**DIRECTIVE**

April 28th 2023 No 1-2/13

**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 §7, subsection 1 of Tallinn City Council’s 02.06.2016 ordinance No 19 „Usage Regulations of Tallinn Central Library“.

**1. Library card**

1.1 Tallinn Central Library (hereafter: library) visitors must present a library card or a valid ID-card in order to use the library services.

**2. Internal rules**

**2.1 Look after each other**

2.1.1 Be considerate and polite, maintain courtesy towards other visitors and respect their privacy.

2.1.2 Be mindful of the volume level of your mobile device and keep your speaking voice to the minimum to respect other visitors studying or reading.

2.1.3 Please don’t ride indoors with a skateboard, rollerskates, scooter, bicycle or any other equipment that can cause harm to other visitors. Position your vehicle so it won’t be a hazard to other visitors. Please feel free to ask staff for guidance.

2.1.4 Set a good example of your everyday behaviour to our little library guests.

2.1.5 Visit the library when you are in good health.

2.1.6 Please follow personal hygiene practices so yourself and everyone around you would be comfortable.

2.1.7 Do not visit the library when under the influence of alcohol, narcotics or any other illegal substances that may alter your behaviour and cause harm to others.

2.1.8 Bringing, possessing, or use of any alcohol, illegal drugs or substances, weapons, ammunition, explosives and any other dangerous material within the library is prohibited.

Let’s cooperate in creating and maintaining a safe environment.

2.1.9 Library facilities and surroundings are a smoke-free area.

2.1.10 Please do not bring your pet animal, bird or reptile to the library to ensure safe visiting experience for everyone. All service animals, such as guide, assistance and reading dogs are welcome to the library.

2.1.11 In case of a fire alarm, leave the building immediately and, if possible, help others who are less able (e.g children, elderly) if safe to do so. Follow the instructions given by library staff and the evacuation plan.

**2.2 Environmental sustainability**

2.2.1 Please dispose of your rubbish by putting it into the bin. If there are no bins in sight, please take your rubbish with you.

2.2.2 Let’s keep the room temperature optimal. Please do not open the windows or adjust the heaters.

**2.3 Respect our shared facilities**

2.3.1 Wet clothes are forbidden in the lending area, computer room, reading room and event spaces. Please hang any wet clothes in designated areas or in a cloak room if visiting Estonia pst 8.

2.3.2 Any damage or loss to library property must be compensated by the visitor. Damage that has been caused by a minor is to be reimbursed by a parent or a guardian.

**2.4 Additional information**

2.4.1 Use of clothes racks and the cloakroom at Estonia pst 8 is free of charge. Some of our libraries have free lockers for oversized items. Please keep wallets, documents, mobile phones and other valuables with you at all times. The library is not responsible for any belongings or clothes that were left in the cloakroom or coat hanging areas. Replacement fee for a lost locker key or a cloakroom token is 5€.

2.4.2 Any belongings left in the lockers or in the cloakroom will be kept for 8 days starting from the day items were left unattended. Lost items found in public areas are kept for 30 days from the day they were discovered. Any uncollected goods will be recycled, taken to the Police and Border Guard Board or utilised.

2.4.3 Filming and photographing is allowed in service areas and around the library only if explicit permission is given by a library employee. Filming and taking photos without permission is allowed for personal use only, such as photographing yourself or family members. Please be mindful of not photographing visitors and employees, including computer screens, in order to ensure people’s privacy and the protection of personal data.

2.4.4 Library employees have the right to:

2.4.4.1 refuse to serve a visitor and demand their departure if the visitor refuses to follow internal rules;

2.4.4.2 ask to see a visitor’s library card or ID card and borrowed items in order to confirm a patron’s membership status, check if the library management system has registered borrowed items or to verify that the security elements on the items were deactivated;

2.4.4.3 call the security company or the police if the situation requires it.

2.4.5 in case of any danger or imminent threat, visitors are required to inform a library employee and follow instructions given and/or call 112.

3. 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.

4. Library has the right to temporarily ban a patron from the library if they repeatedly fail to follow the library internal rules or in case of a serious breach of the internal rules for up to six months.

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

6. Hereby directive no. 1-2/24 „Internal Rules“ dated 28th May 2020 to be annulled

7. Secretary to announce the directive to the Director of Services, Head of the Economic Department and Web Administrator. Director of Services to announce the directive to managers of departments and branch libraries.

Sekretäril teha käskkiri teatavaks teenindusdirektorile, majandusosakonna juhatajale ja

veebihaldurile.

8. Secretary to publish the directive on the library intranet. This will be regarded as the announcement of the directive to library employees.

9. Web Administrator to disclose the directive on the library website.

(signed digitally)

Kaie Holm

Director