



LIST OF SERVICE FEES 2019

All prices are in Euro

BORROWING

New library card as a replacement for a lost card	5,00
Reserved item available notice by post	1,50
Overdue fee for course books and research books	0,50/day/item (maximum overdue fee 10,00/item)
Overdue fee for reading room material	2,50/day/item (maximum overdue fee 14,00/item)
Item request on an available book in the borrowable collection on one's home campus	2,00/item
Uncollected reservation/item request	1,00/item
Inquiry by the library for library user data updates	4,00

Compensation for lost or damaged items in one of the following ways

1. 5,00 / replacement item of processing costs when the library user replaces the lost or damaged item with the same or newer edition.
2. 60,00 / compensated item when the library user pays the compensation sum at the library's customer service desk. (Compensation sum 50,00 and the processing and acquisition costs 10,00)
3. 76,00 / compensated item when the compensation sum is invoiced from the library user (Compensation sum 50,00, processing and acquisition costs 10,00, processing costs caused to the library by the invoicing process 11,00 and university's financial services' invoicing fee 5,00.) Items that are more expensive than the compensation sum will always be compensated with the sum equivalent to the current retail price of the lost/damaged item.
4. 18,00 / microcard (Compensation sum 2,00, processing costs caused to the library by invoicing process 11,00 and university's financial services' invoicing fee 5,00).

Items (Points 2 and 3) that are more expensive than 50 euros will always be compensated with the sum equivalent to the current retail price of the lost/damaged item.



ADDITIONAL MATERIALS AND SERVICES

Fee for a lost locker key (Joensuu)	57,00
Canvas tote bag	5,00 (incl. VAT 24%)
Mailing costs / consignment	5,00
Customs duty outside the EU	Fee charged by the Customs

PHOTOCOPYING (incl. VAT 24%)

Self-service copies

B&W copies A4	0,20
B&W copies A3	0,20
Colour copies A4	0,30
Colour copies A3	0,30
Self-service printouts per page	0,20

Service copies

Copying service and printouts per page	0,70
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PDF materials

UEF staff and students	4,00
UEF departments, schools and units (VAT 0%)	3,00

INTERLIBRARY LOANS

*UEF degree and postgraduate students *Other library users
 *UEF and KUH staff
 *UEF departments, schools, clinics and units
 *KUH profit areas and units

Loans from other libraries

From Finland and the Nordic countries	15,00	24,00
Microform master`s theses from Finland	8,50	14,50
From other countries	28,80	41,00
From the National Repository Library	1,00 (UEF students)	3,00
Archive materials (Kuopio)	Delivery costs	Delivery costs

Unreturned interlibrary loans As charged + processing costs 25,00**

**Additionally the customer will be charged for the university`s financial service`s invoicing fee 5,00.

Article copies from other libraries

From Finland and the Nordic countries, price per each 1-20 pages	8,00	15,00
From other countries, price per each 1-20 pages	10,00	19,00
From the National Repository Library	2,00	6,00

Copies of other materials

Other copies, such as copies of doctoral dissertations completed abroad, article copies from commercial suppliers, other special materials

As charged + delivery costs 5,00.

Service and photocopying fees indicated in the list of service fees will be charged for any uncollated materials delivered by the interlibrary services. If the lending library charges a renewal or overdue fee, it will be charged from the customer according to the invoice from the lending library.

Self-service article requests by students and staff members of the UEF ja KUH from the National Repository Library for research and teaching purposes are free of charge.

As a rule, a loan refers to an issue, a volume, or a set of microfilms delivered at once.

INTERLIBRARY SERVICES

State libraries, municipal libraries

and libraries of state-aided institutions

Other libraries and information services

Interlibrary loans to other libraries

Finland and the Nordic Countries	9,00	17,50
Outside the Nordic countries	22,00	22,00
Microfiches to Finland and the Nordic countries	6,50	7,00

Copies to other libraries

Finland and the Nordic countries,

price per each 1-20 pages	6,00	13,00
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Other countries,

price per each 1-20 pages	13,00	14,00
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University of Eastern Finland Library is a NORFRI library and we accept IFLA vouchers.



TEACHING AND INFORMATION SERVICES

- *UEF degree and postgraduate students
- *UEF and KUH staff
- *UEF departments, schools, clinics and units
- *KUH profit areas and units
- *Other library users (incl, VAT 24%)

Information retrieval

Personal guidance in information retrieval	Less than one hour: free of charge, after which 43,00/hour	Less than one hour: free of charge, after which 58,00/hour
Information retrieval on assignment or other consultations	43,00/hour + expences	58,00/hour + expences
Continuous / recurrent retrievals available on a separate agreement.		

Teaching services

Separately planned contact teaching of information retrieval for groups	86,00/lesson	116,00/lesson
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The expenses for information retrieval on assignment will be invoiced according to the actual database etc. expenses charged by the supplier.

The study field specific information retrieval course included in the curriculum for the university`s degree students is free of charge when the credit units are allotted by the library.

For university`s degree students whose curriculum does not include any information retrieval course, information retrieval guidance can be organized in groups free of charge on a separate agreement.

For longer training sessions or other special cases, please send an invitation to tender to the library.





PUBLICATIONS (incl. VAT 24%)

*UEF degree and postgraduate students *Other library users
*UEF and KUH staff

UEF publications

According to separate pricing. See the prices at: verkkokauppa.juvenes.fi

Publication services

(e.g.PDF files for PhD.Dissertations)

50,00/hour

50,00/hour

(min. 50,00/commission)

(min. 50,00/commission)

*UEF departments, schools, clinics, units and KUH units: publication services 37,00/hour (VAT 0%) minimum 37,00 per commission (VAT 0%).

List of service fees compiled applying: Universities Act 558/2009.

Council of State`s Degree on the Service Fees Collected by Universities 1082/2009.

List of service fees processed by the University of Eastern Finland Library`s management group 24.4.2019.

List of service fees ratified by the university`s financial services 26.4.2019.