

Title	South-Eastern Finland University of Applied Sciences Rules		
Person in charge	Pekka Uotila, Director of Library Services		
Effective from	1 March 2019	Decision	xxxxx
Updated	xx.xx.xxxx	Updated by	xxxx
Updated		Decision	
Updated		Decision	

Library rules of South-Eastern Finland University of Applied Sciences

These rules apply to the Library Services provided by South-Eastern Finland University of Applied Sciences (Xamk). The library is open to all. Some services, however, may only be available for Xamk students and staff. Library services, fees and other practices may vary between different user groups.

The Library rules are approved by the Board of Directors of South-Eastern Finland University of Applied Sciences, and further specified in the Library service description approved by Director of Library Services, available on Xamk website (www.xamk.fi).

LIBRARY CARD

The library card can be obtained from the campus libraries by presenting an identity card with a photo, or as specified in the Library service description. A Xamk library card, an existing card from another library or a student card with a barcode, or another medium specified in the Library service description, may be registered as a library card. The library card is personal and its owner is committed to following the Library rules, being responsible for all material borrowed with the card, and for services or products given access to by the card.

Customers must inform the Library of any changes in their personal and contact information without delay. In the event that a customer loses his/her library card, the Library must be informed immediately. Customer data is always processed by the Library in accordance with the Privacy Statement.

MATERIALS

The materials provided by the Library can be found in the library system. More specific terms of use concerning the available systems and user interfaces are presented in the Library service description. A library user is committed to following the terms of use applicable to electronic services provided by the Library specified in the service description or in the services offered by electronic service providers themselves.

BORROWING

Materials can be borrowed at a self-service point or at the customer service desk, or in another way as explained in the Library service description. The applicable loan periods are available in the Library service description.

Customers with unreturned materials or overdue fines or other fees exceeding the amount specified in the service description, or who have lost or damaged materials or otherwise violated the agreements, rules and regulations of the Library or its service providers, may not borrow library materials. The borrowing rights are restored once the fines/fees have been paid, overdue materials returned or any lost or damaged materials compensated.

RENEWAL OF LOANS

Customers can renew loans independently through the library system or at the customer service desk. The Library service description includes more specific information on how many times a loan may be renewed. The number of allowed renewals may be different for the different user groups.

If it is not possible to renew loans through the library system due to a network failure, system malfunction, or similar, the customer must contact the Library customer service.

Loans cannot be renewed if the number of consecutive renewals has been reached, if there is a reservation on the material, or the customer has unpaid fees/fines.

RETURNS

Materials must be returned at a self-service point or at the customer service desk, or in another way as described in the Library service description.

Loans can be returned to any Xamk library regardless of which Xamk library they were borrowed from.

If the material was borrowed from another Xamk campus or there is a reservation on the material borrowed, the self-service point cannot be used. If using the self-service point is not possible, or if returning loans when the Library is closed, the applicable instructions provided in the service description must be followed. In these cases, the loans are not removed from the customer's user information until the Library's customer service is open.

NOTIFICATIONS

Customers are sent notifications of approaching due dates of loans, reminders of overdue loans, and notifications indicating that reserved material has arrived either by email or by other means as specified in the service description.

Customers remain responsible for returning the loans and paying the overdue fines even if they have not received a reminder sent by email, or through another communication channel, of the approaching due dates.

SELF-SERVICE HOURS

Customers may also use the Library independently when the customer service is closed. During the self-service hours, the premises are monitored by technical surveillance systems. Customers are committed to following the applicable rules and regulations of each campus library, as specified in the Library service description.

FEES

The Library may collect overdue fines and other fees. The fees, fee specifications for different user groups, and prices are available in the Library service description.

Accepted payment methods and removal of paid fees are also explained in the service description.

Fees may be revised by decision of CEO/President. The confirmed fees are included in the Library service description.

Customers are sent an invoice for unreturned loans, overdue fines and other fees by mail, or in another way specified in the service description. If the customer fails to pay the invoice, the processing of the case is assigned to a debt collection agency. The Library charges the customer for the costs of overdue fines, compensation for material and debt collection. If compensation for lost or damaged library material has to be recovered by means of legal proceedings, customers are liable for the legal expenses with collection costs.

INTERLIBRARY LOANS

More specific instructions concerning interlibrary loans are included in the Library service description.

DATA PROTECTION

Library staff processes customer data in accordance with the Privacy Statement. The valid Privacy Statement may be accessed through the website of South-Eastern Finland University of Applied Sciences.

VALIDITY OF THE RULES

These Library rules, approved by the Board of Directors of South-Eastern Finland University of Applied Sciences, are effective from 1 March 2019 until further notice.

Date	Revised chapters /pages	Description
XX.XX.XXXX		