

## THE RULES OF USE OF LIBRARY SERVICES

### CHAPTER I GENERAL PROVISIONS

1. The Rules of Use of ISM University of Management and Economics Library Services (hereinafter – **the Rules**) regulate the conditions of use of "ISM University of Management and Economics", UAB (hereinafter – ISM) library services (hereinafter – **the Library**), the procedure of registration of users and provision of services, the rights, duties and responsibility of the users, and the rights and duties of the Library.
2. The Rules apply to all persons using the Library services.
3. Terms used in the Rules:
  - 3.1. **Visitor** – a person who is not registered at the Library, but is visiting the Library and is using the Library's services available without the Library's registration during visits of the Library's premises, participation in events, excursions etc.
  - 3.2. **Registered user** (hereinafter - **the User**) – a person who is registered in the Library's information system and has acquired the right to use the Library's services according to the set Rules.
  - 3.3. Other terms used in the Rules shall be understood as 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 Order No. IV - 442 of the Minister of Culture of the Republic of Lithuania dated 20 August 2010 "Regarding Approval of the Model Rules of Use of Library".

### CHAPTER II THE PROCEDURE OF USER REGISTRATION AND PROVIDING SERVICES TO USERS AT THE LIBRARY

4. The following persons are entitled to become registered Library's users:
  - 4.1. ISM community members: students, employees, teaching staff, ISM alumni, members of ISM Master's Alumni Club, and Supporters of the "Excellent 100 program", implemented by the public body ISM Fund, providing 4 or more scholarships.
  - 4.2. all natural persons in accordance with the Rules and the Law on Libraries of the Republic of Lithuania, and who have purchased the Library subscription services.
5. Those who are not registered Users, and wish to become Users, are registered by the Library's staff. Persons are registered for a fixed period and are provided with a registered User status. Where technically possible, the electronic registration of a user may be carried out by means of an electronic signature, a certified certificate enabling the person to be identified.
6. A person, who is not a registered user, and who wants to become one, shall:
  - 6.1. get acquainted with the Rules;
  - 6.2. provide a valid identity document;
  - 6.3. upon registration, provide the following data:
    - 6.3.1. name and surname;
    - 6.3.2. personal identification number;
    - 6.3.3. email, telephone number;
    - 6.3.4. the full address of the place of residence.
  - 6.4. sign the registration form, and thereby confirm that:

- 6.4.1. has acquainted with the Rules;
- 6.4.2. has given consent to the processing of their personal data by the Library;
- 6.4.3. has provided true and accurate data.
- 6.5. pay the fee for the Library's subscription service.
7. The Users of the Library who do not want their data to be processed by the Library shall inform the Library's management in writing. When the request is approved, the User loses their right to use the Library's services.

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

8. In accordance with legislation, upon Users registration and re-registration the Library has the right to collect and process Users personal data necessary for its operation: name, surname, personal identification number, date of birth, full address of the place of residence, telephone number, email and identification number issued by the ISM.
9. The Library must:
  - 9.1. Process Users' personal data in accordance with the Law on Legal Protection of Personal Data of the Republic of Lithuania and use it only for the following purposes:
    - 9.1.1. compiling of information resources;
    - 9.1.2. organizing of provision of services and information to the Users;
    - 9.1.3. accounting;
    - 9.1.4. verifying person's identity;
    - 9.1.5. functioning of the Library's User account in the Library's information system.
  - 9.2. The Library undertakes necessary measures to secure Users personal data and implement the appropriate technical and organizational measures for personal data security from unlawful destruction, accidental modification, disclosure and any unauthorized handling.
10. A User has the following rights:
  - 10.1. to receive information about their personal data processed by the Library;
  - 10.2. to contact the Library with the request to rectify their personal data, to restrict data processing, erase their data, if the data is incorrect, incomplete or inaccurate, or if the data is no longer needed for the purposes it was collected;
  - 10.3. to contact the Library with the request to erase their personal data or to stop processing their personal data, with the exception of storage – in the case when the User, after having acquainted with their personal data, finds that their personal data is processed in an unauthorized or unfair way;
  - 10.4. to request data portability;
  - 10.5. in case the data subject is concerned with the Library's actions (failure to act), which possibly means failure to comply with the legislation on data protection, they can address ISM and receive assistance (free of charge).
11. The processing of Users' personal data by the Library has the following legal grounds:
  - (i) it is necessary to process data for the performance of a contract to which the User and the Library are parties, or to undertake the necessary actions to fulfil the User's request prior to a contract being concluded;
  - (ii) it is necessary to process data for the purposes of the legitimate interests pursued by the Library or a third party.
12. The User's personal data (name, surname, contact data) may be transferred to other libraries (data recipients) for the purpose of organizing of provision of information to the User. The User has the right to know which data recipients received their personal data from the Library and for what purpose.
13. The Users' personal data is stored in the Library in the form of printed documents and (or) in the electronic format on the Library's information systems.
14. The Users' personal data is stored by the Library for no longer than it is needed to reach the purpose of data processing or as long as it is requested by the Users themselves, and (or) it is foreseen by the legislation.

15. The Users must inform the Library in case there is a change in their personal data (surname, place of residence, etc.).
16. The User has the right to address the data protection officer at ISM on all personal data processing issues via email: [dpo@ism.lt](mailto:dpo@ism.lt). Where resolution of the issue is not possible with the Library or with ISM, the User has the right to submit a claim to the State Data Protection Inspectorate ([www.ada.lt](http://www.ada.lt)), which is responsible for the supervision and control of enforcement of the legislation regulating the protection of personal data.

#### **CHAPTER IV THE PROCEDURE OF PROVIDING LIBRARY'S SERVICES**

17. Information on services provided at the Library and the procedure of their provision is published on the Library's website: <https://www.ism.lt/biblioteka>.
18. The Library provides free and fee-based services.
19. The status of a registered user entitles the Users to take the Library's documents home.
20. Lending of the Library's documents:
  - 20.1. The Library's documents are lent only upon provision of a personal identification document;
  - 20.2. The Library's documents are lent for a period from one day up to the end of the semester, depending on the demand and the number of units;
  - 20.3. The Library's documents may be lent to teaching staff of ISM for a longer period than specified above, bullet no. 20.2.
  - 20.4. The documents that are to be used only on the premises of the Library or the University, as well as the documents received through an interlibrary subscription are not lent to the Users to take home.
21. Penalty fee shall apply in case the document is not returned on time: 0.15 EUR per document for every day of delay.
22. The Users should check information about the return deadlines and fees of the Library's documents on their account in Library's catalogue, and, if needed, extend the deadline of return online. Deadline extension is possible only if the document is not ordered by another User. Otherwise, the documents must be returned.
23. The right to lend shall be restricted when the penalty for late returns reaches 3 EUR or more. The right to lend is renewed only when the full amount of the penalty has been paid.

#### **CHAPTER V RIGHTS, DUTIES AND RESPONSIBILITIES OF THE USER**

24. The User has the right to:
  - 24.1. receive detailed information about the services provided by the Library, service conditions and procedures;
  - 24.2. express their requests and complains, and present their proposals regarding the quality of the Library's services via email: [biblioteka@ism.lt](mailto:biblioteka@ism.lt);
  - 24.3. use the Library's information search tools;
  - 24.4. submit requests via phone, email or on the Library's premises;
  - 24.5. borrow the Library's documents to use them on or off Library's premises;
  - 24.6. according to the set procedure, extend the deadline of borrowed documents, book new or lent documents if they are not ordered by another User;
  - 24.7. access online databases (subscribed or tested) by the Library on the Library's premises; members of ISM community can access online resources online;
  - 24.8. use the service of interlibrary lending by receiving documents from other libraries operating in the Republic of Lithuania or abroad;
  - 24.9. use the Library's computerized workstations;

- 24.10. use the Library's workplaces located in the reading room;
- 24.11. make copies of the Library's documents only for personal use, and without any infringement of provisions of the Law on Copyright and Related Rights of the Republic of Lithuania;
25. The User must:
  - 25.1. follow the Rules, the legislation regulating the provision of services by the Library and follow the requirements of behavior in public places and not interfere with other Users', Visitors' use of the Library's services and not to disturb the Library's staff.
  - 25.2. handle the Library's documents and other property with care;
  - 25.3. leave the workstation tidy after work;
  - 25.4. not take the Library's documents outside the Library's premises, before registering the fact of lending in the Library's information system;
  - 25.5. return borrowed documents on time or extend the return deadline according to the set procedure.
  - 25.6. check the borrowed documents for any defects (tears, highlights, or cuts), and, if any, report to the Library's staff.
  - 25.7. upon expiry of the registration period, fulfil all obligations to the Library:
    - 25.7.1 return borrowed documents;
    - 25.7.2 pay fee for documents not returned on time.
26. The User is not allowed to:
  - 26.1. use another person's identification document;
  - 26.2. install downloaded software on the Library's computers, using public internet access services read particular public information that involves pornography, violence, terrorism or other information inciting criminal activity. Disseminate spam, malware, viruses, hack into other computer systems;
  - 26.3. make noise in the Library;
  - 26.4. visit the Library under the influence of psychotropic substances or alcohol, bring items which can cause danger to others, act dangerously causing potential threat for self and other Users and Visitors of the Library, undermine dignity – verbally or with actions – of other Users, Visitors and (or) the Library's staff, ignore general requirements for hygiene, and other norms of behavior in public places;
  - 26.5. bring weapons, alcoholic drinks, psychotropic or chemical substances, or other items similar in character and causing potential danger to self or others;
  - 26.6. post information (advertisements, announcements, etc.) in the Library when not approved by the Library's administrative staff.
27. User's responsibility:
  - 27.1. User who does not return borrowed documents on time shall pay a fee; the fee shall be counted from the next day after the return deadline expires;
  - 27.2. User, who loses or irreparably damage the Library's documents, must replace them with an identical item or an item of an equal value as provided in the list of items needed by the Library, provided to the User by the Library's staff:
    - 27.2.1 in case it is impossible to replace the documents, the User shall compensate the incurred damage in accordance with legislation;
    - 27.2.2 in the case when User does not inform the Library about a borrowed and lost or damaged document and does not clear their debt according to the set procedure, the User must compensate incurred damages and pay the calculated fee as set in Point 27.1. of the Rules. In case the incurred damage is not compensated, and the fee is not paid, ISM has the right to contact the debt collectors without a written notice;
    - 27.2.3 User, who causes damage to the Library's property, is held liable for the damage caused in accordance with legislation.

## **CHAPTER VI RIGHTS, DUTIES AND RESPONSIBILITY OF THE LIBRARY**

28. The Library has the right:
- 28.1. taking into account the specificity of the Library and its implemented functions, to determine the services which will be accessible to the Users and Visitors, also such services which require User's registration and which need rules of provision of services;
  - 28.2. to give a warning, either oral or written, to Users and Visitors who violate the Rules or other legislation regulating the Library's services;
  - 28.3. to transfer Users' personal data (name, surname, personal identification number, residence address, email, telephone number) to the debt collectors for the purpose of debt collection regarding unfulfilled obligations to the Library (not returned Library's documents, unpaid fee for late return of the Library's documents without a written notice);
  - 28.4. to request the User and (or) the Visitor to leave the Library premises if the User and (or) the Visitor does not follow the procedure for visiting the Library premises;
29. The Library must:
- 29.1. during provision of services, respect human rights, principles of equal opportunities, justice, non-discrimination and professional ethics, follow the Rules, and other legislation regulating the Library's activities and services;
  - 29.2. To carry out lending of documents and consumer accounting in accordance with the requirements established in the standards of the Republic of Lithuania approved by the order of the Minister of Culture;
  - 29.3. set the Library's working hours;
  - 29.4. upon detection of unlawful appropriation of the Library's documents or other assets, or cases of intentional damage or destruction, contact officials of authorized institutions in accordance with legislation.
  - 29.5. conduct a survey once per academic year concerning the needs of users, the quality of support and services provided.
30. The Library is not responsible for Users' and Visitors' items left without attendance.
31. The Library's staff have the right to request Users and Visitors to inspect personal belongings, when:
- 31.1. User or Visitor enters the Library and the security gates are activated;
  - 31.2. there is a suspicion of theft of the Library's or the Library User's property.
32. The Library's staff is not responsible for children left without attendance on the Library's premises. Adults responsible for children must ensure that children follow the Library's Rules.

**(Request form for person's registration at the Library)**


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 (Name and surname of the requester)
 

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 (Residence address)
 

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**To the ISM Library**


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**REQUEST  
REGARDING PERSON'S REGISTRATION AT THE LIBRARY**

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 (date)

1. **I hereby request** to be registered at the ISM Library using the following data:

1.1. **Data about the requester:**

Name*	
Surname*	
Personal identification number*	
Address of the declared place of residence (street, house / flat number, post code, city / district, country)*	
Birth date (to be filled* if the person is not a citizen of the Republic of Lithuania)	
Contact telephone number, email to be used for communication regarding the Library's activities*	

\**mandatory data*

ISM Library has the right to collect and process the personal data provided by the User for the purposes stipulated in the Rules. The User's personal data is processed and stored during and after the period of the contractual relationship with the Library, but not longer than it is required by the set purposes of data processing, except the cases when legislation determines longer duration period of data storage. After the period of data storage expires, the User's personal data shall be destroyed in accordance with the legislation. The User can contact the data protection officer at ISM on all personal data processing by the Library issues via email: [dpo@ism.lt](mailto:dpo@ism.lt).

**2. I hereby confirm that:**

- 2.1. I have acquainted myself with the Rules of Use of ISM Library Services and undertake the responsibility for lost or irreparably damaged Library's documents;
- 2.2. the data provided above is accurate and correct.

The personal data provided in this request is used for the Library's activities (compiling of information resources, organizing of provision of services and information to the Users, accounting, confirming a person's identity (in the case of severe infringement of the Rules)).

**Note:**

1. the Library commits to protect the person's privacy and provided data shall be used only for the indicated purposes;
2. the Library should be informed in case there is a change in the User's data (surname, place of residence etc.): Library of ISM, Gedimino av. 7, Vilnius, LT- 01103, phone number +370 6 122 0139, email: [biblioteka@ism.lt](mailto:biblioteka@ism.lt).

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(Signature of the requester)

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(Name and Surname of the requester)