

**EDUCATION AND RESEARCH LIBRARY OF THE PILSEN  
REGION**  
Allowance Organisation

# **LIBRARY REGULATIONS**

**25. 5. 2018**



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Valid from 25. 5. 2018



## Library Regulations

Education and Research Library of the Pilsen Region, allowance organisation

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# I. GENERAL PROVISIONS

## Article 1

### Legal framework

1. The Library Regulations (hereinafter LR) are issued in accordance with § 4 para. 7 of law 257/2001 on libraries and conditions for the operation of public library and information services and on the basis of the Directive of the Education and Research Library of the Pilsen Region, an allowance organisation, and are subject to the following legal provisions of the Czech Republic as currently valid:
  - Law 257/2001 on libraries and conditions for the operation of public library and information services (hereinafter “library law”) as amended
  - Public notice 88/2002 on the implementation of law 257/2001 on libraries and conditions for the operation of public library and information services (library law) (hereinafter “implementing public notice of the library law”) as amended
  - Law 89/1995 on state statistical service as amended
  - Law 46/2000 on rights and obligations when issuing periodical press and on the change of certain laws (press law) as amended
  - Law 37/1995 on non-periodical publications as amended
  - Public notice 252/1995, which relates to the implementation of certain clauses of law 37/1995 on non-periodical publications as amended
  - Law 121/2000 on authorial rights, rights associated therewith and on the change of certain other laws (authorial law) as amended
  - Law 101/2000 on the protection of personal data and on the change of certain laws as amended
  - Law 106/1999 on free access to information as amended
  - Law 563/1991 on accountancy as amended
  - Law 89/2012 of the Civil Code as amended
  - Law 119/2002 on firearms and ammunition as amended
  - Public notice 47/1965 (on narcotic substances), public notice 62/1989 (on psychotropic substances) as amended
  - Law 634/1992 on protection of the consumer as amended
  - Law 513/1991 of Trade Regulations as amended
  - Law of the Czech National Council 20/1987 on national monument care as amended
  - Law 526/1990 on prices as amended
  - Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of physical persons in connection with the processing of personal data and the free movement of such data and the abolition of guideline 95/46/ES (general ruling on the protection of personal data)

## Article 2

# Mission of the Education and Research Library of the Pilsen Region

1. The Education and Research Library of the Pilsen Region, an allowance organisation, based at the address Smetanovy sady 2, 301 00 Pilsen (hereinafter ERLPR) is a public research library with a general book fund and a provider of information, educational and cultural services, especially for the Pilsen region.
2. By means of its facilities it contributes to meeting the rights of citizens to information and education and guarantees them equal and unrestricted access to information within its stock and through mediation to the stock of other libraries in traditional and digital document form.
3. It offers other libraries advisory services in the spheres of librarianship, research information and automatisisation of library processes.

## Article 3

# Definition of terms

**Circulating items** refers to items which a properly registered user of the ERLPR may, under conditions further defined below, use away from the premises of the ERLPR.

**Conservation stock** is a collection of library documents which the library has obtained as the recipient of a statutory copy according to a special legal regulation. This stock is subject to special protective and safety conditions.

**Free selection** is the section of the stock on the first floor of the ERLPR, which serves for borrowing circulating items with or without the assistance of the librarian.

**Historical stock** is a library collection of historical documents which appeared before 1860 or which are of a historically unique character in their given field, or another type of collection of historical significance and cultural value if thus defined in the library statute or in another legal regulation.

**Interlibrary services** refers to loan, information and reprographic services which libraries conduct amongst themselves in order to provide their users with access to library documents, regardless of their location (see art. 19 of the LR)

**Library collection** is an organised, regularly updated, catalogued, protected and conserved collection of all library materials to which the ERLPR provides access to its users (see art. 4 of the LR).

**Library item** is a source of information listed in the ERLPR as an independent unit in the library's collection

**Library services** encompass services guaranteed directly by the ERLPR (e.g. using the library stock, technical equipment of study rooms etc.)

**Non-circulating item** refers to library material which the user may use only on the defined premises of the ERLPR.

**Other items** in the context of the LR refers to such items as audio- or video-cassettes, CDs, DVDs and other types of media which require additional electrical equipment in order to function. These items also include text documents which accompany the other items (e.g. a language textbook with a CD attached).

**Rare item** – an item of great value (old printed material, first editions, unique items, etc).

**Reference services** provide information on the services offered by other information-providing institutions

**Services of external providers** encompass services provided by external providers of services (e.g. refreshments, lectures etc)

**Special stock** is library stock consisting of library documents of a particular, usually specialist orientation.

**User** of the ERLPR refers to anyone using any service provided by the ERLPR. A user who is not registered in accordance with article 10 of the LR may use the services of the ERLPR only to a limited extent, usually as group 2 users (see art. 7 of the LR). The user enters into a contractual agreement with the ERLPR

**User/Reader card** is a document serving to identify a registered user on the premises of the ERLPR. The term “user card” also includes a Pilsen Card and University of West Bohemia JIS card, which may be used as a user identity card (see art. 10 of the LR).

**Visitor and user** of ERLPR services is any person who enters the premises of the ERLPR with the intention of using its services without registration according to art. 10 of the LR, or with the intention of participating in activities offered by external service providers according to art. 12 of the LR. The term “visitor” also refers to a person entering the ERLPR for a business or private meeting with an employee of the ERLPR or in order to accompany another library user. By entering ERLPR premises the visitor enters into a contractual agreement with the ERLPR and agrees with the conditions of the LR.

## Article 4

### Library stock

1. The library's stock consists of books, magazines, patent documentation, Czech technical norms, music sheets, maps and special information sources, which may have the form of traditional printed material or special items such as audio-cassettes and audio-visual items, gramophone records, CDs, CD-ROMs, DVDs, bookplates, public data networks, microfilm, microfiche and others.
2. For information searches the ERLPR has at its disposal an electronic catalogue, scanned catalogues, Czech and foreign electronic databases, access to public data networks, traditional hard copy catalogues, bibliographical records and particulars, information provided by these on the library's own stock and the stock of other libraries and provides factographic information.
3. In updating and providing access to library documents the ERLPR focuses on traditional areas which characterise the region – in particular engineering, electro-technology, beer brewing, ceramics and glass production. Further in terms of documenting regional publications and research it fulfils a nationwide role. It collects and provides access to literature focussed on disciplines which are taught at the University of West Bohemia and the Medical Faculty of Charles University in Pilsen.

4. From the geographical and language perspective the ERLPR collects especially the following items:
  - a) issued by regional publishers, i.e. those whose main office is in the Pilsen region. The library has a relatively complete collection of documents from former districts of the Pilsen region in the form of a statutory copy
  - b) issued by publishers with their main office in the Czech Republic, including documents published in other languages than Czech, other regional documents (i.e. documents about West Bohemia, of authors who were born in West Bohemia, lived or died there, or documents about personalities of the region or about the region itself published elsewhere) as well as documents in the Czech language published abroad. These documents are collected to the fullest available extent.
  - c) published abroad in the selection of the subsidiary profile of the library stock primarily in the world languages.
5. Visually impaired persons are provided with special services by the Library for the visually impaired, which is part of the ERLPR.
6. The ERLPR works with items of Austrian provenience, acquired within the framework of partnership with the **Österreichische Kulturforum Prag** (Austrian Culture Forum in Prague) and from the budget of the ERLPR, which it provides to users at a specially designated location.
7. The ERLPR works with items of German provenience, acquired within the framework of partnership with the **Goethe-Institut Prag** (Goethe Institute in Prague) and from the budget of the ERLPR, which it provides to users at a specially designated location.
8. The ERLPR works with documents of British provenience, acquired within the framework of partnership with the **British Council in Prague**) and from the budget of the ERLPR, which it provides to users at a specially designated location.

## Article 5

### Facilities

1. The library provides access to its stock by means of loans, information and special services at the following locations:
  - Smetanovy sady 2 - main building
  - Jagellonská 1 - Library for the visually impaired (see art. 28 LR)
  - náměstí Republiky 12 - English Library (see art. 29 LR)
  - náměstí Republiky 12 - German Library (see art. 30 LR)
  - náměstí Republiky 12 - Austrian Library (see art. 31 LR)
  - náměstí Republiky 12 - Romance Library (see art. 32 LR)

The facilities of the ERLPR are divided into:

- a) loan facilities
    - circulating loans
    - non-circulating loans
    - loans within the framework of the national inter-library service (hereinafter IS) to and from other libraries
    - loans of the international inter-library service (hereinafter IIS) to and from other libraries
    - loans of rare documents and selected items from the historical stock subject to specific guidelines (on the basis of established rules in the research room – see art. 23 of the LR)
    - circulating loan service for magazines
    - reservation of library items
  - b) information facilities
    - orientation and library information (advisory service)
    - biographical and factual information communicated orally
    - reference services
    - biographical particulars
    - literature search
    - using the terminals of the public electronic catalogue for the library's own stock
    - using the services of the international internet data network
    - study of multimedia data base
    - study of microfilm and microfiche
    - information sources from CD-ROMs and distant data bases
  - c) other special facilities
    - advisory service for libraries in the Pilsen region
    - providing printed copies requested in place of a loan
    - services within the framework of the cooperative system Virtual Polytechnic Library (hereinafter VPL) (see App. 3 of the LR)
  - d) promotion facilities
    - organising exhibitions and participation at exhibitions of other institutions
    - programmes for schools
    - organising lectures, discussion groups and other activities for users
2. In accordance with § 15, para. 1 letter i) of law 251/2001 on libraries and conditions for operating public library and information services (the Library Law), as amended in subsequent regulations and documents endorsed by the Council or Representative Body of the Pilsen region, the ERLPR co-ordinates and provides regional services to libraries in the Pilsen region.
3. The ERLPR provides various services according to the focus and specific tasks of individual sections of the library.

## Article 6

### Price of services and means of payment

1. The price of services, financial payment, damage compensation, the cost of registration, fines and advance payments are stated in the Price list, which is an integral part of these Library regulations as Appendix 1 and are contractual prices. The ERLPR reserves the right to update prices during the course of time.
2. In the case of services provided within the framework of the VPL cooperation system by means of VPL software, services are provided in accordance with the Library Regulations of the VPL (see App. 3 of the LR) and charged in accordance with the valid tariffs of the VPL (see App. 4 of the LR).
3. The ERLPR provides basic services according to § 4 para. 2 free of charge. The library provides paid services according to § 4 para. 2 subsections a) to c), or para. 3 and 4 of the same section.
4. The library makes charges (payment of the actual cost involved) for the registration of users, reprographic and other copying services and for certain special services. Within the framework of the provision of these services, the ERLPR may require payment of a financial deposit.

## Article 7

### Users

1. Users of ERLPR services are registered persons in one of the following categories:
  - Group 1 – users of circulating and non-circulating facilities
  - Group 2 – users of non-circulating facilities (annual pass ticket, one-off entry)
  - Group 3 – collective users
  - Group 4 – libraries within the IS system
2. Users of ERLPR services are also non-registered persons
3. By entering ERLPR premises all users enter into a contractual agreement with the ERLPR and are obliged to accept the conditions of these Library Regulations.

## Article 8

# Conditions for the registration of a user

1. Signing of the registration form constitutes a contract between the user and the ERLPR regarding the provision of services offered by the ERLPR.
2. A user of the library's services may be any citizen of the Czech Republic (hereinafter CR) over the age of 15 who in the sense of civil law is legally responsible, on the basis of a valid citizen's identity card and appropriate completion of the application form/contract.
3. Citizens of other countries may become members of the ERLPR on the basis of a valid passport and residence permit and completed application form (declaration). Citizens of EU member states may become members on the basis of a valid ID and completed application form (declaration). The library requires citizens of EU member states to provide a contact address in the CR. Foreign citizens who fail to provide all the required data during registration may use the services of the ERLPR only on site.
4. A legal entity may become a user of the ERLPR by presenting appropriate documentation as proof of existence (business registration number, business licence etc.) In the case of legal entities a person may register who is an agent or statutory representative of the company according to the business register, or is empowered to act in this capacity as an agent or statutory representative.
5. A private person or legal entity becomes a user by means of registration and the issue of a user card. Registration is performed by the recording of personal data into the data base of registered users of the library. A user has the option of pre-registering online in the electronic catalogue of the ERLPR.
6. By signing the application (declaration) the user agrees to the evidencing of his/her personal data and confirms s/he has been fully acquainted with these Library Regulations and commits to upholding them completely.
7. The following are entitled to a 50% reduction in the ERLPR registration fee:
  - regular day students up to the age of 26 upon providing evidence of their study
  - senior citizens aged 70 and over on the basis of their identity card
  - ZTP OR TP card-holders on the basis of this card
  - other disabled people on the basis of proof of their entitlement to a partial or full invalid pension.
8. A registered user may at any time request the ERLPR terminate his/her registration. Provided the ERLPR has no outstanding claims on such a user, the request will be approved.

## Article 9

# Protection of personal data of users and visitors to the ERLPR

1. The ERLPR is registered with the Office for the Protection of Personal Data as an organisation which is authorised to process personal data of users in accordance with law 101/2000 on the protection of personal data as amended.
2. By their registration at the ERLPR, users agree to the gathering, storage and processing of their personal data as provided to the ERLPR, having its main office at Smetanovy sady 2, ID Number 00078077. The ERLPR is the custodian of these data in accordance with §5 of law 101/2000 on the protection of personal data as amended. The personal data of users is collected and processed particularly with the aim of abiding by the contract between the user and the ERLPR, then further to protect the property of the ERLPR as the supplier and improve the quality and efficiency of services provided by the ERLPR. The ERLPR is authorised to process the personal data of users until such time as the user provides the ERLPR with written notice of his/her disagreement with the processing of such data, or up to three years following the expiry of a reader's permit, providing the user by this time has settled all obligations in relation to the ERLPR. Even after the settlement of such obligations, the personal data of formal users are archived according to law 499/2004 on archival science and documentary services, as amended.
3. The responsible processing of personal data and its protection against misuse are the obligation of all employees of the ERLPR who process and use such data.
4. For reasons of security and protection of users and visitors to the library and protection of library property, selected public areas are monitored by a camera system with a recorder. Recordings of the movement of visitors are archived for a period of seven days.
5. Areas of the library in which users and visitors are monitored by the camera system are clearly marked. By entering these areas the user agrees to being monitored on the premises, which is confirmed by his/her signature at registration. A visitor who is not registered agrees to be monitored by entering the premises of the ERLPR. In recording such images by a camera system the ERLPR is committed to maintaining the principle of reasonableness, whereby the aim of recording such images is in particular the essential protection of rights and the legally protected interests of the ERLPR as well as the protection of rights and the legally protected interests of users the ERL in accordance with §5, para. 2, subsection e) of law 101/2000 on the protection of personal data as amended.
6. In the case of suspicion of a criminal act or a serious breach of these library regulations having been committed, any recordings from the camera system are handed over to the relevant authorities in the CR.

7. Further information on the camera system of the ERLPR is available from [gdpr@svkpl.cz](mailto:gdpr@svkpl.cz) or the following address: Education and Research Library of the Pilsen Region, Allowance Organisation, Head Office, Smetanovy sady 2, 301 00 Pilsen.
8. The ERLPR processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of physical persons in connection with the processing of personal data and the free movement of such data and the abolition of guideline 95/46/ES (general ruling on the protection of personal data). An update on the processing of personal data is provided in App. 6 of the LR.

## **Article 10**

### **User card and data base of users**

1. Registration refers to the verification of an applicant's identity and saving necessary personal data in the list of library users. The user is responsible for submitting complete and up-to-date personal data. All personal data of users saved in the database is subject to law 101/2000 on the protection of personal data and changes in certain laws as amended.
2. A user card is issued to a citizen of the CR after the registration of verified personal data of the user, which are: name, surname, date of birth, birth number and permanent address, type and number of personal ID, the state which issued this document if other than the CR. Holders of a ZTP/P card or confirmation from an optician should present this when registering with the Library for the visually impaired. For the purposes of registration it is necessary to agree to the processing of such data.
3. Non-compulsory/supplementary data includes: user address for sending information if this differs from the permanent address, telephone number, e-mail address, academic title, data for establishing the level of the registration fee (student, senior citizen, holder of a TP or ZTP card).
4. A library card is issued to a citizen of a foreign country after the registration of verified personal data of the user, which are: name, surname, date of birth and permanent address; supplementary data: temporary address, telephone number, e-mail address.
5. The following may also serve as an ERLPR user card: a Pilsen card issued by the Pilsen Municipal Transport Authority (hereinafter PMTA) and a JIS card issued by the University of West Bohemia (hereinafter UWB).
6. If a user refuses to provide any personal data to authorised library staff or is unable to state an address of permanent or temporary abode in the CR or at least a contact address in the CR (in the case of an EU citizen), the ERLPR will be permit such a person to use on-site library services only.
7. Supplementary personal data is provided by the user voluntarily and serve to facilitate communication between the user and the library.

8. Personal data of a user are preserved in the data base of users until such time as all obligations of the user towards the library have been met. After such obligations have been met, the data of former users is archived according to the provisions of law 499/2004 on archival science and documentary services as amended, and this for a period of 24 months. The data is then shredded.
9. A user card entitles the holder to use repeatedly the facilities of all publicly accessible areas of the ERLPR with the exception of the Library for the Sightless.
10. A user card is issued for an unlimited period. After payment of the registration fee it is activated for a period of twelve months from the date of issue. At the end of this period the user may appeal for an extension of validity and always for one year. During the renewal of the card, the user's personal data will be verified in the same way as when the card was initially issued.
11. A condition for using the services of the ERLPR is possession of a valid user's card with an active identification code (bar code or chip)
12. The user is obliged to inform the ERLPR without unreasonable delay of any change in personal data as registered, in particular of surname and address. This should be done on the nearest subsequent visit to the ERLPR.
13. A user may possess only one valid user card. This card is non-transferable and in the event of misuse its holder is responsible for any damage which arises with respect to the library.
14. Loss of the user card should be reported immediately to the library; a replacement card will be issued upon payment of a fee. Upon the issue of a new card, the validity of the original card is terminated. In the event of the loss of a user card and its misuse by another person, the card holder is responsible for any damage which arises with respect to the library.
15. In the event of the loss of a Pilsen Card which serves as an ERLPR user card, the reader must arrange for the issue of a new Pilsen Card at the PMTA no later than 10 days after the announcement of the loss at the ERLPR. Otherwise the ERLPR will proceed in accordance with item 13 of art. 10 of the LR.
16. In the event of the loss of a JIS Card which serves as an ERLPR user card, the reader must arrange for the issue of a new JIS Card at the appropriate department of the UWB no later than 4 days after the announcement of the loss at the ERLPR. Otherwise the ERLPR will proceed in accordance with item 13 of art. 10 of the LR
17. In the event of the user, while using the facilities of the ERLPR, being unable to produce a valid user card (e.g. for reasons of forgetfulness, loss of the card, or in cases referred to in art. 10 of the LR, points 14 and 15), the user's details must be verified over the counter at the ERLPR.<sup>1</sup> Such verification is subject to a fee (see App. 1 of the LR).

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<sup>1</sup> Counters are in the main building at reception (Smetanovy sady 2) and in departments of foreign language libraries (nám. Republiky 12) at the English, German and Austrian libraries.

18. A Pilsen Card is the property of the PMTA. Any matters concerning the Pilsen Card (activation, providing a replacement, announcing the loss or changing the data on a Pilsen Card, blocking, recharging) are dealt with by the card holder at a PMTA Customer Centre. The ERLPR has neither the authority nor the technical capacity to deal with these matters. Upon discovering a user is using another person's Pilsen Card, the ERLPR has the right to refuse access to its services and is authorised to inform the PMTA of the situation.
19. A JIS Card is the property of the UWB. Any matters concerning the JIS Card (activation, providing a replacement, announcing the loss or changing the data on a JIS Card, blocking, recharging) are dealt with by the card holder at the UWB's Information Technology Information Centre (CIV). The ERLPR has neither the authority nor the technical capacity to deal with these matters. Upon discovering a user is using another person's JIS Card, the ERLPR has the right to refuse access to its services and is authorised to inform the UWB of the situation.
20. Offering a user card issued to another user with the aim of deceiving the library and for personal gain may be qualified as an offence against property according to §50 of law 220/1990 or as the criminal offence of deception according to §209 of law 40/2009.

#### **Article 11**

### **Single visit**

1. A person who meets the conditions for registration mentioned in art. 8 of the LR will be granted a single entry to the ERLPR for the purposes of using the on-site services of the library after payment of the appropriate administration fee. Such a user must produce valid proof of identity (see para. 1 and 2 of art. 8 of the LR), on the basis of which s/he will receive a card which is valid for the duration of working hours on the given day. The user database registers the name, surname, date of birth and permanent or temporary address of the user. Such a user is subject to all the relevant conditions of these Library Regulations.

#### **Article 12**

### **Conditions for using the facilities of the ERLPR and visiting the ERLPR**

1. Users and visitors to the ERLPR are required:
  - a) when on library premises to show their user card and state the aim of their visit if asked to do so by a member of staff
  - b) to behave respectfully, maintaining quiet, good order and cleanliness on library premises and follow any instructions or warnings from library staff

- c) to treat library property with due care, uphold the laws of the CR, the Library Regulations and avoid causing damage. Any damage and costs associated therewith should be paid for by the user in accordance with the appropriate conditions of the Civil Code or Business Regulations, related regulations and these Library Regulations
  - d) to deposit in the cloakroom outer clothing and bulky personal items (bags, backpacks, briefcases, handbags significantly larger than A3 paper format) in the self-service lockers when using the facilities of the free selection of books or study rooms in the building (magazine reading room, general or special study room, music room and research room). The lockers are for the use of registered library users. They are not intended for the safe-keeping of valuable items. The ERLPR accepts responsibility for deposited items only to the extent defined in the Civil Code. The user is obliged to inform the ERLPR of any damage incurred in writing within a period of 15 days; otherwise any rights expire. On leaving the library, the user is obliged to empty the locker. In the event of a user not collecting belongings from a locker within one week, the locker will be opened by an approved commission, the items therein officially listed and deposited as lost and found with the economic management department of the ERLPR for a period of six months. Once this period has expired, the said items will be handed over to the lost-and-found department of City District Pilsen 3 at the following address: sady Pětatřicátníků 7, 9 Pilsen. In the event of the loss of a key, it is necessary for security reasons to replace the whole lock and the user will bear the full cost of this procedure. All related costs will be calculated on the basis of an invoice from the relevant firm. The ERLPR is not responsible for items deposited by users or visitors outside the self-service lockers. In the event of the library being closed in an emergency, a user who did not clear the locker before leaving the building will be permitted access to the locker after the emergency has been resolved.
  - e) not to bring into the library dangerous and explosive materials, weapons (with the exception of state armed forces while on duty), any narcotic or psychotropic substances
  - f) not to bring into the library any live animal with the exception of guide dogs
  - g) not to move on the premises of the ERLPR on roller skates, scooters, cycles etc.
2. Smoking is forbidden on the premises of the ERLPR; this includes electronic cigarettes.
  3. It is forbidden to conduct any private commercial activity on the premises of the ERLPR. Commercial activity may be conducted only by prior agreement with the ERLPR in areas designated for hire (see App. 1 of the LR).
  4. The library premises may not be used for assemblies, meetings and political or religious activities without the consent of the director of the library.
  5. In areas designated for the provision of services it is forbidden to use mobile telephones or any other noise-producing device.
  6. In the ERLPR some services are provided by external agencies (e.g. refreshments). These services are intended for users, visitors and employees of the ERLPR. Charges for using these facilities are set by the external service provider. It is possible to use these facilities only in areas designated for the purpose. Such services are the full responsibility of the provider.

7. When using services of external providers on the premises of the ERLPR, users, visitors and employees of the ERLPR are subject also to specific rules of operation of these providers. These rules are displayed in areas designated for these services or on the machines providing the service. The location and overhaul of such machines is the responsibility of the external service provider. The user agrees to the rules of operation of these external service providers by entering these designated areas or by manipulating with machines owned by providers of external services.
8. Upon leaving the free selection of books area and the ERLPR itself, the user (visitor) passes through RFID gates. If the RFID gates indicate the carrying of a non-deactivated item, the user (visitor) should co-operate fully in removing the cause of the signal. A user/visitor caught committing an illegal act or immediately thereafter will be detained by employees of the ERLPR and subsequently handed over to the organs of criminal investigation in the CR.

### **Article 13**

## **Rules for use of computers with internet access and electronic sources of information**

1. The user's method of working with computers is precisely defined at the relevant work station.
2. Users work with computers independently. Users must be familiar with the basics of working with the Windows or Linux computer operating systems and the basic principles of working with the internet.
3. The user is fully responsible for damage arising through incorrect manipulation with computer technology, including damage caused by user-induced viruses.
4. The user may not:
  - a) use computers located in various parts of the library for other than the designated purposes
  - b) attempt to obtain access rights or privileged status without entitlement. In the event of this occurring as a result of a hardware or software system error, the user is obliged to report this immediately to a member of staff
  - c) provide access rights to a third party and engage in activity which would lead to an intrusion into the privacy of another user in the event the other user through carelessness would enable access to sensitive data (for example forgetting to sign out of an e-mail account).
  - d) use other programmes than those provided by the ERLPR; in particular the user may not use his/her own programmes
  - e) copy and distribute the operating systems of the ERLPR, installed applications, programmes and data bases or parts thereof
  - f) distribute illegal programmes, i.e. those not obtained or used in accordance with the law and licensed products

- g) deliberately interfere with the work of other computer users, such as the running and efficiency of the network, e.g. by placing undue stress on the source, likewise using the network for unregistered and unmonitored access to other networks or the spreading of computer viruses.
  - h) interfere with the configuration and set-up of a computer
5. Operation of the ERLPR data network may be restricted or interrupted due to essential (hardware or software) maintenance or for other serious reasons.
  6. The library is not responsible for any damage caused by a breakdown in hardware or software arising as a result of using computers at the ERLPR.
  7. The internet at the ERLPR is accessible as a source of information solely for the personal use of the user and primarily for study purposes. It is forbidden to seek, look at, print or spread WWW pages with pornographic or offensive nationalist or religious contents, pages promoting racism, violence or advocating the use of drugs. It is also forbidden to play games, whether gambling related or not, and anything else incompatible with the valid legal regulations.
  8. The user must respect all authorial rights in accordance with the law. Information obtained may not in any form be further spread, photocopied or copied, loaned, passed on, distributed, sold or otherwise used, especially for commercial purposes.
  9. Free use of the internet is available only to registered users of the ERLPR with a valid user card or user pass valid until closing time on a given calendar day (hereinafter single-visit card; see art. 8 of the LR). This authorisation is not transferable.
  10. A valid user card or single-visit card serves to identify the user before s/he begins to use the facilities. By signing in to the network, the user agrees to all his/her computer activity being monitored and makes a commitment to upholding the conditions of the Library Regulations.
  11. The library does not guarantee the availability of a vacant computer with free internet access via a land line; if all the computers with this facility are occupied, the user must wait until one of the computers becomes available.
  12. The library is not responsible for the non-functioning of webs of a third party, not even in the case of incompatibility with the installed browser.
  13. No claims can be made for internet services requiring the installation of supplementary software.
  14. The speed of connection of individual stations to the internet is not guaranteed. Therefore no claims can be made for the accessibility of internet facilities requiring a higher speed of data transmission than that which is available.
  15. In supervised study rooms the basic period for free internet access is 30 minutes; upon the request of the user this period may be extended by a further 30 minutes (i.e. + 30 minutes) only if no other user is waiting for a free computer.

16. In supervised study rooms any decision on extending internet access beyond the basic period is fully within the competence of the library staff with a view to the specific situation.
17. In supervised study rooms preference is given to an ERLPR user who is using the electronic search facility, in which case there is no time limit on use of the free internet.
18. In the event of an increased number of people entitled to use the free internet access in the supervised study rooms, the order will be determined by the library staff.
19. There is a fee for printing pages (see App. 1 of the LR). The user is responsible for the correct setting of the printer (number of pages and number of copies) and for paying for all printed pages.

#### **Article 14**

### **Wireless internet access at the ERLPR**

1. On the premises of the ERLPR users have at their disposal a wireless internet connection (hereinafter WiFi).
2. For signing into the network by WiFi, the same user name and password are used as for signing in to a user account.
3. There is no legal claim to this service and the library is not responsible for any loss of connection, lower quality or any damage the user may suffer as a result of such eventualities.
4. Communication in this network is not encrypted.
5. The library is not responsible for liabilities towards a third person which may arise as a result of a user using the WiFi facility.
6. The library does not provide users with equipment (notebook, PDA etc) for using these facilities or technical support to those users using their own portable devices.

## II. REGULATIONS ON LOANS

### Article 15

#### General conditions concerning loans

1. The agreement of a loan between the user and the ERLPR in the form of a circulating or non-circulating loan is governed by the legal regulations of the CR, in particular law 89/2012 of the Civil Code as amended, and these Library Regulations.

### Article 16

#### ERLPR conditions concerning the loan of items

1. The loan of items is decided upon by the ERLPR. Loans are conducted in accordance with the mission of the ERLPR, taking into account the conservation aspect of a selected part of the stock and general requirements for the protection of the stock.
2. The following are on no account loaned outside the building:
  - a) items which for the ERLPR are irreplaceable and could be lost or damaged (e.g. specially designated library collections, printed matter issued up to 1918)
  - b) items belonging to the conservation fund obtained by the so-called statutory copy according to a special legal ruling (periodicals, including newspapers and regional publications)
  - c) items required for the daily running of the ERLPR (e.g. items in the reference library, items intended for staff needs etc.)
  - d) items on loan from foreign universities (IIS) or libraries in the CR (IS), a condition of which is study room loans only
  - e) certain other items (microfilm, microfiche, gramophone records, compact discs according to authorial law, Czech technical norms<sup>2</sup> and audio-visual documents on CD-ROM, DVD or VHS and others<sup>3</sup>)
3. Printed periodicals stored at the ERLPR in digital form or on microfilm are accessible only via these media. The original is loaned only on-site on the basis of an exception

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<sup>2</sup> According to para. 8 of law 22/1997 on technical requirements of a product and supplementation of certain laws, Czech technical norms may be multiplied or extended only with the agreement of an authorised person or with the agreement of the Czech Office for Standards, Metrology and Testing.

<sup>3</sup> Sound recordings on compact discs which have been a library acquisition for less than nine months (the deferred period for circulatory loans, see the licence agreement between the National Library of the CR and collective administrators of authorial rights OSA, DILIA, INTEGRAM, valid from 2.1.2004). The wording of §37 of law 121/2000, authorial law, further implies a ban on the loan of audio-visual documents, which in the case of the ERLPR needs to be applied to CD-ROMs and DVDs, which are also bearers of sound and pictures, and VHS audio-visual cassettes.

granted by the director for a proven research purpose. The ERLPR reserves the right to refuse such requests.

4. Requests for items from the main storehouse of the ERLPR are usually met within one hour. Items from dislocated storehouses in Pilsen are transported twice daily, from the Bušovice depository as a rule once a week but no later than within five working days. Upon placement of an order, the staff member dealing with the loan protocol will inform the user of the earliest opportunity for collecting the item. The information is also in the electronic catalogue.
5. The study of rare items and selected items from the historical stock is subject to specific regulations. Such library items are placed in an air-conditioned depository and thus are provided for study only in the air-conditioned research study room. The user is obliged to follow the rules of the research study room and instructions of the research room staff (see art. 23 of the LR).

## Article 17

### Circulating loans

1. Users may borrow documents from the library book stock stored either in closed storehouses or in free selection. Free selection is available in the main building of the ERLPR (Smetanovy sady 2) on the third floor or in the music cabinet on the first floor and in foreign library departments (nám. Republiky 12). Documents may be borrowed from the section of foreign libraries (nám. Republiky 12) or the music cabinet (Smetanovy sady 2). Documents available for free selection are intended for direct loans and may not be ordered via an account in the electronic catalogue. The ordering of such items via the electronic catalogue is possible only in the event that they are out on loan and not physically present on the free selection shelves.
2. Prior to ordering an item the user signs into his account in the library's electronic catalogue or via the internet. The user signs in initially using the number of his/her library card and given password. The user is later obliged to change this password. (Passwords should be selected in accordance with general guidelines for safe passwords: a minimum of six characters, containing one upper case letter, one number and one special character, e.g. @ # & \$ ^ \_ \*, etc.)
3. Searching in the catalogue, ordering and placing a reservation are done independently by the user based on the chosen criteria, or with the assistance of library staff. If all copies of the given title are on loan, the loan system offers the possibility of a reservation, after which the user, in the event of the item being returned by a previous user, will be invited by e-mail to collect the item. In the same way the user is invited immediately to collect items which at the time of the order are available. Cancellation of a reservation may be done solely by library staff; the electronic catalogue does not allow this. All other orders, reservations and loans are evidenced by the automatic loan system. The system decides automatically on the allocation of specific items and as to whether a loan may be realised or extended.

Items hitherto unregistered in the electronic catalogue are ordered by means of a hard copy application.

4. The ordered item should be collected by the user within the set time period. The time for arranging such orders is covered by item 4 of art. 16 of the LR. The ordered items are available for collection in the loan protocol for a period of 8 calendar days following their delivery from the storehouse. The same period applies in the loan protocol for reserved items following their return by a previous user. After this period has elapsed, the prepared items are disregarded or allocated to a further user.
5. The user confirms collection of an item and awareness of the loan period by a signature on the protocol printed by the loan system either on the loan protocol or at the service counter in the free selection. The protocol is printed with a copy; the original remains at the ERLPR and the copy is given to the user.
6. In the case of loans carried out by the self-check system situated in the area of the free selection of books in the main building of the ERLPR, the user does not sign a receipt; however, s/he still bears full responsibility for the loan. Likewise the user is obliged to inform staff at the check-out counter of any damage or incompleteness ascertained prior to realisation of the loan via the self-check system. User card and user password are necessary for the self-check service.
7. After signing in to the electronic catalogue, the user is able, through his/her account to check the current status of loans, reservations and fees, as well as extend the loan time of circulating items.
8. When accepting a loan item, the user is obliged without delay to inform protocol staff or staff in free selection of any damage or incompleteness. Failure to do so will result in the user being held responsible for any damage ascertained subsequently.
9. The user may at any time request a print-out showing the current status of his/her user account.
10. Circulating loans are subject to the following restrictions
  - a) number of active loans: 30
  - b) number of requested items for one calendar day: 20

## **Article 18**

### **Circulating loans of other items**

When borrowing other items from the stock of the ERLPR, the following rules apply:

- a) the loan period for text items containing static pictures, sound and computer programs on CD ROM or DVD is 14 calendar days and the loan is free of charge; if required, the loan may be extended by two further loan periods, provided the item is not requested by another user

- b) the loan period for selected sound items on compact discs is 14 calendar days and the loan is free of charge; if required, the loan may be extended by two further loan periods, provided the item is not requested by another user. The maximum number of active circulating loans is 10 items
- c) the loan period for selected audio-visual items (films) from the stock of the German Library is 14 calendar days and the loan is free of charge; if required, the loan may be extended by two further loan periods, provided the item is not requested by another user
- d) the loan period for selected sound items on audio-cassettes is 14 calendar days and the loan is free of charge; if required, the loan may be extended by two further loan periods, provided the item is not requested by another user
- e) other items on CD ROM, DVD, compact discs and audio-cassettes are subject to the non-circulating regulations (see art. 22 of the LR)
- f) copying items referred to in art. 18 of the LR is forbidden
- g) the user may request a library staff-member to check the recording of a borrowed item
- h) the loan of these items is subject to all further relevant conditions of the Library Regulations

## **Article 19**

### **Inter-library services at the ERLPR**

1. If the ERLPR does not stock a requested item, it can, on the request of a registered user, arrange for a loan or copy of part of a document or article from a periodical from another library in the CR or a library abroad. In so doing, the library follows the valid rules and conditions<sup>4</sup> for inter-library services (hereinafter IS) and guidelines of the ERLPR.
2. The loan period of items loaned via the IS is set by the loaning library, which also reserves the right to loan the item on-site only
3. For IS loans the user will be charged only with postage costs (see App. 1 of the LR) and the actual cost of acquiring and sending the requested copies. Such costs will be charged to the user even in the event that the ordered items are not collected following a request to do so within a given time limit.
4. The user is obliged to respect the stated loan period for items loaned via the IS and in the event of an item not being returned within this period s/he will receive a reminder initially sent by e-mail if an e-mail address was provided at registration. Should the user fail to react to this reminder (sent in electronic form only), a second reminder will be sent after seven days have elapsed, then a third reminder seven days later. The second and third reminders will be sent by registered post, regardless of the non-delivery of a previous first reminder. The second and third reminders will be charged at the rate stated in the price list of the Library Regulations of the ERLPR. Failure to return

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<sup>4</sup> According to §14 of the library law and pronouncement of the Ministry of Culture 88/2000 and methodological instructions of the National Library of the CR; see price list.

an item after the first reminder will result in a blocking of the user's account for further circulating loan facilities.

5. In the framework of IS and IIS the library which applied for the loan is answerable for the fulfilling of responsibilities by the user. It is obliged to uphold the general legal and methodological conditions regarding IS, the relevant guidelines of the director of the ERLPR and these Library Regulations.
6. The loss of or damage to an item loaned via IS is dealt with according to para. III. Fines in App. 1 of the LR.

#### **Article 20**

### **Loan period of circulating loans**

1. The universal loan period for all users is 30 calendar days, with the exception of items referred to in art. 18 of the LR and loans according to art. 22 of the LR.
2. If an item has not been requested by another user, the loan of the said item may be extended. The maximum loan period is 90 days. Thereafter the user is required to present the item for checking and apply for a renewal of the loan. The possibility of extending the loan is determined by the loan system, which also provides a new date for returning the item. A loan may be extended by the user him-/herself by means of the user account or via library staff when visiting the library personally or via telephone.
3. The library reserves the right in exceptional circumstances to request the immediate return of an item even prior to the expiry of the loan period.
4. The approaching termination of the validity of a user card entails a curtailment of the loan period for an item. The length of the loan period for individual items is stated in the loan period. The reader expresses agreement with the protocol by appending his/her signature.

#### **Article 21**

### **The return of circulating loan items**

1. The staff member receiving a loaned item conducts a check and decides whether the item has been returned in good condition. If the item has been returned in good condition, the library will issue upon request a printed document (protocol) concerning the returned item.
2. If the user returns an item via the Czech Post or another delivery service, s/he is obliged to wrap the item appropriately and send it by registered post to the correct address. For such items no printed document (protocol) concerning the returned item

can be issued. Completion of the operation may be verified via the user account or by e-mail or by telephone. Damaged or incomplete items returned in this manner will not be cleared from the user's account.

3. The user may also return borrowed items (with the exception of CDs, DVDs etc) via the so-called bibliobox of the ERLPR or University Library of the UWB (see App. 5 of the LR)<sup>5</sup>. Items returned in this manner will be cleared from the user's account as a rule the following working day. For such items no printed document (protocol) concerning the returned item can be issued. Completion of the operation may be verified via the user account at the appropriate library, or by e-mail or by telephone. Damaged or incomplete items returned in this manner will not be cleared from the user's account.
4. The user may not lend a borrowed item to other persons. The user is responsible for the loaned item for the period in which it is registered as a loan in the automatic loan system (except in cases where the non-clearance of a loaned item from a user's account is the result of a demonstrable error on the library's part). The user is obliged to return an item in the same condition in which it was borrowed.
5. The user is obliged to respect a summons from the library for the return of the item.

## Article 22

### Non-circulating loans

1. Non-circulating loans are conducted via study-rooms: general study rooms, journal reading rooms, special study rooms, music cabinet and departments of foreign libraries. Access to these workplaces is on the basis of presenting a valid user card.
2. A visitor to a study room may use only one place of study.
3. The user may use from the reference library publications required for study during working hours.
4. Ordering items from storehouses is carried out by means of the user account in the electronic catalogue. The user initially signs with the number of the user card and given password. The password can then be changed to one of personal choice. Searching in the catalogue, ordering and placing a reservation are done independently by the user based on the chosen criteria, or with the assistance of library staff. When ordering an item from the storehouse, one of the study rooms is selected (general study room, journal reading room, special study room or music cabinet) via which the item will be made accessible. Items hitherto unregistered in the electronic catalogue are ordered by means of a hard copy application form available from library staff.
5. The period for arranging orders is governed by item 4 of art. 14 of the LR. In the event of an item being ordered via the electronic catalogue, the user is informed of the availability of the loan in the selected study room by means of an e-mail, which is free

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<sup>5</sup> Also accessible via the ERLPR webpage: [www.svkpk.cz](http://www.svkpk.cz)

of charge. In the event that the requested item is out on loan, it is possible to reserve it via one's personal account. Only a member of staff may cancel a reservation. In the event of an item being returned by a previous user, the user is informed of the loan in the selected study room by means of an e-mail.

6. The loan of an item from the depository to one of the study rooms is for 14 days; this period may be extended by study room personnel, provided the item is not requested by another user. The loan period is calculated from the time when the item is received from the storehouse by study room staff.
7. Requests for loans of rare items and selected items from the historical stock of the ERLPR are governed by art. 23 of the LR.
8. In the magazine room the user may study items on microfilm on a reading device.
9. Any personal items brought by the user for study purposes must be checked upon entry by a designated member of staff of the ERLPR; and likewise upon departure.
10. Users of study rooms are permitted to use copying devices only according to instructions of study room staff.
11. For non-circulating loans, the following limits apply:
  - a) number of active loans: 5
  - b) number of requests for one calendar day: 5 items

### **Article 23**

## **Rules of the research study room**

1. On the basis of special regulations the study room provides non-circulating loans of rare printed items and selected items from the historical stock of the ERLPR.
2. The research study room provides services only to registered users on the basis of art. 10 of the LR.
3. A request for loans of printed material and study in the research room is submitted by an application form in the general study room of the ERLPR, by telephone (377 306 910) or via the internet ([vzacnetisky@svkpk.cz](mailto:vzacnetisky@svkpk.cz)) at least one working day in advance of the requested study period.
4. Prior to entering the research study room, the user should leave all outer clothing and baggage in the cloakroom. Personal items (such as stationery) must be submitted for inspection to the staff of the research study room.
5. The user may reserve a maximum of five rare items for study. The maximum period of the loan is 14 days from the date of access.

6. The researcher will be required to sign for the requested document.
7. Rare documents stored at the ERLPR in digital form or on microfilm are accessible only via these media. The original is loaned only in non-circulating form on the basis of an exception granted by the director of the ERLPR for a proven research purpose. The ERLPR reserves the right not to grant such a request.
8. It is strictly forbidden to interfere with a loaned document in any way and to make copies thereof.
9. For note-taking the researcher is obliged to use only a pencil and personal computer.
10. Digital photography is permissible only by agreement with research study room staff and without the use of a flash.
11. The researcher is obliged to follow instructions given by study room staff. Failure to do so may result in a refusal to allow further use of research study room facilities.
12. If a researcher uses the research study room with a view to publication, s/he is obliged to cite the source correctly and state as the source the stock of the ERLPR.
13. Using historical stock for purposes of publication is possible only by written agreement with the ERLPR and permission of the director of the ERLPR. There is no charge for non-commercial use; a charge is made for commercial use according to the valid price list of the ERLPR (see App. 1 of the LR).

#### **Article 24**

### **Contractual charges, fines and recovery of unreturned loans**

1. The library stock is the property of the Pilsen region and is afforded special protection.
2. If exceeding the loan period, the user is obliged to pay the ERLPR a fine for each day late. The fine comes into effect the day after the stated return date. If this final day falls on a day when the ERLPR is closed, the valid date will be the next nearest loan day. Failure to pay such a fine will result in a reminder being sent and the amount of the fine will be increased by the cost of postage. The fine applies individually to each loaned item signed for and for each day or part of a day late.
3. Upon the return or renewal of items whose loan period has expired, the library will charge a fine which the user is obliged to pay even if s/he has received no reminder from the library.
4. If the user fails to keep the loan period, a reminder will be sent as follows:
  - first reminder 8 days after expiry of the loan period
  - second reminder 30 days after the first reminder
  - third reminder after a further 30 days, advising of the initiation of legal procedures

The first reminder is sent free of charge to the user's e-mail address. Should the user have no e-mail address, these reminders are sent by the Czech Post, registered mail. The second reminder is always sent by the Czech Post, registered mail. The third reminder (an extrajudicial summons) is always sent by the Czech Post, registered mail with a delivery receipt. There is a fee for the issuing of reminders delivered by the Czech Post; the amount for reminders is added together. The charge for reminders always applies to each individual non-returned library item. For further details see App. 1 of the LR.

5. Any deliberate damage or theft of items from the library stock will be subject to the standard legal procedures which will not affect the right of the ERLPR to full compensation, fines or payment of costs in connection with its rightful claims.
6. The user is obliged to pay all other costs arising as a result of the ERLPR retrieving unreturned loans and debt payments by legal means.

## Article 25

### Compensation for lost, damaged or destroyed items

1. The user should inform the library immediately of the loss of any item, whether printed matter, CD or DVD etc.
2. The user is obliged to replace any lost, damaged or destroyed item by a copy of the same title. By agreement with the ERLPR it is possible to replace it with a quality printed copy (with the exception of items on CD ROMs, CDs, DVDs and audio-cassettes according to the authorial law) including a modified cover. The ERLPR may accept as a replacement a different edition of the same item.
3. The value of printed copies as replacements for a lost or damaged item may be expressed as the sum of the costs of copying (established as the total number of pages in the item and cost per page of the given format) and the binding.
4. The loss of an item may, upon the decision of a qualified member of staff, be replaced by another item of the same financial value or likewise replaced by a financial payment equivalent to the full value of the item plus the cost of the library's processing of the item. This option is used by the ERLPR in cases where the completeness of the library stock will not be compromised.
5. The user is obliged to pay for all expenses incurred by the ERLPR in connection with any damage caused and removal of the consequences thereof, in particular costs connected with preparation of the replacement item (see App. 1 of the LR).

## Article 26

### Information and reference services

1. The library will answer any queries from users concerning books or related factual matters given in whatever form.
2. The library will provide a literature search on the basis of a written request from the user.
3. The library arranges group trips with expert commentary on the ERLPR and lectures for the benefit of users.

## Article 27

### Reprographic facilities

1. Instead of the loan of a printed item, it is possible to request a copy thereof for the private or internal use of a user, whilst respecting authorial rights in the sense of §30 and §30a of law 121/2000 on authorial rights, rights linked to authorial rights and the modification of certain laws (authorial law) as amended.
2. Copies can be made by self-service in the study room up to a maximum of 10 pages; more extensive copying is by arrangement<sup>6</sup>.
3. The ERLPR prepares copies on the basis of a user order. When accepting an order, the library may require a deposit be made; this will then be deducted from the final overall cost of the work.
4. Copies will be made only of ERLPR items or items borrowed by the ERLPR within the framework of inter-library services both in the CR and abroad, and only for the personal use of the user.
5. The ERLPR may, for a fee, order copies from other libraries either in the CR or abroad.
6. In order to protect a collection it is possible to copy items published up to and including 1918 only on devices which enable non-contact copying.
7. For printed periodicals (newspapers) of A3 format and over, copying is possible only by non-contact means.
8. According to §5 para. 8 of law 22/1997 on technical requirements for production and on the amendment of certain laws, the provision of copies of Czech technical norms is governed by special regulations.

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<sup>6</sup> Exceptions are music sheets which, according to §30a of law 121/2000 (authorial law), may not be copied.

## III. ERLPR BRANCH LIBRARIES

### Article 28

#### Library for the visually impaired

##### **Jagellonská 1, Pilsen 301 01**

1. The ERLPR is the tenant of premises at the address Jagellonská street 1, 301 00 Pilsen, where it operates a specialised workplace offering library services to visually impaired citizens in the city of Pilsen and West Bohemian region. This workplace operates under the name of Library for the visually impaired as part of the section for circulating loans. Loans are conducted via the automatic loan system.
2. Items contained in stock of the Library for the visually impaired are provided by funds of the K.E. Macan Library and Printing Press for the visually impaired in Prague and are the property of this institution, which also provides a central register of the items and attends to their maintenance and withdrawal from circulation. The ERLPR borrows these items with the purpose of further loaning them to visually impaired citizens. The book stock is regularly supplemented by recordings of both music and the spoken word on data carriers which are the property of the ERLPR.
3. All items which form part of the stock of the Library for the visually impaired are subject to the relevant conditions of these Library Regulations.
4. The loan of books for the visually impaired is governed by an independent set of loan regulations (see App. 2 of these LR), which is displayed in the Library for the visually impaired.

### Article 29

#### English Library

##### **náměstí Republiky 12, Pilsen 301 00**

1. The ERLPR is the tenant of premises at the address náměstí Republiky 12, Pilsen, first floor, and on these premises it operates a detached workplace with the name English Library, supported by the British Council (hereinafter English Library). This workplace is run in conjunction with the city of Pilsen, British Council in Prague and the ERLPR as a section of the department of foreign libraries.
2. The universal stock of the English Library is a special part of the stock of the ERLPR and is regularly supplemented by the British Council.
3. User cards issued according to art. 8 of the LR are valid for the English Library.

4. The library is an organisational and administrative location for holding Cambridge Language Examinations on the territory of the Pilsen region, supported by the British Council.
5. These LR apply in full to the operation of the English Library, as does the list of prices in App. 1.

### Article 30

## German Library

#### **náměstí Republiky 12, Pilsen 301 00**

- 1 The ERLPR is the tenant of premises at the address náměstí Republiky 12, Pilsen, second floor of the courtyard wing, and on these premises it operates a detached workplace with the name German Library. This workplace is a section of the department of foreign libraries.
- 2 The universal stock of the German Library is categorised as a long-term loan to the ERLPR and is regularly supplemented from resources of the Goethe Institute. Stock added from resources of the ERLPR is a permanent part of ERLPR stock.
- 3 User cards issued according to art. 8 of the LR are valid for the German Library.
- 4 These LR apply in full to the operation of the German Library, as does the list of prices in App. 1.

### Article 31

## Austrian Library

#### **náměstí Republiky 12, Pilsen 301 00**

1. The ERLPR is the tenant of premises at the address náměstí Republiky 12, Pilsen, first floor of the courtyard wing, and on these premises it operates a detached workplace with the name Austrian Library. This workplace is a section of the department of foreign libraries.
2. The universal stock of the Austrian Library is part of the stock of the ERLPR and is regularly supplemented from resources of the Austrian Cultural Forum and ERLPR.
3. User cards issued according to art. 8 of the LR are valid for the Austrian Library.
4. These LR apply in full to the operation of the Austrian Library, as does the list of prices in App. 1.

## Article 32

# Romance Library

### **náměstí Republiky 12, Pilsen 301 00**

1. The ERLPR is the tenant of premises at the address náměstí Republiky 12, Pilsen, first floor of the courtyard wing, and on these premises it operates a detached workplace with the name Romance Library. This workplace is a section of the department of foreign libraries.
2. The universal stock of the Romance Library is part of the stock of the ERLPR.
3. User cards issued according to art. 8 of the LR are valid for the Romance Library.
4. These LR apply in full to the operation of the Romance Library, as does the list of prices in App. 1.

## **IV. CONCLUDING PROVISIONS**

### **Article 33**

#### **Rights of sources of information contained in the library stock**

1. The rights of sources of information contained in the stock of the ERLPR or electronic information sources are protected by law 121/2000 on authorial rights and rights pertaining to authorial rights and changes to certain laws (authorial law), as well as relevant implementing regulations. The use of all items from the library stock is subject to authorial law.
2. Any information and data obtained in the ERLPR in whatever form and via whatever bearer serves for the sole use of the user of the ERLPR facilities. It is not permitted further to broadcast, copy or distribute such information or data, not even in electronic form, nor sell or make any other commercial use of the same. Failure to comply with these rules, including any abuse of data or information is punishable by law.

### **Article 34**

#### **Removing a user's rights to use ERLPR facilities**

1. An ERLPR user may be deprived of the right to use ERLPR facilities either temporarily or permanently for the following reasons: a serious breach of the conditions of these Library Regulations and appendices, inappropriate behaviour, including that which is at variance with good morals, or for hygienic and similar reasons. The decision to remove the right to use library facilities is taken by the director of the organisation upon a proposal by management workers, in particular heads of the circulating and non-circulating loan facilities and heads of foreign library departments
2. The ERLPR also reserves the right to expel from its premises an unregistered visitor for such reasons as stated in art. 34 item 1, and further for reasons of exceptionally dirty clothing, evident contagious disease, drunkenness, being under the influence of narcotic substances or for other reasons which could disturb or restrict other visitors to the library.
3. In the event of a user or unregistered visitor being expelled repeatedly from ERLPR premises for reasons stated in art. 34 item 2, the said person may be permanently barred from entering ERLPR premises. Such a decision is made by the director of the institution. The ban takes immediate effect from the moment the decision is made.

#### **Article 35**

### **Suggestion of users and visitors**

1. Comments, ideas and suggestions may be delivered orally or in writing to the director of the ERLPR or his deputies.
2. In dealing with complaints, suggestions and notifications the conditions of the relevant legal regulations apply.
3. Every written suggestion, complaint or notification is dealt with in writing.

#### **Article 36**

### **Exceptions to the Library Regulations**

1. In special circumstances exceptions to the Library Regulations may be granted by the director of the ERLPR or a member of staff thus empowered by the director.

#### **Article 37**

### **Validity of the Library Regulations**

1. These Library Regulations are issued by the director of the ERLPR on the basis of the conditions of §4 para. 7 of law 257/2001 on libraries and the conditions for operating library and information services (Library Law).
2. With the issuing of these Library Regulations, as from 25.5.2018 the validity of the Library Regulations issued as Guidelines of the director of the ERLPR no. S – 9/2013, čj. SVKPlzen/774/13 is annulled.
3. The ERLPR is authorised to change the Library Regulations, in which case the valid version of the Library Regulations is available at [www.svkpk.cz](http://www.svkpk.cz).
4. The following appendices form an integral part of these Library Regulations:  
Appendix no. 1 – Price list  
Appendix no. 2 – Loan Regulations of the Library for the visually impaired  
Appendix no. 3 – Library Regulations of the Virtual Polytechnic Library  
Appendix no. 4 – Price list of the Virtual Polytechnic Library  
Appendix no. 5 – Location of biblioboxes

Mgr. Daniel Bechný  
Director ERLPR

## V. APPENDICES

### Appendix 1

## Price list

### I. Registration fee

#### a) Standard annual charge

- a) students, senior citizens up to the age of 70, invalids<sup>7</sup>, TP and ZTP card holders 60 Kč
- b) others 120 Kč
- c) collective membership 400 Kč
- d) administrative charge for using facilities on the premises 100 Kč
- e) administrative charge for students, senior citizens over the age of 70, invalids, TP and ZTP card holders 50 Kč

#### b) for one day

- a) administrative charge for one-off registration 10 Kč

### II. Handling charges

- a) issuing a user card with machine code 15 Kč
- b) library processing of documents 100 Kč
- c) issuing protocol concerning a loss 30 Kč
- d) user verification 10 Kč
- e) transfer of a user account to a JIS card or Pilsen Card FREE OF CHARGE

### III Fines for overdue items – for each item from ERLPR stock

	fine	admin fee	postage/e-mail
1st reminder	2 Kč per day	free of charge	30 Kč/ free of charge
2nd reminder	2 Kč per day	60 Kč	30 Kč/not sent
3rd reminder	2 Kč per day	120 Kč	40 Kč/ not sent

### IV. Interlibrary services – for each active library item

	admin fee
domestic IL – flat rate payment	50 Kč
international IL – Europe (except Great Britain)	250 Kč
international IL – overseas (and Great Britain)	450 Kč
1st reminder	50 Kč
2nd reminder	100 Kč
3rd reminder	200 Kč

<sup>7</sup> Proof is required that the applicant is entitled to a partial or full invalid pension

## V. Other charges

a) replacing a damaged or destroyed bar code in a book or user card 15 Kč

**The user is obliged to pay all costs incurred by the library in connection with rectifying damage caused by the user.**

(e.g. replacing a loan item that was lost or destroyed, costs for the legal recovery of items etc. to the extent of the damage caused and documented by the library.)

## VI. Price of special services

a) circulating loan service – flat rate postage for packet 50 Kč

b) basic payment for literature search 50 Kč

c) single item literature search 5 Kč

d) one printed page of A4, black-and-white – printing from the Internet 2 Kč

e) one printed page of A3, black-and-white – printing from the Internet 4 Kč

f) one printed page of an item within the framework of ERL facilities 2 Kč

Coloured printing of A4-A3 – printing from the Internet is charged according to VI a) 5-8 below

## VII. Price of copying documents

### a) copying documents from ERLPR stock

1) A4 black-and-white single-sided 2 Kč

2) A4 black-and-white double-sided 4 Kč

3) A3 black-and-white single-sided 4 Kč

4) A3 black-and-white double-sided 8 Kč

5) A4 coloured single-sided 10 Kč

6) A4 coloured double-sided 20 Kč

7) A3 coloured single-sided 20 Kč

8) A3 coloured double-sided 40 Kč

### b) micrography

1) printed copy from microfilm, microfiche – A4 single-sided 2 Kč

2) printed copy from microfilm, microfiche – A3 single-sided 4 Kč

### c) Reprographic and librarianship work to order

1) price by agreement based on the extent of the work

### d) Charge for one-off reprographic copy of rare items from historical or conservation stock

1) for commercial purposes (e.g. illustrated publication, postcard, publicity material etc.), unless specified otherwise by individual agreement: 100 Kč

2) for non-commercial purposes (e.g. academic thesis): free of charge

### e) handling charge for using library items from historical or conservation stock in reprographic services (not applicable to holders of ZTP/P, ZTP and TP card holders):

1–10 pages from one library item: 20 Kč

11–50 pages from one library item: 100 Kč

Over 50 pages from one library item: 500 Kč

## **VIII. Renting rooms and provision of services connected therewith**

### **a) Renting the “Smetana Hall” for activities**

- 1) cultural and educational 200 Kč per hour
- 2) others 450 Kč per hour

### **b) Renting the “Lecture Hall” at the Austrian Library, nám. Republiky 12, for activities:**

- 1) cultural and educational 100 Kč per hour
- 2) others 350 Kč per hour

### **c) Renting the “European Gallery” at nám. Republiky 12**

- 1) 500 Kč per day

### **d) Providing room in the Educational Centre/PC + data projector**

- 1) first hour 500 Kč
- 2) second hour 500 Kč
- 3) third hour and further hours 300 Kč

### **e) Renting the “Conference Hall” in the Bory complex**

- 1) 350 Kč per hour

### **f) charges for borrowing equipment for activities:**

- 1) concert grand piano 500 Kč
- 2) piano 400 Kč
- 3) projector 20 Kč
- 4) dia-projector 20 Kč
- 5) tape recorder 20 Kč
- 6) television and video 300 Kč
- 7) transportable data projector 100 Kč
- 8) notebook 100 Kč

Prices are set in accordance with the law on prices no. 526/90 from 27.11.1990 as applicable.

Charges for services provided by the Czech Post are covered by the valid price list of the Czech Post.

This price list is an integral part of the ERLPR Library Regulations and comes into effect on 25. 5. 2018. The validity of the previous price list dated 1.6.2013 is thus terminated.

## Loan regulations of the Library for the visually impaired

Education and Research Library of the Pilsen Region, allowance organisation

1. The stock of audio items consists of recordings of literary musical works of all genres recorded on sound track – audio-cassettes and CDs. Sound books are for the exclusive use of visually impaired users and users whose extent of incapacity either permanently or temporarily prevents them from reading printed documents. A condition for borrowing audio items is a properly completed user's application form. If the user is a ZTP/P card holder, a copy of this card should be attached to the application; otherwise an official optician's note is required. In the case of minors, the application should be signed by a legally responsible person who is then answerable for borrowed audio documents and committed to recompensing any loss. The user is obliged without delay to inform staff of the ERLPR Library for the visually impaired of any changes to the data provided in the application form.
2. Audio books are loaned to both adults and children free of charge, both in the form of loans collected in person or sent as a package.
3. The loan period is set at 4 weeks. If required the loan period may be extended either in writing or by telephone for up to a maximum of 2 months. If the loaned item is not returned within the stipulated limit and no reason is given, the user receives a reminder. Failure to react to the reminder will result in the sending of a second and, if necessary, third reminder. If even then the item (audio book) is not returned, legal measures may be taken.
4. The user is personally responsible for borrowed audio books. In the event the user is using the in-person loan service and for health reasons is unable to visit the library personally, the loan of an audio book may be carried out by a helper, namely a person who is related to or takes care of the user. In such cases the helper assumes responsibility for the borrowed audio book and compensation for any loss. Upon returning the book, the user is obliged to announce any damage which appeared while handling the book or which was caused by the user, giving precise details of the type of damage, plus the sequence number or track on the audio recording. Users themselves are not permitted to carry out any repairs on audio books.
5. For unintentional damage of audio books the library does not require compensation. If however gross negligence results in the loss or destruction of an item in the ownership of the K. E. Macan Library and Printing House for the Sightless in Prague, the user is obliged to pay compensation in the form of purchasing an appropriate number of unrecorded audio items of the same length and quality. If the user loses books recorded on cassette, then the number of cassettes is replaced by an equivalent number of CDs: an audio-book recorded on 1-19 cassettes is replaced by 1 CD; an audio-book recorded on 20-29 cassettes is replaced by 2 CDs; an audio-book recorded on 30-39 cassettes is replaced by 3 CDs, etc.

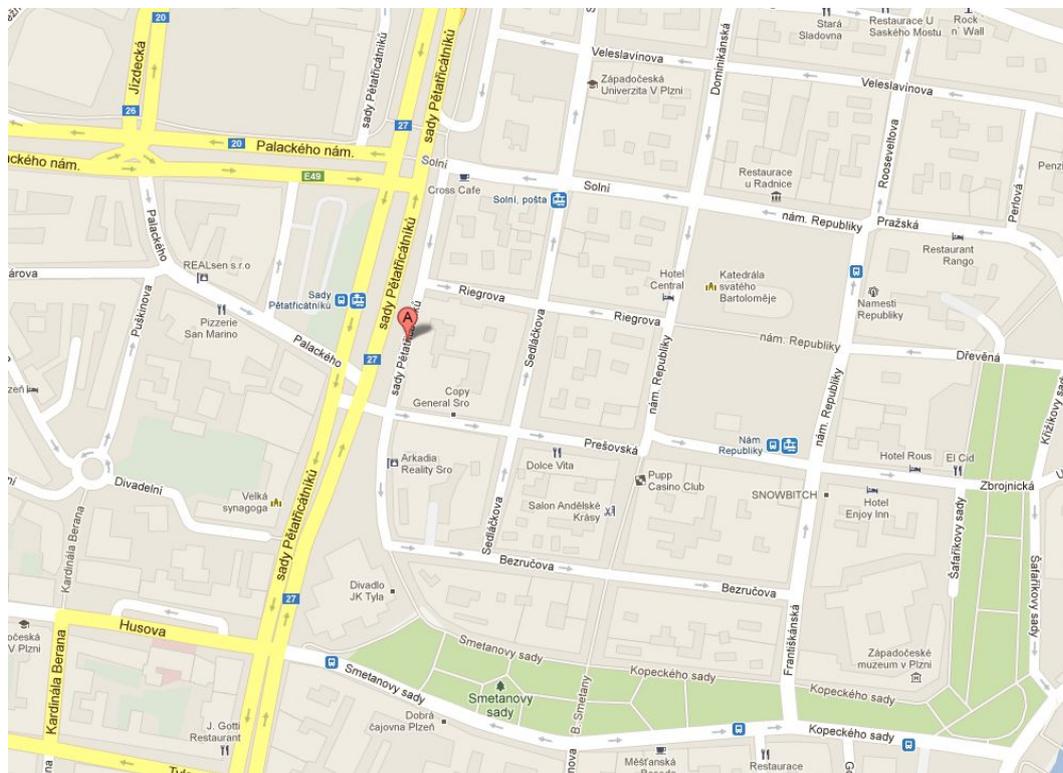
A user who loses or through gross negligence damages an audio book may be barred from borrowing further audio books until such time as appropriate compensation for the said loss or negligence has been provided.

6. Borrowed audio books on cassette should be stored in a clean, dust-free environment in a protective cover outside magnetic or electro-magnetic fields. Borrowed audio books on CD should be stored in a clean, dust-free environment in a protective cover. When handling audio books, basic rules of hygiene should be followed. Every user is obliged to keep the audio-book player in good technical condition, ensuring its regular cleaning and expert technical control.
7. The mutual exchange or loaning of recordings between users without the direct participation of the library is forbidden. Failure to observe this condition may result in membership of the Library for the visually impaired being terminated.
8. The loan of documents purchased from financial means of the ERLPR and grants for CDs which are the property of the ERLPR:
  - these items are loaned only in person; on no account can they be loaned via package delivery
  - the loan period for these items is one month, after which period the user is obliged to return the item or submit it for checking and make a request for a further loan
  - at any one time the user may borrow a maximum of three items for one month. In the event of an item having more parts (CDs, CD-ROMs), only one item is permitted
  - For unintentional damage of audio books the library does not require compensation. If, however, gross negligence results in the loss or destruction of an audio item, the user is obliged to provide a replacement of the same item or an item of similar genre on CD.
9. The loan of documents purchased from financial means of the ERLPR and grants for cassettes which are the property of the ERLPR
  - these items may loaned either in person or by package delivery; there is no limit to the number of items which may be borrowed at any one time
  - the loan period for these items is one month; the loan may be extended either in writing or by telephone for a maximum of 2 months
  - For unintentional damage of audio books the library does not require compensation. If, however, gross negligence results in the loss or destruction of an audio item, the user is obliged to provide a replacement of the same item or an item of similar genre on CD.
10. It is forbidden to make copies of audio books from the stock of the Library for the visually impaired at the ERLPR which would be at variance with law 121/2000 on authorial law, rights linked with authorial law and the amendment of certain laws (authorial law).
11. The fixed opening hours of the Library for the visually impaired are: Monday and Wednesday, 10.00–12.00 and 13.00–19.00; Thursday 13.00–15.00. In the holiday period or in the case of state holidays, opening hours may differ from the regular times. The times are displayed in the Library for the visually impaired and on the ERLPR website ([www.svkpk.cz](http://www.svkpk.cz)).
12. If requested, users from outside Pilsen may be sent audio books via post at regular intervals.

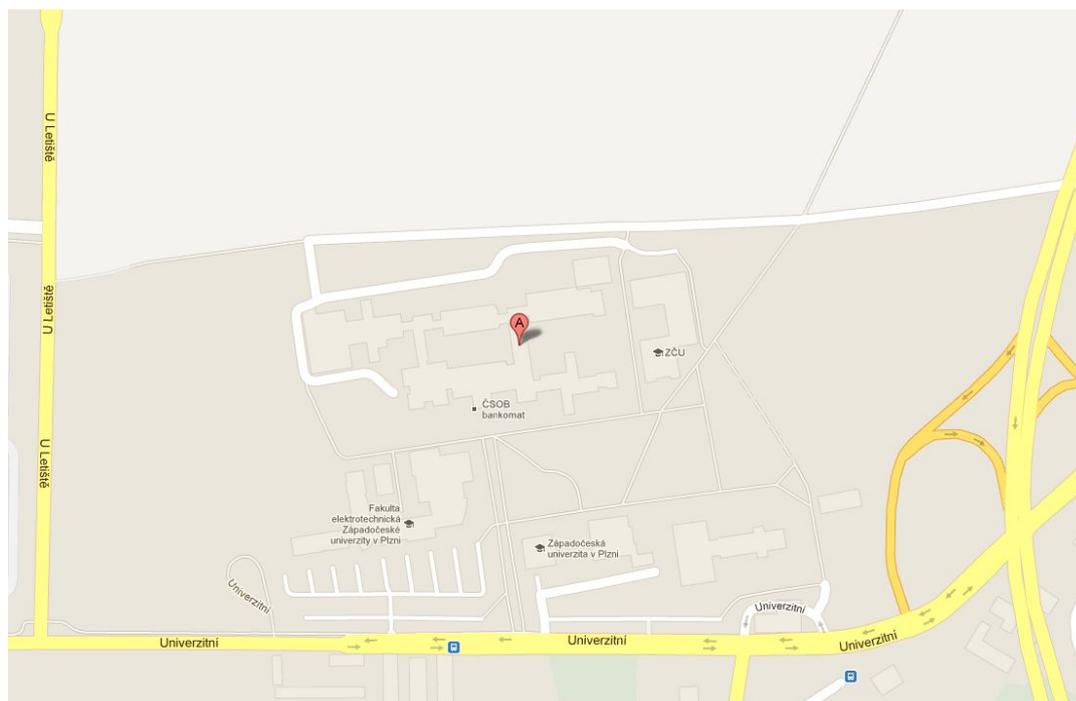
13. Packets are sent by recorded delivery and as printed matter for the visually impaired, in accordance with post office regulations, are exempt from all charges. Users are obliged to return audio books in the same way; thus packages with audio books also contain a partially completed recorded delivery form and a label bearing the address of the Library for the Sightless of the ERLPR. The user is obliged to place the item in the prepared package in which it was sent, add a report on the condition of the returned recordings and fill in the sender's address on the return label. All audio books must be returned within the required deadline; if a book consists of more audio storage devices, all these devices should be returned as one set. The user should keep the recorded delivery receipt at least until a further package has been received; however, a period of 12 months from the date of posting is recommended.
14. Every user receives from the Library for the visually impaired a list of titles on audio storage devices which the library has in stock. Titles may be ordered from this list.
15. Requests from users outside Pilsen are treated as long-term orders, containing at least 30 items. Such orders should contain the pressmark, author and title of the book. Orders must be written clearly either in normal handwriting or block letters, always with a signature and the complete address of the applicant. New orders and all further information for the library should be included in the package in which the audio books are being returned.
16. Those interested in audio books are recommended to visit the website of the K. E. Macan Library and Printing House for the Visually Impaired in Prague [www.ktn.cz](http://www.ktn.cz), where there is a list of contact addresses and specialised workplaces for sightless and visually handicapped readers at public libraries and information about new audio book titles produced by the K.E. Macan Library and Printing House for the Visually Impaired in Prague.

## Location of biblioboxes

**Klatovská 51** (in front of the Faculty of Education, accessible round the clock)

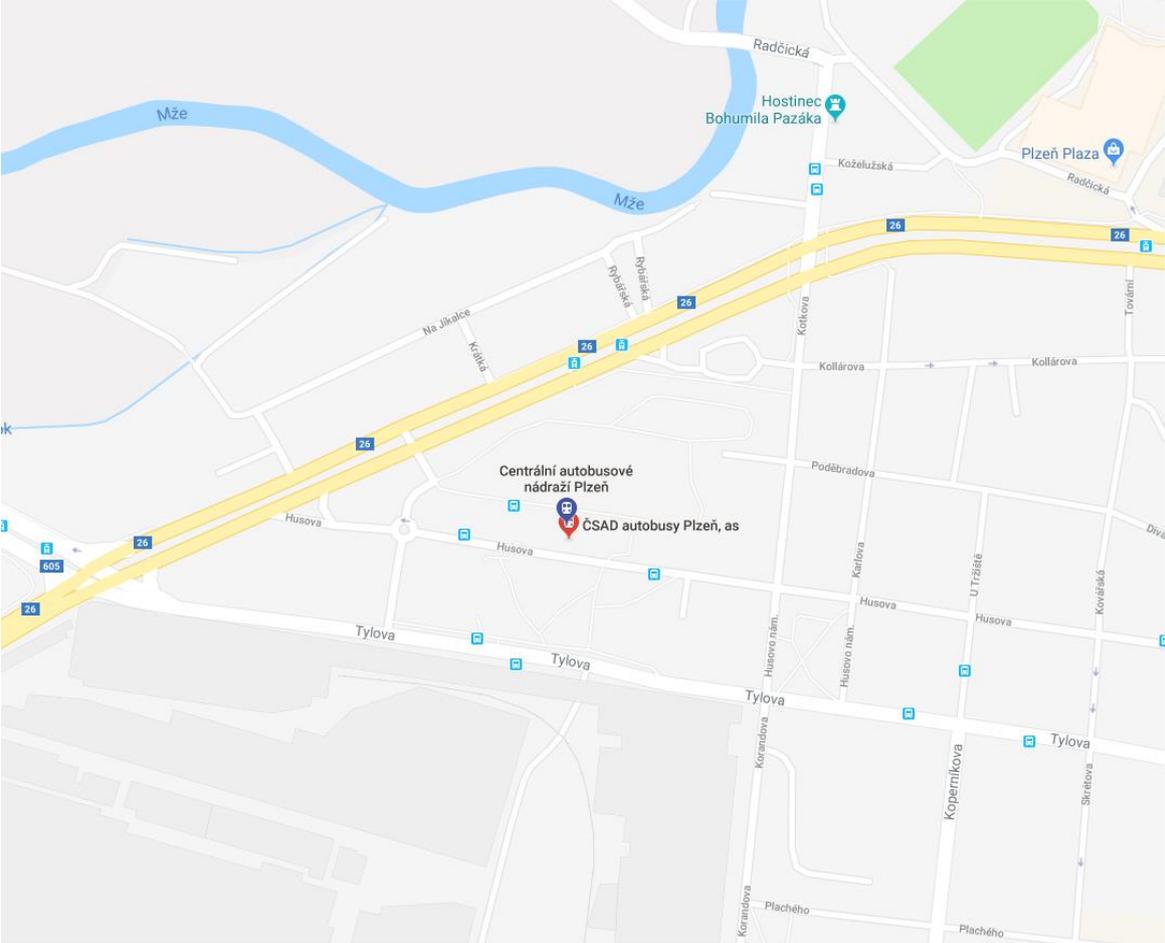


**Sady Pětatřicátníků 14** (entrance to the Faculty of Law, accessible 6.00–22.00)





**Husova 60** (entrance hall of Central Bus Station opposite the main entrance; open 5.00– 22.00)



## Processing and protection of users' personal data

### I. Processing of personal data

The Education and Research Library of the Pilsen Region (hereinafter ERLPR), an allowance organisation, is the **administrator** of the personal data of its registered users, as well as that of non-registered users and visitors. The ERLPR processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of physical persons in connection with the processing of personal data and the free movement of such data and the abolition of guideline 95/46/ES (general ruling on the protection of personal data).

The purpose of processing personal data is the administration of services provided and the records of registered and non-registered users associated therewith, as well as records of participants in educational courses, seminars, excursions, cultural events etc., organised by the ERLPR.

The ERLPR processes basic and other personal data of the afore-mentioned subjects, statistical data, service data, accounting data and legal data. Such data is processed for the following reasons:

- a) providing users with relevant information on the basis of an agreement – registration
- b) protection of library stock and other items owned by the ERLPR
- c) preventing misuse of the Internet for criminal activity
- d) statistical evaluation of the ERLPR's activities
- e) recording income and collection of money owed
- f) procedures in dealing with user requests
- g) information about services provided by the ERLPR
- h) participation in educational and cultural events

Personal data is processed by ERLPR staff both manually and electronically. The ERLPR processes only genuine and precise personal data, which it verifies for the purpose. Personal data is processed only to the extent necessary and for a time period which is essential for the purpose for which the data was provided.

The ERLPR processes personal data of **registered users** to the following **extent**:

1. **Basic data** of a registered user consists in his/her:

- a) name and surname
- b) permanent address; in the case of foreigners, their address in the CR
- c) date of birth
- d) type and number of personal ID
- e) country in which the document was issued, if other than the CR
- f) holder of a ZTP/P card or confirmation from an optician for the registration of a visually impaired user of the Library for the visually impaired

2. **Additional data** which an applicant for registration is not obliged to provide (optional data) includes:

- a) user's contact address for the forwarding of information if this address differs from the permanent address
- b) telephone number
- c) e-mail address
- d) academic title
- e) data for setting the level of the registration fee (student, senior citizen, holder of TP or ZTP cards)

The applicant is obliged to provide the basic data and agree to its processing. S/he is not obliged to provide additional data.

The ERLPR verifies the basic data according to the user's valid personal documents on the occasion of the user's initial registration, then in the event of any change in this data and renewal of registration. In order to protect library stock and proper use thereof, the library takes care to ensure there are no cases of multiple registrations by a single user.

Therefore, in order to prevent such an occurrence, prior to the registration of a user, library staff will run a check in the database of registered users. Data in the sense of item 1 f) above should be provided by a user wishing to use the advantages provided by the ERLPR to visually impaired users.

A registered user is obliged to announce personally any change of name, surname or address without undue delay.

Data in the sense of item 2 a) to c) above are provided if the user wishes to enable the ERLPR to use such data in communications concerning library information, e.g. an order, reservation or sending reminders. Data in the sense of item 2 f) above should be provided by a user wishing to claim a reduction in the registration fee.

3. **Service data** refers to data concerning transactions carried out in a reader's account, including the date and time of the transaction and user name (login) of the library employee concerned. Administrative data consists especially in the following:

- a) registration and library card
- b) the subject, place and time of the issue and termination of a circulating loan or recorded onsite loan of an item not in free selection
- c) order of a library item
- d) reservation of a library item
- e) loan via the inter-library loan system
- f) payment for damage caused to a loaned item
- g) reminders sent

4. **Accounting data** refers to data concerning outstanding debts and financial transactions between the user and the ERLPR, including especially purpose, place, time, user name of the library employee concerned and other details.

5. **Legal data** refers to data concerning legal measures taken by the ERLPR against a user who is delaying making necessary payments or has in some way caused harm to the ERLPR. Such data concerns especially when and to which public

authority a request was addressed regarding protection of the legal rights of the ERLPR and the response of that authority. Legal data also includes papers from the user containing requests addressed to the library.

## **II. Storing personal data**

Personal data of users of the ERLPR is stored:

### **1. In original documents, which are:**

- a) user's registration form
- b) accounting and legal documents
- c) documents submitted by the user, relevant to the application

Written documents are stored in locked boxes or drawers in the administrative section of the library to which users and other unauthorised persons do not have access. Access to these written documents is available only to library staff within the parameters of their job description. Disposal of accounting documents and correspondence is conducted in accordance with law 563/1991 on accountancy, and law 499/2004 on archives and documents and on certain laws as amended, and in accordance with the Document and Shredding regulations of the ERLPR.

### **2. In a computer database, the security of which is ensured on several levels:**

#### **a) Physical protection**

Users' personal data is recorded in electronic databases on a server located in a separate locked room. Works computers allowing access to personal data are located in specified places (offices or other designated work spaces) to which users and unauthorised persons do not have access.

#### **b) Software protection**

Access to library computer programmes (catalogues), in which personal data is processed, is secured by a password. The possibility of working with personal data is thus limited solely to library staff who are working with the loan module. Personal data is stored in a database, access to which is password protected. Back-up copies of data are regularly put on data carriers and preserve the state of the database up to a certain data. Data on external data carriers is encoded.

#### **c) documents submitted by the user, relevant to the application**

Library staff and employees of external companies who have access to the computer network for reasons of hardware and software maintenance are informed of their responsibilities when dealing with personal data of ERLPR users and are committed to confidentiality as regards such data. Employees of the ERLPR are obliged to process personal data strictly within the parameters of their job description and tasks assigned to them by their supervisors for the purpose and to the extent specified and in accordance with the relevant internal guidelines and regulations. ERLPR employees are amongst other things obliged to attend to the accuracy of processed data and verify the same according to relevant documents. They are further obliged to eschew any procedure which could be interpreted as unwarranted publication of users' personal data or such procedure which might result in a third party gaining unauthorized access to personal data of users of the ERLPR.

3. **In archival media**, which preserve the state of databases described in point 2 b) above, always up to a given date on standard media used for archival purposes.

It is not possible to remove users' personal data in archival media by deletion as in the case of a computer database on the server. Therefore access to archival media is limited solely to authorized staff.

Each renewal of data from archival media requires written protocol. For renewal of data from archival media stored more than 30 days before its usage, it is necessary to obtain written permission from the director of the ERLPR.

### **III. Period for processing personal data and its disposal**

1. The library processes users' personal data to the above-mentioned extent from the moment the user submits a completed registration form to the library, then during the period of the contractual agreement plus 24 months, with the exception of personal data stored in archival media.
2. Personal data of a registered user recorded **in paper form** is disposed of by the ERLPR by shredding the relevant papers. Shredding is governed by Law 499/2004 on Archives and Records and changes to certain laws as amended, the Records and Shredding regulations of the ERLPR and further legal regulations.
3. Personal data of a registered user recorded **in computer databases** is disposed of by deletion of basic and other (non-compulsory) data.
4. Personal data recorded in archival media is disposed of no later than six months after the initial entry.
5. Personal data of a registered user who has no outstanding obligations towards the library is disposed of no later than 24 months after expiry of the last valid registration. Should the user still have obligations towards the library (unreturned items, unpaid fees), the contractual terms are not terminated and the personal data of such a user remains on file in the library system for such time until the obligations have been resolved and following such resolution are disposed of within a maximum period of two years.
6. In disposing of accounting data the ERLPR acts in accordance with Law 563/1991 on accounting.
7. Personal data of users which is recorded in paper form is removed from the registry after the expiry of a valid registration or completion of a procedure and disposed of in accordance with the Records and Shredding regulations of the ERLPR.
8. A user who is not in debt to the ERLPR may request the partial removal of certain personal data from the records without his/her registration being terminated. Such partial removal includes data concerning circulating and onsite loans, reservations and orders. Records less than three months old from the termination of a loan cannot be removed. In the case of such partial removal, the user renounces any rights to complaints arising from the partial removed data.
9. A request for complete or partial removal of personal data should be submitted by the user in writing. The application is handled after necessary verification of the user's identity within one month from the date of delivery. In case of need and with

a view to the complex nature or number of applications, this period may be extended by a further two months. The applicant will be informed of such an extension within one month of receipt of the application, together with an explanation for the delay. This is on condition that the contractual relation between user and library has been terminated and the user has no debts towards the ERLPR.

The ERLPR provides personal data to third persons only in the event of such a request from users in relation to their own data or if a legal regulation requires it or to protect the rights of the ERLPR in the case of a debtor.

#### **IV. Rights of users regarding the protection of personal data**

- a) Right of users to access personal data
- b) Right of users to correct personal data
- c) Right of users to the deletion of personal data (be forgotten)
- d) Right of users to the restriction of processing of personal data
- e) Right to the transferability of personal data
- f) Right to raise an objection
- g) Right to lodge a complaint with the supervisory body (Office for the Protection of Personal Data)

The user is informed of above-mentioned rights in the Library Regulations and on the library web page at <https://svkpk.cz/?p=9432&preview=true>. The user has the right to obtain confirmation from the ERLPR stating whether or not the user's personal data is being processed and, if it is, the right to obtain access to such personal data.

The ERLPR enables the user to view the user registration form and other documents saved by the library. The ERLPR also allows access to certain personal data by means of the reader account.

The ERLPR will provide the user upon request with a copy of personal data being processed. If further copies are required, or in the event of clearly unjustified or excessively repeated requests being made, the ERLPR reserves the right to impose an administration fee. If the user submits a request in electronic form, wherever possible information will also be provided in electronic form by standard means unless the user requests otherwise.

The user may also request a copy of personal data in a structured, commonly used and machine-readable form (right to transferable data). Such a request should be submitted in writing.

A user who ascertains or suspects that the ERLPR is processing his/her personal data in contravention of the protection of private and personal life may request an explanation from the ERLPR and an end to the situation which has arisen (especially by means of correction, addition, restriction of processing or disposal of personal data). If the request of the user is upheld, the ERLPR shall rectify the unsatisfactory situation without delay and in a manner appropriate to the given case.

The user has the right to contact the ERLPR at any time concerning matters of personal data or to submit a complaint to the supervisory body (Office for the Protection of Personal Data).

Applications and complaints are handled by the ERLPR after necessary verification of the user's identity within one month from the date of delivery. In case of need and with a view to the complex nature or number of applications, this period may be extended by a further two months. The applicant will be informed of such an extension within one month of receipt of the application, together with an explanation for the delay.

Contact details of customer service staff authorised to provide information about processing of personal data (gdpr@svkpk.cz) appears in all sections of the library and on the library web page: <https://svkpk.cz/o-knihovne/struktura-oddeleni-knihoven/>.

## **V. Period for processing personal data and its disposal**

The administrator of the camera system is the ERLPR.

For reasons of protection of property and safety of persons, the entrance and selected areas of the main building of the ERLPR are monitored by a camera system. Entrances to areas monitored by the camera system are clearly marked by pictogram. When entering the library users accept that their movements may be monitored.