

APPROVED

By Order No B-205 of the Director General of Martynas
Mažvydas National Library of Lithuania of 3 July 2020
(As amended by Order No B-3 of 7 January 2022)

RULES FOR THE USE OF MARTYNAS MAŽVYDAS NATIONAL LIBRARY OF LITHUANIA

CHAPTER I

GENERAL PROVISIONS

1. The Rules for the Use of Martynas Mažvydas National Library of Lithuania (hereinafter – National Library) (hereinafter – the Rules) define the general procedure of the use of the National Library, the registration of persons, the processing of personal data of registered users and the provision of services in the National Library, as well as the rights, obligations and responsibilities of the user and the rights and obligations of the National Library.

2. Annexes to these Rules:

- 2.1. Annex 1 ‘User registration card’;
- 2.2. Annex 2 ‘User (under 16 years of age) registration card’;
- 2.3. Annex 3 ‘Application for permission to use documents’;
- 2.4. Annex 4 ‘Application for permission to use documents of CNAPD’;
- 2.5. Annex 5 ‘Application for ordering copies of documents’;
- 2.6. Annex 6 ‘Application for permission to take away documents for fixed term’;
- 2.7. Annex 7 ‘Application for making copies of audio documents’;
- 2.8. Annex 8 ‘Application for permission to use a document in preparing a publication’.

3. All natural and legal persons shall have the right to access the services of the National Library in accordance with the procedure set forth by the Law of the Republic of Lithuania on Libraries and these Rules published on the internet website of the National Library (www.lnb.lt).

4. Terms used in the Rules:

4.1. **Service of the Library** – means any activity organised and carried out by the National Library inside and outside of the National Library in satisfying the information, scientific, cultural, educational, professional, entertainment needs and using all available information resources, library equipment, premises and competence of specialists.

4.2. **User** – means the recipient of services of the National Library.

4.3. **Identified user** – means the user who applies to the National Library verbally or in writing and specifies his (her) forename, surname, the reader’s number and/or the personal identification code.

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4.4. **Unregistered user** – means the user who visits the Library and uses services of the Library for which his (her) personal identification is not necessary, e.g., uses the Library's reading rooms, participates in public events, excursions, etc.

4.5. **Registered user** – means the user who is registered in the information system of the Library and holds the user's pass issued to him (her) which authorises to reserve and loan the Library's documents for use, to extend their loan term, have remote access to the subscribed databases licensed by the Library (if this is allowed by the licence) and use other services of the Library for which the user authentication (identification) is necessary.

4.6. **Registered public internet access user** – means the user who is registered in the public internet access system of the Library in accordance with the procedure set forth by the Library and uses the public internet access services.

4.7. **LIBIS** – means the Lithuanian Integral Information System of Libraries.

4.8. **LIBIS user pass (user pass)** – means an identity document of a registered user issued in accordance with the procedure set forth by legal acts, recognised in all libraries of LIBIS and authorising to use the library's services for which the user authentication (identification) is necessary.

4.9. **User agreement** – means an agreement for the provision of the Library's services concluded when a user fills in and signs the National Library user's registration card or a questionnaire in the LIBIS and when the agreement is confirmed through the E-Government Gateway.

4.10. **User servicing** – means activities carried out by structural units of the National Library providing services inside and/or outside the Library.

4.11. **LIBIS libraries** – means libraries that use the LIBIS software.

4.12. **Document** – means the information provided, stored and used in any manner, form or medium, including information adapted for reading by electronic means: a book, periodical, manuscript, sheet music, microforms, an audio, video, mixed (audio-video), cartographic, visual information source, or a Braille-print source of information for the blind and visually impaired or a source providing information in any other manner.

5. Other terms used in the Rules shall correspond to the terms used in the Law of the Republic of Lithuania on Libraries, the Law of the Republic of Lithuania on Legal Protection of Personal Data, the Law of the Republic of Lithuania on Copyright and Related Rights, the Law of the Republic of Lithuania on Fundamentals of Protection of the Rights of the Child, the Law of the Republic of Lithuania on Science and Studies and the Law of the Republic of Lithuania on Information Society Services.

CHAPTER II PROCEDURE OF REGISTRATION OF USERS

6. A person who wishes to become a registered user of the National Library and acquire the LIBIS user pass shall have to:

6.1. get acquainted with the Rules;

6.2. submit a valid personal identity document;

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- 6.3. specify the personal identity data (the forename, surname, personal identification code) and contact details (residence address, phone number and/or e-mail address);
 - 6.4. fill in and sign the user registration card (Annex 1 to the Rules) confirming thereby that he (she):
 - 6.4.1. is acquainted with the Rules;
 - 6.4.2. provided complete and correct personal data;
 - 6.4.3. is informed about the personal data processing purposes and conditions;
 - 6.5. express consent or disagreement to receive the National Library's information and/or to participate in surveys and/or investigations carried out by the National Library;
 - 6.6. pay the user pass issue fee in the amount specified by the National Library.
7. Persons under 16 years of age shall be registered upon submission by their representative (parent, foster-parent, guardian or caregiver) of the registration card of the user (under 16 years of age) of Martynas Mažvydas National Library of Lithuania of the established form (Annex 2 to the Rules).
8. Users may register or update their registration data:
- 8.1. upon arrival at the National Library;
 - 8.2. by electronic means using means of personal identification in electronic environment on the portal: www.ibiblioteka.lt:
 - 8.2.1. when registering on the portal www.ibiblioteka.lt, the user can select libraries to be visited from the displayed list and will be automatically registered with those libraries;
 - 8.2.2. when the pass is ordered on the portal www.ibiblioteka.lt, the order shall be paid up within 40 (forty) calendar days. The user, who makes the payment, must arrive, within 14 (fourteen) calendar days, to collect the pass (provided that he (she) has chosen to collect the pass at the National Library). In the event of the failure to pay and to arrive to collect the pass in a timely manner the registration data shall be deleted, the pass shall not be issued and the paid money shall not be refunded.
9. A user registered with the National Library and with other LIBIS libraries may use one valid pass.
10. A registered user who has lost or damaged the user pass shall be issued a new user pass in accordance with the procedure set forth by the Rules.
11. Lithuanian libraries and organisations that wish to use the interlibrary loan, shall order the pass in the Interlibrary Loan of the National Library by e-mail: tba@lnb.lt or at the National Library (Gedimino Av. 51, Floor II, Registration and Information Desk).

CHAPTER III CONTROL AND PROCESSING OF PERSONAL DATA OF REGISTERED USERS

12. Upon acquisition of the pass, the user confirms by signature that he (she) agrees with these Rules and with the processing of personal data provided by the user to the National Library by the National Library authorised

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to process and control personal data in accordance with the procedure established by legal acts when users get registered, re-registered and use library services in the manner specified by laws and these Rules.

13. Personal data of users at the National Library shall be processed by automatic and not automatic means.

14. The National Library shall process personal data in observance of 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 – Regulation (EU) 2016/679), the Law of the Republic of Lithuania on Legal Protection of Personal Data, other legal acts regulating personal data.

15. The National Library shall process these personal data of users:

15.1. forename;

15.2. surname;

15.3. personal ID number;

15.4. photo;

15.5. residence address;

15.6. phone number and/or e-mail address;

15.7. profession;

15.8. education;

15.9. place and status of studies;

15.10. academic degree;

15.11. academic title;

15.12. gender;

15.13. date of birth.

16. Personal data of users shall be processed for the following purposes:

16.1. organising the servicing of users and the provision of information;

16.2. accounting of users;

16.3. personal identification;

16.4. functioning of the user pass on the basis of a single user registration database;

16.5. conducting user surveys, scientific research in order to improve the quality of services provided by the National Library, create new products and services (only subject to written consent);

16.6. informing users about the services, information resources, document lending terms, organised events and changes of working hours of the National Library (only subject to written consent).

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17. The National Library, having received the user's written consent for the purposes of conducting scientific research and/or surveys of satisfaction of users with the provided services may collect additional personal data related to education, professional activity, etc.
18. Generalised and anonymised personal data of users of the National Library shall be used for statistical purposes.
19. The National Library shall process personal data in observance of legal grounds of entering into and performing a contract, giving consent, fulfilment of the obligation under applicable legal acts or other conditions of legal processing specified in Article 6(1) of Regulation (EU) 2016/679.
20. The user data shall be updated (revised) periodically, not less than once a year. The data shall be updated (revised) free of charge.
21. Personal data processed automatically and manually shall be stored for as long as the user uses the services of the National Library or for as long as the consent given by the person is valid. If the user no longer uses the services of the National Library, his personal data shall be stored for no longer than the time limit set in the information system for the storage of personal data. If, during this period, the user has never used the National Library, has not signed up, his data shall be anonymised.
22. Financial transactions of users shall be stored only to the extent required by legal acts of the Republic of Lithuania.
23. The data of users who are indebted to the National Library or to another LIBIS library shall be stored until satisfaction of the credit claim, but not longer than for 10 (ten) years from arising of the right to the credit claim.
24. The user may apply to the National Library for the enforcement of his (her), as the data subject's, rights directly by submitting a written request to the address: Gedimino av. 51 LT-01109 Vilnius, or by e-mail: biblio@lnb.lt. Only written requests from identified users shall be considered.
25. When the National Library satisfies the user's request to erase his (her) persona data, the user shall be denied access to the services for which the user authentication (identification) is necessary.
26. When satisfying the request to erase personal data of the user, the information about the limited right of the user to visit the National Library and/or to use the National Library's services shall be retained in all cases.
27. Security of personal data processed by automatic and non-automatic means shall be ensured by the National Library by implementing the measures of infrastructure (proper dislocation and maintenance of technical equipment, strict observance of fire safety rules, etc.), administrative (training of persons who work with personal data, preparation of internal data, etc.), telecommunication (maintenance of information systems, ensuring the internet use safety, use of passwords, etc.).
28. Personal data shall be collected only from personal data subjects (users); therefore, the user who provides the data shall be fully responsible for the submission of correct data to the National Library.
29. The registered user's actions in LIBIS to the extent related to the creation of new data, editing or cancelling of old data and other significant transactions shall be stored according to the scope and duration established by legal acts of the Republic of Lithuania regulating data security (cyber security) and LIBIS safety regulations.

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30. Users who hold a LIBIS user pass and object to the processing of their personal data by the National Library must notify about that in writing the Director General of the National Library by submitting a written request. The user, whose request is satisfied, shall be denied access to the services for which the user must be authenticated (identified).

31. When personal data (surname, place of residence, etc.) change, users must notify about that the National Library.

32. The National Library shall observe the view in surrounding areas (along the perimeter of the building, at the central and service doors, at the entrance to the ramp) and in shared spaces of the National Library in observance of the Rules for Processing of Video Data of Martynas Mažvydas National Library of Lithuania approved by order of the Director General of the National Library.

33. Video surveillance material shall be stored for 30 (thirty) calendar days. Where data of video records are used as evidence in civil, administrative or criminal proceedings or in other cases established by laws they may be retained for as long as needed for such data processing purposes and shall be destroyed immediately when they are no longer necessary.

34. The National Library shall process the data of telephone records in observance of the Rules for processing of the data of telephone records of Martynas Mažvydas National Library of Lithuania approved by order of the Director General of the National Library.

35. Telephone records shall be made when calling at the single information telephone number (8 5) 249 7028 and at the Children's and Youth Literature Reading Room telephone number (8 5) 239 8563. The user is always warned before starting the telephone conversation that it will be recorded.

36. Telephone records shall be stored for 6 (six) months. In the event of a conflict situation and/or infringement of the Rules this time limit may be extended, but not longer than needed for the settlement of the existing situation. Where the data of telephone records are used as evidence in civil, administrative or criminal proceedings or in other cases established by laws, they may be retained for as long as needed for such data processing purposes and shall be destroyed immediately when they are no longer necessary.

37. The National Library undertakes to ensure security of personal data of users by means of technical, technological and organisational measures.

CHAPTER IV PROCEDURE OF PROVISION OF SERVICES

38. The National Library shall provide services according to the business purposes and functions defined in its Regulations.

39. . The procedure for the use of the National Library is established in these Rules and, where appropriate, in separate rules and/or descriptions of procedures regarding the provision of specialised services in observance of the principles of lawfulness, fairness, prudence, proportionality and non-discrimination and taking account of the specifics of the National Library's activities.

40. Information about free of charge and paid services provided by the National Library and about the procedure of their provision is posted on the internet website of the National Library.

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41. Documents of the national library may be read only on-site or issued for take home on a loan-for-use basis.
42. All documents stored in the National Library may be used in the premises of the National Library.
43. Documents stored in open-access collections of specialised reading rooms used without a computer order shall not be issued for taking them home.
44. Users shall be allowed to take documents home:
 - 44.1. from the General Collections, Open-access Collection of the Children's and Youth Literature and Collection of Leisure Books:
 - 44.1.1. from the General Collections and Collection of Leisure Books – not more than 10 (ten) documents for a period of 30 (thirty) days;
 - 44.1.2. from the Open-access Collection of the Children's and Youth Literature – not more than 5 (five) documents for a period of 30 (thirty) days;
 - 44.2. these documents shall be loaned only to a registered user of the National Library who holds a valid LIBIS user pass and has updated registration data (re-registered) during the current year and submitted the personal data necessary for obtaining this service;
 - 44.3. the user may extend the time limit for the return of the document loaned for taking home by 14 (fourteen) days, except where the user has other documents not returned in due time or the National Library's document is ordered or reserved by another user.
45. Lending of documents of the National Library:
 - 45.1. Procedure for the issue and use of documents from the General Collections:
 - 45.1.1. Documents stored in General Collections of the National Library shall be issued upon submission of a computerised order (in the National Library or online). In the case of documents for which a computerised order cannot be submitted, the order sheets shall be completed;
 - 45.1.2. users may order not more than 10 (ten) documents from General Collections at one time;
 - 45.1.3. only one copy of the National Library's document of the same name and edition may be loaned to the user;
 - 45.1.4. several copies of the same name and edition may be issued for scientific research only having obtained a permission of the Head of the General Collections (Annex 3 to the Rules);
 - 45.1.5. originals of periodicals the micro-copies or digital copies of which are available on the portal www.epaveldas.lt shall not be not issued;
 - 45.1.6. documents issued for reading only within the National Library shall be returned on the same day. At the user's request, documents issued for reading only within the National Library may be reserved for up to 5 (five) days without returning them to the regular place of storage. The documents shall be left with the employee of the Registration and Information Desk;
 - 45.1.7. one hour before the closure of the National Library the orders for documents from General Collections shall be accepted only for the next business day;

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45.2. Procedure for the issue and use of documents in the Rare Books and Manuscripts Reading Room:

45.2.1. documents stored in the collection of the Rare Books and Manuscripts Unit, except for theses and publications since 1830 may be accessed only by the users who obtain a separate permission and submit an application of the approved form (Annex 3 to the Rules). This permission shall be issued by the Unit Head or a person authorised thereby for a term of one year. Students shall be required to additionally provide a letter of intermediation of their educational institution on behalf of the Director General of the National Library;

45.2.2. not more than 5 (five) documents shall be issued at one time and may only be used in the Rare Books and Manuscripts Reading Room;

45.2.3. if the document's copy is available, the original shall not be issued from the collection of the Rare Books and Manuscripts Unit;

45.3. The Collection of the National Archive of Published Documents (hereinafter – the CNAPD):

45.3.1. documents of the CNAPD may only be accessed by the user when the required document is not available in other collections of the National Library;

45.3.2. users shall be granted access to the CNAPD documents upon submission of an application of the approved form (Annex 4 to the Rules) to employees of units where the CNAPD is stored and having obtained a separate permission which shall be granted by the head of the respective unit where the CNAPD is stored or by a person authorised by the head;

45.3.3. the CNAPD documents may be used only in the Rare Books and Manuscripts Reading Room, and video and audio archive documents – in the Musical and Visual Arts Reading Room and only using the video and audio technical equipment available in this Reading Room;

45.4. access to documents of the Judaica Research Centre, Adolfas Damušis Democratic Studies Centre and the Statehood Space may only be granted to users within these Centres (Spaces);

45.5. access to documents stored and issued in the Musical and Visual Arts Reading Room – sheet music, audio and video records – may only be granted to users within this Reading Room and only using audio and video technical equipment available in this Room;

45.6. access to documents of the Children's and Youth Literature Reading Room shall only be granted within the National Library.

46. The National Library shall not allow taking home:

46.1. documents that are on high demand;

46.2. information documents: dictionaries, manuals, encyclopedias, atlases;

46.3. grouping documents;

46.4. sheet music;

46.5. digital documents in physical media;

46.6. documents attributed to movable cultural valuables and collections;

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- 46.7. documents issued before 1945;
 - 46.8. documents in poor physical condition (documents in poor physical condition (e.g. damaged binding, ripped cover, flowing, crumbling pages, etc.);
 - 46.9. serial publications: magazines, newspapers, periodicals;
 - 46.10. cartographic documents;
 - 46.11. video, audio, visual and audiovisual documents;
 - 46.12. microcopies;
 - 46.13. unbound documents, folders, sets;
 - 46.14. the last copy left in the Children's and Youth Literature Collection;
 - 46.15. by a reasoned decision of the custodian of the collection of other documents.
47. If the document is not returned until expiry of the fixed loan term default interest shall be charged:
- 47.1. the default interest shall be 3 (three) euro cents per document per calendar day;
 - 47.2. the default interest shall accrue from the next day after expiry of the loan term;
 - 47.3. the default interest shall be charged until the purchase price of the documents loaned and not returned on time or their market price at the time of their loaning is paid; the default interest amount shall not exceed the amount of one basic social benefit.
48. Access to the subscribed databases and other e-resources of the National Library shall be granted to users according to the rights and conditions established in the database provider's licensing agreement in the National Library and in a remote manner.
49. Copying, photographing of documents:
- 49.1. The user who wishes to use self-service copying, printing and scanning devices shall be registered in the self-service user system at the Registration and Information Desk;
 - 49.2. Users who independently make copies of documents must not violate the provisions of the Law of the Republic of Lithuania on Copyright and Related Rights;
 - 49.3. Users who take photos of documents themselves can only do that with mobile devices without a flash;
 - 49.4. Copying and scanning documents when the service is provided by an employee of the National Library shall be performed only after payment for the service in advance;
 - 49.5. Copying of documents of the Judaica Research Centre, Rare Books and Manuscripts Unit:
 - 49.5.1. Copies of good quality may be ordered for making them available to the public, publicising or displaying at exhibitions having completed and submitted the applications of the established form (Annex 5 to the Rules, Annex 8 to the Rules). Only documents in good physical condition may be copied. Documents shall be copied by the unit's employee. A copy shall be provided to the user after payment for the service;

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49.5.2. Users who make copies of documents or their fragments themselves must not violate the provisions of the Law of the Republic of Lithuania on Copyright and Related Rights. Photos can only be taken on mobile devices without a flash for personal and research as well as study purposes on permission of the Reading Room's employee;

49.5.3. Readers themselves may photograph or copy documents from auxiliary collections of the Rare Books and Manuscripts Unit and the Judaica Research Centre using self-service devices in the National Library having obtained a verbal permission of the Reading Room's employee;

49.5.4. documents in poor physical condition, documents of special value, unique documents, already digitised documents and documents subject to copyright or documents the loaning of which is defined by agreements on transfer to the National Library shall not be allowed to be photographed by users themselves;

49.6. Copying of documents from the Collection of the National Archive of Published Documents:

49.6.1. Copies of good quality may be ordered for making them available to the public, publicising or displaying at exhibitions having completed and submitted the applications of the established form (Annex 5 to the Rules, Annex 8 to the Rules). Only documents in good physical condition may be copied. Documents shall be copied by the unit's employee. A copy shall be provided to the user after payment for the service;

49.6.2. Users who make copies of documents or their fragments themselves must not violate the provisions of the Law of the Republic of Lithuania on Copyright and Related Rights. Photos can only be taken on mobile devices without a flash for personal and research as well as study purposes on permission of the Reading Room's employee;

49.6.3. Documents published in 1990 and later may be photographed or copied by readers themselves using self-service devices available in the National Library, subject to verbal permission of the unit's employee;

49.6.4. Documents in poor physical condition, documents of special value, unique documents, already digitised documents and documents subject to copyright or documents the loaning of which is defined by agreements on transfer to the National Library shall not be allowed to be photographed by users themselves;

49.7. Copying, photographing of documents from General Collections:

49.7.1. Only documents in good physical condition may be copied;

49.7.2. Documents in poor physical condition (e.g. articles of newspapers and magazines in bound sets) may only be photographed;

49.8. The service of making copies of audio documents shall be provided only by the National Library's employee in accordance with the Procedure for making copies of audio documents approved by order of the Director General of the National Library, having filled in and submitted the application of the approved form (Annex 7 to the Rules).

50. Other services:

50.1. Public access computers in the National Library may be used by registered users who hold a LIBIS user pass. A registered user, who wishes to use open internet access, shall be registered in the open access system;

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- 50.2. Unregistered users shall be issued temporary passwords for open internet access services;
- 50.3. Open internet access services to the National Library's users shall be provided free of charge;
- 50.4. Public access computers shall automatically log-off after 20 minutes of inactivity. Documents shall be lost if they are not saved by the user in an external medium;
- 50.5. Remote services of the National Library for which the authentication (identification) of the user is necessary shall be provided only to registered users or through the E-Government Gateway;
- 50.6. Lending of portable equipment intended for the provision of services of the National Library (e-books) (hereinafter – equipment) and reservation or use of premises:
- 50.6.1. e-book readers shall be issued to users according to the Description of procedure for the issue and use of e-book readers;
- 50.6.2. meeting rooms and the Music Space for users shall be reserved according to the Rules for the use of meeting rooms and the Music Space;
- 50.6.3. events in the conference hall, cinema hall and other spaces for events, live broadcasts and exhibitions shall be arranged in accordance with the Description of procedure for arranging and announcing the organised events, live broadcasts and exhibitions;
- 50.6.4. the use of 'Toytheque' is regulated by the National Library's Rules for visiting the Children's Activity Centre 'Toytheque';
- 50.6.5. the use of the Makerspace 'Pats sau' regulated by the National Library's Rules for visiting the Makerspace 'Pats sau';
- 50.6.6. The provision of the Audio Recording Studio's services shall be regulated by the National Library's Rules for the provision of services of the the Audio Recording Studio.

51. Interlibrary loan:

- 51.1. Documents that are not available in the collection of the National Library for registered users or legal persons who have concluded contracts with the National Library shall be ordered from other Lithuanian or foreign libraries;
- 51.2. Documents received from the Lithuanian libraries may be used only for up to 1 (one) month, the time limit for documents ordered from foreign libraries shall be specified by the lending library. Copies of ordered documents shall be given to the user;
- 51.3. The submitted order shall not guarantee that the document or its copy will be received;
- 51.4 The price of the interlibrary loan service shall consist of the expenses of postal services and the service administration fee charged by the lending library;
- 51.5. The sent orders shall not be cancelled.

52. Legal persons shall be serviced in the National Library according to free of charge service agreements unless the service provided is included in the list of paid services approved by Order No IV-502 of the Minister of

Culture of 2 November 2005 on approval of the list of paid services provided by libraries established by the State or municipalities.

CHAPTER V RIGHTS, OBLIGATIONS AND RESPONSIBILITY OF USERS

53. The user shall have the right to:

53.1. receive complete, accurate and clear information about the collection of documents of the National Library, services provided by the National Library, their provision procedures and conditions of servicing;

53.2. access all information resources accumulated and available in the National Library, the means of search for information, the bibliographic information processing tools, the available equipment and premises (spaces) according to the procedure and conditions established by the National Library;

53.3. loan documents from other Lithuanian and foreign libraries;

53.4. directly or indirectly, by means of distance communication, to submit an e-request and receive a response to it no later than within two business days;

53.5. receive consultations and/or participate in training on the matters of search, selection, processing and use of information;

53.6. use the National Library's computerised workstations, public internet access, wireless internet and personal laptops;

53.7. participate in public events organised in the National Library;

53.8. reproduce for personal use and non-commercial purposes the National Library's documents or their fragments in observance of the Law of the Republic of Lithuania on Copyright and Related Rights;

53.8.1. if there is no appropriate reproduction equipment, documents may be issued for take away, the user shall have to obtain a permission and apply for further procedure to the head of the collection where the document is stored (Annex 6 to the Rules);

53.9. submit requests, proposals and complaints regarding services provided and/or planned to be provided by the National Library and the conditions of servicing, to participate in user service quality researches and surveys. Requests and complaints shall be examined in observance of the Description of procedure for the examination of persons' complaints, requests and notifications in Martynas Mažvydas National Library of Lithuania approved by order of the Director General of the National Library and other legal acts;

53.10. implement the data subject's rights of the user:

53.10.1. to know (be informed) whether the user's personal data are processed in the Library, to receive their copy (right to know) and to access additional information provided for in Article 15(1) and (2) of Regulation (EU) 2016/679 (right of access);

53.10.2. have personal data rectified or taking account the purposes of the processing to have incomplete data completed (right to rectification);

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- 53.10.3. obtain the erasure of personal data where personal data were processed based on consent or there is another ground according to legal acts for the enforcement of this right (right to be forgotten). In accordance with the procedure established by legal acts 'the right to be forgotten' may be not exercised;
- 53.10.4. obtain a restriction of personal data processing in the cases referred to in Article 18(1) of Regulation (EU) 2016/679 (right to restriction);
- 53.11. object or withdraw at any time the consent to the processing of personal data for the purposes specified in subparagraph 16 of these Rules (right to object);
- 53.12. object to being photographed during events by affixing the sticker informing about that;
- 53.13. obtain a permission to use the documents stored in the National Library when preparing publications. The permission shall be issued by the Director General of the National Library when the user submits a free form written application to the Director General of the National Library (Annex 8 to the Rules);
- 53.14. use lockable cabinets and hangers available in the National Library for their intended purpose.
- 53.15. enter the National Library with a dog (hereinafter – the pet), when the pet participates in the programme of the National Library event or is a guide for a disabled person and meets the criteria set out in subparagraphs 54.18, 54.18.1, 54.18.2, 54.19, 54.20, and 54.21 of these Rules. The pet shall be allowed only in the spaces of the event of the National Library.
54. The user shall be obliged to:
- 54.1. update, once a year, his/her registration data at the Registration and Information Desk or on the portal: www.ibiblioteka.lt;
- 54.2. observe the requirements established by the Rules and other legal acts regulating the Library's services, as well as the requirements established for behaviour in a public space, as well as personal hygiene requirements;
- 54.3. observe the prescribed working time and leave the premises in time before the closure of the National Library; obey immediately the instructions received when hearing an audible warning signal (evacuation, etc.) or verbal instructions of the staff. The National Library shall announce changes in working time and partial restrictions in advance;
- 54.4. treat other users and employees of the National Library with respect;
- 54.5. comply with the ethical standards of the Internet;
- 54.6. turn off the sound of mobile devices, avoid taking or making mobile phone calls in reading rooms and during events;
- 54.7. take due care of and to protect the loaned documents, lent equipment and other assets of the Library;
- 54.8. return the loaned documents and lent equipment in due time or extend the term of their use in the established manner;
- 54.9. check the loaned documents and the lent equipment for any defects (tears, scratches, cuts or faults) and, if they are noticed, inform the Library's employee immediately;

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- 54.10. use information resources in observance of provisions of the Law of the Republic of Lithuania on Copyright and Related Rights;
- 54.11. in the event of a change of personal data (surname, place of residence, etc.) or loss of the National Library's user pass, inform the Library immediately;
- 54.12. when the security alarm of documents is activated, show to the security guard the documents and items being taken away;
- 54.13. avoid bringing outerwear (coats, jackets, cloaks, etc.), large (sports, travel, etc.) bags to reading rooms or events, leave them in dedicated cabinets;
- 54.14. when working with computers available in Reading Rooms use only the applications installed by the National Library;
- 54.15. avoid damaging the equipment, inventory, documents and taking them away without permission;
- 54.16. eat only in dedicated places, i.e. at the café on the second floor of the National Library and in the space on its fifth floor when there are no events taking place there, also in other dedicated areas;
- 54.17. take own belongings from lockers on the same day they were placed there and after taking the belongings leave the locker's keys in its lock.
- 54.18. If a pet participates in the programme of the National Library's event or accompanies a disabled person, the pet must be vaccinated and mentally stable (calmly reacting to the environment and stimulants, causing no noise or commotion, or any other inconvenience (barking, squealing, or being persistently playful) to other visitors or staff of the National Library:
- 54.18.1. the pet must be docile, trained and socialised (know how to behave, not be afraid of or attack people, and obey its owner);
- 54.18.2. pets must be on a leash no longer than 1 m.
- 54.19. When a pet is present at the programme of the National Library's event, the owner of the pet shall ensure the cleanliness and tidiness of the area;
- 54.20. The owner of a pet participating in the programme of the National Library's event shall be fully liable for any damage to property or injury / attack to a person (the owner shall ensure that the dog does not pose a threat to other persons, dogs, their health, life and the health and life of persons or to the National Library's property).
- 54.21. comply with the Law of the Republic of Lithuania on the Care, Keeping and Use of Animals or other relevant legal acts.
55. The user shall be prohibited from:
- 55.1. using the pass of other user, transferring his (her) user pass to other person;
- 55.2. transferring to third parties the login data provided by the National Library, using others' user names and passwords;

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55.3. taking away documents or equipment from the National Library if they are not entered in the accounting of loaned documents or lent equipment or without permission of the Library's employee;

55.5. connect personal laptops to the National Library's local computer network;

55.6. Reading in the National Library using public Internet access services or own computer any pornographic material or information that induces violence, terrorism and other crimes, which is considered unacceptable or indecent in society, causing negative sensations and thoughts to other users of the National Library, making them feel uncomfortable, embarrassed, etc., distributing electronic rubbish, malware, and breaking into other computer systems;

55.7. visiting the National Library under the influence of alcohol, narcotic, psychotropic or other psychoactive substances, bringing to the premises any items that pose danger to others (such as weapons, ammunition, explosives, poisonous, psychotropic, other dangerous or sharp-scented substances), behaving dangerously, posing threat to themselves and other users of the Library, undermining human dignity of users and employees through words and/or actions, ignoring common requirements for personal hygiene and conduct in public places;

55.8. attempting to enter closed-type events and/or parties organised for their participants during and/or after the events;

55.9. engaging in activities that are contrary to the purpose of the National Library, i.e. organising meetings, religious rituals, selling goods or services, etc.;

55.10. publicising information (commercials, advertisements, etc.) within the National Library's premises without prior coordination according to the approved Procedure for arranging and announcing the organised events, live broadcasts and exhibitions;

55.11. voluntarily making records of audio and video documents stored in the National Library, making copies of sheet music, documents that are in poor physical condition;

55.12. changing the order of arrangement of documents in reading rooms, removing documents from one folder and placing them into another, folding, writing comments or otherwise damaging documents;

55.13. eating, making noise and otherwise interfering with other users in the reading rooms;

55.14. making noise and otherwise interfering with the Library's visitors and staff in shared spaces;

55.15. keeping in lockers any perishable, flammable, explosive, volatile substances, sharp-smelling substances, giving the locker's key to other persons;

55.16. carrying or bringing pets (except for the pet referred to in subparagraph 53.15 of these Rules), bicycles;

55.17. bringing to reading rooms skateboards, scooters, etc.

56. Responsibility of the user:

56.1. the user who fails to inform the National Library about the loss of the user pass shall be held liable for actions carried out by another person using his (her) lost pass;

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56.2. the user who loses or irreparably damages the National Library's documents (equipment) shall replace them by identical documents (equipment) or by documents (equipment) that are recognised to be equivalent:

56.2.1. Documents shall be recognised to be equivalent taking account of their price, the year of issue, the number of available copies and the demand for them in the National Library. Where the replacement of the documents is impossible or where the user so requests the damage may be indemnified in cash. The amount of damage shall be determined according to the value of the lost document before the occurrence of the damage: the amount of damage shall be equal to the carrying amount of the document; the fee for the bailiff's services may be added. The payment for damage shall be made by bank payment order or at the cash offices of the National Library;

56.2.2. The equipment shall be recognised to be equivalent according to the price and functions. Where the replacement of the equipment is impossible or where the user so requests the damage may be indemnified in cash. The amount of damage due to lost equipment shall be equal to the price of the analogous equipment. The payment for damage shall be made by bank payment order or at the cash offices of the National Library;

56.2.3 If the user disagrees to indemnify the caused damage, the debt shall be recovered through court according to the procedure established by laws of the Republic of Lithuania;

56.3. If the user fails to apply to the Library regarding the loss or damage of the loaned document or lent equipment and to make payment according to the established procedure before expiry of the loan term, the user must indemnify the caused damage or pay the accrued default interest. If damage is not indemnified and accrued default interest is not paid, they shall be recovered according to the procedure established by legal acts;

56.4. Having established any cases of deliberate misappropriation, damage or destruction of the Library's documents, equipment or other property, the user shall be held liable in accordance with the procedure set forth by the Republic of Lithuania Code of Administrative Offences or the Criminal Code;

56.5. The responsibility for loss or irreparable damage of documents and/or damage caused to other property of the Library by the user aged under 16 years of age shall rest upon such person's representative (parent, foster-parent, guardian or caregiver) in accordance with the procedure set forth by these Rules and legal acts;

56.6. The user who damages (loses) the locker's key or the key ring shall indemnify the inflicted losses in accordance with the procedure established by the National Library;

56.7. The user shall be responsible for the harmfulness of items kept in lockers or for damage caused to the environment, property, health or life of people;

56.8. The user who breaches these Rules may be warned in writing;

56.9. By order of the Director General of the National Library the breaches of these Rules may entail:

56.9.1. the restriction of the right to use the National Library's services for a fixed term. Considering the severity of the infringement of the Rules, access the National Library's services may be restricted from 3 (three) months to 2 (two) years;

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56.9.2. the restriction of the right to visit the National Library for a serious and repeated infringement of these Rules which threatens the safety and health of employees and users of the National Library. Considering the degree of severity of the infringement of the Rules the right to visit the National Library may be restricted from 6 (six) months to 5 (five) years;

56.10. A serious infringement of the Rules shall be a serious violation of the user's obligations and/or prohibitions established by laws and other regulatory legal acts of the Republic of Lithuania, or another serious breach of the established procedure. The Director General of the National Library shall have the right to decide on the severity of each infringement of the Rules taking account of the individual circumstances and consequences of the infringement and the offender's fault.

56.11. The National Library's services shall not be provided to the visitor whose behavior poses an increased risk of violence. In such case, the visitor shall be immediately asked to leave the premises of the National Library, and if the visitor disobeys – law enforcement officers shall be called, the right to visit the National Library shall be restricted for a fixed period or for an indefinite period taking into account the degree of risk.

56.12. In the event of a breach of paragraph 54.20, the National Library shall be entitled to demand the immediate removal of the pet from the National Library's premises and compensation for damages, if any, resulting from the pet's actions.

CHAPTER VI RIGHTS AND OBLIGATIONS OF THE NATIONAL LIBRARY

57. The National Library shall have the right to:

57.1. collect and process personal data of the user for the purposes specified in paragraph 16 of these Rules, and, subject to a written consent of users – to collect additional data for the purposes of scientific research and/or surveys of user satisfaction with the provided services;

57.2. take photos during events, post them on the internet website of the National Library, in Facebook account or other mass media;

57.3. fix the time for servicing the users, the number of issued documents and of equipment and the conditions of loaning them, the procedure for extension of the term and for reservation of documents, equipment and rooms, as well as other special conditions of access to the Library;

57.4. provide paid services in accordance with the procedure set forth by legal acts and according to the rates approved by order of the Director General of the National Library;

57.5. ask users to show the documents and items they are taking away when the security alarm system is activated or when a theft of the National Library's property or of the personal property of the Library's user is suspected.

57.6. a security guard of the National Library shall have the right to stop the actions of the person who fails to observe the requirements for behaviour in public space;

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- 57.7. deny access to the National Library for persons who are under the influence of alcohol, psychotropic or narcotic substances or demonstrate disrespect to surrounding people or environment or manifestly ignore personal hygiene requirements;
- 57.8. order the users to leave the National Library's premises whose right to visit the National Library is restricted, who are under the influence of alcohol, narcotic, psychotropic or other psychoactive substances, engage in commercial activity in the premises of the National Library or infringe otherwise legal acts regulating services provided by the National Library;
- 57.9. by decision of the Director General of the National Library restrict for a fixed term the person's access to the National Library or to any of its services if the user has failed to comply with the Rules for the use of the National Library and/or other legal acts regulating the procedure of the provision of services;
- 57.10. in accordance with the procedure set forth by legal acts apply to the officials of the authorised institutions when any cases of unlawful misappropriation, deliberate damage or destruction of documents or other property of the National Library, as well as the cases of violation of public order are identified;
- 57.11. inform other LIBIS libraries about users who have lost their passes or whose passes are missing for other reasons, or who have not returned the documents (equipment) issued to them;
- 57.12. remind the registered user of the National Library by electronic and other means of communication about the expiring and expired loan term of the loaned documents;
- 57.13. warn verbally and in writing the users who have infringed these Rules or other legal acts regulating services provided by the National Library;
- 57.14. the National Library shall have the right to approve individual procedures and rules for specialised services;
- 57.15. collect items left in lockers or on hangers after closure of the National Library and place (keep) them in a separate room for 5 (five) days. Food products shall not be kept and shall be utilised immediately.
58. The National Library shall be obliged to:
- 58.1. ensure the implementation of the rights of users established in these Rules;
- 58.2. provide services in observance of the principles of respect of human rights, equal treatment, justice, non-discrimination and professional ethics, the National Library's Regulations and these Rules;
- 58.3. approve and post on the internet website of the National Library the Rules and other regulatory documents necessary for the provision of specialised services;
- 58.4. inform about the National Library's services and information resources and ensure access to them;
- 58.5. assess the National Library's user servicing quality and conduct surveys of the needs and opinions of users (serviced community), use their results for the improvement of quality of the provided services and for the creation of new products and services;
- 58.6. by an official written report of the National Library's employee and/or injured person and/or by technical means (filming, photographing, audio recording equipment, etc.) register the fact of infringement of legal acts regulating the National Library's services and draw up the official report, where appropriate,

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notify the respective law enforcement bodies;

58.7. assess the infringement made by the user according to the criteria of extent, severity and duration of the effect and decide on restriction of access to the National Library or its particular service (services) notifying the user of the decision by a registered letter and/or e-mail;

58.8. apply to the police in cases of unlawful misappropriation, deliberate damage or destruction of the Library's documents or other assets, violations of public order.

CHAPTER VII GENERAL PROVISIONS

59. The National Library shall not be responsible for unattended items left by users.

60. Persons shall be held liable for breach of these Rules in accordance with the procedure set forth by legal acts.

61. These Rules shall be approved, amended and repealed by order of the Director General of the National Library.
