unpaid fees, automatic termination and removal of their data will take place under the same conditions after a period of 10 years. All rights to legal proceedings to recover unpaid fees are reserved.

Art. 11. – Anyone whose membership has been terminated may re-join at any time, provided they fulfil these conditions.

Art. 12. – People over the age of 18 years spending time in Lausanne, who do not fulfil the conditions for membership set out in these conditions, may apply for “visitor” status for up to six months – i.e. for an initial period of three months, renewable once – subject to the payment of a security deposit (see list of charges), which will be returned at the end of their stay.

This type of membership does not introduce any restriction on access to network services and assumes compliance with these conditions by the member.

Once the membership has expired and the security deposit returned, the “visitor” account is removed from the register.

Art. 13. – Access to the services offered on the site, in particular the use of public computer workstations or the loan of devices (such as tablets) on the premises is included with membership, however payment may be required for certain services provided to members on the premises, such as printing or photocopying (see list of charges).

Access to these services is also available to non-members who register by providing an official document indicating their name and age.

Art. 14. – Membership cards are personal and non-transferable; members must show their card to borrow items.

The cardholder is responsible for items borrowed using the card, even if it has been unlawfully used by other people. If their card is lost or stolen, the holder must inform the staff immediately so that they can block the account.

Cards can be replaced free of charge after five years if they are no longer working. A fee will be charged for any replacement card prior to this (see list of charges).

Termination

Membership following termination

Temporary visitor membership

Membership services

Use of membership card

Change of address or identity

Number of items

Reservation

Non-collection of reserved item

Loan period

Renewal

Late returns

Condition of items

Art. 15. – Any member who changes their address or identity must update their personal account details using the libraries’ digital portal or by proactively informing the staff.

A fee will be charged if they fail to do so and the staff have to carry out any checks or procedures as a result (see list of charges).

Individuals registered as “professional” members must contact the staff to update their personal information.

C. Home borrowing: practicalities

Art. 16. – Any member is authorised to borrow up to 20 items at the same time. Certain items, however, are subject to statutory age restrictions.

The management may decide to amend the number of items that can be borrowed, in particular depending on the time of year.

Art. 17. – Any member can reserve an item free of charge using the web portal, provided it has not already been reserved three (3) times. A member cannot reserve more than five (5) items at the same time.

They will be sent a reminder when the item is available. If a reserved item is not collected within one week, it will be put back into circulation and a fee may be charged (see list of charges).

Art. 18. – In principle, the loan period is 28 days. It may be amended by the management.

An item may be renewed once provided that it has not been reserved and the member’s account has not been blocked.

Art. 19. – A reminder will be sent to the member and fees charged according to a sliding scale (see list of charges) if there is any delay in returning the items borrowed.

If these reminders fail to produce a response, a letter is generally sent during the 8th week of delay, setting out the possible penalties in accordance with Article 24.

Article 22 para. 2 is reserved.

Prices may be reduced for members under 16 years of age (see list of charges).

Art. 20. – Before borrowing an item, the member must check its condition and report any damage they may have noticed to release themselves from liability.

Any damage noted by staff when the item is returned and not reported previously by the member will be attributed to the latter and may be charged (see list of charges).

Art. 21. – The member must pay for any damage (annotations, tears, stains, etc.) to the item observed (see list of charges).

Art. 22. – If an item is lost or cannot be repaired, the member must reimburse the corresponding value at the bookshop price applicable on the day, plus a contribution to the cost of acquiring the item and putting it into circulation. Any item not returned after 10 weeks' delay is presumed lost and will be charged. Administrative costs will be charged in addition (see list of charges).

If a lost item is part of a set, the member may be required to pay the value of the set.

If an item is out of stock, the price may be increased according to the market value.

A receipt will be produced in all cases.

The amounts due are payable within 30 days at the latest.

Art. 23. – An invoice will be issued where the amounts due are not paid spontaneously within 30 days. Administrative costs will be charged (see list of charges).

If the items are returned and damage paid after an invoice request has been issued, the late fees and administrative costs will remain payable.

If a lost document that was paid for when the invoice was due is returned in good condition, the amount paid may be reimbursed on presentation of the invoice, minus a fixed fee for the costs incurred (see list of charges).

Art. 24. – Repeated late returns of items or late payment of fees may result in other penalties, such as a reduction in the number of items that can be borrowed or a temporary block on the member's card.

These penalties may be imposed in addition to financial penalties.

D. Donations

Art. 25. – The management can only accept donations that enhance the Libraries and Archives Service's heritage collections.

Damage

Loss

Invoicing

Non-compliance
with loan
conditions

Donations

Charges

According to the municipal decision of 30 June 2016, effective from 4 July 2016

“Visitor” membership (Art. 13)

| | Under 18 years | 18 years and older |
|------------------|----------------|--------------------|
| Security deposit | – | CHF 100.00 |

Fees for late return of items (Art. 19–25)

| Week | Under 16 years | | 16 years and older | |
|------|----------------|-----------|--------------------|-----------|
| | Increase | Amount | Increase | Amount |
| 1* | CHF 2.00 | CHF 2.00 | CHF 4.00 | CHF 4.00 |
| 2* | CHF 2.00 | CHF 4.00 | CHF 4.00 | CHF 8.00 |
| 3 | CHF 2.00 | CHF 6.00 | CHF 4.00 | CHF 12.00 |
| 4 | CHF 2.00 | CHF 8.00 | CHF 4.00 | CHF 16.00 |
| 5* | CHF 4.00 | CHF 12.00 | CHF 8.00 | CHF 24.00 |
| 6 | CHF 4.00 | CHF 16.00 | CHF 8.00 | CHF 32.00 |
| 7 | CHF 4.00 | CHF 20.00 | CHF 8.00 | CHF 40.00 |
| 8* | CHF 8.00 | CHF 28.00 | CHF 16.00 | CHF 56.00 |
| 9 | CHF 8.00 | CHF 36.00 | CHF 16.00 | CHF 72.00 |
| 10** | CHF 8.00 | CHF 44.00 | CHF 16.00 | CHF 88.00 |

* letter sent

** invoice request issued

**Contribution to processing and acquisition costs
(in the event of loss or damage)**

| Price of item (excluding magazines) | Under 16 years | 16 years and over |
|-------------------------------------|----------------|-------------------|
| Less than CHF 10.00 | CHF 1.00 | |
| from CHF 10.00 to 29.00 | CHF 4.00 | |
| from CHF 30.00 to 59.00 | CHF 8.00 | |
| from CHF 60.00 to 89.00 | CHF 12.00 | |
| from CHF 90.00 | CHF 20.00 | |
| Newspapers | CHF 3.00 | CHF 5.00 |
| Magazines | CHF 8.00 | CHF 10.00 |

Other fees

| | Under 16 years | 16 years and over |
|---|---------------------------------------|-------------------|
| Replacement card (Art.15) | CHF 5.00 | CHF 10.00 |
| Change of address or identity not reported | CHF 5.00 | CHF 8.00 |
| Non-collection of document (Art.18) | CHF 2.00 | |
| Label replacement | CHF 4.00 | CHF 6.00 |
| CD box or pouch replacement (Art. 21) | CHF 1.00 | CHF 2.00 |
| Invoice request issued: administrative fees for 1 st item (Art. 22) | CHF 50.00 | |
| Invoice request issued: fees per additional item | CHF 10.00 | |
| Invoicing fee | CHF 30.00 | |
| Replacement of e-reader or tablet-type devices (including processing and acquisition) | Price of new device (max. CHF 600.00) | |
| Replacement of tablet cover (Art. 21) | CHF 50.00 | |

If you have lost and paid for a document, then find it and return it in good condition within 30 days, your money can be returned to you if you show the receipt. However CHF 10.– will be retained. If it is returned after 30 days, CHF 15.– will be retained.



