

OUTI Library Network consists of the libraries of Hailuoto, Ii, Kempele, Kuusamo, Liminka, Lumijoki, Muhos, Oulu, Pudasjärvi, Pyhäjoki, Raahe, Siikajoki, Taivalkoski, Tyrnävä, Utajärvi and Vaala.

All OUTI libraries share the same materials, customer register, library system and web library at www.outikirjastot.fi. The information in the library customer register is used to provide the library services. The data drawn from the register is anonymized if used for statistical purposes or planning and reporting on the library operations and services.

OUTI Library database also includes information of materials located in the collections of special libraries and school libraries. The rules and regulations of special libraries and school libraries differ partly from those of the public libraries.

Loan periods, restrictions, fees and fines of the OUTI Libraries can be found at the end of the rules and regulations.

RIGHTS OF USE

- Library services are available for everyone who agrees to follow the OUTI Libraries' rules.
- Using, borrowing and reserving library materials as well as guidance and advice provided by libraries are all free of charge.
- Libraries offer different types of spaces for customers to use free of charge or for hire.

LIBRARY CARD AND PIN

- Library card is personal and used for identifying library customers in the register. A library card can be obtained from the OUTI libraries and mobile libraries by presenting a valid personal identification document. The OUTI library card is valid in all OUTI libraries.
- Local organizations can obtain a library card and borrowing privileges. Organizational customers are also subject to the OUTI Libraries' rules and regulations.
- A library card can be obtained from any OUTI library or mobile library. The first library card is free of charge.
- Library card and borrowing privileges are valid for 10 years at a time. Contact information of a customer will be checked when their borrowing privileges are renewed.
- Customer data is deleted upon request when

patronage ends or when a library card has not been used for 6 years.

- Customers must have a Finnish postal address.
- Customers under the age of 15 years require a written permit from a parent or guardian. A parent or guardian is responsible for the loans of a customer who is under the age of 18 years.
- Expiration of borrowing privileges, missing parent/guardian information or missing personal identity code will result in a loss of borrowing privileges. Borrowing privileges are restored when these issues are corrected.
- The library card requires a connected PIN (Personal Identification Number) for the use of the web library and online services, customer computers and self-service libraries. Several libraries have protected borrowing transactions at self-service stations with a PIN login. Customers can apply for a PIN in person at the library or on the OUTI Web Library using the 'Forgot your PIN?' link if the customer information includes an e-mail address. Customers cannot receive a PIN by phone.

LIBRARY USER RESPONSIBILITIES

- Library cards are for personal use only. Customers are responsible for their library card and any material borrowed with it as well as the use of their customer ID and PIN.
- If the customer loses their library card or changes their name or address, they must notify any of the OUTI libraries as soon as possible. Items cannot be checked out with a library card reported missing. Customers can purchase a new card or activate an old card that has been found after proving their identity.
- If the customer does not return their loans or pay fines, they will lose their borrowing privileges in every OUTI library. Once the loans are returned and charges have been paid, the borrowing privileges are restored.
- Libraries are open and accessible for everyone. Public Order Act (612/2003) must be followed at libraries. Repeatedly and substantially disrupting library operations, damaging library property or jeopardizing public security in a library can result in a suspension of library use. Local authorities may impose a library-specific suspension on a library user, with the maximum duration of 30 days. Before the suspension of library use is implemented, both parties have the right to be heard.

LOANS, RENEWALS, RESERVATIONS AND RETURNS

- Customers can have a maximum of 100 loans at a time. Organizational customers can have 200 loans at a time.
- The age limits stated in the Act on Audiovisual Programmes are complied with when borrowing films and digitally distributed games.
- Loans, with the exception of short-term loans, can be renewed if they do not have other reservations and the library card does not have borrowing restrictions. Loans can be renewed a maximum of 7 times.
- Customers can reserve, i.e. place holds, on library materials of all OUTI Libraries. However, not all materials are reservable.
- Making reservations is free. If a customer fails to pick up their reservation, they must pay a fine. The maximum amount of reservations is 100 at a time. Unfulfilled reservations will expire after 2 years of their creation.
- Loans, with the exception of objects, can be returned to any OUTI library free of charge. Objects must be returned to the same library they were borrowed from.

INTERLIBRARY LOAN SERVICE

- Customers can submit an interlibrary loan request for material that is not found in OUTI Libraries. The service is fee-based. The interlibrary loan service complies with national guidelines as well as the terms and fees set by the library providing the loan.
- Interlibrary loans must be returned on time. If you have an overdue interlibrary loan, you cannot order a new interlibrary loan.
- Some municipalities have specific interlibrary loan practices that must be followed. For more information about interlibrary loans, contact your library.

OVERDUE LOANS

- Loan period expires when the library closes on the due date. Customers are responsible for returning or renewing their loans on time.
- Customers can subscribe to email notifications for reminders about upcoming due dates. Customers are responsible for their loans even if the reminders or overdue notices sent by the library system do not reach the customer or are not sent due to maintenance of the library system.
- Loans returned after the due date will be subject to overdue fines.
- Materials for children and material borrowed by

customers under the age of 18 years are not subject to overdue fines.

- Library will send an overdue notice and charge a fine for overdue loans. Overdue notices are also sent for materials for children or material borrowed by customers under the age of 18. Overdue notices will be sent 7 and 35 days after the due date by email or post. Sent overdue notices are also charged.
- Unreturned items will be invoiced. If the customer is under the age of 18 years and has unreturned loans, the invoice will be addressed to the customer's parent or guardian. Invoices will result in a loss of borrowing privileges.
- If the customer does not pay the invoice, the matter will be assigned to a debt collection agency which will collect the invoiced amount and any collection costs from the customer. Debt collection practices vary between the municipalities.

REPLACEMENT OF MATERIAL

- If the customer damages, loses or fails to return borrowed material, they are to compensate for it either by replacing the material with a new identical copy or by paying the price of a replacement.
- Customers cannot replace films with a new copy.
- The library is not responsible for any damage to customers' equipment or hardware caused by the use of library materials.

DATA PROTECTION AND PRIVACY

- OUTI libraries have a shared customer register. The library is entitled to enter personal identity codes into their customer register (Data Protection Act 1050/2018, Section 29).
- Customers have the right to see their personal information in the library's customer register (General Data Protection Regulation (EU) 2016/679, Articles 13–18). Instructions on how to request information can be found in the Description of the Customer Register.
- Description of the Customer Register can be viewed online at <https://outi.finna.fi/Content/rekisteriselosteet>.
- Specific information or personal data of the OUTI library customers is not disclosed to third parties.

OUTI library rules and regulations are based on the Public Libraries Act (1492/2016)

Decision of the OUTI Steering Group on 27.11.2023.

These rules and regulations will come into effect on 8.1.2024 and will be valid until further notice.

LOAN PERIODS

General loan period	28 days
DVDs and Blu-rays	14 days
Video games	14 days
Short loans	14 days
Objects (depending on the material)	1–28 days
eLibrary materials (depending on the service)	1–28 days

LOAN RESTRICTIONS

Video games	4 at a time
Other materials	100 at a time
eLibrary materials	depends on the service

FINES AND FEES

Overdue fines	0.30 € / day / item
short term loans	0.40 € / day / item
maximum fine / item	6.00 €
First overdue notice	1.50 €
Second overdue notice	3.00 €
Uncollected reservation	1.00 €
Interlibrary loan fee, customers	1.00 €
New library card	2.00 €

BORROWING PRIVILEGES

Borrowing privileges suspended if fines exceed 12.00 €

Materials borrowed by customers under the age of 18 years are not subject to overdue fines. Sent overdue notices are also charged from the customer.

All charges must be paid in full. Payments in instalments are not accepted.

RULES AND REGULATIONS

