

# Hämeenlinna City Library

Hämeenlinna City Library user regulations  
as of 1 July 2018, in effect till further notice

## **We welcome you as a customer of Hämeenlinna City Library!**

You have agreed to follow our user regulations upon visiting the library, receiving your library card, or consenting to act as a guardian or trustee. The local government's right to draft regulations for library use is based on the Public Libraries Act (1492/2016 § 14): *“Local authorities may adopt rules for a public library for the purpose of promoting the internal order, security and attractiveness of the library. Library rules may contain regulations on the use of library premises and property, borrowing and reserving materials, returning loans, and loan periods, as well as suspensions of borrowing rights, suspension of library use and charges.”*

European Union's General Data Protection Regulation (GDPR) came into effect in 25 May 2018 and applies to processing and handling of personal information. Finland's national data protection act is still being drafted. GDPR brings certain obligations to registrars and personnel responsible for handling personal information that require user regulations to be updated.



## Library usage and library card

**Each customer must have a library card. Customer may acquire library card by visiting library's service desk and have a librarian enter his information into the library's customer register or by filling an application from where the information will be transferred into the register. Library card is the only card accepted when borrowing material from the library.**

To receive library card, customer or guardian must present a picture ID along with their social security number and contact information. Customer status is personal. **To transact on behalf of another legally competent person aged 15 years or more requires power of attorney.**

Social security number is not used for the purposes of identification when borrowing material. Social security number is used to individualize the customer inside the library's data system, which requires the social security number to be turned over into the customer register, excluding immigrants who do not have a Finnish social security number. In such case, passport information or information from a reception center's identification card can be used for the purposes of providing the internal identifier. Social security number is used only in situations concerning issuance of library cards, suspension of borrowing rights, and debt collection. (Decree of The Finnish Data Protection Board 11.29.1993 56/1993) Social security number may be viewed by all users of library's register system.

Public library has the right to collect personal information necessary for granting the customer status. This information constitutes the customer register, and the register will only be used for the purpose of monitoring borrowing. The register's personal information will not be turned over to third parties. The Personal Data File Act grants all customers a right review their personal register file.

By signing the library card or the appropriate form, the customer accepts library customer status and agrees to abide by the user regulations. Persons under the age of 15 require consent from a parent or a legal guardian. Consent is also required if the user has a trustee or any other statutory representative. Organizations (school, kindergarten, institution, or other organization) require a written permission from a legally liable contact person (e.g. director of a school or kindergarten).

**Library card is personal, and the owner or the guardian/contact person is responsible for the material borrowed with the card. Customers must inform the library about all name and contact information changes and mislaid cards immediately. The customer is responsible for all the material borrowed with a mislaid card until it is reported to the library as missing.**

Customer information that the customer has not utilized in five years and that is not part of unresolved matters (e.g. unpaid fines) will be deleted from the register. Deletions will be made once a year.

## **Borrowing, reserving, and using material**

**Library card must always be presented when borrowing material. Without library card, borrowing is only possible by presenting a photo identification at the library's service desk. Borrowing at self-check units can only be done with a library card.**

Material can be reserved by contacting library's customer service or through the online library. The customer may choose to be notified concerning reserved material waiting for pick up through email, text message, or letter. Reserving material is free of charge. **Reserved material must be collected within 7 days after notice has been sent.** Library car and the home library service may follow their own schedule when setting pick up times.

Material not found in the collections of the Hämeenlinna City Library can be procured from another Finnish or foreign library with an interlibrary loan. Material can also be reserved as a regional loan from any of the Vanamo libraries (Hattula, Hämeenlinna, Janakkala). Transportation fee may be collected from a regional loan. Fees for regional and interlibrary loan services are described in the Fees and fines appendix of the user regulations.

Both physical and electronic material is available for use and borrowing at the library. Library is not responsible for contents of the loaned material, accuracy of its information, or any damage caused to the customer. The number of items customer may have as borrowed is not limited, excluding console games, which are limited to two per customer. **Lending periods are 7, 14, or 28 days.** Library car and the home library service may follow their own schedule when setting lending periods. Only persons whose age complies with the age recommendations on videos and games will be allowed to borrow them. **A loan may be renewed eight times if there are no reservations on it.** Renewing may have restrictions concerning certain categories of material.

## **Lending periods; returning and renewing loans**

Loans must be returned by the due date, during library opening hours. The customer bears responsibility for returns and will receive a receipt for them if requested. Some libraries have book drops for returning material. The customer also bears responsibility for returns into a book drop and these will be checked in the next day the library is open. Book drops may occasionally be closed. Due dates will be reported in the due date receipt which the customer receives when checking out material. **A reminder sent to the customer's email three days before the due date is available to the customer.** Library is not liable for reminders not reaching the customer. Fee is charged for overdue material, as well as for notifications requesting its return and other possible collection expenses. Failing to return the material and disregard for accumulated penalty fees will result in suspension of the right to borrow library material, and the matter will be assigned to debt collection.

**All loans can be renewed at the library's service desk, by phone, or via the online library.** The online service can also be used to make reservations. If the material is not reserved, loans can be renewed up to eight times.

## **Spending time at the library and the opening hours**

All collections, services, and facilities of the libraries are free for visitors to use, provided they follow the user regulations. The opening hours and library car schedules are available at the library and on our web pages.

The library provides a free WLAN network connection for its customers. WLAN connection is not protected, and the customer must personally make sure they are using adequate safeguards. The library is not responsible for the WLAN usage or any possible damage or problems to the customer caused by using any equipment in the library.

The library also has rentable spaces available for different events. The rents are described in the Fees and fines appendix of the user regulations. The library director has the right to provide a rentable space for use free of charge in the case of activities supporting library services that are organized in co-operation with the library. The spaces may also be provided for use free of charge to youth and children's groups when supporting hobby activities of such groups. Youths are designated as persons being under 29 years of age. (Youth Act 1285/2016, 3 § and 8 §) Space specific user regulations and agreements may also be drafted.

For public safety, the libraries employ camera surveillance. The camera surveillance system constitutes a customer register, the purpose of which is to prevent and help solve criminal activities directed at the customers, library property, or staff; prevent threats and hazards; preserve order and monitor condition of the premises. The Personal Data File Act grants all customers a right to review the register description.

## **Computers and editing room**

Computers and tablets are available for use at the libraries. Hämeenlinna City Library has an editing room where customers can digitize and edit VHS videos, LP records, cassettes and pictures.

The library specifies the terms for reservation of computers. The customer is responsible for the use of the editing room during the time reserved. When leaving, the room must be locked.

Changing computer settings or installing or removing software is prohibited. Watching or using indecent, violent or illegal content is prohibited.

The library cannot be held responsible for any damage caused by the user's own actions or malfunctions in the computer or the network connection. Customers are assumed to know the current legislation regarding e.g. personal data and copyright statutes and penal codes. In the case of a criminal investigation, the authorities are entitled to access the user data. The customer is responsible for safeguarding the data that is being processed and for saving their documents.

Library staff can restrict the right to use the computers if necessary. The user is liable to compensate for the damages that have occurred during their reservation in the case of intentional damage or mischief being done to devices or software.

## **Open library, online library, electronic material, and two-tiered identification**

**Two-tiered identification – library card number + PIN-number – is required when using the Open library, online library, self-check units, and when borrowing/downloading electronic material.** The point is to confirm the user's identity through two different verification systems and thus prevent unauthorized access to the user account.

Customer may receive the PIN-number by presenting a library card and verifying their identity in person at the library. PIN-number may not be received over telephone or through email.

**Logging on to the online library may only be done by using the library card number or through a self-created user account**

To use the Open library, the customer needs a PIN-number and a library card with a chip, which is used as both a library card and an electronic key card. The Open library here designates a library where no staff is present, doors are locked, and self-service is the only method of conducting library business. The Open library card may only be received through a visit to the library's service desk and accepting user regulations of the library in question by signing the card or the appropriate form.

Owner of the Open library card can bring other family members or children with them inside the library, but every-one must check in and leave at the same time.

The access monitoring system constitutes a customer register, the point of which is to guarantee the customer's legal and physical protection, help secure library's property, and prevent and solve crimes.

## **General obligations of library customer**

Library customer may not disturb other customers or the staff or to endanger library's security. The customer is obliged to handle library material and property in such a way so as to not damage them. (Public Libraries Act 13 §, Public Order Act 612/2003)

## Free usage and fees

**Borrowing, reserving, and using Hämeenlinna City Library's own material is free of charge for the customer, as are information services.** The library collects a charge from overdue loans, bills and notifications for overdue loans, regional loans, interlibrary loans, broken cases, and prints among other things. The charges are described in the Fees and fines appendix of the user regulations.

**The fine for an overdue loan starts accumulating on the day following the due date. Library sends a first notification to the customer 14 days after the due date. An exception is made for reserved items, for which notifications are sent earlier. Unpaid fees and fines will be assigned to debt collection. For youth and children's material, the library charges only notification and collection costs.**

Lost or damaged library material must be replaced with equivalent material or the cost of the material must be reimbursed to the library. Lost or damaged DVDs, Blu-rays, and CD-ROMs can only be compensated for by paying the reimbursement fee due to copyright reasons. The fee includes a copyright remuneration. (Public Libraries Act 11 §, Act on the Enforcement of Taxes and Public Payments 706/2007)

## Suspension of borrowing privileges

Unpaid fines and fees will accumulate the customer's debt. **Borrowing privileges will automatically be revoked if unpaid debts amount to €20 or more.** Unpaid bills or debts in collection will result in suspension of borrowing privileges. The customer regains borrowing privileges by returning overdue material, reimbursing lost or damaged material, and paying their accumulated fines.

## Suspension of library use

Library director or their deputy may decree customer a temporary, library-specific suspension of library use (max. 30 days) if despite warnings the customer repeatedly and significantly disturbs the library's operation, endangers its security, or damages its property. Before the suspension is implemented, the customer will have an opportunity to be heard, and he has the right of appeal regarding the decision in accordance with the Local Government Act.

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