

APPROVED BY
Order No. B-87 of the Director General of
Martynas Mažvydas National Library of
Lithuania the 30th of April 2024

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 – the National Library) (hereinafter – the Rules) determine the general procedure for using the National Library, the procedure for the registration of persons, the processing of personal data of registered users, the provision of services at the National Library, the rights, obligations and liability of the user, and the rights and obligations of the National Library.

2. Annexes to these Rules:

2.1. Annex No. 1 “User registration card”;

2.2. Annex No. 2 “User registration card (under 16 years of age)”;

2.3. Annex No. 3 “Request for permission to use documents”;

2.5. Annex No. 4 “Request for ordering copies of documents”;

2.7. Annex No. 5 “Request for making copies of audio documents”;

2.6. Annex No. 6 “Request for permission to take away documents for fixed term”;

2.8. Annex No. 7 “Request for permission to use a document in the preparation of publication”.

3. All natural and legal persons have the right to use the services provided by the National Library in accordance with the procedure set forth by the Law on Libraries of the Republic of Lithuania and these Rules, which are published on the website of the National Library at www.lnb.lt.

3.1. The National Library is closed on public holidays, and on the eve of public holidays, the working day is shortened by one hour.

4. Definitions used in the Rules:

4.1 **Library service** – any activity of the National Library, organized and carried out within the premises of the National Library and beyond, in satisfying the informational, scientific, cultural, educational, professional, and leisure needs of users and using all available information resources, library equipment, premises, and competence of specialists.

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

4.3. **Identified user** – the user who applies to the National Library verbally or in writing, specifies their name, last name, user card number, and/or personal code.

4.4. **Non-registered user** – the user who visits the Library and uses library services that do not require confirmation (identification) of the user's identity, for example, uses The Library reading rooms, participates in public events, tours, etc.

4.5. **Registered user** - a user who is registered in the Library's information system and has a user's pass issued to them, giving the right to reserve and loan the Library documents for use, to extend their loan term, have remote access to the digital resources (if this is allowed by the license), and use other library services that require confirmation (identification) of the user's identity.

4.6. **Registered user of public internet access** – the user, who has registered in the Library's public internet access system according to the procedure established by the library, and uses the public internet access services.

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

4.8. www.ibiblioteka.lt – LIBIS online services portal for the public.

4.9. **LIBIS libraries** – libraries that use LIBIS software to provide library services.

4.10. **LIBIS user card (user card)** – an identity document of the registered user, issued in accordance with the procedure established by legislation, recognized in all LIBIS libraries and giving the right to use library services, which require confirmation (identification) of the user's identity.

4.11. **Agreement with the user** – a service provision agreement is concluded with the user after the user fills and signs the National Library user's registration card or a form in the LIBIS system and confirms it through the digital government portal.

4.12. **User service** – an activity carried out by the structural units of the National Library, which provide services at the library and/or outside of it.

4.13. **Document** – information stored, used and presented in any manner, form and medium, including availability to be read by digital means: a book, periodical, manuscript, music sheets, microforms, an audio, visual, mixed (audio-visual), cartographic, imagery, electronic, digital, a Braille-print document or document that provides information otherwise.

4.14. **TBA** – interlibrary loan – a form of cooperation between libraries where one library lends documents or provides copies of articles to another library.

5. Other terms and definitions used in the rules correspond to the definitions used in the Law on Libraries of the Republic of Lithuania, the Law on Legal Protection of Personal Data of the Republic of Lithuania, the Law on Copyrights and Related Rights of the Republic of Lithuania, the Law on the Basics of the Protection of Children's Rights of the Republic of Lithuania, the Law on Science and Studies of the Republic of Lithuania, and the Law on Information Society Services of the Republic of Lithuania.

CHAPTER II USER REGISTRATION PROCEDURE

6. A person wishing to become a registered user of the National Library and purchase a physical or digital LIBIS user card must:

6.1. familiarize themselves with the Rules;

6.2. present a valid identity document when registering at the Library, authenticate via digital government portal (VIISP) when registering online. The authentication is equivalent to hand signature;

6.3. specify personal identity data (name, last name, personal code) and contact details (residence address, phone number, and/or e-mail address);

6.4. fill in and sign the user registration card (Annex No. 1 to the Rules) and thus confirm that they:

6.4.1. familiarized themselves with the Rules;

6.4.2. provided accurate and correct personal data;

6.4.3. is informed about the personal data processing purposes and conditions;

6.5. express agreement or disagreement to receive information from the National Library and/or participate in surveys and/or studies conducted by the National Library;

6.6. pay the user card issuance fee set by the National Library (if a physical card is purchased);

6.7. (persons who have a physical or digital LIBIS user card purchased in other libraries) submit it together with their personal identification document and fill in the registration card. No new card and no issuance fee is required.

7. Persons under 16 years of age must register by submitting User registration card (under 16 years of age) (Annex No. 2 of the Rules), signed by their representative (parent, adoptive parent, guardian or custodian).

8. Users can register or update their registration details:

8.1. by coming to the National Library;

8.2. digitally, using means of personal identification in the digital space on the portal www.ibiblioteka.lt:

8.2.1. when signing up on the portal www.ibiblioteka.lt, it is possible to select the libraries to be visited in the list provided, the user is registered in them automatically;

8.2.2. when purchasing a physical card on the portal www.ibiblioteka.lt, the order must be paid for within 40 calendar days. After paying, the user must come to collect the card within 14 calendar days (if it was chosen to collect the user's card at the National Library). If the payment is not made-on time

or the owner is not coming to pick up the card, the registration data will be deleted, the user card will not be issued and the money will not be refunded.

9. A user registered in the National Library and other LIBIS libraries can employ one valid physical or digital card.

10. A new physical or digital user card is issued to a registered user who has lost or damaged a physical user card in accordance with the procedure established by the Rules.

11. In order to use the TBA service, Lithuanian libraries and organizations must register at the National Library or another chosen LIBIS network library and purchase a physical or digital certificate. Information is provided via e-mail at tba@lnb.lt or at the National Library (Gedimino Av. 51, II fl. , Registration and Information Desk).

CHAPTER III

MANAGEMENT AND PROCESSING OF PERSONAL DATA OF REGISTERED USERS

12. By purchasing a card, the user confirms it by signing that “they” agree with these Rules and are informed that the National Library, having the obligation to process and manage personal data in accordance with the procedure established by the legislation: when users register, re-register, and use the services of the National Library in accordance with the procedure defined by laws and these Rules, will process the user’s personal data provided to the National Library.

13. Users’ personal data is processed in the National Library automatically and manually.

14. During the processing of users’ personal data, the National Library is guided by 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 requirements of the Law on the Legal Protection of Personal Data of the Republic of Lithuania, and other legislation regulating the protection of personal data.

15. The National Library processes the following personal data of users:

15.1. name;

15.2. last name;

15.3. personal code;

15.4. photo;

15.5. residence address;

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

15.7. occupation;

15.8. education;

15.9. place and status of education;

15.10. academic degree;

15.11. academic name;

15.12. gender;

15.13. date of birth.

16. Users' personal data is processed for the purpose of user service and information provision, accounting, and organization of surveys, in order to:

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

16.2. accounting of users;

16.3. personal identification;

16.4. ensure the functioning of the user card based on a common user registration database;

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

16.6. informing users about library services, information resources, terms of use of documents, organized events and changes in working hours (only with written consent).

17. The National Library, upon receiving the user's written consent, may collect additional personal data related to education, professional activity, etc. for scientific research and/or surveys of user satisfaction with the services provided.

18. Aggregated and anonymized personal data of users of the National Library is used for statistical purposes.

19. During the processing personal data, the National Library relies on the legal bases of the conclusion and performance of the agreement, consent, performance of obligations according to the applicable legislation or other legal processing conditions established in Part 1 of Article 6 of Regulation (EU) 2016/679.

20. User data is updated (corrected) periodically, at least once a year. Data is updated (corrected) free of charge.

21. Personal data is processed automatically and manually and stored as long as the user employs the services of the National Library or as long as the consent given by the person is valid. If the user no longer employs the services of the National Library, their personal data is no longer stored according to the term set in the personal data storage of information system. If during this period the user has never employed the services of the National Library or re-registered, their data will be anonymized.

22. Financial transactions of users are protected to the extent required by the legislation of the Republic of Lithuania.

23. The data of users who are in debt to the National Library or another LIBIS library is kept until the creditor's claim is satisfied, but for a maximum of 10 years after the right to the creditor's claim arises.
24. In order to exercise their rights as a data subject, the user can contact the National Library directly by submitting a written request at Gedimino Av.51 LT-01109 Vilnius, or via e-mail: biblio@lnb.lt. Only written requests from identified users are considered.
25. If the National Library grants the user's request to delete their personal data, the user loses the opportunity to use services that require confirmation (identification) of their identity.
26. When granting the request to delete the user's personal data, the information about the user's restricted right to visit the National Library and/or use the National Library's services is retained in all cases.
27. The National Library ensures the security of automatically and manually processed personal data by implementing infrastructural (proper arrangement and maintenance of hardware, strict compliance with fire safety rules, etc.), administrative (training of persons working with personal data to work safely with personal data, preparation of internal documents, etc.), and telecommunication (maintenance of information systems, ensuring the security of Internet use, use of passwords, etc.) measures.
28. Personal data is collected only from personal data subjects (users), therefore only the user presenting the data is responsible for submitting correct data to the National Library.
29. The actions of the registered users in LIBIS, as far as the creating of new data, editing or deleting of old data and other important operations are concerned, are protected in accordance with the scope and duration determined by the legislation of the Republic of Lithuania regulating data security (cybersecurity) and the LIBIS safety regulations.
30. Users who have LIBIS user card and do not consent to the processing of their personal data by the National Library must inform the Director General of the National Library about it in writing by submitting a request. After the request is granted, the user loses the opportunity to employ library services that require confirmation (identification) of the user's identity.
31. Users must notify the National Library in case of change of personal data (last name, place of residence, etc.) or loss of user card.
32. The National Library carries out video surveillance in the vicinity of the National Library (around the perimeter of the building, at the main entrance, the Children and Youth Department entrance, the entrance for the disabled, the service entrance, and the entrance to the inner courtyard and parking site) and common spaces in accordance with the video data processing rules of Martynas Mažvydas National Library of Lithuania approved by the order of the Director General of the National Library.
33. Video surveillance material is stored for 30 calendar days. If used as evidence in civil, administrative, criminal, or other cases specified in laws, video recording data may be stored to the extent necessary for these data processing purposes and must be destroyed immediately when they are no longer needed.

34. The National Library operates the data of phone conversation recordings in accordance with the order of the Director General of the National Library regarding the rules for the processing of data of phone conversation recordings by Martynas Mažvydas National Library of Lithuania.

35. Recordings of telephone conversations are made when calling is the general information number +370 5 249 7028 and the Children's and Youth Literature Reading Room number +370 5 239 8563. The user is always warned before the call that such a recording will be made.

36. Records of telephone conversations will be kept for 6 months. In the event of a conflict situation and/or violation of the Rules, this term may be extended, but for no longer than it will be necessary to resolve the situation. If used as evidence in civil, administrative, criminal, or other cases specified in laws, phone record data may be stored to the extent necessary for these data processing purposes and destroyed immediately when they are no longer needed.

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

CHAPTER IV SERVICE PROVISION PROCEDURE

38. The National Library provides services in accordance with the operational goals and functions defined in its regulations.

39. The procedure for the use of the National Library is determined by these Rules and, if necessary, separate rules and/or descriptions of procedures of specialized service provision, following the principles of legality, fairness, reasonableness, proportionality, and non-discrimination and taking into account the specifics of the National Library's activities.

40. Information about the free of charge and paid services provided by the National Library, as well as the procedure of their provision, is published on the website of the National Library.

41. Documents of the National Library may be read only on-site or issued for take home for personal use. In case of additional conditions for the place of document reading, the visitor is informed about them during the issuing of documents.

42. Documents stored in open-access collections of specialised reading rooms used without a computer order, they not issued for home use.

43. Documents are loaned to users to take home:

43.1. from the General collection, the Open-access Collection of Children's and Youth Literature, Leisure books to borrow, the American Reading Room, and the collection of Vilnius Jewish Public Library:

43.1.1. from the General collections, Leisure books to borrow, the American Reading Room, and the collections of Vilnius Jewish Public Library– no more than 10 (ten) documents for a period of 30 (thirty) days;

43.1.2. from the Open-access Collections of Children's and Youth Literature– no more than 5 (five) documents for a period of 30 (thirty) days;

43.2. these documents are issued for use only to the registered user of the National Library, who has a valid LIBIS user card and who has updated the registration data (re-registered) during the current year and submitted the personal data necessary to receive this service;

43.3. the user can extend the deadline for returning the document issued for home use by 14 (fourteen) days, except in cases where they have other documents that have not been returned on time or the National Library document is ordered or reserved by another user.

44. Use of the documents of the National Library:

44.1. Procedure for the issue and use documents from The General Collections:

44.1.1. Documents stored in the General Collections of the National Library are issued after submitting a computerised order (at the National Library or online). For documents for which a computerised order cannot be submitted, the order forms are filled out;

44.1.2. only one copy of the National Library document of the same name and edition is issued to the user;

44.1.3 multiple copies of the same title and edition can be issued for scientific research after filling out a Request (Annex No. 3 to the Rules) and obtaining the permission of the Head of Department of General Collections;

44.1.4. originals of documents may not be issued if their microcopies or digital copies are available on the epaveldas.lt portal;

44.1.5. documents issued for reading only on site are returned on the same day. Documents issued for reading only on site on the user's request can be reserved for up to 5 days without returning them to the location of permanent storage. Documents are left with the employee of the Registration and Information Desk;

44.1.6. orders for documents from the General Collections, submitted 1 (one) hour before the end of the working hours of the National Library, would be accepted only for the next working day;

44.2. Procedure for the issue and use of documents in the Rare Books and Manuscripts Reading Room and the Judaica Research Center:

44.2.1. ordered documents are registered and issued after the user signs in the Document Registration Book;

44.2.2. no more than 5 (five) documents are issued at the same time, and documents of special value and volume are issued only one at a time. The documents are returned to the employee 15 (fifteen) minutes before the end of working hours of the reading room;

44.2.3. on the request of the user the issued documents can be reserved for up to 7 (seven) days without returning them to the location of permanent storage. The user can hold with up to 15 (fifteen) documents;

44.2.4. if the document's copy is available the original document from the Rare Books and Manuscripts and Judaica Research Center-Collections is not issued;

44.2.5. documents of poor physical condition are not loaned;

44.2.6. documents which are subject to the restrictions specified in the agreement of document transfer to the National Library are issued to users under the conditions specified in the agreement;

44.2.7. the employee checks the physical condition of the document when issuing and accepting the returned document;

44.2.8. orders for documents from storages are accepted on Monday-Thursday until 4 p.m., Friday until 3 p.m. On Saturdays, the documents of from the Rare Books and Manuscripts Department are only issued if they have been ordered in advance.

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

44.3.1. Users can use employ CNAPD documents only if the required document is not available in other repositories of the National Library;

44.3.2. in order to use CNAPD documents, users fill out an order form in the Rare Books and Manuscripts Reading Room;

44.3.3. if the document is on the epaveldas.lt portal, the original document is not issued;

44.3.4. documents of poor physical condition are not loaned;

44.3.5. if the user would like to sight the microfilm of the document, it can be viewed in the Media Reading Room in the presence of CNAPD employee;

44.3.6. CNAPD documents are available only in the Rare Books and Manuscripts Reading Room;

44.3.7. CNAPD video and audio archival documents can be ordered in the Music and Visual Arts Reading Room and used only with the audio and imaging equipment available in this reading room;

44.4. Users can read the documents from Adolfas Damušis Center-of Democracy Studies and the Statehood Space only in the premises of these centers (spaces);

44.5. The documents available and issued in the Music and Visual Arts Reading Room –sheet music, audio and video recordings only can be read by users in the premises of the present Reading room and only using the audio and video technical equipment available in this Reading room.

45. The National Library shall not allow taking home:

45.1. documents that are in high demand;

45.2. information documents: dictionaries, handbooks, encyclopaedias, atlases;

45.3. grouping documents;

45.4. sheet music;

45.5. digital documents in physical media;

- 45.6. documents classified as movable cultural values and collections;
- 45.7. documents issued before 1945, stored in Rare Books and Manuscripts, and Judaica Research Center Collections, and CNAPD;
- 45.8. documents in poor physical condition (e.g. damaged binding, ripped cover, crumbling, falling apart pages, etc.);
- 45.9. serial publications: magazines, newspapers, periodicals;
- 45.10. cartographic documents;
- 45.11. visual, audio, imagery, and mixed audio-visual documents;
- 45.12. microcopies;
- 45.13. unbound documents, folders, sets;
- 45.14. the last remaining copy from the Children and Youth Literature Book-Collections;
- 45.15. other documents by reasoned decision of the custodian of the collection.
- 46. If the document is not returned until expiry of the fixed loan term, late interest is charged:
 - 46.1. the amount of late interest is 3 (three) euro cents per document per a calendar day;
 - 46.2. charging of late interest starts on the next day expiry of the loan term;
 - 46.3. late interest is no longer charged after reaching the purchase price of documents loaned and not returned on time or their market price at the time of their loaning is paid, the amount of late interest does not exceed the amount of one basic social benefit.
- 47. Access to the National Library's subscribed databases and other digital resources is provided to users at the National Library and remotely in accordance with the rights and conditions established in the database provider's licensing agreement.
- 48. Copying and photographing of the Documents:
 - 48.1. The user who wants to use self-service copying, printing, and scanning devices is registered in the self-service user system at the Registration and Information Desk;
 - 48.2. Users who independently makes copies of documents must not violate the provisions of the Law on Copyrights and Related Rights of the Republic of Lithuania;
 - 48.3. Users can only photograph documents independently with mobile devices without flash;
 - 48.4. Copying and scanning of documents, when an employee of the National Library provides the service, is performed only after paying for the service in advance;
 - 48.5. Copying documents from the Rare Books and Manuscripts Collection, the Judaica Research Center Collection and Collection of the National Archive of Published Documents:

48.5.1. Good quality copies can be ordered by filling out and submitting a request in the prescribed form (Annex No. 4 to the Rules). Only documents in good physical condition can be copied. Documents are copied by a library employee. A copy is provided to the user after paying for the service;

48.5.2. photos can only be taken with mobile devices without a flash for personal use and purposes of scientific research and studies after coordination with Reading room employee and only on site;

48.5.3. documents in poor physical condition, of special value, unique or already digitized, and documents subject to intellectual property rights (copyrights, related rights, etc.), or documents whose use is defined by agreements on transfer to the National Library are not issued for photographing on one's own;

48.6. Copying and photographing of documents from General Collections:

48.6.1. only documents in good physical condition can be copied;

48.6.2. documents in a poor physical condition (e.g. articles of newspapers and magazines in bound sets) can be only photographed;

48.7. the service of copying audio documents is provided only by the National Library's employee in accordance with the Procedure for copying audio documents approved by the order of the Director General of the National Library, after filling out and submitting a request in the approved form (Annex No. 5 to the Rules).

49. Other services:

49.1. public access computers in the National Library can be used by registered users with a LIBIS user card. A registered user who wants to use public Internet access must be registered in the public access system;

49.2. unregistered users are provided with temporary passwords for public Internet access services;

49.3. The public Internet access services provided to the users of the National Library are free of charge;

49.4. public access computers automatically log off after 20 minutes of inactivity. Documents are lost if the user does not save them to external media device;

49.5. remote services of the National Library, which require confirmation (identification) of the user's identity, are provided only to registered users or through the digital government portal;

49.6. Reservation or use of the premises of the National Library:

49.6.1. meeting rooms and the Music space are reserved for users in accordance with the rules for the use of meeting rooms and the Music space;

49.6.2. events in the conference hall, cinema hall, and other event spaces, live broadcasts and exhibitions are organized in accordance with the description of the procedure for the preparation and publicizing of organized events.

49.6.3. the use of 'Toytheque' is governed by the National Library's Rules for Visiting the Children's Activity Center-'Toytheque';

49.6.4. the use of the Makerspace 'Pats sau' is governed by the National Library's Rules for Visiting the Makerspace 'Pats sau';

49.6.5. The provision of the Audio Recording Studio's services is regulated by the National Library's Rules of provision of services of the Audio Recording studio.

50. Interlibrary loan:

50.1. documents that are not available in the collection of the National Library for registered users or legal entities who have concluded agreements with the National Library-can be ordered from other Lithuanian and foreign libraries;

50.2. documents received from the Lithuanian libraries can be used only for up to 1 (one) month, the time limit for documents from foreign libraries is specified by the lending library. Copies of ordered documents are given to the user;

50.3. the submitted order does not guarantee that the document or its copy will be received;

50.4. the sent orders cannot be cancelled.

51. legal entities are serviced at the National Library according to free of charge service agreements, except for cases where the service provided is included in the list of paid services approved by Order No. IV-502 of the Minister of Culture of the Republic of Lithuania "On the approval of the list of paid services provided by libraries established by the State or municipalities" of 02 November 2005.

CHAPTER V USER RIGHTS, OBLIGATIONS, AND RESPONSIBILITY

52. The user has the right to:

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

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

52.3. loan documents from other Lithuanian and foreign libraries;

52.4. directly or indirectly, by means of remote communication, submit an information query and receive an answer to it within two working days at the latest;

52.5. receive consultations and/or participate in training on issues of search, selection, management, and use of information;

52.6. use the National Library's computerized workstations, public Internet access, wireless Internet and personal laptops;

52.7. participate in public events organized by the National Library;

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

52.8.1. documents may be issued for takeaway if the necessary reproduction equipment is not available, but the user must obtain a permission. For further procedures, you should contact the head of the fund in which the document is stored (Annex No. 6 to the Rules);

52.9. submit requests, suggestions, and complaints regarding the services and service conditions provided and/or planned to be provided by the National Library, participate in user services quality researches and surveys. Requests and complaints are processed in accordance with the Description of the procedure for 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 legislation;

52.10. implement one's rights as a data subject:

52.10.1. to know (be informed) whether user's personal data is processed in the Library, receive a copy of this data (right to know), and to get acquainted with additional information provided for in Article 15 Parts 1 and 2 of Regulation (EU) 2016/679 (right to access);

52.10.2. demand correction or supplement incomplete personal data based on the purposes of data processing (right to correction);

52.10.3. demand the erasure of personal data if the personal data was processed based on consent or if there is another basis for exercising this right according to the legislation (the right "to be forgotten"). The exercising of the right "to be forgotten" could be prohibited in accordance with the procedure established by legislation;

52.10.4. demand restriction of personal data processing (right to restrict) in the cases specified in Article 18 Part 1 of Regulation (EU) 2016/679;

52.11. disagree with or at any time withdraw the given consent to process personal data for the purposes set out in Paragraph 16 of these Rules (right to disagree);

52.12. refuse to be photographed during the events by sticking on themselves a sticker informing of this;

52.13. obtain permission to use excerpts of documents published by the National Library in the preparation of publications or if presented publicly otherwise. The Director General of the National Library issues the permit, after the user submits a written request to the Director General of the National Library (Annex No. 7 to the Rules);

52.13.1. permissions to publish or present publicly otherwise are not issued for the documents whose copyright does not belong to the National Library or whose copyright protection period has expired;

52.14. use the lockable lockers and hangers at the National Library in accordance with the procedure established by these Rules;

52.15. enter the National Library with a dog (hereinafter – a pet), when the pet participates in the program of the National Library event and meets the criteria specified in Paragraphs 52.15.1, 52.15.2, and 52.15.3 of these Rules. The pet is allowed only in the event spaces of the National Library;

52.15.1. the pet must be vaccinated and well trained (react calmly to the environment and stimuli, do not cause noise or commotion, other inconveniences to visitors or employees of the National Library (barking, squealing, constant mischief));

52.15.2. the pet must be obedient, well mannered, and socialized (knows how to behave, does not fear or attack people, obeys the owner);

52.15.3. pets must be on a leash no longer than 1 m.

53. User obligations:

53.1. update one's registration data once a year at the Registration and Information Desk or on the ibiblioteka.lt portal;

53.2. comply with the Rules and other legislation regulating the services provided by the library and the established requirements for behaviour in public places, as well as personal hygiene requirements;

53.3. adhere to the set working hours, return the documents and finish the work on the computer 15 (fifteen) minutes before the end of the working hours of the National Library, leave the premises on time, before the National Library closes; immediately obey the instructions received after an audible warning (evacuation, etc.) is sounded or verbal instructions from employees. The National Library announces in advance about changes in working hours and partial restrictions;

53.4. treat other users and employees of the National Library with respect;

53.5. comply with norms of Internet ethics;

53.6. turn off the sound of mobile devices, do not talk on mobile phones in reading rooms and during events;

53.7. preserve and protect documents and other library assets received for use;

53.8. return the loaned documents on time or extend the term of their use in accordance with the established procedure;

53.9. check the loaned documents, whether there are any defects (tears, scratches, cuts or faults), and notify the library employee immediately if they are noticed;

53.10. follow the provisions of the Law on Copyrights and Related Rights of the Republic of Lithuania when using information resources;

53.11. show the security guard the documents and items to be taken away if the document security alarm is triggered;

53.12. the Rare Books and Manuscripts Reading Room is to be used only for reading rare books, manuscripts and CNAPD documents, and the reading room of the Judaica Research Center is for researching of documents stored in the Judaica Research Center collections ÷

53.13. use computers in reading rooms only with programs installed by the National Library;

53.14. not damage equipment, inventory, and documents, not to take them away without permission;

53.15. eat only in designated areas, i.e. in the cafe on the second floor of the National Library and in the space on the fifth floor, if no event takes place in the space.

53.16. take things from the lockers on the same day they were placed in, before the end of the working hours of the National Library, and leave the keys in the lockers;

53. 17. The National Library is not responsible for items left in lockers after the library is closed, nor is it responsible for personal items left unattended in library spaces and reading rooms;

53.18. it is necessary to immediately to notify a library employee in the event of an accident or a conflict situation;

53.19. leave the premises in the same condition as they were handed over when ordering them.

54. The user is forbidden to:

54.1. use another user card and give their user card to another person;

54.2. give the login details provided by the National Library to third parties, use others' user names and passwords;

54.3. remove documents or equipment out of the National Library, if they are not entered in the records of documents issued for loan or if a permission from an employee of the National Library has not been obtained;

54.4. install software brought or downloaded from the Internet on the computers of the National Library;

54.5. connect personal laptops to the local computer network of the National Library;

54.6. read pornographic content, information promoting violence, terrorism, and other criminal activity, which is considered unacceptable or indecent in society, causing negative feelings and thoughts to other users of the National Library, making them feel uncomfortable, unpleasant, etc., distribute electronic spam, malicious programs, and hack into other computer systems when using public internet access services or own computer at the National Library;

54.7. visit the National Library under the influence of alcohol, narcotic, psychotropic or other psychotropic substances, bring objects that pose a danger to others (for example, weapons, ammunition, explosives, poisonous, psychotropic, other dangerous or pungent-smelling substances) onto the premises, behave dangerously threatening themselves and other users of the library, humiliate the human dignity of users and employees with words and/or actions, discriminate against other persons, ignore the general requirements of personal hygiene and behaviour in public places;

- 54.8. attempt to enter closed events and/or banquets for event participants during or after the events;
- 54.9. engage in activities contrary to the purpose of the National Library, such as organizing rallies, religious ceremonies, selling of goods or services, etc.;
- 54.10. distribute flyers, posters or other forms of advertising, announcements on the premises of the National Library without prior coordination via e-mail at media@lnb.lt. Commercial and non-cultural, non-social means of dissemination are not accepted;
- 54.11. record audio and video documents stored at the National Library, copy sheet music documents, or documents in poor physical condition independently;
- 54.12. change the arrangement of documents in reading rooms, transfer documents from one folder to another, fold, write notes, open documents with force and at an angle greater than 115 degrees, lean on them, place them with the text facing down, leave various marking items in the publications or otherwise damage the document;
- 54.13. eat, make noise and otherwise disturb other users in the reading rooms and the Judaica Research Center;
- 54.14. bring food and drinks, outdoor outerwear and large bags to the Rare Books and Manuscripts Reading Room and the Judaica Research Center is strictly forbidden;
- 54.15. make noise in common areas and otherwise disturb library visitors and employees;
- 54.16. keep perishable, flammable, explosive, volatile, pungent-smelling substances in lockers, hand over the locker key to other persons or take it out of the premises of the National Library;
- 54.17. bring pets (except for a guide for the blind, a dog participating in canitherapy classes or a dog specified in Paragraph 52.15) to other premises of the National Library than specified in Paragraph 52.15 of the Rules, to bring in bicycles;
- 54.18. bring skateboards, scooters, etc. to or ride rollerblades in the reading rooms;
- 54.19. visit when feeling cold or flu symptoms or suffering from other infectious diseases;
- 54.20. engage in activities other than those provided for in these Rules in the premises of the National Library including the stairs.
55. User liability:
- 55.1. the user who has not informed the National Library about the lost user card is liable for the actions of another person who used their card;
- 55.2. the user, who has lost or irreparably damaged documents, equipment, or furniture of the National Library, replaces them with the same or equivalent ones;
- 55.2.1. documents are recognized as equivalent after evaluating the price of the lost documents, the year of issue, the number of available copies and the demand at the National Library. If it is not possible to replace the documents or if the user wishes, the damage can be indemnified in cash. The amount of damage is determined according to the value of the lost document prior to its occurrence:

the amount of damage is equal to the book value of the document; the fee for the bailiff's services may be added. The damage is paid for by bank transfer or at the cash desk of the National Library;

55.2.2. the equipment and furniture are recognized as being equivalent after considering the price and functions. If it is not possible to replace the equipment or furniture or if the user wishes, the damage can be indemnified in cash. The amount of damages for lost equipment is equal to the market price of similar equipment. The damage is paid for by bank transfer or at the cash desk of the National Library;

55.2.3. if the user does not agree to compensate the caused damage, the debt is recovered in court in accordance with the procedure established by the laws of the Republic of Lithuania;

55.3. if, due to the loss of or damage to the loaned document, or damage to borrowed equipment, the user does not contact the National Library and does not pay according to the established procedure before the end of the loan period, they must compensate for the damage or pay accrued late interest. In the event of failure to reimburse the damages or failure to pay the late interest, it shall be recovered in accordance with the procedure established by the legislation;

55.4. in cases of intentional misappropriation, damage, or destruction of documents, equipment, or other property of the National Library, the user is liable in accordance with the procedure established by the Code of Administrative Offenses of the Republic of Lithuania or the Criminal Code of the Republic of Lithuania;

55.5. for documents lost or irreparably damaged by a user under the age of 16 and/or damage caused to other assets of the National Library, liability is assumed by their representative (parent, adoptive parent or care giver) in accordance with the procedure established by these Rules and the legislation;

55.6. the user must compensate for the losses in accordance with the procedure approved by the National Library if the locker key or the key pendant is damaged (lost);

55.7. the user is liable for the harmfulness of the items stored in the lockers or the damage caused by them to the environment, property, human health or life;

55.8. the user who violates these Rules may be warned in writing;

55.9. for violations of these Rules and by order of the Director General of the National Library, the user may have:

55.9.1. the restriction of the right to use the National Library's services for a limited time. After assessing the severity of the violation of the Rules, the right to use the services of the National Library may be restricted from 3 (three) months to 2 (two) years;

55.9.2. the restriction of the right to visit the National Library for a limited period of time for a serious and repeated violation of these Rules, which endangers the safety and health of the employees and users of the National Library. After assessing the severity of the violation of the Rules, the right to visit the National Library may be restricted from 6 (six) months to 5 (five) years;

55.10. a serious violation of the Rules is considered a serious violation of the user's obligations and/or prohibitions established by the Laws of the Republic of Lithuania or other normative legislation or

any other serious violation of the established procedure. The Director General of the National Library has the right to decide on the degree of seriousness of each violation of the Rules, taking into account the individual circumstances of the violation, resulting the consequences from it and the guilt of the offender.

55.11. The National Library's services are not provided to the visitor when they display behaviour that signals an increased risk of violent behaviour. In such a case, the visitor is immediately asked to leave the premises of the National Library, if they refuse - law enforcement officers are called, after assessing the level of risk, the right to visit the National Library is restricted for a fixed or indefinite period of time;

55.12. adults accompanying the children (parents, adoptive parents, caregivers) are responsible for the safety and care of minor children.

VI CHAPTER RIGHTS AND OBLIGATIONS OF THE NATIONAL LIBRARY

56. The National Library has the right to:

56.1. collect and process the personal data of users for the purposes set out in Paragraph 16 of these Rules, and to collect additional personal data for the purposes of scientific and/or user satisfaction surveys after receiving the written consent of the users;

56.2. take photos during events, post them on the website of the National Library, in the Facebook social network account or in other means of publicity;

56.3. determine the service time for users, the number of issued documents, terms of loaning them, the procedure for extending the term and for reservation of documents and rooms, and other special conditions for using the library;

56.4. Provide paid services at the rates approved by order of the Director General of the National Library, in accordance with the procedure laid down by the legislation.

56.5. Ask users to show the documents and items they are taking out, if the document security alarm system is activated or there is a suspicion of a theft of the National Library's property or the personal property of the user.

56.6. The security guard of the National Library has the right to stop the actions of a person who does not follow the requirements for of appropriate behaviour in a public space;

56.7. Deny access to the National Library for persons under the influence of alcohol, psychotropic, narcotic substances, or demonstrate disrespect to surrounding people or environment, or who obviously do not complies with requirements of personal hygiene;

56.8. Order the users to leave the premises of the National Library if: their right to visit the National Library is restricted, if the users are under the influence of alcohol, narcotic, psychotropic or other psychoactive substances, if they are engaged in commercial activities in the premises of the National

Library or otherwise violate the legislation regulating the services provided by the National Library;

56.9. limit a person's right to use the National Library or any of the services provided by the National Library for a limited period of time by the decree of the Director General of the National Library, if the user did not comply with the Rules and/or legislation regulating the procedure of other services provided;

56.10. contact the officials of authorized institutions in accordance with the procedure established by the legislation, upon detection of illegal cases of misappropriation, intentional damage, or destruction of documents and other property of the National Library, as well as in case of violation of the public order;

56.11. inform other LIBIS libraries about users who have lost or otherwise misplaced cards or who have not returned documents issued to them;

56.12. remind the registered user of the National Library about the expiring and expired loan term of the loaned documents by electronic and other means of communication;

56.13. warn verbally or in writing users, who have violated these Rules or other legislation regulating the services provided by the National Library;

56.14. approve separate procedures or rules for specialized services;

56.15. collect items left in lockers or on hangers after the closing of the National Library and place (keep) them in a separate room for 5 (five) days. Food products are not stored, they are utilized immediately;

56.16. change the arrangement of furniture and change the purpose of the space.

57. Obligations of the National Library:

57.1. ensure the implementation of user rights established by these Rules;

57.2. follow the principles of respect for human rights, equal opportunities, justice, non-discrimination, professional ethics, the regulations of the National Library, and these Rules when providing services;

57.3. approve and post the Rules and other normative documents necessary for the provision of specialised services on the website of the National Library;

57.4. inform about the services and information resources of the National Library and ensure the access to them;

57.5. evaluate the quality of the National Library's services to users and conduct surveys of the needs and opinions of users (the community served), employing results to improve the quality of the provided services, and to create new products and services;

57.6. record the fact of violation of the legislation (regulating the services) provided by the National Library by means of a written official report of the employee of the National Library and/or the affected person and/or technical means (recording, photographing, audio recording equipment, etc.),

submit an official report, and to inform the relevant law enforcement institutions if necessary;

57.7. assess the violation committed by the user according to the criteria of extent, severity, and duration of impact and make a decision regarding the restriction of the right to use the National Library or the specific service(s) provided by it. The user will be informed of the decree by registered letter and/or by e-mail indicated in their registration form;

57.8. contact the police in case of illegal misappropriation, intentional damage, destruction of library documents or other property,-violation of public order.

CHAPTER VII FINAL PROVISIONS

58. The National Library is not responsible for unattended items left by users.

59. Persons are liable for the violation of these Rules in accordance with the procedure established by the legislation.

60. These Rules are approved, amended, and repealed by the order of the Director General of the National Library.
