

## DESCRIPTION OF THE PROCEDURE FOR USING THE SERVICES OF THE LIBRARY OF VILNIUS GEDIMINAS TECHNICAL UNIVERSITY

### CHAPTER I GENERAL PROVISIONS

1. The Description of the Procedure for Using the Services of Vilnius Gediminas Technical University (hereinafter – the University) 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 responsibilities of the users, and the rights and obligations of the Library.

2. The Description of the 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 of the Rector of VGTU, and the regulations of the Library, which regulate its activities.

3. For the purposes of this Description of Procedure, the following terms shall apply:

3.1. **Library Collection** – publications stored in the Library and electronic resources available for remote access to acquire permanent or temporary access rights.

3.2. **Library service** – a service created while implementing the Library's activities and using information resources, facilities, premises, and expertise available at the Library.

3.3. **Long-term sabbatical leave** – academic or other purposeful leave lasting more than one month.

3.4. **Visitor** – a person who is not registered at the Library following the established procedure, but who visits the Library and uses the Library's services available, which do not require the status of the Library's users.

3.5. **User** – a person who has acquired the right to use the services of the Library following the established procedure.

3.6. **User service** – the Library's activities, including services provided on and outside of the Library premises (by telephone, email, or other means of communication).

3.7. **Members of the university community** – students, post-graduate students, lecturers, researchers, and other administrative unit staff.

4. The Library's collection is the property of the University, managed by the Library, and protected following the laws of the Republic of Lithuania.

5. Members of the University community and other users can use the Library's computers if they have been given a user ID and password.

6. Members of the community may use the University Library free of charge, except for fee-based services whose list is approved by the Rector of the University.

### CHAPTER II OPENING HOURS FOR LIBRARY USERS

7. During the academic year (September – June), services for users at the Library are provided:

7.1. Library (Saulėtekio al. 14, S14) Monday – Friday from 09:00 to 19:00;

7.2. Faculties' Reading Rooms:

7.1.1. Architecture and Creative Sciences Reading Room (Pylimo g. 26/1, T-1, room 1.15) Monday through Friday from 9:00 to 19:00;

7.1.2. Technology and Management Sciences Reading room (Saulėtekio al. 11, S1, C03) Monday through Friday from 9:00 to 21:00;

7.1.3. Transport, Electronics and Mechanical Sciences Reading Room (Plytinės str. 25, P-2), Monday through Friday from 9:00 to 18:00.

8. During the summer period (July – August), the Library and Faculty Reading Rooms provide services to users.
  - 8.1. Monday through Thursday from 9:00 to 16:45;
  - 8.2. Friday from 9:00 to 15:30.
9. Lunch break in the Faculty Reading Rooms from 12:30 to 13:00.
10. On public holidays, services to users are not provided in the Library or Faculty Reading Rooms. On the day before the public holidays, the Library and Faculty Reading Rooms close one hour earlier.
11. At night (from 21:00 to 09:00), on weekends and public holidays, only members of the University community are allowed to enter the Library building (Saulėtekio al. 14, S14) through electronically locked doors:
  - 11.1. 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. Doors are unlocked in the same way when leaving the Library building.
  - 11.2. The student or employee card is activated by the University Information Technology and Systems Centre (Laboratory Building, Room 322, Saulėtekio al. 11, S6).

### **CHAPTER III CUSTOMER SERVICE AND REGISTRATION PROCEDURES**

12. Services at the Library are provided to users if they provide a Lithuanian Student or University Employee identity card, or other personal identity document. These documents identify the person in the Library's information system.
13. Non-registered visitors are free to use all Library premises and access publications available in open-access spaces. These patrons are not allowed to bring the publications home.
14. Persons may become registered users of the Library by reading this Procedure and signing the registration form, thereby confirming that they agree to abide by it, as well as:
  - 14.1. Persons who have a study or employment agreement with the University, or persons visiting the University under student or teaching, staff exchange, or other programmes.
  - 14.2. Persons who have signed an agreement with the University to use the University's library services.
15. Ordering printed publications for home use:
  - 15.1. Printed publications can be ordered from the Virtual Library at <https://vb.vilniustech.lt>.
  - 15.2. In the Virtual Library, users can also place an order for an issued publication by reserving it in advance.
  - 15.3. Users can check the status of orders placed and their progress in the Virtual Library by logging into their account or contacting the library staff.
  - 15.4. Once a publication has been ordered, it is stored for 3 working days, and thereafter the order is cancelled.
16. Lending of printed publications:
  - 16.1. Only registered users can borrow publications for home use.
  - 16.2. Publications are loaned from 1 week to 6 months, depending on demand and the number of available copies.
  - 16.3. Ordered publications can be collected as soon as an email notification is received that the ordered publications have been delivered.
  - 16.4. Publications can only be collected by users themselves, upon presentation of an identity document, student or employee card. An exception applies for authorised representatives when a notary-confirmed Letter of Authorisation is presented.
  - 16.5. In the case of debt, the publications are not lent for home use.
17. Returning publications:
  - 17.1. Borrowed publications must be returned to the Library at the end of their loan period, either during library opening hours or at a 24-hour book drop machine.
  - 17.2. Users can check the due date of borrowed publications in their Virtual Library profile or by contacting the Library staff.
  - 17.3. The borrowing period can be extended if the publication is not reserved by another user, either independently from the Virtual Library profile or by submitting a request by phone or email.

17.4. Users must return all borrowed publications at the end of their study or work contract, or before the end of their internship or sabbatical leave, irrespective of the period of borrowing.

17.5. Users must return the same publication item that has been borrowed. In case a publication with the same name but a different barcode is returned, the user shall be held responsible for losing the publication.

17.6. Late payment interest will be charged if the publication is not returned on time. For every day of delay per publication:

17.6.1. If the publication has been loaned for a semester (6 months) - 0.10 EUR;

17.6.2. If the publication has been loaned for a month or a shorter period, – 0.15 EUR;

17.6.3. If the amount of the late fee exceeds 30.00 EUR, the staff member may offer to purchase a new publication for the library in place of the amount of the late fee.

18. The service of the InterLibrary Loan (hereinafter – ILL) and the International InterLibrary Loan (hereinafter – IILL):

18.1. Only available to registered users.

18.2. Orders can be placed by submitting an online order form at <https://bus.vilniustech.lt/>.

18.3. The lending library determines the implementation time and the publication return policy.

18.4. The service price is determined by the lending library.

18.5. Sent orders cannot be cancelled.

18.6. If a borrowed publication is damaged or not returned through the ILL or IILL service, the user is liable for damages.

#### **CHAPTER IV RIGHTS, DUTIES, AND RESPONSIBILITIES OF USERS AND VISITORS**

19. Under the established procedure, users have the right to:

19.1. Borrow publications from the Library or use them on the Library's premises;

19.2. Copy publications and electronic documents for personal use only, without violating the provisions of the Law of the Republic of Lithuania on Copyright and Related Rights;

19.3. Suggest publications for library acquisitions by filling out the e-book order form at <https://bus.vilniustech.lt/>;

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

19.5. Book self-study or teamwork rooms in advance at <https://bus.vilniustech.lt/>;

19.6. Receive detailed information about the Library's collection of publications and its services, conditions, and procedures;

20. Visitors have the right to visit the Library's premises and to use the Library and Faculty Reading Room areas and Open Spaces.

21. Users and visitors are obliged to:

21.1. Comply with the Description of Procedure as stipulated in this document and follow the requirements of behaviour in public places;

21.2. Safeguard publications, equipment, and inventory, and report any defects or malfunctions to the Library staff;

21.3. Show personal belongings to the Library staff upon their request in the case when the security system at the entrance of the Library is activated;

21.4. In the event of a change of personal data or loss of a student or staff member's card, inform the Library immediately.

22. Users and visitors are prohibited from:

22.1. Use another person's ID card, use other logins and passwords except their own, share their login data with third parties, and provide access to the Library premises to other persons using their ID at night;

22.2. Change the arrangement of publications in open-access collections;

22.3. Take publications outside the Library's premises if their issue is not recorded in the information system;

22.4. Interfere with the functioning of a computer system;

22.5. Engage in activities that are inappropriate for the Library as a public space.

23. Responsibilities of Users and Visitors:

23.1. Following the procedure laid down by the law, for material damage caused 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, or for publications received on loan and not returned.

23.2. Anyone who damages equipment, inventory or other property in the possession of the library is required to compensate for the damage according to the law.

23.3. Anyone who loses or irreparably damages a library publication must replace it with an identical one or the one recognised by the Library staff as being equivalent. The equivalence shall be determined considering the price of the lost items, the year of publication, the number of copies available and the demand.

23.4. In the case when the 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 the incurred damages as well as interest.

## **CHAPTER V RIGHTS, DUTIES, AND RESPONSIBILITY OF THE LIBRARY**

24. Under the established procedure, the Library has the right to:

24.1. In cases where there is a substantiated suspicion, a watchman or other Library employee has the right to inspect personal belongings and/or material assets that people are taking outside the Library's premises upon leaving;

24.2. Request a User/Visitor to leave the Library's premises if they violate the Description of Procedure or other legislation regulating the Library's services;

24.3. Warning, either orally or in writing, users/visitors who violate the Description of Procedure or other legislation regulating the Library's services;

24.4. In case of serious non-compliance with the established Procedure, upon informing the Rector of the University and the Dean of the Faculty of the violations, the right to use the Library's services shall be withdrawn for a fixed period of time or permanently;

24.5. Organise events on the Library premises;

24.6. Once a month, with prior notice, services are not provided to Users/Visitors to carry out preventive maintenance work of Library resources maintenance work;

24.7. In exceptional cases, upon the decision of the Rector or other authorised person, to limit users' and visitors' access to the Library.

25. The Library shall be guided by the principles of respect for human rights, equal opportunities, justice, non-discrimination, professional ethics, the Library's Regulations, the Description of Procedure, and other legal acts regulating the Library's activities and services provided.

26. The Library is not responsible for:

26.1. Personal belongings were left unattended;

27. Any detriment to Users' health or assets, and any detriment to third parties' health or assets caused by Users themselves as a result of carelessness, not following the Description of Procedure, and not following legitimate orders by the Library's staff.

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