

APPROVED  
by Order No B-10  
of the Director General of Martynas  
Mažvydas National Library of  
Lithuania of 14 January 2019

## **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 ‘Application for registration with the Library of a child (foster-child) under 16 years of age’;

2.2. Annex 2 ‘Application for permission to use documents’;

2.3. Annex 3 ‘Application for permission to make copies’;

2.4. Annex 4 ‘Application for permission to use documents of CNAPD’;

2.5. Annex 5 ‘Application for permission to take away documents for a fixed-term’;

2.6. Annex 6 ‘Application for permission to make copies of audio documents’.

3. Services of the National Library may be accessed by all natural and legal persons 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.

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.

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. **User of children's and youth literature** – the user of a specialised collection exclusively related with children's and youth literature and aimed at ensuring the reading interests of children and youth – a pre-school age child, pupil, student, pedagogue, issuer and representative of other professions whose activity or studies are related with children's literature and who is registered with the National Library in accordance with the procedure set forth by these Rules.

4.7. **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.

4.8. **Personal user** – means a member of the Lithuanian Academy of Sciences; a person awarded an academic title (professor, docent); a person awarded a degree of a doctor of sciences and engaged in scientific research work; a member of a creative union who is registered with the National Library in accordance with the procedure set forth by these Rules and has additionally submitted documents demonstrating the right to be registered as a personal user (e.g., a diploma, a document confirming a scientific degree, a creative union member's certificate, an educational institution employee's certificate, etc.).

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

4.10. **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.

4.11. **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.

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

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

4.14. **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 be required to:

- 6.1. get acquainted with the Rules;
- 6.2. submit a valid personal identity document;
- 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 confirming thereby that he (she):
  - 6.4.1. is acquainted with the Rules;
  - 6.4.2. has 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 when an application of the established form is filed by their representative (parent, foster-parent, guardian or caregiver) (Annex 1 to the Rules).

8. Persons who seek the rights of the personal user shall submit the document demonstrating such status in observance of information referred to in subparagraph 4.8 of the Rules about the personal user.

9. Users may register or update their registration data in the National Library or by electronic means using means of personal identification in electronic environment on the portal: [www.ibiblioteka.lt](http://www.ibiblioteka.lt):

- 9.1. when getting registered in the portal [www.ibiblioteka.lt](http://www.ibiblioteka.lt), the libraries to be visited can be selected from the displayed list and the user shall be automatically registered with those libraries;
- 9.2. when the pass is ordered via the portal [www.ibiblioteka.lt](http://www.ibiblioteka.lt), the order shall be paid up within 40 (forty) calendar days. The user who made 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.

10. A user registered with the National Library and with other LIBIS libraries may use one valid pass.

11. 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.

12. 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](mailto: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**

13. When acquiring the pass the user confirms by signature that he (she) has got acquainted with these Rules and that the National Library being authorised 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 shall process personal data provided by the user to the National Library.

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

15. When processing personal data the National Library shall act 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 protection.

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

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

16.2. for accounting of users;

16.3. for personal identification;

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

16.5. for conducting user surveys, scientific research in order to improve the quality of services provided by the National Library, create new products and services;

16.6. for informing users about the services, information resources, organised events and changes of working hours of the National Library.

17. The National Library, having received a written consent of the user 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. Aggregate 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. The personal data storage period in the user registration database of the National Library shall be 6 (six) years. If during this period the user does not use the Library's services, does not get reregistered at least once, the user's data shall be depersonalised.
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. Only written requests of identified users shall be examined.
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. Actions of the registered user 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.
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. When the user's request is satisfied such user shall be denied access to the services for which the user authentication (identification) is necessary.
31. Following a change in personal data (surname, place of residence, etc.) 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 1 (one) month. 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 for calls to the single information phone number (8 5) 249 7028 and the Children's and Youth Literature Reading Room's phone number (8 5) 239 8563. Before starting a telephone conversation the user shall be always warned that the telephone record will be made.

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.

41. Lending of documents of the National Library:

41.1. All documents stored in the National Library may be used in the premises of the National Library.

41.2. Documents stored in open-access collections of reading rooms shall be used without ordering.

41.3. Closed-access collections:

41.3.1. Documents stored in closed-access 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;

41.3.2. users may receive not more than 10 (ten) copies of documents or 10 (ten) sets of periodicals at one time;

41.3.3. only one copy of the National Library's document of the same title and issue may be issued to a user;

41.3.4. originals of periodicals the micro-copies or digital copies of which are available on the portal: [www.epaveldas.lt](http://www.epaveldas.lt) shall not be not issued;

41.3.5. the borrowed documents shall be returned on the same day. On request of the user, the issued documents may be reserved for up to 5 (five) days without returning them to their regular place of storage. Documents shall be left with the employee of the Registration and Information Desk;

41.3.6. 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.

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

41.4.1. documents stored in the collection of the Rare Books and Manuscripts Unit, except for dissertations and publications issued since 1830 may be accessed only by the users who obtain a separate permission and file an application of the approved form (Annex 2 to the Rules). This permission shall be issued by the Unit Head or his authorised person for a term of one year. Students shall be required to additionally provide a letter of intermediation of their educational institution addressed to the Director General of the National Library;

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

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

41.4.4. making copies of documents of this collection shall be allowed only for those users who obtain the permission, fill in and submit the application of the established form (Annex 3 to the Rules). Making copies of documents of the supplementary collection of the Reading Room shall be allowed only having obtained a verbal permission of the Reading Room's employee.

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

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

41.5.2. in order to access documents of CNAPD the user shall obtain a separate permission which is issued by the head of the respective unit where CNAPD is stored or by his authorised person, by filing an application of the approved form (Annex 4 to the Rules) with employees of the units storing CNAPD;

41.5.3. documents of CNAPD 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 of this Reading Room;

41.5.4. making copies of a document of the Collection of the National Archive of Published Documents shall be allowed only having obtained a permission, completed and filed the application of the approved form (Annex 3 to the Rules);

41.6. Documents of the Judaica Research Centre, Adolfas Damušis Democratic Studies Centre and the Statehood Centre may be used by the user only in the premises of these Centres (spaces).

41.7. Documents stored and issued in the Musical and Visual Arts Reading Room – sheet music, audio and video records – may be used by the user only in the premises of this Reading Room and only using its audio and video technical equipment.

41.8. Users shall be allowed to take documents home:

41.8.1. from the Collection of Leisure Books – not more than 5 (five) documents for a period of 30 (thirty) days with a possibility of extension of the loan term for up to 14 (fourteen) days. These publications may be borrowed by registered users of the National Library who hold a valid LIBIS user pass and who have updated their registration details in the current year (reregistered);

41.8.2. 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 with a possibility of extension of the loan term for up to 14 (fourteen) days. These publications may be borrowed by users of the Children's and Youth Literature Reading Room users, who hold a valid LIBIS user pass and who have updated their registration details in the current year (reregistered);

41.8.3. from the general collections – not more than 10 (ten) documents for a period of 30 (thirty) days with a possibility of extension of the loan term for up to 14 (fourteen) days. Publications from this collection may be borrowed by:

41.8.3.1. personal users;

41.8.3.2. pupils of 8–12 grades;

41.8.3.3. users who were issued a fixed-term permission by decision of the National Library's Administration to take documents home for the performance of their job functions or for the needs of scientific research works having filed the application of the approved form (Annex 5 to the Rules). A decision on the granting of the fixed-term right shall be taken within 3 (three) business days of filing of the application. This right may be granted for the period of one year;

41.8.4. the user may extend the loan term for 14 (fourteen) days of the document issued for taking home, except where the user has other borrowed documents which he has not returned on time or where the National Library's document has been ordered by another user.

41.9. reading of the last copy remaining in closed-access collections shall be allowed only in the National Library and such copy shall not be issued for taking home.

42. The National Library shall have the right not issue for taking home:

42.1. valuable documents that are on high demand;

42.2. information documents: vocabularies, directories, encyclopaedias, atlases, maps, etc.;

42.3. single copies stored in collections;

42.4. art albums;

- 42.5. audio and video records, sheet music;
  - 42.6. digital documents in physical media;
  - 42.7. documents attributed to movable cultural objects;
  - 42.8. documents issued before 1945;
  - 42.9. documents of poor physical condition;
  - 42.10. documents attributed to collections;
  - 42.11. serial documents (magazines, continuous publications);
  - 42.12. newspapers;
  - 42.13. cartographic documents;
  - 42.14. video, audio and visual as well as mixed documents;
  - 42.15. micro-copies;
  - 42.16. unbound documents, folders, sets;
  - 42.17. other documents by decision of the head of the collection's custodian.
43. If the document is not returned until expiry of the fixed loan term a penalty shall be charged:
- 43.1. the amount of the penalty shall be 3 (three) euro cents for one document per calendar day;
  - 43.2. the calculation of the penalty shall commence from the next day after expiry of the loan term;
  - 43.3. the calculation of the penalty shall cease when the price of purchase of the documents taken and not returned on time or their market price at the time of their lending; the penalty amount shall not exceed the amount of one base social benefit.
44. Access to the subscribed databases and other 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.
45. 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.
46. 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 6 to the Rules).
47. Other services:
- 47.1. 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.
  - 47.2. Unregistered users shall be issued temporary passwords for open internet access services.

47.3. Open internet access services to the National Library's users shall be provided free of charge.

47.4. 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.

47.5. 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.

47.6. Lending of portable equipment intended for the provision of services of the National Library (e-books) (hereinafter – equipment) and reservation of premises:

47.6.1. e-books shall be issued to users according to the Description of procedure for the issue and use of e-books;

47.6.2. meeting rooms for users shall be reserved according to the Rules for the use of meeting rooms;

47.6.3. events, direct broadcasts and exhibitions shall be organised according to the Description of the procedure for the arrangement and promotion of the organised events, direct broadcasts and exhibitions.

48. Interlibrary loan:

48.1. documents that are not available in the collection of the National Library for registered users of institutions that have concluded contracts with the National Library shall be ordered from other Lithuanian or foreign libraries;

48.2. 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;

48.3. the submitted order shall not guarantee that the document or its copy will be received;

48.4. 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.

48.5. sent orders shall not be cancelled.

## **CHAPTER V RIGHTS, OBLIGATIONS AND RESPONSIBILITIES OF USERS**

49. The user shall have the following rights:

49.1. to 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;

49.2. to use all information resources accumulated and accessible in the National Library, the means of search for information, the bibliographic information processing tools, as well as the available equipment and premises (spaces);

49.3. to borrow documents from other Lithuanian and foreign libraries;

- 49.4. 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;
- 49.5. to receive consultations and/or participate in training on the matters of search, selection, processing and use of information;
- 49.6. to use the National Library's computerised workstations, public internet access, wireless internet and personal laptops;
- 49.7. to participate in public events organised in the National Library;
- 49.8. to reproduce for personal use and non-commercial purposes the National Library's documents or their fragments;
- 49.8.1. 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;
- 49.9. to 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.
- 49.10. to implement other rights of the user as of the data subject:
- 49.10.1. the right to know (be informed) whether his personal data are processed in the Library, to receive their copy (the right to know) and to access additional information provided for in Article 15(1) and (2) of Regulation (EU) 2016/679 (right of access);
- 49.10.2. the right to have personal data rectified or taking account the purposes of the processing to have incomplete data completed (the right to rectification);
- 49.10.3. the right to obtain the erasure of personal data were personal data were processed based on consent or there is another ground according to legal acts for the enforcement of this right ('the right to be forgotten'). In accordance with the procedure established by legal acts 'the right to be forgotten' may be not exercised;
- 49.10.4. in the cases referred to in Article 18(1) of Regulation (EU) 2016/679 to obtain a restriction of personal data processing (the right to restriction);
- 49.11. to object or to withdraw at any time consent to the processing of personal data for the purposes specified in subparagraphs 15.5–15.6 of these Rules (the right to object);
- 49.12. to object to being photographed during events by affixing the sticker informing about that;
- 49.13. to 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 following the user's free form written application filed with the Director General of the National Library;
- 49.14. to use according to the direct purpose the lockable cabinets and hangers available in the National Library.

50. The user shall have the following obligations:

- 50.1. to update his/her registration data at the Registration and Information desk or on the portal: [www.ibiblioteka.lt](http://www.ibiblioteka.lt) once a year;
- 50.2. to follow the requirements established by the Rules and other legal acts regulating services provided by the library as well as the established requirements for behaviour in a public space, as well as personal hygiene requirements;
- 50.3. to treat with respect other users and employees of the National Library;
- 50.4. to observe the ethics guidelines for the use of the internet;
- 50.5. to set mobile devices on silent mode, not to make or receive calls using mobile phones in reading rooms and during events;
- 50.6. to take due care of and to protect the loaned documents, lent equipment and other property of the library;
- 50.7. to return in a timely manner the loaned documents, lent equipment, or to extend the term of their use in the established manner;
- 50.8. to examine the loaned documents and lent equipment to make sure that they are free from any defects (torn, cut out parts or malfunctions), and having identified them to immediately report this to the employee of the Library;
- 50.9. when using information resources to act in observance of provisions of the Law of the Republic of Lithuania on Copyright and Related Rights;
- 50.10. following a change in personal data (forename, place of residence, etc.) or having lost the National Library's user pass, to immediately report this to the Library;
- 50.11. when the security alarm of documents is activated, to show to the security guard the documents and items being taken away;
- 50.12. not to bring coats, jackets, overcoats, large (sports, travel, etc.) bags to reading rooms or events – they must be left in special cabinets;
- 50.13. when working with computers of the reading room to use only the software installed by the National Library;
- 50.14. not to damage the equipment, inventory and documents, not to take them away without permission;
- 50.15. to eat only in the places designated for that purpose, i.e. at the café on the second floor of the National Library and on the Recreational Space when there are no events taking place there;
- 50.16. to take the items from lockable cabinets on the same day when they were placed there, and after taking the items leave the keys in the locks of cabinets.

51. The user shall be prohibited from:

- 51.1. using the pass of another user, transferring his (her) user pass to another person;

51.2. transferring to third parties the login data provided by the Library, using user names and passwords of other persons;

51.3. taking away documents or equipment from the National Library if they are not entered in the accounting register of loaned documents or lent equipment or if a permission of the Library's employee is not obtained;

51.4. installing in the National Library's computers any software brought or downloaded from the internet;

51.5. connecting personal laptops to the local computer network of the National Library;

51.6. reading in the National Library by using public internet access services or own computer any pornographic information or information inciting violence, terrorism and other criminal acts which should be considered to be unacceptable or indecent among the public, causing to other users of the National Library negative feelings or thoughts, making them feel uncomfortably, disagreeably, etc., disseminating electronic waste, malware, hacking other computer systems;

51.7. visiting the National Library being under the influence of alcohol, narcotic, psychotropic or other psychoactive substances, bringing to the premises the items that pose danger to surrounding people (e.g., weapons, ammunition, explosive, toxic, psychotropic, other dangerous or emit pungent odour), behaving in a dangerous manner posing threat to himself (herself) and other users of the Library, degrading by words and/or acts human dignity of users or employees, ignoring common requirements of personal hygiene and behaviour in public spaces;

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

51.9. engaging in activities that are incompatible with the purpose of the National Library, i.e. organising meetings, selling goods or services, etc.;

51.10. publishing information (commercials, advertisements, etc.) in the premises of the National Library without prior coordination according to the approved Procedure for the arrangement and promotion of the organised events, direct broadcasts and exhibitions;

51.11. 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;

51.12. changing the order of arrangement of documents in reading rooms, i.e. taking the documents out from one folder and placing them into another, folding, writing comments or damaging the document otherwise;

51.13. eating, causing noise or hindering in any other matter other users in reading rooms;

51.14. keeping in lockable cabinets any perishable, flammable, explosive, volatile substances, substances emit pungent odour, transferring the key from cabinets to other persons;

51.15. bringing or taking inside pets, bicycles;

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

52. Responsibilities of the user:

52.1. 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;

52.2. 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:

52.2.1. documents shall be recognised to be equivalent according to the price of the documents, the year of issue, the number of held 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 by making the payment. 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 payment for damage shall be made by bank payment order or at the cash offices of the National Library;

52.2.2. 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 by making the payment. The amount of damage for the 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;

52.2.3. if the user disagrees to indemnify the caused damage, the debt shall be recovered through the court procedure.

52.3. 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 penalty. In the event of the failure to indemnify the damage or to pay the accrued penalty they shall be recovered in accordance with the procedure set forth by legal acts;

52.4. 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 Code of the Republic of Lithuania of Administrative Offences;

52.5. 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 the Rules for the use of the National Library and legal acts.

52.6. the user who damages (loses) the cabinet's key or the key ring shall indemnify the inflicted losses in accordance with the procedure approved by the National Library;

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

52.8. the user who breaches these Rules may be warned in writing. By order of the Director General of the National Library the breaches of these Rules may entail:

52.8.1. 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, the right to access the National Library's services may be restricted from 3 (three) months to 2 (two) years;

52.8.2. 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;

52.9. 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.

## **CHAPTER VI RIGHTS AND OBLIGATIONS OF THE NATIONAL LIBRARY**

### 53. The rights of the National Library:

53.1. to collect and process personal data of the user for the purposes specified in paragraph 16 of these Rules, and having obtained 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;

53.2. to take photos during events, to publish them on the internet website of the National Library, in the account of Facebook social network or other mass media;

53.3. to fix the time of servicing the users, the number of issued documents and equipment and their loan terms, the conditions of extension of the term and the procedure for reservation of documents, equipment and rooms, as well as other special Library use conditions;

53.4. to 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;

53.5. to ask users to show the documents and items being taken 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;

53.6. 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 spaces;

53.7. not to allow to enter the National Library the 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;

53.8. to order to leave the National Library's premises the users whose right to visit the National Library is restricted, when they 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;

53.9. by decision of the Director General of the National Library to restrict for a fixed term the person's right to use the National Library or any of the services provided by the National Library 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;

53.10. to apply, in accordance with the procedure set forth by legal acts, 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;

53.11. to 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 loaned documents (equipment);

53.12. to 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;

53.13. to warn verbally and in writing the users who have infringed these Rules or other legal acts regulating services provided by the National Library;

53.14. the National Library shall have the right to approve separate procedures and rules for specialised services;

53.15. to take the items left in lockable cabinets or on hangers after closure of the Library and place (keep) them in a separate room for 5 (five) days. Food products shall not be kept and shall be utilised immediately.

54. The obligations of the National Library:

54.1. to ensure the implementation of the rights of users established in these Rules;

54.2. in providing the services to observe the principles of respect of human rights, equal treatment, justice, non-discrimination and professional ethics, the Regulations of the National Library and the Rules for the use of the National Library;

54.3. to approve and publish on the internet website of the National Library the Rules for the use of the National Library and other regulatory documents necessary for the provision of specialised services;

54.4. to inform about the National Library's services and information resources, to ensure the possibility to use them;

54.5. to assess the quality of servicing of users of the National Library and to conduct surveys of the needs and opinions of users (serviced community), to use their results for the improvement of quality of the provided services and for the creation of new products and services;

54.5. by a written official report of the National Library's employee and/or injured party and/or by technical means (filming, photographing, audio recording equipment, etc.) to register the fact of infringement of legal acts regulating services provided by the National Library and to draw up the official report;

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

**CHAPTER VII**  
**FINAL PROVISIONS**

55. The National Library shall not be responsible for the users' belongings left unattended.
56. Persons shall be held liable for infringement of these Rules in accordance with the procedure set forth by legal acts.
57. These Rules shall be approved, amended and repealed by order of the Director General of the National Library.
58. These Rules shall be published on the internet website of the National Library.
-

Annex 1  
to the Rules for the Use of  
Martynas Mažvydas National  
Library of Lithuania

(Document form)

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(Forename, surname of parents, foster-parents (guardians) or name of a legal person)

To Martynas Mažvydas National Library of Lithuania

**APPLICATION**

**FOR REGISTRATION WITH THE LIBRARY OF A CHILD (FOSTER CHILD) UNDER 16 YEARS OF AGE**

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(date)  
Vilnius

1. I am applying for the registration of my child (foster-child) as the reader of the Library and issue to him (her) the reader's pass according to the below specified details:

**1.1. Details of registration of the child (foster-child) under 16 years of age**

Forename	
Surname	
Personal ID code	

NB: If these data are not provided, the registration of your child (foster-child) as the reader of the Library will not be possible.

**1.2. Details of the applicant (parents, foster-parents, guardians or caregivers)**

Forename	
Surname	
Residence address for contacts on the matters of activities of the Library: street, building, apartment number, postal code, city (district), country	
Phone number, e-mail address	
Legal person's name, address, contact person	
Phone number, e-mail address	

NB: If these data are not provided, the registration of your child (foster-child) as the reader of the Library will not be possible.

1. I confirm that:

1.1. **I am acquainted** with the Rules for the use of Martynas Mažvydas National Library of Lithuania<sup>1</sup> and the Privacy policy and undertake to assume responsibility for the Library's documents lost or damaged by the child (foster-child) under 16 years of age.

1.2. Martynas Mažvydas National Library of Lithuania processes personal data in observance 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 and the Rules for Personal Data Processing approved by order of Director General of Martynas Mažvydas National Library of Lithuania.

1.3. The personal data provided above are complete and correct.

1.4. Following a change in the provided details I undertake to notify the Library of the change of the details within 30 (thirty) days.

2. **I am informed** and give my consent to the use of the provided personal data of the child for the implementation of the user agreement and the purposes established by the law, in particular: for the registration and administration of the reader pass, for the formation of collections, for the organisation of servicing and provision of information, accounting, personal identification, functioning of the reader's general pass in LIBIS libraries, etc.

3. **NB:**

3.1. The Library undertakes to protect the child's privacy and to use the provided details only for the purposes specified in the Rules for the Use of Martynas Mažvydas National Library of Lithuania and the Privacy Policy.

3.2. Upon change of the user registration details (place of residence, contact details, etc.) or loss of the reader pass the Library must be immediately notified about that.

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(signature)

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(forename, surname)

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<sup>1</sup> <https://www.lnb.lt/en/services/for-visitor/registration-and-access>

Annex 2  
to the Rules for the Use of  
Martynas Mažvydas National  
Library of Lithuania

(Document form)

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(Forename and surname in capital letters, number of the reader's pass)

To the Head of the Rare Books and Manuscripts Unit  
of the Documentary Heritage Research Department  
of Martynas Mažvydas National Library of Lithuania

**APPLICATION  
FOR PERMISSION TO USE DOCUMENTS**

---

(date)  
Vilnius

I am asking for the permission to use the documents stored in the Rare Books and Manuscripts Unit  
for (to specify the reason, the subject of the thesis):

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I am acquainted with the Rules for the use of the library.

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(signature)

---

(forename, surname)

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Annex 3  
to the Rules for the Use of  
Martynas Mažvydas National  
Library of Lithuania

(Document form)

To the Head of \_\_\_\_\_

(Name of department (unit))

of Martynas Mažvydas National Library of Lithuania

**APPLICATION  
FOR PERMISSION TO MAKE COPIES**

\_\_\_\_\_  
(date)

Vilnius

I am asking for the permission to make copies of the below listed documents. The copies are necessary for (the purpose of use of the copies):

\_\_\_\_\_  
\_\_\_\_\_

List of documents:

Code	Document name	Number of copied pages	Type of copies (reprography, digital copy)

I am acquainted with the Rules for the use of the library

\_\_\_\_\_  
(signature)

\_\_\_\_\_  
(forename, surname)

\_\_\_\_\_

to the Rules for the Use of  
Martynas Mažvydas National  
Library of Lithuania

(Document form)

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(Forename and surname in capital letters, number of the reader's pass)

To the Head of the Unit keeping the Collection of the National Archive of Published Documents

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(name of unit)

**APPLICATION  
FOR PERMISSION TO USE DOCUMENTS OF CNAPD**

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(data)  
Vilnius

I am asking for permission to use the following documents kept in the archive:

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(author, document title, year of issue)

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I am acquainted with the Rules for the use of the library

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(signature)

---

(forename, surname)

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Annex 5  
to the Rules for the Use of  
Martynas Mažvydas National  
Library of Lithuania

(Document form)

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(Forename and surname in capital letters, number of the reader's pass)

To the Director General  
of Martynas Mažvydas National Library of Lithuania

**APPLICATION  
FOR PERMISSION TO TAKE AWAY DOCUMENTS FOR A FIXED-TERM**

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(date)  
Vilnius

I am asking for permission from \_\_\_\_\_ to \_\_\_\_\_  
(date) (date)

To take away documents for: \_\_\_\_\_  
(to specify the reason)

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I am acquainted with the Rules for the use of the library

ATTACHED (to specify copies of documents, if any):

---

(signature)

---

(forename, surname)

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Annex 6  
to the Rules for the Use of  
Martynas Mažvydas National  
Library of Lithuania

(Document form)

\_\_\_\_\_  
(Forename, surname / name of institution)

\_\_\_\_\_  
(User's pass No / entity's code)

\_\_\_\_\_  
(Address, phone, e-mail)

To the Head of Musical and Visual Arts Unit  
of Martynas Mažvydas National Library of Lithuania

**APPLICATION  
FOR MAKING COPIES OF AUDIO DOCUMENTS**

\_\_\_\_\_  
(date)

I am asking to provide the followings services:

Copy an audio record from one digital medium to another

Copy an audio record from an analogue (disc, audiotape) to a digital medium and edit

Work / document title, code	Medium type (CD, DVD, USB)	Record format (MP3, WAVE)	Number of copies (units)

Purpose of the use of copies:

\_\_\_\_\_

I am acquainted with the Rules for the use of the library and guarantee the payment:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Forename, surname)

To be filled in by the employee:

Amount for payment: EUR \_\_\_\_\_.

Application No \_\_\_\_\_

Reg. date \_\_\_\_\_

Employee \_\_\_\_\_

(Signature)

(Forename, surname)