



ORDER OF THE RECTOR OF
VILNIUS GEDIMINAS TECHNICAL UNIVERSITY
REGARDING APPROVAL OF THE DESCRIPTION OF PROCEDURE OF USE OF
VILNIUS GEDIMINAS TECHNICAL UNIVERSITY'S LIBRARY SERVICES

7 June 2017 No. 545

Vilnius

1. I hereby approve the Description of Procedure of Use of Vilnius Gediminas Technical University's Library Services (annexed).
2. I hereby repeal the Description of Procedure of Use of Vilnius Gediminas Technical University's Library Services approved by Order No. 986 of the Rector of Vilnius Gediminas Technical University dated 29 September 2016 "Regarding Approval of the Description of Procedure of Use of Vilnius Gediminas Technical University's Library Services".

Rector

A handwritten signature in blue ink, appearing to read "A. Daniūnas", written over a faint blue horizontal line.

Alfonsas Daniūnas

THE DESCRIPTION OF PROCEDURE OF USE OF
VILNIUS GEDIMINAS TECHNICAL UNIVERSITY'S LIBRARY SERVICES

CHAPTER I
GENERAL PROVISIONS

1. The Description of Procedure of Use of Vilnius Gediminas Technical University's Library Services (hereinafter – the Description of Procedure) regulates the Library's working hours, the procedure of registration of users and provision of services, the rights, duties and responsibility of the users, and the rights and duties of the Library.
2. The Description of Procedure is prepared following the Law on Libraries of the Republic of Lithuania, the Law on Legal Protection of Personal Data of the Republic of Lithuania, the Statute of VGTU, Orders by the Rector of VGTU and the regulations of the Library, which regulate its activities.
3. Terms used in the Description of Procedure:
 - 3.1. Library's resources – publications stored in the Library and electronic resources available for remote access with acquired permanent or temporary access rights.
 - 3.2. Library's service – a service created while implementing the Library's activities and using information resources, equipment and premises available at the Library and elsewhere, and competence of the specialists.
 - 3.3. Visitor – a person who is not registered at the Library according to the set procedure, but is visiting the Library and is using the Library's services available without the Library's user status.
 - 3.4. User – a person who acquired the right to use the Library's services according to the set procedure.
 - 3.5. Services for users – the Library's activities, including services provided on and outside of the Library premises (by telephone, electronic or other means of communication).
 - 3.6. Members of VGTU community – students, research and teaching staff, and other employees.
4. The Library's resources are VGTU's assets, managed by the Library and stored in accordance with the legal acts of the Republic of Lithuania.
5. Members of VGTU community use the Library for free, except the fee-based services, the list of which is approved by the Rector of VGTU.

CHAPTER II THE LIBRARY'S WORKING HOURS

6. The Library's working hours during the academic year (September - June) are:
 - 6.1. services for users at the Library (Saulėtekio av. 14) are provided:
 - 6.1.1. Monday-Friday from 09:00 until 21:00;
 - 6.1.2. Saturday from 10:00 until 17:00;
 - 6.2. services for users at the Faculties' reading rooms are provided:
 - 6.2.1. in the reading room at the Faculty of Architecture (Pylimo str. 26/1, room 1.15), in the Technology and Management Sciences' reading rooms (Saulėtekio av. 11, C03) from 09:00 until 21:00;
 - 6.2.2. in the reading rooms at the Antanas Gustaitis Aviation Institute (Rodūnios road 30, room I 11), the Faculty of Electronics (Naugarduko str. 41, room 409-410), the Faculties of Mechanical Engineering and Transport Engineering (Basanavičiaus str. 28, room 108) from 09:00 until 17:30;
 - 6.2.3. lunch break at the faculties' reading rooms is from 12:30 until 13:00; at the reading room of the Faculty of Architecture from 14:00 until 14:30.
7. The Library's working hours during the summer break (July - August) are:
 - 7.1. services for users in the Library and Faculties' reading rooms are provided:
 - 7.2. Monday-Thursday from 09:00 until 16:45;
 - 7.3. Friday from 09:00 until 15:30;
 - 7.4. lunch break at the faculties' reading rooms is from 12:30 until 13:00;
8. On public holidays, services to the users are not provided neither in the Library nor in the Faculties' reading rooms. The day before the public holidays, the Library and the Faculties' rooms close one hour earlier.
9. At night (from 21:00 until 09:00), on weekends and on public holidays entrance to the Library's building is possible through doors locked with an electronic lock:
 - 9.1. the doors are unlocked with an activated student or employee card by placing it on the electronic card reader. Then, the person entering the Library's building is registered. The doors are unlocked the same way when leaving the Library's building.
 - 9.2. to enter the Library, student's or employee's card must be activated at the Publications' lending and storage office (Saulėtekio av. 14, room 103).
 - 9.3. at night, during weekends and on public holidays, the users of the Library can use only open access reading and work rooms.

CHAPTER III THE PROCEDURE OF USER REGISTRATION AND PROVIDING SERVICES TO USERS

10. Services at the Library are provided to users when they provide a Lithuanian Student identity card or VGTU's employee identity card or other identity document. These documents identify the person in the Library's information system LIS and provide the right to borrow documents and take them home.
11. Non-registered visitors are free to use all Library's premises and access publications available in open access spaces. Visitors are not allowed to take publications home.

12. Registration:

12.1. the following persons are entitled to become registered Library's users:

12.1.1. members of VGTU community;

12.1.2. students, lecturers, researchers and employees who are visiting VGTU under student, teaching staff or other exchange programmes;

12.2. persons who want to become registered users must:

12.2.1. get acquainted with the Description of Procedure of using the Library's services;

12.2.2. provide a personal identification document;

12.2.3. sign the registration form which confirms that:

12.2.3.1. the person has acquainted themselves with the Description of Procedure of using the Library services and agrees to follow the Description of Procedure;

12.2.3.2. the person agrees that the Library shall process their personal data.

13. Ordering of publications:

13.1. in the case when publications are ordered via the Library's electronic catalogue (hereinafter – e-catalogue);

13.2. the user can check the information on submitted orders and their status on the e-catalogue by logging in to their account or by contacting the Library's employees;

13.3. publications stored in the Library's repository are lent only when an order is submitted via Library's e-catalogue;

13.4. submitted orders are implemented within 0.5-1 hour. In the case of high number of orders, order processing may take longer;

13.5. ordered publication shall be available for picking up for 3 days, later the order is cancelled;

13.6. user can submit their order for a publication via e-catalogue with simultaneous reservation.

14. Lending of publications:

14.1. only registered users can take publications home;

14.2. publications are lent for a period from 1 week to 6 months, depending on their demand and number of available copies;

14.3. publications ordered by user can be picked up by the person themselves after providing Lithuanian Student card, personal ID or employee card. Exception applies for authorised representatives, when notary confirmed Letter of Authorisation is presented;

14.4. Publications available at the open access spaces of the Lending and Storage Division can be borrowed by using self-service machine, without ordering the publication in advance;

14.5. users can check the length of the return period of the borrowed publications via their account on e-catalogue or by contacting the Library's employees;

14.6. the borrowing period can be extended if the publication is not reserved by another user. Users can do it themselves on their account on e-catalogue or by submitting a request via phone or email;

14.7. in the case of debts, publications are not lent for taking home.

15. Returning publications:

15.1. after the lending period, borrowed publications must be returned to the Library during its working hours or into the 24/7 book return machine;

15.2. users must return all borrowed publications before they discontinue their studies or

terminate their employment contract, before long term vacations or business trip / work visit irrespective of the number of days before the end of the lending period;

15.3. user must return the same publication item which has been borrowed. In case the publication with the same name but different barcode is returned, the user shall be held responsible for losing the publication;

15.4. penalty fee shall apply in case the publication is not returned on time. For every day of delay per publication:

15.4.1. in the case the publication has been lent for a semester (the period of 6 months) – 0.07 EUR;

15.4.2. in the case the publication has been lent for a month or a shorter period – 0.14 EUR;

15.4.3. when the penalty fee is more than 20.00 EUR, instead of paying the penalty fee an employee can buy a new publication needed by the Library;

15.5. lending period cannot be extended if the publication is reserved by another user.

16. The service of the interlibrary subscription (hereinafter – ILS) and the international interlibrary subscription (hereinafter – IILS):

16.1. registered users can submit a request to receive publications and articles, which are not available among the Library's resources, from other libraries in Lithuania or abroad (publications from libraries in Vilnius are ordered only for VGTU's employees);

16.2. orders are placed by submitting an electronic order form;

16.3. the lending library sets the order implementation time and publication return policy;

16.4. sent orders cannot be cancelled;

16.5. fees to the library lending a publication or an article are paid by the user according to the fees set and an invoice issued by that library;

16.6. penalty fee for damaged or lost publication borrowed under the ILS or IILS services is set by the lending library and is paid by the user;

16.7. the Library's computers can be used by members of VGTU community and by the University's guests if they are provided with user name and password.

CHAPTER IV

RIGHTS, DUTIES AND RESPONSIBILITY OF THE USERS

17. Under the established procedure the users have the right to:

17.1. receive detailed information about the Library's resources, the Library's services, service conditions and procedures;

17.2. request information via phone, email or on the Library's premises;

17.3. to borrow publications from the Library or use them on the Library's premises;

17.4. to make copies of publications or e-documents only for personal use without any infringement of provisions of the Law on Copyright and Related Rights of the Republic of Lithuania;

17.5. purchase publications upon filling an e-book order form and submitting it to the Library;

17.6. have access to e-documents and online databases subscribed, tested or created by the Library;

17.7. book self-study or teamwork rooms in advance by filling an e-form;

- 17.8. visit exhibitions and other events organised at the Library;
- 17.9. express their opinion, requests and complains to the administration of the Library regarding the Library's services, to present their proposals how the services could be improved.
18. Users must:
 - 18.1. follow the Description of Procedure as stipulated in this document and follow the requirements of behaviour in public places;
 - 18.2. handle with care all publications, equipment and the inventory, report defects or malfunction to the Library's staff;
 - 18.3. show personal belongings to the Library's staff upon their request in the case when the security system at the entrance of the Library is activated;
 - 18.4. inform a librarian immediately of their personal data changes, lost Lithuanian student card or an employee card.
19. User is not allowed to:
 - 19.1. use another person's ID card, use other logins and passwords except their own, share their login data with third parties, provide access to the Library premises to other persons using their ID at night;
 - 19.2. to change the order the publications are displayed in an open access spaces;
 - 19.3. take publications outside the Library's premises, if their lending is not registered in the information system;
 - 19.4. interfere with computer system's functionality;
 - 19.5. carry out activities that are inappropriate at the Library as a public space.
20. User is responsible for:
 - 20.1. in accordance with legislation, borrowed and not returned publications or material damage carried out by another person who used the user's ID, in the case when the ID was lost and the user did not inform the Library about the fact;
 - 20.2. damaged Library's equipment, inventory and other assets, and is held liable for the damage caused in accordance with legislation;
 - 20.3. lost or irreparably damaged Library's publications, and must replace them with an identical publication or a publication of an equal value as instructed by the Library's staff;
 - 20.4. in the case when user does not inform the Library about a borrowed and lost or damaged publication and does not clear their debt according to the set procedure, the user must pay incurred damages as well as interest.

CHAPTER V RIGHTS, DUTIES AND RESPONSIBILITY OF THE LIBRARY

21. The Library has the right:
 - 21.1. in cases, where there is a substantiated suspicion, a watchman or other Library's employee has the right to inspect personal belongings and / or material assets which people are taking outside the Library's premises upon leaving;
 - 21.2. to request a user to leave the Library's premises if they violate the Description of Procedure or other legislation regulating the Library's services;
 - 21.3. to give a warning, either orally or in writing, to users and visitors who violate the Description of Procedure or other legislation regulating the Library's services;

- 21.4. to temporarily or permanently deprive of the right to use the Library's services, in the case when a user maliciously does not follow the Description of Procedure. VGTU Rector and the Faculty's Dean have to be informed about such infringements;
- 21.5. not more than one day per month not to provide services to users in order to carry out preventive Library resources' maintenance work;
- 21.6. in exceptional cases, upon decision of the Rector or other authorised person, to limit users' and visitors' access to the Library.
22. The Library must:
- 22.1. during provision of services, respect human rights, principles of equal opportunities, justice, non-discrimination and professional ethics, the Library's regulations, the Description of Procedure and other legislation regulating the Library's activities and services;
- 22.2. when events take place not during the Library's working hours, let the participants of the event in according to a list of participants presented in advance, and the event's guests must have an invitation. The Library's employee must be present while the guests are visiting the Library's premises.
23. The Library is not responsible for:
- 23.1. users' items left without attendance;
- 23.2. any detriment on users' health or assets, and any detriment on third parties' health or assets caused by users themselves as a result of carelessness, not following the Description of Procedure, and by not following legitimate orders by the Library's staff.

CHAPTER VI THE PROCEDURE OF SUBMITTING AND DEALING WITH USERS' REQUESTS AND COMPLAINTS

24. Requests for the Library can be submitted via email biblioteka@vgtu.lt, submitted in writing to the Library's staff or expressed via phone (8 5) 274 4900.
25. Whenever a dispute or conflict between a user and the Library's staff arises, a disagreement is solved by the Head of the Division / Department or other authorised person. In case the parties do not reach a mutually satisfactory agreement, the user has the right to submit a written complaint to the Director of Library. The complaints are registered at VGTU's Document Management Office.
26. Uncompensated material damage or unpaid calculated interest are recovered from user, who caused the damage or did not pay the interest, in accordance with legislation.
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Prepared by
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