Prices

Prices employees/members of publicly funded institutions outside Germany

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**Prices**

**Extended Service**

The Full Service enables items from all subjects to be obtained from other providers around the world. If items you require are not available at TIB, you can simply order them via our Full Service. For documents we procure for you from other providers, we charge you the acquisition costs plus the basic fee. To limit the costs, you may enter a figure under “maximum cost” in the order form.

For extra services such as the creation of digital versions of old stock, an additional charge of Euro 20,00 per 30 minutes is added to the basic fee.

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**Processing time**

**Basic fee incl. delivery costs + licence fee¹**

<table>
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<tr>
<th>Processing time</th>
<th>72 h Monday to Friday 7 – 16:30 (CET)</th>
<th>3 h Monday to Friday 7 – 14 (CET)</th>
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<td>E-MAIL</td>
<td>4,00 + licence fee¹</td>
<td>20,00 + licence fee¹</td>
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<tr>
<td>FAX DISPATCH</td>
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<td>POSTAL DISPATCH</td>
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<td>BOOK DISPATCH</td>
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</table>

**PAY PER VIEW**

(direct access to full electronic texts)

2,00 + licence fee¹

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¹) Licence fee: document delivery from licensed publications.

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**Surcharges**

Orders placed without using the form: For orders placed formlessly, either by email, letter or fax, a surcharge of Euro 4,00 will be charged for manual processing.

Accession certificate: A surcharge of Euro 4,80 will be charged for the issue of an accession certificate (official written confirmation of the date on which an item was received and made available to public by TIB).

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**Contact**

Customer Service: Our Customer Service is available from Monday to Friday between 8:00 and 16:30.

Phone: +49 511 762-8989 // Fax: +49 511 762-8998 // E-Mail: customerservice@tib.eu

Adress: Technische Informationsbibliothek (TIB) – German National Library of Science and Technology // Welfengarten 1 B // 30167 Hannover, Germany

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Prices are valid from 1 April 2018

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