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## Terms of Use of Anders Libraries

These terms of use apply to all Anders Libraries and are valid from the 1<sup>st</sup> of September 2017. Anders Libraries are the public libraries in Halsua, Kannus, Kaustinen, Kokkola, Lestijärvi and Toholampi.

You agree to abide by these terms of use and any revisions to them when using the library services, being issued a library card or agreeing to serve as person in charge.

### **The Library is open for everybody**

All locations of the Anders Libraries (hereinafter, the Library) are open for everybody. Anyone who follows the customer regulations is allowed to use the library collections, services and customer facilities.

An open WLAN network is available at the Library. Since the network is not protected, customers using it are responsible for ensuring any protection they may need. The Library does not accept liability for any problems or damage caused to customers by the use of the open network or equipment used in the Library.

The Library rents out facilities for various functions and events. The rental prices of these facilities are listed in the Payments annex of these terms of use and on the Library's web page. The Library Services Director has the right to allow the facilities to be used free of charge by activities that support library services and events arranged in cooperation with the library.

## **Library card and PIN code**

A library card is needed in order to borrow library materials. You can obtain a library card by presenting your identification card and stating your name, address and identity number. The given information will be saved in the Library's customer register. Everyone has the right to examine the data concerning himself/herself in the database (Henkilötietolaki 523/1999, 10§).

A commitment by a person in charge is required from a person who is under 15 years of age or otherwise legally incompetent, and from a community borrower (a school, day-care centre, an institution or other community). The person in charge must prove his or her identity by presenting a photo ID and state his or her personal identification number and contact information.

The library card is a personal document whose holder (the owner or person in charge) is responsible for all material borrowed on the card. The first library card is free of charge. A lost card and any change of address or name must be reported to the Library without delay. The customer is held responsible for the material borrowed on the lost card until the Library has been notified of the loss of the card.

The library card and a PIN code authorize the customer to use the web library. The customer receives a PIN code by presenting his or her library card and proof of identity.

## **Use, borrowing and reservations of library material**

Physical material and e-material is available for use and borrowing at the Library. The Library does not accept any liability for the contents of the borrowed material, the accuracy of the information nor any damage caused by the material to the customer.

Loan periods:

Books	28 days
Audiobooks	28 days
Books with over 30 reservations	14 days
Books listed as short loan	14 days
Magazines, CD-ROMs, CDs, records, tapes	14 days
DVDs and BluRays	14 days

Bookmobiles, institutional libraries and the home service may follow loan periods customised to the activities.

A loan can be renewed five times provided there are no reservations for it. Renewal restrictions apply to certain categories of material, for example short loans. Customers who do not meet the statutory age limits specified for the material cannot borrow films and games.

Material can be reserved in the Library or via the web library. When the reservation is ready for pick up, a notification will be sent by email, SMS or letter. Reservations are free of charge. Reserved material must be collected within 9 days from the dispatch of the arrival notification. Uncollected reservations are subject to a penalty fee.

If the required material is not available in the library collections, an interlibrary loan from other libraries in Finland or abroad is possible. The interlibrary loan fees and the penalty fee for uncollected reserved material are specified in the Payment annex of these terms of use.

### **Returning an the applicable deadlines**

Borrowed material must be returned during the Library's opening hours on the latest due date of the loan. The fines for overdue loans begin to accrue immediately after the due date.

Material is returned at the customer's own risk and a receipt for the returned materials will be issued by request. Material is returned to the drop box at the customer's own risk and the loans will be registered as returned on the following opening day of the Library. Overdue items returned to the drop box also accumulate penalty fees.

No penalty fees are collected for children's and teen's materials, but overdue reminder expenses are collected as usual.

The due dates are indicated on the due date receipt issued to the customer when borrowing material. It is possible to receive a due date reminder by email. The Library does not accept liability for the delivery of due date reminders. The Library will send overdue reminders to the customer. More information in the Payments annex.

## **Obligation of library users**

While visiting the Library, library users may not disturb the other library users or the library staff in any way nor endanger comfort or safety in the Library. Library users are responsible for handling all library materials and other property with due care so as not to damage them.

## **Services free of charge and subject to charge**

The use, borrowing and reservations of the Library's own materials and guidance and advisory services are free of charge for customers. The Library will charge fees for materials returned after the due date, for failure to collect reserved material, for the delivery of notifications and invoices, for interlibrary loans, for lost or damaged material and for printouts and photocopies. The charges are listed in the Payments annex.

## **Suspension of borrowing privileges**

Unpaid fees and charges accumulate as debt in the customer's account. Unpaid fees exceeding EUR 10 automatically result in the suspension of borrowing privileges. A customer's borrowing privileges will be restored when the overdue material is returned or lost or damaged material is compensated for, and all accrued fees are paid. At Kokkola City Library the balance due must be paid in full once a year: on the first working day of March.

## **Loss of the right to use the Library**

The Library Services Director or his or her deputy may prohibit a customer from using a specific library for a fixed term (max. 30 days) if the customer repeatedly and substantially disturbs the operation of the Library, endangers its safety or damages library property regardless of being told not to do so. (Kirjastolaki 1492/2016, § 15).

Before imposing such a prohibition, the customer must be heard and a local government officer's decision made on the loss of the right to use the Library. The customer may submit a claim for a revised decision in accordance with the Local Government Act.