

Contactless borrowing

The decree is based upon the §6, section 2, point 5 of the Tallinn City Council's 18.10.2007 ordinance No. 31 ("Tallinn Central Library's General Ordinance").

1. General provisions

1.1 The decree regulates the contactless service of lending items to patrons. The requirements and conditions that are not regulated in this decree are stipulated in the "Usage Regulations of Tallinn Central Library".

1.1 Terms of the decree are used in the following meanings:

1.1.1 **decree** is the decree „Contactless borrowing“;

1.1.2 **patron** is Tallinn Central Library's patron;

1.1.3 **library** is Tallinn Central Library;

1.1.4 **item** is any data carrier that has stored information, i.e. a book, a note, an audiobook (sound- or video recording), a periodical;

1.1.5 **service unit** is a service department or branch library;

1.1.6 **service** is contactless lending/borrowing of items.

2. Providing the service

2.1 The purpose of providing the service is to reduce the time spent in the library by patrons, incl. the elderly and people with chronic diseases, and the reduction of human contacts in order to reduce the spread of COVID-19 and other viral diseases.

2.2 The service includes the homelending of books, periodicals, sound- and video recordings (hereafter: item).

2.3 The service may be used by library patrons who have a valid right of use of the library (i.e. a valid library card) and the right to borrow (they do not have unfulfilled obligations at the library, underage patrons have presented a valid parental consent form etc.).

2.3.1 Librarians have the right to check the validity of the patron's registration data before offering the service.

2.3.2 If a patron has unfulfilled obligations at the library then the service will not be provided. Past due borrowed items must be returned to the library. The overdue fee can be payed, after the items have been returned, via a bank transfer (example „Paying overdue sums by bank transfer“ has been published on the website www.keskraamatukogu.ee/en/), at the library with a bank card or in cash. A debt payment that is made via a bank transfer will not be reflected in the patrons' database immediately, it can take up to three days.

- 2.4 The service is provided during the library's opening hours and on the basis of the items that are on the open shelves. The items are not kept in a 72 hour quarantine before they are lent to the patron.
 - 2.5 The patron is responsible for following hygiene precautions by washing their hands with soap and warm water or by disinfecting their hands with a disinfectant before and after using the item(s).
- 3 Borrowing items
 - 3.1 The patron can borrow items that are marked „AVAILABLE“ in the e-catalogue ESTER. Items can not be borrowed from one service unit to another.
 - 3.2 Items can be borrowed by pre-ordering.
 - 3.2.1 The patron contacts the library via e-mail, phone etc. communication channel and presents the library with an item(s) borrowing request.
 - 3.2.2 If the patron contacts the library via phone, an alternative communication channel is chosen for the future, if necessary.
 - 3.3 Pre-ordered item(s) will be lent to the patron's name in the patrons' database.
 - 3.4 The patron can pick up the pre-ordered item(s) from the library. An exact time agreement (date and time period) will be made with the patron and during this time, the patron can pick up their pre-ordered item(s) from the shelf, table etc. location intended for that purpose, without mediation by a librarian.
 - 3.5 If a patron pre-ordered more than one item, their items will be tied into a package with tow rope. The item(s) will be accompanied by a label, in a visible spot (on top of the book or between the pages in such a way that the information is visible without the patron needing to touch the item(s)), with the following information:
 - 3.5.1 the patron's surname and initial (Maasikas, M.);
 - 3.5.2 the last 3 numbers of the patron's personal identity code (123);
 - 3.5.3 the previously agreed date and time of pick-up.
 - 3.6 Items that are pre-ordered by patrons are placed in an alphabetical order (based on the surnames of the patrons) to the shelf, on the table or to any other location intended for the purpose of offering this service. This makes it easier for the patrons to find their item(s).
 - 3.7 Patrons are forbidden from touching items that have been placed there for other patrons.
 - 3.8 If a patron has not picked up their item(s) during the previously agreed time period and has not informed the library, their item(s) will be held in their name for two (2) days. The due date will not be extended further on account of these two days.
 - 4 Returning items
 - 4.1 The patron will return the item(s) to the library, on the return self, table etc. location that is intended for that purpose. The librarians will mark the item(s) in the patrons' database as returned on an ongoing basis but no later than the day following the return of the item(s). The patron can check the return of their item(s) by logging into My ESTER or by contacting the library via e-mail, phone etc. communication channel.

- 4.2 If the patron wishes to do so, the borrowed item(s) may be returned to the service counter at the library, i.e. via mediation of a librarian.
- 4.3 The library will contact the patron via e-mail or by phone if it is discovered that the patron did not return all borrowed items to the library or if the returned item(s) has/have overdue fees. If the patron wishes, the due date of the remaining item(s) can be extended if the item(s) has/have not been reserved by other patrons and there are no overdue fees.

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