

DIRECTIVE

Tallinn

April 20th 2020 No 1-2/19

Regulation for the use of the internet workspace during a national emergency and during any future time when a life-threatening virus is spreading

The directive is established on the basis of §6, subsection 2, point 5 of Tallinn City Council's 18.10.2007 ordinance No 31 „Tallinn Central Library's Base Ordinance“ and §1, subsection 4 of Tallinn City Council's 02.06.2016 ordinance No 19 „Usage Regulations of Tallinn Central Library“.

1. General provisions

- 1.1. During the period of national emergency, and during any future time when a life-threatening virus is spreading, patrons can use an internet workspace with a time allowance of 15 minutes and the requirement of pre-booking. The patron may enter the library 5 minutes before their booking starts. As soon as the booking ends, the patron must leave.
- 1.2. Terms will be used in the following meanings throughout this directive:
 - 1.2.1. library – Tallinn Central Library;
 - 1.2.2. service unit – a department or branch library of the library;
 - 1.2.3. patron – a person that has registered as a patron of the library;
 - 1.2.4. minor – a person under the age of 18;
 - 1.2.5. parent – the legal guardian of a minor (custodial parent or guardian);
 - 1.2.6. internet workspace - an internet workspace with a time allowance of 15 minutes – for the short-term use of a computer, the internet, the ID-card software and office software;
 - 1.2.7. session – a 15 minute time allowance during which the patron is able to use the internet workspace;
 - 1.2.8. regulation – internet workspace regulation during national emergency and during any future time when a life-threatening virus is spreading.
- 1.3. The use of the internet workspace is free of charge.
- 1.4. Before using the internet workspace, the patron must read the regulation.
- 1.5. While using the internet workspace, the patron is required to follow the regulation and all valid legislation.
- 1.6. The library will not release the patrons' data or internet workspace logs to third parties, exc. in cases provided by law.

2. Internet workspace

- 2.1 The internet workspace can be used by library patrons in order to communicate with the state, local government or family; to look for employment; to pay bills etc. During a national emergency, it is not permitted to use the internet workspace for entertainment, e.g. for playing computer games.
- 2.2 In order to use the internet workspace, a pre-booking must be made. The contact information of the service units that offer this service have been published on the library's webpage www.keskraamatukogu.ee. If necessary, a librarian will assist with online patron registration beforehand.
- 2.3 One session is up to 15 minutes long. If other patrons do not need to use the internet workspace, a librarian may allow the current user to have an additional 15 minute session.

- 2.4 Before entering a service unit and using the internet workspace, a library card or an ID-card (if you use your ID-card as a library card) must be presented by following the instructions on the service unit's door.
- 2.5 The internet workspace computer will be equipped with a web browser, office software and ID-card software.
- 2.6 The patron is able to temporarily save documents into the folder *Documents* or on the computer's *Desktop*. Before leaving the internet workspace, the patron is required to delete all of their saved files (documents) from the computer.
- 2.7 It is possible to use a charged printing service at the internet workspace. The service can be paid for with a bank transfer or bank card, if the service unit has a card payment terminal.

3. Rights of the library

- 3.1. A librarian has the right to:
 - 3.1.1. cancel a booking if the patron is more than 5 minutes late to their booking;
 - 3.1.2. refuse providing the patron with an additional session, if the internet workspace is needed by other patrons;
 - 3.1.3. end the session if the patron is not following the rules that are set in the regulation or the library's internal rules or is not following the librarian's orders;
 - 3.1.4. upon the patron's request, enter the internet workspace computer via remote management in order to assist and instruct the patron contact free;
 - 3.1.5. set an internet workspace ban, for a period of two weeks and up to six months, for a first-time refusal by a patron to follow the rules set in the regulation or the library's internal rules;
 - 3.1.6. set a termless internet workspace ban for a repeated violation of the regulation and the library's internal rules.
- 3.2. The library is not responsible for:
 - 3.2.1. loss of data or other damages that can occur during technical failures (disruptions in internal lines etc) at the internet workspace;
 - 3.2.2. damages caused to the patron due to an unauthorized data leak or augmentation during the use of the internet workspace;
 - 3.2.3. illegal acts committed by the patron in the library's computer network.

4. Forbidden activities

- 4.1. At the library, it is forbidden to:
 - 4.1.1. violate the internal rules;
 - 4.1.2. switch the monitor on and off;
 - 4.1.3. change the computer's configurations and/or install programs and applications;
 - 4.1.4. damage the hard- or software at the internet workspace. According to „Usage Regulations of Tallinn Central Library“, damages must be reimbursed to the library. Damages that are caused by a minor must be reimbursed by a parent;
 - 4.1.5. eat or drink in the vicinity of the internet workspace;
 - 4.1.6. play computer games or videogames;
 - 4.1.7. visit webpages that incite violence or are pornographic;
 - 4.1.8. burden the library's computer network by up- or downloading large files.