

## I. GENERAL PROVISIONS

### § 1

1. The right to use Public Libraries in the Ochota District, referred to herein as the Library, is accorded to:
  - Adult citizens of Warsaw,
  - Children and young people under the age of 18 – under the rules set out in § 3 p5
  - Persons that study, work or live in Warsaw, who are not citizens of Warsaw
  - Other persons – under the rules set out in § 2.
  - Institutions.
2. Use of the Library, according to the Regulations, is free of charge, with the exception of reprographic services, deposits, and other charges listed in Appendix 6 of the Regulations.
3. A person may use the Library on receiving the Library Card.
4. The User is obliged to acknowledge every notification issued by the Library. Such notifications are posted on the information boards of all affiliated libraries, published on the website [www.bpochota.waw.pl](http://www.bpochota.waw.pl) or sent by email to Users who provide their email address.

### § 2

1. Persons who are not employed, not studying, not residing or not permanently registered in Warsaw are required to pay a security deposit amounting to the average annual purchase cost of library material for each borrowed item (Appendix 4 to the Regulations). Use of the Internet remains free of charge.
2. The deposit is not subject to interest.
3. The deposit is refundable upon the User signing a Statement of cancellation of the Library's services (for the form of the cancellation Statement see Appendix 5 to the Regulations). The condition of the return of the deposit is to return all borrowed library materials in the state in which they were loaned, to settle all outstanding charges and to present proof of payment of the deposit.
4. If a User who has paid a deposit fails to return library items or does not pay the due charges, his payment will be covered by the deposit. When the amount is larger than the deposit, the User is obliged to pay the amount outstanding.
5. If the deposit has not been collected within one year after the last use of the library services, the deposit will be transferred to the Library budget intended for enlargement of the library collections.

### § 3

1. When registering, an applicant is obliged to present one of the documents below:
  - ID card,
  - driving licence
  - passport
  - foreigners should present a valid residence card or a passport,

➤ a representative of an institution should present his ID card, and written authorization signed by the Director of the institution.

The User is also obliged to read the Regulations, fill in, and sign, the Agreement form ( Appendices to the Regulations: No 1 - adults, No 2 – minors, No 9 - institutions)

2. Signing the registration documents signifies:

- - the truth of the personal data provided,
- - commitment to obey the Regulations,
- - responsibility for the condition and prompt return of the borrowed library materials,
- - consent to the processing of personal data in accordance with the Personal Data Protection Act of 29<sup>th</sup> August 1997 (Dz.U.- Journal of Laws - 1997 nr 133 poz. 883).

3. Library registration can be made no later than 15 minutes before closing time.

4. Employees have the right to conclude the Agreement under the authority of the Director of the Library (the Authorisation template is Appendix 3 to the Regulations).

5. The Agreement contains the following personal data: name and surname, PESEL (personal identification number), residential address, address for correspondence, place of work or study (for those not living in Warsaw), phone number and e-mail address. The User can authorise another person to use his Card by providing their full name, and address. However, responsibility for use of the Library's services in accordance with the Regulations remains that of the owner of the Card. Where the authorized person is also enrolled with the Library (i.e., has his own Card), if there are overdue library materials or unpaid charges on their account, he cannot use the authorized account.

6. An under-aged person may be registered with the Library by parents or legal guardians who possess proof of identity and who accept full responsibility for the minor's use of the Library's services. The Library allows for the registration of a minor staying in a boarding school, in which case the Agreement is signed by the appointed tutor.

7. In the case of a disabled person, the Agreement includes the data of his parent or legal guardian – full name, PESEL, and residential address.

8. The email address provided is treated as the primary address for correspondence, especially for sending information on changes to the Regulations, reminders, claims and sending notifications and announcements addressed to Users.

9. On registration the User receives free of charge a magnetic Library Card, which is valid in all Libraries. Any damage or loss of the Card should be promptly reported. The library is not responsible for the use of the Card by unauthorized persons. The User is also required to reimburse the cost of issuing a duplicate (Appendix 6 to the Regulations).

10. The User who resigns from Library services should submit a written Statement - Appendix 5 to the Regulations. This does not release the User from settling all obligations towards the Library.

11. If the User does not use the Library services for a period of 3 years, and if all obligations to the Library are settled, he/she will be permanently removed from the Readers database. In order to use the Library services again, such User, must register.

#### § 4

1. Personal data of Users collected by the Library is–protected under the Data Protection Act of 29 August 1997 ( Dz.U. -Journal of Laws - 1997 nr 133 poz. 883). Data is processed solely for statutory and statistical purposes and possible legal claims for unreturned library materials on a personal library account of a reader or persons under his legal care.
2. The administrator of the collected personal data is the Public Library in the Ochota District, Warsaw.

#### § 5

The User is obliged to notify the Library of any changes to his personal details contained in the Agreement, in particular changes of surname and mailing address, and should complete an Annex to the Regulations certifying the change (Appendix 7 –adults and institutions, Appendix 8 – custodians of minors).

#### § 6

The User is obliged to respect borrowed library materials, protect them from damage, and loss.

#### § 7

1. The User should report to the librarian on duty all visible damage and defects of the borrowed library material,
2. In case of loss, or damage to the library materials, the User is obliged, in consultation with the head of the given Library or the authorized person, to :
  - repurchase the same title or
  - buy another one, indicated by the librarian or,
  - pay the cash equivalent of the current market price of the lost library material or of material of similar value.
3. Notification) of the loss of the borrowed library material suspends the charge for the overdue fine, for a period not exceeding 14 days. It is a time to settle obligations to the Library. In case of non-compliance, the fee is charged in accordance with the Regulations.

#### § 8

A Friends of the Library association may be organised, whose statute would specify its operations, and the purpose of which would be to benefit the Library.

## II. RULES OF PROVIDING LIBRARY MATERIALS

### § 9

#### 1. Library branches gather and circulate items:

- books
- periodicals which are stored for a period of:
  - daily newspapers - one month
  - weekly and bi-weekly - 6 months
  - monthly - 1 year,
- films,
- music CDs,
- „książki mówione” - audiobooks,
- multimedia,
- computer games,
- databases ,
- computer programs,
- board games.

#### 2. All library branches offer access to the computer, and the Internet free of charge. Terms of use are specified in Chapter V of the Regulations.

### § 10

1. The library branches (adult and children) loan library materials except for books from a reference collection, and the latest issues of daily newspapers and magazines which are only available on-site in the library .
2. In certain cases it may be possible to borrow the above mentioned items for the weekend or holidays. The decision rests with the manager of the given library.

### § 11

Electronic collections (multimedia, computer games, databases, computer programs), cartography, board games and official journals collected in the Library are available for on-site use only ( not applicable to electronic documents which accompany a book).

### § 12

The Science Reading Library collection, with the exception of films, and a selected part of the collection, may only be used on-site.

### § 13

The basis for the use of the Library is the Library Card. The User may make loans directly or through a person authorized in writing in the Agreement. On entering the Library the User should provide a Library Card, and return previously borrowed library materials, or collect items booked or ordered.

### § 14

In libraries with free Access to shelves, the User himself selects items. The librarian on duty provides information, helps with the selection of literature, and provides guidance on the use of library catalogues, and information publications.

In the Science Lending Library and Science Reading Library the items selected by the User are provided by the librarian.

#### § 15

The User may use his own materials, however, upon entering the library and before leaving the User should show them to the librarian on duty.

#### § 16

In the libraries where access to the reference collection, directory sources of information, newspapers, and magazines is free, the User selects those materials himself, and registers them at the circulation desk.

#### § 17

The publications available in the Science Reading Library can be used after submitting a clearly completed order form. Up to 6 orders may be handed in at one time.

#### § 18

On having used the chosen materials, the User does not put them back on the shelves, but gives them to the librarian. The materials should be returned no later than 15 minutes before closing time.

#### § 19

A collection stored in „Przystanek Książka's” magazine is available upon submission of a fulfilled order form. It may take up to 15 minutes to complete an order.

#### § 20

The User can order xeroxed copies of borrowed library materials. Copying of library materials is governed by Chapter VI of the Regulations.

#### § 21

The User may use his own equipment (e.g. laptop, camera) with the knowledge and consent of the librarian on duty, at a designated place. The library is not responsible for User equipment left unattended.

#### § 22

Services such as loans, on-site use, and use of the computer are registered on the system via magnetic codes on the Library Card and on each library material. Such registration is made by the librarian on duty and provides proof of the loans and returns of the library items.

#### § 23

When borrowing library materials which are in high demand or valuable, the User is obliged to pay a deposit listed at Appendix 6 to the Regulations or a fixed amount for a given item. The deposit will be refunded on return of the undamaged item. Where the item is damaged the deposit remains at the disposal of the Library until the obligations of the User are settled in accordance with § 7 p. 2 of the Regulation.

#### § 24

The User is entitled to borrow 30 library items at a time, but not more than 12 in one-branch, including: 5

books, 2 films, 2 music CDs and 3 periodicals.

#### § 25

At the User's request the number of library items borrowed may be increased if justified by a particular situation, especially the state of health. However, the number of borrowed items, in one library branch, cannot be larger than 20. The decision is taken by the manager of the library branch.

#### § 26

Loan periods for particular library items are as follows:

- books and audiobooks– 28 days,
- periodicals and newspapers– 7 days,
- music CDs – 7 days,
- films – 2 days.

If the Library is closed on the due date of return, the library materials should be returned on the next working day, or if this is not possible the Library should be notified, and a new due date agreed.

#### § 27

The Library may change the deadline for the return of the borrowed library materials at the User's request made before the due date, provided however that the given library material is not on order by another User- Extension can be made twice, but the total loan period cannot exceed 84 days for books, and audiobooks, 21 days for newspapers, magazines, and CDs, 6 days for DVDs. The next due date is calculated from the date of renewal. The revised renewal date can be made in person, by phone, by e-mail or by the Virtual Reader Account.

#### § 28

1. The User may order or book library materials (in person, by phone, by e-mail or by the Virtual Reader Account). Items should be collected within 2 working days of notification that the items are ready for collection. After that time the reservation or booking will be cancelled. If the reader is not able to collect the ordered or booked items within the given time, he should contact the library.
2. Reservations and bookings of materials may also be made by a person who has self-registered with the Library via the Library's website. In this case, the collection of items is preceded by completion of the registration in the Library - signing the Agreement and receiving the Library Card.
3. Reservation online does not guarantee, however, that the material is ready to collect. Priority is given to those who select material at the library. Therefore, the User should ensure that the material requested is ready to collect. Information on reserved items can be checked via the Virtual Reader Account. Notification of items ready to collect is [sent only] to Users who have provided their e-mail address. Otherwise, the User should obtain this information personally by visiting or phoning the Library.
4. Use of the User's Virtual Account is governed by Chapter III of the Regulations.

#### § 29

If, 30 days after the designated date of return of the first borrowed item, the User has not returned library

items borrowed from one of the affiliated libraries, his account will be blocked.

#### § 30

The User will be fined for unreturned library items (Appendix 6 to the Regulations), for each subsequent day overdue, including days when the Library is closed. The designated return date is the day from which the overdue charge is calculated. In addition, the User bears the costs of the Library forwarding reminders. In exceptional cases, supported by appropriate documentation, it is permissible to spread the charge into installments or cancel it in part or in whole. In each case, the decision is taken by the Director of the Library.

#### § 31

The User's account remains blocked until the charge is paid.

#### § 32

The Library has no obligation to remind Users of the due return date, overdue items, or unpaid charges (§ 34 poz 1 does not apply). Reminders are automatically generated by the computer system and are only incidental. Computer system failure, lack of notifications and warnings, do not constitute grounds for lowering or cancelling the overdue charge.

#### § 33

Concerning Users who do not return library material, and do not pay the due charges despite mailed reminders, the Library will pursue its claims through legal means in accordance with the law.

#### § 34

1. In order to recover library materials and charges related to their retention, the Library reserves the right to use the services of a debt collection company. Referral of a case to the debt collection company may proceed after three reminders of library collections held, and the resultant charges, or outstanding unpaid fees.
2. Email, telephone, or postal reminders are treated equally.
3. Each reminder is recorded in the User's library account with the date of its generation; that is, the date sent by mail, email or phone call.
4. In the case of overdue library materials, the reminder provides information about the relevant charges on the day it was generated. These fees increase, according to the Regulations, until the date of return of the said materials.
5. Users who are in default of collection charges and receive a summons from a collection company are obliged to pay the amount shown on the summons.
6. Users who do not return library materials and receive a summons from the collection company are obliged to pay the amount shown on the summons and return the overdue library material no later than two weeks after receipt of the summons. In the case of non-return of the said materials the penalty will be recalculated in accordance with the Regulations.

#### § 35

The library offers a KaNaT (Book on the Phone) service- in accordance with the rules set out in Chapter IV

of the Regulations.

## VIRTUAL READER ACCOUNT

### § 36

1. On registration with the Library, each User is provided with access to their Virtual Account, hereinafter referred to as the WKC (Wirtualne Konto Czytelnika), and system password.
2. Access to WKC can be gained through <http://bpochota.waw.pl>
3. Access to the WKC is via login, which is the surname and first name of the User or library card number. The first password, which can be changed after entering the WKC, is the date of birth of the User in the format dd.mm.yyyy (eg 01.01.2000).
4. WKC allows you to control your library account – loans, dates of return, any arrears and account lockouts.
5. WKC allows you to perform remote operations - ordering, reserving, and extending return dates.
6. The "zamów" (order) option allows to order library materials that are currently borrowed by another User. The system adds the ordering person to the list of waiting readers.
7. By logging on to the WKC, the User can check his position on the readers' waiting list.
8. The system automatically sends an e-mail informing that the ordered material is ready for collection.
9. The "zarezerwuj" (book) option applies to collections that are currently in a library facility, and the central catalogue has an active option "można wypożyczyć (can be borrowed)".
10. If the WKC record of the booked item shows "do odbioru" (to be collected), it assures that the item can be borrowed.
11. The reserved or booked items should be collected within 2 working days of notification that the given material is ready to collect. Where collection is not possible, the User should contact the Library.
12. Extension of a due date is made via the "prolonguj" (prolong) option.
13. The due date of library materials can be extended twice.
14. Extending the due date of a borrowed item is not possible if another User has requested it or the item was already overdue.
15. The WKC is unable to manually set a return date, so that the date set by the system may be a non-working day. In this case, materials should be returned on the next business day, and the amount due for days on which it was not possible to return due to the closure of the Library will be cancelled.

## IV. RULES OF THE "BOOK ON THE PHONE" (KaNat SERVICE)

### § 37

Users who are disabled, ill or temporarily unable to leave the house, and who live in Ochota District, can have library materials delivered to them as far as it is logistically possible to organise.

### § 38

To report the need for the "Phone Book" service, call one of the library facilities where the procedures can be provided.

§ 39

Users using the "Phone Book" (KaNaT) service are subject to the provisions of Chapter I - III of the Regulations, excluding § 23.

§ 40

A User using KaNaT has the right to borrow 5 books (including "audio books"), 5 magazines, 2 films, 2 music CDs.

§ 41

The User orders library materials by phone or e-mail, arranging with the librarian the date of delivery.

§ 42

If not at home at an agreed time, the User will be charged with the costs incurred by KaNaT.

## V. TERMS AND CONDITIONS OF COMPUTER AND INTERNET USE

§ 43

The right to free use of a computer and the Internet is via the Library Card, after registering with the librarian on duty. If the User's account is blocked, he or she cannot use the computer station.

§ 44

Workstations with Internet access, located in the Library, are primarily used for educational and informational purposes.

§ 45

Users accessing the Library's online catalogue are afforded priority for computer use.

§ 46

It is forbidden to install software on the disk of a computer owned by the Library. It is also forbidden to make changes to existing software configuration.

§ 47

The User is able to save the generated file on his own electronic medium.

§ 48

It is forbidden to use computers for commercial purposes, or activities that infringe the copyright of creators or distributors of software and data.

§ 49

The maximum working time at the computer station is one hour. This time may be extended in the absence of other people interested in working on the computer. The use of computer terminals must be completed no later than 15 minutes prior to the closure of the library facility.

§ 50

It is possible to print according to the applicable fee schedule (Appendix No. 6 to the Regulations). Prints are made in black and white. In exceptional cases, the User may ask for a colour printout. The ability to carry out

such printing is assessed by the facility manager or the librarian on duty.

§ 51

1. The Library is not responsible for the files and personal data generated and stored on the computer. The User should remove them from the computer disc after completing their work.
2. The Library shall not be liable for the adverse effects of operations related to personal bank accounts of the User, performed on computers owned by the Library.
3. Data saved by Users will be progressively removed from the computer disc.

§ 52

Any irregularities in the operation of the computer and software should be reported immediately to the Librarian.

§ 53

If the User has caused mechanical damage to the computer hardware or software during the use of the computer station, he is responsible for the costs of repair. If the User is a minor, the parent or legal guardian is liable.

§ 54

It is forbidden to open websites containing material that is violent, pornographic, offensive or prohibited by law.

§ 55

The User using the computer is required to remain silent for the comfort of other Users accessing books and magazines on the premises. When viewing audio content, use headphones, which can be borrowed from a librarian. It is permitted to use your own headphones.

§ 56

A computer User acknowledges and accepts the monitoring of his work. In the event of a breach of the terms of use, the User's session will be terminated immediately.

§ 57

Failure to comply with the rules, contained in Chapter V of the Regulations, will result in a ban on the use of a computer for the period indicated by the librarian.

§ 58

The User is required to leave the workstation] tidy.

## VI. REPROGRAPHIC SERVICES

§ 59

The Library provides reprographic services of their own materials for a fee. (Appendix 6 to the Regulations)

§ 60

Copies are made in black and white. In exceptional cases, the User may request a color print. The ability to execute such a request is assessed by the facility manager or the librarian on duty.

#### § 61

Copying of library materials is permitted only within the limits of the approved laws on copyright and related rights. Users who make copies themselves are personally responsible for complying with copyright laws.

#### § 62

Library materials are copied as far as it is technically and personally possible. The librarian may refuse to copy materials due to the efficiency of the copying device or because of the need to perform other activities that affect continuity of library work.

#### § 63

Photocopies may be made no later than 30 minutes prior to the closure of the library.

#### § 64

The User is permitted to photograph collections with the User's camera (without flash and tripod) - with the librarian's consent and for no longer than 30 minutes. Photographing library collections is free of charge.

#### § 65

Copying library materials must not interfere with other Library users.

### VII. PROCEDURAL REGULATIONS

#### § 66

Prior to entering the Science Reading Library, "Przystanek Książka", and the Children's and Youth Library No. 5, the User should leave - backpacks, large bags larger than 14x20 cm, as well as umbrellas, parcels, etc. – in the cloakroom or a locker. Before entering the Science Reading Library, the User should also leave any outewear in the cloakroom.

#### § 67

On Library premises it is strictly forbidden to: conduct conversation on a mobile phone, smoke tobacco or any electronic cigarettes, drink alcohol or use any narcotic drugs, eat, bring in bicycles or animals (except for the guide dog of a blind or visually impaired person).

#### § 68

A person under the influence of alcohol or narcotic drugs is prohibited from entering the Library.

#### § 69

During a time of infectious disease in the User's home, he or she must not use the library services.

#### § 70

At the discretion of the library manager, a User whose personal hygiene or behavior does not meet generally accepted standards has no right to use the Library.

§ 71

The User, while using the Library and its facilities, must consider the needs of other Users.

§ 72

In the event of life-threatening or health-threatening situations, persons in the Library should follow the instructions given by the staff of the facility.

VIII FINAL PROVISIONS

§ 73

Derogations from the Regulations may only be made in exceptional cases with the consent of the Library Director in response to a request made by the User.

§74

A User who does not comply with the Regulations may be temporarily, and in particularly drastic cases permanently debarred from using the Library, at the discretion of the library's manager.

The User has the right to appeal against the above decision, to the Director of the Public Library in the Ochota District of Warsaw.

§ 75

All disputes related to the use of the Library services are settled by the Director.