

OUTI library network consists of the libraries of Hailuoto, Ii, Kempele, Kuusamo, Liminka, Lumijoki, Muhos, Oulu, Pudasjärvi, Pyhäjoki, Raahe, Siikajoki, Taivalkoski, Tyrnävä, Utajärvi and Vaala.

All OUTI libraries share the same material, customer register and library system. The information in the library customer register is used for service purposes. The data drawn from the register is anonymised if used for statistical purposes or planning and reporting on the library operations and services.

The OUTI library database also includes information on the materials located in special and school libraries. The special and school libraries' rules and regulations partly differ from other libraries.

### **RIGHTS OF USE**

- Library services are available to everyone. Customers agree to follow the OUTI library rules.
- Using, borrowing and reserving library material as well as guidance and advice provided by libraries are free of charge.
- Libraries offer different types of rooms and spaces for customers to use free of charge or for hire.

### **LIBRARY CARD**

- Library cards are personal and used for identifying library customers from the register. Library cards can be obtained from the OUTI libraries and mobile libraries by presenting a personal identification document. Libraries may also have alternative customer identification methods. The library card is valid in all OUTI libraries.
- Local communities can obtain a library card and borrowing privileges. Organizational customers agree to follow the same OUTI library rules.
- A library card can be obtained from every OUTI library or mobile library. The first library card is free of charge.
- Library card and borrowing privileges are valid for 5 years. Your contact information will be checked when your account is renewed.
- Customers must have a Finnish postal address. Customers under 15 years of age require a written permit from a parent or guardian. A parent or guardian is responsible for the loans of a customer who is under 18 years old.

- Account expiration, wrong postal address, missing parent/guardian information or missing personal identity code will result in a loss of borrowing privileges. Borrowing privileges are restored when these issues are corrected.
- Certain library services require a PIN (Personal Identification Number). Customers can apply for a PIN in person at the library. PINs can be used at self-service machines to protect borrowing transactions. PIN is required if customers wish to e.g. renew loans online, reserve items online or enter a self-service library.

### **LIBRARY USER RESPONSIBILITIES**

- Library cards are for personal use only. You are responsible for your card and any material borrowed with it as well as the use of your personal information and PIN.
- If you lose your library card or change your address or name, you must notify any of the OUTI libraries immediately. Items cannot be checked out with a library card reported missing. You can purchase a new card or activate the old card if it is found when you prove your identity with a passport or a valid ID card with your photograph.
- If you do not return your loans or pay fines, you will lose your borrowing privileges in every OUTI library until the loans are returned and charges paid.
- Libraries are available and accessible to all. Repeatedly and substantially disrupting library operations, damaging library property or jeopardizing public security in a library can result in a suspension of library use. Local authorities may impose a library-specific suspension on a library user, maximum duration is 30 days. Before suspension of library use is implemented, both parties have the right to be heard.

### **LOANS, RENEWALS, RESERVATIONS AND RETURNS**

- Customers can have 100 loans at a time. Organizational customers can have 200 loans at a time.
- The age limits stated in the Act on Audiovisual Programmes are complied with when borrowing films and games.

- Loans can be renewed, with the exception of short term loans and objects, if they have not been reserved. Loans can be renewed a maximum of 5 times.
- Customers can reserve reservable items from all OUTI libraries.
- Reserving is free of charge. If you do not pick up your reservation, you must pay a fine. The maximum amount of reservations is 50 at a time.
- Loans, with the exception of objects, can be returned to any OUTI library free of charge. Objects must be returned to the same library they were borrowed from.

### **INTERLIBRARY LOAN SERVICE**

- Customers can submit an interlibrary loan request for material that is not found in OUTI libraries. There is a charge for the service. The interlibrary loan service complies with national guidelines, and with the terms and fees set by the library providing the loan.
- Some libraries have specific interlibrary loan practices that must be followed. Ask more information from your library.

### **OVERDUE LOANS**

- The loan period expires when the library closes on the due date.
- Customers can order email reminders to notify them about upcoming due dates. Customers are responsible for their loans even if the reminders or overdue notices sent by the library system do not reach the customer or are not sent due to maintenance of the library system.
- Loans returned after the due date will be subject to overdue fines.
- Material for children or children's loans are not subject to overdue fines.
- The library will send an overdue notice and charge a fine for overdue loans. Overdue notices for children's material and children's loans are also sent. Overdue notice will be sent 7 days after the due date.
- Unreturned items will be invoiced. If the customer is under 18 years old and has unreturned loans, the invoice will be addressed to the customer's parent or guardian. Invoices will result in a loss of borrowing privileges.

- If the customer does not pay the invoice, the matter will be assigned to a debt collection agency that will collect the invoiced amount and any collection costs from the customer. OUTI libraries have different debt collection practices.

## REPLACEMENT OF MATERIAL

- If the customer damages or fails to return borrowed items, he or she is to compensate for it by either replacing it with a new identical copy or by paying the price of a replacement.
- Customers cannot replace films, games or computer programs with a new copy. In these cases, customers are to pay the price of a replacement.
- The library is not responsible for any damage to customers' equipment or hardware caused by the use of library items.

## DATA PROTECTION AND PRIVACY

- OUTI libraries have a shared register of borrowers. The library is entitled to enter personal identity codes into their register of borrowers (Personal Data Act 523/1999, Section 13).
- Customers have the right to check their personal information in the library's customer register (Personal Data Act 523/1999, Section 10). Instructions on how to request information can be found in the Description of the customer register.
- The Description of the customer register is available for viewing at <https://outi.finna.fi/Content/rekisteriselosteet>.
- The personal data or specific loan information of the OUTI library customers are not disclosed to third parties.

OUTI library rules and regulations are based on the Public Libraries Act (1492/2016)

Decision of OUTI Steering Group on 29.11.2018

These user regulations will enter into force on 7.1.2019 and will be valid until further notice.

## LOAN PERIODS

books	28 days
CD's	28 days
magazines	28 days
objects (e.g. borrowable bags)	28 days
DVD's- and Blu-rays	14 days
games and console games	14 days
short term loans (e.g. short loans, sports equipment, instruments)	14 days

## FEES

Overdue fines	0,15 € / day / item
short term loans	0,40 € / day / item
max. fine / loan	5,00 €
Overdue notice	1,00 €
Uncollected reservation	1,00 €
Interlibrary loan fee, customers	1,00 €
New library card	3,00 €
Borrowing privileges suspended if fines exceed	12,00 €

There are no overdue fines for children's loans or materials for children and the young.

All charges must be paid in full at the same time, payments by instalments are not accepted.



# RULES AND REGULATIONS



**OUTI**

KIRJASTOT • LIBRARIES