

Payments and charges

Official record of a decision by the Library Services Director 22 December 2016, section 1

Kuopio City Library payments and charges from 2 March 2020

1. Fines for overdue loans

The fines begin to accrue immediately after the due date.

- €0.35 / item / calendar day, up to €9.00 / item

- magazines and journals, up to €4.00 / item

The delivery charge for an overdue reminder is €2.00, and €5.00 for an invoice.

Only the delivery charge for an overdue reminder and an invoice will be charged for material from the children's and juveniles' departments.

2. Compensation for lost or damaged casing or material

- DVD or BluRay casing €2.00

- audiovisual material casing size A4 €8.00

- audiovisual material casing size A5 €7.00

- CD casing €2.00

- CD-ROM disc as a supplementary publication €3.00

Lost or damaged material must be compensated for in accordance with the terms of use.

3. Other payments and charges

- Library card: the first card is free of charge, the following cards €2.00
- An uncollected reservation not collected within 7 days from the sending of the pickup notification, €2.00 (does not apply to material from the children's and juveniles' department)
- Plastic bag €0.20
- A tote bag, depending on the size, €3.00-7.00
- Sales prices of used books €0.50-1.00 (incl. VAT)
- Interlibrary loan orders
 - o from Libraries with regional development responsibilities, the National Repository Library and the Library of Parliament €3.00
 - o from other public libraries, scientific libraries and libraries abroad €3.00 + the charges of the sending library
 - o copies, €3.00 at minimum
- Printouts
 - o black and white A4 €0.20 / page, A3 €0.40 / page
 - o colour A4 €1.00 / page, A3 €1.50 / page
 - o Microfilm copies A4 €0.20, A3 €0.40
 - o Microfilm copies taken by librarians €1.00
- Rents
 - o Rent for the exhibition space €185.00 / week + VAT 24%, €46.00 / day + VAT 24%
 - o Rent for the meeting room €36.00 / hour + VAT 24%, the city's own use €18.00 / hour
 - o Rent for the group workroom
€7.90 / hour + VAT 24%

Terms of Use of Kuopio City Library, 2 March 2020, valid until further notice Wellbeing Promotion Committee, 22 January 2020

Welcome to Kuopio City Library (hereinafter, the Library). You agree to abide by these terms of use and any revisions to them when using the library services, being issued a library card or agreeing to serve as a person in charge. The right of the municipality to draw up terms of use for the library is based on the Act on public libraries (Laki yleisistä kirjastoista 1492/2016).

Use, borrowing and reservations of library material

A library card will be issued to a customer after the completion of a registration form. The information given in the form will be saved in the Library's customer register. A commitment by a person in charge (guardian, guardian of interest/trustee or other legal representative) is required from a person who is under 15 years of age or otherwise legally incompetent, and from a community borrower (a school, day-care centre, an institution or other community). In order to become a library customer, the customer or person in charge must prove his or her identity by presenting a photo ID and state his or her personal identification number and contact information. A public library has the right to collect personal data necessary for the customer relationship. This data constitutes a customer data file. The personal data file description is available for viewing in the Library and in the web library.

The library card is a personal document whose holder (the owner or person in charge) is responsible for all material borrowed on the card. A lost card and any changes of address or name must be reported to the library without delay. The customer is held responsible for the material borrowed on the lost card until the Library has been notified of the loss of the card. The PIN code and the library card authorise the customer to use the web library, mobile library Minna and self-service libraries.

The customer receives a PIN code by presenting his or her library card and proof of identity. PIN codes cannot be issued by telephone or e-mail.

Physical material and e-material is available for use and borrowing at the Library. The Library does not accept any liability for the contents of the borrowed material, the accuracy of the information nor any damage caused by the material to the customers. Each customer can have up to 80 items checked out on his/her card at a given time. The standard loan periods are 2, 7, 14 or 28 days. Bookmobiles, institutional libraries and home delivery service may have varying loan periods. Customers who do not meet the statutory age limits specified for the material cannot borrow films and games.

A loan can be renewed up to six times provided there are no reservations for it. Renewal restrictions apply to certain categories of material.

Material can be reserved in the Library or via the web library. When the reservation is ready for pick up, a notification will be sent by email, SMS or letter. Reservations are free of charge. Reserved material must be collected within 7 days from the dispatch of the arrival notification. Uncollected reservations are subject to a penalty fee. If the required material is not available in the library collections, an interlibrary loan from other libraries in Finland or abroad is possible. Interlibrary loan fees and the penalty fee for uncollected reserved material are specified in the Payments annex of these terms of use.

Returning and due dates

Borrowed material must be returned on the due date of the loan at the latest. Material is returned at the customer's own risk and a receipt for the returned materials will be issued by request. Some libraries use a drop box. Material is returned to the drop box at the customer's own risk and the loans will be registered as returned on the following opening day of the Library. The return boxes may be closed over holidays.

The due dates are indicated on the receipt issued to the customer when checking out material. It is possible to receive a due date reminder by email for one's loans 3 days before the due date. The Library does not accept liability for the delivery of due date reminders. The fines for overdue loans begin to accrue immediately after the due date. The Library will send the first overdue reminder to the customer on the 7th day from the due date, the second on the 28th and an invoice on the 56th day from the due date. These charges are listed in the Payments and Charges part. Unpaid charges and compensations will be transferred to debt collection.

Obligations of library users

While visiting the Library, library users may not disturb the other library users or the library staff in any way nor endanger comfort or safety in the Library. Library users are responsible for handling all library materials and other property with due care so as not to damage them.

Services free of charge and subject to a charge

The use, borrowing and reservations of the Library's own materials and guidance and advisory services are free of charge for customers. In accordance with the Payments annex, the Library will charge fees for materials returned after the due date, for failure to collect reserved material, for the delivery of notifications and invoices, and for interlibrary loans, broken casings and printouts. Lost or damaged material must be replaced with equivalent material or by paying a compensation corresponding to the value of the material to the Library's customer service desk. For copyright reasons, DVD, BluRay and CD-ROM discs cannot be replaced with corresponding recordings. Instead, the compensation for these is a price that includes a copyright fee.

Suspension of borrowing privileges

Unpaid fees and charges accumulate as debt in the customer's account. Unpaid fees exceeding €10 automatically result in the suspension of borrowing privileges. A customer's borrowing privileges will be restored when the overdue material is returned and all accrued fees are paid.

Opening hours and use of the library's customer premises

All Kuopio City Library locations are open for everybody. Anyone who follows the customer regulations is allowed to use the library collections, services and customer facilities.

The opening hours of the libraries and bookmobiles are posted at each library and the web library.

Some Library locations operate as self-service libraries according to the hours announced by the Library (self-service library), and during self-service hours, the staff is not present in the library. In order to use a self-service library, the library customers gain entrance with a personal library card and PIN code, which they have received as they have registered as library customers. A commitment by a person in charge (guardian, guardian of interest/trustee or other legal representative) is required for a person who is under 15 years of age or otherwise legally incompetent. Parents and children should together get acquainted with the library facilities and safety before the children use library as self-service. The general safety instructions are shown in the libraries. The Library staff may temporarily prohibit self-service entrance for a specific customer, should any disturbing behaviour occur.

An open WLAN network is available at the Library. Since the network is not protected, customers using it are responsible for ensuring any protection they may need. The Library does not accept liability for any problems or damage caused to customers by the use of the open network or equipment used in the Library.

The Library rents out facilities for various functions and events. The rental prices of these facilities are listed in the Payments annex of these terms of use. The Library Services Director has the right to allow the facilities to be used free of charge by activities that support library services and events arranged in cooperation with the library.

Loss of the right to use the library

The Library Services Director or his or her deputy may prohibit a customer from using a specific library for a fixed term (max. 30 days) if the customer repeatedly and substantially disturbs the operations of the library, endangers its safety or damages library property regardless of being told not to do so. Before imposing such a prohibition, the customer must be heard and a local government officer's decision made on the loss of the right to use the library. The customer may submit a claim for a revised decision in accordance with the Local Government Act.