

## GENERAL RULES FOR USING THE SERVICES OF VILNIUS UNIVERSITY LIBRARY

### CHAPTER I GENERAL PROVISIONS

1. The General Rules for Using the Services of Vilnius University Library (hereinafter the 'Rules') establish the conditions for using the services of Vilnius University Library (hereinafter the 'Library'), the procedure for registering users, processing of personal data of registered users, provision of services at the Library, and the rights, duties, and responsibilities of users and employees of the Library.

2. The Rules apply to all persons who use the Library services.

3. Terms used in the Rules:

3.1. **Library service** – any activity of the Library, organised and carried out in order to meet the informational, scientific, and cultural needs of registered and non-registered users of the Library, using information resources, equipment, and premises of the Library, and the competency of the Library's staff;

3.2. **Library user** (hereinafter the 'user') – a person registered or non-registered in the Library's information system who uses the Library services;

3.3. **Library user's card** (hereinafter the 'user's card') – a user's identification document that grants the right to use Library services, which require a user's identity verification (identification).

3.4. **Non-registered user** – a person who is not a registered user, does not have a user's card but uses Library services that do not require identity verification (e.g. participation in public events, excursions, etc.).

3.5. **Registered user** – a person registered in the Library's information system and holding a valid user's card.

3.6. Other terms used in these Rules shall be understood as they are defined in the Republic of Lithuania Law on Libraries, the Republic of Lithuania Law on Higher Education and Research, the Republic of Lithuania Law on Legal Protection of Personal Data, the Model Rules for Using the Library approved by Order of the Minister of Culture of the Republic of Lithuania No. IV-480 of 18 September 2018 "On the Approval of the Model Rules for Using the Library".

### CHAPTER II USER REGISTRATION PROCEDURE AT THE LIBRARY

4. All natural persons aged 16 and older are eligible to become registered users.

5. The persons specified in Item 6 of the Rules shall be registered in the Library's information system at the intervals provided for by transferring the data necessary for registration from other information systems of Vilnius University (hereinafter the 'University').

6. For members of the University community, the Library user's card shall be:

6.1. for the University's students – the Lithuanian student identity card;

6.2. for the University's employees – the University employee ID card;

6.3. for the University's seniors – the University senior card.

7. Other persons not specified in Item 6 of these Rules shall be registered by the Library's Information Desk staff. A person who wishes to become a registered user and obtain a user's card must:

7.1. familiarise themselves with these Rules;

7.2. present a valid identity document;

- 7.3. when registering, provide the following data:
  - 7.3.1. full name;
  - 7.3.2. personal identification number;
  - 7.3.3. address of the place of residence or the name of the institution represented if the person registers with the Library for the purposes of research;
  - 7.3.4. email address, phone number;
- 7.4. sign the registration form (Annex to the Rules) and thereby confirm that:
  - 7.4.1. they have familiarised themselves with the Rules;
  - 7.4.2. they agree to the processing of their personal data by the Library;
  - 7.4.3. they agree to be photographed;
  - 7.4.4. they have provided accurate and correct personal data.
8. Users who have fulfilled the requirements specified in Item 7 of the Rules shall be issued the Library user's card.
9. Users must inform the Library about the changes in the personal data referred to in Item 7(3) of the Rules.
10. Persons referred to in Item 7 of the Rules shall be registered for a fixed period of one year. After this deadline, users who wish to continue using the Library services must update their data by contacting the Library's Information Desk staff.
11. A registered user who has lost a user's card issued by the Library must notify the Library thereof and submit a free-form application addressed to the Director General of the Library to block the lost Library user's card. A new user's card shall be produced when a registered user who has lost their user's card submits a request to continue using the Library services. In this case, a registered user must pay for the production of the new user's card.

### **CHAPTER III**

#### **PROCESSING OF PERSONAL DATA OF A REGISTERED USER**

12. In the Library, the personal data of registered users can be processed automatically and manually.
13. The Library processes the personal data of the registered users in accordance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (hereinafter the 'Regulation (EU) 2016/679'), the Republic of Lithuania Law on Legal Protection of Personal Data, and the University and other legal acts regulating the protection of personal data.
14. Personal data of registered users is processed for the following purposes:
  - 14.1. to organise user service and information provision;
  - 14.2. to perform bookkeeping;
  - 14.3. to identify a person;
  - 14.4. to ensure that a user's card is functioning in the Library's information system;
  - 14.5. to organise user surveys and research in order to improve the quality of services provided by the Library, to create new products and services (only upon a written consent);
15. The aggregated personal data of the Library's registered users is used for statistical purposes.
16. When processing personal data, the Library shall rely on the legal basis of consent or on other conditions of lawful processing laid down in Article 6(1) of Regulation (EU) 2016/679.
17. Personal data shall be stored for as long as the registered user uses the Library services and for three years after fulfilment of mutual obligations. Upon expiry of this period, personal data shall be destroyed. For the purposes set out in Items 14(4)–14(5) of the Rules, personal data shall be processed for as long as the consent of the person is valid but for no longer than the time limit set for the storage of personal data in the information system.

18. A registered user may apply to the Library directly or by email [infostalas@mb.vu.lt](mailto:infostalas@mb.vu.lt) for the implementation of their rights as a data subject.

19. A registered user has the right to exercise their rights as a data subject:

19.1. to know (be informed) whether the Library processes their personal data, obtain a copy of it (the right to know), and to have access to the additional information provided for in Article 15(1) and (2) of Regulation (EU) 2016/679 (the right of access);

19.2. to request rectification or, in accordance with the purposes of data processing, to supplement incomplete personal data (the right to rectification);

19.3. to request the erasure of personal data if the personal data has been processed on the basis of consent or, in accordance with legal acts, there is another ground for the exercise of this right (the right to be forgotten). The right to be forgotten may not be implemented in accordance with the procedure established by legal acts;

19.4. in the cases referred to in Article 18(1) of Regulation (EU) 2016/679, to request the restriction of the processing of personal data (the right to restriction);

19.5. to require direct transfer of personal data to another data controller in a form convenient for the user, if the user has provided personal data themselves and if they are processed automatically on the legal basis of conclusion and performance of the contract (the right to transfer);

19.6. to object or at any time to withdraw the given consent to the processing of personal data for the purposes set out in Items 14(4)–14(5) of these Rules (the right to object).

20. After the Library has satisfied the request of the registered user to delete their personal data, the user shall lose access to services that require their identity verification (identification).

21. The security of personal data processed automatically and manually shall be ensured by the Library by implementing infrastructural (proper layout and maintenance of technical equipment, strict compliance with fire safety rules, etc.), administrative (training of persons working with personal data, preparation of internal documents, etc.), and telecommunication (maintenance of information systems, security of use of the Internet, use of passwords, etc.) measures.

## **CHAPTER IV PROCEDURE FOR PROVIDING LIBRARY SERVICES**

22. Information about the services provided at the Library and the procedure for their provision is available on the Library's website at [biblioteka.vu.lt/en](http://biblioteka.vu.lt/en).

23. The Library provides services in accordance with the objectives, tasks, and functions set out in the Vilnius University Library Regulations approved by Resolution of the Senate of Vilnius University No. S-2017-7-7 of 13 June 2017 "On the Approval of the Vilnius University Library Regulations" (hereinafter the 'Library Regulations').

24. The use of heritage collections is regulated by the User Service Rules and the Rules for Working With Rare and Old Books of the Rare Books Division, the Rules Concerning the Use of Services of the Manuscripts Division, the Rules Concerning the Use of Service of the Division of Graphic Arts, and the Rules for Using Documents of the 19th Century.

25. Lending of Library documents and equipment:

26. registered users shall have the right to borrow Library documents for home use. Scientific literature is available for borrowing for home use only to University students and staff. For non-registered users, documents are not lent for home use;

26.1. the scanning of the user's card when issuing a Library document or equipment is equivalent to the user's signature;

26.2. only one copy of a Library document of the same name or a unit of equipment of the same type shall be lent to a registered user;

26.3. for a registered user, the documents of the Library are lent for a limited time, taking into account their demand and the number of copies;

26.4. registered users are not allowed to borrow documents for home use received through an interlibrary subscription and documents that are in high demand, rare, and valuable.

27. In case of failure to return the document after the end of the loan period, the default interest of the amount established by the Rector of the University or their authorised person shall be calculated. Default interest shall cease to be calculated once the amount of the basic social allowance (BSA) has been reached. If, during the entire period of studies, the accumulated amount of default interest does not exceed EUR 3, the amount shall be automatically cancelled upon the students' graduation from the University.

28. Registered users may check their account on the Vilnius University Virtual Library for information about the deadlines for returning Library documents and default interest and, if necessary, extend the deadline for returning them online.

29. An extension of the deadline for returning a document shall only be possible in cases where the document has been lent for one month and it is not ordered by another user. In the Information Centre of the Library of Šiauliai Academy, it is possible to extend the deadline for returning all pre-ordered documents if they are not ordered by another user. In other cases, the documents must be returned. Users must contact the Library by phone at (0 5) 219 5051 or email at infostas@mb.vu.lt in order to extend the deadline for returning documents when it is not possible to return them in time for valid reasons (e.g., in case of an illness, a personal accident, or in case of *force majeure*). When the amount of default interest exceeds EUR 5, borrowing documents is no longer possible.

30. Access to databases and electronic documents subscribed by the Library shall be provided in the following order:

30.1. access to databases is provided to users in accordance with the rights and conditions set out in the license agreement of the database provider;

30.2. only students and staff of the University can access the databases remotely;

30.3. to log in to databases subscribed by the Library, users use the login data provided by the University or the Library.

31. The use of the workstations, premises, and equipment reserved by the Library shall be governed by the Rules for Using the Reserved Workstations, Premises, and Equipment approved in accordance with the procedure established by the legal acts of the University.

32. Legal persons shall be served at the Library under the agreements for the provision of unremunerated services, unless the provided service is included in the list of paid services.

## **CHAPTER IV**

### **RIGHTS, DUTIES, AND RESPONSIBILITIES OF THE USERS**

33. The Library user has the right to:

33.1. receive detailed information about the services provided by the Library, service conditions, and procedures;

33.2. use the Library's information search tools;

33.3. when visiting the Library, contacting it by phone, electronic, or other means of communication, submit an information request and receive a response within two days at the latest;

33.4. visit the Library's reading rooms, except for the following:

33.4.1. users who are not registered with the Central Library can visit only during excursions and events;

33.4.2. at night, only registered users are allowed to visit the reading rooms that are open around the clock. The exact working hours of the reading rooms when all users are served, is indicated on the Library's website;

33.5. attend public events organised at the Library;

33.6. use only vehicles and tools at the Library that facilitate movement for persons with reduced mobility;

33.7. photograph and film at the Library in accordance with the Rules for Photographing and Filming in Vilnius University Library approved by the procedure established by the legal acts of the University.

34. The registered user has the right to:
- 34.1. borrow Library documents for use in or outside the Library;
  - 34.2. borrow the Library equipment to use in the Library;
  - 34.3. extend the deadline for returning the borrowed documents in accordance with the procedure laid down in the Rules and reserve new or issued documents and/or equipment;
  - 34.4. use interlibrary lending services by ordering documents for borrowing from other libraries operating in the Republic of Lithuania or abroad;
  - 34.5. use the Library's computerised workstations and Internet access using the login data provided by the University or the Library; use personal laptops at the Library if it is possible under technical conditions;
  - 34.6. participate in trainings organised by the Library;
  - 34.7. copy Library documents for private use only, without prejudice to the provisions of the Republic of Lithuania Law on Copyright and Related Rights;
  - 34.8. suggest to the Library to purchase books necessary for studies or research.
35. The Library user must:
- 35.1. comply with these Rules, the requirements of other legal acts governing the services provided by the Library, communicate with Library staff and other users in a cultural, polite, and respectful manner, not disturb Library staff and not interfere with other users' use of Library services;
  - 35.2. conserve and protect Library documents and other assets;
  - 35.3. eat only in designated and suitable places;
  - 35.4. not carry documents outside the Library premises, if those documents are not recorded in the accounts of borrowed documents, and not carry Library equipment outside the Library premises, not dislocate documents, equipment, and furniture in the reading rooms; show personal items when a user leaves the Library and a security gate is activated or when Library staff suspect theft of a Library or other user's personal property.
36. The registered user must:
- 36.1. when entering the Library, hold a user's card;
  - 36.2. return borrowed documents on time or extend the deadline for returning them in accordance with the established procedure;
  - 36.3. after borrowing documents and/or equipment, check for defects (tear-outs, strikethroughs, cuts, or flaws) and immediately notify the Library staff if they are noticed;
  - 36.4. upon losing their Library user's card, immediately inform the Library thereof;
  - 36.5. upon expiry of registration at the Library, upon termination of the study agreement or employment contract, settle with the Library (return the borrowed documents, equipment, pay default interest (if any) for documents not returned on time);
  - 36.6. use their account on the Vilnius University Virtual Library and constantly review Library's notifications and alerts (e.g. about borrowed documents, deadlines for returning them, and accrued default interest) and respond to them accordingly.
37. Library's users are prohibited from:
- 37.1. using the Library user's card or login data of another user and transferring their Library user's card or login data to another person;
  - 37.2. installing the software brought or downloaded from the Internet on the computers of the Library without permission from the Library staff;
  - 37.3. reading information that promotes pornography or violence, terrorism, and other criminal activities, using email to distribute electronic spam, malware, and viruses, and hacking into other computer systems using public Internet access services at the Library;
  - 37.4. making noise, disturbing other users through discussions and conversations or any other behaviour;
  - 37.5. using the Library staff's workstations and equipment, and visiting the staff-only premises without permission from the Library staff;
  - 37.6. engaging in activities contrary to the public purpose of the Library, such as organising rallies, selling goods or services, etc.;

37.7. visiting the Library under the influence of alcoholic beverages or psychotropic substances, bringing to the Library premises objects that may endanger others, behaving in a dangerous way, posing a threat to themselves and others, degrading the human dignity of users and/or employees with words or actions, ignoring the general requirements for personal hygiene, and other norms of behaviour in public places;

37.8. using Library services for purposes other than those provided for in the Library Regulations if this is not agreed with the Library's Administration in writing;

37.9. carrying arms, alcoholic beverages, psychotropic substances, large bags, suitcases on wheels, shopping carts, or other transport tools of a similar nature;

37.10. publishing information (advertisements, tracts, notices, etc.); without obtaining a consent from the Library's Administration,

37.11. bringing animals to the Library, unless the animal is the guide for the blind or visually impaired.

38. The user's responsibility:

38.1. the user, who failed to immediately notify the Library about the loss of the user's card, shall be liable in accordance with the procedure established by legal acts for the documents taken and not returned to the Library by another person who used their lost user's card;

38.2. the registered user, who has not returned the borrowed documents at the specified time, must pay default interest; the default interest starts to accrue after the expiry of the deadline for returning the documents;

38.3. the user, who has lost or irreparably damaged Library documents and/or equipment, must replace them with the same or return an equivalent from the list of required documents provided by the Library employee:

38.3.1. if it is not possible to replace the documents and/or equipment, the user must compensate for the damage caused in accordance with the procedure established by legal acts;

38.3.2. if, due to loss or damage to the borrowed document/equipment, the registered user does not contact the Library and does not settle according to the established procedure before the deadline for returning the documents, they shall compensate for the damage caused and pay the accrued default interest, as set out in Item 27 of the Rules. If the damage is not compensated or if the accrued default interest is not paid, it is recovered in accordance with the procedure laid down by legal acts;

38.4. the user who has damaged other assets of the Library must compensate the Library for the damage caused in accordance with the procedure established by legal acts;

38.5. the parents, adoptive parents, or guardians shall be liable for the lost or irreparably damaged documents and damage to other assets of the Library caused by minors in accordance with the procedure established by the Rules and legal acts.

## **CHAPTER V**

### **RIGHTS, DUTIES, AND RESPONSIBILITIES OF THE LIBRARY**

39. The Library shall have the right to:

39.1. provide free and paid services in accordance with the procedure established by legal acts. The Rector of the University or their authorised person shall approve the fees of paid services. Information about the free and paid services provided by the Library, as well as their fees and provision procedures, is published on the Library's website;

39.2. give oral or written notice to users who have breached these Rules or other legal acts regulating the services provided by the Library;

39.3. by the decision of the Director General of the Library, temporarily or permanently restrict a person's right to use the Library services if the user does not comply with the requirements set out in these Rules or other legal acts regulating the services provided by the Library.

40. The Library must:

40.1. follow the principles of respect for human rights, equal opportunities, justice, non-discrimination, and professional ethics, Library Regulations, these Rules, and other regulations governing Library activities and services provided when providing services;

40.2. set the Library's working (user service) hours;

40.3. when issuing Library documents and/or equipment for use, specify the deadline for use (deadline for returning the documents), and, if possible, remind the user by electronic and other means of communication about the expiry of the deadline for use;

40.4. ensure, in accordance with the procedure laid down by legal acts, the availability of Library services to persons with disabilities, patients, elderly people, and other groups of users who, for valid reasons, need special services or service conditions;

40.5. publish (also by electronic means) the Library Regulations, these Rules, and other legal acts regulating the provision of Library services and information on the Library's website <https://biblioteka.vu.lt/en/> and at information desks;

40.6. familiarise registered users with these Rules by emailing them and their amendments (if any); the email sent is equivalent to familiarisation with these Rules;

40.7. assess the quality of the Library's user service and conduct surveys on the needs and opinions of users (the community being served) at least once every two years, and use their results to improve the quality of the services provided;

40.8. in accordance with the procedure laid down by legal acts, contact officials of authorised institutions in cases of unlawful misappropriation, intentional damage, or destruction of Library documents or other assets;

40.9. destroy personal data in the cases provided for in Item 17 of the Rules.

41. The Library shall not be responsible for:

41.1. unattended user items. Items left unattended by users, other than food products, are collected and stored in the Library, but not longer than for 3 (three) months after their discovery. If the users do not collect the items left behind during this period, the Library shall have the right to dispose of these items. The Library does not store food products left unattended and it disposes of them immediately. Items left in special storage cabinets after notification of mandatory emptying are also considered left unattended.

41.2. for damage to the health and property of users and for damage caused by users to third parties or their property, if the damage was caused by negligence of the users themselves, failure to comply with these Rules, information provided in warning signs and notices, and failure to comply with lawful instructions of Library staff.

42. Library staff shall have the right to:

42.1. at any time, ask the user to show the user's card, if it has been issued to them;

42.2. ask users to show personal items when:

42.2.1. the security gate is activated when the user is leaving the Library;

42.2.2. theft of a Library's or other user's personal property is suspected.

42.3. ask the user to leave the premises of the Library if:

42.3.1. the user's right to use the Library services is restricted;

42.3.2. the user is under the influence of alcohol or psychotropic substances;

42.3.3. the user engages in commercial, advertising, or other activities on the premises of the Library contrary to the public purpose of the Library, or uses the Library premises for other purposes incompatible with the purpose of the Library;

42.3.4. the user makes noise and otherwise interferes with other users, degrades the human dignity of users and/or staff by using words or actions, or ignores the general requirements for personal hygiene and other norms of behaviour in public places;

42.3.5. the user violates these Rules or other legal acts regulating the services provided by the Library in other ways;

42.4. in cases where the users do not comply with the legitimate demand of the Library staff referred to in Item 42(3) of these Rules, call the University security staff or, depending on the situation, the police.

43. Library staff shall not be responsible for children left unsupervised on the Library premises. Adults who care for children must ensure that children comply with the rules set by the Library.

44. If the user suffers damage due to the fault of the Library, the Library shall be liable in accordance with the procedure established by legal acts of the Republic of Lithuania.

45. The right of users to use Library services when the fact of violation of the Rules or other legal acts regulating the services provided by the Library is recorded by a written notification of a Library employee or a notification of the victim, shall be temporarily restricted in the following manner:

45.1. persons who violated these Rules or other legal acts regulating services provided by the Library for the first time, may be restricted from using the Library services from one day to six months inclusive by order of the Director General of the Library;

45.2. persons who have violated these Rules or other legal acts regulating the services provided by the Library for the second time, may be restricted from using the Library services from six months to 12 months inclusive by order of the Director General of the Library;

45.3. for persons who violated these Rules or other legal acts regulating the services provided by the Library for the third time, the right to use the Library services may be permanently restricted by order of the Director General of the Library.

## **CHAPTER VI**

### **PROCEDURE FOR THE SUBMISSION AND SETTLEMENT OF USER REQUESTS, COMPLAINTS, AND SUGGESTIONS**

46. Library users shall have the right to submit a request or complaint to the Library regarding the activities of the Library, suggestions regarding the conditions of service provision (e.g. working time, user registration, service point, paid services, etc.). Requests, complaints, and suggestions can be submitted to the Library by email at [infostalas@mb.vu.lt](mailto:infostalas@mb.vu.lt), by filling out the form in the section of the Library's website *Ask/Suggest*, submit them in writing to the Library's Information Desk staff, send by post, or submit through the courier service.

47. When applying to the Library, the user must indicate the full name, at least one of the addresses (home or other address, email address) where they wish to receive the response (if they wish to receive one), briefly state the essence of the request or complaint and, if necessary, provide supporting documents.

48. The suggestions regarding the conditions of provision of Library services shall be forwarded to the Library unit responsible for the service in question. The unit shall decide on the possibility and the need to implement the suggested amendments.

49. Only requests and complaints written in the state language (Lithuanian) or English (if the user is not a citizen of the Republic of Lithuania) shall be considered.

50. The Library shall have the right not to consider requests or complaints if:

50.1. private information about users or employees is requested;

50.2. the request or complaint is not directly related to the activities of the Library and/or the Library is not authorised to deal with the issues set out in the request or complaint;

50.3. the request or complaint is illegible or unintelligible. Such a document is returned to the person (if the data for the receipt of the response is provided), indicating the shortcomings of the document and requesting rectification thereof;

50.4. the user does not specify the contact information for the response;

50.5. it turns out that the request or complaint is repeated without specifying new circumstances justifying that the decision of the Library on the previous application or complaint is wrong.

51. If the Library decides not to consider the request or complaint, the person shall be informed in writing at one of the addresses indicated by them without delay, indicating the reasons for such decision.



52. The Library shall have the right to suspend and terminate the consideration of a request or complaint if it is found during the consideration that the complaint or request is based on facts which are manifestly not in conformity with reality or that its content is not specific, incomprehensible, and therefore the Library cannot considerate such complaint or request.

53. The submitted request or complaint must be considered no later than within 20 (twenty) working days from the date of its submission. Where, for objective reasons, the request or complaint cannot be considered within this time limit, the time limit may be extended by decision of the Director General of the Library, by informing the person in writing at one of their addresses and stating the reasons for the extension of the time limit. In all cases, the time limit for considering the request or complaint may not exceed 3 (three) months from the date of submission of the request or complaint.

54. The responses shall be provided to the users in the same language in which the complaint or request was received.

55. A person who does not agree with the decision of the Library regarding its request or complaint, or has not received a decision within the time limit set in these Rules, shall have the right to submit a complaint in accordance with the procedure established by legal acts of the Republic of Lithuania.

---

## Registration Form

[illegible]

Signature; Date