

Helle

KIRJASTOT
BIBLIOTEKEN
LIBRARIES

ENGLISH

Helle Libraries: Terms of Use

From 1 January 2023

helle.finna.fi

Helle Libraries

These Terms of Use apply to all Helle Libraries. The Helle Libraries consist of the public libraries in the following cities and municipalities:

- Askola
- Hanko
- Inkoo
- Lapinjärvi
- Loviisa
- Myrskylä
- Pornainen
- Porvoo
- Pukkila
- Raasepori
- Sipoo
- Siuntio

The libraries share the same library card, Online Library, library system, customer register and catalogue.

Terms of Use

Read these Helle Library Terms of Use carefully. When you use the library or get a library card, you agree to comply with these Terms of Use.

You can find these Terms of Use in the libraries, and they are available on the Helle Libraries' website at helle.finna.fi.

Separate Terms of Use and rules exist for equipment in the libraries, and they are available on the libraries' websites.

A separate payment appendix has information about fines and other payments.

The library is open to everyone

The Helle Libraries' services are open to everyone who follows the Terms of Use.

Customers can use, borrow and place holds on the Helle Libraries' books and other materials for free. The staff also instruct and advise library users free of charge.

The libraries may have free or rentable spaces in which local residents, associations, organizations and other groups can arrange events. The rental fees for these spaces may differ between libraries.

Library card and PIN code

Library card

You can get a personal library card in any Helle library. To get a card, give your contact details and show some ID.

The Helle Libraries accept the following forms of ID:

- EU countries' identification documents
- passport
- Finnish driving licence
- photographic Kela card (for under-18s, a Kela card without a photograph is accepted)
- resident's card from a reception centre in Finland
- residence permit issued by the Finnish Immigration Service

You must have an address in Finland.

You need a library card to borrow, renew and place holds on books and other material, as well as to use e-material.

You can use the same library card to borrow material from all Helle libraries.

When you get a library card, you also agree to comply with these Terms of Use. For some library services, such as the Online Library, you will need a PIN code in addition to a library card.

The first library card is free. A new card costs €2.

A child can have their own card. A child aged under 15 needs a parent's or guardian's written consent to get a library card.

You are responsible for the material you borrow. If the material is borrowed using the card of a user aged under 15, their parent or guardian is responsible for the material.

If you lose your library card, tell the library immediately. When you have reported the card as missing, no one can use the card.

Inform the library, too, if your name or contact details change. Your contact details are your address, phone number and email address.

You can notify the changes to any Helle library, or update your contact details in the Helle Online Library.

A nursery, school, educational institute or other organization may get an organizational library card. This requires the organization's contact details and a contact person's signature. The organization is responsible for the material it borrows using the library card.

If the organization's contact person or contact details change, the organization must inform the library of this immediately.

The library reviews library card details regularly.

PIN code and hold identifier

To use some libraries' services, you need a PIN code and a hold identifier. You can get a PIN code at any Helle library when you show some ID. PIN codes and hold identifiers are not given by email or over the phone.

Some cases in which you will need a PIN code are

- in the Helle Online Library, where you can see and renew your loans as well as place holds on books and other materials
- when you use the e-materials online
- when you use a lending machine
- when you visit a library during self-service hours.

You will need a hold identifier when you pick up material that is held for you on a self-service hold shelf. The hold identifier is an automatically generated numeric series, or a nickname you choose yourself. It helps you find your hold on the hold shelf. You can ask for a change to the hold identifier in the Online Library or the libraries' customer service.

Using the library during self-service hours

In some Helle libraries, you can visit during self-service hours outside normal opening hours. To do so, you need a library card and PIN code. Your library card is your personal access card for entering the library.

The municipalities may have different rules about the use of libraries during self-service hours.

Customer information is confidential

A library has the right to register a customer's personal identification number. The Helle Libraries' customer register information is confidential and not shared with third parties. You can inspect the information the library holds on you when you show some ID.

The contact person for an organizational library card has the right to inspect the organization's information. A parent or guardian may obtain information about their child's or dependant's overdue loans and outstanding fines.

You can read the registers' data protection notices in the libraries and on the Helle Libraries' website.

Borrowing and returning

To borrow material, you need a library card, which you must use when checking out material. Your library card can also be a mobile card on your phone. You can check material out using a mobile card if you have ID with you. When you use a mobile library card at a lending machine, you can prove your identity with a PIN code.

When lending films, games and other visual recordings, the libraries use the age limits set by the National Audio-visual Institute.

Loan period and due date

Material may generally be borrowed for 28 days.

The following, however, are examples of material that may only be borrowed for 14 days:

- specially marked new items
- material with a lot of holds
- periodicals
- DVDs and Blu-ray discs
- console games
- board games

Quick loans may be borrowed for 10 days. You cannot renew or place a hold on a quick loan.

All loan periods and limitations to numbers of loans are listed in the appendix to the Terms of Use.

When you check out material, you get a loan receipt. The receipt shows the due date of the material, the latest day you must return it. The loan period ends at the library's closing time on the due date.

If you wish, you may get an email or text message reminder of an upcoming due date.

You must return the material no later than the due date which appears on the loan receipt or on the Helle Online Library, even if you have not got a notification of the end of the loan period.

The libraries cannot affect any disruptions to phone or network connections. For that reason, they or other technical disruptions do not reduce any fines.

Returning loans

You can return borrowed material to any Helle library. Inter-library loans and libraries' special materials, such as sporting equipment and other objects, are an exception to this rule. You must return them to the library you borrowed them from. If you wish, you can get a receipt when you return materials.

Some libraries have return hatches, where you can return loans when the library is closed. If you return material through a return hatch, you will not get a return receipt.

The staff will process material left in the return hatch only on the next day the library is open. This means material returned in the return hatch may attract fines until the return is processed. You return material via the return hatch at your own risk.

Renewing loans

You can renew loans up to 6 times if there is no hold on the material. You can renew loans on the Helle Online Library, in a library or by phone. You cannot renew quick loans or materials we invoice for.

When you renew loans online, always check that the new due date is stored in your loan details. Fines start to accrue after the due date shown in your loan details. If the new due date is not stored, contact a library.

Holds

You can place a hold on material via the Helle Online Library or in any Helle library.

Holds are free of charge. You cannot place holds on quick loans.

When you place a hold, choose the library you want to collect the material in. When the material you have placed a hold on arrives in the library and is ready to collect, you will get a notification by email, text message or letter, depending on what you have chosen.

Contact the library if you cannot collect the held material before the last collection day. If you do not contact the library, an uncollected hold costs one euro.

Suggestions for acquisitions and inter-library loans

If the Helle Library collections do not have a certain item, you can suggest that we buy it or ask us to borrow it from another library. The libraries can order inter-library loans from other libraries in Finland or abroad. We charge for inter-library loans.

Borrowing rights

You can lose your borrowing rights if you have accrued outstanding fees charged for services governed by public law of €20 or more.

This loss of borrowing rights concerns all Helle Libraries. You can restore your borrowing rights by returning overdue material and bringing your outstanding fees charged for services governed by public law to under €20.

Payments and debt recovery

Payments and reminders

If you return borrowed material after the due date, you must pay a fine. You will also be fined if you renew a loan after the due date. Fines will accrue for all library opening days until the maximum amount.

You can pay fines in a library or in the Online Library. You will not be posted a separate bill for them to your home. Children aged under 15 pay only reminder fees. Organizations are not charged fines. When material you have borrowed is a week (7 days) late, the library will send you the first reminder, which comes with a charge. You will be reminded in the way you have chosen.

When material you have borrowed is three weeks (21 days) late, the library will send you the second reminder.

Other fines are listed in more detail in the appendix to the Terms of Use.

Invoices

When material you have borrowed is 50 days late, the municipality will invoice you for it according to its own practices. The invoice may also be sent by a body other than the municipality.

If you have the material, you must return it to the library and pay the fees which have accrued. If the material is lost or damaged, you must replace it. You can replace material by buying equivalent material for the library or paying the library's invoice.

You cannot replace DVDs and CD-ROMs with equivalent material.

Debt collection

If you do not return or replace material you have borrowed, the municipality may send your invoices to a debt collection agency in accordance with its own practices. Debt collection means actions by which the municipality or library gets compensation from you for the material.

Debt collection can also apply to material borrowed by an under-15-year-old. When the material is borrowed using the card of a user aged under 15, their parent, guardian or other responsible person is responsible for the material. The organization is responsible for material borrowed with an organizational library card.

Compensation

A library user must handle library material and other property with care.

If you damage library property, you must compensate the damage (Tort Liability Act 412/1974).

The library is not responsible for damage caused to your devices when you use library material. The library is not responsible either for damage caused by the library's devices to third parties.

Loss of usage rights

Loss of usage rights means temporary suspension from the library, during which time you cannot use the library.

You will lose your right to use the library if you repeatedly disrupt its operations, endanger the safety of the library, or damage its property.

A municipality issues the suspension, and it is specific to a library. A suspension may last up to 30 days. Before suspending a user, the user must be given the opportunity to tell their view of the matter. The user may seek a correction of the suspension decision in accordance with the Local Government Act (410/2015).

The Terms of Use are based on the Public Libraries Act (1492/2016).

Public Libraries Act (1492/2016)

6 § Duties of public libraries

Public libraries are tasked with:

- 1) providing access to materials, information and cultural contents;
- 2) maintaining versatile and up-to-date collections;
- 3) promoting reading and literature;
- 4) providing information services, guidance and support in the acquisition and use of information and in versatile literacy skills;
- 5) providing premises for learning, recreational activities, working, and civic activities;
- 6) promoting social and cultural dialogue.

The Helle Libraries' management team has approved the updated Terms of Use on 26/10/2022 and they enter into force on 1/1/2023. The Terms of Use are in force until further notice.