

Lappeenranta Academic Library is the joint library of Lappeenranta University of Technology and Saimaa University of Applied Sciences. It is a scientific library that is open for all. The main library is located on the Skinnarila campus in Lappeenranta (Skinnarilankatu 34) where both universities have their premises. In addition, the Library has a branch on the Linnala campus of the Saimaa University of Applied Sciences in Imatra (Tietäjänkatu 5). Service hours and changes in the opening hours are published on the Library's website and on notices in the Library.

## **1. User rights**

Collections, services, facilities and equipment of Lappeenranta Academic Library are available for all. The Library and the Library website provide information on certain restrictions of use and service limitations. If a customer does not obey the Library rules, his/her loan rights or other user rights may be cancelled for a fixed term or permanently.

A person who has a permanent street address in Finland may be registered as a Library customer. A person must complete the Lappeenranta Academic Library customer information form. Identity will be verified at the time of picking up the library card at the Library service point.

The Library card is personal. A cardholder is responsible for all loans borrowed on the card. The loss of the card must be reported to the Library immediately.

A patron is obligated to keep his/her customer data up to date and he/she has to notify the Library of the changed information (name, address, email etc.).

## **2. Print collections: borrowing, renewing, reserving, interlibrary lending and fines**

A library card is needed for loans, renewals and placing reservations on unavailable material as well as for interlibrary lending. A customer may use materials in the Library without borrowing.

Loan periods for the different library collections vary. If the loans are not returned or renewed in time, the patron has to pay late fines according to the currently valid Library price list. There will be patron block if the customer's fees reach the set limit in the price list. A patron will be invoiced for unreturned loans after the latest overdue notice. Lost or damaged library materials have to be paid or replaced according to the currently valid Library price list.

A patron may renew loans that are not reserved if his/her fines do not reach the limit of the patron block. Downtime of the library system or website or any other technical problem shall not relieve the patron from paying late fines. If there is an interruption in self-service renewal, the Library must be contacted immediately e.g. by email or by phone.

Reservations may be placed on material that is currently on loan. A patron may not reserve material that is currently on his/her loan. There may be only one reservation for the same material / patron. Patrons will be notified by email when the reserved title becomes available. Self-service pick-up of reservations is available in the Skinnarila campus library. In the Linnala campus library reservations may be picked up at the service point. Only the patron who has reserved the material is allowed to check out the item.

Interlibrary lending service enables customers to borrow titles and receive copies from other libraries in Finland and abroad. Titles ordered via interlibrary lending are available for the patron according to the terms of use of the sending library (e.g. reading room copies may be read only in the Library's premises). A blocked patron cannot use interlibrary lending. Interlibrary lending services are charged according to the Library price list.

### **3. E-collections**

Patrons of Lappeenranta Academic Library may use, as walk-in customers, the electronic material acquired by Lappeenranta University of Technology and Saimaa University of Applied Sciences in the Library according to the license agreements and terms of use. Staff and students can use their own university's e-collections from workstations within the university network and through remote access. More detailed information about resources in use and their terms of use is available on the Library website.

### **4. Information service and information literacy education**

Information specialists guide and advise customers in using databases and information retrieval free of charge. Commissions are charged according to the price list.

Information literacy education is given to the staff and students of both universities free of charge during library opening hours. Other information literacy instruction is subject to a charge according to the price list.

Contact data for information service and information literacy education (email, phone, chat, web form) are available on Library website.

### **5. Facilities and appliances**

In the Library, there are various reading and workplace facilities for studying, workshop rooms for groups, silent areas for individual work and appliances.

Customers must behave in a proper manner in the library facilities and peaceful studying environment must be allowed to other library users. Disturbing other customers - for ex. conversation and answering a phone - in silent areas is forbidden (phones must be in silent mode).

Workshop rooms are available for limited time by booking in advanced. More information in the Library.

Researcher room(s) and workplaces in the room for thesis writers are available on application. The right to use special study rooms may not be transferred to another person.

Computers in the Library may be used by logging in with the user name and password of Lappeenranta University of Technology or Saimaa University of Applied Sciences. Customers who do not have a personal user name may, after presenting their identification, request the staff to log in using a guest id. Computers in the Library are destined for studying, research, using e-collections, information seeking and other use of library services.

Customers can use their own devices in the Library. Using e-collections requires remote access to the University network. There is the wireless Eduroam network available in the Library. LUTGuest user names are available at the LUT info desk.

The Library is not responsible for any damage to users caused by malfunctioning computing device, software etc. The Library shall also not be liable for interruptions in telecommunication connections.

There are instructions for using printers and scanners in the Library. Help is available at the Library's service point within service hours.

Patrons are responsible for their personal property brought into the library premises. Lost property may be asked for at the Library's service point.