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Regulations of the University of Ostrava Library

Article 1
Introductory provisions

In accordance with generally binding legal regulations, particularly Act no. 257/2001 Sb. on libraries and on the conditions for the provision of public library and information services (the Libraries Act), as amended (hereunder “the Libraries Act”) and Act no. 111/1998 Sb. on higher education institutions and on amendments and supplements to other acts (the Higher Education Act), as amended (hereunder “the Higher Education Act”), and in accordance with the Statute of the University of Ostrava (hereunder “the UO Statute”) and the Organizational Regulations of the University of Ostrava, I issue these Regulations of the University of Ostrava Library (hereunder also “Library Regulations”).

Article 2
The status of the University of Ostrava Library

1. Pursuant to the Libraries Act, the University of Ostrava Library (hereunder also “[the] Library”) is a basic library holding specialist library stocks, which is listed in the register of libraries administered by the Czech Republic Ministry of Culture and which provides public library and information services. The Library is operated by the University of Ostrava (hereunder also “[the] UO”).
2. Pursuant to the Higher Education Act and the UO Statute, the Library is a constituent part of the UO, similarly to other units of the UO conducting educational and creative activities or providing information services or technology transfer.

Article 3
The activities of the Library

1. The Library provides public library and information services; these comprise particularly the provision of access to library documents from the Library’s stocks or (via inter-library services) from the stocks of other libraries, the provision of information on the Library’s

own stocks, and the mediation of information from external sources, including databases of scholarly publications and periodicals.

2. The Library offers a range of other services; these comprise particularly the following: provision of access to information via the internet; cultural and educational activities; issuing of publications on specific topics; provision of reprographic services, including document copying; provision of written bibliographic, reference and factual information and bibliographic searches.

Article 4

Library stocks and information resources, acquisitions and provision of access

1. The Library's stocks comprise printed documents, including specialized types of documents.
2. Besides its own stocks, the Library also provides access to electronic subscription databases containing scholarly information, electronic books and journals, and freely accessible resources.
3. The Library acquires its stocks (items) and resources primarily by purchasing them using funds allocated to units of the UO and funds acquired for this purpose via the activities of these units. Other means of acquisition include exchanges with other institutions and donations. Items are purchased via the Library Ordering Service IT system (IS KNOS) following the submission of proposals by UO units and are paid for from the funds of these units.
4. The acquired stocks (items) are registered and processed, after which they are made accessible by means of catalogue entries. Items are made physically accessible as follows:
 - a) they are fetched from the Library's depositories,
 - b) they are on open display in faculty study rooms,
 - c) they are contained in the libraries of UO units.
5. Electronic subscription resources, online journals and e-books are made accessible to authorized users usually within the range of the UO's IP addresses or to a restricted extent (as stipulated in the relevant contractual agreement), or in the form of remote access.
6. New acquisitions for the Library's stocks and electronic information resources are made on the basis of proposals from academic staff of the UO or following consultation with academic staff. Worn-out items, and items lost by users, are de-accessioned on an ongoing basis.

Article 5

Types of services provided

1. The Library provides public library and information services (hereunder also “services”) to its users as defined in the individual provisions of the Libraries Act. These services comprise:

a) Lending services

- i. lending for use outside the Library’s premises (off-site loans),
- ii. lending for use in study rooms (on-site loans; short-term off-site loans are also possible),
- iii. self-service online lending services (using the Library catalogue – searching, ordering, reserving documents, extending loan periods, loans of e-books),
- iv. mediation of loans from other libraries in the Czech Republic and abroad, with the exception of local libraries (the inter-library lending service provided to registered Library users, loans of documents from the Library’s stocks to other libraries).

b) Information and reference services

- i. consulting services (information about Library stocks, Library databases, Library services and the conditions for their use, catalogues, data searches),
- ii. bibliographic/information services (bibliographic and factual information, methodological guidance for conducting bibliographic searches).

c) User training

- i. lessons on working with information, the “Order a Librarian” service,
- ii. training on working with electronic information resources and online tools,
- iii. teaching, training and courses at the request of individual faculties.

d) Promotional services

- i. Library website, Library social media (Facebook, Instagram, etc.),
- ii. organization of excursions and training on Library services,
- iii. presentation of the Library at national library-related events, in working committees and official associations in the Czech Republic and abroad.

e) Supplementary services

- i. reprographic services,
- ii. document returns via returns boxes,
- iii. document returns via the Bibliobox.

2. The Library’s basic services are provided free of charge. Extra services are provided for a fee in accordance with the relevant provisions of the Libraries Act.

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3. The Library charges fees for user registration, for reprographic services, and for certain specialist services. A financial deposit may be required for these fees. All fees charged by the Library via fees for the provision of services are set out in the list of fees which forms an appendix to these Library Regulations.

Article 6

Library users

1. Individuals (natural persons) become Library users on the basis of registration; Library users may also be legal entities.
2. Relations between the Library and its users are governed by generally binding legal regulations, particularly the Libraries Act, Act no. 89/2012 Sb., the Civil Code, as amended (hereunder "the Civil Code"), Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), and these Library Regulations.
3. The Library distinguishes the following categories of users:
 - a) internal users**
 - i. UO academic staff,
 - ii. UO non-academic staff,
 - iii. UO doctoral students,
 - iv. UO students,
 - v. UO students with specific needs;
 - b) external users**
 - i. members of the public,
 - ii. people with specific needs,
 - iii. UO graduates;
 - c) legal entities (libraries)**

Article 7

Registration of users

1. Registration involves the signature of the appropriate form by an individual user. Internal users may also register online.
2. When registering, individual users must present the following:

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- a) **Internal users:** an employee identification card, a student identification card, a Faculty of Medicine identification card, a student identification card with an ISIC licence. For internal users, these cards function as their library user cards. Employees whose legal relationship with the UO is based on an Agreement to Perform Work (“Dohoda o pracovní činnosti”) or an Agreement to Complete a Job (“Dohoda o provedení práce”) will be registered as external users.
When a user registers online, the Library verifies the validity of the user’s identification card in the information system.
- b) **External users:** a valid identity document, a registered disabled citizens’ card (categories II, III), a UO graduate card.
3. When external users register (with the exception of UO graduates), the Library issues them with a library user card containing a bar code. UO graduates use their UO graduate card (which contains a bar code) as their library user card.
 4. The Library does not issue library user cards to users that are legal entities.
 5. When visiting all components and units of the Library, users must prove their identity by presenting their employee identification card, student identification card, or library user card (with a bar code).
 6. Library user cards issued by the Library are non-transferable. Users are responsible for protecting the card from loss, damage and misuse. Loss of a user card must be reported to the Library. If the card of an external user is lost or damaged, a replacement card will be issued for a fee.
 7. The duration of registration for external users is 12 months; it is then necessary to extend the registration period. The duration of registration for UO staff lasts throughout the duration of their legal-employment relationship with the UO. The duration of registration for UO students lasts throughout the duration of their studies; the Library verifies the duration of their studies in the UO’s study information system. The Library verifies the registration of UO graduates in the UO Graduate Portal.
 8. Users must notify the Library of any changes in the registered personal data.
 9. The necessary use of personal data for the purpose of loan forms and the use of library and information services is stipulated in Appendix no. 3 of this Order.

Article 8

Basic obligations and rights of users

1. Services are provided to registered Library users. The Library provides services to other users (legal entities) via inter-library lending services in accordance with the agreed principles for the provision of these services in the Czech Republic and abroad.
2. Loans of items from the Library's stocks are governed by the provisions of generally binding legal regulations, particularly the provisions of the Civil Code regarding lending. Users have the obligation to protect loaned items against damage, loss and destruction, and they are fully responsible for returning loaned items in an intact condition.
3. The Library has the right to stipulate special conditions governing loans of rare documents. Decisions regarding such exceptions are taken by the Library Director or by a member of staff to whom the Director has delegated this decision-making.
4. Users order items for loan online via their own user account using the Library catalogue. Users may also extend the duration of loans or reserve a document that is already loaned out in the same manner. Users must return a loaned document no later than the expiry date of the loan period or the extended loan period. Users may return documents loaned from the lending desk ("půjčovna") by placing them in the Library's returns boxes or the Bibliobox. Documents returned via returns boxes or the Bibliobox will be deleted from the user's account on the next working day at the latest.
5. The Library automatically informs users by e-mail of the availability for collection of a reserved document, including the date by which it should be collected. After this date, uncollected documents are provided to other users or are transferred to the Library's depositories.
6. In a Library study room, users have the following obligations:
 - a) to comply with generally binding legal regulations,
 - b) to comply with the relevant UO internal regulations and other stipulations,
 - c) to refrain from impinging on other users' space with their bags and clothing,
 - d) to present a valid identity card for recording visits, verifying registration and settling any fees owed,
 - e) to notify study room staff of any faults or defects found in the technical equipment.
7. When visiting a Library study room, users have the following rights:
 - a) to request basic information on the study room, the manner in which documents are stored, the study room's technical equipment and the conditions for its use,
 - b) to request advice or to consult the employee on duty in the study room.

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8. Users are prohibited from:
 - a) interfering with installed software (altering the parameter settings and carrying out any modifications),
 - b) making copies of special types of documents (e.g. audio or audiovisual documents on portable devices).
 9. In the premises of all parts of the Library it is prohibited to smoke, to behave in a noisy manner, and to eat, drink and use mobile phones outside designated areas.
 10. It is prohibited to enter the premises of all parts of the Library with animals, except guide dogs and assistance dogs.
 11. If a user violates any provisions of these Library Regulations or fails to comply with instructions issued by a member of the Library staff, the user may be temporarily or permanently deprived of the right to use the Library's services. If a user causes damage to the Library, the user must pay the cost of the damage in accordance with generally binding legal regulations.
 12. At selected Library premises, internal users pay fees in cashless form via the Central Payment System in accordance with a valid internal directive (management instrument) of the University of Ostrava. At selected Library premises, users may pay fees via payment terminals.
 13. Users must settle their financial obligations to the Library when terminating their registration due to the termination or interruption of their studies, the termination of their employment, etc. The Library will issue a confirmation of the settlement of all financial obligations.
 14. In the case of inter-library lending services, responsibility for compliance with user obligations rests with the institution which requested the loan on behalf of its user. If the Library borrows a document from another library for its user, the user must respect the conditions stipulated by the library supplying the document, particularly with regard to the loan duration, the conditions for access to the document (on-site or off-site loans), and the protection of the loaned document.

Article 9

Lending regulations

1. On-site loans

On-site loans are loans of various types of documents from study room stocks for use solely within the premises of the study room.

2. Off-site loans

Off-site loans are loans of documents for use not solely within Library premises. Off-site loans to individual users are provided primarily via the Library's lending desk ("půjčovna"); the conditions for the loan depend on the type of document and the category of user. Most off-site loans are of printed documents (including appendices/supplements forming an integral part of these documents). Exceptions concerning off-site loans and the manner of their provision to internal users are specified below.

3. Short-term off-site loans for internal users

These are "next-day" loans or "weekend loans" of items from the on-site stocks of the study rooms. They are always provided in the last two hours before the study room's closing time, and they must be returned on the following working day no later than two hours after the study room's opening time. UO academic staff may receive a short-term off-site loan for purposes of teaching at any time during the day. These loans are of printed documents (including appendices/supplements), provided that they are not rare documents, that their physical condition enables them to be loaned off-site, and that such a loan does not infringe valid legal regulations concerning copyright, particularly Act no. 121/2000 Sb. on copyright and related rights and on amendments to certain acts (the Copyright Act), as amended (hereunder "the Copyright Act").

4. Loans of issues of journals for internal users

Loans of printed journals acquired during the current calendar year are provided solely to a named individual employee of a UO constituent part. At the end of the year, the employee must deliver the entire year's issues of the journal to the Library for processing.

5. Loans of audio documents for internal users

Within the scope of a collective licensing agreement between the National Library of the Czech Republic and the collective administrators of copyright, the Library lends audio recordings to internal users and persons with specific needs for a period of 1 month.

6. Loans of musical scores for internal users

Musical scores on paper (printed, manuscript) are loaned for a period of 1 month.

7. Long-term loans (5 years) for internal users (UO academic staff)

These loans are of documents or completed years of journal issues. Only documents purchased from the funds of the staff member's unit of the UO may be borrowed in this manner. When arranging a loan of this type, the loanee grants consent to the listing of their name in the Library catalogue. If a document loaned in this manner is subsequently requested by another registered user, the academic staff member (loanee) must provide access to the document (on-site access at the minimum, and in the case of inter-library loans access in the form of an off-site loan for a pre-agreed period).

8. Exemptions from the Copyright Act for loans to persons with specific needs

Persons with specific needs are eligible to receive off-site loans of all types of documents, subject to the exemptions stipulated in the Copyright Act.

9. Deposits in the library of a UO unit

The purchase of documents for the libraries of individual UO units is governed by the provisions of a UO internal directive (management instrument). If a document deposited in a UO unit's library is requested by another registered user, the employee appointed as the manager of the UO unit's library must provide access to the document (on-site access at the minimum, and in the case of inter-library loans access in the form of an off-site loan for a pre-agreed period).

10. Inter-library loans

Inter-library loans are provided on the basis of a direct request by a user via inter-library relations and in accordance with the Libraries Act. The duration of the loan period for documents provided via inter-library loans is determined by the institution that is lending the document.

11. Provision of off-site loans to UO academic staff members

- a) Off-site loans are provided on the basis of an order placed for an item from the Library's stocks or the acquisition of a new document on the basis of a direct request from the academic staff member via the Library's ordering system (KNOS). The loanee visits the Library's loan desk ("půjčovna") in person, collects the document and signs a receipt for the document.
- b) After the loan period (including any extensions to this period) has elapsed, the document may be re-borrowed if the user physically returns all such documents and immediately borrows them again (with the exception of documents reserved by another reader).
- c) If a user so requests, a further off-site or long-term loan (5 years) may be agreed even without the necessity to present the documents for physical verification. In such cases the signed request also functions as a confirmation of receipt of the loaned documents.

Article 10**Loan periods and numbers of off-site loans of documents**

1. Loan periods, the extension of these periods, and the number of documents that can be provided as off-site loans at any one time are stipulated below for each individual user category:

OFF-SITE LOANS		Basic period	loan	Extension
Internal users	UO academic staff	3 months		3 × 6 months
	UO doctoral students	3 months		3 × 6 months
	UO non-academic staff	3 months		3 × 3 months
	UO students	1 month		3 × 1 month
	UO students with specific needs	3 months		3 × 1 month
External users	members of the public, UO graduates	1 month		3 × 1 month
	persons with specific needs	3 months		3 × 1 month
SHORT-TERM LOANS	internal users	1 day or over a weekend		0 (must be returned on the next working day)
LONG-TERM LOANS	internal users – UO academic staff	5 years		

- The loan period can only be extended if the document has not been reserved by another user. In cases of particularly high demand, the loan period for a document may be temporarily altered.
- The total number of documents loaned to a user at any one time must not exceed the maximum number stipulated below for each user category:

User category	Number of loans
Internal users – UO academic staff	100
Internal users – UO doctoral students	50
Internal users – UO non-academic staff	25
Internal users – UO students	25
Internal users – UO students with specific needs	25
External users – members of the public, persons with specific needs, UO graduates	10

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4. Internal users (UO academic staff) may borrow a maximum 10 copies of any one title. Other users may borrow a maximum 1 copy of each title. Only 1 copy may be borrowed in the case of long-term loans (5 years).
 5. Users can use their on-line user account within the Library catalogue to check the number of documents loaned to them and the dates on which the documents are due for return.
 6. The Library's system incorporates settings for the maximum number of loaned documents; it does not enable this maximum number to be exceeded. If a user is in breach of their obligations regarding loan periods, the Library will not permit the user to borrow more documents.

Article 11

Enforcement of document returns, compensation for lost or damaged documents

1. The Library's system automatically informs users by e-mail of the upcoming expiry of the loan period and the necessity to either extend the loan period or to return the document (pre-reminder).
2. Users must return a borrowed document no later than the date on which the loan period expires. If a user fails to do so, the user must pay a penalty fee (fine) for failure to return the document; the fee (fine) is set according to the List of Fees and Paid Services.
3. After the expiry of a loan period, the Library's system automatically generates reminders at set intervals. The first and second reminders (1 day and 8 days after the expiry of the loan period) are sent by e-mail. The third and fourth reminders (15 days and 30 days after the expiry of the loan period) are sent by registered post. In the case of UO staff, the third and fourth reminders are sent via the UO's internal postal system.
4. If a user fails to respond to the reminders described above, a reminder is sent to the user by registered post, accompanied by a final demand and a proposal for an amicable settlement before legal proceedings are launched. Further failure to respond will lead to the enforcement of the return of the document via legal proceedings implemented by the official public authorities, primarily via court proceedings. When enforcing the return of a document, the Library is entitled to suspend the user's entitlement to exercise their rights.
5. Internal users (UO academic and non-academic staff) must likewise return borrowed documents after the expiry of the loan period. These users are exempt from the payment of penalty fees (fines) for failure to return documents, and the final demand is not sent to

them; however, the Library is entitled to refuse to enable such users to borrow further documents.

6. Users must inform the Library of the loss or damage of a document, and must compensate for the damage within the time period stipulated by the Library in accordance with generally binding legal regulations (primarily the Civil Code) and with these Library Regulations.
7. The precise form of the compensation is decided by the Library Director. The following forms of compensation may be stipulated:
 - a) provision of a replacement copy of the same document (in the same edition),
 - b) provision of a replacement copy of the same document (in a different edition),
 - c) provision of a different document with comparable content and financial value to that of the lost/damaged document,
 - d) provision of financial compensation, whose level is generally set as the cost of acquiring the document.
8. Users must pay an administrative fee for dealing with lost or damaged documents as set out in the List of Fees and Paid Services.

Article 12

Other provisions

1. The Library will continue to expand the types and forms of services provided to users in collaboration with other libraries and information institutions. Specific services will require specific conditions for use. The Library reserves the right to cease provision of such services at any time, including without prior notice if necessary. The rights and obligations of Library users when using new services are governed by the conditions that the Library stipulates in advance for the new service. Persons affected by the cancellation of a particular service are not entitled to receive compensation for damage or to any other similar rights.
2. It is prohibited to disseminate and provide public access to documents from the Library's stocks via computer networks (particularly via the internet).

Article 13

Final provisions

1. Exemptions from these Library Regulations may be granted by the Library Director in justified cases.

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2. Comments, complaints and suggestions on the Library's work can be submitted orally or in writing to the Library Director or the Manager of the UO Rector's Office.
 3. The Library Director is responsible for the ongoing monitoring of compliance with the provisions of these Library Regulations.
 4. These Library Regulations replace Directive no. 220/2015 issued by the Rector on 7 December 2015 (the Library Regulations of the University of Ostrava Library), ref. no. OU-89387/90-2015.
 5. This Order becomes valid on the date of its issue and becomes effective on 1 May 2021.

Ostrava, 21 April 2021

**Prof. MUDr. Jan Lata, CSc., in his own hand
Rector**

Author: Ing. Jarmila Dvořáčková

Cc: UO Portal

Appendices:

Appendix no. 1: Registration of internal users

Appendix no. 2: Registration of external users

Appendix no. 3: Processing and protection of personal data by the University of Ostrava Library

Appendix no. 4: List of Fees and Paid Services at the University of Ostrava Library