

RULES AND REGULATIONS IN VAARA LIBRARIES

from 1.1.2023

Welcome to Vaara Libraries!

All North Karelian public libraries belong to the network of Vaara Libraries. Vaara Libraries are open to everybody, and the collections are available free of charge. The library staff guides you in finding information and using the library services. The library rules and regulations make Vaara Libraries comfortable, orderly, and safe places for all.



Data protection

Vaara Libraries have a shared library system and patron register. The library has a right to use the patron's or their guardian's/representative's social security number in their patron register (Data Protection Act 1050/2018, 4 § and 29 §). The patron has the right to see the personal information the library stores in the register and, if needed, update or erase the information (Data Protection Regulation 2016/679 articles 13–18). Instructions for making an information inquiry are in the privacy policy. The Vaara Libraries' privacy policy is visible at the library premises and online at Vaara web library (vaara.finna.fi). Information that individualizes patrons or borrower information is not given to third parties.

Library card

The first library card is free of charge. The card is for personal use only, and it is to be presented when borrowing material and using other library services. You can get a library card from any Vaara library by presenting a photo ID card with your social security number. You will also need to present your current address in Finland. Once you receive a library card, you commit to following the library rules.

If a patron does not have a Finnish social security number, the library card will be valid 12 months at a time.

Patrons under the age of 15 must have the signed consent from their guardian or other statutory representative, and must present an ID card (for example, Kela card) to get a library card. Material meant for the use of an adult cannot be borrowed or reserved with a child's library card. The libraries comply to the age limits of games and movies.

A day-care, a school, or other community can get a community card. A person in charge needs to submit the community's contact information and sign a registration sheet to get the card. Community library cards are valid for 12 months at a time.

A patron or community is responsible for the material borrowed on their library card, as well as renewing and returning their loans. The representative is responsible for the loans of patrons under 15 years of age.

If you lose your library card, remember to inform the library immediately so that the missing card can be banned from use. The owner of the missing card is responsible for the borrowed material until such notification reaches the library.

The library must also be notified of any changes to your name or contact information. In case of a name change, a new card is made free of charge. Name needs to be updated in person at the library and the patron needs to present a valid ID card with the new name. Other contact information as well as an individual holds identifier can be changed at the web library by the patron.

PIN (passcode)

A four-digit PIN (passcode) is made for each library card. Using the library card number and the PIN, a patron may place holds, renew loans, pay fees, request to update contact information, and use electronic materials at the web library. The PIN is also needed at the automatic lending machines and accessing self-service libraries.

Renewals and returns

The loan period varies from 1 to 28 days depending on the material. Some material may have different policies regarding borrowing (for example, sports equipment and express loans). Borrowed material should be renewed or returned at the latest on the due date.

The loan period ends on the due date when the library closes, or at the web library at midnight. You can renew your loan 7 times, unless a hold has been placed by another patron, or if your library card has been banned from use.

Loans can be returned to or renewed at any Vaara library. Loans can also be renewed via phone or at the web library. Borrowed material can also be returned during self-service hours at the automatic returning machines.

If a library has a drop box, a patron can use them to return borrowed items at their own risk. Loans returned through the drop box are checked in by the library staff the next working day.

Holds

All material in Vaara libraries can be reserved free of charge. You will receive an alert via e-mail or text message when the material is available for pick-up. A hold left unpicked will cause a fee (not applicable for patrons under the age of 15). You can cancel a hold waiting

for you at the library by contacting the library before the last pick-up date. The number of active holds is limited.

Interlibrary service

Material that is not available at Vaara libraries can be loaned as an interlibrary loan from another library. There is a charge for the interlibrary service. The patron must have a Vaara library card to access this service.

Self-service libraries

In addition to regular opening hours, many Vaara libraries offer self-service time when you use the library independently. These locations are called self-service libraries.

Self-service is free of charge, and in most cases self-service access is possible with a Vaara library card. An individual or a communal self-service access right can be acquired by visiting a self-service library during regular opening hours to sign an agreement. Self-service libraries can have their own rules and regulations.

Charges and material compensation

Using, loaning, and reserving of Vaara library material as well as consulting the staff for help is free of charge. Home delivery service is also free. Children's material does not accumulate overdue fees, but reminder fees and compensation charges apply.

Patrons can opt to receive a reminder by e-mail before due date. It is also possible to receive loan and return receipts by e-mail.

An overdue fee is collected even when the renewal has not succeeded due to technical issues, such as maintenance break at the web library. Vaara Libraries are not responsible if the patron does not receive e-mail notifications and reminders.

Charged services include:

- overdue fee on material renewed or returned after the due date
- reminder fees and charges
- a hold that has not been picked up
- interlibrary service
- a damaged, lost, or unreturned item
- a new library card to replace a lost or damaged one

Patrons must replace damaged material with equivalent material or by paying for the compensation. Some material, such as movies, cannot be replaced with an equivalent due to royalties. Compensation charges are not refunded to the patron. The library is not responsible to compensate if any borrowed material damages a patron's equipment.

Fees and charges can be paid in all Vaara libraries and at the web library.

Disagreements on charges are settled in the district court.

Borrowing ban due to charges

If the fees on a patron's library card are over the Vaara libraries limit, the patron will be banned from borrowing books. Overdue fees, not picking up items on hold, and renting library spaces can accumulate to this limit and lead to borrowing ban.

The owner of the library card with a borrowing ban can visit the library and use its collection and equipment normally.

A patron can regain their borrowing rights by paying the fees.

Ban from use

Patrons should behave appropriately on the library premises. If the safety of the library is disturbed, the Public Order Act is applied. The staff may ask a person causing disruptions to leave the library premises.

If a patron's disruptive or inappropriate behavior towards staff members or other patrons continues, the patron may be prohibited from using the library temporarily. The access rights can also be lost by damaging library property. The official cancellation of access rights is carried out by an authorized city institution or civil servant. Before the cancellation, the patron must be heard. The cancellation is made under court decision on which the patron can appeal to. The ban from use can last up to 30 days.

Other

More information on Vaara Library services, the current rules and municipally varied fees as well as limitations on loans and holds can be read online at <https://vaara.finna.fi>. The privacy policy can also be found online at the web library.

Wishes and feedback regarding the library can be given directly to staff or online via the feedback form.

Vaara Libraries hold the right to make changes to the rules of use.

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Vaara Libraries on [Google Maps](#)

