

What happens when materials are overdue?

See also our Rules and Conditions for library loans and services:

<https://www.uib.no/en/ub/79589/borrowing-regulations>

On the
due date

You receive an email and SMS with a reminder of the item(s) due.

- You must return the item(s) either:
 - a) because someone ordered it - you cannot borrow the item directly after returning it
 - b) Because the maximum loan period is reached - you can borrow the item again directly after returning it

7 days after
the due date

You will receive an email: «Second reminder: Overdue item(s) and notice of replacement claim».

- If you have not already returned your borrowed items, you should do so immediately.

14 days after
the due date

You will receive an email: «Replacement claim»

- The items you have not returned are now considered lost. Your library card and borrowing/ordering rights are suspended.
- You are responsible for replacing each lost item, and can do this by doing one of the following:
 - ▶ Returning the item
 - ▶ Purchasing a replacement copy
 - ▶ Paying for the item, minimum cost of 1000 NOK per item.
- Contact your library for payment information
- The deadline for fulfilling the demand for replacement is 10 days from when the replacement claim was sent
- Failure to replace the item(s) will result in the claim being transferred to Financial Services at UiB

Further
handling

An invoice is sent to the user. If the claim is still not fulfilled, the case will be transferred to Fair Collection (External debt collection agency), and the claim will have to be paid to them