RULES FOR USING THE JONAS LANKUTIS PUBLIC LIBRARY OF KLAIPĖDA DISTRICT MUNICIPALITY

APPROVED by Order No. O-1 of 11 January 2024 of the Director of the Jonas Lankutis Public Library of Klaipėda District Municipality

CHAPTER I. GENERAL PROVISIONS

1. These Rules for Using the Jonas Lankutis Public Library of Klaipėda District Municipality (hereinafter, the “Rules”) establish the general procedure for registering individuals, processing the personal data of registered users and providing services at the Jonas Lankutis Public Library of Klaipėda District Municipality (hereinafter, the “Library”); the rights, duties and responsibilities of users; and the rights and duties of the Library.

2. All natural and legal persons are entitled to use the Library’s services in accordance with the Law on Libraries of the Republic of Lithuania and these Rules.

3. The following terms are used in these Rules:

3.1. Library service means any activity organised and carried out to meet users’ informational, scientific, cultural, educational, professional and leisure needs, using all available information resources, Library equipment and premises, and staff expertise.

3.2. Unregistered user means a person who visits the Library and uses services that do not require identity verification, such as attending public events or tours.

3.3. Registered user means a user registered in the Lithuanian Integrated Library Information System (LIBIS) and holding a LIBIS user card. The card entitles the user to reserve and borrow Library collection items for use at home or on the premises, renew loans, use interlibrary loan (ILL), access remotely the databases subscribed to by the Library (where permitted by licence), visit Library spaces and use other services requiring identity verification, including reading electronic publications.

3.4. Registered public internet access user means a user registered in the Library’s public internet access system in accordance with the Library’s procedure and using public internet access services.

3.5. LIBIS user card means an identification document issued to a registered user that enables access to Library services requiring identity verification.

4. Other terms used in these Rules have the meanings assigned to them in the laws of the Republic of Lithuania on libraries, legal protection of personal data, copyright and related rights, child rights protection, science and studies, information society services, and in the rules for using the electronic services portal of LIBIS network libraries, www.ibiblioteka.lt.

CHAPTER II. PROCEDURE FOR REGISTERING USERS WITH THE LIBRARY

5. A natural person wishing to become a registered Library user and obtain a LIBIS user card must:

5.1. read these Rules;

5.2. present a valid identity document and, if already registered in LIBIS, their LIBIS user card;

5.3. provide identity details (first name, surname and personal identification number) and contact details (residential address, telephone number and/or email address);

5.4. sign the user registration form set out in Annex 1 to these Rules, thereby confirming that they have read the Rules, provided accurate and correct personal data, and been informed about the purposes and conditions of personal data processing;

5.5. indicate whether they consent to receiving information from the Library and/or participating in surveys conducted by the Library;

5.6. pay the fee set by the Library for issuing a LIBIS user card, if they are not already a LIBIS user.

6. Persons under 16 years of age are registered upon submission of an application in the prescribed form by their legal representative (parent, adoptive parent, guardian or custodian) (Annex 2).

7. Students of child-care institutions, special schools and education centres, as well as students and staff from foreign universities participating in higher-education exchange programmes, are registered in accordance with these Rules upon presentation of a certificate issued by the relevant institution.

8. A user who has lost or damaged their user card will be issued a replacement in accordance with these Rules and the fees approved by the Library.

CHAPTER III. PROCESSING THE PERSONAL DATA OF REGISTERED USERS

9. Users' personal data may be processed by the Library by automated and non-automated means.

10. When processing personal data, the Library complies with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (the General Data Protection Regulation, GDPR), the Law on Legal Protection of Personal Data and other legislation governing personal data protection.

11. Users' personal data are processed for the following purposes:

11.1. to organise user services and the provision of information;

11.2. to keep records of users;

11.3. to establish a person's identity;

11.4. to enable the user card to function within the shared user registration database;

11.5. to conduct user surveys and research aimed at improving the quality of Library services and developing new products and services (only with written consent);

11.6. to inform users about Library services and information resources, loan due dates, events and changes to opening hours (only with written consent).

12. With the user's written consent, the Library may collect additional personal data relating to education, professional activity and other matters for scientific research and/or research into user satisfaction with Library services.

13. Aggregated Library user data are used for statistical purposes.

14. The Library processes personal data on the legal bases of entering into and performing a contract, consent, compliance with legal obligations, or other lawful grounds set out in Article 6(1) of Regulation (EU) 2016/679.

15. User data are reviewed and updated periodically, at least once a year.

16. Personal data processed by automated means are transferred to the Martynas Mažvydas National Library of Lithuania, which performs the data-controller functions in accordance with applicable law.

17. Personal data processed by automated and non-automated means are retained for as long as the user uses Library services or for the retention period specified in the regulations governing library information systems. After that period, the data are destroyed. Data processed for the purposes specified in clauses 11.5–11.6 are retained for as long as consent remains valid, but no longer than the period established for storage in the information system.

18. Users may exercise their rights as data subjects by contacting the Library directly or at the email address specified in the Library Rules. Only written requests from identified users will be considered.

19. If the Library grants a user's request to erase their personal data (only the Martynas Mažvydas National Library of Lithuania can erase the data), the user will no longer be able to use services that require identity verification.

20. The Library ensures the security of personal data processed by automated and non-automated means through infrastructure measures (appropriate placement and maintenance of equipment, compliance with fire-safety requirements, etc.), administrative measures (training staff who handle personal data, preparing internal documents, etc.) and telecommunications measures (maintaining information systems, ensuring safe internet use, using passwords, etc.).

CHAPTER IV. PROCEDURE FOR PROVIDING SERVICES

21. The Library provides services in accordance with the objectives and functions set out in its regulations and the needs of the territory it serves and/or its target user groups.

22. Information about free and paid Library services and the procedures for obtaining them is published on the Library's website.

23. Use of the Library collection:

23.1. A user may borrow only one copy of a Library item with the same title and edition at a time.

23.2. A user may renew the loan period for an item borrowed for use at home, except where the user has other overdue items or the item has been reserved by another user.

23.2.1. The Library determines the loan and renewal periods.

23.3. Rare, particularly valuable and other items subject to restrictions on lending or reproduction established by the Library may not be borrowed.

23.4. If an item is not returned by the due date, a late fee is charged:

23.4.1. EUR 0.02 per item per working day;

23.4.2. late fees begin accruing on the day after the loan period expires;

23.4.3. late fees stop accruing once they reach the acquisition or market value of the overdue item at the time it was lent. The total late fee may not exceed one basic social benefit amount.

24. Interlibrary loan:

24.1. Items not held by the Library may be requested free of charge by registered users from other public libraries in Lithuania, in accordance with the Library's interlibrary loan procedure. Physical copies are charged according to the Library's approved copying rates.

24.2. The lending library determines the return and renewal periods.

25. Access to databases subscribed to by the Library is provided in accordance with the rights and conditions specified in the database provider's licence agreement.

26. Public internet access is free of charge. Library computers may be used by registered users or by users granted temporary access.

27. Remote Library services requiring identity verification are available only to registered users or through the electronic government gateway.

28. Special services and/or service conditions must be provided for users with disabilities where ordinary Library services and conditions are inaccessible to them. Where possible and justified by need, special arrangements may also be made for people temporarily unable to work due to illness, pension-age users and other groups, in accordance with these Rules.

29. The mobile library service aims to improve public access to services, including for people with disabilities, strengthen rural libraries and provide the services of the Jonas Lankutis Public Library of Klaipėda District Municipality in settlements without libraries.

30. Legal entities are served under agreements for the provision of free services, except where a service is included in the list of paid services approved by Order No. ĮV-502 of the Minister of Culture of 2 November 2005, as amended.

CHAPTER V. USERS' RIGHTS, DUTIES AND RESPONSIBILITIES

31. Users have the right to:

31.1. receive comprehensive, accurate and clear information about the Library collection, services, service procedures and conditions;

31.2. use all information resources and search tools available at the Library, bibliographic information management tools, equipment and premises/spaces, subject to approved fees where applicable;

31.3. borrow items free of charge from other public libraries in Lithuania; physical copies are charged according to the Library's approved copying rates;

31.4. submit an information enquiry in person or remotely and receive a response as agreed;

31.5. receive consultations and/or participate in training on finding, selecting, organising and using information;

31.6. use the Library's computer workstations, public internet access, Wi-Fi and personal laptops;

31.7. attend public events organised by the Library;

31.8. reproduce Library collection items or parts thereof for personal, non-commercial use;

31.9. submit requests, suggestions and complaints concerning services provided or planned by the Library and service conditions. Requests and complaints are handled under the applicable Lithuanian Government rules for processing requests and complaints and serving persons in public administration, or under the Library's own procedure.

32. Users must:

32.1. comply with these Rules, other legal acts governing Library services and applicable standards of conduct in public places;

32.2. take care of and protect borrowed items, loaned equipment and other Library property;

32.3. return borrowed items on time or renew the loan in accordance with the established procedure;

32.4. check borrowed items for damage (torn pages, markings, cut-out sections or other defects) and immediately notify a Library employee if any is found;

32.5. comply with the Law on Copyright and Related Rights when using information resources;

32.6. promptly notify the Library of changes to personal data (surname, residential address, etc.) or loss of a Library user card.

33. Users are prohibited from:

33.1. using another user's card or giving their own card to another person;

33.2. sharing Library-issued login credentials with third parties or using another person's username or password;

33.3. taking items or equipment out of Library premises unless they have been recorded as borrowed or permission has been granted by a Library employee;

33.4. installing software brought in or downloaded from the internet on Library computers without permission from a Library employee;

33.5. using public internet access at the Library to view pornography or material promoting violence, terrorism or other criminal activity, distributing spam or malware, or breaking into other computer systems;

33.6. using audio materials or other audio/video recordings in Library reading rooms without headphones;

33.7. visiting the Library while intoxicated by alcohol, narcotic, psychotropic or other psychoactive substances; bringing in objects that endanger others; behaving dangerously and threatening oneself or other users; humiliating users or staff by words and/or actions; or disregarding general personal hygiene and public-conduct requirements;

33.8. engaging in activities contrary to the Library's public purpose, such as organising rallies or selling goods or services;

33.9. displaying information, advertisements, notices and similar material on Library premises without prior agreement with the Library administration.

34. User responsibility:

34.1. A user who fails to notify the Library that their user card has been lost is responsible for actions carried out by another person using that card.

34.2. A user who loses or irreparably damages Library items must replace them with identical items or items deemed equivalent. Equivalence is assessed by considering the lost item's price, publication year, number of copies held and demand at the Library. If replacement is impossible, the user must compensate the loss in accordance with the procedure approved by order of the Library Director.

34.3. If a user fails to report damage to a borrowed item and settle the matter in accordance with the procedure before the loan period expires, the user must compensate the damage or pay accrued late fees under clause 23.4. Unpaid compensation or late fees are recovered in accordance with the law.

34.4. In cases of intentional misappropriation, damage or destruction of Library items, equipment or other property, the user is liable in accordance with the Code of Administrative Offences of the Republic of Lithuania.

34.5. The legal representative (parent, adoptive parent, guardian or custodian) is responsible, in accordance with these Rules and applicable law, for items lost or irreparably damaged by a user under 16 years of age and/or damage caused to other Library property.

CHAPTER VI. RIGHTS AND DUTIES OF THE LIBRARY

35. The Library has the right to:

35.1. collect and process the personal data necessary for the purposes specified in clause 11 of these Rules and, with users' written consent, collect additional personal data for scientific research and/or research into user satisfaction with Library services;

35.2. set the number of items and equipment issued to users and loan periods, procedures for renewals and reservations of items, equipment and premises, and other special conditions for Library use (for example, rules concerning pets or food);

35.3. ask users to show items and belongings they are taking out if there is suspicion of theft of Library property or a user's personal property;

35.4. ask users to leave the Library if their right to use Library services has been restricted, if they are under the influence of alcohol, narcotic, psychotropic or other psychoactive substances, if they conduct commercial activity on Library premises, or if they otherwise breach legal acts governing Library services;

35.5. by decision of the Library Director, restrict a person's right to use the Library or a particular service for a fixed period—one month for a first breach and three months for a repeated breach—if the user fails to comply with these Rules and/or other legal acts governing the provision of services;

35.6. after agreement with the institution exercising the rights and duties of the Library owner, suspend user services for no more than one working day per month for major cleaning of the collection, disinfection and other collection-maintenance measures.

36. The Library must:

36.1. ensure that users' rights established in these Rules are upheld;

36.2. provide services in accordance with the principles of respect for human rights, equal opportunities, fairness, non-discrimination and professional ethics, and in accordance with the Library's regulations and these Rules;

36.3. approve and publish these Rules and other regulatory documents required for specialised services on the Library's website;

36.4. clarify the information in clauses 16–17 by identifying the specific data controller to whom users' personal data are transferred, the data retention periods and the Library's contacts for personal data protection matters;

36.5. establish procedures and rates for paid services in accordance with the applicable resolutions of the Government of the Republic of Lithuania and orders of the Minister of Culture, as amended;

36.6. set Library opening and user-service hours and change them only in exceptional, justified circumstances, publishing information about the changes, reasons and duration on the Library website at least five working days in advance;

36.7. state the loan period and due date when lending collection items and, where possible, remind users electronically or by other means that a loan period is about to expire;

36.8. assess the quality of user services and conduct surveys of user/community needs and opinions at least once every three years, using the results to improve service quality and develop new products and services;

36.9. ensure access to Library services for people with disabilities and other user groups requiring special services and/or service conditions;

36.10. promptly document breaches of legal acts governing Library services, based on a written official report by a Library employee or an affected person and/or technical means (video, photography, audio recording, etc.), and draw up a report which the user must acknowledge by signature. If the user refuses to sign, this is noted in the report;

36.11. assess a user's breach by its scale, seriousness and duration of impact, and decide whether to restrict access to the Library or a particular service; the user is informed of the decision by signature or registered letter;

36.12. contact the police where unlawful appropriation, intentional damage or destruction of Library items or other property, or a breach of public order is identified.

ANNEX 1. LIBRARY USER REGISTRATION FORM

JONAS LANKUTIS PUBLIC LIBRARY OF KLAIPĖDA DISTRICT MUNICIPALITY

READER REGISTRATION CARD

Year: 202__ Card No.: _____

*SURNAME: _____

*FIRST NAME: _____

*DATE OF BIRTH: _____

*PERSONAL IDENTIFICATION NUMBER: _____

*RESIDENTIAL ADDRESS: _____

_____

*TELEPHONE NO.: _____

*EMAIL: _____

EDUCATION: _____

EDUCATIONAL INSTITUTION: _____

CLASS/YEAR OF STUDY: _____

*YOU ARE: ☐ Preschool child ☐ School pupil ☐ Student ☐ Senior citizen ☐ Unemployed ☐ Employed ☐ Person with a disability

☐ I agree to receive newsletters by email.

☐ I agree that the personal data provided on this registration card may be used for Library activities, statistics, identity verification, service provision and contacting me.

I CONFIRM THAT THE INFORMATION PROVIDED IS ACCURATE. I HAVE READ THE LIBRARY RULES.

*FIRST NAME AND SURNAME: _____

DATE: _____ *SIGNATURE: _____

*Fields marked with an asterisk are mandatory.

ANNEX 2. REGISTRATION FORM FOR A USER UNDER 16 YEARS OF AGE

JONAS LANKUTIS PUBLIC LIBRARY OF KLAIPĖDA DISTRICT MUNICIPALITY

READER REGISTRATION CARD

Year: 202__ Card No.: _____

*CHILD'S SURNAME: _____

*CHILD'S FIRST NAME: _____

*DATE OF BIRTH: _____

*PERSONAL IDENTIFICATION NUMBER: _____

*RESIDENTIAL ADDRESS: _____

_____

*TELEPHONE NO.: _____

*EMAIL: _____

*Fields marked with an asterisk are mandatory.

Educational institution: _____

Class/year of study: _____

Education: _____

*YOU ARE: ☐ Preschool child ☐ School pupil ☐ Student ☐ Person with a disability

☐ I agree to receive newsletters by email.

☐ I agree that the personal data provided on this registration card may be used for Library activities, statistics, identity verification, service provision and contacting me.

I CONFIRM THAT THE INFORMATION PROVIDED IS ACCURATE. I HAVE READ THE LIBRARY RULES.

PERSON COMPLETING THE FORM: *FIRST NAME AND SURNAME: _____

DATE: _____ *SIGNATURE: _____

LEGAL REPRESENTATIVE'S DETAILS (for a user under 16):

☐ I AGREE that my child/ward may be registered as a user of the Jonas Lankutis Public Library of Klaipėda District Municipality and issued a reader's card.

☐ I confirm that I have read the Library Rules and agree to be responsible for any items lost or irreparably damaged by my child/ward under 16, or for damage caused to other Library property.

*FIRST NAME: _____

*SURNAME: _____

*TELEPHONE NO.: _____

*EMAIL: _____

DATE: _____ *SIGNATURE: _____

Note: The original annex includes QR codes linking to the Library's Rules and registration information.