

## 3AMK library rules

Welcome to the library! The 3AMK library is formed by the libraries of Haaga-Helia, Laurea, and Metropolia. Our libraries are open to the public. However, some materials and services are available to the students and personnel of Haaga-Helia, Laurea, and Metropolia only. More information is available from the libraries.

### Borrowing privileges

You will receive a library card upon providing your contact information and presenting an ID card with photo and identity code. Students of Haaga-Helia, Laurea, and Metropolia can create a library card also with Tuudo application used by their institution. A person under the age of 15 is granted a library card with his/her guardian's permission.

The library card is personal. You are responsible for all materials borrowed with your card. Inform the library of a lost card. Until the library has been informed of a lost library card, the responsibility for the library card use remains with the library card owner or the guardian of a person under the age of 15.

Inform the library of any changes to your name or contact information.

### Customer register and data privacy

Your personal data is saved in the library's customer register, which is used solely for the activities of the library. You have the right to inspect which of your personal data is saved. The Privacy Statement is available on the library's website.

### Borrowing and renewing loans

The loan periods for different materials vary. Some library materials are not lent out. More information on loan periods and borrowing privileges is available on the library's website.

You can renew your loans via the internet or by contacting the library. Loans can be renewed if the material on loan has not been reserved and your borrowing privileges have not been revoked. There is a limit to the number of times a loan can be renewed.

### Overdue loans

A fee is charged for loans returned or renewed after the due date. You will lose your borrowing privileges when your fines have accumulated to a specified amount. See a separate price list for information on fines.

Your borrowing privileges are reinstated once the overdue material is returned and the fines paid. You must replace lost or damaged library material by the corresponding material or by paying the replacement fee set by the library.

We send reminders by email indicating that a loan is overdue. You are responsible for the overdue fees even if you have not received a notification that the material will be due. The overdue fees will also be charged even if failing to renew the loans is due to an operation failure of the online library or other technical problems.

If you do not renew or return material and pay overdue fines, the handling of the matter is transferred to a collection agency. The collection agency will send you an invoice. The invoice covers the replacement cost of the material borrowed, the amount of overdue charges, a collection fee, and, when applicable, legally set penalty interest. You do not have the right to receive back payment after you have paid an invoice even if you return the material. Debt collection for unreturned loans applies also to persons under the age of 18.

### Reservations

You can order materials from one of the campus libraries of Haaga-Helia, Laurea, and Metropolia to another. There are restrictions on reservations from Haaga-Helia's Vierumäki library collections. Place reservations online or at the library. You cannot reserve materials you have taken out on loan, and you can only make one reservation for any particular publication. The fee for uncollected reservations is stated in the price list.

### Inter-library loans

We can order you material from other libraries as inter-library loan, if the material is not available in the collections of Haaga-Helia, Laurea, or Metropolia. Inter-library loans to other libraries are sent from the library collections with some restrictions. The terms and fees for the inter-library loans service are explained on the library website.

### Library fees

The price list is available on the library website.

### Library premises and equipment use

We offer reading and working premises for study and research purposes. Users will follow instructions and keep the library a peaceful place to work. They will also use equipment in compliance with user rules set by the IT services of the organization.

Opening hours and exceptions to them will be provided at the library and on the library website.

### Abiding to library rules

Upon receiving the library card, you agree to abide to the library rules. If you fail to abide to the rules or separate instructions provide by library staff, you may lose your borrowing or other privileges for a set period or permanently.

The libraries reserve the right to update the library rules as needed. The library rules are placed in a visible spot in the libraries and also on their websites.

These library rules are in force starting 5 April 2022.