

Loan periods and fees

LOAN PERIODS

General loan period.....	28 days
Bestsellers.....	14 days
Music CDs	14 days
DVDs and Blu-ray discs	14 days
Console games.....	14 days
Board games.....	14 days
Objects.....	1–28 days (depending on the object)
E-materials.....	1–28 days (depending on the service)

Limit on reservations and loans

Console games.....	5
All other materials	100
Pending reservations at a time.....	100

JOINT FEES CHARGED BY ESPOO, HELSINKI, KAUNIAINEN AND VANTAA CITY LIBRARIES

Overdue fees

Overdue fee/day/adult item/loan.....	€0,20
Maximum overdue fee/loan.....	€6,00
Uncollected reservations/reservation.....	€1,00
Replacing a lost or damaged library card	€3,00 (adults)
.....	€2,00 (under 18 years of age)

For materials reserved or borrowed by customers aged under 18 or included in the flexible customer model, the fee for uncollected reservations or overdue fees will not be charged.

Maximum outstanding debt

You will lose your borrowing rights if your outstanding debt is €30,00 or more.

Compensating for items and paying the fees

You will have to compensate for lost or damaged material by paying a price which is charged according to the item's value registered in the library's database. You can compensate for material with a similar item. You cannot substitute a similar item for a video cassette, BD disc, DVD disc or console game. These must always be compensated for by paying the price mentioned below. The library will not refund the compensation price even if you later find the material you have compensated for. You can pay the fees (except for collection) at any Helmet library or online helmet.fi/payonline. The library will not refund any fees paid.

Compensation prices for lost or damaged materials

DVD, Blu-ray disc, console game / adults' material.....	€42,00 / item
DVD, Blu-ray disc, console game / children's material.....	€17,00 / item
Single magazine / adults' material	€5,00 / copy
Single magazine / children's material.....	€3,00 / copy

Compensation prices for all other materials will be charged according to the item's value registered in the library's database.

However, a minimum of €17,00 will be charged for items from the adults' department, and a minimum of €9,00 for children's material.

Collection

Espoo, Helsinki, Kauniainen and Vantaa City Libraries transfer their outstanding fees to be collected by the collection office Lowell Oy approximately 60 days after the due date. With effect from 1st April 2014 the collection concerns items borrowed by a person 18 years of age or older. The collection office invoices city-specific compensation fees, its own collection fees and the legal penalty interest for the item.

Interlibrary loan fee

Please check the library-specific interlibrary fees at the site helmet.fi > Libraries and services > [Interlibrary loans](#).

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