

APPROVED

By the Director of Šilalė District Municipal Public Library

By Order No. JV-22 of 24th of September 2018

(new version)

ŠILALĖ DISTRICT MUNICIPAL PUBLIC LIBRARY REGULATIONS ON THE USE OF LIBRARY SERVICES

PART I GENERAL REGULATIONS

1. The Regulations on the Use of Library Services (hereinafter referred to as the Regulations), including their appendixes, determine the procedure of registration of users, processing of personal data, providing services to users of the Šilalė District Public Library (hereinafter referred to as the ŠDPL) or its structural units (branches) performing library activities (hereinafter referred to as branches), rights, duties and responsibilities of users and the Library.
2. Purpose of the Library – to provide access to information, knowledge and culture in accordance with the needs of society. All individuals and legal entities have the right to use the Library in accordance to Lithuanian library law, their regulations and other legal acts.
3. The ŠDPL Regulations were made in accordance with the Order of the Minister of Culture of the Republic of Lithuania No. JV-680 of 18 September 2018 "On the Adoption of the Model General Rules for the Use of Library Services", and don't contradict its regulations.
4. Terms used in these regulations:
 - 4.1. **Library services** – any library activity organised and carried out to meet the informational, scientific, cultural, educational, professional and recreational needs of users, using all available information resources, library equipment, facilities and the expertise of library professionals.
 - 4.2. **Registered user** – a user who is registered in the Library information system and has been issued with a library card, which entitles him/her to reserve and borrow library documents, to extend the term of their use, to remote access subscription databases licensed by the Library (if the licence allows it) and to use other Library services that require confirmation of the user's identity (identification).
 - 4.3. **Unregistered user** (visitor) – a user who visits the Library and uses Library services, including those services that do not require user identification or registration, such as use of the Library's open collections, reading rooms, attendance at public events, etc.
 - 4.4. **Registered Public Internet Access User** - a user who has registered with the Library's public Internet access system in accordance with the established procedure and is using public Internet access services.
 - 4.5. **Library card** – a document identifying a library user and entitling a natural person to use library services requiring confirmation of the user's identity (identification).
 - 4.6. **Servicing of the user** – the Library activities which include Library services provided to visitors and users in the Library and/or outside the Library by telephone, electronic or other means of communication.
5. Other terms used in these Regulations correspond to the terms used in the Law on Libraries of the Republic of Lithuania, the Law on Legal Protection of Personal Data of the Republic of Lithuania, and the Law on Copyright and Related Rights of the Republic of Lithuania.

PART II

PROCEDURES FOR REGISTERING PEOPLE IN THE LIBRARY

6. A person wishing to become a registered library user and obtain a library card must:
 - 6.1. Familiarise themselves with the Library rules;
 - 6.2. Provide a valid personal identification document;
 - 6.3. Provide personal identification data (first name, surname, Personal Identification Number) and contact details (home address, telephone number and/or e-mail address);
 - 6.4. Fill in and sign user registration to the Library form provided in Appendix 1, to certify that:
 - 6.4.1. Has been familiarised with the regulations;
 - 6.4.2. The personal data provided is accurate and truthful;
 - 6.4.3. Has been informed of the purposes and conditions of the processing of personal data;
 - 6.5. Express their consent or non-consent to receive library information and/or participate in library surveys;
 - 6.6. Pay the fee for issuing a library card at the service points, established by Decision of Šilalė District Municipal Council No. T1-283 of 15 December 2016 "On Approval of the List of Prices of Paid Services Provided by Šilalė District Municipal Public Library" (Prices of Paid Services Provided by the Library - Appendix 3).
7. People under 16 years of age are registered with their parents, adoptive parents or guardians on request (Appendix 2).
8. Where technically feasible, users may register electronically using electronic identification tools.
9. Issued library cards shall not be returned or refunded.
10. Students of child care institutions, special schools and educational centres, students and employees of foreign universities participating in the exchange programme of higher education institutions shall be registered in public libraries in accordance with the procedure established by the Rules of Library Use upon presentation of a certificate issued by the above-mentioned institutions.
11. If a user loses or damages his library card, a new library card shall be issued.
12. In the branches of the Library where the LIBIS reader service programme is not installed, the users are served without a library card.

PART III **PROCESSING OF PERSONAL DATA OF REGISTERED USERS**

13. The Library may process users' personal data in automated and non-automated ways.
14. When processing users' personal data, the Library will comply 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 (the "General Data Protection Regulation"), the Act on the Legal Protection of Personal Data and other legal acts regulating the protection of personal data.
15. The processing of personal data of users is carried out for the following purposes:
 - 15.1. to provide customer service and information;
 - 15.2. to keep records of users;
 - 15.3. to identify a person;

- 15.4. for the functioning of the Library card on the basis of the common user registration database;
- 15.5. to carry out user surveys, research to improve the quality of the services provided by the Library, to develop new products and services (only with written consent);
- 15.6. to inform users about library services, information resources, loan periods, organised events and changes in opening hours (only with written consent).
16. The Library may, with the user's written consent, collect additional personal data related to the user's education, professional activities, etc. for the purposes of service, information resources and research.
17. Aggregated personal data of the Library users will be used for statistical purposes.
18. When processing personal data, the Library shall rely on the legal grounds for the conclusion and performance of a contract, consent, the fulfilment of an obligation under applicable law or other lawful processing conditions set out in Article 6(1) of Regulation (EU) 2016/679.
19. User data will be updated (revised) on a regular basis, at least once a year.
20. Automatically processed personal data of users shall be transferred to the Martynas Mažvydas National Library, which shall act as the data controller in accordance with the procedure established by law.
21. Automatic and non-automatic processed personal data shall be stored for the period of the user's use of the library services or for the period of storage of personal data in the library information system, as specified in the Regulations on Library Information Systems. After this period, the personal data shall be destroyed. For the purposes specified in paragraphs 15.5 to 15.6 of these Regulations, personal data shall be processed as long as the consent of the person concerned is valid, but no longer than the period of storage of the personal data in the information system.
22. In order to exercise their rights as a data subject, the user may contact the Library directly or via the e-mail address indicated in the Library Regulations. Only written requests from identified users will be considered.
23. If the Library grants a user's request for the deletion of their personal data, the user will no longer be able to use the services for which their identity (identification) is required.
24. The Library ensures the security of the personal data processed automatically and non-automatically by taking infrastructural measures (proper installation and maintenance of technical equipment, strict observance of fire safety regulations, etc.), administrative measures (training of persons who handle personal data, preparation of internal documents, etc.), and telecommunications measures (maintenance of information systems, ensuring the security of Internet access, use of passwords, etc.).

PART IV

PROCEDURES FOR THE DELIVERY OF SERVICES

25. The Library provides services in accordance with its statutory aims and functions and the needs of the area and/or target user group it serves.
26. Information about the library's services and how they are provided can be found on the Library's website.
27. The Library provides free and paid services, the list of which is approved by the Minister of Culture and the prices of which are approved by the Šilalė District Municipal Council.
28. Borrowing library materials and equipment:

- 28.1. Only one copy of a library document of the same title and edition or one device of the same type may be lent to a user;
- 28.2. Library documents (7 items) are loaned for a period of one day to one month, depending on the number of copies and the demand for them;
- 28.3. The user may extend the deadline for returning a document borrowed at home twice by telephone, by e-mail or by visiting the Library, and the user may also extend the deadline for returning the document electronically, unless they have other documents that have not been returned on time or the Library document has been requested by another user;
- 28.4. Original periodicals, highly sought-after, rare documents of special value and other documents are not issued for loan. Exceptionally, some documents may be loaned for a period of up to 3 months against a cash deposit equal to the current value of the document, but not less than €9.00. The deposit will be refunded when the user gives back the borrowed document to the Library; if the document is not returned, the deposit will be retained by the Library for the purchase of a new document;
- 28.5. Failure to return the document by the due date may result in interest charges:
 - 28.5.1. Interest at the rate of 2 cents per document per calendar day, calculated after 12 months from the due date of the document borrowed and not returned;
 - 28.5.2. The interest is payable at the reader's service desks and branches, by means of a receipt issued by the librarian or by means of an invoice provided by the Library. For legal entities only on the basis of an invoice.
 - 28.5.3. Interest shall cease to accrue as soon as the purchase price or the market price at the time of issue has been reached for documents issued for loan and not returned within the time limit; the amount of interest shall not exceed the amount of a basic social allowance.
29. The loan and reservation of mobile equipment for the provision of library services (e-book readers, tablets, laptops, virtual reality glasses, educational robots, etc.) (hereinafter referred to as "equipment") and renting of premises shall be governed by a separate order of the Library Director.
30. The equipment and premises shall be used for their intended purpose exclusively for the activities of the consumer, without the consumer having the right to transfer and/or otherwise make them available to third parties.
31. Inter-library loan:
 - 31.1. Documents, which are not available in the Library's collection, shall be ordered from other libraries in Lithuania and abroad for registered users in accordance with the procedure established by the Library for providing interlibrary and international interlibrary loan services;
 - 31.2. The term of return of a publication is determined by the lending library
 - 31.3. The charges for interlibrary loan services shall include the cost of postage and/or the administrative charge set by the lending library.
32. Access to the Library's subscription databases shall be provided to users in accordance with the rights and conditions set out in the licence agreement with the database provider.
33. Public Internet access services in public libraries shall be provided free of charge to users without a library card. The Library's rules of use may establish requirements and conditions for the registration of registered users of public Internet access in the Library's public Internet access system, which shall not restrict the availability of these services and shall not conflict with the provisions of the Law on Legal Protection of Personal Data.

34. Remote services of the Library requiring user authentication (identification) shall be provided only to registered users or through the e-government gateway.
35. Special conditions may also be applied to the service for disabled users and persons temporarily incapacitated due to illness, persons of retirement age and other groups of users, subject to availability and reasonable demand, and to the home delivery of documents.
36. Legal entities shall be served by libraries on the basis of contracts for free services, unless the service provided is included in the list of paid services approved by the Minister of Culture. Order of the Minister of Culture No. JV-502 of 2 November 2005 "On Approval of the List of Paid Services Provided by Libraries Established by the State or Municipalities".

PART V

CONSUMER RIGHTS, OBLIGATIONS AND RESPONSIBILITIES

37. The user has the right to:
 - 37.1. Receive detailed information about the Library's collection and the services it provides, their procedures and conditions of use;
 - 37.2. Use all the information resources, information retrieval tools, bibliographic information management tools, equipment and facilities (rooms) available in the Library;
 - 37.3. Receive documents from other Lithuanian and foreign libraries;
 - 37.4. Make a request for information in person or by telecommunication and receive a response within three working days at the latest;
 - 37.5. Receive advice and/or training on the retrieval, selection, management and use of information;
 - 37.6. Have access to the Library's computerised workstations, public Internet access, wireless Internet and personal laptops;
 - 37.7. Attend public events organised by the Library;
 - 37.8. Reproduce library documents or parts for personal use for non-commercial purposes;
 - 37.9. Make requests, suggestions and complaints about the services and conditions of the Library services provided and/or planned to be provided. Requests and complaints shall be considered in accordance with the Regulation on Examination of Requests and Complaints and Serving Individuals in Public Administration Bodies approved by the Resolution of the Government of the Republic of Lithuania No 875 of 22 August 2007 "On Approval of the Regulation on Examination of Requests and Complaints and Serving Individuals in Public Administration Bodies";
 - 37.10. To exercise their rights as data subjects:
 - 37.10.1. Know whether the Library processes their personal data (to be informed), to receive a copy of it (right to know) and to have access to the additional information provided for in Article 15(1) and (2) of Regulation (EU) 2016/679 (right of access);
 - 37.10.2. Request the rectification or, considering the purposes of the processing, the completion of incomplete personal data (right of rectification);
 - 37.10.3. Request the erasure of personal data if the personal data have been processed on the basis of consent or if there is another legal basis for the exercise of this right ("right to be forgotten"). The "right to be forgotten" may not be exercised in accordance with the statutory procedure;
 - 37.10.4. In the cases referred to in Article 18(1) of Regulation (EU) 2016/679, to request the restriction of the processing of personal data ("right to restriction");

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

37.10.6. Object to or withdraw at any time the consent given for the processing of personal data for the purposes referred to in paragraphs 15.5 to 15.6 of these Regulations (right to object).

38. Obligations of the user:

38.1. To follow the regulations of the Library and other legal acts regulating the services provided by the Library, as well as the established requirements of behaviour in public places;

38.2. To preserve and protect documents, borrowed equipment and other property of the Library;

38.3. To return borrowed documents, borrowed equipment in due time or to extend the period of their use in accordance with the established procedure;

38.4. To inspect borrowed documents and equipment for defects (tears, creases, cuts or breakages) and report them immediately to a member of the Library staff;

38.5. To comply with the provisions of the Copyright and Related Rights Act when using information resources;

38.6. To inform the Library immediately of any change in personal details (name, place of residence, etc.) or loss of the Library card;

38.7. To inform the Library immediately if they lose their library card;

38.8. To leave coats, jackets, overcoats, briefcases, bags in the place provided;

39. The User is prohibited from:

39.1. Using the Library card of another User or giving his Library card to another person;

39.2. Disclosing to any third party the login details provided by the Library, or use the usernames and passwords of any other person;

39.3. Removing any documents or equipment from the premises of the Library unless this is recorded in the Loan Documents and Loan Equipment Records or authorised by a member of Library staff;

39.4. Installing software, either brought in or downloaded from the Internet, on Library computers without the permission of a member of Library staff

39.5. Reading pornographic, violent, terrorist or other criminal information, distribute electronic spam or malware, or hack into other computer systems in the Library using public Internet access services;

39.6. Entering the Library under the influence of alcohol, narcotics, psychotropic substances or other psychoactive substances, bring objects into the premises that endanger others, behave in a dangerous manner that endangers oneself and other Library users, degrade the human dignity of users and staff by words and/or actions, ignore the general requirements of personal hygiene and behaviour in public places;

39.7. Engaging in activities contrary to the public purpose of the Library, such as organising meetings, selling goods or services, etc;

39.8. Posting information (advertisements, notices, etc.) on the premises of the Library without the prior permission of the Library Management.

40. User responsibilities:

- 40.1. A user who fails to notify the Library of the loss of their Library card shall be liable for the actions of another person who has used their Library card;
- 40.2. A user who loses or irreparably damages a Library document shall replace it with the same or a recognised equivalent document. Documents shall be recognised as equivalent considering the cost of the lost documents, the year of issue, the number of copies available and the demand in the Library. If it is not possible to replace the document, the user shall compensate for the damage caused in accordance with the procedure for compensation for lost or damaged library documents and equipment approved by the decision of the Director of the Šilalė Public Library;
- 40.3. If the Library is not informed of the loss/damage to the borrowed document or equipment, and the required payment is not made before the end of the loan period, the user must compensate for the damage caused or to pay the interest accrued in accordance with paragraph 28.5 of these Regulations. Failure to make good the damage or to pay the interest shall be subject to the procedure laid down by law;
- 40.4. In case of intentional misappropriation, damage or destruction of documents, equipment or other property of the Library, the User shall be liable in accordance with the procedure laid down in the Code of Administrative Offences of the Republic of Lithuania;
- 40.5. The user's representative (parent, adoptive parent, guardian or custodian) shall be liable for the loss of or irreparable damage to documents and/or other property of the Library caused by the user under 16 years of age in accordance with the Library's rules and the procedure established by law.

PART VI **LIBRARY RIGHTS AND OBLIGATIONS**

41. The Library shall have the right to:
 - 41.1. Collect personal data and, with the written consent of the users, additional personal data for the purpose of scientific and/or user satisfaction surveys;
 - 41.2. Determine the number of documents, equipment and loan periods for users, the procedure for extending the period and for reserving documents, equipment and premises, and other special conditions for the use of the Library (e.g. for pets, food consumption, etc.);
 - 41.3. Require the users to show the documents and items they have in possession, in case of a document security alarm activation or if there is a suspicion of theft for property of the Library or another user's personal property;
 - 41.4. Ask users to leave the library premises if their right to use the library services is restricted, if they are under the influence of alcohol, narcotic drugs, psychotropic or other psychoactive substances, if they are engaged in commercial activities on the Library premises, or if they are otherwise in breach of the legislation governing the Library services;
 - 41.5. Limit the right of a person to use the Library or any of the services provided by the Library for a certain period of time by the decision of the Director of the Library, if the user has failed to comply with the regulations of the Library and/or other legal acts regulating the procedure of providing the services;
 - 41.6. Not return the deposit to the user, if they do not pay the Library within the term of the loan of the document provided for in the Regulations;

41.7. Provide paid services in accordance with the procedure established by the legislation and at the rates approved by the order (decision) of the authority exercising the rights and duties of the owner of the institution;

41.8. Exclude the users from the services of the Library for not more than one working day per month for basic cleaning, disinfection and other preventive maintenance in agreement with the authority exercising the rights and obligations of the owner of the Library.

42. Duties of the Library:

42.1. To ensure the implementation of users' rights as set out in these regulations;

42.2. To comply with the principles of respect for human rights, equal opportunities, fairness, non-discrimination, professional ethics, the Library's Regulations and the Library's Rules of Use in the provision of services;

42.3. Adopt and publish on the Library's website the Library's Regulations and other regulatory documents necessary for the provision of professional services

42.4. To change the established opening hours of the Library (user service) only in exceptional, justified cases, after duly informing the users about the changes, their reasons and duration, by publishing the information on the Library's website;

42.5. When lending library documents and equipment, to indicate the loan period and the date of return and, if possible, to remind the user of the expiry of the loan period by electronic and other means of communication;

42.6. To evaluate the quality of the library's service to users and, at least once every two years, to carry out surveys of the needs and opinions of users (the community served) and to use the results to improve the quality of the service provided and to develop new products and services;

42.7. Ensure that library services are accessible to people with disabilities and other user groups requiring special services and/or facilities;

42.8. To immediately record the fact of violation of the legal acts regulating the services provided by the Library by means of a written report of the Library employee or of the aggrieved person and/or by technical means (filming, photographing, sound recording equipment, etc.) and to draw up a report to be submitted to the user in writing (if the user refuses to sign the report, it shall be marked with a note of refusal)

42.9. Assess the offence committed by the user according to the criteria of extent, severity and duration of the effects and take a decision on the restriction of the right to use the Library or the specific service(s) provided by the Library, which shall be communicated to the user either by signature or by registered letter

42.10. To contact the police in case of detection of misappropriation, deliberate damage or destruction of documents or other property of the Library, as well as violation of public order.

(User registration to the library form)

**LIBRARY'S
USER REGISTRATION CARD**

First name*	
Surname*	
Personal Identification Number*	
Home address*	
Telephone number and/or e-mail address*	
Education level	
Occupation	
Place of work	
School	
Grade/course	

* Required information

I confirm, that:

- I have read and understood the rules of the Šilalė District Municipal Public Library;
- The personal data provided is accurate and truthful;
- I have been informed that photographs and videos will be taken at library events and that my personal data will be used for the purposes of library activities (to serve users and organise their information provision, to keep records of users, to establish personal identity, to operate the unified library card).

I **agree/disagree** (delete the inappropriate) to receive information about library services, information resources, loan periods, events and changes in opening hours.

I **agree/disagree** (delete the inappropriate) to participate in surveys conducted by the library to improve the quality of library services and to develop new products and services.

(signature)

(date)

(Application form for registration to the library of a person under 16 years of age)

APPLICATION

TO REGISTER A PERSON UNDER THE AGE OF 16 IN THE _____ LIBRARY

_____ year _____ month _____ day

1. DETAILS OF THE APPLICANT (PARENT, ADOPTIVE PARENT, GUARDIAN OR CUSTODIAN):

First name*	
Surname*	
Personal Identification Number*	
Home address* (street name, house number, apartment number, city/district, country)	
Name, address, emergency contact person* of child care institution, special school, education centre	
Telephone number and/or e-mail address*	

* Required information

2. DETAILS OF REGISTERED PERSON UNDER 16

First name*	
Surname*	
Personal Identification Number*	

* Required information

I, the undersigned, **confirm** that:

1. I have read the Terms and Conditions of Use of the _____ (name of the library) Library and undertake to accept responsibility for any loss or irreparable damage to library documents, equipment and other library property by the person under the age of 16 named on this application.
2. The personal data provided is accurate and truthful;
3. I have been informed that photographs and videos will be taken at library events and that my personal data will be used for the purposes of library activities (to serve users and organise their information provision, to keep records of users, to establish personal identity, to operate the unified library card).

(First name, Surname, Signature)

3. USER LIBRARY CARD NUMBER (filled in by the librarian) _____