

## **1. SERVICES**

The following library services are free of charge for all customers of Vaasa City Library: collections, online materials, customer premises, and information services. A rental fee is charged for some public facilities, and a reservation fee for uncollected adult items.

## **2. LIBRARY CARD**

The library card is personal. When applying for a library card, a valid ID with a photograph is required: a passport, a driver's license, or some other official ID card. A person who is staying in Finland but does not yet have an official ID card may obtain a temporary (one year) library card by providing, for example, an ID card issued by the reception centre. The card applicant must have an address in Finland. Children under 15 years of age applying for a card need the consent of a parent or a legal guardian. Institutions applying for a library card need a written consent by a contact person to whom the institutional library card will then be issued.

The library has the right to register the personal identity number of the customer (Personal Data Act 523/1999, 13 §). Upon customer request, the library can register additional customer numbers on a library card, for example, a customer's identity number, or the barcode number of a card from another library.

The first library card is free of charge. The library will charge a fee to replace a lost card.

The library must immediately be informed, if there are changes in the cardholder's name or address, or if the cardholder has lost the library card.

### **2.1 PIN code**

When applying for a library card, the customer will receive a PIN code (personal identification number) for the library services requiring a password (i.e. the web library). Customers can only apply for a PIN code in person at the library. A library card or an ID with a photograph is required when applying for a PIN code.

## **3. RIGHT OF USE**

The library is a public service available to everyone. A library customer has the right to use the library materials, services and public facilities.

All registered library customers over 15 years of age have a right to use the self-service libraries. Children under 15 years of age need a written consent of a parent or a legal guardian to apply for the right to use the self-service libraries. Customers may bring other persons to a self-service library, for example, parents may bring their children. Customers are responsible for the behaviour of the persons they have brought with them. Customers are liable for any damage they themselves or the persons in their company may cause.

Institutions must have a contact person who is responsible for the library account. Institutional library cards are valid for 12 months and they can be renewed. Institutions may apply for the right to use the self-service libraries.

Appropriate behaviour is expected of all customers of public libraries. All activities endangering the safety or interfering with the library business of other library customers or staff fall under the public order act (612/2003).

Customers must handle library materials and other library property carefully.

The borrowing rights (borrowing, reserving, renewing) may be temporarily suspended in the following cases:

- the fines exceed the sum specified by the library
- the agreed instalments have not been paid

The customer regains the borrowing rights when:

- the fines are paid
- the customer returns the material

The library staff has the right to check the identity of a customer. The libraries are equipped with recording surveillance cameras.

Disrupting behaviour or not complying with the library rules may lead to a temporary suspension of library privileges. The decision to suspend a customer's library privileges will be taken by the culture and library director, or by the services manager (regional and internal services). Before the suspension is implemented, the parties concerned will have an opportunity to be heard. In the case of minor disruptions, the notice of suspension will be given verbally. In other cases, the customer will receive a written notice of suspension. The maximum period of suspension is 30 days. The suspension will be recorded in the library's customer registration records and removed when the suspension period is over.

The library will remove a customer from the customer registration records, when there has been no check out activity for 5 years and there are no unresolved fines or fees, overdue materials or reservations attached to the account. Customers whose accounts have been removed can be re-registered as library customers if they wish to resume using the library.

### **3.1 Number of loans**

The library may limit the number of items that may be borrowed by a customer.

### **3.2 Computers and information networks**

The rules of use apply to the use of the computers in all Vaasa City Library locations, and to the use of the information systems connected to the network of Vaasa City Library.

Customers have access to workstations with network connections and basic programs, to computer terminals for information retrieval, and in some libraries, to a wireless internet.

The use of workstations is free of charge. All software needed is already installed on the workstations. Customers must not install any software on the workstations, or change the computer setups. Computers and connected devices must be handled appropriately. Customers must follow copyright regulations and other provisions of the Finnish law. It is forbidden to disturb other customers, and to prevent the staff from providing library services.

The library information network is a part of the Vaasa city information network. Vaasa city employs an internet content filtering system with filtering rules common to all customers.

The customer is liable for any damage to the computers caused by improper use. The library is not responsible for damages caused to the customer by the malfunction of the equipment. Customers are responsible for maintaining of secrecy of the documents they handle. The library is not liable

for possible damages caused to a third party with library equipment. The library has the right to limit a customer's right to use library computers.

### **3.3. Age limits**

When borrowing audio visual material, customers must comply with the age limits stipulated by the Finnish Centre for Media Education and Audio visual media.

## **4. RESPONSIBILITIES**

### **4.1 Customer responsibilities**

Customers and the guardians of minors commit to complying with the library regulations and with any changes made to the regulations. The owner of a lost library card is liable for the material borrowed with the card until the card is reported lost to the library. Customers use library materials and computers at their own risk. Customers are financially liable for any damage caused to library property.

### **4.2. Disclaimer of responsibility**

The library is not responsible for any damage to a customer or to a customer's hardware or software caused by library material, for example CDs and DVDs. The library is not responsible for items or clothes left in the library, for example, in the library cloakroom. The library empties the lockers regularly.

## **5. PRIVACY POLICY**

The library only uses the customer registration records for managing customer relationships. All privacy statements concerning the use of library services are available for the public at all library locations and online on the library homepage. The library complies with the data protection law and the data protection regulation. The privacy statements describe the rights of the registered customers and the processing of the personal data collected by the library.

## **6. BORROWING**

The loan period is generally 28 days. Some materials may have shorter loan periods, and some material may be restricted for in-library use only. Borrowed materials are due on the due date by the closing time of the library. Loan periods are set by the library.

### **6.1. Renewals**

Items may be renewed up to 5 times unless the item has reservations. The item can be renewed at the library, via the library homepage, or by phone.

### **6.2 Reservations**

There is no fee for reserving library items. However, if the item is not collected, a reservation fee will be charged. There is no fee for reserving materials for children and young people.

### **6.3 Returns**

Borrowed items should, preferably, be returned to the same library from where they were borrowed. When the library is closed, borrowed items can be returned to book drops, unless otherwise announced. Items returned to book drops after closing time are checked in the next day the library is open. Customers return items to book drops at their own risk.

Customers with overdue items will receive two overdue notifications, the last of which will contain an invoice. If there is an outstanding reservation on the item, the first overdue notification will be sent to the customer immediately after the due date.

## **7. INTERLIBRARY LOAN SERVICES**

### **7.1 Interlibrary loans**

Items not held by Vaasa City Library or by other libraries in Vaasa can be requested from other libraries through the interlibrary loan service. Interlibrary loan requests can be placed at the library information desks, or submitted online by using the request form on the library homepage. There is a charge for the service, and a Vaasa City Library card is required when placing an interlibrary loan request.

The interlibrary loan service complies with national guidelines, and with the terms and fees set by the lending library.

### **7.2 Regional loans**

Items available in the Fredrika libraries can be requested through the regional loan service, even if the item is also held by Vaasa City Library or by other libraries in Vaasa. Regional loans arrive within five working days. Regional loan requests can be placed at the library information desks, or submitted online by using the request form on the library homepage. There is a charge for the service, and a Vaasa City Library card is required when placing a regional loan request.

## **8. FEES**

### **8.1 Overdue fees**

Overdue fines, notification fees, and possible collection charges will be charged for items returned or renewed after the due date. Materials for children and young people are not subject to overdue fines. Overdue fines will be charged even if the renewal is unsuccessful due to a break in the internet connection or other technical problems. Overdue fines are approved by the culture and sports board.

Fines will be entered on the customer's record the day the item is returned. Overdue fines will not accrue on closed days.

A fine may be paid at most library locations any time within one year from the date when the fine was accrued. A customer may agree with the library to pay the fine in instalments.

### **8.2 Copies and printouts**

There is a fee, defined in the price list, for copying and printing.

## **9. LOST OR DAMAGED ITEMS**

If an item is lost or damaged, the customer is liable for the replacement cost of the material. The customer may pay the replacement price set by the library, or purchase a replacement copy. Because of the per-copy royalties, customers cannot replace audio visual materials (for example DVDs) by purchasing a replacement copy. The replacement policies for possible new material types will be defined on a case by case basis. Replacement prices are set by the board. The replacement cost will not be refunded, even if the item is found later.

The library will repair all material when possible. The customer will be charged the cost of the repair.

## **10. COLLECTION OF FINES AND FEES**

If a customer does not return overdue items after having received the library notifications, the fines will be assigned to debt collection. The customer will be charged the cost for legal collection and debt enforcement, and the interest on late payments in accordance with the Finnish Interest Act. When the court issues a debt-collection ruling, a payment default entry will be recorded in the customer's credit history automatically.

## **11. CUSTOMER FEEDBACK**

Customers can give feedback regarding library materials and services directly to the library staff, by leaving a note in the library's feedback boxes, or online.

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