

## **FREE TRANSLATION**

Tallinn

02.06.2016 No. 19

### **Usage Regulations of Tallinn Central Library**

This ordinance is established upon the §16 of the Public Libraries Act and the §12, subsection 1 of the Minister of Culture's ordinance No. 9 from the 12th of July 2004.

#### **§ 1. General provisions**

(1) The Usage Regulations (hereafter regulations) of Tallinn Central Library (hereafter library) regulate the service of the departments, the mobile library and the branch libraries and the rights and obligations of patrons.

(2) The foundation services of the library are in-house and home lending of items, and granting access to public information through the public data communication network. The foundation services of the library are free of charge.

(3) Fees are charged for special services (making copies, printing etc). The amounts of fees are determined by the Culture and Sports Department of the Tallinn City Administration.

(4) The lending of e-books, the use of library's devices and utilities, and the use of the library's wireless network (wifi) is regulated by the directives of the Director of Tallinn Central Library.

(5) The library guarantees that patrons can get acquainted with the Usage Regulations in the library and on the library's webpage. The library shall send a notice about the changes in the Usage Regulations to the patrons who have provided their e-mail address to the library.

#### **§ 2. Patron registration and re-registration**

(1) Patrons are registered on the basis of a valid identity document (hereafter ID-card) or some other personal identity document with a photo. The patron entry that is created in the database will be directly linked with the library card.

(2) The patron entry in the database will be marked with the patron's rights as a library user.

(3) The following data must be provided upon registration:

- 1) given name and surname;
- 2) personal identity code;
- 3) residential address(es);
- 4) e-mail address;
- 5) telephone number.

(4) Persons under 18 years of age are registered on the basis of a personal identity document, whereas persons up to 15 years of age can alternatively register on the

basis of their student card. The right to borrow items (including e-readers and other devices and utilities, which are listed on the library's webpage) is gained with the written consent of a parent or a legal representative (hereafter parent) which is in a re-presentable form. The parental consent is valid until the patron turns 18 years of age. If a person under the age of 18 has not used library's services for three years, they must present a new written consent from their parent.

- (5) After registering, the patrons have the right to use the library's services for one year. Patrons are re-registered annually on the basis of a valid identity document and by checking the data that was provided upon original registration. The re-registration will renew the patron's right to use library's services for another year.
- (6) The patron (or the parent in the case of a patron under the age of 18) is obligated to notify the library of changes of their name and surname, residential address, e-mail address and telephone number.
- (7) Debtors are re-registered only after the liquidation of debts.

### **§ 3. Processing of patron's personal data**

- (1) The patron's data (or the parent's data in case of a patron under the age of 18) is entered in the patrons' database. which is also used by other libraries and memory institutions who are members of the Estonian Library Network Consortium. In addition to the data listed in §2 subsection 3 of this ordinance, the data entered into the database will include the following: the number and the validity of the ID-card or the residence permit; and information connected with the services. The patrons' database will save the patrons' password for the e-catalogue ESTER in an encrypted form.
- (2) The patron's contact information is deleted from the patrons' database if the patron has not used the library's services for 3 years. The patron's entry (the library card number etc) is deleted from the database if the patron has not used the library's services for 5 years. The contact information or the patron's entry of debtors is not deleted.
- (3) The data of persons using the library's computers is entered into the computers' administrative system which is part of the library's database.
- (4) The data of persons using the booking system of the library's computers is entered into the database of the users of the library's booking system.
- (5) The digital signature and contact information of the patrons who are using the ID-card or the residence permit card as a library card is entered into the database of the ID-card patrons of the library.
- (6) The data of the users of the e-book lending and reading environment ELLU is entered into the library patrons and ELLU users database.
- (7) Data given in paragraph 2, subsection 3 of this ordinance is used to identify the reader, to provide library services (including sending reminders and, if necessary, a precept after the due date has passed) and for statistical analysis.

(8) The library guarantees the protection of personal data and doesn't emit the data listed in paragraph 2, subsection 3 of this ordinance to third persons, except in cases provided by law.

(9) The place of residence of the patron (or the parent in case of a patron under the age of 18) is checked in the Estonian Population Register (hereafter population register).

#### **§ 4. The library card**

(1) The library's services may be used upon presenting a library card. The library card, the ID-card or the residence permit card can be used as a library card.

(2) In order to use the ID-card as a library card the following must be provided: valid certifications, PIN-codes for digital signing and a valid e-mail address. If an ID-card is taken into use as a library card, the previously registered library card will become invalid. Upon receiving a new ID-card it must be re-registered as a library card. It is not necessary to digitally resign the contract upon re-registering.

(3) The patron's rights in using the library's services are shown in the patron entry of the library's database which is directly linked with the library card. The library's services can only be used in-house by:

- 1) patrons who do not have a registered Estonian address in the population register or who have not presented the library with a permanent residential address in Estonia and have not payed a deposit;
- 2) patrons who are under the age of 18, who have not presented the library with a written parental consent to be responsible for the actions of the underage patron in the library.

(4) By providing the library with a digital signature or by signing the library card with a written signature, the patron confirms that they are willing to follow the usage regulations, will keep themselves informed about changes in the regulations and are aware of the extent of processing involved with their personal data, as listed in the ordinance at hand. The library will send a confirmation of the digital signing to the patron's e-mail address.

(5) The library card is charged. The library has a right to give out free of charge library cards during campaigns.

(6) The library card needs to have a barcode and a barcode number in order to identify the patron.

(7) The patron is responsible for the use of their library card. It is forbidden to give the library card to others. If the library card is lost, the patron is obligated to inform the library immediately. A new library card can be purchased, based on the pricelist upon presenting an ID-card or some other personal identity document.

## **§ 5. In-house use and homelending of items**

(1) The patron has a right to borrow up to 30 items at a time with their library card. This can include up to 15 audiovisual items, depending on the size of the audiovisual collection of the library and its popularity among other patrons. Age restrictions are followed when lending video materials to patrons.

(2) An item can be borrowed home for 21 days. The loan can be renewed up to 3 times. Loans can be renewed before the due date has arrived, with the due date being the last day renewals are possible. Loans can be extended at the library, over phone or e-mail, in the e-service environment of the e-catalogue ESTER. Loans can only be renewed if other patrons have not requested the borrowed items. The library can relend a returned item back to the patron in case other patrons do not need the item. In order to relend an item, the patron has to come to the library with the item.

(3) Items that are very popular among patrons can be lent out for a shorter period of time than 21 days and without the possibility of renewals.

(4) Audiovisual items are lent for up to seven days. The loan can be renewed up to 3 times. Loans can be renewed before the due date has arrived, with the due date being the last day renewals are possible. Loans can be extended at the library, over phone or email, in the e-service environment of the e-catalogue ESTER. Loans can only be renewed if other patrons have not requested the borrowed items. Homelending is only possible for audio items that were released to the Estonian market at least 4 months ago. Video items are lent home only if there is a lending licence.

(5) Magazines are lent home for 14 days without the possibility of renewals. Bound magazines are lent home for 21 days and the loan can be renewed up to 3 times. Loans can be renewed before the due date has arrived, with the due date being the last day renewals are possible. Loans can be extended at the library, over phone or e-mail, in the e-service environment of the e-catalogue ESTER. Loans can only be renewed if other patrons have not requested the borrowed items.

(6) Newspapers are lent home for 7 days without the possibility of renewals. The homelending of magazines is regulated by a regulation that is signed by the Director of the library.

(7) The library has a right to ask the patron for a security deposit upon homelending. This can be done in case the patron's data has not been inserted into the population register or if they do not have a permanent residential address in Estonia; or if it is necessary because of the worth of the item, in accordance with the procedure of accepting and returning collateral security deposit in the Tallinn Central Library, that has been imposed with an ordinance by the Tallinn City Administration (hereafter city administration).

(8) The patron is obligated to return the item during the loan period. Loans that have passed their due date cannot be renewed. Debtors cannot borrow new items.

(9) Within two months of exceeding the due date, the patron will be sent a reminder by email or regular mail, or they will be notified over the phone. In the reminder, the patron is told the title(s) of the item(s) they have borrowed, the due date that they have exceeded and are given a deadline for liquidating their debt. Depending on the popularity of the borrowed item, the library can send the patron more than one reminder. In case of a patron who is under the age of 18, the library can send the reminder to the parent, if the parent has provided the library with their contact information.

(10) The most popular items, the last copies of items, the latest issues of periodicals and the most valuable items can only be used in-house, at the library.

(11) The patron has a right to reserve an item (except for periodicals) by putting themselves on a waiting list and the library will notify them when possibility of borrowing the item arises. Notification via e-mail is free of charge. If the notification is made over the phone then the patron is responsible for paying for the expense. The reserved title is held for the patron(s) for two days. One patron can be in a waiting list for up to 5 items at a time.

(12) An item that is not available at the library, or at other Tallinn libraries, will be borrowed through an interlibrary loan from a library elsewhere in Estonia. This will be done upon the request and with the monetary expense of the patron.

(13) A patron can mandate another person to borrow items in their name with a written authorisation.

(14) The residents of Tallinn, who are not able to visit the library because of their health, will be provided with a home service upon request of the patron. This is free of charge.

(15) The library offers a travelling stock service for corporate bodies. A contract will be signed between the library and the corporate body, which will regulate the lending of the items and the responsibility of the corporate body.

## **§ 6. Patron's responsibility**

(1) The patron is materially responsible for the item, device or utility that has been given in their use.

(2) Upon receiving the item, the patron must confirm its proper condition. In case of a corrupt item, the librarian must be informed. If the flaws are discovered upon returning the item, the patron, who has returned the item, is responsible.

(3) If the patron does not return the borrowed item by the due date, the library will charge them overdue fines as follows:

- 1) if the due date was passed 30 or less days ago, the patron must pay 0,03 € for each passed day for each borrowed item;
- 2) if the due date was passed more than 30 days ago, the patron must pay 0,06 € for each passed day for each borrowed item.

(4) If the patron returns the item within two days of passing the due date, the library has a right to not collect the overdue fines. The library has a right to organize a campaign during which overdue fines are not collected for returned items.

(5) In case of spoiling or not returning an item, the patron is obligated to replace the item with another copy of the item (which can be a newer edition). In special circumstances the patron can replace the item with another, that the head of the department or the branch library has deemed to be of equal worth.

(6) If a patron does not return or replace a borrowed item, they are obligated to compensate for it by paying the original purchase price tenfold. The compensation that has already been paid by the patron is not returned to them if they return or replace the item later. The minimum purchase price for items that have been printed before 1992 is 3,20 €, unless there is a newer edition available, which the purchase price can be based upon.

(7) The damage done by a patron who is under the age of 18, is compensated by the parent. Compensation is not required for a book that has been soiled by a child up to the age of six (including), is meant for small children and is printed with uppercase letters. However, the book must be returned to the library.

(8) The patron's right to borrow items is reinstated once the city's financial service has provided a confirmation of receiving payment (for the original purchase price of the item in tenfold and/or the overdue fines).

(9) The library will give the patron a deadline to pay the sums described in the subsections 3 and 6 of this paragraph. Sums that have not been paid by the deadline will result in the city administration presenting the patron with a precept that will include a warning about starting the forceful liquidation of debt in case the instructions in the precept are not followed. The precept will include the option for contesting the precept, its deadline and order. If the patron does not follow the precept's instructions within the given deadline, the city administration has a right to give the debt over for forceful liquidation, as stipulated in the order of the enforcement procedure. The city administration can give the mentioned jurisdiction to the library. In case of a patron who is under the age of 18, the precept will be sent to the parent.

(10) Patrons, against whom the procedures, that are described in the subsection 9 of this paragraph, have been started, do not have the right to borrow items until the proceedings have been ended.

## **§ 7. Internal rules of the library**

(1) The library's usage regulations are imposed by the Director of the library by a signed directive.

(2) The library's usage regulations are placed in a visible place in the library, accessible by the patrons and on the library's webpage.

(3) The patrons are forbidden to disturb the public order in the library premises. This includes not following generally accepted conventions and good manners, offending human dignity and societal morals with one's behavior.

(4) Suggestions, opinions and complaints can be submitted at the library, through the eservice on the library's webpage or by phone. Problems that are related to service will be settled by the heads of departments or branch libraries.

#### **§ 8. Annulling a directive**

[Omitted from the current text.]