

Tallinn Central Library

(free translation)

Decree

Oct. 2, 2014 nr 1-2/

Internal Rules of Tallinn Central Library

Based on Regulation 2 §8 "Tallinn Central Library Regulations of Use" passed by Tallinn City Council on Jan. 27, 2011.

1. Library card

- 1.1. Upon entering Tallinn Central Library (hereafter library) area of service a patron needs to present a library card, ID card or a residence card, if used as a library card.

2. Internal rules

- 2.1. It is forbidden to enter the library under the influence of alcohol or psychotropic substance.
- 2.2. Activities likely to disturb the work of other patrons are not permitted. It is forbidden to eat, to drink, to smoke, to consume alcohol, drugs or toxic substances, to sleep and to create disturbance. It is forbidden to talk over the mobile phone or other technical devices and to listen to sound creating devices in or near service areas.
- 2.3. Patrons wearing visibly soiled clothes or having personal hygiene problems are not allowed to be in the premises of the library and are turned down the service of the library.
- 2.4. It is forbidden to enter the library with roller skates, skate boards, bikes, pets (exception of guide dogs and reading dogs), dirty objects, objects with disturbing odor, alcohol, drugs, weapons, ammunition, explosives and other dangerous objects.
- 2.5. It is forbidden to open and close the windows without the permission of the library personnel.
- 2.6. It is forbidden to disturb other patrons, to scream or shout, to use improper language.
- 2.7. It is forbidden to damage, to defoul, to litter library's building and its property (computers, earphones, TV, furniture etc). The value of the damage must be compensated. If the damage is made by an underage patron, the damage will be compensated by a guardian. The punishment will be served by valid legal regulations.

- 2.8. It is forbidden to smoke in the surroundings of the library, including near the building and by the entrance on the library.
- 2.9. If any of the clauses of 2.1 – 2.8 are violated the patron is turned down the service of the library.
- 2.10. The patron must obey the regulations made by personnel of the library.
- 2.11. The librarian has a right:
 - 2.11.1. not to serve the patron who disturbs other patrons, endangers the patrons or the library or disturbs the librarian in his/her work.
 - 2.11.2. by activation of the library walk-through detectors ask to present a library card and check the borrowed items to make certain that the security feature is deactivated.
 - 2.11.3. to ask the patron to present a library card and his/hers personal belongings to make certain that the patron is not endangering his/her wellbeing or the wellbeing of other patrons in the library or the library itself.
 - 2.11.4. in case of emergency call for security or police.
- 2.12. When the safety alarm sounds everybody must leave the building and follow the instructions of the personnel or evacuation plan.

3. Cloakroom

- 3.1. To avoid the involuntary damage of library's items, furniture and the patrons clothes, it is forbidden to enter the service area of the libraries on Estonia pst 8 and Liivalaia 40 with untidy or wet clothes. Wet clothes are left in the cloakroom. Untidy clothes are not accepted. The librarian has a right to insist on leaving the outer clothes in the cloakroom if they might disturb another patron nearby or if the patron is participating in a library event or learning courses.
- 3.2. Valuables: wallet, identification card or other documents, mobile phone, jewelry etc are to be taken to the service area.
- 3.3. Library is not responsible for patrons' personal belongings.
- 3.4. In case of lost cloakroom number the patron is responsible for paying the cost of a replacement (3,20 €).

4. The use of locker

- 4.1. In the libraries on Estonia pst 8 or Liivalaia 40 (Department of Literature in Foreign Languages) the patron needs to leave large bags in the cloakroom or locker.
- 4.2. In the libraries of Laagna, Nurmenuku, Pelguranna, Sõle and Väike-Õismäe the patron may leave larger bags in the locker.
- 4.3. A patron keeps the key of the locker. The key must not be taken out of the service area of the library.
- 4.4. Valuables: wallet, identification or other documents, mobile phone, jewelry etc are to be taken to the service area.
- 4.5. Library is not responsible for patrons' personal belongings.

4.6. Library is not responsible for the items left in a locker in case patron loses the key or leaves the locker unlocked.

4.7. In case of losing the lockers' key the patron needs to pay the cost of the key (3,20 €)

5. Exercising control over following the internal rules

5.1. The personnel of the library has the right to observe and demand that patrons will follow the internal rules and if necessary make certain that the rules are followed.

5.2. The personnel of the library exercises control over following the internal rules.

6. Suggestions and pretensions

6.1. Suggestions, opinions and pretensions can be made in the library or by e-mail, letter or phone.

6.2. Pretensions about the service of the library are resolved by the head of the department.

7. The head of the department needs to make sure that the internal rules are visible for the patrons and the personnel is acquainted with the rules. Internal rules can also be found on the homepage of the library.

8. The supervision of following the internal rules is made by Director of Library Services and the Administrative Director.

9. The directive nr 1-2/21 of Dec. 19, 2012 "Internal rules of Tallinn Central Library" is annulled.

Kaie Holm

Director