

Self-service libraries' rules

1. General about self-service library

A self-service library refers to library premises with a system that allows customers to use the library by themselves. You can access the library premises also outside service hours, provided that you have a Helmet library card and valid PIN. During self-service hours, there are not employees, but the premises are equipped with technological surveillance systems, such as camera surveillance and access control.

In a self-service library, you can borrow and return items, use customer terminals, read magazines, work, or have a small meeting. You will have WLAN (wireless local area network) at your disposal. During the library's normal opening hours, employees of Vantaa City Library will instruct customers how to use the self-service library. The employees' service hours and self-service library hours are specified on each library's own website (www.helmet.fi).

2. Logging in and leaving the library premises

During self-service hours, you can access the library with a valid Helmet library card and PIN, which you can acquire from any Helmet library. You must, however, verify your identity. Remember that the library card is personal.

Each customer must login using their own library card, with the exception of under-15-year-olds who can visit the self-service library with a guardian or another person guaranteeing the library card without having to have a library card of their own.

The beginning and end of self-service hours as well as the library employees' presence will be announced on the library premises over loudspeakers. You must leave the library premises at the end of self-service hours and when the library closes, at which time the library's normal burglary protection system is activated.

3. What can I do at the library during self-service hours

During self-service hours, you can pick up items you have reserved, borrow and return items using the checkout/checkin machine. If there are problems with borrowing or returning items, you must clarify the issues with the personnel. You are responsible for the material registered on your library card.

You can use customer terminals; login with your library card and PIN. Furthermore, you have all the magazines and other material at your disposal. The library premises are covered by WLAN.

There are some library services that you cannot use during self-service hours, because they require the presence of library personnel. Examples of these services consist of, among other things, paying bills, acquiring a new library card, printing, and photocopying.

No general meetings or public events specified in the Assembly Act (1247/1999) may be arranged at the library during self-service hours, unless separately agreed with Vantaa City Library.

4. Responsibilities and liabilities

Library rules are valid also during the library's self-service hours. Customers are obliged to compensate for any material damages caused by them. Helmet library rules and the Tort Liability Act (412/1974) will be applied to compensations for damage.

When you enter the library during self-service hours, you must ensure that no other person enters the premises or the library when you open the door. Under-15-year-olds can enter the library with their parents without logging in. If under-15-year-olds want to enter the library without their parents, they must log in with their own library cards and PINs.

A library is a public premise to which the Public Order Act (612/2003) is applied. Based on the Public Order Act, during the library self-service hours, the following are forbidden:

- substance abuse
- disturbing the order, for example, by being noisy
- threatening another person either physically or verbally.

Each user is obliged to promote general tidiness, coziness and safety at the library.

You must leave the library premises immediately at the end of self-service hours and when the library closes; failure to leave the premises may cause an alarm. When required, the library has the right to charge the customer for intentionally causing an alarm.

If you breach the library rules and the Public Order Act, you may be banned from using the self-service library. When required, any breaches will be reported to the police.

In case of a minor, the library will contact the guardian. The guardian or person guaranteeing the library card may request the library to ban an under-15-year-old from accessing the library during self-service hours.

5. The premises have recording access-control and camera surveillance devices

The self-service library premises are equipped with access control and camera surveillance that comply with the person register specified in the Personal Data Act (523/1999). The register is maintained by Vantaa City Library and/or Vantaa Real Estate Centre.

The supervisor of each unit and the person authorized by the supervisor have the right to check the contents of the recorded surveillance data.