

1.1.2024

Customer rights

Everyone has the right to use the library of the South-Eastern Finland University of Applied Sciences (Xamk) either on-site or online. The right of use includes access to library materials, services, devices, and facilities available with either a library card or a Xamk username.

A library card can be obtained from the campus libraries by presenting an official form of photo identification, such as an ID card, Passport, or driving licence or as specified in the Kaakkuri (Library's online service, kaakkuri.finna.fi). Children under 15 years of age are required to have consent from their parent or legal guardian.

Rights may vary between user groups (e.g., Xamk staff, Xamk students, and non-Xamk users). Decisions made by the library can be appealed within two weeks.

Customer Responsibilities

By using the services of the library, the customer agrees to comply with the relevant rules and guidelines of both Xamk's library and related electronic service providers. The customer should familiarize themselves with the service descriptions, instructions, rules, and fees of the library and related online service providers in the Kaakkuri.

The library card is personal. Personal and contact information must be kept up to date. The loss of the library card must be reported to the library immediately. The customer is responsible for the materials borrowed with the card and any other services or products accessed with the card.

Use Xamk's facilities with care and respect. Deliberate damage to property or negligence may lead to liability for damages. The customer is responsible for paying any levied fees or compensation for damage and collection costs. The customer is responsible for returning any loaned items and paying the overdue fines, even if they have not received a notification.

The customer must follow Xamk's rules of procedure and other University of Applied Sciences instructions on the library premises. Offensive, threatening, or rude behavior will not be tolerated and will be reported to the relevant authorities. Using intoxicants or being likewise under the influence are prohibited at the University of Applied Sciences.

Library Rights and Responsibilities

The library provides information on its services, instructions, rules, and fees in the Kaakkuri.

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The relevant Privacy Statements may be accessed on Xamk's website. The library processes customer data per Xamk's Privacy Statement. The library has the right to store the social security number of its users in the library system.

The library has the right to change its services and the rules and instructions related to them (e.g., opening hours and loan periods). For example, the library has the right to supervise the use of the premises during customer service and self-service. The library can impose a fixed-term loan prohibition on the customer if the customer does not comply with these usage rules. The library has the right to instruct a disruptive customer to leave the premises.

Xamk has the right to charge fees and compensation and to assign the case to a debt collection agency. The customer is liable for any costs related to the collection. The library is not obligated to accept returned books that have already been charged for and refund the fees or compensation.

Changes to the rules of use are approved by the Board of Directors. Changes to the fees charged by the library are approved by the President.

Validity of operating rules

The operating rules are valid from 1 January 2024 until further notice. The operating rules replace the operating rules of the South-Eastern Finland University of Applied Sciences library that took effect on 1 March 2019. The operating rules have been confirmed by the Board of Directors of the South-Eastern Finland University of Applied Sciences on 18 October 2023.