

DIRECTIVE

FREE TRANSLATION

Tallinn

27.11.2018 No. 1-2/53

Internal rules

I hereby impose this directive 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 on the basis of §7, subsection 1 of the Tallinn City Council's 02.06.2016 ordinance No. 19 „Regulations of Tallinn Central Library“.

1. The library card

1.1 Upon 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 be able to use library services.

2. Internal rules

2.1 It is forbidden to enter the library's rooms when being 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 make loud noises in the service areas, to bother other visitors, to use foul language, to insult others or to scream. It is forbidden to use the mobile phone and other, similar technical devices for speaking or for other types of noisy activities when in or near the service areas.

2.3 It is forbidden to eat, drink, smoke, sleep and to use alcohol, narcotics or toxic substances in the vicinity of the library's technical equipment and items.

2.4 Visitors with visibly soiled clothing or significant personal hygiene problems are forbidden to be in the library and will generally not be serviced.

2.5 It is forbidden to use roller skates, a skateboard or a pushbike inside the library. It is forbidden to bring bicycles, animals (except for guide dogs, reading dogs, leashed and muzzled dogs, lapdogs), dirty or smelly objects, alcohol, narcotic substances, weapons, explosives and other dangerous substances.

2.6 It is forbidden to open and close the library's windows without first gaining permission from a library employee.

2.7 It is forbidden to damage, defoul, clutter and break the library's building and furnishings (computers, earphones, TV, furniture etc). The caused damage must be compensated. The damage caused by a person who is under the age of 18, must be compensated by a parent (the child's legal representative (custodial parent or custodian)). The tortfeasor will be punished according to the law.

2.8 It is forbidden to obstruct the library's employees from doing their jobs.

- 2.9 It is forbidden to smoke, to drink alcohol or to take narcotic substances in the vicinity of the library, including the area in front of and near the library's entrance.
- 2.10 The abidance of the library's internal rules will be verified by librarians.
- 2.11 If a visitor does not abide by points 2.1-2.8 then they will not be serviced.
- 2.12 A librarian has the right to:
- 2.12.1 upon the activation of the security gate, ask to see all items that a person possesses, in order to establish that the security element has been deactivated in those items;
 - 2.12.2 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;
 - 2.12.3 call the security company or the police when they feel it is necessary.
- 2.13 In case the safety alarm (fire alarm etc) activates, it is necessary to leave the building by following the instructions of the employees and the evacuation plan.

3. Cloakroom

- 3.1 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.
- 3.2 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 course 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 course or the event.
- 3.3 Valuable possessions: wallet, ID, mobile phone, jewelry etc must be taken to the service area by the visitor.
- 3.4 The library is not responsible for possessions that are left in the cloakroom or taken into the service area.
- 3.5 Upon losing the cloakroom number, the visitor must pay the number's cost in the sum of 5,00 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 may 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's service areas.

- 4.4 Valuable possessions (wallet, passport, mobile phone, laptop, jewelry etc) must be taken to the service area by the visitor.
- 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.
- 4.7 Upon losing the locker key, the visitor must pay the key's cost in the sum of 5,00 euros.

5. Suggestions and complaints

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

- 6. I hereby annul the 13.06.2016 Director's decree No. 1-2/18, „The Internal Rules of Tallinn Central Library“.

Kaie Holm
Director