

APPROVED
by the Board of the National Library of Estonia
Resolution No 2, 17 March 2009

RULES FOR USERS OF THE NATIONAL LIBRARY OF ESTONIA

1. GENERAL PROVISIONS

- 1.1. The National Library of Estonia (hereafter the Library) is a national, parliamentary and research library that provides a public service.
- 1.2. The use of library materials and databases is free. Some other services may however be subject to a charge according to the priced services price list.
- 1.3. The manned and video surveillance and an electronic security system are in operation to protect the Library's property.

2. REGISTRATION OF USERS. DATABASE OF REGISTERED USERS

- 2.1. Users are registered from the age of 16 (and younger if the applicant is attending a secondary school or gymnasium) on the basis of a personal identity document and a registration application. Children under the age of 16 must have a written permission of a parent or guardian. Home lending of items is permitted from the age of 18.
- 2.2. The following data are provided with the registration application: last and first name of the user; personal identity number or the date of birth, postal address, telephone number, e-mail address, and a mark about the wish to receive e-newsletters. Users must sign their registration application to confirm their commitment to observe the terms of the Rules for Users of the Library.
- 2.3. The ID card or the library card are documents certifying the rights of the reader of registered users of the Library.
 - 2.3.1. A charge is made for the issue of library cards according to the price list.
 - 2.3.2. Library cards are issued for the exclusive use of the holder.
 - 2.3.3. Loss of a library card should be reported to the Registration Desk of the Library.
 - 2.3.4. Changes in the data specified in clause 2.2. should be reported to the Registration Desk of the Library.
- 2.4. Records of registered users are maintained in the library user database. The goal of maintaining the user database is to interconnect provided services with the user of these services.
 - 2.4.1. The following information is entered in the user database
 - 2.4.1.1. the data specified in clause 2.2.
 - 2.4.1.2. number of the library card and the date of expiry
 - 2.4.1.3. encrypted PIN-code
 - 2.4.1.4. information connected with the services
 - 2.4.2. User records are used for
 - 2.4.2.1. providing services
 - 2.4.2.2. conducting statistical analyses when information is not related to the person.

- 2.4.3. User records are stored in the database during the period of validity of the rights of the reader (three years).
 - 2.4.4. User records are exclusively for the internal use. Only the library employees who provide services will have access to the user database. The third person will be granted access to user records in the cases provided by legislation.
 - 2.4.5. The protection of personal data is secured by technological measures.
- 2.5. The PIN-code which is used in the electronic library system enables access of users to their personal recorded data and excludes access of unauthorised persons to the data.

3. ONE-DAY CARD

- 3.1. A one-day card is issued for the exclusive use of the holder on the basis of the identity document to users from the age of 16 (or younger if attending a secondary school or gymnasium). A charge is made for one-day cards and they are valid on the date marked on the card. Information about users with a one-day card is not entered in the user database.
- 3.2. A one-day card gives visitors the right to stay in the reading area and use card files, catalogues, databases, materials on the open shelves, and visit exhibitions. It does not give the right to order items from the depository.
- 3.3. A one-day card can be issued also to registered users who do not have their valid library card with them. A one day card gives registered readers the right to order items from the depository.

4. USE OF LIBRARY ITEMS AND SERVICES

- 4.1. The items held on open access shelves may only be used in the reading rooms. As an exception, home lending is permitted for items in the Information Science Reading Room for information science students, lecturers and specialists, and items in the German, Austrian and Swiss reading rooms.
- 4.2. Archival documents and items in the Rare Books and Archives Reading Room may be used for the purposes of research or artistic creation only if the item requested is not found in other collections in the Library.
- 4.3. Home lending is permitted for books, serials, and printed music beginning from the 1946 year of publication to be ordered from the basic collection in the depository, except for legal deposit copies, reference publications, dictionaries, and publications in poor condition.
- 4.4. Users may borrow up to three (3) books/serials and /or five (5) printed music pieces at any one time. The loan period for books and serials is 30 days and for printed music three (3) months. If items are not in demand the due date can be renewed up to two times, choosing for this the most convenient for the user way: by e-mail, telephone, the link *Minu ESTER* at the front page of the e-catalogue, trough e-library, or through a reference librarian.

- 4.5. Any user who fails to return a borrowed item in due time will be liable to pay a fine of 0,32 € for each delayed day per item. Users who fail or refuse to pay a fine are not allowed to renew items and borrow new items.
- 4.6. In special circumstances, items and works of art shall be lent to institutions and legal persons with the consent of the Treasurer of the Library and on the ground of a letter of warranty. The lending of items will be formalised by a delivery report.
- 4.7. Items and copies of articles not available in the Library can be requested through the Interlibrary Lending Service (ILL) from other libraries in Estonia or abroad.
- 4.8. For personal needs or study and research purposes copies of items from the collections of the National Library can be requested through e-library service or at the Central Circulation Desk. Making copies of items is regulated by the Guidelines for the Reproduction of Works from the Collections of the National Library of Estonia.
- 4.9. Users may rent for charge a single or double working room and a piano room that can be preordered from the Central Circulation Desk and the Music Reading Room respectively. The use of group discussion rooms is free of charge.

5. USE OF COMPUTERS AND INTERNET IN THE READING ROOMS

- 5.1. As a client of the Estonian Educational and Research Network (EENet) the National Library of Estonia provides users of the Library free of charge access to the Internet (see EENet Network rules <http://www.eenet.ee/teenused/reelistik.html>).
- 5.2. The following is not permitted when using the Internet
- 5.2.1. visiting websites propagating violence or containing pornographic content
 - 5.2.2. commercial activities
 - 5.2.3. playing games
 - 5.2.4. repealed
 - 5.2.5. any other activities that are contrary to the law or decent manners.
- 5.3. The following is not permitted on computers
- 5.3.1. changing the configuration of computers
 - 5.3.2. installing programmes
 - 5.3.3. booting and/or shutting down.
- 5.4. The National Library staff have the right to control the use of computers directly and via the network and interfere with the reader's action and suspend the reader from the use of computer if the reader does not observe the restrictions specified in clauses 5.2. and 5.3
- 5.5. The terms of the usage of licensed databases are regulated by the agreement concluded between the Library and the intermediary company. Information on the terms of agreement is available on the homepage of the National Library <http://www.nlib./lab>.

6. INTERNAL REGULATIONS

- 6.1. Outdoor clothes and any bags larger than A4 format (30x21 cm) should be left in the cloakroom. For private possessions lockers are available in the cloakroom. The Library's plastic bags are provided for possessions taken to the reading area.
 - 6.1.1. As an exception, laptop computer bags that are of the size of a laptop are allowed to be taken to the reading area.
 - 6.1.2. Visitors are obliged to show their possessions and items to the security staff for examination at the entrance to the reading area and at the exit.
- 6.2. At the entrance to the Library's reading area library cards or ID cards are registered in the card reader and one-day cards are inspected. If there is a justified reason, the security staff are authorised to request an identity document from visitors with library cards or one-day cards.
- 6.3. Users are required to behave in an orderly manner and observe the rules on silence in the reading rooms. Activities likely to disturb the work of other readers are not permitted, including: talking on mobile phones and arranging lectures or holding any other gatherings.
- 6.4. To avoid damage of items, eating and drinking are not permitted in the reading rooms.
- 6.5. Smoking is only permitted in special smoking areas.
- 6.6. Users under the influence of alcohol or drugs and those wearing visibly dirty clothes are not admitted to the Library building.
- 6.7. Entry to the Library on or with roller-skates, skateboards, bicycles, etc. is not allowed, nor may animals (except for guide dogs for the blind), weapons, ammunition, explosives, easily flammable substances, or dirty or offensively smelling objects be brought in.
- 6.8. The security staff will ensure that users observe the Internal Regulations and will provide control at the entrance to the reading area and at the exit.
- 6.9. The Library does not accept any responsibility for unattended possessions.

7. USER RESPONSIBILITY

- 7.1. Users are responsible for any borrowed items, devices or other property and are obliged to compensate the damage caused to the Library.
- 7.2. Users are required to replace any damaged or lost items with the same items or compensate for the cost of the item. The cost of the item will be compensated on the basis of a notice provided by the Library.
- 7.3. The cost of a damaged or lost item in the case of books and serials will be determined by the head of Collection Development Department, in the case of printed music - by the head of Fine Arts Information Centre. The basis for determining the cost is the market price of the item that will be increased by expenses connected with procurement, processing or conservation of the item.

- 7.4. The right to use the Library shall be suspended for a period of one (1) year in the case when
- 7.4.1. the terms of the Rules for Users of the Library are repeatedly breached,
 - 7.4.2. an item has been removed from the Library without permission.
- 7.5. The decision to suspend the right to use the Library will be taken by Director General of the Library.
- 7.6. Disputes arising from the interpretation of the Rules for Users will be resolved by the head of the department/centre serving the user.
- 7.7. If the user fails to pay a fine specified in clause 4.5. and compensate by the due date the losses caused by overdue, lost or damaged items or other property damage the Library has the right to assign the recovery of debt (assign claim) to a legal person offering collection services.
- 7.8. Users cannot order and borrow new items or renew the due date of borrowed items until the debt is liquidated.

Janne Andresoo
Director General

The wording of clauses 2.3, 2.4.3., 4.5., 5.4. and 6.2. was amended; clauses 7.7. and 7.8. were added and clause 5.2.4. was repealed by the Resolution of the Board of the National Library No 2 of 27 April 2010

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