



LAUREA LIBRARY RULES

The libraries of Haaga-Helia, Laurea, and Metropolia share the same library rules.

User right

Haaga-Helia, Laurea, and Metropolia libraries are open to the public. Some customers have limited user rights. More information on customer privileges is available from the libraries.

Borrowing privileges

You will receive a library card upon the presentation of an ID card with photo and by providing your contact information. The library card is personal. A person under the age of 15 is granted a library card only with his/her guardian's permission. The guardian is responsible for all materials borrowed with the card.

Keep your contact information up-to-date. Inform the library of any changes.

You are responsible for all materials borrowed with your card. Inform the library of a lost card. The responsibility for the library card use remains with the library card owner until the library has been informed of a lost library card.

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 the different collections in the libraries 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 Loans can be renewed if the material on loan has not been reserved and your borrowing privileges have not been revoked.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 after the due date. You may lose your borrowing privileges when your fines have accumulated to a specified amount.

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 be charged even if failing to renew the loans is due to an operation failure of the electronic library or other technical problems.

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.

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 an invoice for the unreturned loan and concomitant overdue charges. 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. Debt collection for unreturned loans applies also to persons under the age of 18. You do not have the right to receive back payment after you have paid an invoice even if you return the material.

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.

You can make reservations online or by contacting the library. You cannot reserve materials you have taken out on loan, and you can only make one reservation for any particular publication.

Interlibrary loans

We can order material from other libraries as interlibrary loan, if the material is not available in the collections of Haaga-Helia, Laurea, or Metropolia. The interlibrary loans service charges customers the costs incurred by the interlibrary loans service. More information on the library website.

Interlibrary loans to other libraries are sent from the library collections with some restrictions.

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 keep the library a peaceful place to study and work and use equipment in compliance with user rules set by the IT services of the organization.

Opening hours and exceptions to them will be provided on library entrance doors and library website.

Abiding to library rules

Upon signing 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 of time 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 20 May 2019.