

TERMS OF USE

Terms of use for the Satakirjastot libraries

The terms of use have been approved in all the municipalities of the Satakirjastot organisation and have come into force on 1 March 2018.

The instructions for applying the terms of use were approved by the executive group of the Satakirjastot libraries on 7 February 2018.

Satakirjastot is the shared database of seventeen city and municipal libraries in Satakunta. It comprises the libraries of the municipalities of Eura, Eurajoki, Harjavalta, Honkajoki, Huittinen, Jämijärvi, Kankaanpää, Karvia, Kokemäki, Merikarvia, Nakkila, Pomarkku, Pori, Rauma, Siikainen, Säköylä and Ulvila.

The terms of use are the same in all the Satakirjastot libraries. The right of local authorities to draw up these terms is based on Finland's Public Libraries Act (14§, 1492/2016,). These terms and rules are meant to provide order, security and comfort in the libraries.

Welcome to use the libraries

The collections of the Satakirjastot libraries, loans and reservations of material, library equipment, customer facilities and the professional expertise of staff are all available to customers free of charge.

At the libraries you can:

- borrow books and other material
- read newspapers, magazines and books
- study and work
- spend time
- use library equipment and facilities
- participate in events of various kinds
- view exhibitions

The opening hours of the Satakirjastot libraries and schedules of the book buses are announced at the library locations and on our webpages. Most libraries have open internet, but the libraries are not responsible for its use, problems caused by equipment or any damage or losses caused by them to users.

The right to use the library

Libraries are public services available to everyone. Everyone who follows the library's terms of use has the right to use it. This includes the right use the library's collections, services, equipment and public spaces and to participate in events held in the library.

The right to borrow library materials

A library card is needed in order to borrow material. The card is obtained by presenting an ID document with a photograph and giving one's address in Finland along with other contact information. Persons under 18 can present their Kela (Social Insurance Institution) card without a photograph, and young people under 15 need written consent from a person vouching for them, either their guardian or an adult person responsible for them. Day-care centres, schools, other institutions or organisations can be granted an organisation library card for one year at a time. These cards require a designated adult responsible for the use of the card. Persons without a Finnish identification code are required to give their date of birth and address for a card that is valid for one year at a time. The library card is free and can be obtained at all Satakirjastot libraries.

Customers require a PIN code for using the library's web services and/or borrowing material at library automats and self-service libraries. The PIN code is given by the library when registering as a user or later with proof of ID. The PIN code is not given by email or on the phone.

User confidentiality

Confidentiality applies in the relationship of the library and the customer. Data on the customer and the person responsible for borrowed material are recorded in the customer index. The library is responsible for maintaining the index in accordance with Finnish legislation on personal data.

The library is entitled to record personal identification codes in its index of borrowers (Section 13, Personal Data Act 523/1999). Data in the indexes is not given to third parties. The official index description can be seen in the libraries and on their webpages.

Customers are entitled to check, with due proof of identity, what information about them has been recorded in the library's index of users. Persons responsible for users under the age of 15 are entitled to receive information on late loans and unpaid fines. Persons responsible for the library cards of institutions or organisations are entitled to check information concerning their institutions or organisations.

The responsibilities of users

The library card is personal, which also applies to self-service use. Card holders are responsible for material borrowed with their cards. Those vouching for younger users are responsible for material borrowed by persons under 15 and their use of other library services, equipment and facilities. A library card reported as lost is invalidated.

The library is not liable for compensation if borrowed audiovisual material damages the customer's equipment. Nor is the library responsible for personal or other damage caused by the use of borrowed material.

Borrowing, renewing loans and reserving material

The loan period for material can vary from 1 to 28 days.

- Books and recorded music 28 days
- DVDs, videos, console games and magazines 14 days(28 days from book buses)
- Express loans 7 days (14 days from book buses)

The loan expires on the due date at the closing time of the library and at the end of the day (24:00 hrs) in the web library. The due date is marked on the receipt which is given when the material is borrowed.

The borrowed material can be returned to any premises of the Satakirjastot organisation during library hours. Exceptions are special materials, such as exercise equipment, that must be returned to the library from which they have been borrowed. A receipt indicating the return of the loan is available upon request.

Some of the libraries have a hatch for returning material. Borrowed material left the hatch is recorded as returned on the next day when the library is open. The material is left in the return hatch at the customer's own risk.

Upon request, customers can be given advance notification of the due date of loans 1 to 5 days before the date by email if the library has the customer's email address. The due date is binding, even without advance notification. The libraries are not held responsible for disturbances of electronic communications and the disturbances will not reduce any fines that are charged.

The maximum number of loans per customer is 150 items. Restrictions specific to different materials may apply.

A library customer can have 150 items on loan at a time, consisting of:

- no more than 50 CD discs and no more than 50 DVD discs
- no more than 10 console games and no more than 10 Bly Ray items

When lending audiovisual materials, the libraries follow age restrictions based on legislation (Section 6 of the Audiovisual Programmes Act 710/2011).

Loans can be renewed eight (8) times. This can be done in the library, by telephone or on the web. A loan cannot be renewed if it has been reserved or if the customer has lost his/her right to borrow material.

Restrictions may apply to renewing loans of some materials. Express loans, for example, cannot be renewed.

The materials of the Satakirjastot libraries can be reserved at no cost. This can be done in the library, by telephone or on the web. The reserved material must be borrowed within 7 days of notification of its arrival.

Free services, fines, replacing material and collection of bills

There are no charges for the use of library materials in the libraries and borrowing and reserving them. Guidance, instructions and information services for users are also free.

Late fines and the costs of return reminders and billing are charged for loans returned or renewed after their due date. No late fines are charged for material from the libraries' departments for children and young people.

Late fines are accrued for all calendar days after the due date up to a maximum amount. They are also charged in cases where the renewal of loans was not unsuccessful owing to interruptions in the use of the web library or other technical problems.

Late fines are recorded in customer data and they can be paid at any library of the Satakirjastot organisation or on the libraries' website. Late fines are not separately billed.

A fee is charged for uncollected reserved material. Interlibrary loans are also subject to fees.

Lost or damaged material must be replaced by paying compensation for it as decreed by the library.

Billing for unreturned loans and related unpaid fines is the responsibility of the library that owns the material. These bills, too, can be paid to any library of the Satakirjastot organisation or via a bank.

Library bills can be recovered, and the library uses a collection agency for this purpose. Collection takes into account compensation for the material, late fines, the costs of reminder letters, billing and collection, and

interest on default as defined in law. Unreturned children's and young people's material is also duly billed and collected.

Reminders for overdue material

The first reminder is sent a week after the due date. In addition to the late fine, handling costs of €1,50 are charged.

PLEASE NOTE: If the material has been reserved, the reminder is sent immediately after the due date.

The first reminder is sent as a text message, by email or by post, as chosen by the customer.

The second reminder is sent 4 weeks after the due date. In addition to the late fine, handling costs of €3,00 are charged.

The second reminder is always a posted letter.

The bill for unreturned material is sent 8 weeks after the due date. In addition to the late fine, handling costs the amount of €12,00 are charged.

The handling costs include the costs of the first and second reminder. The bill is always sent by post.

Damage to library property must be compensated.

Loss of borrowing rights

Borrowing rights can be forfeited at all Satakirjastot libraries if loans are not returned or fines remain unpaid at any one of them. Borrowing rights are forfeited for unpaid fines of 10 euros or more. User rights can be regained by returning or compensating material and paying the accrued fines.

The Satakirjastot libraries enforce payment of unpaid fines and fees once a year. In this connection, the customer's debt balance must be zero euros in order to avoid a borrowing ban.

Appropriate behaviour is required in libraries (Act on Public Order 612/2003). Staff may order customers causing a disturbance to leave the premises. A customer can be banned from the library for a set period if, despite warnings, he or she disturbs the work of the library, endangers security or damages library property.

A ban on using a specific library can be given for a maximum of 30 days. The ban is made by the official concerned and can be appealed in accordance with the Municipalities Act. The customer is entitled to be heard prior to being banned from the library.

Interlibrary services

Material not available in the Satakirjastot libraries can be borrowed from other libraries in keeping with interlibrary service rules and the terms of service of the library providing the loan. Interlibrary loans are subject to fees. Customers requesting interlibrary loans must have borrowing rights.

Validity of the rules of use

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