

APPROVED  
By the Order N° DV-16 of the  
Director-General of Vilnius University  
Library of 19<sup>th</sup> of April 2017

## **GENERAL RULES CONCERNING THE USE OF SERVICES PROVIDED BY VILNIUS UNIVERSITY LIBRARY**

### **CHAPTER I GENERAL PROVISIONS**

1. General Rules Concerning the Use of Services Provided by Vilnius University Library (hereinafter **the Rules**) regulate the terms for using services provided by Vilnius University Library (hereinafter **the Library**), Library user service, Library registration procedure, Library user rights, obligations and responsibilities, and Library rights and obligations.

2. These Rules apply to every person using the services provided by the Library.

3. Definitions for the key terms used in these Rules include:

3.1. **Library User Card** – card issued by the Library to a registered User who is not a holder of Lithuanian Student Identity Card, Vilnius University employee card or other card issued by Vilnius University confirming the person's status as a member of Vilnius University community.

3.2. **Visitor** – person who is not a registered User but visits the Library and uses Library services which don't require a Registered User card while visiting Library reading rooms, attending public events, guided tours, etc.

3.3. **Registered User** (hereinafter **the User**) – person who is registered in the information system of the Library and is a holder of Registered User Card.

3.4. **Registered User Card** – Lithuanian Student Identity Card (applies only to the students of Vilnius University), Vilnius University employee card, other cards issued by Vilnius University confirming the person's status as a member of Vilnius University community (such as senior's card, emeritus card and similar) or Library User Card.

3.5. Other key terms used in these Rules shall be understood as they are defined in the Law on Libraries of the Republic of Lithuania, the Law on Higher Education and Research of the Republic of Lithuania, the Law on Legal Protection of Personal Data of the Republic of Lithuania, and the Order N° IV-442 "Regarding the Approval of Standard Rules for Using the Library" of the Minister of Culture of the Republic of Lithuania of 20 August 2010.

### **CHAPTER II PROCEDURE OF USER SERVICE AND REGISTRATION**

4. All natural persons have the right to use the services of the Library in accordance with the procedure set forth by the Law on Libraries of the Republic of Lithuania and these Rules.

5. All natural persons over the age of 16 have the right to become registered users of the Library in accordance with the procedure set forth by the Law on Libraries of the Republic of Lithuania and these Rules.

6. Persons who do not have a Registered User Card are registered by the attendants of the information desk of the Library. These persons are registered for a fixed-term period and issued the Library User Card.

7. If a person who is not a holder of Registered User Card wishes to become a registered user, he/she shall:

7.1. familiarise himself/herself with these Rules;

7.2. provide a valid ID document and a document of proof for any discounts that may apply for issuing the Library User Card;

7.3. upon registration provide this data:

- 7.3.1. person's name and surname;
- 7.3.2. national identification number;
- 7.3.3. e-mail address, phone number;
- 7.3.4. place of his/her residence.
- 7.4. sign the registration form and with his/her signature confirm that he/she:
  - 7.4.1. has familiarised himself/herself with these Rules;
  - 7.4.2. agrees that the Library shall process his/her personal data;
  - 7.4.3. has provided accurate and correct personal data.
- 7.5. pay Library User Card issuing and registration fees.

8. Members of Vilnius University community that are holders of the Registered User Card and do not agree with the Library processing their personal data must inform the management of the Library in writing. If the request is satisfied these members lose the possibility to use the services of the Library.

9. User who lost his/her Library User Card must come to the Library in person and formulate a free-form request to the Director-General of the Library to block the lost Library User Card. After a written request to continue using the services of the Library, a new Library User Card shall be made. In such a case the User shall pay for the issuing of a new Library User Card.

### **CHAPTER III PROCESSING OF USER PERSONAL DATA**

10. The Library has the right in registration or reregistration of users to collect and process User's personal data essential to the activities of the Library. Upon User's agreement the Library has the right to collect additional personal data to use in user service, information resources collection and scientific research.

11. The Library shall:

11.1. process personal data in accordance with the requirements of the Law on Legal Protection of Personal Data of the Republic of Lithuania and use it only for the following purposes:

- 11.1.1. information resources collection;
- 11.1.2. organisation of user service and information supply;
- 11.1.3. statistics;
- 11.1.4. identification;
- 11.1.5. proper functioning of the Library User Card in the information system of the Library.

11.2. ensure the security of users' personal data and follow General Requirements for Organisational and Technical Measures of Personal Data Protection, approved by the Order N° 1T-71(1.12) "Regarding the Approval of General Requirements for Organisational and Technical Measures of Personal Data Security" of the Director-General of the State Data Protection Inspectorate of 12 November 2008.

12. Users have the right to receive information about the use and processing of their personal data, request to correct or destroy them and repeal their agreement regarding the processing of their personal data.

13. Users shall inform the Library upon the changes in their personal data (surname, place of residence, etc.).

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

14. Information on the services provided by the Library and their procedure can be found in the official website of the Library at [biblioteka.vu.lt/en](http://biblioteka.vu.lt/en).

15. The Library provides services in accordance with the functions determined in Article 9 of the regulations of Vilnius University Library, approved by the Decree N° S-2012-5-3 of Vilnius University Senate of 19 June 2012.

16. The Library provides paid and free services.
17. Registered User Card ensures the User's right to borrow the documents of the Library to take home, except for Users with a short-term registration.
18. The procedure for lending the documents and equipment of the Library is as follows:
  - 18.1. scanning the Registered User Card upon the issue of Library documents or equipment is equivalent to the signature of the User;
  - 18.2. the User can take out only one document copy of the same title and only one piece of equipment of the same type;
  - 18.3. the documents of the Library are loaned for periods between one day and one year, in accordance with their demand and number of copies;
  - 18.4. the types of documents that the Users cannot borrow to take home are as follows: periodicals, serial publications, encyclopaedias, electronic documents, interlibrary loan-based documents, high-demand, rare and very valuable documents.
19. If the document is not returned at the end of the loan term, the incurred fines are as follows:
  - 19.1. EUR 0.09 for every day past due when the document is loaned for a period shorter than one month;
  - 19.2. EUR 0.03 for every day past due when the document is loaned for a month or a longer period.
20. Information on the loan periods of the Library and fines for overdue documents has to be looked up in the User's personal account at the Virtual Library of Vilnius University where, if needed, loan periods can be renewed remotely. The loan period can be renewed only in cases where the document is borrowed for one month and not ordered by another user. In other cases the publications have to be returned. Regarding the renewal of publication without the possibility to return them (only with valid reasons, such as sickness, injury, personal loss or other *force majeure* circumstances) the User may address the Library via phone or e-mail. The borrowing of publications is disallowed if the amount of incurred fines exceeds EUR 5.

## **CHAPTER V**

### **USER RIGHTS, OBLIGATIONS AND RESPONSIBILITIES**

21. The Registered User has the right to:
  - 21.1. receive detailed information on the services provided by the Library as well as the terms and procedure of service;
  - 21.2. use the Library's means of information search;
  - 21.3. put a query by visiting the Library or contacting the Library via phone, electronic or other means of communication;
  - 21.4. borrow the documents of the Library for use in the Library and outside of the Library;
  - 21.5. borrow the equipment of the Library for use in the Library;
  - 21.6. in accordance with the procedure renew the loans of documents, reserve new or booked documents and/or equipment;
  - 21.7. use access to the databases the Library subscribes to in the premises of the Library; the employees and students of Vilnius University have the opportunity to access the databases remotely;
  - 21.8. use interlibrary loan services to receive loaned documents from other libraries operating in the Republic of Lithuania or abroad;
  - 21.9. use work spaces with computer access and public Internet access in the Library; use personal laptops on the Library premises;
  - 21.10. copy documents for personal use only, without violating the provisions set forth in the Law on Copyright and Related Rights of the Republic of Lithuania;

21.11. express their opinion to the Library administration, put in a request or complaint regarding the activities of the Library, suggest changes in user service (working hours, user registration, location of service, paid services, etc.);

21.12. while in the Library, use only such tools and means of transportation that are designed to aid the movement of physically impaired persons;

21.13. take photographs and film in the Library only with a written authorisation from the Library administration;

21.14. visit the service spaces of the Library and use employee equipment only with an authorisation from the Library staff.

22. The Registered User shall:

22.1. follow these Rules, other requirements of legislation regarding the services provided by the Library and set conduct in public places, and not disturb the Library staff or other Users and Visitors to receive the services of the Library;

22.2. upon entering the Library hold the Registered User Card;

22.3. preserve and use responsibly the documents and other assets of the Library;

22.4. never take out documents from the premises of the Library if they were not borrowed and entered into the User's records, and never take out equipment from the premises of the Library;

22.5. return the borrowed documents on time or renew them in accordance with the set procedure;

22.6. check the borrowed documents and/or equipment for defects (ripping, writing marks, missing pages or malfunctions), and, upon noticing them, notify the Library staff;

22.7. upon losing the Library User Card inform the Library immediately;

22.8. leave animals by the entrance to the Library, except those case when the animal is an assistance animal for blind or visually impaired;

22.9. after the end of the registration term settle with the Library (return the borrowed documents and/or equipment, pay fines incurred for overdue documents).

23. The User is forbidden from:

23.1. using other User's Library User Card or transfer his/her Library User Card to another person;

23.2. installing extraneous software or software downloaded from the Internet in the Library computers without the permission of the Library staff;

23.3. using public Internet access in the Library to browse pornographic material or information inciting violence, terrorism or other criminal activities, to send spam, viruses, malware via e-mail or hack other computer systems;

23.4. being noisy in the reading rooms; the User has the right to use designated areas for conversations or discussions that might disturb the peace of other Library users – cafeteria, lounge, atrium, rooms for group work;

23.5. engaging in activities that are unrelated to public purpose of the Library, such as organizing meeting, spreading proclamations, sell goods or services, etc.;

23.6. visiting the Library while under the influence of alcohol or other psychoactive substances, carrying objects that might endanger the safety of others, behaving dangerously and putting themselves and other Library Users and Visitors in harm's way, in their words or actions denigrate other Users', Visitors' and/or employees' dignity, ignoring general requirements for personal hygiene and other norms of public conduct;

23.7. using the services of the Library for any other purposes than it is intended in the Library regulations, if it is not agreed upon (in writing) with the Library administration;

23.8. carrying weapons, alcoholic drinks, psychoactive substances, large bags, suitcases with wheels, shopping centre carts or other means of object transportations of similar capacity;

23.9. advertising information (advertisements, proclamation, announcements, etc.) in the Library if it is not agreed upon with the Library administration.

24. The responsibilities of the User:

24.1. the User who does not immediately inform the Library about a lost Library User Card shall account for documents of the Library taken and unreturned by another person while using his/her Library User Card in accordance with legislation;

24.2. the User who does not return the borrowed documents on time must pay a fine; the fine is incurred the next day (and every day onwards) after the end of the borrowing period;

24.3. the User who lost or irreparably damaged the documents and/or equipment of the Library must replace them with equivalent or provide a quality copy of the document (if the document is not protected the Law on Copyright and Related Rights of the Republic of Lithuania), or return an equivalent document from the list of documents sought by the Library, which shall be provided by the Library employee:

24.3.1. if the documents and/or equipment is irreplaceable, the damage inflicted by the User must be covered in accordance with legislation;

24.3.2. if the User does not address the Library in case of a loss or destruction of a borrowed document (equipment) and does not settle with the Library until the end of loan period in accordance with the procedure, he/she must pay the incurred damages and fine as it is stated in the Article 24.2 of the Rules. If the damages or the incurred fines are not paid, they are recovered in accordance with the legislation;

24.4. the User who damaged other property of the Library must pay the incurred damages in accordance with the legislation;

24.5. lost or irreparably damaged documents and harm to other property of the Library by minors is the responsibility of parents, stepparents or guardians in accordance with these Rules and legislation.

## **CHAPTER VI LIBRARY RIGHTS, OBLIGATIONS AND RESPONSIBILITIES**

25. The Library has the right to:

25.1. set forth the services available to Visitors and Registered User Card Holders in accordance with the specifics and implemented functions of the Library, as well as what services require user registration and procedure for providing services;

25.2. issue warnings, either orally or in writing, to the Users and Visitors that violate these Rules or other legislation regarding the services provided by the Library;

25.3. through the decision of the Director-General of the Library to temporarily or in perpetuity restrict a person's right to use the Library services, if the person does not comply with the requirements set forth in these Rules or other legislation regarding the services provided by the Library.

26. The Library has the obligation to:

26.1. provide services under the principles of respect to human rights, equal opportunity, fairness, non-discrimination, and professional ethics, as well as regulations of the Library, these Rules and other legislation regarding the activities and services provided by the Library;

26.2. set the working hours (of User and Visitor Service);

26.3. when issuing the documents and/or equipment of the Library properly inform the User about the borrowing term (date of returning); if situation allows, via electronic or other means of communication inform the User about the expiration of borrowing term;

26.4. in accordance with legislation ensure the availability of the Library service for the physically impaired, sick, elderly people and other groups of users who need special conditions or services for valid reasons;

26.5. publicly (and via electronic means) announce the regulations of the Library, these Rules, procedure for providing services of the Library in the Library's website [biblioteka.vu.lt/en](http://biblioteka.vu.lt/en) and information desks in Central Library and Scholarly Communication and Information Centre;

26.6. in the event of any illegal misappropriation, intentional damage or destruction of the Library documents or other property, the Library shall appeal to officials of authorised institutions in accordance with legislation.

27. The Library is not responsible for:

27.1. User and Visitor belongings left without supervision. Unsupervised belongings of Users and Visitors (except food items) shall be collected and kept in the Library for no longer than three months after they were found. If Users and Visitors do not reclaim their belongings in this period of time, the Library has the right to dispose of them. Found unsupervised food items belonging to Users and Visitors shall not be kept in the Library and disposed of immediately.

27.2. harm inflicted to the well-being or property of Users or Visitors or the harm inflicted to the well-being or property of the third parties by Users or Visitors if such happened due to carelessness of the Users themselves or their negligence of these Rules, information provided in warning signs and markings or rightful instructions of the Library staff.

28. The Library staff have the right to:

28.1. at any time ask the Users to show their Registered User Cards;

28.2. ask Users and Visitors to show their belongings if:

28.2.1. the User or Visitor activates the security gates upon entering/exiting the Library;

28.2.2. there is a suspicion of criminal activity in regard of property of the Library or one of the Users;

28.3. request the User or the Visitor to vacate the premises of the Library if their right to use the services of the Library is restricted, if the User or the Visitor is under the influence of alcohol or psychoactive substances, if he/she is involved in commercial or promotional activities in the Library premises or violates these Rules or other requirements of legislation regarding the services of the Library;

28.4. in those cases when the User or the Visitor does not obey the legitimate request from the Library staff in regard of Article 28.3, call the security guard of Vilnius University or, if situation so requires, police officers.

29. The employees of the Library are not responsible for children left without supervision in the premises of the Library. The persons responsible for children must make sure that their children obey the rules of the Library.

30. If User or Visitor is harmed due to the fault of the Library, the Library answers in accordance with the laws of the Republic of Lithuania.

31. The User's right to use the services of the Library when the act of infringement of these Rules or other requirements of legislation regarding the services provided by the Library is recorded in writing by report of the Library staff or report of the victim is restricted temporarily or in perpetuity as follows:

31.1. for persons that infringe these Rules or other requirements of legislation regarding the services provided by the Library for the first time, the right to use the services of the Library is restricted by the order of the Director-General of the Library for a period from one day to 6 months inclusive;

31.2. for persons that infringe these Rules or other requirements of legislation regarding the services provided by the Library for the second time, the right to use the services of the Library is restricted by the order of the Director-General of the Library for a period from 6 months to 12 months inclusive;

31.3. for persons that infringe these Rules or other requirements of legislation regarding the services provided by the Library for the third time, the right to use the services of the Library is restricted by the order of the Director-General of the Library in perpetuity.

## **CHAPTER VII**

### **PROCEDURE FOR MAKING AND RESOLVING USER REQUESTS AND COMPLAINTS**

32. Requests and complaints to the Library can be submitted via e-mail at [infostalas@mb.vu.lt](mailto:infostalas@mb.vu.lt), by completing a form in the Library website's *Inquire / Suggest* column, given in writing to the attendants of the information desk at Central Library or Scholarly Communication and Information Centre, or via phone (+370 5 219 5051).

33. Upon referring to the Library, the User must indicate his/her name, surname, and at least a single point of contact for receiving the Library's answer (home or other address, e-mail address or phone/fax number). The User must also shortly convey the essence of his/her request or complaint, and, if needed, provide additional documents.

34. Requests and complaints are processed and responded by staff of the Library in accordance with their expertise.

35. Requests and complaints are processed only if written neatly and legibly in the official (Lithuanian) language. If the person is not a citizen of the Republic of Lithuania, request and/or complaint can also be submitted in the English language.

36. The Library has the right to not process requests or complaints if:

36.1. the request demands private information on the Users or employees of the Library;

36.2. the request or complaint is not directly related to the activities of the Library;

36.3. the provided request or complaint is illegible or incomprehensible. Such a document shall be returned to the person with an indication of document's discrepancies and a request to clarify them.

37. If the Library arrives at decision to not process the request or complaint, the person shall be informed and provided specific reasons for such a decision in writing at one of his/her designated addresses, via phone or fax.

38. The provided request or complaint shall be processed no later than in twenty working days from the day it was submitted. If the request or complaint cannot be processed in such time due to objective reasons, this term may be extended by the decision of the Library and the User shall be informed and provided reasons for the extension in writing at one of his/her designated addresses, via phone or fax. In all cases the term for processing the request or complaint cannot exceed three months from the day the said request or complaint was submitted.

39. The person who disagrees with the Library's decision in regard of his/her request or complaint, or has not received the decision in the time period set forth by these Rules, has the right to appeal against the decision or lack thereof in accordance with the procedure set forth in accordance with the laws of the Republic of Lithuania.

40. Repetitive requests or complaints will not be processed unless providing new circumstances proving that the decision of the Library regarding the previous request or complaint was wrong. In the case of receipt of such an unprocessable repetitive request or complaint the Library shall, no later than in ten days from the day the said request or complaint was submitted, inform the person that the issue raised by their request or complaint was already answered and will not be processed again unless new circumstances that could influence the decision of the Library appear.