

by Order No. V-05 of 2020-03-04,
issued by the Director of the Wroblewski Library
of the Lithuanian Academy of Sciences

RULES FOR THE USE OF THE WROBLEWSKI LIBRARY OF THE LITHUANIAN ACADEMY OF SCIENCES

I. GENERAL PROVISIONS

1. The Rules (hereinafter, the Rules) for the Use of the Wroblewski Library of the Lithuanian Academy of Sciences (hereinafter, the Library) establish the procedure for the general use of the Library, and for user registration and service, as well as rights, duties and responsibilities of the users and the staff of the Library.
2. The rules have been developed in compliance with the legislation regulating the activities of the Library.
3. All citizens of the Republic of Lithuania from the age of 16, citizens of other countries, as well as institutions and organizations have a right to use the Library.
4. The Library provides every user with comprehensive information about materials from its holdings regardless of the accessibility of these materials, views or orientation of their authors, and of political, ideological, religious, or other content of the materials.
5. The holdings of the Library are part of the collective holdings of the Lithuanian libraries and are maintained in accordance with state legislation. The procedures for accounting of collections, maintenance, and use of the collections are regulated by resolutions of the Government of the Republic of Lithuania, standards of the Republic of Lithuania and the internal administrative documents of the Library.
6. The use of the Library is free of charge, except services specified in the list of paid services issued by the Minister of Culture of the Republic of Lithuania.
7. The following key terms are used in these Rules:

User of the circulation service is a natural or legal person working in science, culture or education, a civil servant or official, or another user who has been granted permission from the Library Director and has additionally submitted a document confirming the right to register as a user of the circulation service: a diploma, academic degree, creative union membership certificate, or research institution employee ID;

Library service is any Library activity organized or carried out with a view to meet informational, scholarly, cultural, educational, professional, or leisure needs of the users; using all available information resources, the Library's equipment, premises, and professional competence; and provided to users free of charge or for a fee set by legislation;

Document is a record of information kept and used in any form, way, or medium, including electronic: book, periodical, manuscript, sheet music, microform, audio, video, mixed-media (audiovisual), cartographic, visual, written in Braille code or providing information in other ways;

User record (account) is an electronic document identifying a registered user of the Library and granting a right to use services of the Library in accordance with the established procedure;

Visitor is a person visiting the library and using those of its services for which the reader's card and registration are not required.

Registered user is a natural or legal person who is registered in the Library's information system and has been issued a reader's card, which grants a right to use, both within and outside the Library, information resources held by the Library or those services provided by the Library for which user identification is required;

Registered user of remote access is a natural person registered in the Library's public remote access system and using its services;

Reader's card is an identification document for a user of the Library granting a right to use those services provided by the Library for which user identification is required;

User is a person who has acquired a right to use the services of the Library in accordance with the Law on Libraries of the Republic of Lithuania and the Rules for the Use of the Library;

User service is an activity carried out by structural units of the Library providing information or library assistance within or outside the Library, by telephone, and by electronic or other means.

8. Concepts used in these Rules shall be understood as they are defined in the legislation of the Republic of Lithuania.

II. USER REGISTRATION AND USER SERVICE

9. Both registered users and visitors can use the services offered by the Wroblewski Library of the Lithuanian Academy of Sciences.
10. The registration procedure is as follows:
 - 10.1. Users are registered at the Library's Visitor Access Control Desk (hereinafter, Visitor Desk) on presentation of an identity document and on completion of the Reader's Record (Supplement 1) providing personal data (first and last name, personal code), student identity card number, address of place of residence, address of workplace or education institution, telephone number, and e-mail address;
 - 10.2. Persons who wish to use the circulation service must additionally present documents confirming their status (a diploma, academic degree, creative union membership certificate, or research institution employee ID);
 - 10.3. Having been informed of these Rules and the Rules for Computer Use, and having completed the Reader's Record, the user will be issued the Reader's Card free of charge;
 - 10.4. The user's electronic record is entered in the Information System of the Library and must include the first and last name, personal code, residence address, workplace or education institution, telephone number, and e-mail address;
 - 10.5. Upon receipt of the Reader's card, the user must confirm that he/she agrees with these Rules and with processing of his/her personal data and that he/she has submitted correct data;
 - 10.6. Personal data provided by the user will not be made public and will be used only for collection development, user service, and organization of information provision, accounting of users, and personal identification, so that the reader's card would be valid based on the unified user registration database.

- 10.7. In processing personal data, the Library acts in accordance with the legal principles of conclusion and implementation of a contract, consent, and performance of obligations in accordance with applicable legislation and other conditions for processing of data of a legitimate person referred to in Article 6 (1) of Regulation (EU) 2016/679;
- 10.8. After the Library has satisfied a user's request to delete his/her personal data, the user loses access to those services, for which user identification is required;
- 10.9. Personal data are stored in the Library's user registration database for six years. The time of storage of the data can be extended indefinitely. If during this time a user has never used services of the Library, or has not reregistered, his/her personal data are deleted;
- 10.10. The term of storage of a user's personal data coincides with the term of validity of his/her reader's card;
- 10.11. The term of validity of a reader's card can be extended on arrival to the Library;
- 10.12. If a user loses the reader's card, he/she must notify the Head of the Circulation Department. The duplicate of the reader's card will be issued upon the payment of 5 EUR.
- 10.13. At the time of a user's first arrival to the Library in a calendar year, the user must update his/her personal data;
- 10.14. A registered user who comes to the Library must present his/her reader's card to the librarian on duty.
11. The procedure for reader service is as follows:
- 11.1. Legal persons are provided services of the Library in accordance with a contract specifying the following conditions of service provision: authorized persons, object of the contract, time of validity of the contract, responsibilities of the parties, grounds for termination of the contract;
- 11.2. Lithuanian libraries wishing to use interlibrary loan must provide the interlibrary loan certificate issued by the Martynas Mažvydas National Library of Lithuania;
- 11.3. The Library's Digital Archive may be used by all physical persons who have completed the remote/online registration, entering their first and last name, and e-mail address into the registration form;
- 11.4. All users, except for the users of circulation service, may use print publications and other materials only on-site in the Library;
- 11.5. The following materials may not be borrowed and taken off-site: periodicals, serials, reference publications, encyclopedias, electronic documents, materials provided through interlibrary loan, books published pre-1940, as well as all the publications from the holdings of the Rare Books Department and the Manuscripts Department;
- 11.6. The procedure for the use of rare and manuscript materials is specified by the Rules for the Use of Documents Held in the Rare Books Department of the Wroblewski Library of the Lithuanian Academy of Sciences and Rules for Reader Services in the Manuscripts Department of the Wroblewski Library of the Lithuanian Academy of Sciences (available on the Library's website at www.mab.lt and in the Tadeusz Wróblewski Reading Room);
- 11.7. A user may check out up to 20 books at a time. The Library reserves the right to restrict the number of high-demand publications issued to one user.
12. The procedure for checking out documents from the library holdings is as follows:
- 12.1. Materials are issued to users fulfilling the request entered in the Library's electronic catalogue or completed by hand on a request form;

- 12.2. After a request placed through the electronic catalogue has been fulfilled, the user receives an e-mail message "Hold Request Fulfilled";
- 12.3. The requested items are kept on the hold shelf for 3 days; if the items are not checked out within this time period, they are returned to the stacks or transferred to the next user in the queue;
- 12.4. The requested items must be checked out by the requester on presentation of an identity document. An exception is made for disabled persons, whose requested books may be picked up by an authorized person on presentation on his/her identity document and the reader's card of the authorizing disabled person;
- 12.5. The librarian on duty inspects all the documents that are being issued to or returned by a user, in the presence of the user.
- 12.6. Materials in poor condition are checked out only by decision of Head of Stack Management Unit or a person authorized by him/her;
- 12.7. Copying services are provided in accordance with the provisions of the Law on Copyright and Related Rights of the Republic of Lithuania, and are paid;
- 12.8. Materials may be borrowed for a period from one day to one month, depending on their demand, number of copies in the Library's holdings and user group rights;
- 12.9. At the end of the loan period, the user will receive an e-mail message with a reminder or request to return the checked-out materials;
- 12.10. A user may borrow only one copy of the same title;
- 12.11. Originals of documents can be made unavailable if their digital copies are accessible through the Library's electronic catalogue;
- 12.12. A user must check information on the time limits for returning the materials in his/her account and extend the loan period, if needed. The loan period for an item will not be extended if the user has other materials unreturned or if the item has been requested by another user;
- 12.13. Materials should be returned to the same branch of the Library from which they have been checked out;
- 12.14. Picking up the requested materials, a user should sign a request slip. This slip is kept inside the reader's record booklet as a proof of loan;
- 12.15. Requests for documents kept in the Main Stacks will be accepted until no later than 30 minutes before the closing time, documents should be returned and computers switched off no later than 10 minutes before the closing time;
- 12.16. If the Library does not hold a document required by a user, it can provide the user with an opportunity to borrow this document from other libraries of Lithuania and other countries in compliance with the Rules of the Use of Interlibrary Loan in the Wroblewski Library of the Lithuanian Academy of Sciences.

III. RIGHTS, DUTIES, AND RESPONSIBILITIES OF USERS

13. A user has the following rights:

- 13.1. To be provided correct and comprehensive information about the Library's stock, electronic resources, conditions of reader service and procedure of service provision;
- 13.2. To use all information resources held and made available by the Library, information search tools, bibliographic information management tools, equipment, subscription data bases and other electronic resources;
- 13.3. To borrow (and take off-site) materials from the holdings of the Library or use them on-site;
- 13.4. To extend time limits for returning checked-out items, to request hold of new items or items checked out by another user;
- 13.5. To request documents not in the Library's collections through interlibrary loan from libraries of Lithuania and other countries;
- 13.6. To use the Library's computer workstations and internet access and personal laptop computers in compliance with the Rules for Computer Use, which are available on the Library's website at www.mab.lt and in the General Reading Room). In the specialized reading rooms, this service will be only provided to users searching for scientific or scholarly information;
- 13.7. To visit exhibitions and other events run at the Library;
- 13.8. To copy, scan and photograph documents at the Library and its branches, to save information into data storage devices in accordance with the provisions of the Law on Copyright and Related Rights of the Republic of Lithuania (photography and filming at the Library is regulated by the Rules for Photography and Filming at the Library, which are available on the Library's website at www.mab.lt and at the Communication Department;
- 13.9. To express an opinion to the Library's Directorate, to place a request or to file a complaint with the Library's Directorate, in oral or written form, regarding the work of the Library or the services provided by the Library.
- 13.10. To exercise his/her rights as a data subject (exercise of these rights at the Library is regulated by the Procedure for the Processing, Use, and Storage of Personal Data and by the Rules for Exercising the Rights of Data Subject at the Wroblewski Library of the Lithuanian Academy of Science, both of which are available on the Library's website at www.mab.lt and at the Visitor Desk);
- 13.11. To submit a query in writing or by e-mail with a view to the following:
 - 13.11.1. Receiving a response regarding processing of his/her personal data;
 - 13.11.2. Requesting clarification or transfer of his/her personal data;
 - 13.11.3. Requesting deletion of personal data, if they have been processed with consent, or if there exists another legal basis for exercising this right ("the right to be forgotten"). The procedure established by legislation ("the right to be forgotten") may not be exercised if the Library seeks to assert, enforce, or defend its own legitimate claims.

14. A user has the following duties and responsibilities:

- 14.1. To present his/her reader's card upon arrival to the Library;
- 14.2. To take care of and preserve the Library's materials, not to damage the furniture and equipment;

- 14.3. To return checked-out materials on time or to extend the loan period;
 - 14.4. After having finished using materials in the open-stacks reading rooms, to leave the materials on the table or in the book-cart;
 - 14.5. If the book security system is activated, to show personal belongings to the library staff member on duty;
 - 14.6. To follow the rules of conduct in public places, to treat other users and the staff of the Library with respect; not to violate the honor and dignity of other people (both the users and the staff) either in words or actions; not to commit either physical or psychological violence against them; to comply with general requirements for physical hygiene in public places;
 - 14.7. To leave outerwear and personal items in the cloakrooms (not to bring bags, backpacks, and handbags to the reading rooms), to carry belongings necessary for work in transparent bags;
 - 14.8. Upon receipt of a publication, to check it for defects; to notify the librarian if noticing them.
15. A user is not permitted:
- 15.1. To take off-site those materials that have not been checked out through the Library's information system;
 - 15.2. To disarrange cards at card catalogues; to take cards out of the catalogue drawers;
 - 15.3. To disarrange materials in the reading rooms or to take them to other reading rooms without permission from library staff, to transfer materials from one folder to another, to fold materials, write notes in them, to write on paper put on top of library materials, to force documents open, to press on them, to lay them down text downwards, to fold pages, or otherwise damage the materials;
 - 15.4. To install software brought on a personal storage device or downloaded from the Internet on the Library's computers;
 - 15.5. To consume food, make noise, or use cell phones in the reading rooms;
 - 15.6. To place information on the Library's display board without permission from the responsible staff members;
 - 15.7. To carry out activities incompatible with the direct purpose of the Library on the premises of the Library (to organize meetings and rallies, distribute proclamations or advertising booklets, advertise goods, etc.);
 - 15.8. To bring into the Library objects or substances that can disrupt activities of the Library and violate the safety of people (weapons, ammunition, explosives, poisonous or psychotropic substances);
16. A user is responsible for the following:
- 16.1. For damage to the library material, if the user fails to inspect a publication upon receipt and to inform the librarian about defects (damage) observed;
 - 16.2. For a book or another item from the Library's holdings lost or irreparably damaged by him/her. The user must replace this item with a similar item or another item recognized by the Library to be of equal value, or must reimburse the cost of the replacement, which is specified by the Acquisitions Commission and may not exceed ten times the market value of the item. An item bearing a stamp of another currently-active Library may not be used to replace the item lost/damaged by the user;

16.3. For illicit use of a lost reader's card by another user, if the user who lost his/her reader's fails to notify the library about the loss.

IV. RIGHTS, DUTIES, AND RESPONSIBILITIES OF THE LIBRARY

17. The Library has the following rights:

17.1. In consistence with the aims, tasks, and functions of the Library, to establish services which are available for visitors and users in possession of reader's cards, as well as those services for which user registration is required and the procedure for service provision;

17.2. Registering or reregistering a user, to collect and process those personal data of this user, which are required for the operation of the Library, in accordance with applicable legislation;

17.3. To establish the number of items of library materials (equipment) issued to users, the period of their use, the period of loan extension, and the procedure for placing materials on hold;

17.4. To set up a shorter borrowing time for new and/or high demand materials (equipment);

17.5. To provide paid service at the rates approved by the order of the Library Director, in accordance with the pricing of services provided by non-profit organizations;

17.6. To set up a service fee for sending materials from and to libraries of the Republic of Lithuania and other countries, not exceeding the total amount of postage costs and costs resulting from the interlibrary loan fee (if applicable) set by the lending library.

17.7. To warn the readers and visitors in word or writing about the violation of these Rules and other legislation regulating the activities of the Library;

17.8. To restrict temporarily the right of an individual to use the services of the Library by the decision of the Library Director after an oral or written warning, if the user fails to comply with these Rules and other legislation regulating the user's conduct in a public place. The right of an individual to use the services of the Library may be permanently terminated in those cases when the individual acts illicitly for an extended period of time (fails to take into consideration oral or written reprimands or warnings by the staff of the Library, poses a threat to the visitors and staff of the Library by his/her behavior) and all possible means have been used to stop the illicit acts of the individual (law enforcement authorities have been notified about the misconduct of the individual in regard to other users and staff of the Library in form of violation of their honor and dignity by words and/or actions and/or perpetration of psychological violence against them);

17.9. Due to cleaning, disinfection and other measures of preventative maintenance of the stacks, not to provide services to visitors and users for a necessary period of time, but no more than one workday per month.

18. The Library must:

18.1. To provide services in accordance with respect for human rights, the principles of equal opportunities, justice, non-discrimination, and professional ethics; and in compliance with the Regulations of the Library, these Rules, and other legislation regulating the activities of the Library and the services it provides;

- 18.2. To establish the working hours of the Library (of the user and visitor service);
- 18.3. To make these Rules available *(including by electronic means) to the public and the procedure for service provision on the Library's website www.mab.lt, at the Library's Visitor Desk and in the General Reading Room.
- 19. The Library is not responsible:
 - 19.1. For unattended personal belongings of readers and visitors;
 - 19.2. For damage to the health and property of visitors and users, and for damage to the health and property of third parties made by visitors and users, if this damage has been caused by the negligence by users and visitors, their failure to comply with these Rules as well as with warning signs and notes, and refusal to comply with lawful instructions of the staff of the Library.
- 20. The staff of the Library have the following rights:
 - 20.1. To require that users comply with these Rules;
 - 20.2. To request that a user shows his/her reader's card, if needed;
 - 20.3. To instruct a user or visitor to leave the premises of the Library or to call the police, if the user's right to use the services of the Library is restricted (or permanently terminated) and this restriction or termination is not canceled, if the user or visitor is intoxicated by psychotropic substances, uses physical or psychological violence, if he/she engages in commercial or advertising activities on the premises of the Library or otherwise violates these Rules or other legislation regulating services provided by the Library.
- 21. When a violation of these Rules or other legislation regulating services provided by the Library is established through a written notification by a staff member of the Library or a mistreated individual, the right of users to use the services of the Library is restricted or permanently terminated in accordance with the following procedure:
 - 21.1. If a person violates these Rules or other legislation regulating services provided by the Library for the first time, his/her right to use the services of the Library is restricted by order of the Library Director for a period from 1 day to 6 months, of which this user will be notified in writing;
 - 21.2. If a person violates these Rules or other legislation regulating services provided by the Library for the second time, his/her right to use the services of the Library is restricted by order of the Library Director for a period from 6 to 12 months, of which this user will be notified in writing;
 - 21.3. If a person violates these Rules or other legislation regulating services provided by the Library for the third time, his/her right to use the services of the Library is permanently terminated by order of the Library Director, of which this user will be notified in writing.

V. PROCEDURE FOR THE SUBMISSION OF USERS' SUGGESTIONS, REQUESTS AND COMPLAINTS AND FOR THEIR SOLUTION.

- 22. Suggestions, requests and complaints addressed to the Library can be submitted orally (by telephone or in person on arrival to the Library), by e-mail (biblioteka@mab.lt) or in writing in hard copy (in person on arrival to the institution, by post, or through a courier). The submitter must

briefly state the essence of his/her suggestion, request, or complaint, and to enclose additional documents, if needed;

23. The submitter must provide his/her first and last name, at least one of his/her reply addresses (home or other postal address, e-mail address) or telephone number. When an authorized person applies to the Library on behalf of an authorizing person, the authorized person must provide his/her first and last name, as well as the first and last name of the authorizing person, and enclose a document confirming authorization.

24. Suggestions, requests and complaints are processed only if they are written neatly and legibly in the state (Lithuanian) language. If the submitter is not a citizen of the Republic of Lithuania, suggestions, requests and complaints may also be submitted in English.

25. The Library has a right not to process suggestions, requests or complaints in the following cases:

25.1. If the Library is asked to provide personal information about users or staff members of the Library;

25.2. The suggestion, request or complaint is directly unrelated to the activities of the Library;

25.3. The submitted suggestion, request or complaint is illegible or incomprehensible. Such a document will be returned to the submitter with indication of its deficiencies and request to correct them.

26. If the Library decides not to process a suggestion, request or complaint, the submitter will be notified in writing to one of the provided addresses or by telephone and given the reasons for the refusal.

27. A submitted suggestion or complaint will be processed within 20 workdays at the latest from the day of its submission. When for objective reasons a suggestion or complaint cannot be processed within this time period, the term may be extended by the decision of the Library, notifying the submitter at one of the addresses provided by him/her or by telephone and giving reasons for the extension of the term. In all cases, a term for processing a suggestion or complaint may not exceed 2 months from the day of the submission of this suggestion or complaint.

28. A person who is dissatisfied with the decision of the Library regarding his/her suggestion or complaint or who has not been given a decision within the term set in these Rules, has a right to file a complaint against the library in accordance with the procedure established by legislation of the Republic of Lithuania.