

User regulations for Upper Savonia Library network Rutakko 1 Sep 2017, effective until further notice

Regulations updated 31 Apr 2021

Welcome to use the Upper Savonia library network Rutakko! These regulations are followed by all of the libraries in the Rutakko network; the city libraries of Iisalmi and Kiuruvesi and the municipal libraries of Keitele, Lapinlahti, Pielavesi, Rautalammi, Rautavaara, Sonkajärvi, Tervo, Vesanto and Vieremä. You are committed to follow these regulations and any changes made to them when you visit libraries, get your library card or become a contact person.

Municipalities' entitlement to establish library regulations is based on the Public Libraries Act (1492/2016).

The use and opening hours of the library premises

The premises of the libraries in the Upper Savonia library network are open for everyone. Anyone who follows the user regulations is allowed to use the libraries' collections, services and customer facilities. You can find information on the opening hours of the libraries and mobile libraries at the library premises and the web library.

Information network is available in the libraries. The library is not responsible for any problems or damages caused to the customer by the use of the open network or the equipment used at the library.

The use, borrowing and reserving of library material

You can obtain a library card by filling a registration form. The information entered in the form is stored in the library's customer register. Approval from a contact person (a guardian, a supervisor of the interests or other legal representative) is required if the customer is under 15 years old, incompetent or if the customer is a community (a school, a kindergarten, an institute or other community). If the customer is underage, the personal details of the contact person are stored in the customer register until the underage customer turns 18. The customer or the contact person is required to provide proof of identification, their identity number and contact information in order to become a customer. A public library is entitled to collect necessary personal details that form their customer register. You can find the register details of the customer register at the libraries and the web library.

Your library card is personal. The user or the contact person is responsible for the material borrowed using the library card. You must immediately notify the library if you lose your card or if there are changes in your name or contact information. The user is responsible for the material borrowed with the lost card until the library has been notified of the loss.

You can use the web library and self-service libraries using your PIN number and your library card. You can obtain a PIN number by presenting your library card and providing proof of identification. PIN numbers are not provided by telephone or email.

Libraries have both physical and electronic material to use and borrow. The library is not responsible for the contents of the borrowed material or the validity of the information, or any damage caused to the customer by the material. You may simultaneously have up to 80 loans, 15 of which can be DVDs.

Loan periods are 4, 2 or 1 weeks, or 1 day. In mobile libraries and home library services, loan periods can be in accordance with the operations. Movies and games are not loaned to a customer that does not meet the legal, material-specific age restrictions. You can renew your loans up to five times unless they have pending reservations. Some material groups have restrictions in renewals.

You can reserve materials at a library or through the web library. The library notifies you by email, text message or a letter when your reservation can be collected. Reservations are free of charge. You must collect your reservation within 7 days of the sending of the notice of arrival. A fee is charged for an uncollected reservation. If the requested material is not found in the library's collections, you can request an interlibrary loan from elsewhere in Finland or abroad. You can find the price list for interlibrary loan fees and uncollected reservation fees in a library-specific appendix to these user regulations.

Returns and due dates

You must return your loans on the due date at the latest. You are responsible for your own returns, and you can get a receipt of a return if you wish. Some libraries have return boxes in use. Returning your loans in a return box is at your own responsibility and the loans are registered as returned the next opening day of the library. Return boxes may be closed during holidays.

Due dates can be found on the check-out receipt. You may opt for an email notification of an approaching due date. The library is not responsible for the due date notification reaching you. Libraries may charge overdue fees or return request fees for the overdue material. You can find the price list for overdue fees in a library-specific appendix to these user regulations.

The responsibilities of the user

At the library, you must behave in a manner that does not cause disturbances to the library's other users and personnel, or endanger the library's comfort and safety. You are responsible for handling the library's material and other property in a careful manner so that you cause no damage.

Free services and services subject to a charge

You can use, borrow and reserve the library's own material and get guidance free of charge. The library charges fees for items returned after the due date, uncollected reservations, sending return requests and bills, interlibrary loans etc. as defined in the appendix of these user regulations.

Lost or damaged material must be compensated for, either by replacing them with corresponding material, or by paying the appropriate compensation fee defined by the library. For copyright reasons, DVD, Blu-ray and CD ROM discs cannot be replaced with corresponding recordings. Instead, a compensation fee that includes the copyright fee is charged.

Denial of borrowing rights

Unpaid fees and compensations remain as the user's debt. You automatically lose your borrowing rights if your outstanding debt is over €10. You regain your borrowing rights when you return the overdue material and pay the accumulated fees.

Denial of user rights

Your right to use a certain library may be temporarily denied by the municipality, should you repeatedly cause significant disturbances to the library's operations, endanger safety or harm property despite the personnel's warnings. This denial of user rights may last up to 30 days. Before your user rights are denied, you have a right to be heard. An office-holder's decision is made concerning the denial of user rights. You may claim for a revision according to the Local Government Act.

Fees, billing and compensations at Iisalmi city library

The complete price list

Overdue fees

The fees begin to accumulate immediately after the due date.

- The overdue fee is €0,30 for each calendar day up to €5,00. Overdue fees are not charged for children's and youth's material.

Reminders and billing

The library sends the customer the first reminder 7 days after the due date.

The second reminder is sent 28 days after the due date. A compensation estimate of unreturned material is sent 56 days after the due date.

The first reminder of reserved material is sent immediately after the due date.

The second reminder is sent 14 days after the due date and a compensation estimate 28 days after the due date.

The bill is sent no earlier than 70 days after the due date. Unpaid fees and compensations are transferred to debt collection.

You lose your borrowing rights if your outstanding debt is €10,00 or more.

Other fees

- a library card; the first card is free and the consecutive cards are €2,00 for adults and €1,00 for children

- an uncollected reservation €1,00

- a plastic or paper bag €0,20; a canvas bag €3,00–7,00 depending on the size

- a photocopy or a print black and white €0,50; colour €1,00

- disused material selling prices €0,20–8,00

- interlibrary loans a) from regional libraries, the National Repository Library (NRL) or the Library of Parliament €2,00

b) scientific libraries and other specialized libraries €10,00

c) microfilms and microfiches according to the transferred material

d) photocopies as billed by the sending library – material sent as an interlibrary loan

Interlibrary loans sent by library

e) copies starting from €5,00 for an article (10 first pages, the following pages €0,50 each)

f) sent interlibrary loans €7,00

Compensation for lost or damaged materials or cases

- DVD, Blu-ray and CD cases €2,00 – AV loan case €5,00–8,00

Lost or damaged material is compensated according to the user regulations.