

# THE RULES AND REGULATIONS OF LEPPÄVIRTA MUNICIPAL LIBRARY

These rules and regulations are applied to Leppävirta municipal library and its mobile library. The rules and regulations are valid from 1.7.2021 onwards. The municipality of Leppävirta has the right to draft the library rules. This right is based on the Public Libraries Act (1492/2016).

## Library services are available for everyone

The material, services and customer premises of the library are available for all who follow these rules. In the library you can

- borrow books and other material
- reserve material
- read newspapers and books
- study
- spend time
- use library's devices
- take part in various events

The library material, devices, customer premises and the expertise of the librarians are all free of charge. The library has a conference room which can be reserved by local residents, organisations, and associations for their events free of charge. If you have any questions about the library use, you can always ask for help from the librarians.

## Rules and regulations

Familiarise yourself with the rights of use. When you get a library card, you pledge yourself to follow the library rules. These rules and regulations can also be found on the websites of the Leppävirta municipal library ([leppavirta.finna.fi](http://leppavirta.finna.fi)). The conference room has its own rules and regulations.

## Library card and PIN code

To borrow material, you need a library card. To access some services, you also need a PIN code.

## Getting a library card

A library card and a PIN code can be obtained from the Leppävirta municipal library, or the mobile library by presenting a valid personal identification document with a photograph and a personal identity number accepted by the library. A valid document can be for example:

- a Kela card with a photograph, or
- an identity card granted by the police.

If you do not have a Finnish social security number, your customership is valid for one year at a time. Customers must have a Finnish postal address. The first library card is free of charge. If the person is under 15 years old, they need a guardian's written consent to get a library card.

## Library cards are for personal use only

You are responsible for any material that is borrowed with your library card. The guardian is responsible for the borrowed material of a person who is under 15 years old.

## If you lose your library card, notify the library

If you lose your library card, notify the library immediately. The librarians will remove the library card from the database, so other people cannot use it for borrowing. If you have lost your library card, you can purchase a new one.

## Getting a PIN code

In addition to the library card, you need a personal PIN code when:

- you view or renew your loans, or reserve material on our web library
- you use the self-service facilities downstairs
- you use services that require logging in (for example e-audiobooks and e-books)

You can get a PIN code from the Leppävirta municipal library or the mobile library by showing your library card and proving your identity.

You can change your PIN code independently on the web library. New PIN code cannot be delivered through email or phone.

## Keep your contact information updated

If your contact information changes, notify the library. Contact information consists of name, address, phone number and email address. You can report the change of address also on our web library.

## Customer data is confidential

The library is entitled to enter personal social security numbers into the customer register. The personal data of the customers is confidential and will not be delivered to outsiders. You are entitled to check the information recorded about you in the library's customer register. Guardians can have access to their child's/children's personal data about overdue loans and unpaid fees.

## Loans and returns

To borrow any material, you need a library card. The library follows the age ratings for movies and videogames. More information about the age ratings for video games and movies can be found from [www.ikarajat.fi](http://www.ikarajat.fi) (available in Finnish only).

## Loan periods and due dates

General loan period is normally 28 days. The loan period for the following material is 14 days:

- newspapers and magazines
- DVDs and Blu-rays
- video games and board games

E-books and e-audiobooks are considered electronic material. The loan period for electronic material is 28 days.

When you borrow any material, you can get a receipt. The receipt has the due dates of the borrowed material. Loan period expires when the library closes on the due date. Customers can subscribe to email notifications for reminders about upcoming due dates.

Loans must always be returned on the due date at the latest, even though you have not received a reminder of the due date. The library cannot affect the interruption in data communication. That is why these interruptions do not lower possible fees.

## Returning of a loan

You can return your loans to the Leppävirta municipal library or the mobile library. You can get a receipt of your return, if you so wish. There is a so-called returning box in the Leppävirta municipal library in which the loans can be returned when the library is closed. If you return your loans in the returning box, you cannot get a receipt. The loans returned to the returning box will be registered as returned on the next working day. The returning by the returning box is at your own risk.

## Renewing of loans

You can renew your loans if they do not have any reservations. Loans can be renewed a maximum of 10 times. You can renew your loans:

- on our web library
- in the Leppävirta municipal library or the mobile library with the help of a librarian
- via phone call

The library has also material that cannot be renewed, such as quick loans. When you renew your loans on the web library, always check that the new due date is saved to your data. If you cannot get the new due date, please contact the library.

## Material reservations

The material can be reserved on the web library, the Leppävirta municipal library or the mobile library. Reserving material is free. However, if you fail to collect the reservation, you will be charged a fee. When you make a reservation, choose whether you want to collect your reservation from the Leppävirta municipal library or from the mobile library. When the reserved material can be collected, you will be informed by an email, a text message or by a letter. The library also has material that cannot be reserved, for example quick loans.

## Interlibrary loan service

Customers can submit an interlibrary loan request for material that is not found in Leppävirta municipal library. The service is fee-based.

## Borrowing privileges

Your borrowing privileges can be suspended for the following reasons:

- You have not returned material that is overdue, and the library has sent you an invoice.
- Your fines exceed the payment limit the library has defined.

Your borrowing privileges can be restored when:

- you return the material that is overdue,
- you pay the accrued fees.

## FEES AND DEBT COLLECTION

The library sends overdue notices for the unreturned material. The notices are subject to a fee. If you fail to collect a reservation, you will also be charged a fee.

If you lose or damage the library's material, you must compensate them. The most important fees are listed in the red information brochure.

### Overdue notices

The library sends the first overdue notice for the unreturned material after 16 days from the due date. The overdue notice is sent immediately after the due date in case it concerns quick loans or material that has been reserved.

Overdue notices are subject to a fee. You get the overdue notice via email or by letter depending on the chosen method of notification.

The library sends you the second overdue notice for the unreturned material after 28 days from the due date. The second overdue notice is always delivered by letter.

### Invoices

If the borrowed material is overdue 40 days, you will get an invoice. If you still have the borrowed material, you must return it, and pay the fees. If the borrowed material is damaged or lost, you must compensate it in accordance with the invoice.

## Debt collection

If you do not return or compensate the borrowed material, the invoices are sent to debt collection. The debt collection concerns also the borrowed material of under a 15-year-old. If the material has been borrowed by a library card that belongs to a person who is under 15 years old, the guardian is responsible for the borrowed material and fees.

## Compensations

If you damage the property of the library, you must cover the expenses. The library is not responsible for any problems or possible damage caused by the equipment or the use of wireless internet.

## Losing the right of usage

Losing the right of usage means that you are temporarily banned from the library. You can get banned if you repeatedly disturb the library staff or other users of the library, or if you damage the property of the library. Bringing any kind of alcohol and/or drugs to the library facilities will get you banned as well.

A temporary ban can take up to 30 days. The head of the library can order a temporary ban. The customer must be heard before the ban. The ban is always given in written form.

## SELF-SERVICE FACILITIES DOWNSTAIRS

The downstairs in the Leppävirta municipal library is a space that you can access outside library's opening hours. During the self-service hours there is no staff in the library. In the self-service facilities you can borrow material, collect your reservations, read newspapers and magazines or study. There is a free wireless internet at your use. During self-service hours you can get into the self-service facilities with your library card and PIN code. The PIN code is the same that is used on the web library. You can get a PIN code form the Leppävirta municipal library or the mobile library.

The holder of the library card is responsible for acting according to the library rules and regulations. The guardians are responsible for the actions of their children who are under 15 years old in the self-service facilities.

The safety of the self-service facilities is supervised by access control and camera monitoring.

