

# **Library rules of the Ostrava City Library,**

**contributory organization (founder statutory city of Ostrava)**

effective from 1 June 2023

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**Library regulations of the Ostrava City Library, contributory organization**

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## Table of contents

Article 1 Basic provision .....	2
Article 2 User Services.....	3
Article 3 Library Accessibility .....	4
Article 4 Registration Conditions for Users and Personal Data Protection .....	5
Article 5 Library Cards.....	10
Article 6 Obligations of the library user .....	11
Article 7 User suggestions for library activities .....	13
Article 8 General provisions on lending .....	14
Article 9 Borrowing Methods .....	14
Article 10 Borrowing decisions .....	16
Article 11 Exclusion from borrowing .....	17
Article 12 Procedure for lending .....	18
Article 13 Loan Periods .....	19
Article 14 Returning the Borrowed Document .....	20
Article 15 Interlibrary loan service .....	22
Article 16 Oral and Written Information .....	23
Article 17 Principles of on-site borrowing.....	23
Article 18 Reservation of study spaces .....	24
Article 19 Operation of workstations of a data network (user computers) .....	24
Article 20 Operation Rules for Internet Stations and PS3 Stations (Game Consoles).....	25
Article 21 Compensation for Losses and Damages.....	25
Article 22 Sale of documents removed from KMO library collection.....	26
Article 23 Exceptions to the Library Rules .....	26
Article 24 Scope of the Library Rules. Issuance and changes .....	27
Article 25 Effectiveness of the Library Regulations.....	28

## **Article 1 Basic provision**

(1) The Library Rules of the Ostrava City Library, a contributory organization (hereinafter referred to as "KMO") are issued on the basis of the establishment charter of KMO approved by the resolution of the Ostrava City Council no. 2509/1014/32 on 21 May 2014. The Library Rules are issued by the director of KMO. The Library Rules define the relationship between KMO and users

(user = reader, person, or institution using library and information services) and the conditions for providing library and information services. Its integral parts are annexes and amendments.

(2) KMO is a basic library according to Section 12 of Act No. 257/2001 Coll., On Public Library Services and Conditions for Providing Them (hereinafter referred to as the "Library Act"). KMO serves as a municipal library in the statutory city of Ostrava.

(3) KMO is a publicly accessible universal library that acquires, professionally processes, manages, preserves, and protects library collections (books, magazines, newspapers, maps, music documents, sound recordings, electronic documents, and other information sources). It lends the above types of documents for use in the library and outside of it. Based on its own library collection and through interlibrary loan services, as well as through the collections of other institutions and other information sources, it provides library, bibliographic, and information services to its users and visitors. Its activities, systematic development of the library collection and its active utilization, as well as other library, bibliographic, and information work, contribute to raising the professional and cultural level of citizens and their awareness. The conditions for providing library and information services are determined by the Library Rules, issued by the director of KMO.

(4) In accordance with Section 4, subsection 5 of the Library Act, KMO implements the citizen's right to free and equal access to information, thereby fulfilling Article 17, subsection 4 of the Charter of Fundamental Rights and Freedoms. The principle of equal access to information is strengthened by the

fact that selected public library and information services are provided free of charge to limit their availability.

(5) Library activities are subject to the legal regulations listed in Appendix No. 4.

## **Article 2 User Services**

(1) KMO provides services in its lending libraries, reading rooms, specialized departments, and branches (see Appendix 2 of the Library Rules - organizational chart).

(2) The library provides public library and information services in accordance with the Library Act, including:

a) Access to documents from the KMO library collection or through interlibrary loan services from the collection of another library,

b) Provision of oral bibliographic, reference, and factual information and searches,

c) Provision of information from external information sources, particularly from state administration and self-government,

d) Provision of access to external information sources to which KMO has free access, via telecommunications equipment (internet),

e) Provision of access to paid external information sources via telecommunications equipment (internet),

f) Cultural and educational activities

g) Issuing thematic publications,

h) Provision of reprographic services (from KMO collections),

i) Provision of written bibliographic, reference, and factual information and searches.

(3) In accordance with the Library Act, KMO provides free services listed in points 2 a) to 2 d), except for:

a) Access to documents from library collections of other libraries through reproduction within interlibrary reprographic services,

b) Access to documents from library collections through international interlibrary loan services .

For services provided under points 2 e) to 2 i) and for services under points 3 a) to 3 b), KMO is entitled to demand compensation of actual expenses incurred.

(4) Provision of paid services to users is governed by the regulations listed in Appendix 1 - Price list of services and fees of the Ostrava City Library hereinafter KMO Price list

Reprographic works are made only from materials owned by KMO or borrowed by KMO and only for the user's own needs and in accordance with the provisions of copyright law.

(5) The lending time during which the individual service locations are accessible to the public is published at the entrances to the library spaces and on the library's website. The lending time and provision of user services may be adjusted on national holidays, during summer vacations, and in other justified cases.

### **Article 3 Library Accessibility**

(1) Users and visitors have free access to lending services, reading rooms, and study areas. Access to other service areas is only granted exceptionally, with the consent and accompanied by library staff.

(2) Users and visitors are not allowed access to the library's storage areas.

(3) In accordance with the library's inventory revision plan, individual libraries and departments may be closed to users for the duration of the revision. The library may be closed for the time strictly necessary due to sudden or planned operational reasons.

#### **Article 4 Registration Conditions for Users and Personal Data Protection**

(1) A physical or legal person becomes a user by registering with the internal library system, receiving a reader card, and paying the registration fee (see KMO Price list). The registration fee covers the costs incurred for administrative tasks related to user registration.

The registration fee is non-refundable, even if the user ceases using KMO services before its expiration date.

KMO may waive the registration fee in justified cases (such as financial difficulties or in support of KMO's marketing goals in areas of motivating reading and improving literacy, etc.). This decision always requires approval from the KMO senior staff member.

Natural persons may also register with the internal library system through an online registration form available on the library's website. Online registration is recommended for readers over 15 years old.

a) Any person with permanent or long-term residency in the Czech Republic, who can demonstrate this by presenting an identity card or another valid proof of identity, can become a library user. Citizens of EU member states, Norway, Iceland, Liechtenstein, Switzerland, and the United Kingdom over 15 years of age can become users after presenting a valid travel passport or national ID card that confirms their permanent or temporary residency in the Czech Republic. Third-country nationals and stateless persons over 15 years old can become

users after presenting a valid travel document, residence permit, or diplomatic ID for the maximum duration indicated in the presented document.

If the registration applicant has limited legal capacity, their legal representative shall act on their behalf.

b) Children under 15 years old can become library users with the consent of their parent or legal representative. Registration of the child are possible only in the presence of the parent or legal representative.

c) A legal entity can become a user by presenting a document proving its existence (a founding document, a statute, a commercial register extract, etc.) based on a completed Registration Form for Legal Persons (entities) signed by its statutory representative, stamped, and after presenting a valid ID card of its employees authorized in writing to perform loans. The legal entity is liable for obligations, not the authorized employee. The number of authorized employees is limited to two persons, and the authorized employee must present a valid ID card when making an off-site loan.

d) Any person who meets the requirements listed in point 1 a) and presents a confirmation from an ophthalmologist, a KMO form verified by an ophthalmologist, or a copy of both sides of the ZTP card can become a registered user of the Sound Library for the Blind and Visually Impaired. Registration is free of charge. Users of the Sound Library for the Blind and the Visually impaired can use all services within the entire KMO, they do not pay any fees generated by the system (registration, reservations and late fees with the exception of the legal action fee ).

e) The holder of a ZTP, ZTP/P card can become a library user, upon presenting the card during registration and at each registration renewal. Registration is free. A user with a ZTP, ZTP/P card who is not visually impaired, cannot register in the Sound Library for the Blind and Visually Impaired and cannot use its collection and borrow audio books. However, they are entitled to use all services within the rest of KMO and they do not pay any fees generated

by the system (registration, reservations and late fees with the exception of the legal action fee).

f) Natural persons may also register with the internal library system through an online registration form available on the library's website. Online registration is recommended for readers over 15 years old.

For a discount on the registration fee and for absentee borrowing of documents from the library, it is necessary to visit the central library or any of the KMO branches, fulfill the requirements listed in point 1 a) and complete the online registration in person.

(2) To register, the user provides basic identification and other information on the user application. The KMO employee verifying the basic identification information (for users under 15 years of age, the basic identification information of the parent or legal guardian) during registration based on valid personal identification documents issued by state and local government authorities to prove personal identity, which can verify all basic identification information (name and surname; permanent address; date of birth; type and validity of personal identification document; state that issued this document, if not the Czech Republic).

Other information includes:

a) a contact address for sending messages if different from the permanent address,

b) information on the facts supporting users' requests for free registration,

c) voluntary information (email, phone) for faster communication with the user.

This text is a set of rules and regulations for the KMO library. It specifies the use and processing of personal data for library-related purposes and ensures the protection of library resources. The library will only use personal data for the purposes of library services and will protect it against abuse or third-party access. The data will be anonymized and destroyed after the user's relationship with the library ends. The user confirms their agreement with the library's rules by



signing an application form, and any changes to personal data should be reported to the library.

The library also processes service data, including registration, library card, transaction, and financial data. Registration is valid for 12 months, and users must renew their registration, including payment of the registration fee, if they wish to continue using library services. Users with outstanding obligations to the library will not be allowed to renew their registration.

(3) In accordance with the provisions of the General Data Protection Regulation (GDPR) / Office for Personal Data Protection - registration number KMO 00000585/001), KMO ensures that personal data of users will only be used for the administration of library tasks, enabling the provision of library and information services, and ensuring the protection of the library collection. Personal data will be used solely for these purposes for the duration of the user relationship. The user relationship automatically terminates if the user has not been registered with KMO in the past two calendar years or upon the user's request, provided that the user has no obligations towards the library. Personal data will be protected against misuse and will not be disclosed to third parties. After the termination of the user relationship, personal data will be anonymized and destroyed.

By signing the application, the user confirms the provided information, agrees to notify any changes, and undertakes to comply with the provisions of the current KMO Library Regulations, including all obligations arising therefrom. The user's signature also confirms that they have been informed about the Personal Data Protection Notice (see Appendix No. 3). Without proper completion of the application, the user cannot be registered. For children under 15 years of age, the application and consent for the processing of the child's personal data and their own personal data must be signed by a parent or legal guardian. The parent or legal guardian also assumes full responsibility for ensuring that the child complies with the KMO Library Regulations, including all obligations arising therefrom.

(4) Furthermore, KMO processes the following service-related data: a) Data regarding registration and library card, b) Data regarding transactions - registration of loans, their extensions and returns, late fee charges, e-mail notifications of sent late fees, reservations, orders and loans via the library's information system, document holds, and visits, c) Accounting data, i.e., data regarding financial transactions between the user and KMO, particularly concerning their purpose, location, time, and other relevant details.

(5) The Ostrava City Library, as an administrator, operates camera systems with and without recording for the purpose of protecting property and legitimate interests of the administrator. The public is informed about this monitoring through pictograms in specific places. Records are kept in a protected repositories (passwords, encryption) and only authorized persons from KMO employees have access to them. The data is not further processed. The record retention period is 72 hours, after which the data is deleted. Only the records of incidents are kept for longer period - for the necessary length of time.

(6) The annual registration is valid for 12 calendar months and during this period entitles the user to access all library services (see Article 4, Point 10 of these Library Regulations). Upon expiration of the annual registration, if the user wishes to continue using KMO services, they are required to renew their registration, including payment of the registration fee. When renewing the registration, the user must provide identification documents to verify the information provided in the application form. In the case of free registration, the necessary documents must be presented. For legal entities, an up-to-date document confirming the existence of the entity is also required. If a library user has any outstanding obligations to the library, including the return of borrowed items, when transitioning to the next registration period, KMO is authorized to consider the date of completion of the previous registration period as the registration date.

(7) The user is obliged to immediately inform the library of any changes to the information provided in the registration form.

(8) The legal representative of a legal entity that is a user of the KMO must notify in writing of any changes in address or name through an authorized employee. The legal entity is obliged to report any changes to the authorized employee.

(9) If a visitor does not agree to provide personal information, they will not be able to register and use library services that are provided by address (off-site borrowing, document reservation), and others that require registration.

(10) During a visit to the library, an unregistered user can only use those in-person services that do not require registration.

(11) All KMO facilities - libraries/branches and departments of the central library - provide services using an automated library system. The annual registration fee entitles the user to use services in all KMO libraries, including the central library, with one library card.

## **Article 5 Library Cards**

(1) A library card is a document for user interaction with the KMO. It is issued after completing the registration form at any branch or department of the central library and is valid throughout the KMO.

(2) The library card (including its possible electronic version or a QR code) is non-transferable, and the user is responsible for its misuse. If lost, the user must report it to the library. The user must pay a handling fee for issuing a duplicate card (see Appendix 1).

(3) The Ostrava City Library allows borrowing on behalf of another person under the following conditions:

a) A user with a health limitation preventing them from using library services personally (registered user) may authorize in writing another person to use their card, who must sign a form in the library to confirm that they agree to use the card instead of the user. The user can sign this form when registering or when visiting a librarian, or with a power of attorney notarized.

- b) Upon submission of a medical certificate stating that the authorized user is immobile and therefore unable to use library services personally, and the authorized visitor is doing so on their behalf.
- c) Parents/legal guardians may borrow books for their children's library card only in children's departments.
- (4) Library staff have the right to request presentation of a library card at any time. If the user does not have their library card or identity card with them, they are not entitled to off-site lending or any other services requiring registration.
- (5) The reader's card for legal entities is the responsibility of the authorized employee of the organization, who is obliged to notify the library of any changes in the name of the entity, change of the employee authorized for contact with the library, etc.
- (6) User records cannot be canceled if the user has obligations to the KMO (unreturned documents, unpaid late fees, damages, etc.)

### **Article 6 Obligations of the library user**

- (1) The library collection and all library equipment are the property of the City of Ostrava. Each visitor to the library is obliged to protect the library equipment and library collection and prevent damage. The visitor is obliged to pay for any damage according to the relevant provisions of the Civil Code, related regulations, and the Library Rules of KMO.
- (2) Visitors are obliged to comply with the provisions of the Library Rules of KMO, general legal norms, respect library guidelines, and follow the instructions of library employees. Users are obliged to present a reader's card or identity card upon request by a library employee, submit to established monitoring measures necessary for the protection of visitors' and employees' health and the library's property.

- (3) Taking documents from the KMO library collection (or interlibrary loans) without proper documentation is considered theft. When leaving the library premises, the user is obliged, if requested by a library employee, to submit for inspection all documents being taken out.
- (4) Smoking, consuming alcoholic beverages, or other intoxicants is not allowed in KMO.
- (5) In rental, study, and reading rooms, it is not allowed to consume food or drinks outside of designated areas for refreshments as determined by the librarian. It is not allowed to bring anything into the rental, study, and reading rooms that could damage the library's collection.
- (6) Entry to KMO premises is not permitted with animals (excluding guide dogs).
- (7) Entry to KMO premises is not permitted with bicycles, in-line skates, scooters, etc.
- (8) Restrictions on the use of mobile phones apply in rental, study, and reading rooms. Exceptions may be granted by the head of the library.
- (9) The user is required to inspect the document at the time of borrowing, and if it is damaged, report it immediately to the librarian. Otherwise, they will be held responsible for any damage found upon return and will be required to pay KMO for the costs of repair or replacement of the document.
- (10) The user is obliged to protect borrowed documents from damage, not to annotate them by underlining or writing notes, cutting out pages, damaging barcodes, etc., to protect them from loss and theft, not to lend them to other persons and to return them within the specified period.
- (11) The user is obliged to respect all copyright and all manufacturer's rights established by applicable legal regulations.

(12) The user is obliged to report the loss or theft of their library card. They are fully responsible for all transactions made with their library card until they report the loss or theft.

(13) The user may leave their outer clothing and hand luggage in the designated area (locker room, coat check). Valuable items and objects should not be left in the clothes or luggage. In case of personal item loss in the library, the person should report the loss to the library staff. The staff will record the loss. The person should also report the loss to the Police of the Czech Republic, and the compensation for the loss will be resolved after the police investigation.

(14) The user is obliged to maintain calm, order, and cleanliness in all areas of the library and to observe good manners.

(15) The user is obliged to respect the rights and property of other visitors, not to bother or restrict them with their behavior or actions.

(16) If the user fails to comply with these provisions, they may be temporarily or permanently deprived of the right to use library services. This does not release them from the obligation to compensate for any damage caused or from liability under applicable regulations.

(17) The right to use library services may be withdrawn from the user for hygiene reasons.

### **Article 7 User suggestions for library activities**

(1) Proposals and comments regarding library services can be submitted orally or in writing to the head of department, head of service unit, or in writing to the library director.

Suggestions regarding the protection of personal data can be submitted orally, by phone, or in writing via email to the person responsible, that is the library director.

(2) The relevant legal provisions for handling complaints, reports, and suggestions apply to their processing.

### **Article 8 General provisions on lending**

(1) The lending of documents from the KMO library fund is governed by the provisions of the Civil Code in force, subject to the other conditions of these Library Rules.

(2) The rights of creators of information contained in the KMO library fund are protected by copyright law. All information and data obtained in any form and on any medium are intended for the personal use of library visitors. Visitors are not allowed to provide them to another person, for example, by reproducing, copying, lending, sharing, or distributing them, either for a fee or free of charge. Conduct in violation of these rules may be punishable.

(3) Due to the existence of libraries of various sizes and the scope of services provided in the KMO network, different procedures and conditions for lending may exist in these libraries.

### **Article 9 Borrowing Methods**

(1) Every library user who adheres to the provisions of the Library Rules may carry out on-site loans from the free selection. The user is obliged to present an identity card upon request.

(2) KMO provides loans of library fund documents intended for off-site loans only to registered users after presenting a reader's card and registering the loan in the loan protocol.

(3) KMO lends documents from its funds to users of other libraries only through another library within the interlibrary loan/International interlibrary loan. KMO does not lend its funds to individual users by mail, except for users of the Sound

Library for the Blind and Visually Impaired and except for the “Zásilka domů” service.

The user has the right to request the interlibrary loan service for a title that is not in the KMO collection. This service is governed by binding rules that are communicated to the user when borrowing a specific item. This service is provided by the adult department in the central library, requests for interlibrary loans are also accepted by other KMO branches (see Article 15).

(4) We offer users with a valid registration at the Ostrava City Library the option of using our home delivery service, “Zásilka domů”, for sending books, CDs, or sheet music to their homes or to a selected Zásilkovna branch. Up to 3 titles can be sent in one shipment.

a) The service is subject to a fee (see the KMO Price List). The cost of the shipment depends on the selected method of delivery and is paid on delivery. In the event that the shipment is not picked up, the cost will be charged to the reader's account as a debt, which the user must pay on their next visit or through their reader's account using a payment gateway.

b) The service can only be used if the user has no financial debt on their reader's account.

c) The Ostrava City Library reserves the right to refuse to send rare or valuable documents, documents that are only available for on-site use, or documents subject to special restrictions (such as audiobooks or CDs with copyright restrictions).

d) The processing time for an order may vary depending on the borrowing period of the branches and departments.

e) Borrowing periods and the methods of returning borrowed documents are governed by the Library Rules of the Ostrava City Library.

f) Agreement with these conditions is expressed on the order form of the service.



(5) Users with valid registration in the Ostrava City Library are allowed to borrow e-books via the online catalog of the Ostrava City Library.

- a) To borrow e-books, registration in the “Palmknihy” application is required.
- b) In order to borrow an e-book, it is necessary to have paid all outstanding fees (including fees for previous e-book loans).
- c) The number of simultaneously borrowed titles is limited to 5 e-books, which are charged according to the current KMO Price List

(6) All documents from the KMO collections, except for certain types specified in the price list, are borrowed free of charge. Sound library documents for the blind and visually impaired (audio books) are only loaned for free to users registered in this department. Loans from locations outside of KMO may be subject to fees.

### **Article 10 Borrowing decisions**

(1) The library provides access to and lends its collections to users for study, educational and recreational purposes.

(2) The manner and quantity of access and borrowing of materials is determined by KMO in accordance with its mission and the need to protect library collections. Library staff have the right to limit the number of volumes that a user may borrow during one visit.

(3) KMO only lends materials for on-site use:

- a) materials for which there is a risk of irreparable loss or damage,
- b) the latest issues of periodicals, audio CDs up to 9 months after publication, special materials, and materials from reference libraries and conservation collections,
- c) books and periodicals in the reading room and study area,
- d) materials borrowed through interlibrary loan services for which the lending library has prohibited off-site borrowing,

e) materials on CD, if not an integral part of a book and not e-books.

(4) The Ostrava City Library allows children under 15 to use borrowing services in departments/collections intended for adult users and in special departments (music department, British Centre, and American Center) except the Sound Library for the Blind and the Visually impaired. Registration and login are only possible in the presence of a parent or legal representative. The parent/legal representative acknowledges that they assume full responsibility for the child's selection of library collections in departments/collections intended for adult users and in special departments (music department, British Centre, and American Center) except the Sound Library for the Blind and the Visually impaired. Library staff reserve the right to adjust the selection of materials with regard to the appropriateness of their content.

### **Article 11 Exclusion from borrowing**

(1) A user who has contracted an infectious disease or who has been in close contact with someone who has, may not borrow from the library's collection during the course of their illness, or during a quarantine ordered by a public health authority. A user with an infectious disease may not remain in the library's premises or use any of its services. In this case, the user communicates with the library remotely (by phone or email). A user who has borrowed library materials and subsequently becomes ill with an infectious disease must inform the library promptly and provide evidence of their illness. They may extend the loan period themselves (via their library account) or with the help of the library staff (by phone or email). Any borrowed items returned by the user after recovery will be subject to quarantine at the library.

(2) A user who deliberately or negligently damages library materials borrowed from the KMO collection, or causes other damage to the KMO and refuses to provide the prescribed compensation, or who has been excluded by KMO management for violating the Library rules, rules applicable to libraries, or instructions from KMO staff, will no longer be considered a user and may not use KMO services.

(3) In justified cases, individuals who are obviously under the influence of alcohol or drugs, individuals who are disturbing others with loud noise or repeated inappropriate demands for attention from KMO staff, and individuals whose behavior is disruptive or poses a threat to other visitors or staff, may be excluded from borrowing and from using other KMO services, and even from the library premises.

### **Article 12 Procedure for lending**

(1) The library is obliged to lend the requested work from its collection to the user during the lending period and to locate it within a reasonable time frame, considering the operational conditions of the library.

(2) The KMO shall keep a record of borrowed documents using prescribed library software, ensuring that the loan of individual library units to a specific user is verifiable. The KMO has the right to request the user's signature as confirmation of the loan.

(3) If a user requests a document that has already been borrowed by another user, they may reserve it personally at the library through a librarian or through their user account. By doing so, the user accepts the obligation to pay the library for the costs of sending a written or electronic notification regarding the availability of the requested document (see KMO Price List). The reservation request must also include the date until which the user is interested in the reserved title. The library will inform the user that the reserved title is available and will be reserved for them for a period of 7 days. At the end of this period, the reservation will expire, and the document will be lent to the next interested party in the reservation queue for that document or returned to the general collection.

(4) Reservation is not possible in the following cases:

a) the document is intended exclusively for on-site use;

b) the user does not have a valid reader's card.

(5) The user may cancel the reservation of a particular title in person, by phone, by email to the appropriate department or library's electronic address, or through their reader account. If the reservation notification has already been sent, the user remains obligated to pay the corresponding fee regardless of this cancellation.

(6) The user can also currently order an available document for temporary reservation. This can be done through their own reader's account. The service is intended for library-registered users with a valid email address, to which notifications about the reserved items can be sent. After receiving such a notification, it is possible to pick up the requested documents during the lending hours of the respective branch or department, as specified in the notification. The library charges a fee for each reserved title according to the KMO Price List even in cases of cancellation or failure to pick up the documents.

### **Article 13 Loan Periods**

(1) Loan periods are determined according to the type of document.

(2) Loan periods for off-site loans:

Books and music recordings: 1 calendar month

Magazines: 1 calendar month

Audio documents: 1 calendar month

E-books: 1 calendar month

Loan periods for other documents are subject to the lending conditions of individual departments/libraries.

(3) Exceptions can be granted by the department head/library manager.

(4) The library has the right to set a shorter loan period without giving reasons, or to request the immediate return of the item before the loan period expires.

(5) The loan period can be extended/prolonged up to three times during the regular loan period for off-site loans. The user must request the extension/prolongation of the loan period in person, by phone or by email at the library or department where the item is borrowed, if operational and technical conditions of the library allow it, and then wait for feedback (an email confirming the extension). If the user does not receive this confirmation, they must contact the library again to verify the extension. The user can also extend/prolong the loan period themselves through their reader's account. The loan period cannot be extended/prolonged if the item is being reminded or reserved by another reader, if the user's registration has expired, or if there is any financial debt on their reader's account. Items borrowed from different branches/departments must be extended/prolonged separately at each of them.

(6) After the expiration of the loan period or the extended loan period, the user is obliged to return the document. Repeated loan of the same document can be allowed in justified cases only after its return.

(7) The loan period for documents borrowed through the interlibrary loan/International library loan is determined by the lending library (Article 15).

#### **Article 14 Returning the Borrowed Document**

(1) The user is responsible for the borrowed documents until they are returned to the library and may not lend them to other persons.

(2) The user is obliged to return the borrowed document in the same condition as received. Upon borrowing, the user should inspect the document and report any defects immediately, otherwise, they will be responsible for defects discovered later and obliged to compensate the library for the costs associated with restoring it to its original condition in accordance with the provisions of the Civil Code (Article 8).

(3) If the user exceptionally returns the borrowed document by mail, it is their obligation to properly pack the document and send it by registered mail or insure the shipment.

(4) The Ostrava City Library allows books to be returned outside of library opening hours using book return boxes:

The book return box is exclusively for books borrowed from the Ostrava City Library's collection.

The book return box is not for returning magazines, CDs, audiobooks, documents with inserted attachments, or board games.

Books will be removed from the reader's account the following working day.

Current late fees remain unchanged and must be paid by the user during their next visit.

The loan period is automatically extended for remaining unreturned books, except for reserved titles and books shortly before or after the extended loan period expires.

The library is not responsible for any discrepancies with books returned using the book return box.

(5) If a user fails to return an off-site loaned document within the specified period, a late return fee will be charged to them (see KMO Price List). Second and subsequent late fees are notified in writing and sent by mail or electronically to the user's email address. If the user provides their email address to the library, they will receive notifications about sanction fees on it. Payments are charged regardless of whether the user received a written or email notification or not.

(6) The late fee (for exceeding the loan period) is charged from the day following the expiration of the regular loan period, in intervals of up to 2 weeks, up to 4 weeks, and up to 6 weeks.

(7) Late fees for exceeding the loan period are listed in KMO Price List The obligation to pay the late fee arises on the day following the end of the specified loan period. If the last day of the specified period falls on a day when the library is closed, it is moved to the next available loan day.

a) Late fees are charged separately in each department.

b) Users have the option to request free email reminders before the loan period expires.

c) The library does not take into account undelivered emails.

(8) If the loan period exceeds 8 weeks and the collection efforts are unsuccessful, legal action follows. Eight weeks after the loan period's expiration, the library seeks to retrieve the unreturned documents along with late fees and other expenses in accordance with applicable laws through a law firm. A fee is charged for the agenda associated with preparing for legal action in the amount of actual expenses associated with retrieval. The library has the right to suspend the provision of all services to the user until the debts are settled.

(9) The loan period for requested documents and documents reserved for other users cannot be extended in any way!

### **Article 15 Interlibrary loan service**

(1) If a document is not available in KMO's collection, KMO can arrange for the interlibrary loan of the document from another library in the Czech Republic upon request from the user, in accordance with Section 14 of the Library Act and Decree No. 88/2002 Coll. of the Ministry of Culture. If the document is not available within the Czech Republic, international interlibrary loan services may be used.

(2) Interlibrary loan services between libraries of other legal entities can be arranged within the territory of the statutory city of Ostrava.

- (3) Users who have been provided with a loan through international interlibrary loan by the library are obliged to comply with all financial (see KMO Price List) and other conditions set by the lending library. Failure to comply with these conditions may result in refusal of further loans.
- (4) The lending period for interlibrary loan is determined by the lending library.
- (5) KMO is responsible for the loaned document until it is returned to the lending library.
- (6) KMO requests an extension of the loan period for interlibrary loan from the lending library one week before the expiration of the loan period upon the user's request.
- (7) KMO may order a copy of a document from Czech libraries for its users. The user for whom the copy was ordered is obliged to handle it in accordance with the regulations of the institution that provided the reprographic service and to pay the production costs.

#### **Article 16 Oral and Written Information**

KMO provides oral and written information of bibliographic, factual, and reference nature to its users and visitors, as well as methodological assistance in searching for necessary documents. Bibliographic and factual inquiries are answered based on information sources from its own collections. In the case of more complex inquiries, KMO may set an appropriate date, scope, form, and eventual price for expert assistance.

#### **Article 17 Principles of on-site borrowing**

- (1) Access to on-site loan services is allowed to all visitors who adhere to the Library Rules of KMO. On-site lending services that do not require registration may also be used by unregistered visitors.



(2) General principles of lending specified by these Library Rules and KMO Price List apply to on-site lending.

(3) The user is obliged to deposit outerwear and larger luggage in the designated area, if conditions have been created in the library for this purpose (locker room, coat check).

(4) Users may only take from the open selection the necessary number of documents that they need for their studies, and after studying them, return them to their designated location.

(5) Users may use only such aids for text reproduction for their own needs that cannot cause damage to the library's collections.

### **Article 18 Reservation of study spaces**

The interested party has the possibility to reserve a study space with internet access in advance (in person, by phone, by email) for listening to audio documents in the music department or for a space with access to the internet, working with multimedia PCs, and gaming consoles. This reservation must be confirmed by KMO.

### **Article 19 Operation of workstations of a data network (user computers)**

(1) Access to the catalog and other electronic databases available in the KMO network is allowed to all visitors. Registered users with a valid library card can reserve documents in the KMO electronic catalog.

(2) Visitors may not perform any activities that would damage the operation of the computer, peripherals, or network.

(3) Visitors may not attempt to circumvent data protection measures.

(4) Data can be stored on personal storage media on reserved computers.

(5) The visitor is obliged to pay all costs incurred by KMO as a result of incorrect or unauthorized access to electronic databases and documents, or as a result of damage to technical equipment.

## **Article 20 Operation Rules for Internet Stations and PS3 Stations (Game Consoles)**

(1) The operation rules for internet stations are regulated in a separate document (see Appendix No. 5).

(2) The operation rules for PS3 stations (game consoles) are regulated in a separate document (see Appendix No. 6).

## **Article 21 Compensation for Losses and Damages**

(1) Visitors/readers (institutions) are obliged to compensate for damage to the property of KMO, including the library collection, caused directly or by neglecting their obligations, according to the Civil Code section 2951 subsection 1 by restoring it to its previous condition. If this is not possible or appropriate, KMO reserves the right to demand financial compensation for the damage.

(2) The librarian, from whose library the lost or damaged document originated, decides on the method of compensation for the lost or damaged document. Compensation can be requested by restoring it to its original condition, meaning the user procures a replacement copy of the same document in the same edition. If restoration to its original condition is not possible or appropriate, the library may demand either compensation for the same work in a different edition, another work, or financial compensation (see KMO Price List). The amount of financial compensation is determined by the librarian or the head of the department/library. In the case of damage or loss of a document for which a deposit was collected, the deposit or its portion is used as compensation.

(3) The user is obliged to reimburse all additional expenses incurred by KMO in connection with the loss (see KMO Price List).

(4) Until the loss or damage of the document and all claims have been settled, the library has the right to suspend the provision of all services to the user.

(5) In case of loss of a reader's card, a handling fee is charged for issuing a duplicate card during its validity period (original or renewed).

(6) The user and visitor are liable for damages caused to other property of the library according to generally binding regulations.

#### **Article 22 Sale of documents removed from KMO library collection**

KMO carries out the sale of documents from its collections that have been removed in accordance with applicable regulations.

#### **Article 23 Exceptions to the Library Rules**

Exceptions to the Library Rules may be granted by the library director or their authorized representative, unless otherwise specified in the Library Rules.

## **Article 24 Scope of the Library Rules. Issuance and changes**

(1) The Library Rules apply to all branches of the library.

(2) Appendices are an integral part of the Library Rules:

Appendix No. 1 Price list of services and fees of the Ostrava City Library

Appendix No. 2 Organizational chart

Appendix No. 3 Instructions on personal data protection in the Ostrava City Library

Appendix No. 4 Legal regulations concerning library activities

Appendix No. 5 Operational rules of internet workplaces

Appendix No. 6 Operational rules of multimedia workplaces (game consoles)

Appendix No. 7 Lending rules for AV media

Appendix No. 8 Operational rules of children's corners

(3) The Library Rules are issued by the library director.

(4) The provisions of the Library Rules may be specified by separate Loan Rules, borrowing conditions that are approved by the director of the organization.

(5) All changes to the Library Rules and its appendices are subject to approval by the library director.

## **Article 25 Effectiveness of the Library Regulations**

These Library Regulations become effective on 1 June, 2023

Ostrava, 1 June 2023

Mgr. Irena Šťastná

Director

Ostrava City Library, Contributory Organization