

User rules of the Upper Savonia library network Rutakko 1/1/2025, valid until further notice

We welcome you as a user of the Upper Savonia library network Rutakko (hereinafter “library”). These rules apply to all libraries belonging to the Rutakko network: The city libraries of Iisalmi, Kiuruvesi, and Suonenjoki, and the municipal libraries of Keitele, Lapinlahti, Pielavesi, Rautalampi, Rautavaara, Sonkajärvi, Tervo, Vesanto, and Vieremä.

The user rules form a basis for the library's operations, in which emphasis is placed on the equality of customers, equal practices, and common rules. Customers agree to comply with the library's user rules upon receiving a library card, agreeing to be the responsible person (guardian/guarantor of a child under 15 years of age, contact person of a daycare centre, school class, or similar community) and when visiting the library. The municipality's right to establish library user rules is based on the Public Libraries Act (1492/2016). User rules promote the internal order, safety, and comfort of the library.

Use of the library's customer facilities, opening hours and self-service libraries

The library service points of the Upper Savonia library network are open to everyone, and all collections, services, and customer facilities can be used by anyone who follows the user rules. The libraries' opening hours and the schedules of library buses are communicated at the service points and the online library.

Some of the library facilities are self-service libraries, meaning there is no staff present during self-service hours. During these hours, customers log into the library with a library card and a PIN code. Responsible persons (guardian/guarantor of a child under 15 years of age, contact person of a daycare centre, school class, or similar community) must familiarise themselves with the library facilities and safety together with the child, group, etc., for whom they are responsible before the facilities are used independently. The library staff may temporarily prevent access to the self-service library due to disrup-

tive behaviour. General safety instructions for emergencies are available at the libraries. Self-service libraries have recorded camera surveillance, which is subject to the Data Protection Act (1050/2018). Customers who cause a property alarm to activate are responsible for any arising costs. Please check the library-specific practices regarding self-service libraries at your local library.

Libraries have an open visitor network. There are no protections on the network, and customers must ensure sufficient protection while using it. The libraries are not responsible for problems caused by the use of the open network or the equipment/hardware used in the library nor for any possible damages to customers.

The libraries may have premises for organising events that are available for booking. The booking and user instructions for these facilities are communicated at the service points.

Use, borrowing and reserving of library materials

Customers are issued a library card after filling out the commitment form, and the entered details are stored in the library's customer register. A commitment from the responsible person (guardian, custodian, or other legal representative) is required from individuals under 15 years of age or other minors and from community clients (school, daycare, institution, or other community). The details of the responsible person for a minor customer are stored in the customer register until the customer turns 18. To establish a customer relationship, the customer or responsible person must prove their identity with a photo ID and provide their social security number and contact details. The public library has the right to collect the personal data necessary for establishing a customer relationship, and this data forms a customer register. The customer register's privacy policy is available in the library and in the online library.

Library cards are personal, and the owner or responsible person is responsible for the materials borrowed with the library card, as well as for renewing and returning loaned materials. The library card must always be presented when borrowing and, if necessary, when using other services of the library. If the library card is lost or any personal details change, this must be notified to the library immediately. Customers are responsible for any materials borrowed with the lost card until a notification of loss has been submitted to the library.

With a PIN code and library card, customers can use some of the library's electronic services, self-service kiosks, online library, and self-service library. Customers can obtain a PIN code by presenting their library card and proving their identity. PIN codes are not issued by phone or email.

The library has physical materials and e-materials available for use and borrowing. The library is not responsible for the content of borrowed materials or the accuracy of the information, nor for any damages caused to customers by them. The loan periods are generally 4, 2, 1 weeks and 1 day. In the case of some library services (e.g. library buses and home services), loan periods can be applied according to the nature of the activity. Movies and games are not lent to customers who do not meet the statutory material-specific age limits. Loans can be renewed 5 times unless there are reservations. There are restrictions on the renewal of loans for some groups of materials. A customer can have 100 items on loan at the same time. For business customers, the loan limit is 150 items.

Materials from Rutakko libraries can be reserved free of charge. The library will notify you about the collection of a reservation by email, text message, or letter. The reservation must be collected within 7 days after the notification has been sent. A fee will be charged for any uncollected reservations. If the required material cannot be found in the library's collections, it can be borrowed from elsewhere in Finland or from abroad. Distance service fees and the fees for uncollected reservations are set out in the library-specific annex of the user rules.

Returns and return deadlines

The customer must return the material no later than the due date of the loan. The customer is personally responsible for returns, and a receipt can be obtained if desired. Some libraries have a return box in use. The return of loans using the return box takes place at the customer's responsibility, and the loans will be returned on the following day that the library is open. Return boxes may be closed during public holidays.

The due dates are indicated on the receipt that the customer receives at the time of the lending of the material. It is possible to receive a reminder about loans via email before the due date. The library is not responsible for the delivery of the due date reminder. Libraries may charge a late fee for overdue

materials or a fee for a return request. The fees to be charged are stated in the library-specific annex of the user rules.

Library user obligations

Library users must behave appropriately (Public Order Act 612/2003). Library users must not cause disturbances to other users or staff while using the library, nor compromise the comfort and safety of the library. Library users are obliged to handle the library materials and other property with care so that they do not get damaged.

Fees and compensation of materials

Most of the library's services are free of charge. The library charges fees in accordance with the Fees and Compensation annex, including fees for late returns of materials, failure to collect reserved materials, delivering return requests and invoices, as well as distance loans.

The customer must compensate for lost or damaged material. Lost or damaged materials must be replaced with similar materials or compensated by paying a fee corresponding to the value of the materials as determined by the library. DVD and Blu-ray discs cannot be replaced with similar recordings for copyright reasons, and a compensation fee is charged for these, which includes the copyright fee.

Borrowing ban

Unpaid fees and compensations remain a debt for the customer. Debts exceeding 10 euros automatically result in a borrowing ban. The customer will regain their loan rights upon returning overdue materials and paying the accrued fees.

Library ban

The municipality may impose a temporary, library-specific ban (for up to 30 days) if the customer repeatedly and significantly disrupts the library's operations, compromises its safety or damages the library's property despite warnings. In addition to this, the disruptive behaviour of a customer towards staff or another customer, despite warnings, may lead to a library ban. Before a ban is issued, the customer must be heard, and a decision of the office-holder concerning the ban is concluded, which the customer may appeal in accordance with the Local Government Act. (Finnish Public Libraries Act 1492/2016, Section 15)

Fees, billing and compensations

March 1, 2026, valid until further notice

Overdue fees

The fees begin to accumulate 7 days after the due date. The overdue fee is €0,30 / item for each calendar day up to €20,00 / item. Overdue fees are not charged for children's and youth's material.

Reminders and billing

The library sends reminders, compensation estimate of unreturned material and bills as follows
First reminder 7 days after the due date.
Second reminder 28 days after the due date.
A compensation estimate 56 days after the due date.
The bill is sent no earlier than 70 days after the due date.

The library sends reminders, compensation estimate material and bills of reserved materials as follows
First reminder immediately after the due date.
Second reminder 14 days after the due date
A compensation estimate 28 days after the due date.
The bill is sent no earlier than 70 days after the due date.

Delivery charges for reminders, compensation estimate of unreturned materials and bills as follows
First reminder €2,00 (not charged for children)
Second reminder €3,00
A compensation estimate €4,00
The bill €5,00

You lose your borrowing rights if your outstanding debt is €10,00 or more. Unpaid fees and compensations are transferred to debt collection.

Compensation for lost or damaged materials or cases

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

Interlibrary loans

€8,00 + charges of the sending library / item
From other countries €20,00 + charges of the sending library
An uncollected interlibrary loan will be charged as above.

Interlibrary loans to other libraries

€15,00 / item
Copies €5,00 (first 10 pages, following pages €0,50 / page)

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
Bags €0,20—10,00
A photocopy or a print A4 black and white €0,50, A4 colour €1,00, A3 black and white €1,00, A3 colour €2,00
Disused material selling prices €0,20—10,00



TERVON KIRJASTO



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Opening hours www.tervo.fi/kirjasto
Self-service library Mon-Sun 7am—21pm