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## Abbreviation List and Definition of Terms

### Abbreviation List

<b>ER</b>	electronic resources
<b>EOD</b>	eBooks on Demand – digital services
<b>DS</b>	digital services
<b>FA</b>	financial account
<b>IL</b>	Integrated Library
<b>MFD</b>	self-service printing, scanning, copying
<b>IILL</b>	international inter-library loan
<b>ILL</b>	inter-library loan (within Czech Republic)
<b>NTK</b>	National Library of Technology
<b>RFID</b>	Radio Frequency Identification
<b>SC VPL</b>	Service Center for the Virtual Polytechnical Library
<b>VPL</b>	Virtual Polytechnical Library
<b>ÚNMZ</b>	Czech Office for Technical Standards, Metrology, and Testing
<b>ÚOOÚ</b>	Czech Office for Personal Data Protection
<b>ICT</b>	Institute of Chemical Technology Prague

### Definition of Terms

**Chemical Library** - The Institute of Chemical Technology collections (not included ICT departmental library collections) contained or available in the NTK building and its closed or open stacks

**Integrated Library** - The information sources, services and technologies in the NTK building provided jointly by NTK and ICT to their respective customers; referred to in the Library Rules as the Integrated Library



# PART I

## 1. Fundamental Provisions

1.1. Activities of the Integrated Library of the National Library of Technology (hereinafter referred to as "NTK") and the Institute of Chemical Technology in Prague (hereinafter referred to as the ICT) are governed by laws of the Czech Republic, in particular the following legal regulations (as amended in each case) that are herein below quoted only by their name:

- Act No. 257/2001 Coll., on Libraries and Conditions of Operating Public Librarian and Information Services (the Libraries Act) (hereinafter referred to as the "Libraries Act"),
- Decree No. 88/2002 Coll. implementing Act No. 257/2001 Coll., on Libraries and Conditions of Operating Public Library and Information Services (the Libraries Act) (hereinafter referred to as the "Implementing Decree to the Libraries Act"),
- Act No. 111/1998 Coll., on Higher Education and the Change and Amendment of Other Acts, as subsequently amended (hereinafter referred to as the "Higher Education Act"),
- Act No. 46/2000 Coll., on Rights and Obligations Related to Publishing of Periodicals and on Amendment of Certain Acts (the Press Act),
- Act No. 37/1995 Coll., on Non-Periodical Publications,
- Decree No. 252/1995 Coll., implementing certain provisions of Act No. 37/1995 Coll., on Non-Periodical Publications,
- Act No. 89/1995 Coll., on State Statistic Service,
- Act No. 121/2000 Coll., on Copyright, Rights Related to Copyright and on Amendment of Certain Acts (the Copyright Act),
- Act No. 219/2000 Coll., on Property of the Czech Republic and its Actions in Legal Relationships,
- Act No. 101/2000 Coll., on Personal Data Protection and on Amendment of Certain Acts, as subsequently amended,
- Act No. 106/1999 Coll., on Free Access to Information,
- Act No. 563/1999 Coll., on Accounting,
- Act No. 40/1964 Coll., the Civil Code,
- Act No. 119/2002 Coll., on Fire Arms and Ammunition,
- Decree No. 47/1965 Coll. (on Narcotics), Decree No. 62/1989 Coll. (on Psychotropic Drugs),
- Decree No. 62/1989 Coll., on Psychotropic Substances,
- Act No. 634/1992 Coll., on Consumer Protection,
- Act No. 513/1991 Coll., the Commercial Code.

1.2. Further, the activities of the Integrated Library are also regulated, particularly in matters related to the ICT collection, ICT regulations and treaties negotiated between NTK and ICT (including those as amended) by the following:

- Statute of the Institute of Chemical Technology Prague
- Contract of Association between the National Library of Technology and the Institute of Chemical Technology Prague concluded in accordance with § 829 et seq. Law No. 40/1964 Coll., the Civil Code, as amended (hereinafter, the Agreement of Association)
- Contract of Cooperation between the National Library of Technology and the Institute of Chemical Technology Prague concluded in accordance with § 51 of Act No. 40/1964 Coll., the Civil Code, as amended (hereinafter the Agreement of Cooperation)

1.3. According to the Contract of Cooperation, the Library Rules of the Integrated Library are the fundamental documents regulating borrowing and services provided by the ICT collection and the ICT departmental libraries.

The Library Rules of the Integrated Library are jointly issued by the NTK Director under Section 4 par. 7 of the Libraries Act and under Article III of NTK Foundation Charter and the ICT rector under the Act on Higher Education and the ICT Statutes.

## PART II

### 1. Mission of the Integrated Library

1.1. The Integrated Library, in accordance with paragraph 2.2. of the Contract is defined as the joint information resources, services, and technologies provided by NTK and ICT and which are provided in the NTK Building. The mission of the Integrated Library is to increase the level of service for the academic community and ICT professionals by: placing print ICT collections into the NTK Building according to commonly agreed upon rules; allowing retrieval of materials from the NTK and ICT collections via a unified electronic library catalog; unifying mechanisms for licensing electronic information resources; and streamlining the activities and services of both libraries. To Visitors and Customer, NTK and ICT should appear to function as one unified library; rule for using the Integrated Library are contained in this document.

1.2. The National Library of Technology is a central specialized library under the responsibility of the Ministry of Education, Youth and Sports. It is an institution ensuring national level of the information infrastructure for research and development, innovations and education in the field of technology and applied natural sciences. At the national level it provides public librarian and information services to research organizations, universities, colleges and expert public.

NTK systematically assesses and analyzes available information sources from the field of technology and applied natural sciences. On this basis, it has been developing a collection of scientific and professional sources, both printed and electronic. It coordinates use of selected types of information sources at the national level.

1.3. The Institute of Chemical Technology Prague created the Center for Information Services (hereinafter referred to as "CIS ICT") as its information service provider for students, educators, scientists and other ICT staff and its mission is to gather information which supports teaching, research, and education rapidly and conveniently, including the provision of chemical library services and facilitating access to print and electronic resources. The collections profile of the chemical library and its electronic resources reflects the needs of the educational, scientific and research activities at the ICT. CIS ICT satisfies one of the conditions of accreditation for ICT degree programs, § 79, paragraph 1, point. c) of Act No. 111/1998 Coll. universities.

1.4. Under Section 4 par. 6 of the Libraries Act, the Integrated Library exercises the citizen's right for free and equal access to information and thereby fulfils Article 17 par. 4 of the Charter of Fundamental Rights and Freedoms. The principle of equal access to information is reinforced by the fact that selected public library and information services are provided free of charge in order to rule out any limitation of their availability. At the same time, however, the equal access does not rule out preferential treatment of certain groups of Customers which is applied in accordance with orientation and competencies of the Integrated. Activities of the Integrated Library are also based on Article 17 par. 5 of the Charter of Fundamental Rights and Freedoms and the Act on Free Access to Information.

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## 2. Terms and Conditions for the Provision of Services

2.1 The Library Rules of the Integrated Library (hereinafter referred to as the "Library Rules") regulate terms and conditions under which the Library provides library, information and other services to the public.

### 2.2. The Integrated Library provides the following services:

2.2.1 **Authorized** – for registered Customers with a valid card (for example, borrowing from the Integrated Library collection, interlibrary loan services and international interlibrary loan services, Internet access, rental of individual carrels and teamwork rooms, access to paid electronic resources, research services, self-service reprographic services, financial account services, etc.).

2.2.2 **Unauthorized** – for unregistered visitors with a single-entry ticket (for example, in-library use of materials from the open stacks collection, research assistance using freely Internet sources, etc.).

2.3. Use of authorized services is subject to registration of the person involved with the registration database of the Integrated Library based on provision of necessary personal data, conclusion of the Contract on Use of the Services Provided by the Integrated NTK and ICT Library and issuance or registration of the Integrated Library NTK customer card (hereinafter referred to as the "Customer Card").

2.4. Condition for the use of unauthorized services is the Visitor's entry into the Library area of the NTK building on the basis of single-entry ticket issued by the NTK ticketing system. Validity of the visitor's single-entry ticket is limited to one day. The Visitor is not registered in the registration database of the Integrated Library Customers.

2.5. Use of Virtual Polytechnic Library electronic services (hereinafter referred to as "VPL") is subject to conclusion of the Contract on Use of the Directory (the so-called user account) on the secured NTK server and use of services of the Virtual Polytechnic Library cooperation system (hereinafter referred to as the "Contract on Use of the Directory").

2.6. The Interlibrary Loan Service (hereinafter referred to as the "ILL") and the International Interlibrary Loan Service (hereinafter referred to as the "IILL") are provided to registered Customers of the Integrated Library, users of VPL, and libraries that are incorporated with the register of libraries kept by the Ministry of Culture of the Czech Republic, with an assigned location sign.

Provision of the ILL and IILL Service is subject to the rules of the Libraries Act and the Implementing Decree to the Libraries Act.

2.7. The Integrated Library provides its services on a differentiated basis. Scope of services provided to groups A–P is specified in the Principles of Differentiation of the Integrated Library Loan Services (hereinafter referred to as the "Differentiation of Services" in the Annex II).

2.8. Certain services of the Integrated Library are provided against payment according to the Integrated Library Pricelist of Fees and Services (hereinafter referred to as the "Pricelist of Fees and Services" in Annex I).

## 3. Admission to the Protected Public Area with the Open Stacks Collection and Reading Rooms

### 3.1. Protected public area with the open stacks collection and reading rooms

3.1.1. Protected public area – an area with the open stacks collection and reading rooms situated behind the entrance tourniquet to the Library on the 1<sup>st</sup> Floor of the NTK Building (hereinafter

referred to as the “Floor”). On the 2<sup>nd</sup> Floor, there is the Service Hall where services of the Integrated Library and the Czech Technical University (“CTU”) are provided and where public terminals are situated. The 3<sup>rd</sup> to 6<sup>th</sup> Floors house the open stacks collection and Chemical Library, the Periodicals Reading Room is located on the 3<sup>rd</sup> Floor, individual carrels are on the 6<sup>th</sup> Floor, teamwork rooms are on Floors 4<sup>th</sup> to 6<sup>th</sup>, computer labs are on the 3<sup>rd</sup> and 4<sup>th</sup> Floors, and audio-visual carrels are on the 3<sup>rd</sup> Floor (use of carrels and labs is contingent on Customers being registered and may vary according to Customer Group).

3.1.2. Registered Integrated Library Customers with disabilities may enter/leave the protected public area through the accessible door immediately next to the revolving door on the Floor. In front of that door there is an access panel for opening the door. These Customers can navigate from one Library floor to another by using lifts 1 and 2. For such Customers interested in renting an individual carrel, carrels No. 7 and No. 21 on the 6<sup>th</sup> Floor are dedicated for their use.

3.1.3. Admission to the protected public area with the open stacks collection and reading rooms/carrels is subject to the terms and conditions laid down in the applicable sections below.

## 3.2. Customer

3.2.1. The following may become Customers of the Integrated Library (hereinafter referred to as the “Customer”):

- A person over 15 years of age who had a valid identity card or another certificate of identity with validated data about permanent or temporary residence on the territory of the Czech Republic; if the person is under 18 years of age, the Integrated Library requires written approval of his/her legal representative who thereby assumes liability for the minor Customer’s meeting his/her obligations under the Library Rules; data about the legal representative shall be verified by the Integrated Library employee according to his/her valid identity card or another certificate of identity;
- A legal representative who presents a certificate of incorporation, business license or another document of its incorporation together with a certificate of Identification Number assignment. Such representatives can visit the Integrated Library after having filed an application form including the stamp of the organization (if the organization uses such a stamp) and signature of its statutory body. The employee authorized to represent the organization in borrowing arrangements with the Integrated Library must present a certificate of identity to the NTK service team. The legal representative is always the holder of Customer rights and obligations towards the Integrated Library;
- Specification of different groups of Customers is given in the Annex II, Differentiation of Services.

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### Pre-Registration and Registration

3.2.2. A person may become a Customer subject to registration in the Integrated Library Customer registration database, issue or recognition of a Customer Card, payment of a registration fee, payment of a fee for issuance of a Customer Card (if the Customer does not have his/her own chip card), and conclusion of the Contract on Use of Services provided by the Integrated Library. Registration fees are non-refundable. Purchasing of an Integrated Library Customer Card is required if the Customer does not have a non-contact identification card such as Mifare or DesFire compatible with the NTK Card system.

3.2.3. Customers who have demonstrated their belonging to the ICT community are entitled to the status of Customer Groups AV-GV (Appendix II). Customer status will be automatically verified daily by ICT and, in cases where Customers are no longer part of the ICT community and where ICT has confirmed the relationship with the Customer, the Customer will be automatically

converted to the standard NTK Customer Groups A to G, as appropriate. If the Customer's ICT status is reinstated, the Customer will be automatically transferred to the appropriate Customer Groups AV-GV.

Customers in the AV to GV customer groups are registered free of charge; registration will take place automatically and without any fees being incurred until expiration of the Customer's ICT community status.

3.2.4. Customer registration in the Integrated Library Customer registration database and issuance of the Customer Card occurs at the Registration Desk on the Floor.

3.2.5. In order to streamline the registration process, the Customer can pre-register for entry into the Integrated Library Customer database. The pre-registration form is available at: <http://www.techlib.cz/index/preregister/>. Here, the Customer may enter personal data necessary for later registration. The Customer's identity is verified at the NTK Registration Desk upon completion of the Customer's registration no later than 30 days after filling in the pre-registration form. Upon pre-registration, a Customer's financial account is automatically created so that the Customer may immediately deposit funds on it to cover any costs connected with the payment of individual Customer registration fee (only 1 year registration fee payment is possible) and the Customer Card issue fee.

3.2.6. Upon registration at the NTK Registration Desk, the person provides the personal data necessary for registration, presents a certificate of identify as specified in Part II Section 3.2.1. above, enters into the Contract on Use of Services Provided by the Integrated NTK and ICT Library, and pays the registration fee. Customers eligible for a reduced fee (students, unemployed persons, persons with long-term disabilities) must credibly document their eligibility. Should it be necessary to create a Customer Card, the Customer shall pay a fee for its issuance. Renewing Customer status requires signing a new contract for use of Integrated NTK/ICT Library, presenting the appropriate identification documents, and paying of a registration fee. In accordance with paragraph 3.2.3., the renewal and registration fee does not apply to Customers in Customer Groups AV to GV.

3.2.7. In order to register a Customer in Groups A or AV according to the Differentiation of Services (Annex II - Customer with Extended Rights), the person interested in registration must present written proof of his/her affiliation with a university or in an institute of the Academy of Sciences of the Czech Republic (e.g., a postgraduate student record book, employee card with job specification, etc.).

3.2.8. NTK keeps a Customer record beginning the moment the Customer signs the Contract on Use of Services Provided by the Integrated NTK and ICT Library for the first time up until the moment he/she returns a Customer Card, settles his/her liabilities to NTK and ICT, or 5 years after his/her Customer Card expires.

3.2.9. Under Section 12 of the Act on Personal Data Protection and on Amendment of Certain Acts, the Customer is entitled to a copy of his/her record kept in the Customer registration database. NTK is obliged to provide the Customer at his/her written request with information about processed personal data in the form of a copy of the Customer's record. In return for providing this information, NTK is entitled to charge a reasonable fee not exceeding the actual cost for processing this information. The specific fee shall be set according to the Pricelist of Fees and Services (see Annex I).

### **Customer Card**

3.2.9. The Customer shall pay a fee for issuance of a Customer Card (which includes the Customer's photo and name) according to the valid Pricelist of Fees and Services (see Annex I);



3.2.10. The Card is valid only for a specific period of time. The Customer may extend the Card's validity. Once a Card expires, the Customer loses the right to use services of the Integrated Library; however, his/her current liabilities to NTK and ICT are not cancelled thereby. The Card is not transferable; it authorizes only one person (the Card owner) to enter the Library. Any misuse of the Card for entry of another person is considered a breach of the Library Rules and may result in temporary or permanent revocation of Integrated Library privileges.

3.2.11. The holder of a valid Card is obliged to inform the Integrated Library without undue delay about any change to his/her name, residence, or other data provided upon Customer registration. A legal representative is obliged to inform NTK in writing without undue delay of any change in legal representation or to a representative's personal data such as a new name, status, or address. Should the Customer fail to notify the Integrated Library about such changes and the Integrated Library learns about the changes on its own, the Customer shall be obliged to reimburse the Integrated Library for any expenses connected therewith.

The Customer is obliged to inform the Integrated Library without delay if he/she loses his/her Card so that the Integrated Library can block it. The Customer is responsible for any Library materials borrowed on a lost Card until it is blocked and the Customer is obliged to return these materials to the Integrated Library.

3.2.12. The Customer is obliged to pay to the Integrated Library a fee for issuance of a replacement Card and this fee is determined by the Pricelist of Fees and Services (Annex I).

3.2.13. Upon repeated loss of the Card, the Integrated Library may revoke the Customer's right to use its services.

3.2.14. A valid Card authorizes the Customer to enter the protected public area of the NTK Building (the open stacks collection and Periodicals Reading Room) and it allows him/her to gain access to individual carrels, teamwork rooms and audio-visual carrels, computer labs, and the 24/7 Reading Room.

3.2.15. A valid Card authorizes the Customer to make use of the authorized and unauthorized services of the Integrated Library specified in Part II Section 2.2., and in the text below. Provision of Customer services is governed by other provisions of the Library Rules and the Annexes thereto.

### **3.3. Visitor**

3.3.1. A natural or legal person may become a Visitor of the Integrated Library (hereinafter referred to as the "Visitor") provided that he/she meets the conditions specified in Part II Section

3.3.2. The Visitor gets his/her single-entry ticket with limited validity (referred to as the "single-entry ticket") from the Library ticketing system. The single-entry ticket is required for both entry and exit from the Library.

3.3.3. The single-entry ticket is valid only during the opening hours of a given day.

3.3.4. The single-entry ticket authorizes the Visitor to access the protected public area in the NTK Building (the open stacks collection and Periodicals Reading Room).

3.3.5. The single-entry ticket authorizes the Visitor to make use of unauthorized services of the Integrated Library specified in Part II Section 2.2., and in the text hereof below. Provision of e services is governed by other provisions of the Library Rules and the Annexes thereto.

3.3.6. The single-entry ticket enables the Visitor to make use of unauthorized services only such as in-library browsing of the open stacks collection and using the Internet on library kiosks.

### **3.4. CTU and ICT Authorized Persons**

3.4.1. CTU students, employees and guests who use a non-contact chip ID card (Mifare Classic or Mifare Desfire as issued by the CTU) are authorized to enter the public protected area (the open stacks collection and reading rooms/carrels).

3.4.2. ICT students, employees and guests who use a non-contact chip ID card (Mifare Classic or Mifare Desfire as issued by the ICT) are authorized to enter the public protected area (the open stacks collection and reading rooms/carrels).

3.4.3. Authorized persons of CTU and ICT have the right of access to the public protected area (the open stacks collection, the Periodicals Reading Room) and other premises rented according to contractual arrangements between the CTU or ICT and NTK. Access to individual carrels, teamwork rooms, audio-visual carrels and the 24/7 Reading Room, to other computer labs as well as use of authorized services are subject to registration of authorized CTU and ICT persons in the Integrated Library Customer registration database and execution of the Contract on Use of Services Provided by the Integrated NTK and ICT Library.

### **3.5. Guest**

3.5.1. A Guest of the Integrated Library (hereinafter referred to as the "Guest") may be:

- A person registered at the security desk located at the NTK3 entrance to NTK who can, accompanied by an NTK or ICT Library employee, move around the protected public and private sections of the NTK Building;
- A person attending a guided tour of the NTK Building or a cultural-educational event organized by the Library in the protected public or private areas of the NTK Building.

### **3.6. Customer of the eBooks on Demand Service (hereinafter referred to as the "EOD Customer")**

A natural person or legal representative may be an EOD Customer in order to use the eBook on Demand service (hereinafter referred to as the "EOD Service").

3.6.1. The EOD Customer is authorized to use the EOD Service provided that he/she follows the Commercial Terms and Conditions of the EOD Service published in the EOD Library Rules. By placing a digitalization order, the EOD Customer expresses his/her approval of the Commercial Terms and Conditions of the EOD Service.

3.6.2. The EOD Customer does not need an NTK Customer Card unless he/she requires provision of services subject to issue of such Card. Minors under 18 years of age may place orders only with the approval of their legal representative.

## PART III

### 1. Borrowing Rules

#### 1.1. Borrowing from the Collection

1.1.1. The Integrated Library decides which library items from the Integrated Library collection can be borrowed (i.e., taken outside the NTK Building) as well as which materials can only be used in the Library because they are crucial to its mission or require special protection.

1.1.2. On principle, the following items cannot be borrowed:

- Books published on or before 1920;
- Periodicals published on or before 1950;
- Rare and pictorial publications and maps;
- Archival publications of Czech origin and library items identified with a small letter “z” behind the publication call number;
- Library items that might suffer irretrievable loss or damage;
- Library items intended only for in-library use (for example, encyclopaedias, dictionaries, abstract publications, corporate directories, etc.);
- Basic study and reference materials which are part of the ICT collection;
- Archival copies of course materials and proceedings published by ICT;
- The ICT old books collection (identified by the call number H);
- ICT dissertations
- Library items obtained via the International Interlibrary Loan Service and which, upon the decision of the lending library, are intended only in-library use only;
- Printed standards.

1.1.3. The Integrated Library may allow borrowing of certain library items intended for in-library use only. Such decisions are made either by the head of the NTK department involved or by his/her authorized deputy, and borrowing of such items may require a deposit, namely in case of borrowing of:

- Historically valuable publications;
- Publications in a foreign to Customers without permanent residence in the CR and to persons under 18 years of age;
- Items acquired via the Interlibrary Loan Service.

Decisions about deposit requirements and amounts are made either by the Head of the concerned NTK department or an employee authorized by him/her. Upon return of the borrowed publication, the deposit will be fully refunded. In the event the borrowed item is not returned within six months after the borrowing date, the deposit shall be used to settle any costs and damage incurred by NTK or ICT due to its loss. If the damage caused to NTK or ICT is higher than the deposit amount, NTK's or ICT's claim for damages shall be retained. eBook readers are not available for borrowing to certain Customers even with a deposit.

1.1.4. Old and rare books can be used only in the Library and this is regulated by the Rules of the Rare Books and Special Collection Reading Room (see Part IV Section 4); borrowing of additional materials only for study (see 1.1.2) is regulated by the Reading Room Rules (see section IV/3).

## **1.2. Borrowing from the ICT departmental libraries collections**

1.2.1. The ICT departmental libraries collections contain specialized and scientific literature required for supporting the scientific research and educational needs of ICT departments. Accessibility of the departmental libraries collections is governed by the Library Rules of the Integrated NTK/ICT Library and guidelines for CIS ICT staff. Departmental librarians are responsible for protecting departmental collections and as well as for providing access to them.

1.2.2. ICT departmental library collection include:

- A present collection used for on-site study and research in the particular scientific discipline supported by the relevant department. This collection is used by the teachers and scientists of the relevant ICT department only; teachers, scientists and students of other ICT departments may use this collection on-site only as well as only with the permission of the departmental librarian;
- A permanent loan collection for use only by teachers and scientists of relevant department.

1.2.3. It is not possible for other Integrated Library Customers to reserve or borrow books from the departmental libraries collections.

1.2.4. Borrowing of documents from the departmental library present collection for domestic or international interlibrary loan services depends on the decision of the relevant departmental librarian. The permanent loan collections are not available for domestic or international interlibrary loans.

## **1.3. Ways in Which of Library Items are Borrowed**

1.3.1. The common Integrated Library catalog provides information about Library items and their availability. Requests for library items may be placed in person, by using the catalog found on the Library website (<http://www.techlib.cz/>), by calling: 222 22 18 18, or by emailing: [informace@techlib.cz](mailto:informace@techlib.cz).

1.3.2. Items from the Integrated Library collection that are kept in closed stacks of the NTK Building or in the open stacks collection (Floors 3 to 6) can either be borrowed or used only in the NTK building. Customers should use the catalog to determine if materials can be borrowed or used in-library only.

1.3.3. Requested library items from closed stacks of the NTK Building which can be borrowed are dispatched to the Central Desk on the 2<sup>nd</sup> Floor Mondays to Fridays between 8:00 a.m. and 7:30 p.m., Saturdays between 10 a.m. and 4:30 p.m. The Customer may collect these materials within 7 calendar days after requesting them. After 7 days, the materials will be returned to the closed stacks if the Customer has not claimed them.

1.3.4. Requested library items from the closed stacks of the NTK Building intended only use in the NTK Building are dispatched to the Rare Books and Special Collections Reading Room or Periodicals Reading Room (Floor 3). Conditions of use are specified in the Rules of the Rare Books and Special Collections Room (see Part IV Section 4) or Rules of the Periodicals Reading Room (see Part IV Section 3).

1.3.5. The Customer can check out open stacks items housed in the protected public areas of the NTK Building (Floors 3-6) which are intended for borrowing using the self-service RFID devices placed on the Floors 1-3.

1.3.6. The Customer use open stacks items housed in the protected public areas of the NTK Building (Floors 3-6) which are intended for in-library use only in the NTK Building.

1.3.7. The Customer may borrow a maximum of 15 library items at one time. Customers in groups A, AV and P may check out a maximum of 30 library items at one time. In all cases, only 1 copy of each item title may be borrowed.

This does not apply to the ICT departmental libraries permanent loan collections.

1.3.8. We recommend that Customers inspect items they wish to check out for damage borrowing them and if any damage discovered, to report it to a service employee. Should the Customer fail to report damage prior to checking out an item, he/she shall be responsible for any damage the Library finds when the item is returned and shall be obliged to pay the costs connected with repairing any damage.

1.3.9. NTK enters into a contract with the Customer when he/she borrows items. A record of checked-out items is made in the automated library system on the Customer's account. If the Customer needs help checking out an item, the Customer submits his/her Customer Card to the assisting service employee. At the request of the service employee, the Customer is obliged to additionally submit his/her identity card or another form of identification. To conduct a self-service check out, the Customer places his/her card into the scanner of the RFID lending device and follows the instructions on the screen.

1.3.10. At the Customer's request, NTK will provide the Customer's account statement summarizing the Customer's liabilities to the Integrated Library. The Customer may also use the self-service RFID devices to print out a report of check-out items, returned items, and/or a summary of his/her account.

For ICT departmental library permanent collection loans, the name of the ICT borrower who borrowed the item is listed and recorded in the Note about the item. A list of ICT departmental library permanent collection loans can be provided by the responsible ICT departmental librarian.

1.3.11. If a required library item is checked out to another Customer, the Customer may reserve the item for use once it is returned. The order of the reservation queue is determined according to the date of the reservation request and the Principles of Differentiation of Services (see Annex II). In return for sending a notice of the library material reservation by mail, a fee is charged according to the Pricelist of Fees and Services (see Annex I).

1.3.12. If the required library item is not in the Integrated Library collection, the Customer may request it through Interlibrary Loan (ILL; see Part III Section 2).

1.3.13. If the required library item is demonstrably not available in any library in the Czech Republic (the Customer may discover this in the National Union Catalog), the Customer may ask the Integrated Library for assistance in arranging loans or copies from libraries around the world (ILL Service). Customers may file these requests by: using their Customer VPL account; an online form (<http://www.techlib.cz/cs/sluzby/formulare/>); by email (mms@techlib.cz); or by phone (232 002 419).

The ordering of library items from libraries and institutions worldwide is governed by applicable ILL regulations. Via ILL, the Integrated Library obtains library items from the fields of technology, applied sciences and technology-related natural and social sciences. These services are provided for a fee listed in the Pricelist of Fees and Services (see Annex I).

1.3.14. The Customer collects books requested via ILL within 7 days after receiving an email notification at the Information Desk on the 2<sup>nd</sup> Floor. The Customer collects books requested via

IILL following a prior arrangement by email (mms@techlib.cz) or by phone (232 002 419), or at the Main Desk & Circulation on the 3<sup>rd</sup> Floor.

For more information about the conditions of providing IIL and IILL Services, see Part III Section 2 or Section 3.

1.3.15. The Customer may not give library items he/she has checked out to others. The Customer is liable for them throughout the entire borrowing period.

1.3.16. According to provisions of Part VI Section 3 Compensation for Lost, Damaged or Destroyed library items, the Customer is obliged to report any damage to borrowed library items in writing to the Integrated Library without delay and to compensate any damage by the deadline set by the Library.

1.3.17. The Customer uses eBook readers in accordance with the attached instructions.

1.3.18. The Customer uses supplementary materials in accordance with the attached instructions and stipulations.

#### 1.4. Terms of Loan

1.4.1. The borrowing period each library item is specified in the electronic catalog of the Integrated Library in the record of the relevant library item.

1.4.2. Under the Differentiation of Services (see Annex II) and depending on the type of the library item, terms of loans are as follows:

Type of item	Group A, AV, P	Group B, BV,E, EV, H, K	Group C, CV, F, FV, I, L	Group D, DV, G, GV	Group J, M
<b>Books</b>					
from NTK collection	56 days	28 days	28 days	in-library only	in-library only
from Chemical Library collection	56 days	28 days	28 days	28 days	in-library only
<b>Bound periodicals</b>					
from NTK collection	56 days	28 days	28 days	in-library only	in-library only
from Chemical Library collection	in-library only	in-library only	in-library only	in-library only	in-library only
<b>Individual issues of unbound periodicals</b>	3 days – weekend	in-library only	in-library only	in-library only	in-library only
<b>Individual issues of supplements to unbound periodicals on CD-ROM and DVD</b>	in-library only	in-library only	in-library only	in-library only	in-library only
<b>Electronic versions of periodicals on CD-ROM</b>					
from NTK collection	7 days	7 days	7 days	in-library only	in-library only
from Chemical Library collection	7 days	7 days	7 days	7 days	in-library only
<b>Trade materials</b>	28 days	28 days	28 days	in-library only	in-library only

<b>Old and rare books from NTK collection and ITC old books collection</b>	in-library only	in-library only	in-library only	in-library only	in-library only
<b>Czech technical standards</b>	in-library only	in-library only	in-library only	in-library only	in-library only
<b>Archival copies of course materials and proceedings published by ICT</b>	in-library only	in-library only	in-library only	in-library only	in-library only
<b>ICT dissertations</b>	in-library only	in-library only	in-library only	in-library only	in-library only
<b>eBook reader</b>	28 days	14 days	14 days	cannot be borrowed	cannot be borrowed
<b>Assorted materials</b>	28 days	14 days	14 days	cannot be borrowed	cannot be borrowed

<sup>1</sup> customers from groups A–P (see Annex II Differentiation of Services)

<sup>2</sup> restricted apart

<sup>3</sup> flash disks, battery chargers, board games, umbrellas, etc.

1.4.3. If one library item is requested by several Customers at one time, the Integrated Library may determine a shorter term of loan of 14 days, or 28 days for customers of the groups A, AV and P (see Annex II Differentiation of Services); if necessary, NTK may request the immediate recall of the borrowed library materials prior to expiration of the term of loan. Not valid for eBook readers.

1.4.4. The Customer may extend the term of loan of any borrowed library material before its expiration provided that the library item has not been reserved by another interested person and if the Customer has settled all of his/her liabilities to the Integrated Library. The term of loan may be extended no more than two subsequent times, each time according to the standard term of loan. For Customers in Groups A, AV, and P, the basic term of loan is 56 days. The new term of loan begins on the date of extension. After expiration of the twice-extended term, the Customer is obliged to return the borrowed item. If then the item has not been reserved by another Customer, the Customer may request a new loan of the item.

1.4.5. Borrowing of items from the ICT departmental libraries (presence and permanent loan collections) are subject to the relevant provisions above (Part III, Section 1.2.).

1.4.7. ILLS loans from the Integrated Library are determined under the table (this Part, Section 2.2.). The stated loan terms do not bear on the loans from ICT departmental libraries.

1.4.8. ILLS loans are determined item-by-item; the Customer is obliged to adhere to the assigned loan term.

## 1.5. Returning Borrowed Library Items

1.5.1. The Customer may return borrowed library item using the self-service RFID devices situated on the Ground Floor in the NTK lobby and near the Library service desk during opening hours. The Customer may print out a receipt for the returned item himself/herself. This does not apply to eBook readers and assorted materials.

1.5.2. The Customer returns eBook readers with the battery charged to at least 60% to a library staff at the Main Desk & Circulation on the 2<sup>nd</sup> Floor of NTK Monday to Friday, 8:00 a.m. to 7:00 p.m., Saturdays 10 a.m. to 4:00 p.m. The loan record is deleted from the Customer's account after inspection of the eBook reader by staff of NTK.

1.5.3. When the Library is closed, the Customer may return borrowed library item in the book return box next to the NTK3 entrance. These items will be recorded as returned in the Customer's account on the next working day. eBook readers and assorted materials cannot be returned in this manner.

## 2. Interlibrary Loan Service (ILL)

2.1. The domestic Interlibrary Loan Service provides loans from the NTK collection to libraries in the CR after the Customer completes the appropriate online form (<http://www.techlib.cz/cs/sluzby/formulare/>) or, alternatively by sending a completed ILL request by mail to: Národní technická knihovna, odd. MVS, Technická 6, 160 80 Prague 6. eBook reader and assorted items cannot be borrowed via ILL. Within 7 days after receiving an email notification, a library based in Prague can collect the required library items or copies in person at the Main Desk & Circulation on NTK's 2<sup>nd</sup> Floor. Library items ordered via the Interlibrary Loan Service from libraries outside Prague are sent to them by mail.

### 2.2. ILL Terms of Loan, applicable to the Integrated Library collection:

Type of item	By mail
Books, Bound periodicals	35 days
Trade materials	35 days

2.3. To Customers with a valid Card, the Integrated Library provides Interlibrary Loan Service for library items from the fields of technology, applied natural and social sciences from other libraries in the ČR. Orders may be placed via an online form (<http://www.techlib.cz/cs/sluzby/formulare/>) or in-person at the Main Desk & Circulation on the 2<sup>nd</sup> Floor of NTK, where, within 7 days after receiving an email notification, the Customer can collect the loan or copies in-person. Items acquired from other libraries are usually able to be borrowed for home use (with a deposit), unless the lending library decides the items must be used in the Library only. The Interlibrary Loan Service is provided free of charge unless copies are made of the items. ILL is open Monday–Friday 9:00 a.m. - 4:00 p.m.

2.4. When using Interlibrary Loan Services, the liability for fulfilment of the Customer's obligations shall be on the library or organization that requested the loaned items for its Customer. It is obliged to comply with generally binding legal regulations on interlibrary loan services (Implementing Decree to the Libraries Act) with the applicable directives and instructions of the Integrated Library. The library or organization that requested the item for its Customer is obliged to compensate any possible damage caused by its Customer to NTK or ICT.

2.5 ICT employees applying for interlibrary loan services should email [mvs@vscht.cz](mailto:mvs@vscht.cz), use the online order form or call 232 002 571.

The requirement for supplying of authorized interlibrary loan services from other library for ICT employee is her/his registration in the NTK registration database (Group AV in Annex II Differentiation of Services) and loan recording into the library system. Notifications about the locations and times of receipt and return of borrowed items by these customers should take place via the aforementioned email ([mvs@vscht.cz](mailto:mvs@vscht.cz)).



### 3. International Interlibrary Loan Service (IILL)

3.1. NTK arranges loans or copies of library items that are not available in the Czech Republic from libraries and institutions worldwide. The IILL service can be requested by: using a pre-paid VPL account, an online form (<http://www.techlib.cz/cs/sluzby/formulare/>), email ([mms@techlib.cz](mailto:mms@techlib.cz)) or by phone (232 002 419).

3.2. These library items are borrowed and returned upon prior arrangement at the Information Desk on the 3<sup>rd</sup> Floor. IILL is provided on working days between 8:00 a.m. and 4:00 p.m. eBook readers cannot be borrowed using IILL. IILL is not provided by mail to Customers permanently residing in Prague or customers with extended rights based in Prague (see Annex II Differentiation of Services).

3.3. Customers making use of IILL are obliged to follow generally binding legal regulations on interlibrary loan services (Implementing Decree to the Libraries Act) and applicable NTK directives and instructions.

3.4. ICT employees applying for IILL services should email [mvs@vscht.cz](mailto:mvs@vscht.cz), use the online order form or call 232 002 571.

The requirement for supplying of authorized interlibrary loan services from other library for ICT employee is her/his registration in the NTK registration database (Group AV in Annex II Differentiation of Services) and loan recording into the library system. Notifications about the locations and times of receipt and return of borrowed items by these customers should take place via the aforementioned email ([mvs@vscht.cz](mailto:mvs@vscht.cz)).

### 4. Retrieval and Reference Services

4.1. NTK provides bibliographic information retrieval only (i.e., a list of bibliographic records of relevant documents). This list must always correspond with the order specifications but may not in all cases match the users' specific information requirements. NTK cannot be liable for this.

4.2. Information retrieval from publicly-available Internet sources or from licensed NTK eResources is made based on a binding order placed using an online form (<http://www.techlib.cz/cs/sluzby/formulare/>) or email ([reference@techlib.cz](mailto:reference@techlib.cz)). Subsequently, the order is further specified, corrected and confirmed jointly by the Customer and a Special Services Librarian. Information concerning retrieval services is provided by phone (232 002 503) or in-person at a time agreed upon by both the Customer and the Special Services Library at the Information Desk on the 3<sup>rd</sup> Floor.

4.3. A person interested in retrieval services from publicly-available sources does not have to be a registered Customer of the Integrated Library unless he/she concurrently requires provision of information from licensed eResources.

4.4. Retrieval services from licensed sources are provided only to registered Customers of the Integrated Library or to owners of a VPL user account. The processing of information retrieved from licensed Integrated Library eResources is governed by the access privileges for different Customer Groups (see Part III Section 8). Unregistered users only can receive materials from publicly-available sources (e.g., from the Internet or open access library catalogs). Retrieval services are provided for a fee according to the appropriate Fees and Services (see Annex I).

4.5. The ability to provide prepared searches may be limited by capacity of the Special Services Department. In case this capacity is exceeded, the Library reserves the right not to accept search requests until they have sufficient capacity.

4.6. Customers can also request personal reference services that include an in-depth consultation regarding retrieval of relevant information sources, how to work with these resources, and how to cite them properly. The Customer may request a consultation online (<https://rs.techlib.cz/>). The Customer shall reserve the service for up to 1 hour per day in consultation with a Special Services Librarian. Consultations take place at the Information Desk on the 3<sup>rd</sup> Floor. Consultation services are provided to Customers free of charge as noted in the Library's Fees and Services chart (see Annex I).

## 5. On-Demand Reprographic Services

5.1. On-demand reprographic services are subject to a fee according to the valid Pricelist of Fees and Services (see Annex I).

5.2. On-demand reprographic services are provided from library items included in Integrated Library collection and from library items obtained by the Library via ILL and exclusively for personal needs of the Customer in accordance with provisions of the Copyright Act.

5.3. On-demand reprographic services are provided by the Integrated Library to Visitors, authorized persons from CTU and ICT and to Customers who are unable to use a financial account (see Part III Section 7).

5.4. The Integrated Library provides reprographic services:

- From unbound issues of periodicals – the person interested in making a reprographic copy should fill out a written request in the Periodicals Reading Room on the 3<sup>rd</sup> Floor;
- From library items in the open stacks collection – if the item's binding allows for copying – the person interested in having a copy made should fill out a written request at the Main Desk & Circulation on the 2<sup>nd</sup> Floor;
- Copies can be collected at the Main Desk & Circulation on the 2<sup>nd</sup> Floor;
- The person interested having a copy made should fill out the form legibly; the order will be placed if the Customer includes complete contact information, including an email address or phone number;
- If the order is for something non-standard, the Reprographic laboratory will contact the Customer interested in the copy and notify him/her of the appropriate delivery date.

Delivery dates for standard orders

Day of ordering	Hour of ordering	Day and hour of order delivery
Monday – Thursday	8:00 a.m. – 3:00 p.m.	Next working day after 10:00 a.m.
	3:00 p.m. – 8:00 p.m.	Next working day after 2:00 p.m.
Friday	8:00 a.m. – 3:00 p.m.	Monday after 10:00 a.m.
	3:00 p.m. – 8:00 p.m.	Monday after 2:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.	Next working day after 2:00 p.m.

5.5. Preparation of digital copies from old and rare books is limited to non-contact devices without use of flash. Preparation of digital copies from old books at a researcher's request is additionally subject to approval of the NTK Chief Librarian (see the Rules of the Rare Books and Special Collections Reading Room, Part IV Section 4). Taking photos of historical materials for purposes other than research is governed by an internal directive of NTK (see Directive of the NTK Director No. 1/2010 on Photography and Filming in NTK).

5.6. The person may use all acquired copies only for his/her own need in accordance with Act No. 121/2000 Coll., on Copyright, Rights Related to Copyright and on Amendment of Certain Acts (the Copyright Act).

- 5.7. In case of orders exceeding 50 copies placed with the Reprographic laboratory, the Customer must make an advance payment: 50% of the anticipated final cost of the order.
- 5.8. Costs for making reprographic copies from other Czech library collections are borne by them.
- 5.9. Making of copies from old and rare books is allowed only according to the Rules of the Rare Books and Special Collections Reading Room (see Part IV Section 4). Prices for making digital copies and payment stipulations are governed by the Pricelist of Fees and Services (see Annex I).
- 5.10. ICT employees can request on-demand reprographic services from the historical items in ICT collection via email (mvs@vscht.cz).

## **6. Self-Service Reprographic Services**

- 6.1. Self-service reprographic services (Printing, Copying and Scanning) are subject to a fee according to the valid Pricelist of Fees and Services (see Annex I).
- 6.2. Self-service reprographic services (Printing, Copying and Scanning) may be used only by the Customer with the minimum balance on his/her financial account (see the valid Pricelist of NTK Fees and Services, Annex I).
- 6.3. It is not possible to pay for these services in cash at the NTK cash desk or via wire transfer.
- 6.4. Self-service reprographic services (Printing, Copying and Scanning) are available on multi-function devices (hereinafter referred to as the "MFD") placed in NTK public areas and Customers can use them for self-service reprography of materials in the Integrated Library available in the open stacks as well as for reprography of materials provided to the customer via ILL, exclusively for the Customer's personal needs and in accordance with the Copyright Act.
- 6.5. NTK allows self-service electronic copying of printed materials from the Integrated Library collection and from ILL materials. The Customer may make the copies using the MFD or his/her own scanner.
- 6.6. The Customer may use all the copies only for his/her own needs according to Act No. 121/2000 (on Copyright, Rights Related to Copyright and on Amendment of Certain Acts [the Copyright Act]). The Customer does not acquire any user rights except for the authorization to use the copies of the works only for his/her own needs and not for any commercial purposes such as fulfilling job-related tasks, conducting business, or for any other economic purposes.
- 6.7. When using these services, the Customer can use the manuals available online (<http://www.techlib.cz/cs/984-navody/>) or the instructions affixed to all MFDs.

## **7. Instructions for Using the Financial Account**

- 7.1. The financial account (hereinafter referred to as the "FA") may be used only by the Customer.
- 7.2. An FA is automatically created for the Customer upon his/her registration.
- 7.3. The Customer may replenish his/her FA in cash at the NTK Cash Desk.
- 7.4. A withdrawal from an FA is possible only in cash at the NTK Cash Desk or by a bank transfer to the NTK account: account number: 3932292/0800, constant symbol: 308, variable symbol: 2222, specific symbol: Customer's ID. Once the bank transfer to the NTK account is made, the transferred amount is added to a Customer's FA the following workday before 8:00 a.m.
- 7.5. "Total balance" equals the overall balance on the Customer's FA. The maximum balance is set to CZK 3,500.00.

7.6. "Available balance" is the amount of money available to the Customer (available balance = total balance – sum of blocked amounts).

7.7. "Minimum balance" is the amount of money available when the Customer begins using an FA. In order to use self-service reprographic services (Printing, Copying and Scanning), the minimum balance must be at least CZK 25(see Pricelist of NTK Fees and Services).

7.8. "Blocked amount" constitutes FA funds which the Customer cannot actively use. It includes overdue penalties (i.e., penalties for returning materials after their due dates) and fees resulting from use of authorized services paid from his/her FA.

7.9. Until the amount charged for all paid services used is reconciled, the Customer is not allowed to use additional services paid from his/her FA.

7.10. When the Customer uses self-service boxes for returning borrowed materials, penalties for late return are deducted automatically within one minute from the Customer's FA (if the Customer has sufficient funds on his/her FA).

## **8. Instructions for Users of Electronic Services**

### **VPL Service Centre**

8.1.1. The Virtual Polytechnic Library (hereinafter referred to as the "VPL") is an association of libraries contractually bound to provide joint services from their periodicals collections. NTK is a VPL Service Centre (hereinafter referred to as the "VPL SC") and it manages all contracts with the users of VPL services. In this Part of the Library Rules, NTK refers to the VPL Service Centre; the entities using VPL electronic services are "ES users."

### **Users and User Accounts**

8.1.2. An NTK Customer is authorized to make use of VPL services after completing the Contract on Use of a Directory (at: <http://www.vpk.cz/>; upon request, the Contract can be delivered to the Customer by email or mail). The VPL user does not need to have an NTK Customer Card unless he/she requires provision of services tied with this Card. However, access to electronic information resources does require registration in the Integrated Library Customer registration database and a Customer Card access identifier.

8.1.3. The user account is a password-protected space (directory) on the NTK website established on the basis of the contract between NTK and the Customer required to protect the copyright of library materials and to ensure the Customer is able to use copyrighted materials). This directory is accessible only if the user's password is entered. The main page of the user account includes an list of provided services, information about the current FA balance, and a link to a summary of statements for services provided to date.

8.1.4. The person interested in electronic services should ask NTK to open a user account in person, by email, via an online form, or by mail. Once the account has been opened, he/she shall deposit a financial amount in CZK to his/her Financial Account. The fee for opening a user account will be deducted from this (see Annex I). Subsequently, he/she will be able to use the services (free as well as those for which a fee is charged) provided via the user's account.

8.1.5. NTK opens the user account upon submission of two copies of the Contract on Use of Directory. The contract is available at: <http://www.vpk.cz/> or in print at the NTK Registration Desk on the 1<sup>st</sup> Floor. Once the VPL SC account is opened, one copy of the contract signed by an authorized NTK representative is returned to the ES user; the ES user will receive the account identification number, access name, password and VPL Library Rules. If the ES user is opening

his/her account by mail, these materials are sent to him/her by mail with personal signature requested for delivery.

8.1.6. The user account may be used only by the ES user who opened it. One ES user may only have one open user account.

8.1.7. Money may be added to the account:

- In person at the NTK Registration Desk on the 1<sup>st</sup> Floor (cash only);
- By a payment order on the basis of an invoice;
- By a postal order;
- By a postal order to the current account of NTK;
- By a bank transfer to the current account of NTK kept by the ČNB Praha, account No. 1006-8032031/0710, variable symbol 67 + user account number; payments from abroad must include IBAN CZ26 0710 0100 0600 0803 2031.

8.1.8. Services provided to ES users are usually requested using an online user account form and paid from the balance on the user account.

### **Copies Delivered Electronically**

8.1.10. The ES user orders, via the online form accessible from his/her user account, copies of library materials from the VPL Union Catalogue (hereinafter referred to as the "VPL UC") or from the collections of participating libraries or possibly from other libraries and institutions via ILS/IILS.

8.1.11. Delivery of library materials requires opening a user account with NTK. Conditions for opening a user account as well as information and instructions for using electronic services are specified above and in the VPL Library Rules (see <http://www.vpk.cz/>).

### **"Current Contents" Copies**

8.1.12. The ES user orders, via the online form accessible from his/her user account, copies from the current contents of selected new issues of periodicals in the Integrated Library collection. Copies delivered electronically are delivered in standard PDF format.

### **Reprographic Copies**

8.1.13. The ES user orders, via the online form accessible from his user account, paper copies of library materials from the VPL collection.

### **Loans and Copies from Abroad**

8.1.14. The ES user orders, via the online form accessible from his/her user account, loans or copies of library items obtained from foreign libraries and institutions via the ILS.

### **Access to NTK Licensed eResources**

8.1.15. According to the Differentiation of Services (see the Annex II), registered Customers of the Integrated Library: natural persons and simultaneously citizens of the CR (Groups A, B, C, D, H, I, J) as well as natural persons and simultaneously ICT employees or students (Groups AV, BV, CV, DV, EV, FV, GV) may access licensed NTK eResources sources from terminals in the NTK Building.

Customers from Group A, B, C, D, H, I, J as well as the Groups AV, BV, CV, DV may also have remote access to these resources from computers outside the NTK Building via the NTK server. Remote access is available only after the Customer identifies him/herself by username and password.

According to the Differentiation of Services (see the Annex II), registered Customers – natural persons/non-Czech citizens (Groups E, EV, F, FV, G, GV, K, L, M) – are only allowed to access licensed NTK eResources from the terminals located in the NTK Building. In-library access is available only after the Customer identifies him/herself by username and password.

### **Access to Licensed ICT eResources**

8.1.16. ICT makes licensed electronic resources available in accordance with license agreements and Rules for use on the Institute of Chemical Technology's computers and computer networks. Access to these resources in the NTK building is only possible from computers dedicated for ICT eResource access. Access is available only after the Customer identifies him/herself by user name and password.

8.1.17. For authorized Customers (Groups AV, BV, CV, DV, EV, FV, GV), access to licensed ICT eResources is free of charge and does not require registration in the Integrated Library customer database. Access is available on the computers dedicated to ICT eResources inside NTK only after the Customer identifies him/herself by user name and password.

**8.1.18.** Access to selected ICT eResources for the **other** Customer groups (see Annex II) is possible only from the specified terminals **in the NTK building** and varies according to the conditions of each resource's license agreement. For such resources, access is contingent upon being registered in the **Integrated Library customer database** and the customer's identifying **him/herself by username and password**.

8.1.19. When using licensed eResources, the ES user is authorized to use all data acquired solely according to the applicable license agreement. This primarily means:

- Any use of licensed eResources is permissible only for non-commercial purposes, i.e., exclusively for teaching, study or scientific purposes and for the personal needs of the ES user;
- The user can search, view, display, print out and download reasonable sections of materials and cannot download entire issues of electronic periodicals or eBooks;
- The user cannot: abridge, adjust, or translate the acquired data or create works derived from them; remove, amend or cover copyright notes or other notes and reservations included therein; substantially or systematically copy, store, duplicate, distribute or otherwise reproduce or disclose them to third parties;
- The user cannot (directly or indirectly) handover the acquired data for use by any fee-based service (e.g., "document delivery," etc.) or for any further distribution (regardless of whether such distribution would or would not generate revenue and whether it would be distributed for a fee or free of charge).

Access to electronic eResources of publishing houses is available only to those users who are not employed with commercial companies for whose benefit the information might be used.

8.1.20. All the acquired data may only be used by the ES user for his/her own needs in accordance with Act No. 121/2000 Coll., on Copyright, Rights Related to Copyright and on Amendment of Certain Acts (the Copyright Act) and the appropriate license agreement.

8.1.21 Once the requested service is provided, the appropriate fee will be automatically deducted from the Financial Account (see Annex I); the user will receive information about the transaction on the main page of his/her user account. If the Financial Account has a zero balance, provision of paid services will automatically be suspended.

## **Rights and Obligations of NTK**

8.1.21. NTK will exert reasonable effort in order to provide materials by the delivery due date. If the VPL participating library is not able to provide the service by the due date, it shall notify the ES user thereof without delay by stating this information on the main page of the user's user account, including specifying any serious circumstances preventing provision of the ordered materials. The ES user is concurrently asked whether the order is still valid and for what period of time he/she would be interested in the materials.

8.1.22. If NTK has justified suspicion of a misuse of the account or if such misuse is reported by the ES user him/herself, NTK will exert reasonable effort in order to immediately prevent further use of the user account.

8.1.23. If the ES user fails to comply with the terms of the Contract on Use of the Directory, NTK bears no liability for possible financial losses incurred by the ES user and it may suspend the ES user's option to use the services without any compensation claim until the condition corresponding to those contractual terms is reinstated. In such cases, NTK is authorized to claim reimbursement of incurred expenses (e.g., service charges for account cancellation) and in serious cases it may refuse an application for renewal of the account.

8.1.24. NTK is obliged, on request and in return for a set fee, to prepare an overview of how the ES user's account has been used during a certain period of time. Such an overview of the account is actively maintained for one year; if older data is requested, NTK is obliged to retrieve it from its archives on demand in return for a fee (see Annex I).

8.1.25. By the agreed date and no later than within 10 days after delivery of a written request by the ES user, NTK is obliged to cancel his/her account. VPL SC is obliged to refund within 10 days any unused balance on the account by sending it to the address specified in the user's contract or can alternatively to wire it to the user's account specified by the user in his/her termination request. Service charges for cancellation of the user account and refund of the Customer's balance will be charged according to the valid Pricelist of Fees and Services (see Annex I). Bank charges will be added to the service charges as well. Those charges will be deducted from the account balance.

## **Rights and Obligations of the ES User**

8.1.26. The ES user is authorized to use the VPL user account under the terms and conditions stated in the Contract on Use of the Directory. The ES user shall not disclose his/her user account access password to any other person. Should he/she do so, he/she will be responsible for any damage incurred thereby.

8.1.27. The ES user undertakes to handle the data acquired via NTK in accordance with the Copyright Act. The ES user bears exclusive responsibility for a breach of the Copyright Act and he/she is aware of all possible effects of illegal conduct.

8.1.28. The ES user is obliged to immediately report any suspicion of any misuse of his/her account.

8.1.29. The ES can file a complaint concerning a service issue unless it is remedied in the required quality, scope, and by the set deadline. In relation to the complaint, NTK is obliged to refund any applicable charges.

## **8.2. eBook on Demand Service (hereinafter referred to as the "EOD Service")**

8.2.1. The EOD Service provides digitization on demand of library materials that are no longer protected by the copyright. NTK coordinates digitization of library materials from the NTK collection as well as from cooperating libraries.

8.2.2. EOD is an electronic service. Orders for digitizing books may be made using the Integrated Library catalog using the "EOD - Digital copy order" functionality. From the book cataloguing record to the order is heading the button "EOD – Order a digital copy". Delivery of electronic books (hereinafter referred to as "eBooks") include downloadable files, CD-ROMs, or DVDs.

8.2.3. Fees for the EOD Service may apply (see Annex I). Detailed information about conditions and forms of payment is available in the EOD Library Rules.

8.2.4. Rights and obligations of both NTK and the EOD Customer stem from the Commercial Terms and Conditions of the EOD Service included in the EOD Library Rules. The EOD Library Rules are available at: <http://eod.techlib.cz/>. For questions concerning the EOD Service, contact: [eod@techlib.cz](mailto:eod@techlib.cz).

## **9. Rules for Using Computer Technology in the NTK Building**

9.1. The Customer may use computer technology installed in the NTK Building exclusively for utilizing services provided by the Integrated Library. Instructions for use are provided to the Customer at each computer workstation.

9.2. The Customer's work with computer technology in the NTK Building is monitored. The Customer may use the NTK computer network (hereinafter referred to as the "Network") only with the Customer name assigned to him/her by the Integrated Library.

9.3. The Customer is not allowed to use any other equipment in the NTK Building than that offered and provided to him/her.

9.4. The Customer is not allowed to copy or distribute parts of the operating system, applications and programs installed on the NTK Network.

9.5. The Customer may copy information acquired from library materials included in the NTK collection which are made available in the NTK Network or on the Internet to formatted flash disks, abiding by the applicable provisions of the Library Rules.

9.6. The Customer may not use any devices in order to acquire access rights or a privileges not pertaining to him/her. If the Customer gains in any manner a privileged status or access rights not pertaining to him/her (including due to a hardware or software system error), he/she is obliged to report this to a Library employee without delay.

9.7. The Customer may not deliberately disturb the work of other Customers on the NTK Network or impact the operation and performance of the NTK Network as a whole, e.g., by excessively overloading the Network, its resources or by using the NTK Network to get access to other computers or other networks, to disseminate computer viruses, or to distribute spam messages.

9.8. The Customer may not interfere with the configuration of NTK computers or Network.

9.9. The Customer is fully responsible for damage caused by his/her improper handling of computer technology, including damage caused by computer viruses planted by him/her.

9.10. Operation of the NTK Network may be limited or interrupted due to necessary regular technical and software maintenance of the Network or for other necessary reasons.



9.11. All information and data (in any form, on any medium) acquired by the Customer shall exclusively be used for his/her personal needs or for research purposes and cannot be disseminated, duplicated, copied, lent, shared, distributed (even in the computer network), sold, or otherwise used for commercial purposes. The Customer is obliged to respect the copyright protection of data (see Act No. 216/2006 Coll., on Copyright, Rights Related to Copyright and on Amendment of Certain Acts (the Copyright Act, as amended) and other regulations. Information obtained from licensed resources is subject to the conditions of resource license agreements (see Part III Section 8).

## **10. Rules for Internet Access in the NTK Building**

10.1. Selected computer stations in the NTK Building are intended for centralized use of the following NTK and ICT electronic information resources for the Customer's research purposes:

- Selected databases on CD-ROM accessible on the NTK Network;
- Library materials available on the Internet and licensed electronic information resources;
- CD-ROMs, DVDs and floppy discs from the NTK and ICT collections that constitute a separate publication or a supplement to publications or periodicals.

10.2. All activities performed by the Customer at computer workstations are monitored. The Customer is obliged to comply with the Rules of Using NTK Computer Technology (see Part III Section 9). Should he/she breach them, his/her work may be prematurely terminated.

10.3. If permitted by the license and other conditions of use for particular resources, the Customer may print out results of his/her work on an MFD for a fee (see Annex I) or save them on his/her own flash drive.

### **Use of Internet**

10.4. Customer's browsing of the Internet is limited to resources connected with the information mission of NTK (fields of technology and applied natural sciences) and ICT (chemistry). Browsing of unrelated subjects (entertainment, sports, erotica, etc.) is not permissible.

10.5. The Customer takes into account that his/her browsing of the Internet is subject to supervision by an employee on duty who may monitor the Customer's screen.

10.6. If the employee on duty discovers the Customer is using the NTK Internet connection for purposes which conflict with the mission of the Library (in particular, by visiting sites unrelated to NTK's mission), the employee will notify the Customer that they have violated Library Rules and state that upon a repeated violation, the Customer's right to use Integrated Library services will be revoked (see Part VII Section 1).

10.7. The employee on duty is obliged to maximally protect the Customer; they will not disclose to anyone what websites are visited by the Customer.

10.8. The Customer may save research results on a working directory from which he/she may print using an MFD device for a fee (see Annex I) or save them on his/her own flash drive. Once he/she logs out from a particular session, contents of the directory will be deleted. Customers working with the Internet are responsible for observing all copyright and other rules and other conditions of access to individual addresses/files. The Customer is obliged to respect the instructions of producers in relation to individual files. The Customer may only browse or use open access addresses/files which are not subject to charges. The Customer is obliged to reimburse any costs incurred by the Integrated Library due to the Customer's incorrect or unauthorized access to Internet resources.

10.9. Making of outputs from licensed online resources is subject to the terms and conditions of the concluded license agreements (see Part III Section 9).

10.10. If the Customer repeatedly breaches provisions for Internet use according to the Library Rules repeatedly, the Customer's right to use Integrated Library services may be revoked (see Part VII Section 1).

10.11. The Customer may use the wireless Internet connection (WiFi). The Library does not provide Customers with any devices or technical support for this service. Use of WiFi is subject to the Rules of Using Computer Technology of NTK (Part III Section 10). Information about technical parameters for the service is available on the NTK website.

## **PART IV**

### **1. Rights and Obligations of Customers, Visitors and Guests in Library Premises**

1.1. Customers, Visitors and Guests should, before they enter the protected public area (i.e., behind the tourniquets), take off their outer clothing (long coats, winter jackets, fur coats, etc.), leaving them together with bulky luggage (e.g., backpacks, suitcases, sports bags, or shopping bags) in the self-service lockers in the public locker room or in the attended cloakroom on the ground floor. Use of lockers is regulated by the Rules of Operating Self-Service Lockers (see the Annex IV).

1.2. Every Customer as well as Visitor is obliged to walk through the entry and exit tourniquet and RFID gate situated at the entrance to/exit from the protected public area. In order to protect the property of the Czech Republic administered by the Integrated Library and the maintenance of safety in the NTK building, the Customer's/Visitor's belongings can at any time be inspected by security staff or Library personnel. If the Customer/Visitor does not take off his/her outer clothing and put away bulky luggage before entering the protected public area, security staff may inspect the Customer's/Visitor's belongings. If the Customer/Visitor refuses to be inspected, security staff may call the police.

1.3. Inside the NTK Building, Customers, Visitors and Guests are obliged to prove their identity to the Library employees or the NTK Building security staff with a Customer Card or a single-entry ticket (Visitor's Pass), or alternatively with their identity card or another identification certificate at any time they are requested to do so.

1.4. Customers, Visitors and Guests of the Integrated Library are obliged to abide by the NTK Building Rules and the Integrated Library Rules, to follow instructions of the Library employees, and to comply with written notifications in the NTK Building.

1.5. The premises of the Library may be used only in accordance with their specific purpose.

1.6. The Customer/Visitor may use services provided by the Integrated Library only for purposes that comply with the mission of the Integrated Library and in a manner that does not impact activities of the NTK/ICT and the rights of other Customers/Visitors.

1.7. Before entering the Library, the Customer/Visitor/Guest should switch off the sound of his/her mobile phone or other device.

1.8. While consuming food and beverages in the protected public areas, the Customers and Visitors are bound to act carefully and thoughtfully in order not to damage the property of NTK and ICT (especially Library collections, interior furnishings and computer hardware).

- 1.9. Smoke or using drugs is prohibited.
- 1.10. Live animals, dangerous objects, chemicals, or food cannot be brought into the protected public area. A breach of this rule may be sanctioned by revocation of the right to use services of the Integrated Library.
- 1.11. In-line skates, skateboards, bikes, scooters or other similar sports articles cannot be brought into or used the building.
- 1.12. Explosives or fire arms held and registered under Act No. 119/2002 Coll., on Fire Arms and Ammunition cannot be brought into the Library with the exception of Municipal Police officers fulfilling their job duties.
- 1.13. Taking photos and filming of the premises of the NTK Building and rare books from the Integrated Library collection is possible only with a permission of the NTK Director. Such works are regulated by an internal directive of NTK (see the Directive of the NTK Director No. 1/2010 on Photography and Filming in NTK).
- 1.14. When a Customer makes copies of library materials from the Integrated Library collection with his/her own device, the Customer is obliged to respect the copyright protection of the data involved, as stipulated by Act No. 121/2000 Coll., on Copyright, Rights Related to Copyright and on Amendment of Certain Acts (the Copyright Act).
- 1.15. In order to protect the health and property of all the Customers, Visitors, Guests, employees, and other persons circulating in the Library premises, their movement is monitored by a camera system. The camera system is a part of the emergency, safety and fire protection measures and it has been installed in accordance with Act No. 101/2000 Coll. and duly registered with the Office for Personal Data Protection (ÚOOÚ).
- 1.16. The Customer/Visitor/Guest must not damage the premises of the Library; in relation to other persons, he/she is bound to behave with consideration, in particular to maintain peace and not to endanger, disturb, or limit others. If the Customer fails to comply with these measures, his/her right to use Integrated Library services may be temporarily or permanently revoked, and even then he/she is not released from liability for any damage caused and from the obligation to compensate such damage according to applicable regulations.
- 1.17. The Customer/Visitor/Guest is obliged to respect the so-called "Quiet Zone" on the 6<sup>th</sup> and 3<sup>rd</sup> Floors/Sector C of the protected public/open stacks area where mobile phone use, loud noises, or other disturbing loud outputs (e.g., from PCs) are not allowed.
- 1.18. Authorized CTU and ICT staff as well as guests are entitled to use only approved electrical devices designed for information transmission, storage or processing, or for medical purposes.
- 1.19. Customers/Visitors/Guests who may be a nuisance for other Customers/Visitors/Guests due to infectious diseases, extremely stained clothing, or for other reasons may also be excluded from the right to use the Integrated Library services.
- 1.20. A Customer breaching the Library Rules, the NTL Building Rules, or any other internal regulations may be banished from the premises of the NTK.
- 1.21. At any time, the Customer may report to NTK staff or CIS ICT staff on duty or to: [techlib@techlib.cz](mailto:techlib@techlib.cz) his/her: claims or complaints concerning the services provided; requests for enriching the NTK and ICT collections with specialized periodicals; and any other proposals aiming to improve the Integrated Library's services and operations.

## 2. Protected Public Area / Open Stacks Collection Rules

2.1. The protected public area / open stacks collection is the area situated on the 1<sup>st</sup> to 6<sup>th</sup> Floors of the NTK Building. The following items are located in the open stacks:

- A selection of the most frequently-used books, compilations, encyclopaedias, and bound periodicals from the NTK collection (1976 to present)
- A selection of the most-used books, textbooks, reference works, and journals from the Chemical Library collection
- A collection of Czech Technical Standards (in the Central Library of CTU on the 5<sup>th</sup> Floor/Sector A)

2.2. Opening hours of the protected public area / open stacks collection are as follows:

Monday – Friday	8:00 a.m. – 10:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Any change of the opening hours is related in a timely manner to the Customers and Visitors on the NTK website and at visible places in the NTK Building.

2.3. Library items intended for in-library use only cannot be checked out. Customers and Visitors are obliged to protect library items in the open stacks from any damage and may not destroy items or write in them. They are responsible for any damage to these items.

2.4. When the Customer/Visitors is finished using items, he/she must deposit them at designated places (e.g., shelf side tables, study tables, book trolleys). Customers/Visitors should not return items themselves to the shelves.

2.5. Borrowing of library items is specified in the Borrowing Rules (see Part III Section 1).

2.6. Newspapers are located on the 4<sup>th</sup> Floor/Sector B, shelves No. 221–224, for in-library use only.

2.7. The collection of Czech Technical Standards in printed form is located on the 5<sup>th</sup> Floor/Sector A in the CTU Central Library. Norms may only be used in this Library and cannot be checked out. Detailed information about borrowing Technical Standards is at: <http://www.techlib.cz/cs/688-database-norem-csn-v-ntk/>. The CTU Central Library is open Monday to Thursday, 9:00 a.m. to 6:00 p.m. and on Fridays from 9:00 a.m. to 2:30 p.m.

For access to full texts of standards, an online Czech Technical Standards database is accessible from specified computers in the Periodicals Reading Room on the 3<sup>rd</sup> Floor/Sector D. This database provides access to all valid standards issued by the Czech Standardization Institute (now Czech Office for Standards, Metrology and Testing, ÚNMZ) and invalid standards whose validity expired in 1997. For licensing reasons, it is not allowed to print or copy from this database.

## 3. Periodicals Reading Room Rules

3.1. The Periodicals Reading Room is situated on the 3<sup>rd</sup> Floor/Sector D. Studying in this area is governed by special rules. Before entering the Periodicals Reading Room, the Customer and the Visitor are asked to take off their outer clothing and to leave it, together with their shopping bags and other luggage, in the attended cloakrooms or in the self-service lockers located on the 1<sup>st</sup> Floor, or in the lockers next to the entrance to the Periodicals Reading Room on the 3<sup>rd</sup> Floor/Sector D. Customers/Visitors can enter the Periodicals Reading Room with: a portable personal computer without packaging, stationery, a notepad and personal belongings. By the entrance to the Periodical Reading Room, NTK logo bags are available so that the Customer and Visitor can use for his/her personal belongings.

### 3.2. Opening hours of the Periodicals Reading Room:

Monday – Friday	8:00 a.m. – 10:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Any changes in these hours are posted in a timely manner to the NTK website and in visible places in the NTK Building.

### 3.3. The following items are kept in the Periodicals Reading Room:

- Both current and older volumes of NTK and ICT periodicals and selected periodicals from the CTU Central Library;
- Abstract and bibliographic periodicals;
- Resources on CD-ROMs and DVDs that form separate supplements to periodicals;
- Firm directories;
- Selected bilingual and monolingual dictionaries;
- Current collections of laws.

3.3. Once the Customer/Visitor leaves the Periodicals Reading Room, he/she should return materials to the Periodicals Reading Room service desk or the Returns trolley.

### 3.4. Additional items in the Periodicals Reading Room include:

- Rare and pictorial publications, maps, and archival publications of Czech origin;
- Documents marked with a small letter "z" call number;
- Archival copies of course materials and proceedings issued by the ICT;
- ICT Dissertations except those which contain classified information;
- Valuable and fragile materials.

3.5. The aforementioned items may be reserved using the Integrated Library catalog and will be, at the set time, be made available in the Periodicals Reading Room. After using these materials, the Customer must return items to the Periodicals Reading Room desk.

3.6. The collection located in the Periodicals Reading Room is for in-library use only; it is not allowed to take any items of this collection from the Periodicals Reading Room. Customers and Visitors are obliged to guard these items from damage and are liable for any damage to these items.

3.7. Customers with extended rights (Groups A, AV and P; see the Annex II Differentiation of Services) can, however, check out Periodicals Reading Room items including CD-ROMs and DVDs that supplement these items).

3.8. Customers have the option to order reprographic copies and prints from the items available in the Periodicals Reading Room using copier there for a fee (see the Annex I Differentiation of Services).

3.9. Customers and Visitors are authorized to use only one workplace in the Periodicals Reading Room and cannot queue there while waiting for a seat.

## 4. Rare Books and Special Collections Reading Room Rules

### 4.1. Introductory Provisions

4.1.1. The NTK and ICT rare and old books collections, comprised of a collection of old and rare prints published between 1501-1800. Publications published between 1801-1920 are considered rare prints; in the NTK collection, publications from the so-called Library of the Estates' School of Engineering and some other publications added later are also considered as rare prints.

4.1.2. Rules of the Rare Books and Special Collections Reading Room make the books and bound periodicals from the collection of old and rare prints of the Integrated Library available to researchers. Historical maps from this collection are not available.

4.1.3. Researchers are Customers of the Integrated Library over 18 years of age who use the old and rare prints.

4.1.4. The rare and old books collection is available to researchers for in-library research exclusively at the premises of the Rare Books and Special Collections Reading Room on the 3<sup>rd</sup> Floor during its opening hours:

Tuesday	9:00 a.m. – 1:00 p.m.
Wednesday	9:00 a.m. – 4:00 p.m.
Thursday	12:00 p.m. – 4:00 p.m.

Any changes in these hours are posted in a timely manner to the NTK website and in visible places in the NTK Building.

4.1.5. Preservation, safety and protection of the old and rare prints are a basic condition of their use by researchers.

### 4.2. Access to the Rare Books and Special Collections

#### Access to Old and Rare Prints

4.2.1. To order these materials, the Customer fills out a form (the so-called Research Sheet) online at: <http://www.techlib.cz/>, by email ([historicky.fond@techlib.cz](mailto:historicky.fond@techlib.cz)), in writing, in person, or over the phone (232 002 407 or 232 002 552). The Customer and Rare Books and Special Collections Reading Room staff determine jointly when the materials will be available.

4.2.2. The researcher may study, reserve, or order s maximum of 5 items (i.e., volumes, not publication call numbers) at once. The maximum term of loan is 7 days.

4.2.3. The ordered library materials will be given to the researcher by the staff of the Rare Books and Special Collections Reading Study Room for research purposes and on the basis of the researcher's signature on the Research Sheet, one item at a time.

4.2.4. On principle, digitalized old and rare prints are made available only in this manner. Originals may only be made available with written approval of the NTK Director after the researcher makes a written request. In his/her request for access to the original, the researcher is obliged to justify the necessity of such access.

4.2.5. When studying old and rare prints, the researcher will follow instructions of the staff in the Rare Books and Special Collections Reading Room. Staff do not provide of assistance to the researcher in reading texts of old and rare prints, translating to other languages, etc.

4.2.6. When studying, the researcher is obliged to protect old and rare prints in every possible way. He/she may study them only when they are laid down on a special pad intended for this purpose. The researcher may not amend texts or their external surfaces (for example, by using

materials as writing pads), underline, or cross out text or write any comments therein.; Direct copies should also not be made.

4.2.7 The researcher is authorized to abstract and excerpt parts of texts and to make notes. When making transcripts and excerpts, the researcher is obliged to only use a pencil. No other writing tools are permitted. When studying old and rare prints, the researcher may use a portable personal computer.

4.2.8. When studying and ordering copies, the researcher may not take library items outside the Study Room and give old and rare prints to third parties for inspection.

4.2.9. If the researcher leaves the Study Room during his/her research, he/she is obliged to hand over the books to the employee on duty in the Study Room.

4.2.10. After termination of his/her research, the researcher is responsible for returning materials in the condition they were given to him/her. Old and rare prints are inspected when lent and returned by the staff in the Study Room and recorded in the Research Sheet.

4.2.11. Compensation for any damage is governed by generally binding legal regulations (the Civil Code).

4.2.12. Researchers have no access to the old and rare prints archive.

### **4.3. Use of Old and Rare Print for Publication Activity, Making of Excerpts, Copies and Duplicates.**

4.3.1. The researcher's applications for making excerpts and copies may be satisfied only after fulfilment of the conditions of use of the old and rare prints. Excerpts, copies, duplicates and data provided by the Integrated Library to the researcher may be used by the researcher only for the purposes specified in the Research Sheet, eventually in the written application approved by the NTL Director.

4.3.2. Researchers cannot publish contents of old and rare prints in their original, full, or shortened wording, and publishing of copies of old and rare prints can take place only after written agreement and approval of the NTK Director.

4.3.3. Copies of old and rare prints may be produced at the NTK Department of Reprographic Services using digital technologies.

4.3.4. Making copies of old and rare prints by using xerox technology is not permitted due to the irretrievable degradation caused by cumulative effects of heat and light.

4.3.5. Digital copies of old and rare prints that are studied for scientific purposes can be copied either at the NTK Department of Reprographic Services or by means of a Customer's own non-contact reproduction device (see Sections 4.3.7. and 4.3.8. of the Article below) only after written approval of the Head NTK Librarian after the researcher makes a written request. Copies cannot exceed a half of the item copied.

4.3.6. Making of copies depends on the condition and state of repair of the concerned old or rare print; assessing suitability is at the sole discretion of staff of the NTK Rare Books and Special Collections Section. If the physical condition of an old or rare print does not allow for digital copies, the researcher's request will be rejected without exception.

4.3.7. If a digital copy is to be made by NTK's Department of Reprographic Services, the old and rare prints are handed over to that department only by staff of the Rare Books and Special Collections based on an order accurately completed by the researcher, with the requested passages being bookmarked. The delivery date is determined by staff of the NTK Department of

Reprographic Services and depends on applicable technologies and capacities of the NTK Department of Reprographic Services. Prices for making of digital copies and methods for payment are governed by Annex I.

4.3.8. If a digital copy is being made by the researcher using his/her own digital non-contact reproduction device, he/she may not use a flash or any other device that might damage the old and rare prints. Personal scanners are forbidden. A digital copy made by the Customer's own digital device is not subject to a fee; nevertheless, the researcher of old and rare prints undertakes to deliver a copy of pictures taken by him/her on a CD or DVD to NTK within 7 working days of making the copy. When making copies, the researcher is bound to keep quiet in the Rare Books and Special Collections Reading Room and he/she should not disturb any other researchers present.

4.3.9. Making of copies of old and rare prints through other institutions or third parties is forbidden. If the researcher uses the data obtained by him/her while studying the NTK collection of old and rare prints in his/her further scientific or other work, he/she is obliged to:

- State in his/her work the exact quotation for the used resource, stating with a footnote that the old and rare print comes from the Integrated Library collection;
- Report the bibliographic data about his/her work to NTK, specifying quotations from the prints he/she used.

4.3.10. Making a private archive of copies of NTK old and rare prints, including "mirror archives," as well as reproductions of entire publications, is forbidden.

#### **4.4. Final Provisions**

4.4.1. If the researcher breaches any of the basic obligations laid down by these Rules of the Rare Books and Special Collections Reading Room, he/she may be denied further studies using old and rare prints.

4.4.2. Use of the collection of old and rare prints for reasons other than research is subject to conclusion of an agreement with NTK.

4.4.3. Exceptions from the Rules of the Rare Books and Special Collections Reading Room may be granted only by the NTK Director.

### **5. 24/7 Reading Room**

5.1. The 24/7 Reading Room is situated on the 1<sup>st</sup> Floor (ground floor) by the entrance NTK3. It is intended for use by NTK Customers outside the normal opening hours of the Library, namely in the evening and at night. The reading room is equipped with 62 study seats, lockers and sanitary facilities and tables are equipped with electricity and data network connections. There are 5 computer workstations available to Customers. Use of those stations is governed by the Rules of Using Computer Technology in NTK and the Rules of Internet Access in NTK.

5.2. Opening hours of the 24/7 Reading Room during semesters are as follows:

Monday –Thursday	10:00 p.m. –8:00 a.m.
Friday – Saturday	10:00 p.m. – 10:00 a.m.
Saturday – Monday	5:00 p.m. –8:00 a.m.

Summer hours may vary, and any change in the opening hours is communicated in a timely manner to Customers and Visitors on the NTK website and in visible places in the NTK building.



5.3. Each Customer is authorized to use only one worksite in the 24/7 Reading Room. If all places in the reading room are taken, Customers cannot wait for vacating place in the Reading Room itself.

## 6. Guided Tours

6.1. Guests and visitors are entitled to free guided tour around NTK only if the tour is intended to provide information support for teaching staff and students of secondary schools, colleges and universities, employees of research and development centres, libraries and information centres, or if it is to promote the education of youth and lifelong education in technology as well as applied natural sciences and related social sciences, and provided that no fee for the tour is charged by a third party. In other cases, a fee is charged for the guided tour (see Appendix I Pricelist of Fees and Services, XII Combined Tours).

6.2 A guided tour can be requested online (<http://www.techlib.cz/cs/573-exkurze/>) at least one week in advance; it is confirmed by the staff of the Communications Department. The guided tours are going on always on Tuesday or Thursday from 10 a.m. to 3 p.m.

# PART V

## 1. General Rules for Renting Reading Rooms, Carrels and Labs

1.1. Reading rooms/carrels and labs may be rented on a short-term basis for half a day, a full day or a maximum of two days. The Customer may reserve an individual carrel, an audio-visual carrel and a teamwork room. The Customer places the reservation online (<https://rs.techlib.cz/>). A guide to using the reservation system is at: <http://www.techlib.cz/cs/984-navody/>.

1.2. The Customer must have a sufficient available balance on their FA in order to make a short-term reservation of an individual carrel, audio-visual carrel or a teamwork room online.

1.3. Unregistered Customers may enter into short- or long-term rental agreement for selected types of reading rooms/carrels (Balling Hall, computer labs, Education Centre, 24/7 Reading Room and specified teamwork rooms and individual carrels). An unregistered Customer may only view the reservation system of these spaces (<https://rs.techlib.cz/>); a binding reservation is made by a responsible employee of NTK (marketing@techlib.cz, phone 232 002 506, 232 002 473 or 232 002 477) on the basis of a written order (the appropriate form may be downloaded at: <http://www.techlib.cz/cs/572-formulare/>). A reservation is confirmed after wire transfer payment for the appropriate invoice; the invoice is based on conditions of the rental.

When using this service, the Customer follows the instructions specified in the order form.

1.4. The Customer is obliged to inspect the reading room/carrel before accepting it and to report any possible defects; the Customer is liable for any future damage not reported upon inspecting the carrel.

1.5. NTK guards and cleaning services staff can enter the rented individual carrels on a daily basis in order to check and clean them.

1.6. Food cannot be left in the reading rooms/carrels when the Customer is not there.

1.7. Operation of the reading rooms/carrels may be interrupted or limited due to necessary technical or software maintenance.

1.8. In the reading room/carrel during the term of rental, the Customer may study and keep there only library materials duly borrowed on his/her customer account. The Customer is obliged

to return library materials not checked out from the open stacks collection when the Library closes (see Part IV Section 2.4.). Any breach of this rule can lead to cancellation of the reading room/carrel reservation privilege or even revocation of the right to use NTK services of (see Part VII Section 1).

1.9. The Customer is also authorized to use materials borrowed from other libraries in the reading rooms/carrels.

1.10. Any information and data (in any form, on any medium) the Customer obtains is for exclusively serving the personal needs of the Customer and for his/her study purposes. This Customer is not allowed to disseminate, duplicate, copy, lend, share, distribute (even within a computer network), sell, or otherwise use this information and data for commercial purposes.

1.11. In the reading room/carrels, any consumables, anything perishable or live, any dangerous objects or any chemicals cannot be stored. Any breach of this rule can lead to cancellation of the reading room/carrel reservation privilege or even revocation of the right to use NTK services (see Part VII Section 1)

1.12. The Customer renting a reading room/carrel may not give access to unauthorized persons.

1.13. In the reading room/carrel, Customers may connect their portable device (laptops, PDAs, etc.) to the Internet using WiFi.

1.14. In the individual carrels, the Customer is authorized to use only approved electrical appliances intended for data transfer, storage or processing; or for health-related purposes.

1.15. It is forbidden to remove and equipment, devices, etc., from the reading rooms/carrels or to otherwise manipulate the equipment in a reading room/carrel.

1.16. After termination of the use/rental, the Customer is obliged to hand over the reading room/carrel study room fully vacated and undamaged.

## **2. Individual Carrels**

2.1. Individual carrels are intended for short-term or long-term lease for individual studies and research work. The carrels are equipped with electricity and data network connections.

2.2. Individual carrels (No. 1–29) are situated in the protected public area on the 6<sup>th</sup> Floor. Individual carrel No. 7 is intended for short-term lease; carrels No. 1–6, 8–27 are intended for long-term lease. Individual carrels have one desk. Carrels No. 7 and No. 21 are convenient for handicapped Customers and have two desks. Renters of Individual carrels can invite a Guest to their carrels and for this purpose they can take a chair from the Public/Open Stacks Area. It is necessary to return the chair back to its proper place after the visit. The Renter takes full responsibility for any Guest and any damage caused by the Guest.

2.3. The right to use individual carrels pertains to registered Customers in groups A, AV, B, BV, C, CV, E, EV, F and FV according to Differentiation of Services (see Annex II) who have settled their liabilities to the library, namely by using the Reservation System and subsequently having received confirmation of the reservation from the Library. The pre-reservation is placed online using a form on the NTK website.

2.4. Individual carrel No. 7 is intended for short-term lease by handicapped Customers for a half or full day. Individual carrel No. 7 must be reserved at the Reference desk on the 1<sup>st</sup> Floor of NTK. After the reservation is made (see Annex I Pricelist, Part IX Premises for Lease), the Customer may enter the assigned carrel.

2.5. Carrels for long-term lease are leased to the Customers for one semester (i.e., 20 weeks) or two semesters (i.e., 40 weeks). In cases where demand for long-term lease of carrels exceeds the number of carrels available, NTK reserves the right to assign these carrels on the basis of a lottery of applications from pre-reserved Customers who have met the conditions for lease of a carrel. Having paid the set fee (see Annex I, Part IX Premises for Lease), the Customer may enter the assigned carrel.

### **3. Audio-visual Individual Carrels**

3.1. Audio-visual individual carrels are primarily intended only for short-term lease for individual studies and research work or for other non-commercial activities connected with the processing of audio and video files. They are equipped with electricity and data network connections and computer technology.

3.2. The right to use audio-visual individual carrels pertains to registered Customers of groups A, AV, B, BV, C, CV, E, EV, F and FV according to Differentiation of Services (see Annex II) who have settled their liabilities to the library, namely by using the Reservation System and subsequently having received confirmation of the reservation from the Library. The pre-reservation is placed online using a form on the NTK website.

3.3. Carrels (No. 28–29) with a capacity of two workplaces in each carrel are situated in the protected public area on the 6<sup>th</sup> Floor.

3.4. The Customer may lease the carrel for a half day, a full day or one week. Having paid the set fee (see Annex I, Part IX Premises for Lease), the Customer may enter the assigned carrel. The Customer may reserve a carrel no more than once a day.

### **4. Teamwork Rooms**

4.1. Teamwork rooms (No. 1–18) with capacity of 8 to 10 workplaces are primarily intended for team/group work, collective work on assignments, etc. They are situated in the public protected area on NTK's 4<sup>th</sup> to 6<sup>th</sup> Floors. The rooms are equipped with electrical and data network connections, flipcharts, and magnetic boards.

4.2. The rooms can be rented for half a day, a full day or a week. Having paid the set fee (see Annex I, Part XI Premises for Lease), the Customer (and his/her guests) may enter the assigned room.

### **5. Audio-visual Room**

5.1. The audio-visual room is situated in the public protected area on the 3<sup>rd</sup> Floor. The equipment of the room is under preparation. Until it is fully equipped and put into operation, it is subject to the same regime as the teamwork rooms (see 4).

### **6. Computer Labs**

6.1. Computer labs (No. 1–4) are situated in the public protected area on the 3<sup>rd</sup> to 4<sup>th</sup> Floors. They are intended for educational activities with a maximum capacity for 30 to 50 people. The labs allow connection at each workplace to the data network and are equipped with magnetic boards and audio-visual devices intended for teaching process.

6.2. The labs are intended for rental by Customers for an hour, half a day, full day or week. Having paid the set fee (see Annex I, Part XI Premises for Lease), the Customer may enter the assigned lab.

6.3. At present, lab No. 4 is rented on a long-term basis to CTU on a contractual basis.

## **7. 24/7 Reading Room**

7.1. The Reading Room may be leased on a short-term basis on working days from 10:30 a.m. to 9:00 p.m. It may be leased for seminars, workshops and other events accompanying conferences and other events organized in the adjoining conference hall.

7.2. Having paid the set fee (see Annex I Pricelist, Part XI Premises for Lease), the Customer may enter the Reading Room.

# **PART VI: SANCTIONS FOR BREACHING LIBRARY RULES**

## **1. Overdue Penalties**

1.1. The Integrated Library is not obliged to remind its Customers to return borrowed library items; nevertheless, it may notify the Customer of that he/she has an overdue item by sending him/her an overdue notice. The Customer's overdue fine is calculated from expiration of the borrowing period until date the library item is actually returned. The obligation to pay an overdue fine begins on the day after expiration of the borrowing period. If the last day of the borrowing period falls upon a day the Library is closed, to the last day of the borrowing period is the next day the Library is open. If the Customer fails to return the borrowed library item on time, he/she is obliged to pay the overdue fine regardless of whether he/she received an overdue notice or not. Upon the date the overdue notice is issued, the Customer is obliged to pay, in addition to the overdue fine, any service charges associated with settlement of the overdue item procedure (see Annex I).

1.2. Customers who have shared their email address with NTK obtain electronic notification regarding due dates as well as three reminders. NTK, for technical reasons, does not guarantee delivery of messages. Non-delivery or late delivery does not justify a reduction or remission of overdue fees.

1.3. The set overdue fee is paid for each day and for each individual volume (for library items) or for each individual issue (for unbound periodicals).

1.4. If a Customer has a sufficient balance on his/her FA, overdue penalties are automatically deducted from the FA upon self-service return of the borrowed item. This operation appears in the Customer's FA 10 minutes after returning the item.

1.5. If the Customer fails to pay the overdue fine, he/she loses the right for provision of further services.

1.6. Overdue reminding process does not bear on items from the permanent loan collection at the ICT departmental libraries.

## **2. Collecting Unreturned Loans**

2.1. If the Customer fails to return a loan by the set deadline, a Director's overdue notice is sent to him/her. According to the notice, the Customer is obliged to pay NTK the set penalty when returning the publication (see Annex I).

2.2. If the Customer fails to return the loan within one month following the Director's overdue notice, NTK proceeds to collection per curiam. Legal action is based on the fact that NTK collections are the property of the Czech Republic under special protection. The ownership right to

the library items forming the NTK library collection is not subject to statute of limitations and it may not be acquired by prescription.

The Director's overdue notice is considered delivered if NTK posts it to the address last specified by the Customer and not whether or not it is delivered for reasons on the side of the addressee (e.g., the addressee has moved without providing a new address or the addressee refuses to accept mail).

As to ICT library collection, it is solely decision of the ICT to bring a lawsuit to the civil and local appropriate court.

2.3. Any damage or theft of library items from the Integrated Library collection is subject to sanctions according to generally applicable regulations; NTK's and ICT's claim for full compensation of damage and reimbursement of costs connected with enforcement of NTK's and ICT's justified claims shall not be affected thereby.

### **3. Compensation for Lost, Damaged, or Destroyed Library Materials**

3.1. The Customer is obliged to report any loss, damage or destruction of library items to NTK without delay and to compensate the damage and pay the set service charges by the fixed deadline (see Annex I). Service charges are non-refundable. This is valid also for the assorted materials.

3.2. Service charges shall be used as partial payment for the acts connected with repair the damage, including a librarian processing the replacement of items lost or damaged.

3.3. On the basis of an agreement with the Customer, NTK may accept, as compensation, another copy of the publication from the same edition or the same publication from a newer edition, a reprographic copy with binding, or another publication determined by NTK as corresponding to the value of the lost or damaged publication or full financial compensation. The information and financial value of the library collection must be retained. If the lost publication was bound at the expense of NTK, the Customer is obliged to reimburse to NTK the price of such binding as specified in the pricelist valid on the date of obtaining the substitute of the lost publication. The Customer is obliged to reimburse NTK also for a lost/damaged RFID tag. The reimbursement is non-refundable.

3.4. If the damage is not compensated in the above-mentioned manner and thereby no reinstatement is provided under Section 442 of the Civil Code, NTK may impose an obligation on the Customer to pay the due amount necessary to obtain a reprographic copy and binding as the form of financial compensation.

3.5. NTK is authorized to claim full compensation of damage even in the event that the loss, destruction or damage concerns only a part of a multi-volume work or if the whole work was devalued thereby.

3.6. Upon partial damage of the publication, NTK may limit its claim to the price of a reprographic copy of the damage part, to the price of re-binding, etc., if the value of the library material is not decreased by such adjustment.

3.7. When a CD-ROM or DVD that forms a supplement to a primary library material is lost, the Customer will pay the set flat penalty and costs incurred when arranging for a substitute of the lost CD-ROM or DVD. When a primary library material on CD-ROM or DVD is lost, the Customer will pay the price of the library material and costs incurred when arranging a substitute for the lost CD-ROM or DVD (see Annex I).

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3.8. In addition to compensation of damage caused by loss, damage or destruction of the library material, the Customer is obliged to pay, if it applies to his/her case, also the set overdue penalty, penalty for overdue notice, Director's notice, service charges for liquidation of the loss and other incurred costs.

3.9. NTK shall claim compensation of damage using the overdue notice procedure until its enforcement per curiam; the costs related to the enforcement are reimbursed by the Customer in the form of the set fee.

3.10. The decision on the form and amount of compensation shall be in all cases rendered by management of NTK following the examination of the case by authorized employees of NTK. NTK consults the compensation for damage as to Chemical Library collection with CIS ICT.

3.11. Lending of NTK library items is subject to provisions of the Civil Code on lending of objects, on liability for damage, and on the form and scope of compensation of damage.

## **PART VII: FINAL PROVISIONS**

### **1. Revocation of the Right to Use Integrated Library Services**

The right to use Integrated Library by a Customer who has breached his/her obligations according to the Integrated Library Rules and which he/she had undertaken to observe by his/her signature, may be temporarily or permanently revoked.

### **2. Exceptions from the Integrated Library Rules**

Exceptions from the Integrated Library Rules are granted by the NTK Director. All exceptions, changes and additions related to the Chemical Library and ICT departmental libraries are under ICT rector consent.

### **3. Validity of the Integrated Library Rules**

These NTK Library Rules are approved and shall become effective as of September 19, 2013. In the same time, they replace the NTK Library Rules dated September 16, 2013.

Prague, Seppetmber 19, 2013

Ing. Martin Svoboda  
Director of NTK

prof. Ing. Karel Melzoch, CSc.  
Rector of ICT in Prague



Martin Svoboda  
Director

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# ANNEX I: PRICELIST OF NTK FEES AND SERVICES VALID AS OF SEPTEMBER 19, 2013

## 1. Registration and Library Cards

<b>Customer annual registration fee (365 days) (semi-annual fee is ½ of the specified amount)</b>	
Customer under 60 years of age	100
Customer over 60 years of age, students, unemployed persons, the long-term disabled	50
Customer with extended rights – group P a)	300
Customer with extended rights – group P b)	1,000
<b>Customer with ICT Card</b>	free of charge
<b>Customer Card</b>	
<b>NTK Customer Card issue</b>	200
Substitute for lost NTK Card	250
Printout of customer personal data from the registration database (under Section 12 par. 2 of Act No. 101/2000 Coll., on Personal Data Protection)	25

## 2. Borrowing

<b>Overdue penalties</b>	
Per item/day	2
eBook reader/day	20
Assorted materials/day	20
Overdue notices 1–3 sent by mail	10
Director's overdue notice	30
Charge for court claim preparation (per item)	200
<b>Reservations</b>	
Library material reservation notice sent by mail	10
<b>Lost and damaged library material penalty</b>	
Notice 1	50
Notice 2	100
Notice 3 and each subsequent notice	200
Lost CD-ROM and DVD penalty/per item	500
Charge for court claim preparation (per item)	200

## 3. Self-Service Reprographic Services

<b>Black and white photocopy / printout</b>	1 side / A4 size	1.80
	double-sided / A4 size	3.60
	1 side / A3 size	3.60
	double-sided / A3 size	7.20
<b>Color photocopy / printout</b>	1 side / A4 size	5
	double-sided / A4 size	10
	1 side / A3 size	10
	double-sided / A3 size	20
<b>Scan</b>	1 side	0
<b>Self-service reprographic services (copying, scanning) – minimum balance</b>		25



#### 4. On-Demand Reprographic Services

<b>Black and white photocopy / printout</b>	1 side / A4 size	2
	double-sided / A4 size	3
	1 side / A3 size	4
	double-sided / A3 size	6
<b>Color photocopy / printout</b>	1 side / A4 size	12
	double-sided / A4 size	18
	1 side / A3 size	19
	double-sided / A3 size	22
<b>Enlargement from a microfiche to 1 exposure / A4 size</b>		5

Note: When ordering reprographic services for over 50 pages of A4 size, it is necessary to pay 50% of the expected price in advance (this applies only to personal orders placed with the NTK Reprographic Laboratory).

#### 5. On-Demand Reprographic Services – Copies from Old and Rare Prints

<b>Digital copy of an old print</b>	1 page	10
<b>Black and white photocopy of an old print</b> (from digital copy)	1 page / A4 size	12
	Double-sided / A4 size	13
	1 page / A3 size	14
	Double-sided / A3 size	16
<b>Color photocopy of an old print</b> (from digital copy)	1 page / A4 size	22
	Double-sided / A4 size	28
	1 page / A3 size	29
	Double-sided / A3 size	32
<b>Digital copy of a rare print</b>	1 page	2
<b>Black and white photocopy of a rare print</b> (from digital copy)	1 page / A4 size	3
	Double-sided / A4 size	4
	1 page / A3 size	5
	Double-sided / A3 size	7
<b>Color photocopy of a rare print</b> (from digital copy)	1 page / A4 size	13
	Double-sided / A4 size	19
	1 page / A3 size	20
	Double-sided / A3 size	23
<b>Fee for data copying from old and rare books on CD / 4.7 GB DVD</b>		15
<b>Fee for data copying from old and rare books on 8.5 GB DL DVD</b>		50

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#### 6. VPL User Accounts and Document Delivery Services

<b>VPL user account opening charge</b>	For Czech Rep. and Slovakia	50
	For citizens of other countries	130
<b>Charge for VPL user account statement</b>	Annual statement	25
	Searching archives	50
<b>Service charge for returning VPL account balance</b>		20
<b>Charges for printed copies delivered electronically</b>		
<b>Copies of printed library materials delivered electronically</b>	1 page	2
	+ copyright fee incl. VAT <sup>1</sup>	2.42 / page
<b>Copies of printed library materials express-delivered electronically</b>	1 page	4
	+ copyright fee incl. VAT <sup>1</sup>	2.42 / page
<b>Charges for digital copies (PDF)</b>		

<b>Copies of printed library materials delivered electronically</b>	1 page	2
	+ copyright fee incl. VAT <sup>1</sup>	6.05 / page
<b>Copies of printed library materials express-delivered electronically</b>	1 page	4,00
	+ copyright fee incl. VAT <sup>1</sup>	6.05 / page
<b>Copies from online databases delivered electronically</b>	1 article (up to 7 pages)	2 /page
	1 article (over 7 pages)	15
<b>Copies express-delivered by fax</b>	page	9
Prices include fees for copies delivered by fax and phone charges		

<sup>1</sup> Minimum copyright fee incl. VAT for 1 order is 12,10 CZK.

Maximum copyright fee incl. VAT for 1 order is 90,75 CZK.

There is no fee charged for non-copyrighted items.

<sup>2</sup> Only databases under the license agreement and those allowing electronic ILL under license are concerned.

## 7. Retrieval and Consultation Services

Fees are charged for information retrieval by NTK staff from databases available using the NTK network and from secondary and primary databases available on the Internet. Retrieval is carried out on the basis of individual orders. Final prices are not affected by the selected type of sources.

<b>Type of sources</b>	<b>Minimum price / minimum term of retrieval</b>	<b>Service specification</b>
<b>NTK catalogs and selected</b>	320 / 2 hours	Search query formulation, searching through
<b>Czech union catalogues</b>		Catalogs of selected libraries (according to the query topic); Uniform Information Gateway (JIB) searching; evaluation of relevance.
<b>Free Internet Resources</b>	480 / 3 hours	Search query formulation, evaluation of source relevance, reliability, and text quality.
<b>NTK Electronic Resources</b>	480 / 3 hours	Selection of pertinent databases, search query formulation, selection of materials according to their relevance and accessibility.
<b>Every additional hour of searching</b>	160	
<b>Preliminary searching</b>	60% of total price	Preliminary searching results for quick orientation in selected field. Format of final bibliographic list according to the source database. Output records are not processed according to any citation standard.
<b>Student discount</b>	50% of total price	This discount applies to full-time or part-time students provided that they present certification of their student status (e.g., a student card, ISIC or students' record book) and a NTK Customer Card valid on the date of ordering the retrieval or, at the latest, prior to making payment for services.
<b>Consulting services</b>	0 / 1 hour	Consulting services are provided only to NTK Customers and they are limited to 1 hour per day.

Note: Costs of any printouts, copies, copying to CD and DVD are added to the final price of retrieval services.

## 8. International Interlibrary Loan Service

<b>For customers from public / private sector</b>			
<b>Basic price</b>	Loan		250 / 350
	Copy of every 10 pages		80 / 120
<b>Higher price<sup>1</sup></b>	Loan		500 / 700
	Copy of 1 article		350 / 450
<b>To abroad</b>	Loan	Slovakia	8 EUR / 1 IFLA Voucher
		Europe	10 EUR / 1 IFLA Voucher
		Overseas	15 EUR / 2 IFLA Vouchers
	Copies of 1–20 pages	Slovakia	8 EUR / 1 IFLA Voucher
		Europe	8 EUR / 1 IFLA Voucher
		Overseas	15 EUR / 2 IFLA Vouchers
+ every additional 10 pages	Slovakia	4 EUR / 0.5 IFLA Voucher	
	Europe	4 EUR / 0.5 IFLA Voucher	
	Overseas	4 EUR / 0.5 IFLA Voucher	

<sup>1</sup> Charging of the basic price or the higher price results from the costs (and the price policy) of the lending library. If the requested document is not possible to obtain from the libraries that provide these services for the basic costs, the charged price will be higher.

## 9. Other Fees

Service charges for lost, damaged, or destroyed publications	200
Service charges for damaged/lost RFID tags	50
Penalty for issuance of locker content within 24 hours after its recorded opening	50
Penalty for issuance of locker content beyond 24 hours from its recorded opening	200
Penalty for breach of rules governing use of individual carrels	500
Contractual penalty for breach of Commercial Terms and Conditions of the EOD Service, Section III par. 3 of EOD Library Rules	5,000
Contractual penalty for breach of Commercial Terms and Conditions of the EOD Service, Section III par. 6 of EOD Library Rules	5,000

Note: If satisfied requested services are sent by mail, additional shipping and handling charges according to the valid pricelist will be added to the price of services.

## 10. Fees for EOD Services

<b>Standard eBook net of service charges</b>	Per scanned page	4
<b>Service charges</b>		200
<b>Sending the eBook CD-ROM / DVD by post</b>	Europe	150
	Worldwide	200
<b>Personal collection of CD-ROM / DVD with eBook in NTK</b>		30

## 11. Space Rentals

### 11.1. Reduced Short-Term Rentals<sup>1,2</sup>

Name of room	1 hour (Mon-Sat)
Barrier-free individual carrel No. 7	0

<b>Teamwork room - reduced price<sup>3</sup></b>	10
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## 11.2. Reduced Long-Term Rentals<sup>1,2</sup>

Name of the room	Per Week	Semester <sup>6</sup>	2 Semesters <sup>7</sup>
	(Mon–Sat)	(20 weeks)	(40 weeks)
<b>Standard individual carrel<sup>3</sup></b>	N/A	2,000	4,000
<b>Barrier-free individual carrel No. 21</b>	N/A	2,000	4,000

## 11.3. Short-term Commercial Rentals<sup>1</sup>

Name of room	1 hour	Morning	Afternoon	Full Day
		(9:00 a.m.–2:30 p.m.)	(3:00 a.m.–8:30 p.m.)	(9:00 a.m.–9:00 p.m.)
<b>Individual audio-visual carrel</b>	N/A	1,000	1,000	2,000
<b>Teamwork room</b>	N/A	1,100	1,100	2,200
<b>Computer lab 01</b>	1,100	5,500	5,500	11,000
<b>Computer lab 02</b>	1,600	8,000	8,000	15,500
<b>Computer lab 03</b>	2,200	11,000	11,000	21,000
<b>24/7 Reading room<sup>4</sup></b>	N/A	4,000	4,000	8,000
<b>Education Centre</b>	2,200	11,000	11,000	20,000
<b>Balling Hall</b>	4,500	Hourly rate	Hourly rate	Hourly rate
<b>Gallery – reduced price<sup>5</sup></b>	N/A	N/A	N/A	3,000
<b>Gallery</b>	N/A	N/A	N/A	20,000

## 11.4. Long-term Commercial Rentals<sup>1</sup>

Name of the leased room	Per Week	Semester <sup>6</sup>	2 Semesters <sup>7</sup>
	(Mon–Sat)	(20 weeks)	(40 weeks)
<b>Teamwork room</b>	10,000	N/A	N/A
<b>Computer lab 01</b>	50,000	N/A	N/A
<b>Computer lab 02</b>	75,000	N/A	N/A
<b>Computer lab 03</b>	90,000	N/A	N/A
<b>Gallery – reduced price<sup>5</sup></b>	15,000	N/A	N/A
<b>Gallery<sup>5</sup></b>	90,000	N/A	N/A
<b>Parterre (sector A – D)<sup>5</sup></b>	5,500	N/A	N/A

<sup>1</sup> The specified prices are final; i.e., they include applicable VAT.

<sup>2</sup> The specified reduced prices apply to Customers in Groups A, AV, B, BV, C, CV, E, EV, F, FV. (see Annex II, Differentiation of Services). Customers who use teamwork rooms contrary to the Library Rules, e.g., allowing the entry of unauthorized person or who have used the rooms for purposes other than team/group work and study, collective work on assignments, etc., may be deprived of the right to use NTK services temporarily or permanently.

<sup>3</sup> The specific reduced prices are valid for Customers in Groups A, AV, B, BV, C, CV, E, EV, F, FV (see Annex II Differentiation of Services).

<sup>4</sup> Regarding the 24/7 Reading Room, the morning and afternoon rentals can take place between 10:30 a.m. and 3:30 p.m. and 4:00 p.m. to 9:00 p.m.; all-day leases between 10:30 a.m. and 9:00 p.m.

<sup>5</sup> The rental fee is stated as the minimum amount as well as for cultural events.

<sup>6</sup> Rental is available for Winter or Summer Semesters of an Academic School Year.

<sup>7</sup> Rental is available only for Winter and Summer Semesters of an Academic School Year.

A 50% discount may be applied to non-profit organizations and academic institutions.

**Note:** The above-mentioned fees are specified in CZK (unless determined otherwise). The NTK reserves the right to change the above-mentioned fees and publish a new pricelist whenever it deems it necessary. For non-profit and academic institutions there is applicable discount.

## 12. Guided Tours<sup>1</sup>

Tour type	45 minutes	90 minutes
<b>Building and NTK services<sup>2</sup></b>	1,500	3,000
<b>Technical facilities of NTK<sup>3</sup></b>	1,000	2,000
<b>Combined tours<sup>4</sup></b>	N.A.	2,500

<sup>1</sup>The prices in CZK, without the VAT. Free guided tours are only for the visitors and customers referred to in Part IV Chapter 6 of the Library Rules, which also contains ordering instructions and conditions for tours.

<sup>2</sup>Tour guided by NTK staff

<sup>3</sup>Tour guided by Instalace Praha staff (the Company which maintains the NTK building)

<sup>4</sup>Tour guided jointly by NTK and Instalace Praha staff

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Prague, September 19, 2013

Ing. Martin Svoboda  
Director of NTK

prof. Ing. Karel Melzoch, CSc.  
Rector of ICT in Prague



# ANNEX II: DIFFERENTIATION OF SERVICES

See separate table which defines Annex II Customer Group Differentiation of Services

Prague, June 29, 2012

A handwritten signature in blue ink, appearing to be 'M. Svoboda', written in a cursive style.

Ing. Martin Svoboda  
Director of NTK

prof. Ing. Karel Melzoch, CSc.  
Rector of ICT in Prague

# ANNEX III: PROTECTION OF PERSONAL DATA OF INTEGRATED LIBRARY CUSTOMERS

The National Library of Technology (hereinafter referred to as “NTK”) is a personal data administrator according to Act No. 101/2000 Coll., on Personal Data Protection and on Amendment of Certain Acts (hereinafter referred to as the “Act”).

Under Section 4 of the Act, personal data are any data concerning a specific person whose identity can be directly or indirectly derived from the personal data. Under the conditions of NTK and ICT, personal data involved are a Customer’s address and identification data and data regarding loans or other transactions.

When processing personal data, NTK proceeds in accordance with the Act and the Integrated Library Rules and other generally binding legal regulations. Personal data are processed by NTK’s own employees manually or automatically. NTK processes only true and accurate personal data which it verifies to this end.

## 1. Purpose of Customer’s Personal Data Processing

- Protection of property acquired from public budget sources, in particular, the NTK and ICT library collections intended for borrowing beyond the NTK building.
- Provision of quality services to Customers – NTK is, by gathering Customer data, able to: effectively contact the Customer in cases specified by the Library Rules or as requested by the Customer him/herself; keep accurate records of all transactions made in relation to the Customer (for example, current loans, the start and end dates of loan periods) while making use of system tools used by library employees who interact with these transactions; carry out checks regarding the quality of provided services and investigate customer complaints; prepare statistic assessment regarding Library activity (in particular, circulation statistics and assessment of these for the purposes of effective acquisition of materials and administration of the Library collection).
- Fulfilment of obligations imposed on NTK by generally binding regulations, in particular:
  - Act No. 257/2001 Coll., on Libraries and Conditions of Operating Public Librarian and Information Services (the Libraries Act)
  - Act No. 563/1991 Coll., on Accounting, as amended
  - Act No. 216/2006 Coll., amending Act No. 121/2000 Coll., on Copyright, Rights Related to Copyright and on Amendment of Certain Acts (the Copyright Act), as amended, and certain other acts

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## 2. Scope of the Customer Personal Data Processing

NTK processes the personal data of Customers and for minors, also the personal data of their legal representatives (in the same data structure).

### Basic Customer identification data:

- Combination of names, last name and date of birth
- Email address
- Card number
- Permanent residence address
- Type and number of personal identification document confirming Customer’s identity and correctness of identification data; possibly the country that issued the identification document if the customer is not from the Czech Republic

The Customer is obliged to provide these data and allow their processing in the Library records of NTK as long as he/she wishes to use Integrated Library services to their full extent. A Guest who refuses to grant his/her approval to processing of basic identification data may only use the Integrated Library unauthorized services (for example, in-library use of the open stacks collection, reference and reprographic services to order, etc.).

NTK verifies basic identification data according to such valid personal identification documents issued by governmental bodies in order to verify all basic identification data. Regarding citizens of the CR, it is usually an identity card. NTK checks a Customer's basic identification data upon registration, upon each renewal of the Customer's borrowing card, and whenever there are changes to any of the stated data. In order to protect and effectively use the Library collection, NTK prevents duplicate registration of Customers and therefore, prior to registration of a new Customer, the responsible Library employee verifies duplicity of records in the Integrated Library customer database according to the available personal data.

**Optional Data Collected from the Customer (if the Customer opts to provide):**

- University degree
- Contact or correspondence address
- Phone number
- Email address
- Identification of his/her employer / school attended.

**Official Data:**

- Information about Cards issued and cancelled in connection with a given Customer
- Information about the Customer's breaches and bans affecting conditions of renewal or cancellation of the NTK card

**3. Form of Processing and Storage of the Customer's Personal Data**

**In original documents:**

Contract on Use of NTK and ICT Integrated Library Services

This document is filed in the record office for the term of validity of the NTK Customer Card; upon renewal of the card or any change in any of the personal data, a new Contract is entered into and the former one is destroyed; access to these documents is limited only to NTK employees who work with the documents as part of their job descriptions.

**In the computer database:**

Registration Database of Integrated Library Customers

It documents Customer's basic identification data, other Customer's contact data and official data. The database is saved on a dedicated NTK server; access to this database is protected by a system of computer accounts, passwords and rights determined in the extent necessary for fulfilment of tasks of individual NTK employees. The data kept in the database of the Integrated Library. Customers are protected by anti-virus software and a system that safety stores copies outside the NTK building.

**On archival media:**

The condition of the database is regularly saved on DLT tapes at intervals.



#### 4. Obligations of NTK Employees Who Use the Integrated Library Customer's Personal Data

All NTK employees are obliged to process personal data exclusively within their job descriptions and tasks assigned to them by their superiors, in the above-mentioned extent and within the above-mentioned purposes and in accordance with provisions of the Act, applicable internal directive and other binding regulations.

NTK employees are obliged to:

- Attend to correctness of the processed personal data and check them according to the relevant documents;
- Refrain from any action that might result in unauthorized access of a third party to the Integrated Library Customer's personal data;
- Report immediately to his/her superior each complaint filed by a Customer orally or in writing in connection with protection of the Customer's personal data;
- Maintain confidentiality of the personal data and safety measures even after termination of their employment with NTK.

NTK employees are not allowed to:

- Disclose their NTK network access passwords to anyone;
- Disclose information about security measures aimed at protecting data from being collected by unauthorized persons;
- Allow unauthorized persons to move around the premises where the personal data are processed and stored;
- Disclose personal data on the public premises of NTK aloud unless expressly requested by the subject of the data;
- Allow inspection of documents and computer monitors by unauthorized persons as long as personal data of other Customers are stated therein;
- Disclose information about other Customers.

Any breach of these obligations of an NTK employee may be regarded as a breach of work discipline and sanctioned under Section 52 par. 4 of Act No. 262/2006 Coll., the Labour Code, as amended.

#### 5. Personal Data Liquidation

NTK processes the Customer's personal data as of the moment when the Customer signs the Contract for Use of NTK and ICT Integrated Library Services and thereby manifests his/her approval of personal data processing.

NTK keeps Customer's personal data until the latest of the following events occurs: the Customer asks in writing for their cancellation; five years after expiration of the Customer Card; settlement of the last Customer's obligations to the Integrated Library.

If the Customer asks for termination of his/her personal data processing or if the above-mentioned period of time expires and customer has no obligations to the Integrated Library, NTK considers the contractual relationship terminated and it shall destroy the personal data:

- By shredding of the original documents – the Contract on Use of NTK and ICT Integrated Library Services is physically destroyed according to the NTK Shredding Rules;
- Deleting the data in the Integrated Library registration database

Archival as well as backup copies that include Customers' personal data are available only to a limited number of NTK employees who have been authorized thereto by a written decision of the NTK Director. It is permitted to restore the data from archival and backup copies only on the basis of a written order issued by the NTK Director and a written report must be given after each restoration of data. Following the restoration of data from an archival or backup copy, the data of all Customers meeting the above-mentioned conditions will be deleted.

A breach of obligations laid down by Act No. 101/2001 Coll., on Personal Data Protection, results in liability of the Library for damage that might be incurred thereby by a third party and in administrative liability for an offence under Act No. 101/2001 Coll. If the Customer learns of a breach of obligations by NTK, he/she shall be entitled to ask NTK for immediate remedy or possibly to turn to the Office for Personal Data Protection with a request for remedy.

Prague, August 26, 2013

A handwritten signature in blue ink, appearing to be 'M. Čížek', written in a cursive style.

Ing. Martin Svoboda

Director of NTK

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# ANNEX IV: RULES OF SELF-SERVICE LOCKERS OPERATION

1. Access to the area of the National Library of Technology (hereinafter referred to as "NTK") situated behind the entrance protected by a tourniquet (hereinafter referred to as the "Library") is permitted upon presentation of a Customer Card or a Visitor's single-entry ticket (see the Library Rules), either of which regulate any contact between the Customer and the Library.
2. Before entering the protected public area (behind the tourniquets) the Library suggests that Customers, Visitors and Guests remove their outer clothing (long coats, winter jackets, fur coats, etc.) and leave them together with any bulky luggage (e.g., backpacks, suitcases, sports bags, shopping bags) in self-service lockers located in the public locker room or in the attended cloakroom on the ground floor. Visitors of the 24/7 Reading Room may use the latter lockers.
3. NTK shall not be responsible for objects left in other places not reserved for this purpose.
4. Final assessment and decision about admission of luggage is rendered by the NTK employees or guards on duty.
5. Lockers are used for putting aside outer clothing and luggage by NTK Customers and Visitors only during their stay at the Library.
6. Lockers are not intended to be used as safe deposits for valuables (i.e., as a safe).
7. It is not recommended to Customers that they leave any valuables, cash, jewels, watches, credit and similar cards, personal documents, any keys (including car keys), mobile phones, laptops, cameras, etc., in the Lockers. The Library recommends bringing them into the Library.
8. Objects that may damage a Locker and perishable materials may not be deposited in the Locker. Other items which cannot be placed in lockers include: explosives or firearms held and registered under Act No. 119/2002 Coll., on Fire Arms and Ammunition (with the exception of Police Officers from the Municipal Police Corp during fulfilment of their job duties), and dangerous, addictive, and poisonous substances.
9. Lockers may be used free of charge.
10. Lockers are available all year round during NTK Building and 24/7 Reading Room opening hours.
11. The Customer or the Visitor are obliged to follow the operating manual for the locking system of the Locker and general instructions for use of the Lockers that are specified directly on each Locker.
12. If the attended cloakroom is closed and all Lockers have been occupied, it is not possible to have the outer clothing and luggage deposited in the NTK Building.
13. Forced opening of one's own or third party's Locker is considered burglary. In case of a forced opening of a Locker, the Police of the Czech Republic will be called to investigate the case.
14. If the Customer or the Visitor finds out that any of the Lockers have been forced open, he/she is obliged to report this fact without delay to the Library employee on duty; i.e., to the cloakroom attendant or, in his/her absence, to the guard.
15. In case of intentional forced opening or damaging of the Locker, the Customer or the Visitor is obliged to compensate damage according to applicable legal regulations.

16. The Customer or the Visitor is obliged to keep the Locker clean and tidy and to check its conditions before vacating it.
17. The Customer or the Visitor is obliged to vacate the Locker and leave it open no later than 10 minutes after the end of Library opening hours.
18. If all Lockers are not vacated within 10 minutes after the end of opening hours, NTK is entitled to open the Lockers for security reasons as well as due to capacity needs for the next visiting day. To this end, a two member committee is set up that shall open and inspect the Lockers, write down a report, clearly identify the found objects and deposit them in the reserved lockable area of the NTK Building. Copies of the inspection records are filed with the Building Administration Department. Perishable materials shall be subject to immediate destruction.
19. Deposited objects may be claimed from the guard at the NTK Building reception desk (ground floor, NTK3 Entrance), namely Mondays to Fridays between 8:00 a.m. and 10:00 p.m. and Saturdays between 10:00 a.m. and 5:00 p.m.
20. Upon collection of deposited objects, the Customer or the Visitor is obliged to submit his/her photo identification card issued by a governmental authority, to describe contents of the Locker, to sign a certificate of acceptance and to pay the set penalty of CZK 50.00 for release of the deposited objects within 24 hours and CZK 200.00 for release of the deposited objects collected after 24 hours (see Library Rules, Annex I Pricelist of NTL Fees and Services). Twice a month, objects found and uncollected are taken away and handed over on a recorded basis to the Prague City Council, Lost and Found Property, Karolíny Světlé 5, Prague 1, phone number: 224 235 085.
21. If the Customer or the Visitor is not able to open his/her Locker when leaving the NTK Building or if he/she forgets their selected code, he/she shall report this fact to the NTK employee on duty (cloakroom attendant, receptionist, guard or librarian) who shall arrange professional repair or assistance.
22. NTK is responsible for objects deposited in the Lockers only in the extent regulated by the Civil Code.
23. The Customer or the Visitor is liable for damage caused to NTK/ICT property in the extent laid down in the Library Rules and by provisions of the Civil Code.
24. The Customer or the Visitor may report claims and complaints connected with use of Lockers to NTK employees on duty or send to: [boxy@techlib.cz](mailto:boxy@techlib.cz).
25. The Customers and Visitors of the NTK Building are obliged to comply with all provisions hereof.
26. A final decision on exceptions from these Rules of Operation is rendered by the NTK Director.

Prague, August 8, 2013



Ing. Martin Svoboda

Director of NTK

# ANNEX V: INTEGRATED LIBRARY COMPLAINT RULES

## General Provisions

The NTK Complaint Rules were prepared according to the applicable Act No. 40/1964 Coll. (the Civil Code), Act No. 634/1992 Coll. (on Consumer Protection), and Act No. 513/1991 Coll. (the Commercial Code), as amended.

The Customer is obliged to acquaint him/herself with the Library Rules, Complaint Rules and Pricelist of Fees and Services before ordering any service from the Integrated Library.

Any complaint has to be filed without undue delay after the Customer experiences grounds for a complaint. If the Customer is not satisfied with the manner of the complaint settlement, he/she may file a request for review within 30 days as of delivery of NTK's decision. NTK shall carry out the review within 30 days as of receiving the Customer's request and it shall inform the Customer of the result thereof in writing.

The Customer is obliged to accept the notice of complaint and other materials he/she submitted with his/her complaint no later than within one month after the moment when the Library responded to the complaint. Should he/she fail to do so, the file will be discarded without compensation.

Reprographic services are provided from materials contained in the NTK and ICT collections and from library materials obtained via the Interlibrary Loan Service, exclusively for personal needs of the Customer and in accordance with Copyright Act provisions.

## Complaint Procedure

According to the NTK Complaint Rules, the following services provided by the Integrated Library may be subject to a complaint:

- Complaint concerning functioning of MFDs (1.1.)
- Complaint concerning incorrectly printed or copied jobs (2.1.)
- Complaint concerning payments of rent (2.2.)
- Short-term rentals of reading rooms/carrels (2.2.1.)
- Complaints concerning access to reading rooms/carrels (2.2.2.)
- Complaints concerning equipment in reading rooms/carrels (2.2.3.)
- Complaints concerning amount of total balance in FAs (3.1.)

### 1. Complaints Related to Self-Service Reprographic Services

Self-service reprographic services (printing and copying) via self-service multi-function devices ("MFD") situated at the NTK public accessible area are provided to Integrated Library Customers who have a minimum balance, as set in the Pricelist of Fees and Services (see Annex I) deposited on their financial account opened with the Integrated Library (hereinafter referred to as "FA").

#### 1.1. Complaints Related to Functioning of MFDs

The Customer reports problems with operation of MFDs or non-functioning MFDs to the nearest Library employee on duty. If possible, defects will be remedied immediately.

Defects that cannot be remedied immediately will be handed over for a complaint procedure that will be settled within a maximum of 30 calendar days.

A complaint may be filed only on the day when the defect occurs, namely at the Information Desk on the 1<sup>st</sup> Floor of NTK. The following has to be enclosed with the complaint:

- Filled-out complaint form
- Incorrectly printed or copied pages
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

### **2.1. Complaints Related to Incorrectly Printed or Copied Tasks**

- "Incorrect printing/copying" means that the print/copy defects occurred without the Customer's ability to intervene or beyond his/her possible job settings (i.e., wrinkled or torn paper, lack of toner, obvious defects of colour register, etc.). However, the Integrated Library Customer cannot file a complaint if errors occurred if the Customer used incorrect MFD settings.
- A complaint concerning a printing/copying job which the Customer considers unsatisfactory may be filed only on the day when the defect occurs, namely at the Information Desk on the 1<sup>st</sup> Floor of NTK.

The following has to be enclosed with the complaint:

- Filled-out complaint form
- Incorrectly printed or copied pages
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

NTK reserves up to 30 calendar days for each complaint procedure. The maximum statutory thirty-day period for settlement of the complaint begins the day after the Customer files a complaint. For example, if the Customer files a complaint on 1 June, NTK must assess the defect and close the complaint procedure by 1 July.

The Customer is informed by the Library about the results of the complaint procedure via email.

If the charge for printing/copying is to be refunded to the Customer according to the complaint procedure, the relevant amount will be paid in cash at the NTK Building Cash Desk at the Registration Desk on the NTK 1<sup>st</sup> Floor.

### **2.2. Complaints Related to Payments of Rent**

Possible complaints related to payments for rentals of reading rooms/study rooms may be filed at the Information Desk on the NTK 1<sup>st</sup> Floor no later than within 30 working days after detecting an incorrectly deducted amount.

The subject of the complaint is the difference between the price of the declared service on the date of its ordering according to the Pricelist of Fees and Services (see Annex I) and actual transfers on the Customer's FA.

The following has to be enclosed to the complaint:

- Filled-out complaint form
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

NTK reserves up to 30 calendar days for each complaint procedure. The maximum statutory thirty-day period for settlement of the complaint begins the day after the Customer files a complaint. For example, if the Customer files a complaint on 1 June, NTK must assess the defect and close the complaint procedure by 1 July.



The Customer is informed by the Library about the results of the complaint procedure via email.

If the charge for printing/copying is to be refunded to the Customer according to the complaint procedure, the relevant amount will be paid in cash at the Cash Desk at the Registration Desk on the NTK 1<sup>st</sup> Floor.

### **2.2.1. Short-Term Rentals of Reading Rooms/Carrels**

Short-term reservations of teamwork rooms, audio-visual and individual carrels (No. 7) are provided to Integrated Library Customers who have the necessary amount (i.e., price of the rental) as set in the Pricelist of Fees and Services (see Annex I) available on their FA. Under the Principles of Differentiation (see Annex II), some registered Customers have the right to use individual carrels.

The subject of the complaint is the difference between the price of the declared service on the date of its ordering according to the Pricelist of Fees and Services (see Annex I) and actual transfers on the Customer's FA.

The following has to be enclosed to the complaint:

- Filled out complaint form
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

NTK reserves up to 30 calendar days for each complaint procedure. The maximum statutory thirty day period for settlement of the complaint begins the day after the Customer files a complaint. For example, if the Customer files a complaint on 1 June, NTK must assess the defect and close the complaint procedure by 1 July.

The Customer is informed by the Library about the results of the complaint procedure via email.

If the charge is to be refunded to the Customer according to the complaint procedure, the relevant amount will be paid in cash at the Cash Desk at the Registration Desk on the NTK 1<sup>st</sup> Floor.

### **2.2.2. Complaint Related to Access to a Reading Room/Carrel**

The Customer will report any problem about the inability to open a rented reading room/carrel to the nearest NTK employee on duty. The subject of the complaint is the fact that the Customer was not allowed to use the service fully because the Customer was not able to enter the premises of a reserved reading room/carrel.

Defects will be remedied immediately if possible.

Defects that may not be remedied immediately will be handed over for complaint procedure that will be settled within 30 calendar days.

The following has to be enclosed to the complaint:

- Filled out complaint form
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

NTK reserves up to 30 calendar days for each complaint procedure. The maximum statutory thirty day period for settlement of the complaint begins the day after the Customer files a complaint. For example, if the Customer files a complaint on 1 June, NTK must assess the defect and close the complaint procedure by 1 July.

The Customer is informed by the Library about the results of the complaint procedure via email.

If the charge is to be refunded to the Customer according to the complaint procedure, the relevant amount will be paid in cash at the Cash Desk at the Registration Desk on the NTK 1<sup>st</sup> Floor.

### **2.2.3. Complaint Concerning Equipment of a Reading Room/Carrel**

According to the Library Rules, Part V, Section 1.4., the Customer is obliged to check upon entering the rented premises if the premises for damage. If the Customer discovers after entering the rented premises that the premises are not equipped with additionally-ordered equipment or that the equipment has been damaged or is not functioning, he/she will immediately report these facts to the nearest NTK employee on duty. In case of damage or theft, the NTK employee considers contacting the NTK security guard or possibly directly the Police of the CR, namely in the event of a suspected burglary or similar crime.

The subject of the complaint is the fact that in the reserved reading room/carrel, the standard or additionally-ordered equipment of the reading room/carrel was not available to the Customer.

Defects will be remedied immediately if possible.

Defects that may not be remedied immediately will be handed over for complaint procedure that will be settled within the maximum 30 calendar days.

The following has to be enclosed to the complaint:

- Filled out complaint form
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

NTK reserves up to 30 calendar days for each complaint procedure. The maximum statutory thirty day period for settlement of the complaint begins the day after the Customer files a complaint. For example, if the Customer files a complaint on 1 June, NTK must assess the defect and close the complaint procedure by 1 July.

The Customer is informed by the Library about the results of the complaint procedure via email.

**If the charge is to be refunded to the Customer according to the complaint procedure, the relevant amount will be paid in cash at the Cash Desk at the Registration Desk on the NTK 1<sup>st</sup> Floor.**

### **3. FA Complaints**

A FA may be used only by an Integrated Library Customer. The FA is opened for the Customer automatically upon his/her pre-registration or final registration. The Customer may replenish his/her FA in cash at the NTK Building Cash Desk. A cash withdrawal from the FA or cancellation of the FA is possible only at the NTK Building Cash Desk.

### 3.1. Complaints Related to Amount of Total FA Balance

The subject of the complaint is an ascertained discrepancy in the amount of the Customers's total FA balance.

The following has to be enclosed to the complaint:

- Filled out complaint form
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

NTK reserves up to 30 calendar days for each complaint procedure. The maximum statutory thirty-day period for settlement of the complaint begins the day after the Customer files a complaint. For example, if the Customer files a complaint on 1 June, NTK must assess the defect and close the complaint procedure by 1 July.

The Customer is informed by the Library about the results of the complaint procedure via email.

If the charge is to be refunded to the Customer according to the complaint procedure, the relevant amount will be paid in cash at the NTK Building Cash Desk at the Registration Desk on the NTK 1<sup>st</sup> Floor.

Prague, August 26, 2013



Ing. Martin Svoboda

Director of NTK