

APPROVED
By Order No. 01-07-04
Dated 20 January 2015
of President of ISM University
of Management and
Economics

ISM UNIVERSITY OF MANAGEMENT AND ECONOMICS RULES FOR LIBRARY READERS

1. General terms

- 1.1. ISM University of Management and Economics library rules provide the order of using ISM University of Management and Economics (further – ISM) library resources.
- 1.2. *Library resources* are all documents collected in the library and/or accessible remotely. Library resources are the property of ISM.
- 1.3. A *document* is a file in use or in store that contains recorded information: book, periodical, manuscript, audio or video material, whether electronic, printed, or a publication presenting information in any other form.
- 1.4. *Databases* (DBs) are electronic systems that contain electronic versions of articles, scientific journals, newspapers, books, conference materials, or other documents.
- 1.5. *Reader* is a person who is entitled to use library services according to the rules. This right extends to ISM students, employees, professors, subscribers (subscriptions are issued in accordance with library subscription provisions), members of the *Masters Club* and *Business Council*, and founders of the *100 Talents* programme who donate four or more scholarships.
- 1.6. *Visitor* is a person who visits the library.
- 1.7. Using the library is free except for the following services: library subscription (see rules for library subscriptions) and inter-library or international inter-library loan (see rules for inter-library (TBA) or international inter-library (TTBA) loan).

2. Registration of readers

- 2.1. Visitors who wish to become library readers must register at the library.
- 2.2. When registering, visitors must submit a personal ID document and their e-mail address.
- 2.3. If readers submit another person's ID document, they are not registered and not served.

3. Lending documents

- 3.1. Documents are issued to readers after they present a personal ID document and their e-mail address.

- 3.2. Documents are available in the open fund and/or by electronic library catalogue (www.ism.lt/library/catalogue).
- 3.3. Documents are ordered from the electronic library catalogue by choosing a place for delivery: branch of the library in Vilnius or Kaunas.
- 3.4. Information about orders that have been delivered is sent to readers by e-mail. The order is stored on the bookshelf for three days.
- 3.5. The period to use the document can be prolonged unless other readers request the document.
- 3.6. Documents can be lent to readers:
 - 3.6.1. for one semester;
 - 3.6.2. two weeks;
 - 3.6.3. three days;
 - 3.6.4. one day;
 - 3.6.5. for reading in the library only.
- 3.7. Readers must return borrowed documents on time. In case of failure to return documents on time, readers must pay a fee for overdue publications (fee):
 - 3.7.1. the fee is calculated from the next day after the expiry of the deadline to return the document. The fee is calculated until the day the documents are returned or the period of using them is extended;
 - 3.7.2. the amount of the fee is EUR 0.15 for one document for one day overdue;
 - 3.7.3. If the amount of the fee is EUR 3 or more, the issuing of documents is blocked. Documents are further issued only after paying the fee in cash, by mobile purse, or by bank card (payment by bank card is available only at the Vilnius branch of the library);
 - 3.7.4. Before finishing or terminating studies at ISM, students must settle with the library: return all documents and pay all fees that are due;
 - 3.7.5. ISM employees must return all documents to the library and pay all fee that are due before terminating work relations with ISM;
 - 3.7.6. Library subscribers, *Master Club* and *Business Council* members, and founders of *100 Talents* who provide four or more scholarships must settle with the library when their reader's status period comes to an end: return all documents and pay fees that are due.
 - 3.7.7. Loan notice letters are an additional service and it does not release a library reader from liability to pay a loan.
- 3.8. After using documents within the library premises, visitors must leave them at the workplace.
- 3.9. The period of using documents that are in high demand can be altered.
- 3.10. The issue and return dates of documents are specified in the reader's profile of the electronic catalogue.
- 3.11. Readers must inspect a document immediately after receiving it. Any defects that are noticed must be reported to an employee of the library. If readers fail to do so, they are held responsible for any damage.

4. Using databases

- 4.1. DBs are accessible by the ISM computer network and by using remote means of access.
- 4.2. ISM students, professors and employees can log into DBs by remote means of access. The PROXY service can be used to log into DBs. Login instructions for remote access are stored in the ISM electronic learning system on the folder of the library.
- 4.3. The contents of DBs cannot be used for commercial purposes. Access to the DBs cannot be distributed or transferred to third parties.

5. Readers' rights and responsibilities

5.1. Readers are entitled to:

- 5.1.1. use library resources and services;
- 5.1.2. receive extensive information about library resources and the services that the library provides;
- 5.1.3. extend a deadline when documents must be returned;
- 5.1.4. ask questions orally and in writing;
- 5.1.5. express their opinions orally or in writing about the library's work and its services;
- 5.1.6. attend library events.

5.2. Readers must:

- 5.2.1. take care of the library's property;
- 5.2.2. return documents on time or extend the period for using them;
- 5.2.3. inform library workers when personal or contact details have changed;
- 5.2.4. work silently in the library and not disturb other visitors or library employees.

5.3. Readers are responsible for:

- 5.3.1. lost or damaged library documents. Readers must replace them with equally valuable items (as determined by an employee of the library) or pay the price specified by an employee of the library as compensation;
- 5.3.2. intentionally damaged library property or breaches of the rules for library readers. Disciplinary penalties for such breaches are determined by university management;
- 5.3.3. taking care of personal belongings in the library.

6. The library's rights and responsibilities

6.1. The library must:

- 6.1.1. provide information about its resources and services;
- 6.1.2. ensure readers the possibility to have access to library resources and services;
- 6.1.3. constantly improve service.

6.2. The library is entitled to:

- 6.2.1.** transfer readers' personal data to *Lindorff Oy* for debt collection if readers fail to pay for library services, return library documents, or pay a fee;
- 6.2.2.** provide services that require payment;
- 6.2.3.** decline to serve readers one day a month. That day is dedicated to maintenance and other internal tasks.