

DECREE
FREE TRANSLATION

Tallinn

13.06.2016 nr 1-2/18

Internal rules

Based upon the §6, subsection 2, point 5 of the Tallinn City Council's 18.10.2007 ordinance No 31 („Tallinn Central Library's Base Ordinance“) and upon the §7 of the Tallinn City Council's ordinance No 19 („Usage Regulations of Tallinn Central Library“)

The following internal rules of the Tallinn Central Library are enforced:

1. The library card

1.1 In order to use the library services, the visitor must present their library card, ID-card or residence permit card, if the latter two are used as library cards, upon entering the service area of Tallinn Central Library (hereafter *library*).

2. Internal rules

2.1 It is forbidden to enter the library's service area when under the influence of alcohol or psychotropic drugs.

2.2 The library visitor is forbidden from disturbing other visitors with their behaviour. It is forbidden to eat, drink, smoke, consume alcohol, take narcotic or toxic drugs, sleep or make noise. It is forbidden to use the mobile phone and other technical devices for speaking or for other noisy services when in or near the service areas.

2.3 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 It is forbidden to enter the library on roller skates, a skateboard and a pushbike; to bring in bicycles, animals (except for guide dogs and reading dogs), dirty or smelly objects, alcohol, narcotic substances, weapons, explosives and other dangerous substances.

2.5 It is forbidden to open and close the library's windows without the librarian's permission.

2.6 It is forbidden to disturb the other visitors and to curse, revile, shout and scream in the service areas.

2.7 It is forbidden to damage, defoul, break and clutter the library building and property (computers, earphones, TV, furniture etc). The damage caused must be compensated. The damage caused by a person who is under the age of 18, must be compensated by the parent. The tortfeasor will be punished, based upon the legal acts in force.

- 2.8 It is forbidden to smoke in the vicinity of the library, including the area in front of and near the library's entrance.
- 2.9 If the visitor does not abide by the points 2.1-2.8 then they will not be serviced.
- 2.10 The visitor must follow the behest of the library employees.
- 2.11 The librarian has the right to:
- 2.11.1 not service the person who is disturbing another library visitor, is endangering the library or the people present at the library or is impeding the librarian from performing their tasks;
 - 2.11.2 ask a person to present their library card and the borrowed items that they have with them, in case the security gate activates, in order to make sure that the security elements on the items have been deactivated;
 - 2.11.3 ask a person to present their library card and the things they have brought with them in order to ensure that they are not in possession of items or substances that might endanger them, others or the library's property;
 - 2.11.4 call the company that provides security service or to call the police.
- 2.12 In case the safety alarm activates (fire alarm etc) it is necessary to leave the building, while following the instructions of the employees and the evacuation plan.

3. Cloakroom

- 3.1 In order to avoid the involuntary damaging of the library's items, property and the clothing of the other visitors, it is forbidden to enter the service area of the library at Estonia pst 8, with soiled and wet overclothes. Wet overclothes must be left in the cloakroom, while soiled overclothes are not accepted. The librarian has 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 when the visitor is attending a training or an event at the library. In the previously mentioned cases, the librarian has the right to decline service to a visitor in overclothes or to ask them to leave the training or the event.
- 3.2 Valuable possessions: wallet, passport, mobile phone, laptop, jewelry etc must be kept on the visitor's person when entering the service area.
- 3.3 The library is not responsible for the possessions that are taken into the service area.
- 3.4 Upon losing the cloakroom number, the visitor must pay the number's cost in the sum of 3,20 euros.

4. Using the lockers

- 4.1 The visitor of Estonia pst 8 must leave large carrier bags at the cloakroom or in a locker.

- 4.2 At the Department of Literature in Foreign Languages (Liivalaia 40) or at the Laagna, Nurmenuku, Pelguranna and Väike-Õismäe libraries, the visitor can leave their carrier bag etc in a locker.
- 4.3 The locker key will be given to the visitor for the duration of their use of the locker. It is forbidden to remove the key from the library premises.
- 4.4 Valuable possessions: wallet, passport, mobile phone, laptop, jewelry etc must be kept on the visitor's person when entering the service area.
- 4.5 The library is not responsible for the possessions that are taken into the service area.
- 4.6 The library is not responsible for the items that are left in the locker if the visitor loses the locker key or doesn't close the locker properly.
- 4.7 Upon losing the locker key, the visitor must pay the key's cost in the sum of 3,20 euros.

5. Exercising control over the following of the internal rules

- 5.1 The library employees have the right to observe and demand that the visitors are following the internal rules and to enforce measures for keeping order, in case it becomes necessary.
- 5.2 The following of the internal rules of the library is controlled by the library employees.

6. Suggestions and complaints

- 6.1 Suggestions, opinions and complaints can be submitted at the library, by e-mail or by phone.
- 6.2 Complaints about service are settled by the heads of the structural units.

7. The heads of the structural units must place the decree at a visible place for the library visitors and must acquaint their employees with it. The decree must be published on the library's webpage.

8. Control over the following of the decree must be exercised by the Director of Library Services and the Administrative Director.

9. I hereby annul the Director's decree 02.10.2014 decree No 1-2/27, „The Internal Rules of Tallinn Central Library“.

Kaie Holm
Director