

# Jyväskylä City Library self-service library terms and conditions

A self-service library is a library that customers can access also outside service hours, for example evenings and weekends. Opening hours of Jyväskylä's self-service libraries are available on library websites.

## Signing in

Use a valid Keski Libraries card and the corresponding PIN code to sign into a self-service library. You can get a library card and a PIN code at any Keski Library during service hours.

The library card and the PIN code are personal. Each customer signs in using their own card, except for children under 15 accompanied by an adult.

Make sure that you are the only person entering the library while the door is open, and that the door is locked after entering and exiting the library.

The lack of borrowing rights does not prevent you from signing into a self-service library.

Access to self-service libraries can be denied for a set period if the customer causes disturbance in the library, compromises its safety or damages its property (238/2016).

The beginning and the end of both service and self-service hours are announced in the library over loudspeakers. Customers must leave the library at the end of self-service hours. Failing to leave the library causes an alarm and the customer responsible for it is required to pay the associated costs.

During service hours, the staff in self-service libraries can offer guidance on using self-service libraries.

## Services available during self-service hours

During self-service hours you can loan and return materials as well as pick up reserved materials by using self-service lending machines. Computers and wireless internet are available for customers. You can also read magazines and other materials, work, study or have small meetings.

No staff is present during self-service hours, so services that require staff are unavailable. These services include paying charges and obtaining a library card. You can, however, pay library charges and get a PIN code online. In some self-service libraries printing and copying is possible only during service hours.

The customer is obliged to resolve any issues that occur while loaning or returning materials in self-service libraries during staffed hours. Until then, the customer is responsible for any materials registered on their library card.

## **Terms and conditions**

Library terms and conditions apply also during self-service hours.

A library is a public space in which the Public Order Act, in addition to the library's own regulations, applies. For example, the use of intoxicating substances, disturbing order by making excessive noise and physically or verbally threatening behavior is prohibited.

Each customer is responsible for contributing to general tidiness, comfort and safety in the library.

The customer must pay for any damages they, or anyone who entered the library in their company without separately signing in, have caused.

Customers under 15 years of age are required to register as self-service library customers by a contract signed by their guardian to be able to use self-service libraries independently. The guardian together with their child must familiarize themselves with the library space and its safety before the child can use the library during self-service hours. The guardian is responsible for any use of the self-service library that takes place using the child's library card. The guardian is also responsible for any damage caused by other persons that enter the library with the guardian's child without signing in separately.

Video surveillance is used in self-service libraries. Self-service library access control and video surveillance are used in accordance with the Data Protection Act [1050/2018].

Possible technical issues with computers and lending machines can be solved only when library staff is present.