

# Structure

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-  Reservation/Order
-  Loan period extension
-  Fee payment
-  User account adjustments  
(Email/SMS, password)



1. Visit the VÖBB homepage at [www.voebb.de](http://www.voebb.de) or simply scan the **QR code** with the camera of your mobile phone.
2. Choose "English" in the menu in the top right corner of your computer screen.
3. Click on "Login".
4. Copy the ID number of your library card.
5. Enter your date of birth in the format ddmmyy and confirm with "Login".

# Any questions left?

Your Library Team will be more than happy to answer any further questions at the information desk.



Bezirkszentralbibliothek Marzahn-Hellersdorf "Mark Twain"



Marzahner Promenade 54 / 55,  
12679 Berlin



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This flyer was designed by Sophie Ziegler, Isabelle Sahner and Anne-Kathrin Karla as a part of the marketing project for FAMI trainees from the Louise-Schroeder-OSZ for the central library in Marzahn-Hellersdorf "Mark Twain".

We are looking forward to your feedback on our website:

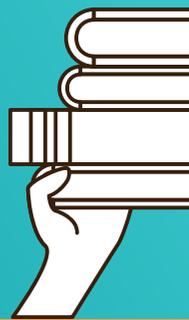
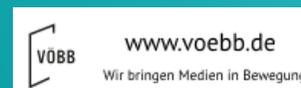


# Using the VÖBB online account



*The Basics -  
Step by step*

English version



## My account

You can find all the applications explained in this flyer under the button "My account".



## Reservation/Order

1. Enter the titel of the book you are looking for into the search bar.
2. Narrow down the results using filters.

Example search bar

Filtern	Translation:
Medienart	Type of Media
Bibliothek	Library
Schlagwort	Keyword
Jahr	Year
Sprache	Language
Notenausgabe	Note issue
Zielgruppe	Target group
Art/Inhalt	Type/Content

### Result list

You can reserve or order media from any library you want.

- 4 Click on the record of your desired book.
5. Click on "Reservation/Order".
6. Choose your preferred pick up location.

If your library has your desired book, a reservation will be placed for you. If the book is not in the possession of your library, you can order it from another library in Berlin. The book will be delivered to your library if you wish.

There are fees for the reservation / order. Please inform yourself about this in your library or on the Vöbb website!

## Loan period extension (Checked out items)

1. Tick the books you want to keep longer.
2. Choose between only renewing the loan period of certain, ticked books, or renewing the loan period of all borrowed library media.

There are up to two extensions in a row possible. The loan period of reserved books cannot be extended. Subsequently you are going to be informed about the new date to hand in your books in the library.

3. Print your receipt with:

" [Print version](#)  "

## Fee payment

Your fee account gives you an overview of your fees. Open fees are underlined in **red**.

1. To pay your fees choose "continue to payment".
2. Now choose your preferred method of payment (credit card, GiroPAY, SEPA direct debit).
3. Confirm the method with "Pay".
4. You will be connected automatically to your preferred method of payment.
5. Enter the details needed for your chosen method.



## User account adjustments

### Email / SMS

You can choose whether you want to be notified by email, SMS or mail as soon as a pre-ordered book is available, as well as two days before the end of your loan period.

1. Select your preferred type of notification.
2. Enter your email address or mobile phone number depending on the type of notification.
3. Confirm your preferred type of notification:

"  "

### Change password

The standardized password is your date of birth, but you can change it at any time.

1. Choose your new password consisting of six to eight digits.
2. Repeat your preferred password in the field below.
3. Confirm your new password with:

"  "

Additionally, you can choose to deposit some security questions in case you forget your password.

### Machine Password

You can choose whether you want to use your password for the self-lending machines in the library or not.

1. Select your preferred option.
2. Confirm your selection with "save".