

**DIRECTIVE**

Tallinn

May 28th 2020 No 1-2/24

**Internal rules**

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. Library card**

- 1.1. When entering the service area of Tallinn Central Library (hereafter: library) visitors must present their library card or ID-card (if the latter is used as a library card) in order to use library services.

**2. Internal rules**

- 2.1 During periods when a life-threatening virus is spreading, library visitors must:
  - 2.1.1 keep at least 2 metres away from other people when being in library rooms and in the vicinity of the library;
  - 2.1.2 disinfect their hands as soon as they enter and before leaving the library; before and after using publications, inventory and technical equipment (computers etc.);
  - 2.1.3 wear a protective mask if there is a necessity for it (e.g. during periods when an infectious virus is spreading, after being in contact with a person who has symptoms of illness etc);
  - 2.1.4 know that a person with illness symptoms is not allowed to visit the library;
  - 2.1.5 follow virus impedement rules and regulations.
- 2.2 It is forbidden to enter library rooms when under the influence of alcohol or psychotropic drugs, or when exhibiting illness symptoms (e.g. a cough). We ask you to use e-services when sick.
- 2.3 Library visitors must follow basic personal hygiene requirements. Visitors with visibly soiled clothing or significant personal hygiene problems are forbidden to be in the library and will generally not be serviced.
- 2.4 Library visitors are forbidden from disturbing other visitors and library employees with their behaviour and from degrading anyone's dignity or privacy. In the service areas, it is forbidden to make loud noises and to use foul language; to bother, threaten, hit, harass, swear or yell at others. It is forbidden to use a mobile phone and other, similar technical devices, for speaking or for other types of noisy activities when in or near the service areas.
- 2.5 It is forbidden to drive a vehicle (incl. bicycle, pushbike, balance scooter, roller skates and skateboard) in library rooms, excl. a baby carriage and a wheelchair or any other vehicles meant for people with impaired movement.
- 2.6 It is forbidden to bring vehicles inside library rooms, excl. baby carriages and wheelchairs or any other vehicles meant for people with impaired movement. A skateboard, roller blades, a pushbike etc may be brought inside if an explicit permission has been given by a library employee.
- 2.7 It is forbidden to bring the following into library rooms: items that soil or smell, alcohol, narcotics, weapons, ammunition, explosives and other dangerous substances.

- 2.8 It is forbidden to bring animals (excl. guide dogs and reading dogs), birds and reptiles into library rooms, unless they are participating in a nature-themed library event and are there with the explicit consent of a library employee. Lapdogs and other small animals are permitted into the library only if explicit permission has been given by a library employee. Visitors with small animals must make sure that the animal is not dangerous and will not disturb other visitors.
- 2.9 It is forbidden to open and close library's windows without explicit permission from a library employee.
- 2.10 It is forbidden to damage, soil and break the library building and its furnishings (computers, earphones, TV, furniture etc); to litter in and around the library. Patrons are held monetarily responsible for any device, item/instrument or inventory that has been provided for their use. Damage that has been caused by a minor (under the age of 18) must be compensated by a parent (custodial parent or custodian).
- 2.11 It is forbidden to stop library employees from doing their work tasks.
- 2.12 It is forbidden to smoke; to use alcohol, narcotics and toxic substances in and around the library, incl. near the library entrance.
- 2.13 Filming and photographing is allowed in service areas and around the library only if an explicit permission is given by a library employee. In order to ensure privacy and the protection of personal data, it is forbidden to film or photograph library visitors or employees.
- 2.14 Abidance to library's internal rules will be supervised by librarians.
- 2.15 Visitors who do not abide by points 2.1-2.13 will not be serviced.
- 2.16 In any dangerous situation, visitors are required to inform a library employee and to follow instructions given and/or call 112.
- 2.17 Library employees have the right to:
  - 2.17.1 refuse servicing a visitor and demand their departure if the visitor refuses to follow internal rules;
  - 2.17.2 ask a visitor with illness symptoms to leave the library in order to ensure the safety of other visitors;
  - 2.17.3 ask to see a visitor's library card and borrowed items if the security gates activate in order to verify that the security elements on the items were deactivated;
  - 2.17.4 ask a visitor to present their library card and personal items for inspection in order to make sure that the person is not carrying any items or substances that may be dangerous to the visitor, other visitors or library employees;
  - 2.17.5 call the security company or the police if the situation requires it.
- 2.18 If the alarm (fire alarm etc) activates, the building must be vacated, according to instructions given by library employees and the evacuation plan.

### **3. Cloakroom**

- 3.1. The library's cloakroom (Estonia pst 8) can be used free of charge.
- 3.2. It is forbidden to enter the library's service area in soiled and wet overclothes. Wet overclothes must be left in the cloakroom. Soiled or smelly overclothes are not accepted in the cloakroom.
- 3.3. Library employees have a right to ask the visitor to leave their overclothes in the cloakroom if the overclothes are disturbing or can become disturbing to the person who is standing or sitting next to them; or if the visitor is attending a class or an event at the library. If a visitor refuses to follow the library employee's instructions, the employee has a right to decline service or to ask the visitor to leave the class or the event.
- 3.4. Items listed in point 2.7 may not be stored in the cloakroom.
- 3.5. Valuables (wallet, ID, cellphone, jewelry etc) must be taken to the service areas.

- 3.6. The library is not responsible for any valuables that were left in the cloakroom or taken to the service areas.
- 3.7. A lost cloakroom number must be reimbursed by the visitor in the sum of 5,00 euros.

#### **4. Using lockers**

- 4.1. Visitors of the Estonia pst 8 library must leave large carrier bags and items that are of large scale or weight, which might disturb other visitors, at the cloakroom or in a locker.
- 4.2. At the Department of Literature in Foreign Languages (Liivalaia 40) and at Laagna, Nurmenuku, Pelguranna and Väike-Õismäe libraries, visitors may leave their carrier bags in a locker.
- 4.3. The use of a locker is free of charge for visitors.
- 4.4. Items listed in point 2.7 may not be stored in a locker.
- 4.5. The locker key must be kept on the visitor's person for the duration of the locker's use. It is forbidden to remove the locker key from the library premises. Before the library is closed, visitors must remove their items from the locker and return the locker key to a library employee.
- 4.6. Valuables (wallet, ID, cellphone, jewelry etc) must be taken to the service areas.
- 4.7. The library is not responsible for any valuables that were left in the cloakroom or taken to the service areas.
- 4.8. A lost locker key must be reimbursed by the visitor in the sum of 5,00 euros.

5. Lost items are kept by the library for up to 2 months since the day they were discovered. Found cellphones, smart devices, wallets etc will be taken to the Police and Border Guard Board if their owners cannot be identified.

6. Visitors may acquaint themselves with the library's internal rules at service departments and branch libraries, internal rules are published on the library's webpage.

#### **7. Suggestions and complaints**

- 7.1. Suggestions, opinions and complaints may be submitted at the library, via e-mail, letter or by phone.
- 7.2. Complaints about service are settled by the heads of the library's structural units.

8. I hereby annul the 17.04.2020 directive No. 1-2/18, „Internal Rules“.

Kaie Holm  
Director