



**ORDER BY THE RECTOR OF THE LITHUANIAN
UNIVERSITY OF HEALTH SCIENCES**

**ON THE APPROVAL OF THE RULES OF THE LIBRARY AND INFORMATION
CENTRE**

.... January, 2022

No. 2022-V-.....

Kaunas

In accordance with the Law on Libraries of the Republic of Lithuania and in order to increase the quality of the services of the Library and Information Centre:

1. I hereby approve the Rules of Use of the Library and Information Centre (enclosed).
2. I hereby establish that Order No. 2021-V-0651 by the Rector of the Lithuanian University of Health Sciences of 17 December 2021 “On the Approval of the Rules of the Library and Information Centre” has expired.
3. I hereby instruct the University community members to follow the Rules provided for herein.
4. I hereby order Meilutė Kretavičienė, Director of the Library and Information Centre, to make this Order available to the public on the respective website page.
5. I hereby delegate Prof. Kęstutis Petrikonis, Vice-Rector for Studies, to control the execution of the Order.
6. This Order shall enter into force on the date of order signing.

Rector

Prof. Rimantas Benetis

APPROVED
By Order No. 2022-V-.... by the Rector of the
Lithuanian University of Health
Sciences on January, 2022

**RULES OF USE OF THE LIBRARY AND INFORMATION
CENTRE OF THE LITHUANIAN UNIVERSITY OF HEALTH SCIENCES**

**CHAPTER I
GENERAL PROVISIONS**

1. The Rules of the Lithuanian University of Health Sciences (hereinafter – the Library) on the use of the Library and Information Centre (hereinafter – the Rules) establish the general procedure for registration of persons, processing of personal data of the registered users and provision of services at the Library and Information Centre (hereinafter – the Library) and the rights, duties and responsibilities of users and the Library.

2. All natural and legal persons have the right to use the services of the Library in accordance with the laws of the Republic of Lithuania and these Rules.

3. Definitions:

3.1. **Library service** shall mean any service created in the course of the Library activities by using the Library information resources or other available information resources, the Library facilities, premises and its specialists' expertise, provided free of charge or for a fee, as approved by the respective order of the Rector of the University.

3.2. **Unregistered user** shall mean a user who visits the Library and uses the services without personal identity verification.

3.3. **Registered user** shall mean a member of the University community who is registered on the Library services platform, holds a Lithuanian or international student ID card or another identity document (hereinafter referred to as the Library User Card), which entitles him/her to reserve and borrow Library documents, renew the Library documents term, remotely access the University's subscription databases, and use other Library services that require personal identity verification.

3.4. **Librarian** shall mean a natural person who works in a Library, and carries out and handles the Library work.

3.5. **University community** shall mean the academic community of the University, the staff of the administrative and non-academic divisions, alumni, communities of the

establishments founded by the University, and other individuals actively participating in the activities of the University. The academic community of the University consists of students, lecturers, researchers, other research associates, Professors Emeriti, Rectors Emeriti, guest lecturers or researchers and other persons directly involved in the educational, research, and artistic activities.

3.6. Other definitions used in the Rules are equivalent 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, the Law on Copyright and Related Rights of the Republic of Lithuania, the Law on Science and Studies of the Republic of Lithuania, the Law on Information Society Services of the Republic of Lithuania.

CHAPTER II

REGISTRATION PROCEDURE. PROCESSING OF THE PERSONAL DATA OF REGISTERED USERS

4. Members of the University community gain access to the Library upon signing a contract with the University: a study contract (for students), employment contract (for the staff) whereby they undertake to abide by the University's internal rules and regulations and these rules. The services are made available to them as soon as their personal data is transferred from the student and staff databases of the University to the Library services platform.

5. Individuals at other institutions are unregistered users. They have access to the Library with a Temporary Reader's Card, which is issued on presentation of references and an ID document. The Temporary Reader's Card is valid for one year.

6. The Library may perform automated and non-automated processing of the users' personal data.

7. When processing users' personal data, the Library complies 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 referred to as "the Regulation (EU) 2016/679", the Law on the Legal Protection of Personal Data, as well as with the requirements of other legal acts regulating personal data protection.

8. The processing of users' personal data is carried out for the following purposes:

- 8.1. user servicing and organisation of provision of information;
- 8.2. user accounting;
- 8.3. person's identification;

8.4. provision of users with the information about Library services, information resources, document return deadlines, events, and changes to opening hours.

9. User data is automatically updated periodically, at least 2 times a year.

10. The data of registered users who do not have any overdue items at the Library are kept for the duration of their contract with the University.

11. The user may contact the Library directly or by e-mail to exercise his/her rights as a data subject. Only identifiable written requests will be considered.

12. If the Library grants a request for deletion of personal data, the services requiring personal identity verification will no longer be available to the user.

13. The Library ensures the security of personal data by implementing infrastructural (proper set-up and maintenance of technical equipment, strict compliance with fire safety regulations, etc.), administrative (training of the staff working with personal data), telecommunication (maintenance of information systems, use of passwords, ensuring internet access security, etc.) measures.

CHAPTER III

PROCEDURE OF SERVICE PROVISION

14. The Library provides services in accordance with the objectives and functions defined in the Regulations and the needs of the University community.

15. Information on the list of free and paid services, conditions and procedures of their provision is published on the website <https://lsmu.lt/biblioteka/>.

16. The Library service hours are subject to approval by the Rector of the University. The librarian and specialist services are available only at the time specified in their work schedules.

17. Individuals holding a Temporary Reader's Card may visit the Library on weekdays from 8:00 a.m. to 5:00 p.m. They can only use the open collections, repositories and public internet access in the reading rooms without user identification.

18. Procedures for using the Library documents:

18.1. only the registered users who have presented their Library User Card are eligible to borrow the documents for a period of time determined by the Library (the maximum number of the documents established by the Library may not be exceeded);

18.2. scanning of the barcode on a Library User Card is equivalent to a user's signature when lending the documents;

18.3. the deadline for returning the borrowed document is indicated on the document issue slip and in the user's personal online account;

18.4. a user may extend the return period of a borrowed document unless the document has been requested by another user or the number of extensions set by the Library has been reached;

18.5. if all copies of a document that is available for borrowing have been borrowed, the user can reserve it by logging in to their account. The fulfilled orders are kept for two working days in the Library. If the user fails to collect the reserved document within this period, the document will be lent to the next user on the waiting list. A reserved document may be collected only by the user in whose name it was reserved or by an authorised person on presentation of a power of attorney and documented proof of identity.

18.6. Failure to return the document by the due date will result in interest charges:

18.6.1. the amount of interest per document per calendar day shall be set by order of the Rector of the University;

18.6.2. the documents are not available for borrowing if the amount of accumulated overdue fines exceeds the amount set by the Library;

18.6.3. if the document borrowing period has expired during the user's illness period or in particularly difficult circumstances, the interest shall be waived on the production of copies of the documented evidence of the circumstances;

18.6.4. interest is no longer charged once the limit of three times the basic social benefit has been reached. ("On the adoption of the model rules for the use of the Library", approved on 18 September 2018 by the Minister of Culture of the Republic of Lithuania No. IV-680).

18.7. Rare and particularly valuable documents and other documents for which the Library imposes restrictions on the issuance and reproduction shall not be available to take home.

19. InterLibrary Loan (ILL):

19.1. the documents that are not available in the Library collection are ordered for registered users from other Lithuanian and foreign libraries in accordance with the Library's procedure for providing ILL services;

19.2. the return date is set by the lending Library;

19.3. the ILL service fees are based on the cost of postage and/or an administration fee set by the lending Library.

20. Access to the subscription databases of the Library shall be provided to users in accordance with the rights and conditions set out in the licence agreement with the database provider.

21. Remote Library services are available to registered users only.

22. Special needs users are provided with special services and facilities if they are not able to access regular Library services and facilities.

23. Borrowing of movable equipment for Library services (e-book readers, tablets, laptops, etc.) (hereinafter referred to as the equipment) and reservation of premises:

23.1. the Library publishes a list of the equipment available for borrowing and group work premises, the reservation conditions and the duration on its website;

23.2. the equipment and premises shall be used according to their intended purpose only for the user's activities, without the user being entitled to transfer and/or otherwise make them available to any third parties;

24. Only registered users may use the Library computers.

25. Legal entities are served by the Library under non-paid service contracts unless the service is included in the list of paid services.

IV. USER RIGHTS, DUTIES, AND RESPONSIBILITY

26. The user has the right to:

26.1. obtain detailed information about the Library document collection, services, procedures and conditions of service provision;

26.2. use all the information resources, services, information retrieval tools, bibliographic information management tools, equipment and facilities (spaces) available at the Library;

26.3. obtain documents from other Lithuanian and foreign libraries for borrowing;

26.4. submit an information request directly or by remote communication measures and receive a reply within two working days at the latest;

26.5. obtain advice and/or training on searching, selection, processing, and handling of information, and other matters;

26.6. use the computerised workstations at the Library (clause 24 of these Rules), internet access, wireless connection, and personal laptops;

26.7. reproduce Library documents or fragments of documents for personal, non-commercial use;

26.8. submit requests, suggestions and complaints about the service conditions at the Library by e-mail or in writing. Requests and complaints shall be dealt with first by the administration of the Library, and in the case of failure to resolve the matter – by the LSMU Student Dispute Resolution Commission with Administration and Other Staff.

26.9. exercise the rights as those of a data subject:

26.9.1. know (be informed) whether the Library processes his/her personal data, to receive a copy of the personal data (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);

26.9.2. request the rectification or, in accordance with the purposes of the processing, the completion of incomplete personal data (right of rectification);

26.9.3. request the deletion of personal data if the personal data have been processed on the basis of consent or if there is another legal basis for exercising this right ("right to be forgotten"). The "right to be forgotten" may not necessarily be exercised in accordance with the statutory procedure;

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

26.9.5 to require the direct transfer of personal data to another processor in a form convenient to the user, if the user has provided the personal data himself/herself and if the personal data are processed automatically on the legal basis for the conclusion and performance of the contract (right of transfer).

27. User's duties:

27.1. abide by the rules and other legal acts regulating the services provided at the Library, as well as the conduct requirements in accordance with the public order;

27.2. present the Library User Card to the librarian upon request;

27.3. preserve and protect the documents, equipment and other property of the Library assets received by the User for use;

27.4. return the documents received for use on time or to extend them in accordance with the established procedures;

27.5. inspect the documents received for use and borrowed equipment for any defects (tears, inscriptions, cuts or breakages) and report them immediately to the librarian;

27.6. use information resources in accordance with the provisions of the Law on Copyright and Related Rights;

27.7. notify the Library immediately of any changes to the personal data (surname, etc.) or loss of the Library User Card;

27.8. use the user account on the Library services platform and the email system of the University to regularly view and respond to Library notifications and alerts on borrowed documents, due dates, and overdue fines, and respond to them accordingly;

27.9. comply with the rules of use of the Lithuanian research and education network LITNET;

27.10. return all documents received for use back to the Library and pay the accrued overdue fines upon completion of studies, termination of employment or study contract at the University.

28. The user is prohibited from:

28.1. using another person's Library User Card, transferring own Library User Card to another person;

28.2. transferring the login data provided by the Library to any third parties, using other people's user names and passwords;

28.3. removing documents or equipment from the Library premises unless they are recorded in the records of loaned documents, or borrowed equipment, or unless they have been authorised by the librarian;

28.4. installing software on Library computers that has been brought or downloaded from the internet without the librarian's permission;

28.5. reading pornographic, violent, terrorist and other criminal or crime-inciting information, distributing electronic spam, malware and hacking into other computer systems using public Internet access services at the Library;

28.6. visiting the Library under the influence of alcohol, narcotics, psychotropic or other psychoactive substances, bringing objects into the premises that endanger others, engaging in dangerous conduct, endangering oneself and other Library users, degrading the human dignity of Library users and employees either orally and/or by actions, ignoring the general requirements of personal hygiene and conduct in public places;

28.7. placing information (advertisements, announcements, etc.) in the Library premises without prior approval of the Library administration;

28.8. bringing food, eating, and leaving waste at the Library;

28.9. arbitrarily moving or transferring furniture, books, anatomy models and other equipment to other rooms;

28.10. making noise, talking loudly or otherwise interfering with other users' work.

29. User's responsibilities:

29.1. a user shall be liable for the actions of another person who has used the user's Library User Card if the user has failed to notify the Library of the loss of his/her Library User Card;

29.2. in case of a loss of or irreparable damage to a Library document, the user shall replace it with the same document or a document recognized as equivalent. The document shall be recognised as equivalent in view of the cost of the lost document, the year of publication, 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 order of the Rector;

29.3. if in case of the loss of or damage to the loaned document or equipment the user fails to contact the Library and pay the charges in accordance with the established procedures before the end of the loan period, the user shall compensate for the damage caused or pay the accrued overdue fine, as set out in clause 18.6 of these Rules. Failure to compensate for the damage or pay the accrued overdue fines shall be subject to the procedure laid down by the respective law;

29.4. in the event of deliberate misappropriation, damage or destruction of Library documents, equipment or other property, the user shall be liable in accordance with the procedure laid down in the Administrative Offences Code of the Republic of Lithuania;

29.5. the users who do not comply with the requirements of these Rules shall have their access to the Library partially or completely restricted in accordance with the procedures established by the Library.

CHAPTER V

RIGHTS AND OBLIGATIONS OF THE LIBRARY

30. The Library has the right to:

30.1. determine the number of documents and equipment to be lent to users, the time limits for lending, the procedure for renewing and reserving documents, equipment and premises, and any other special conditions for use of the Library (e.g. food consumption, etc.);

30.2. ask the users to show documents and items they are taking out if a document security alarm has been triggered or if there is a suspicion of theft of Library property or a Library user's personal property;

30.3. ask users to leave the Library premises if they are restricted from using Library services, if they are under the influence of alcohol, narcotics, psychotropic or other psychoactive substances, if they conduct commercial activities at the Library premises, or if they otherwise infringe the legislation regulating the Library services;

30.4. verbally warn the user of his/her infringement of these rules;

30.5. require users to present their Library User Card to the librarian;

30.6. report the users who have violated these rules after repeated warnings to the faculty deans;

30.7. restrict a person's right to use the Library or any of the services provided at the Library for a limited period of time by the decision of the Director of the Library, if the user has failed to comply with these rules and/or other legal acts regulating the procedure of the services provided;

30.8. not provide services to users for a maximum of one working day per month upon agreement with the University due to general cleaning, disinfection and other preventive maintenance of the Library collection.

31. Duties of the Library:

31.1. to ensure enforcement of the user rights set out in these rules;

31.2. to follow the principles of respect for human rights, equal opportunities, fairness, non-discrimination, professional ethics, Library regulations and these rules in the provision of services;

31.3. to establish and approve the procedure for the provision of paid services and their fees by the Rector's order, in accordance with the Resolution of the Government of the Republic of Lithuania No. 1283 of 13 August 2002 "On the Approval of the Description of the Procedures for the Implementation and Use of Cash Registers", and the Resolution of the Minister of Culture of the Republic of Lithuania of 2 November 2005 No. IV-502 "On Approval of the List of Paid Services Provided by State or Municipal Libraries", Order of the Minister of Finance of the Republic of Lithuania of 30 October 2002 No. 340 "On Approval of the Rules of Use, Issuance and Accounting for the Receipt of Money and Disbursement of Cash Receipts";

31.4. to establish and approve the opening hours of the Library (user service) and change them only in exceptional motivated cases by the Rector's order; the information about any changes, their reasons and duration shall be published on the website of the Library at least 5 working days in advance;

31.5. to indicate the period of the loan and the date of return when issuing Library documents and equipment for loan, and, where possible, to remind the user of the expiry of the period of loan by electronic and other means of communication;

31.6. to assess the quality of the customer service of the Library and, at least once every two years, carry out surveys of the needs and opinions of the users (the community served) and use the results to improve the quality of the services provided and to develop new products and services;

31.7. to ensure the accessibility of Library services to persons with disabilities and other user groups requiring special services and/or facilities;

31.8. to immediately record the fact of the violation of the legal acts regulating the services provided by the Library by means of a written report from the librarian or the injured person and/or technical means (filming, photography, sound recording equipment, etc.) and draw up a report, which shall be made familiar to the user against signature (if the user refuses to sign, the report shall contain a note of refusal);

31.9. to assess the violation committed by the user according to the criteria of extent, severity and duration of the impact and to adopt 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 in person against signature or by registered letter;

31.10. to contact the police in the event of misappropriation, deliberate damage or destruction of Library documents or other property, or breach of public order.