

Fees and Fines¹

Area	Name	Amount (normal fee)	Process in Alma
Reminder and Overdue Notifications	Reminder	Free of charge	-
	1 st Overdue Notification	CHF 5.00 per item	Automatic
	2 nd Overdue Notification	+ CHF 5.00 per item	Automatic
	3 rd Overdue Notification	+ CHF 10.00 per item	Automatic
Document Delivery <i>Note: Due to legal reasons, it is not possible to request a digitization for an entire item (e.g. book, journal).</i>	Digital copies	CHF 5 (per 20 pages)	Page 1-20: Automatic Page 21-xx: Manual
	Paper copies <i>(Explicit wish for paper copy by Patron User)</i>	CHF 7.50 (per 20 pages)	Page 1-20: CHF 5.00 automatic, additional charge of CHF 2.50: Manual Page 21-xx: Manual
	Postal Delivery of physical item (Within Switzerland only)	CHF 12.00 (per item)	Automatic
Courier	SLSP Courier	CHF 6.00 (per item)	Manual
	Local Courier	Defined by participating libraries	Manual
Lost or damaged documents replacement fees	<i>Document replacements are treated in the same way for all price category, as they are fees and not services. The fee will be applied manually and is handled by each library individually.</i>		Manual

¹ The fees of the services presented in this document are based on the statement of the Expert Group Fulfillment from 06.03.2020 and the decision of the Advisory Council from 30.04.2020.

Area	Name	Amount (normal fee)	Process in Alma	
Inter Library Loan <i>Note: If the item cannot be delivered at the defined price, the customer will be consulted.</i>	Borrowing request for physical items from libraries within Switzerland	CHF 12.00	Manual	
	Borrowing request for physical items from libraries abroad	Europe: CHF 24.00 UK and Overseas: CHF 36.00	Manual	
	Lending documents to libraries in Switzerland can be handled with a normal postal delivery.		-	
	Lending physical items to a library abroad	Europe: 2 IFLA-Voucher / CHF 24.00 UK and Overseas: 3 IFLA-Voucher / CHF 36.00	Manual	
	Request of digital copies from libraries in Switzerland	CHF 5.00 (per 20 pages)	Manual	
	Request of paper copies from libraries in Switzerland (Explicit wish for paper copy by Patron User)	CHF 7.50 (per 20 pages)	Manual	
	Request of digital copies from libraries abroad	CHF 8.00 (per 20 pages)	Manual	
	Request of paper copies from libraries abroad	CHF 10.50 (per 20 pages)	Manual	
Sending digital or paper copies to a library abroad	1 IFLA Voucher / CHF 12.00 (per 20 pages)	Manual		

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