

## **Rules for Users of the Rapla Central Library**

The ordinance is established upon the §16 of the Public Libraries Act.

### **§ 1. General provisions**

The ordinance regulates the work at Rapla Central Library (hereafter *library*), and the rights and obligations of patrons.

### **§ 2. Library services**

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

(2) Fees are charged for special services. The amounts of fees are determined by the Rapla Rural Municipality Government.

(3) The use of library's computers is regulated by the directives of the Director of Rapla Central Library.

(4) Usage regulation of library, rules of using computers and the price list of special services are available in the library and on library's webpage.

### **§ 3. Patron (reader) registration and processing of user's personal data**

(1) Library readers are library's registered patrons. Patrons are registered with a valid identity document, persons up to 16 years of age are registered also with their student card.

(2) Upon registration, the patron fills in a registration form, which includes following information:

- 1) given name and surname;
- 2) Estonian personal identification code or in its absence, the date of birth;
- 3) residential address;
- 4) phone number and e-mail address;
- 5) confirmation that the patron has read and agrees to comply with the rules for the use of the library.

(3) Additional personal information may be asked by library from patrons requesting home service.

(4) Patrons under the age of 18 gain the right to borrow items with the written consent of a parent or a legal representative which includes information mentioned in § 3 (2). 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, a new written consent from parent must be presented.

(5) Upon registration, the patron's and legal representative's information is entered into the library's database. The patron is obligated to notify the library of changes of their information and contacts.

(6) Patrons are re-registered annually on their first visit of the year and by checking the data that was provided upon original registration.

(7) The patron's data is used to identify the patrons in library database. Data collected for statistical analysis is not related to the person.

(8) The patron's and parent's contact information is deleted from the database:

- 1) if the patron has not used the library's services for 3 years, except unpersonalized data for statistical analysis;
- 2) on the basis of a patron's application, if the patron has no obligations to the library;
- 3) in case of decease of patron.

(9) The data of the user with fines or overdue items will not be deleted.

(10) The patron has the right to ask and obtain an extract of all personal data held by the library concerning oneself.

(11) At the patron's request, library issues a reader's card.

#### **§ 4. In-house and home lending of items**

(1) Items (objects on which the information is stored, e.g. printed work, music record) can be used in-house and borrowed home.

(2) Only registered patrons can borrow items home. Patron has to present the ID-card or readers card to borrow items. The patron is obligated to inform the library immediately if the reader's card is lost.

(3) When borrowing items, the patron will receive a receipt stating items' due dates, library opening hours and events during the lending period, and library contacts.

(4) Items can be borrowed home for 30 days, items that are very popular among patrons can be lent out for a shorter period of time. The most valuable items can only be used in-house.

(5) The patron is able to renew the due date up to 2 times in the e-catalogue. Due dates of loans can be extended up to 5 times at the library, over phone or by e-mail. Loans can only be renewed if other patrons have not requested the borrowed items.

(6) The patron can reserve an item by putting themselves on a waiting list. Library will notify the patron over the phone or by email when possibility of borrowing the item arises. The item is kept 5 days for the patron.

(7) An item that is not available at the library, can 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.

(8) A patron can mandate another person to borrow items in their name with a written authorisation. The authorisation must include the personal data of both person's and the end date of the authorisation.

(9) Books can be returned to drop boxes The overdue fine will accumulate until the item is returned, the fine will be suspended from library's next working day counting from the returning date. Overdue fines are not erased.

## **§ 5. Patron's responsibility**

- (1) The user is materially responsible for the item, device or utility that has been given in their use. If any damage discovered upon returning the item, the patron is responsible and needs to compensate. The damage done by a patron who is under the age of 18, is compensated by the parent or one's legal guardian.
- (2) The patron is obligated to return the borrowed item by the due date.
- (3) If the patron does not return the borrowed item by the due date, the library will charge them overdue fines. The amounts of overdue fines are determined by the Rapla Rural Municipality Government. Overdue fines do not apply to children under 16 years of age.
- (4) The library has a right to not collect the overdue fines if the patron returns the item within two days of passing the due date and during 'fine free days' event. Information about fine free days is announced on library's notice board, webpage and on social media.
- (5) Damaged or not returned items have to be replaced by the same publication or compensated for up to ten times its value. If new edition has appeared, price of it will be used.
- (6) The library will give the patron a deadline to pay the sums described in the subsections 1 and 3 of this paragraph. Sums that have not been paid by the deadline will result in the Rapla Rural Municipality Government presenting the patron with a precept.
- (7) The precept will include the option for contesting the precept, its deadline and order. The precept will be sent by mail to patron's residential address. If the patron does not follow the precept's instructions within the given deadline, Rapla Rural Municipality Government has a right to give the debt over for forceful liquidation, as stipulated in the order of the enforcement procedure. In case of a patron who is under the age of 18, the precept will be sent to the parent or legal guardian.

## **§ 6. Internal rules**

- (1) Visitors must follow public order and bear the material responsibility of property in the library. It is prohibited to disturb other patrons in the library.
- (2) It is prohibited to be in library premises intoxicated or under the influence of psychotropic substance.
- (3) The library retains the right to refuse to serve a patron who violates the order and to demand the patron to leave the library. If necessary, the librarian can call the police.
- (4) The library is not responsible for the safety of unsupervised items.
- (5) Property of the library is protected by video surveillance.
- (6) If the Library has established that a visitor has intentionally violated the *Rules for Users* and/or removed or attempted to remove without authorisation any item, device or other property, the Library retains the right to impose an interim restriction (the right of the user to use the Library) for up to one year.
- (7) Suggestions, opinions and complaints can be submitted at the library, through the e-service, through the library's webpage or by phone.

(8) Problems that are related to service are settled by the Director of Rapla Central Library. The patron/visitor retains the right to contest the decision by filing a challenge within five business days as of the day following the day of receipt of the decision.