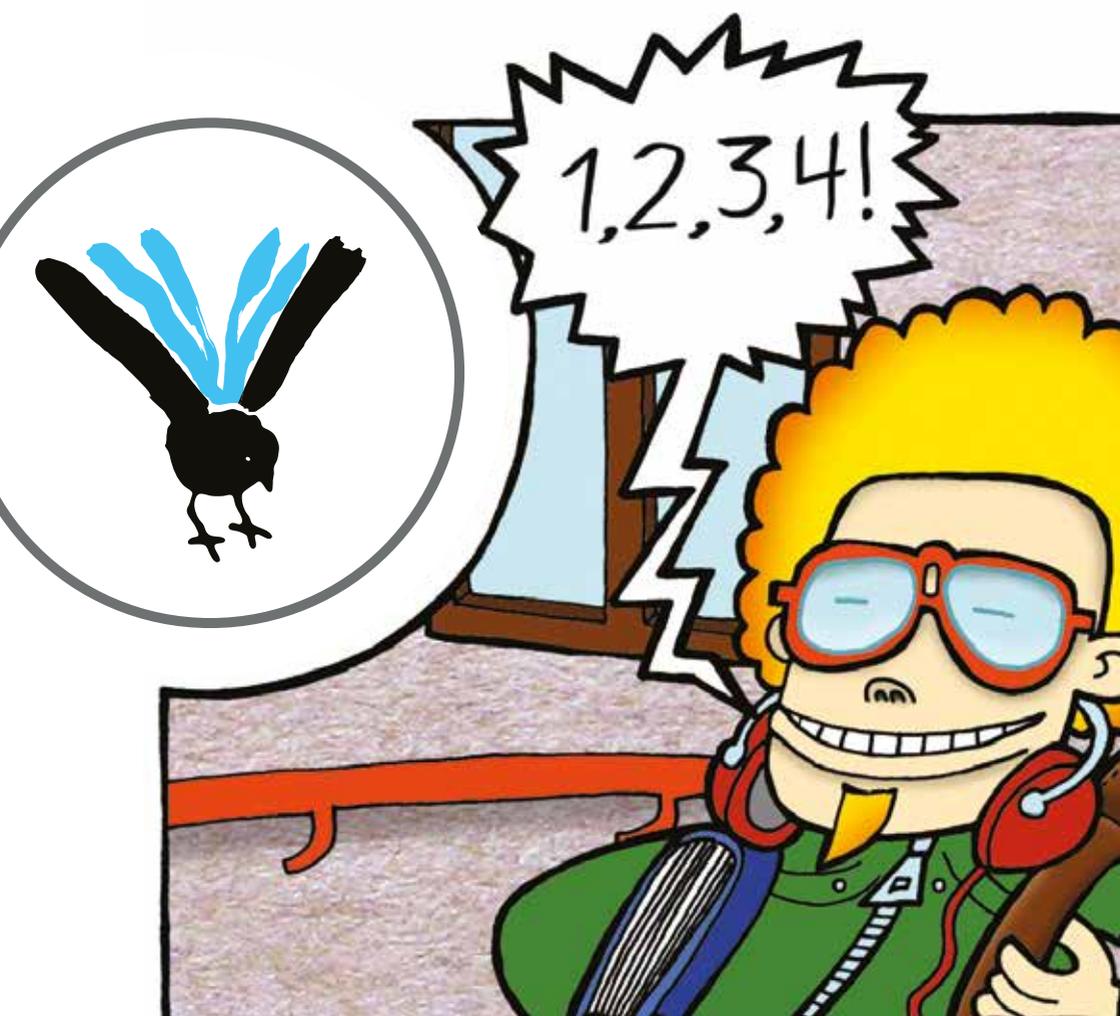


# RULES OF USE OF THE VASKI LIBRARIES

from 1 March 2020



## Rules of Use of the Vaski Libraries

These rules of use apply to all Vaski libraries. The rules are in effect starting from 1 March 2020.

Municipalities have a right to draw up rules regarding the use of their libraries. The right is based on the law concerning public libraries (1492/2016 § 14).

### The library is open to everyone

The collections, services and facilities of the Vaski libraries are available to anyone who is able to observe the following library rules.

At the libraries, you can

- borrow books and other materials
- reserve material
- read books and magazines
- study
- hang out
- use the library's equipment
- take part in various events

The collections, equipment and facilities of the Vaski libraries, as well as their experienced staff, are at your disposal, free of charge.

Some libraries have meeting facilities that can be rented by citizens and organizations for their own events.

If you need help using the library, do not hesitate to ask for help and advice from the staff.

### Rules of use

Familiarise yourself with the rules of use and retain them for future reference. Upon receiving a library card or agreeing to act as a guarantor, you undertake to comply with these rules of use.

The rules of use can also be found on the Vaski libraries website at [www.vaskikirjastot.fi](http://www.vaskikirjastot.fi).

Separate rules and regulations regarding the available equipment and their rights of use are available on the libraries' individual websites.

Information on late fines and other fees can be found in a separate payment appendix.

## Library card and PIN code

In order to borrow books from the library

and use all the available services, you will need

a library card

and a PIN code. In addition to a library card, some libraries may accept the use of some other identifier.



### Obtaining a library card

You can obtain a library card and PIN code at any Vaski library.

To receive a card, you must present an acceptable Finnish identity card that carries your photograph and personal identity number.

This identity card can be, for example:

- a passport
- a driver's licence
- a Kela photocard
- a police-issued identity card

If you haven't got a Finnish identity number, your customership is valid maximally one year at a time.

To obtain a library card, you must also have a valid address in Finland. The first library card is free of charge.

Replacement cards are subject to a fee.

Children can have their own library cards. A child under the age of 15 will need a guardian's written approval to obtain a library card.

Day care centres, schools, companies or other institutions can be granted an institutional library card. The institution's contact information and signed authorisation from the institution's guarantor are required for an institutional card.

### The library card is your personal value card

You are responsible for any material that you borrow. When materials are borrowed using a library card issued to a person under the age of 15, the card holder's guardian is responsible for the borrowed materials.

Each organisation in possession of an institutional library card is responsible for its use and the material borrowed on it.

To prevent misuse of your library card, you can request that the library attendants always check the identity of the person borrowing material with your card.

To borrow materials using the automatic lending machine, you will need a PIN code. The PIN code protects against misuse.

Borrowing materials by using an institutional library card requires consent from the institution's guarantor.

### Notify a lost card immediately

If you lose your library card, notify the library of this immediately. The notification can be made to any Vaski library.

You will not be held responsible for material borrowed with a lost card after you have reported the card missing. Cards that are reported lost are cancelled.

### Obtaining a PIN code

Some library services require you to obtain a PIN code, in addition to a library card. You need it in order to:

- use the automatic lending machines
- make reservations to use the library's customer terminals
- view your loans, renew them, and reserve material via the Vaski Web Library
- use open libraries
- use services that require you to sign in (for instance e-magazines or e-books).

In some libraries, the PIN code will also be needed to access the library's Wi-Fi network or other local applications.

To obtain a PIN code, visit any Vaski library and present an identity card carrying your photograph.

You can change your PIN code via the Web Library. New PIN codes are not provided by e-mail or over the phone.

### Keep your contact information up-to-date

Please notify the library of any changes in your personal contact information. Personal contact information includes your name, address, telephone number and e-mail address.

If the guarantor or the contact information of the guarantor of an institutional library card is changed, this must be reported to the library without delay. You can also notify contact information changes via the Vaski Web Library. The library will charge a fee for address checks from the population register.

### Patron information is confidential

The library is entitled to register the patron's personal identity number.

The information stored in the Vaski libraries' patron register is confidential, and it will not be disclosed to third parties. You can check your information in the patron register upon proving your identity.

Guarantors of institutional library cards may check the information of their respective organisations. A guardian may receive information about the late loans and unpaid fines of their dependant.

The register description is available for viewing at the libraries and on the websites of the Vaski libraries.



### Culture Card

Library card holders may attach a free Culture Card to their library cards.

As a Culture Card holder, you will receive information via e-mail on cultural events taking place in Turku.

The Culture Cards also offer benefits related to cultural events, such as reduced prices for entrance tickets.

## Borrowing and returning

You will need a library card to borrow materials from a library.

Libraries enforce PEGI age ratings for films and games.

More information on PEGI age ratings is available at <https://pegi.info/>

### Loan period and due date

The loan period for library materials is normally 28 days. However, the loan period for the following materials is 14 days:

- Jokeri material
- magazines
- DVD and Blu-ray discs
- console games

E-books and e-audiobooks are electronic materials. They have a loan period of either 7 or 14 days. Other materials may have individual loan periods.

When you borrow materials, you will receive a receipt of your loans. The receipt includes the due date of the materials, meaning the date by which you must return the materials. The loan period expires at the library's closing time on the due date.

You will receive a notification of an impending due date, if your e-mail address is listed in the library's patron register.

Loans must be returned by the due date, even if you have not received advance notification of an impending due date.

The library cannot be held responsible for disturbances caused by failing data communications. Therefore, such disturbances do not have an effect on potential late fines.

### Returns

You can return your loans to any Vaski library, with the exception of special library materials, such as paintings and sports equipment. These must be returned to the library from where they were borrowed. You can receive receipts for your returns, if you so desire. Some libraries have so-called drop boxes, which you can use to return materials outside of the library's opening hours. If you return material through a drop box, you will not receive a receipt for the return.

The library staff registers material deposited in the drop box as being returned on the following opening day of the library.

Because of this, material returned in a drop box may accrue late fines until the return is registered.

Returning material through a drop box is at your own risk.

### Renewals

You can renew your loans up to five times, provided that no reservations have been made for the material.

You can renew your loans

- via the Vaski Web library
- over the telephone
- over the counter at a library

Libraries may also have material that cannot be renewed, such as Jokeri material.

When renewing your loans via the Web Library, make sure that the new due date has been successfully saved in your loan register.

Late fines will start to accumulate when the due date in your loan register is exceeded. If the new due date fails to be saved, please contact the library.

### Reservations

Material can be reserved via the Vaski Web Library or at any Vaski library.

Reservations are free of charge, but uncollected reservations are charged with a fee.

When making a reservation, make sure to choose which library you wish to pick your reservation up from.

Notifications of reserved material that is available for collection can be received by e-mail, text message or post.

Libraries may also have material that cannot be reserved, such as Jokeri material.

### Interlibrary loans

If the collections of the Vaski libraries do not contain the material you are looking for, the libraries may order the material from other Finnish libraries or abroad as an interlibrary loan. Interlibrary loans are subject to a fee. The Turku City Library only provides interlibrary loans for material that is not available in the libraries of the local institutes of higher education in Turku.

## Borrowing right

Your borrowing rights will be revoked if:

- you fail to return invoiced borrowed material
- your overdue payments exceed a limit defined by the library

To restore your borrowing rights you must:

- return the overdue material
- pay all your library fees

## Payment and collection

### Charges

If you return borrowed material after the due date, you must pay a late fine. You must also pay the late fine, if you renew your loan after the due date. The late fine accumulates for all calendar days following the due date, up to the specified maximum amount (see the payment appendix).

The late fines are registered in your patron information, when the material is either renewed or returned.

You can pay late fines at the library.

Late fines can also be paid via the Web Library at [www.vaskikirjastot.fi](http://www.vaskikirjastot.fi) under Profile/Fines.

No separate invoice is sent to the patron for late fines.

No late fines are charged for material borrowed from the children's and youth section. However, the cost of a reminder notice is charged even for this material. Furthermore, collection costs will be charged for material for which formal collection measures have been commenced. This also applies to children's and youth material.

Lost or damaged library material must be compensated for. The most important charges collected by the library are listed in the payment appendix to the rules of use.

### Reminder

The library will send a reminder of overdue material when a week has passed from the due date. If there are reservations for the overdue item, or if the item in question is labelled as Jokeri material, the reminder will be sent on the day following the due date.

If a reminder is sent, a notification fee will be charged, in addition to the late fines. You will receive the reminder as an SMS, an e-mail message or a letter, depending on which form you have chosen for your notifications.



A second reminder will be sent three weeks after the due date. The second reminder is always sent as a letter.

### Invoice

Five weeks after the due date each municipality will send an invoice following their own practises. The collection of the debt can be turned over to a collection agency.

If you are still in possession of the material, you must return it to the library and pay the accumulated fines. If the items you have borrowed have been damaged or lost, they must be compensated for as per the invoice.

### Collection

A formal collection process will be commenced for unpaid invoices of unreturned library material. Each municipality will proceed

according to their own practises, and a collection agency may be engaged.

Collection measures will also be taken with regard to material borrowed by persons under 15 years of age and children's and youth material.

Material borrowed using a library card that belongs to a person under the age of 15 is the responsibility of the card holder's guardian or other guarantor. Material borrowed using an institutional library card is the responsibility of the respective institution.

### Compensations

If you cause damage to library property, you must compensate for the damages. The library is not responsible for possible damage that borrowed recordings may cause to the patron's equipment.

## Loss of usage rights

Loss of usage rights refers to a fixed-term prohibition from using library services. Loss of usage rights may occur if the patron, regardless of being told to cease his or her improper conduct, continues to behave disruptively towards other patrons or library staff, or to damage the library's property.

Improper conduct includes, among other things, appearing intoxicated or consuming one's own intoxicants in the library premises. The duration of the loss of usage rights is maximally 30 days.

The prohibition can be imposed by the head of the library or another office holder authorised by the head. Before the usage prohibition is put into effect, the views of the involved parties will be heard.

The prohibition is always issued in writing.

## Open libraries

Customers can use open libraries also when there are no service hours. There is no staff present at the library during self-service hours.

In open libraries you can borrow and return material, pick up reservations, read magazines and newspapers and study independently at the library. The library has a Wi-Fi network for customers.

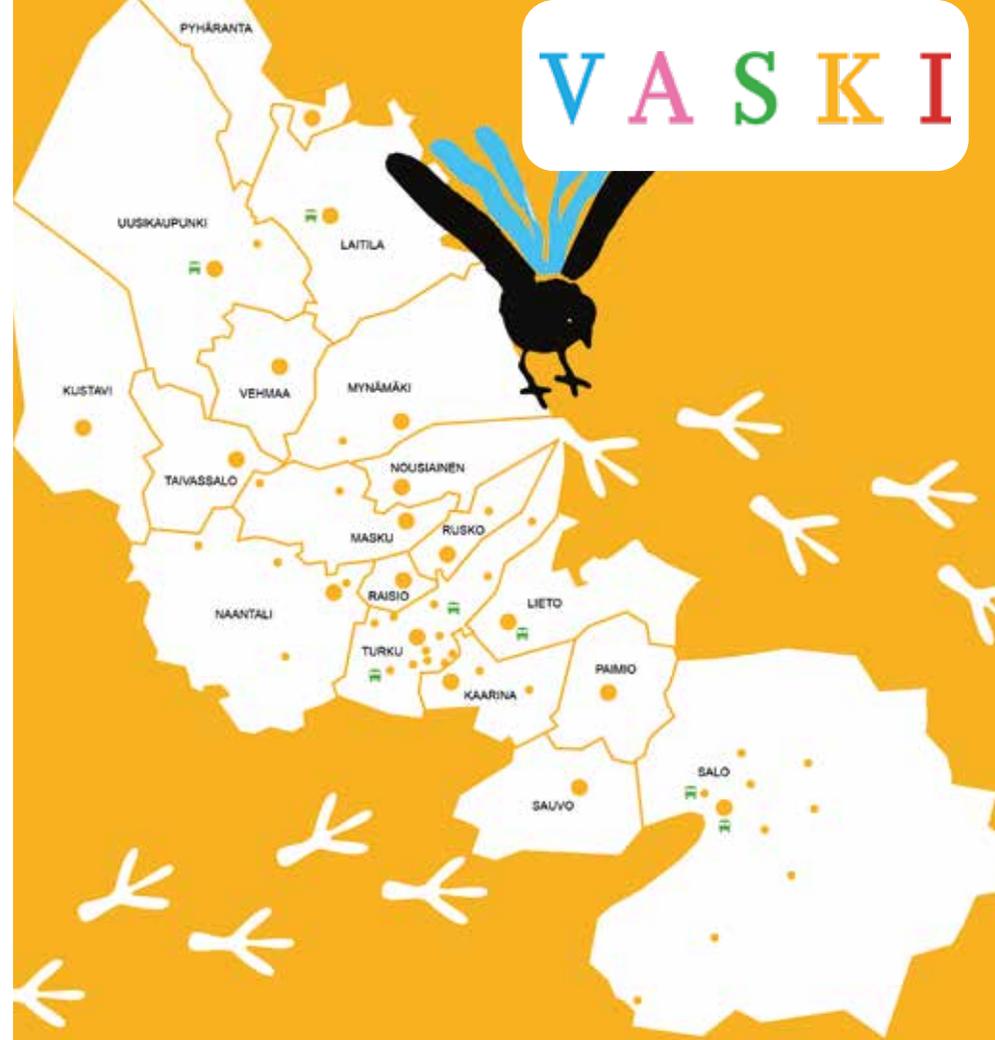
During self-service hours, you can enter the library using your Vaski library card and four-digit PIN code. The PIN code is the same as the one used in the Web Library and on self-service machines. You can get a PIN code from any Vaski library.

As a library card holder, you undertake to comply with the rules of use of the Vaski libraries.

The customer is also responsible for the actions of anyone entering the library with their card. Parents should visit the library facilities and go over the safety instructions together with their children before letting their children use the facilities independently.

Open libraries may have library-specific rules and instructions.

The security of open libraries is monitored via access control and recording video surveillance.



1. Turku City Library
  2. Kaarina City Library
  3. Kustavi Municipal Library
  4. Laitila Municipal Library
  5. Lieto Municipal Library
  6. Masku Municipal Library
  7. Mynämäki Municipal Library
  8. Naantali City Library
  9. Nousiainen Municipal Library
  10. Paimio City Library
  11. Pyhärinta Municipal Library
  12. Raisio City Library
  13. Rusko Municipal Library
  14. Salo City Library
  15. Sauvo Municipal Library
  16. Taivassalo Municipal Library
  17. Uusikaupunki City Library
  18. Vehmaa Municipal Library
- Mobile Libraries are available in Turku, Laitila, Lieto, Mynämäki, Pyhärinta, Salo and Uusikaupunki.



V A S K I

Vaski-kirjastot | Vaskibiblioteken

[www.vaskikirjastot.fi](http://www.vaskikirjastot.fi)