

Library rules

Haaga-Helia, Laurea, and Metropolia libraries (3AMK libraries)

Our libraries are open to the public. Some materials and services are available only to the students and personnel of Haaga-Helia, Laurea, and Metropolia.

Electronic resources

The use of electronic resources (e-resources) is allowed for customer groups defined in the license agreements. When you use e-resources, you are required to follow the terms of the license agreements.

Students and staff can access their institution's e-resources remotely if the license permits it. Other users can access e-resources in the library using the library's computers, if the license allows.

Library card and borrowing rights

You will receive a library card at the library. Provide your contact information and present an ID card with photo and identity code. A person under the age of 15 can get a library card with their guardian's permission. Students of Haaga-Helia, Laurea, and Metropolia can create a library card also in their institution's Tuudo application.

The library card is personal. You can use it to borrow items from all Haaga-Helia, Laurea, and Metropolia libraries. You are responsible for all materials borrowed with your card. Let the library know if there are any changes to your name or contact details.

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.

Customer data and data privacy

Your personal data is saved in the joint customer register of Haaga-Helia, Laurea, and Metropolia libraries. It is used solely for the activities of the library. You have the right to check what personal data of yours is saved. The Privacy Statement is available on the library's website.

Borrowing and renewing loans

Information about loan periods and borrowing rights is available on the library's website. You can renew your loans online, in the Tuudo application, or by contacting the library. You can renew your loans if there are no reservations on them and you are not in a borrowing ban. The number of renewals is limited.

Overdue loans

If you return or renew a loan after the due date, you will be charged an overdue fine. Fines are charged according to the library's price list.

Check the due dates of your loans in the library's online service. We send reminders by email indicating that a loan is overdue. You must pay the overdue fees even if you have not received reminders or if renewing your loans online has failed due to a technical issue.

If you have outstanding fees above the limit indicated in the price list, you will lose your borrowing rights. You can get your borrowing rights back when you pay the overdue fines and return or renew your loan. If the material you have borrowed is lost or damaged, you will have to pay the cost of replacing it. You can also buy a replacement for the same material.

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 fines, and collection costs. You will not be refunded the replacement cost for the material if you return the material after paying the invoice to the collection agency. If you do not pay the invoice on time, you will also have to pay a legally set penalty interest.

Debt collection for unreturned loans applies also to persons under the age of 18.

Reservations

You can order materials from one campus library to another between Haaga-Helia, Laurea, and Metropolia. There are restrictions on reservations from Haaga-Helia's Vierumäki library collections. Place reservations online or at the library. You cannot reserve material that you already have on loan. The fee for uncollected reservations is stated in the price list.

Interlibrary loans

We can order you material from other libraries as interlibrary loan, if the material is not available in the collections of Haaga-Helia, Laurea, Metropolia, or other libraries in the Helsinki metropolitan area. The terms and fees for the interlibrary loans service are explained on the library website.

Library fees

The price list is available on the libraries' websites.

Library premises and equipment

We offer reading and working spaces for study and research. Please respect the working environment and follow the instructions given by the staff. Use the equipment in accordance with the guidelines of the organization's IT department.

Opening hours and exceptions are available at the libraries and on the website.

Following library rules

You agree to the library rules when you get a library card. If you do not follow the library's rules and guidelines, you may lose your borrowing or other access privileges, either temporarily or permanently.

Validity and updating of the library rules

The libraries reserve the right to update the library rules as needed. The library rules are available at the libraries and on their websites.

The library rules are valid from 1st October 2024.