

Under the Librarianship Act (ZKnj-1, (Ur. l. RS, No. 87/01, 96/02 – ZUJK (Exercising of the Public Interest in Culture Act) and 92/15), Regulation on Libraries' Basic Services (Ur. l. RS, No. 29/03) and Decision on the Establishment of the National and University Library Public Institution (Ur. l. RS, No. 46/03 and 85/08), the Director of the National and University Library, adopted on June 14 2019,

REGULATIONS

On general operating conditions of the National and University Library

GENERAL PROVISIONS

Article 1 (Subject to Regulations)

Regulations on general operating conditions of the National and University Library (hereinafter: regulations) shall govern the operations of the National and University Library (hereinafter: the Library) and relationships between the Library and users of its services.

Article 2 (Use of Terms)

Terms written in male grammatical form are used as neutral for male and female.

Article 3 (Authorized Library Employees)

Under these Regulations, authorized Library employees are employees who provide specific library services, and come in contact with the Library users. When working with users, they identify themselves with an identity badge or otherwise demonstrate their identity.

Authorized library workers referred to in these Rules shall be appointed by the Library Director's decision.

Article 4 (Ethical Principles of the Library's Operation)

In their work and relations with users, the Library staff shall comply with the principles of the Code of Conduct for Civil Servants, the Code of Ethics of the University of Ljubljana and the Code of Ethics of Slovenian Librarians. The texts of the Codes are accessible to users on the Library's website.

Article 5 (Language of Communication)

Official operational language of the Library is Slovenian.

MISSION, TASKS AND ACCESSIBILITY OF LIBRARY SERVICES

Article 6 (Mission and Tasks of the Library)

The Library performs the duties of the national library of the Republic of Slovenia, tasks of the university library of the Ljubljana University and tasks of the national depository organisation. Its core mission is to collect, preserve, present, protect and make available national and other library materials, and providing access to other information resources and services that users need for studying, a scientific-research work and lifelong learning.

The Library performs tasks of the national information and referral centre for scientific and professional counselling, providing information from all areas of expertise, especially in the fields of humanities and social sciences. It supplies information from its own collections, and subscribed collections, openly accessible databases and other electronic information resources.

Article 7 (Accessibility of the Library and its Services)

The Library operates as a public service. It is open to everyone wishing to use its premises, information resources and services, while respecting the provisions of these Regulations.

Some services are available only to the Library members. Services causing additional costs to the Library are: keeping records, issuing cards and certificates, ensuring traceability of borrowed material, restoring damaged material, fulfilling contractual obligations related to the use of certain types of material, fulfilling obligations referring to copyright and related rights, and the like.

Article 8 (Basic Services for Users)

The library performs and provides the following basic services for its users:

- access to commonly accessible electronic information resources of public authorities, and their usage,
- access to, and use of public library catalogues, shared catalogues and other public databases and information resources,
- providing information on and from library materials,
- providing information from the COBIB.SI shared bibliographic database,
- user trainings for using the Library,
- assistance and advice in finding and using the Library materials and other information resources,
- education for finding, evaluating and using various information resources,
- access to the WWW>(* free wifi)
- use of publicly accessible Library spaces,
- use of computer and other technical equipment intended for users,
- informing on novelties in the Library, (new on the shelf)
- access to events and other public happenings.

Article 9 (Basic Services for Members)

The Library provides the following basic services solely to its members:

- reserving and ordering library materials to be borrowed,
- borrowing library materials in the reading rooms and at home,
- accessing and using of electronic databases and other electronic information resources that can only be accessed by a membership password,
- interlibrary loan and provision of documents,
- copying and reproduction of Library material,
- more demanding information services, such as formulation of thematic inquiries to a member's request, and advisory and research information services,
- using of the Main Reading Room, the Newspaper Reading Room, reading rooms of special Library collections and other rooms intended only for the Library members.

Article 10 (Charged-for Services)

Most of the Library basic services are available to its users without charge. The following Library services are to be paid:

- interlibrary loan and provision of documents,
- more demanding information, advisory and research services,
- entry of bibliographic data into COBISS.SI for personal bibliographies,
- copying and reproduction of library material,
- printing electronic documents,
- digitization and reprinting of books on demand (EOD service),
- preparation and use of library material for special purposes (exhibitions, recordings and the like),
- restoration work,
- use of the Library's premises for filming or photographing,
- rental of Library facilities and equipment.

Payment is charged according to the price list of the Library services.

Article 11 (Access to Services for Users with Disabilities)

The Library offers assistance to users with disabilities in accessing the Library premise, and in using of its services. They may contact the Library staff, or a Library worker authorized for helping users with disabilities.

For persons with movement disabilities, the entrance to the Library is from the Vegova Street. Direct access is possible in front of the Newspaper Reading Room - a user will ring the bell to announce his arrival.

Article 12 (Opening Hours and Working Calendar)

The Library provides its services to users during the opening hours. The working calendar gives information when the Library is to be closed, or when its opening hours will be changed.

Opening hours and working hours are determined on a year-by-year basis. The working calendar is displayed in a noticeable position at the entrance to the Library, in the Registration and Circulation Room, and on the Library's website.

The opening hours and working hours of the Library are adopted by the Library director.

Article 13 (Price List of the Library Services)

The library services price list is adopted by the Library director and approved by the Library Council. It is displayed in a prominent position in the Registration and Circulation Room, and on the Library's website.

LIBRARY'S RIGHTS AND OBLIGATIONS TOWARDS ITS USERS

Article 14 (Rights and Obligations of the Library Workers)

The Director and a Library employee designated by the Director, has one or more of the following librarians' rights and obligations towards a user:

- to ask a user to present an official document for establishing his identity and permanent or temporary address (hereinafter referred to as "identity document"), when joining the Library and renewing membership,
- to ask a user to present the membership card and a valid identity document prior to using the service provided by the Library only to its members,
- to process users' personal data in accordance with the law governing librarianship, and in compliance with regulations on personal data protection, and in accordance with application form signed by a user upon enrolment in the Library, or when extending membership,
- to recover borrowed Library materials from each user after the expiry of the loan period,
- to ensure compliance with the provisions of copyright law and licensing agreements, when Library materials and other information sources are used,
- to retain discretionary powers to exempt a user from paying a membership fee and a membership card, if a person's activity contributes to the preservation and promotion of the Slovenian language, culture or science abroad (for example a member of the Slovenian minority or a Slovenian living abroad),
- to retain discretionary powers to exempt a user from payment of the late payment and the cost of notifying the expiration of the loan, if a user proves that omission of a mandatory procedure was due to force majeure or other justified reasons,
- to retain discretion powers to exempt a user from payment of compensation for lost

material, if the material is considered already obsolete and unusable, or if a user replaces the lost material with the same material and in a similar condition, as was the borrowed material,

- to retain discretionary powers to allow a user to exceptionally borrow a larger number of units of material and for a longer period that approved in these Regulations,
- to enable borrowing of material or using of other Library services or premises to a user who has violated the provisions of these Regulations,
- to exclude a user from the Library membership in the case of serious violations,
- to close the Library in exceptional circumstances, such as long loss of power supply or computer system failure, due to natural disasters and other hazards.

Article 15 (Responsibility of the Library staff)

Library staff are responsible for ensuring users unhindered access to the Library materials and other information resources and Library services in accordance with these Rules policy, to act in accordance with the provisions of the Rules, and to ensure order in the Library.

Article 16 (Handling with Users' Personal Data)

The Library processes its users' personal data, and data about users' usage of the Library services. It processes data solely for conducting its activities and analysing them, and for protection of Library materials and other information resources. It also provides special benefits to certain categories of its members. The Library processes personal data in accordance with the rules on personal data protection.

According to the Librarianship Act, the Library processes the following personal information about its members: first and last name, date of birth, permanent address or of temporary residence, category of member, and data for the purpose of information (telephone number or email address).

In addition to the personal data referred to in the previous paragraph, the Library may, in order to provide remote access to electronic information resources in accordance with the license agreements, also process the name of a member's working organization or school, on the basis of the member's consent. The member confirms his consent by signing the accession statement (*user registration form) in his hand-written signature.

Members' personal data are kept in the personal data collection for a maximum one year after the expiry of membership. Then, they are deleted or anonymized. The personal information of a member with outstanding obligations to the Library shall be erased or anonymized when the obligations are settled.

The Library may provide information on membership, currently borrowed library material, any outstanding liabilities to the Library, and information on sent notices of the expiration of the borrowing period only to the member personally. The data shall be printed in a single copy. On obtaining the information, a member must identify himself with a valid identity document.

In the case of minors, the Library may also provide information, referred to in the preceding article, to his parents or other legal representative who has to identify with a valid identity document.

In legally determined cases, the Library may provide personal information about members to the competent national authorities for the performance of their statutory tasks. Data can be provided only by the Library Director.

LIBRARY USER RIGHTS AND RESPONSIBILITIES

Article 17 (Library User)

Library users (*members) are persons who use Library materials and other information resources, services, premises or the Library equipment. Library users are members of the Library and other users.

Library users are obliged to comply with these Regulations when using the Library materials and other information resources, services, the Library premises and its equipment.

Article 18 (Library Member)

A Library member is a natural person who enrolls in the Library to use the services available to its members only.

A member of the Library can be a legal entity (*legal person) as well. Members of a legal entity may only use the interlibrary loan service and provision of documents.

Article 19 (Membership Criteria)

All citizens of the Republic of Slovenia and foreign nationals, no less than 15 years old, can become a Library member.

Article 20 (Membership of a natural person)

A natural person wishing to become a Library member shall present a valid identity document upon enrolment. A student presents a student ID or enrolment certificate or index; a secondary school student submits the identification card or certificate of enrolment at a high school. A Ljubljana University employee also submits a certificate of employment at a higher education institution, a member of the University. A Professor Emeritus of the University of Ljubljana shall also submit an appropriate evidence document.

The person seeking to exercise the right to be exempted from the payment of the membership fee, or the right to a discounted membership fee, shall also submit a relevant proof referred to in Article 24 of these Regulations upon enrolling to the Library. When renewing membership, a Library member shall also provide all the above enlisted documents and supporting papers.

Upon joining the library, a natural person signs the accession declaration (*user registration form), confirming to be aware of these regulations, and to comply with their provisions. A user also specifies a password to access the Library's electronic services.

A person, who has not attained 18 years of age and does not have an identity document, can join the Library only if accompanied by a parent or any other legal representative.

Article 21 (Enrolment at Distance)

A natural person wanting to become a Library member can also enrol through the online enrolment system. The form is available on the Library's website or on the COBISS website. A person will receive a membership card in the Library Registration and Circulation Room.

More information on conditions and remote ways of registration to the Library are available on the Library's website.

Article 22 (Enrolment of Legal Entity)

A legal entity becomes a member of the Library by submitting the legal entity's authorization with data about the person authorized to use the interlibrary loan services, and a completed statement to guarantee to respect strictly the provisions of the Copyright Law and the Library's licensing agreements with providers of electronic information resources when using Library materials.

Article 23 (Changes of Personal Data)

According to Paragraph 3 of Article 32 of these Regulations, a member or an acting person is obliged to inform the library within 8 (eight) days after the change of a personal name, address of residence or any other personal information. Otherwise, a member or an acting person bears the consequences caused by inaccurate data.

Article 24 (Membership)

When enrolling in the Library or on renewing of membership, a natural person pays a membership fee according to the pricelist of the Library services.

Exempt from payment of membership fee are:

- Persons under 18 years of age,
- Persons with disabilities (with an appropriate evidence of the status of a person with a disability (for example the European Disability Benefit Card),
- Unemployed with a verification of the Employment Service of Slovenia, up to 30 days old,
- Persons living in difficult social conditions, with proof of entitlement to a financial social assistance, or at the proposal of the competent social work centre,

- Students of the Ljubljana University with a valid student ID, who pay a membership fee upon enrolment at a higher education institution, a member of the University,
- Employees of the University of Ljubljana with proof of employment at a higher education institution, a member of the University,
- Professors Emeritus of the University of Ljubljana with a proof,
- Members of librarians' associations affiliated to the Association of Librarians' Associations of Slovenia with a valid membership card for the current calendar year,
- Honorary members of the Library and members referred to indent 6 of Article 14 of these Regulations,
- Members referred to in paragraph 2 of Article 25 of these Regulations upon their first enrolment in the Library for one day.

The following categories of members having permanent residence in Slovenia are entitled to a discounted membership fee:

- Students over 18 years of age with a with a valid student ID,
- Students of Slovenian higher education institutions not members of the University of Ljubljana,
- Slovenian citizens studying at higher education institutions abroad, having a student status,
- Retired persons with a pensioner card.

Members of a legal (*person) entity do not pay the membership fee, but have to pay the costs of interlibrary loan and provision of documents as specified in the Library pricelist.

Article 25 (Duration and Termination of Membership)

Membership of natural persons usually lasts for one year (12 months) from the day of enrolment. Membership for students of the University of Ljubljana is valid until 31st October for the last academic year. Natural persons can also enrol the Library for a period of three (3) months.

It is also possible to enrol in the Library for one day for using its reading rooms, or for using materials in the reading rooms.

Membership may be extended upon its expiry. Extension of membership is not possible, if personal data of a member were deleted in accordance with paragraph 4 of Article 16, or anonymised. Thus, a user must re-enrol in the Library.

Early membership may be terminated at the written request of a member, or by excluding a member for having violated provisions of these Regulations. An expelled member cannot claim reimbursement (*repayment) of a paid membership.

As a rule, membership of legal entities is not of limited duration. It may terminate at a written request of a member due to termination of a legal entity's activities, or due to violation of provisions of these Regulations.

Article 26 (Honorary Members)

The Library may have honorary members. Detailed requirements for becoming an honorary member, the procedure for granting membership, the duration of an honorary membership and the benefits and duties of honorary members are defined by the rules on honorary membership adopted by the Library director. The rules also specify the procedure for confiscation on of the honorary membership, and the manner in which personal information about the honorary members are processed.

Article 27 (Membership Card)

A natural person receives the membership card on joining the Library. A person, who has enrolled in the Library at distance, receives a membership card on the first visit to the Library.

Membership card enables access to key Library services, including services provided only to the Library members. It is also used to determine the identity of its holder as a member of the Library, and enables to enter the Library premises that are within the electronic access control area. (+manjka stavek)= At a request of a library employee (officer) member of the library must present (identify) himself with the membership card.

The cost of manufacture of a membership card is defined by the price list of the Library services.

A legal entity does not receive a membership card when enrolling in the library.

Article 28 (Responsibility for Membership Card)

The membership card is non-transferable and can only be used by its owner or his representative in accordance with these Regulations.

A Library member is personally responsible for the use, damage, loss or a possible misuse of the membership card. A member is also responsible for all Library material that has been borrowed on his behalf. Parents or other legal representatives are responsible for a membership card of a member under the age of 18.

A member is obliged to notify the Library of the theft, loss or a risk of misuse of the membership card as soon as possible.

If a membership card is lost or damaged so that it can no longer be used, its owner has to acquire a new one. When changing personal data, a member must also obtain a new membership card. A user will get a new card against payment.

Article 29 (Users' Acknowledgments, Suggestions and Comments)

A Library user may express his satisfaction or dissatisfaction with the Library services performed, or with the Library staff, by writing them down in the Book of Acknowledgments, Suggestions and Comments. In printed form, it is available on a prominent position in the Registration and Circulation Room.

A user can also express his opinion about the Library services and staff by using the form "My opinion". In printed form, it is available in the Registration and Circulation Room, and in electronic form on the Library's website.

Article 30 (Users' Complaints)

A Library user may complain about the managing of the Library, its staff, or other users. The complaint must be submitted in writing on the user's complaint form, and addressed to the Library managing board.

The complaint must include the applicant's name and address. It must be explained and followed by a handwritten signature.

In printed form, it is available in the Registration and Circulation Room. On the Library's website, its electronic form could be filled-in.

The Library Director shall decide on the appeal. His decision shall be final.

TERMS OF PROVIDING AND USING THE LIBRARY MATERIALS AND OTHER INFORMATION RESOURCES

Article 31 (Terms of Providing Library Material)

In providing its materials and other information resources to users, the Library complies with the provisions of copyright law and licensing agreements concluded when purchasing information resources.

Article 32 (Lending of Materials)

By presenting a membership card, materials can only be borrowed by the Library members. Library materials are generally available for reading room use, as well as for home borrowing, in accordance with the provisions of these Regulations.

Only authorized Library personnel may lend the Library materials, and only bibliographically processed and properly marked material can be borrowed.

As a rule, Library members cannot borrow materials for other persons.

If there is a justified reason (for example, a longer absence from the place of residence or illness), others may borrow the Library material on behalf of its member, but only with his written authorization. A member may submit the authorization by e-mail, by a regular mail or by an authorised representative when visiting the Library.

Authorization may be valid for a longer period, but only until the expiration of each membership period. An authorized person must present a valid identity document and the membership card of the person who has authorized him. The Library may also borrow material to parents or other legal representatives of under aged Library members, indicated on the affiliation application form.

A Library member having outstanding financial liabilities towards the Library, or unreturned material with an expired loan period, cannot borrow Library materials until obligations are settled.

A Library member may borrow a maximum of 15 (fifteen) units of the Library material for use in the reading room and 15 (fifteen) units for home borrowing. A member can borrow only one copy of the same title and edition at the same time. A Library member may not take material from the Library without registering the loan, and may not lend it to other persons.

Article 33 (Use of Borrowed Materials)

A library member is required to review the Library materials immediately after borrowing it, and must alert the Library's authorized employee to a possible damage or missing parts of the material; if not, he is liable for the damage himself. The Library would not take into account any later complaints.

A Library member is responsible for the borrowed Library material. A user must return it in the same condition as when it was borrowed. User is responsible for any damage, loss or theft of a material; he may not write down notes and other markings, to underline texts or cause any other damage to the material.

Article 34 (Borrowing for Home Use)

As a rule, Library material can only be borrowed by Library members having permanent residence in the Republic of Slovenia.

Library members without a permanent residence in Slovenia, can borrow materials on presentation of a written statement by a guarantor ensuring the return of the borrowed Library materials, and for paying a potential member's debt to the Library. The guarantor can be an adult with a permanent residence in the Republic of Slovenia. A guarantor signs the letter of guarantee in the Library by his hand-written signature after having proved his identity with an identification document.

A guarantor may also be a legal person registered in Slovenia whose guarantee statement is signed by a statutory representative of the legal person. The guarantee is valid until the expiration of the membership.

Reading room and reference material, archival copy of slovenika, rare and valuable material, newspapers, ephemera and other material that, in accordance with the Borrowing Rules, Special Provisions on the Use of Restricted Material and Other Regulations, cannot be borrowed for home – it is available in library use only.

A member borrowing Library materials for home, signs a loan note. At his request, a Library employee can issue a printout with a list of borrowed material; the printout can be given to a Library member personally or to his legal representative.

A member should examine the correctness of information on borrowed or reserved

material, the loan terms and any outstanding financial obligations to the Library, and should warn an authorized Library employee about any irregularities.

Article 35 (Borrowing Periods for Home Use)

Library materials – monograph publications can be borrowed for home use for 30 (thirty) days, monographs, magazines for 7 (seven) days.

The loan period can be extended up to three times, but only for material not reserved for other members, and the material whose loan period has not expired yet.

The loan period can be extended in-person, by phone, email or through the COBISS - My Library online service.

After expiration of extended loan period, a member must return the material to the authorized Library employee for inspection, but may re-borrow it unless it is reserved for other members.

Article 36 (Ordering, Booking and Returning Material Borrowed for Home Use)

To order free copies of the Library material for home, a member must make use of the COBISS online service - My Library, or the mCOBISS mobile application. Materials borrowed for home use that are held in the Library special collections can also be ordered in person in the premises of a particular collection.

A member may reserve the Library material for which there is no restriction or prohibition on borrowing, but has been borrowed by another user.

Reservations can be made in person, by phone, through the COBISS - My Library web application or mCOBISS mobile application. When the material is available, the member is informed of its availability in the manner chosen by him upon enrolment - that is, by telephone or e-mail. A member may reserve a maximum of 15 (fifteen) titles of material at a time.

Ordered or reserved material is, as a rule, waiting for the user to be collected up to 3 (three) business days after the receipt of the notification that the sought-after material is available for borrowing. During this time, a user can cancel the order or reservation of the material by phone or e-mail. After the expiry of the said period, the material is returned to the Library depot, or it is borrowed to another user. If the order or reservation of the material has not been cancelled, the Library will charge the user the cost of the unclaimed order according to the Library's price list. Before the expiry of the takeover deadline, a user can exceptionally request (by phone or e-mail) for extension of the takeover deadline.

After expiration of the borrowing period, a user has to return the borrowed material to the Library.

It can be returned to the Library in person or by a registered post. On user's behalf, a material may also be returned by another person who may demand a notification on returned material.

Article 37

(Overdue Charges and Costs of Notification on Expiry of Borrowing Period)

A user must return borrowed materials within given borrowing period. In case of exceeding the borrowing deadline, the Library will charge an overdue fine, and send a written notice of expiry of loan period on the seventh working day at the latest. Sundays and holidays are excluded from late payment charges. User shall pay notification costs when paying the overdue charge.

The Library sends two types of written notice on expiry of borrowing period: the first is sent to the addressee as a regular letter, the second is a letter with a return receipt. To a user failing to settle his obligations towards the Library after receiving the second notification, the Library would restrict access to its services and submit the case to the recovery procedure.

Overdue charges and charges of notifying the expiry date of the loan period are determined by the price list of the Library services. A member does not pay an overdue charge if he returns material on the first day of exceeding the borrowing period. If material is returned later than on the first day after the expiration period, the overdue charge is calculated for all days of exceeding the loan period, including for the first day. If the amount of overdue charge for borrowed material changes during the borrowing period, the overdue charge is calculated before the amendment, according to the price list applicable at the time.

However, a user may be in exceptional circumstances (for example, a sudden deterioration of social status or in case of force majeure) exempted from payment of overdue charges or cost for informing about the expiry of the loan period; the Library may grant him payment in several instalments, or reduce the payment amount. A member must justify the reasons in a written application with an appropriate supported evidence and address it to the Library Management. An authorised Library person shall decide on the application. His decision is final.

The Library can determine the day of the year when users can return material of expired borrowing period without paying an overdue charge and the cost of notifying on expiration of the loan period.

Article 38

(Ordering, Booking and Returning Materials for Reading Rooms Borrowing)

A Library member can use the Library material, marked in the Library electronic catalogue as "free to be borrowed in a reading room", in the Newspaper or the Main Reading Room, or in the reading rooms of the Library's special collections.

A member can order material for using it in a reading room personally when visiting the Library, by submitting a borrowing form (*loan note) to the information officer of the reading room, to the Registration and Circulation Room. Special materials may be ordered to the reading room by an electronic promissory note, using the Library's electronic catalogue.

Preparation and delivery time of a material for reading rooms use depends on whether the material is stored in the Library warehouse on the Turjaška Street, or in a offsite location.

The most frequently sought reading room material is stored in the Main Reading Room, and is readily available.

As a rule, material ordered for reading use is waiting for its user 7 (seven) days, after which the Library will return it to the repository. Exceptionally, the ordered material may wait longer to be to pickup if agreed with the information officer of a reading room, or with an employee of the Registration and Circulation Room.

Material borrowed for reading room use must be returned to the reading room information officer or to the Registration and Circulation Room by the end of the borrowing day.

Article 39 (Damaged or Lost Material)

A user must replace a damaged or lost library material with an identical one, and according to the Library's price list of services, pay the costs of professional processing and labelling of the replacing material. If a material cannot be replaced, a user pays compensation for the material and the costs of its professional processing and labelling, as determined by the price list of the Library services.

Article 40 (Inter-library Loan and Documents Supplying)

For its users, the Library orders materials or documents that are not kept in its collections, from other libraries and material suppliers (hereinafter: suppliers) in the Republic of Slovenia, or from abroad. Material for borrowing is ordered and supplied only to the Library members, while copies of documents and other non-returnable documents to other Library users, too.

Through interlibrary loan, the Library also distributes material from its own collections, but only to members - legal persons. Copies of documents are produced in accordance with the copyright law.

Interlibrary loan material can be ordered by a user in person, by mail, email or fax, through COBISS – My library online service, or with the online interlibrary loan order form which is published on the Library's website.

A user completing the interlibrary order agrees to:

- fully respect copyright and related rights when using the material,
- cover all costs incurred by interlibrary loan or forwarding of documents,
- cover all costs also if he will not collect the ordered material,
- return the borrowed material on time and undamaged,
- pay all costs if the borrowing period exceeds,
- pay all costs incurred in case of damaging or losing the borrowed material.

As a rule, it is not possible to cancel an order already forwarded by the Library to a supplier abroad.

Cancellation of an order to a Slovenian library is only possible if the supplying library has not yet sent the material.

Costs of interlibrary loan and delivery of document depends on the type of service and the price list of a supplier; costs are specified in the price list of the Library services. As a rule, a user with overdue claims towards the Library cannot make use of the interlibrary loan services and provision of material until settlement of claims.

Article 41 (Data for Interlibrary Orders and Documents Provision)

A user of the interlibrary loan services or documents provision must give the Library the fullest possible bibliographic information on the material to be obtained from other libraries or suppliers.

The Library may refuse the order if bibliographic databases of a requested material cannot be found or verified in any of the accessible bibliographic databases.

The Library sends order for interlibrary loan or delivery of documents from abroad only after having verified in the shared bibliographic database and other information sources that the ordered material is not available in any of libraries in Slovenia.

If there are several possible ways to obtain a specific material, the Library chooses the option that is most favourable to the client.

Article 42 (Terms of Use of interlibrary Loan Material)

As a rule, Library material in its original form can be borrowed by a user for a fixed period. A material may only be used in the Library premises, if so determined by its supplier.

The method and deadline of loaning library materials and a possibility of extending the loan period, are determined by suppliers of the material. Copies of a material in its original form or of its parts, for which a user pays a compensation, become his property and are not required to be returned to the Library.

Library material intended for borrowing may be picked up by a user in person, or in accordance with agreement, it can be sent to a user by a registered mail and delivered by a courier service in the Ljubljana area. Borrowed materials can be returned in person or by post as a registered letter.

In accordance with the terms of copyright and license agreements, the Library may forward to a user photocopies of original materials or its integral parts in electronic form, or as documents printed from electronic form.

A user may take over photocopies or printed documents in person, or if agreed, receive them by mail as a registered post; in the Ljubljana area, documents can be delivered by a courier service. A user can receive documents in electronic form by e-mail, fax or to on-line address.

Article 43 (Copying, Printing- out and Data Transferring)

In accordance with the copyright law and the terms of the license agreements, concluded by

the Library when purchasing the material, reproducing of Library materials (photocopying, digitization, microfilming and the like) and printouts or transfers of data from electronic information sources, are available to Library users against a payment. Prices are specified in price list of the Library services.

An authorized Library worker may refuse to make photocopies of the Library material that, by its nature, should not be copied by a certain technique; a user is informed with other copying techniques available in the Library.

Materials owned by the Library may be reproduced only by the Library's technical equipment in the Library premises. Exceptionally, taking into consideration the type and condition of a material, a reproduction with one's own technical equipment may be approved by an authorized library worker.

Article 44 **(Accessibility and Use of Electronic Information Resources** **and the World Wide Web)**

Users can freely access and use publicly available electronic information resources and the World Wide Web.

When accessing databases owned by the Library and bibliographic databases, and when using them, users are obliged to comply with the provisions of the copyright law and license agreements contracted by the Library when purchasing particular information resources.

Users of databases referred to in the previous paragraph undertake:

- to keep confidential the allocated membership passwords which should not be communicated to other persons,
- to use data from databases only for non-profit purposes in the framework of educational or research activity,
- not to copy, distribute, sell or create their own databases by using the library databases,
- to make only one copy in electronic or printed form of the results of each search for their own need.

Library users can access electronic information resources and the World Wide Web by using the Library's computer workstations and wireless networks.

Access to data, software, services and usernames on computers or networks for which users are not authorized is not permitted.

Users use the World Wide Web on their own responsibility. The Library cannot be held responsible for information obtained through the World Wide Web.

USE OF LIBRARY SPACES AND EQUIPMENT

Article 45 (Use of Library Spaces)

During opening hours for users, the Library spaces may be used only for the Library's activities, and in accordance with the Library's mission. An authorized Library worker or a security officer shall have the right and duty to prevent by a verbal warning any unintended use of premises by users, and to request to be immediately terminated.

Users are responsible for their property left in the reading rooms or other Library premises. The Library is not liable for theft or loss of users' personal property.

Article 46 (Use of Cloakroom)

Users should leave larger bags and outerwear in the cloakroom or store them in a locker. An authorized Library worker, the cloakroom staff or the security service may require the user to leave luggage or clothing in a locker, or in the cloakroom (*wardrobe).

A locker can be rented for 1 (one), 30 (thirty) or 90 (ninety) days. In the case of renting a locker for one day, its user pays the daily security deposit specified in the Library price list of services. The Library refunds the security deposit if a user empties the locker and returns the key before the end of the Library's office hours. If a locker is rented for 30 (thirty) or 90 (ninety) days, its user pays the rental fee specified in the price list of the Library services. After the expiry of a nonstop 90-day rental period of the same locker, a user must empty the locker and return the key. After returning the key, a user can rent another locker for a specified time-period.

If a user does not return a key locker on the date of expiration of the rental period, he shall be obliged to pay compensation according to the Library's price list.

When renting a locker, a user is informed with renting rules, which he confirms by signing a statement.

Article 47 (Use of Reading Seats)

Reading seats in the Main Reading Room, the Newspaper Reading Room and in the premises of the Library's special collections are designated for study and research purposes, while reading places in the basement of the building – the Plečnik Hallway, are primarily meant to group study. The Library's reading seats and computer equipment in the Information Centre are intended for study, the research work and for accessing the COBISS electronic information resources and the bibliographic system, as well as for ordering material kept in the Library's collections.

Reservation of reading seats in the Main Reading Room is made through a special electronic registration system. On joining the Library, users receive instructions for the procedure. Other reading seats cannot be reserved in advance.

Article 48 (Use of the Library's Computer Workstation)

The Library's computer workstations are intended for study and research purposes only. The Library is

not liable for any damage that may arise, or be related, to the use of the Library's computer workstations.

Users must not modify the computers' system settings or install any software; the use of the installed software is only permitted. Without approval of an authorized Library employee, it is not allowed to connect any external storage media or other devices to a Library computer workstation, except to explicitly marked workstations intended for this purpose.

During the use of the Library's workstations, users are materially responsible for intentionally caused damage to hardware or software. Users are also responsible for a potential misuse of hardware or software for illegal or morally questionable activities.

If, despite a warning of an authorized Library employee or a security service, a user of a Library computer workstation disturbs other users and the Library's activity, the Library reserves the right to prohibit him further use of computer workstations.

Article 49 (Use of Wireless Networks)

The library provides users with free access to the Internet through the Libroam and Eduroam wireless networks, and the NUK publicly accessible network. Instructions and rules for using wireless networks are posted on the Library website.

Article 50 (Behaviour in the Library)

The Library spaces are intended mainly for study and research work. Users are expected to use them in accordance with their purpose and in a way that allows others to work or study undisturbed, and to protect their privacy. The NUK café, however, is available to users for relaxation, socialisation, conversation and for eating. Mobile phones and other mobile devices may be used in the cloakroom as well.

Speaking loudly and using devices that would distract other users or the Library employees are not permitted in the Library spaces.

Only non-alcoholic beverages in closed package may be brought to the Library, and only water in closed package to the Main Reading Room, newspapers and special collections reading rooms.

Users are not permitted to bring into the Library dangerous objects or substances (such as knives, pyrotechnics and flammable substances) that could endanger safety of users and the Library employees.

Users coming to the Library with children under 15 years old should not leave children unattended.

It is not allowed to bring dogs or other animals into the Library premises, with the exception of assistance dogs (e.g. of blind, visually impaired or physically handicapped persons).

Admission to the Library is not allowed to users with skates, scooters and similar equipment as well as to users under the influence of alcohol or illegal substances.

Users must comply with the rules on entering and exiting the Library spaces equipped with electronic security system. Premises which are within the electronic control area can only be accessed or exited by using a membership card - not by force.

Article 51 (Behaviour in Reading Rooms)

Reading rooms are intended for quiet study and research, thus it is not allowed to talk, eat or in any way disturb other reading rooms users.

Sounds that laptops and other electronic devices may produce should be turned off in the Library's reading rooms.

Users should not reserve seats in reading rooms by leaving their objects on the tables. An authorized Library employee can remove objects and store them in spaces intended for this purpose.

As a rule, materials borrowed by users for use in a reading room, must not be taken to other Library spaces. In agreement with an information officer of a reading room, materials can be exceptionally taken to rooms for reproduction of material. Reading rooms users can also utilize materials brought with them.

Article 52 (Maintaining Order in the Library)

If a user violates the Library order, an authorized Library employee or a security guard has to warn him, and orders him to cease breaching the Library order immediately. In addition, a user should be aware of having violated provisions of these regulations.

A user who is misbehaving, making noise, arrogantly harassing or annoying other users, disturbing order and peace in the Library spaces, can be removed from the Library by the security service, or by police in the case of serious breaches of the Library order.

Article 53 (Other Conditions of Using Library)

In the event of an emergency or a fire alarm, users are required to leave the Library quickly and quietly, to follow appropriate markings in the Library and the instructions of the security services, or of authorized Library employees.

Organized gathering of persons for political, religious or ideological purposes is not allowed in the Library. It is also not allowed to exhibit, sell or advertise products for commercial purposes.

Exceptionally, the Library Director may allow displaying, advertising and selling of products related to the Library's activities.

Users are responsible for intentionally, or unintentionally causing damage to the Library or to a third party.

The Library reserves the right to prohibit a user from using the Library for a fixed or a permanent period if the user has been caught in a theft, or has deliberately damaged the Library materials or equipment.

Article 54 (Photographing or Filming in the Library)

Photographing or capturing on film of the following Library premises is permitted solely for one's personal, non-commercial use: the Main Entrance Hall (ground floor), the NUK café (basement), the Plečnik Hallway (*corridor) (basement), the Main Staircase (ground and 1st floor), the hall in front of the entrance to the Main Reading Room (1st floor) and the Exhibition Hall (1st floor). Photographing or filming of persons present in the premises is not permitted without their consent.

Information on the conditions of photographing or filming other Library spaces, its public events and conditions on publicly displaying the Library images for commercial purposes, is available on the Library website.

Article 55 (House Rules)

Rules of Conduct in the Library premises are determined by the House Rules adopted by the Library Director. The rules are displayed at the entrance to the Library, in the reading rooms, in the Registration and Circulation Desk, in the Reproduction Centre and on the Library website.

SPECIAL PROVISIONS

Article 56 (Violations of Library Regulations)

A Library user who does not comply with these Regulations commits a minor or a serious violation.

Minor violations are:

- eating in the Library spaces,
- use of technical devices in the Library premises that disturb other users,
- not allowed reservation of reading places,
- use of lockers and wardrobe contrary to the Library regulations,
- taking away of Library material from reading rooms to other Library spaces,
- speaking loudly and other inappropriate behaviour or improper personal hygiene causing discomfort to other Library users or employees.

Serious violations of the Regulations are:

- several repeats of a minor violation,
- borrowing of the Library material with a membership card of another member without authorization of the card owner,

- using of the Library materials and other information resources by violating copyright laws or license agreements,
- unauthorized use of computer workstations and other Library hardware and software,
- taking Library material out of the Library premises without recording its borrowing,
- intentionally damaging the Library material, computer or other Library equipment or its users,
- deliberately damaging or stealing other users' property or of the Library's employees,
- use of alcoholic beverages in the Library premises, except in the NUK café,
- consumption of illegal substances in the Library premises,
- staying in the Library while drunk or under the influence of illegal substances,
- verbally, non-verbally or physically harassing other users or the Library employees,
- bringing dangerous objects or substances into the Library premises.

An authorized Library employee or a security officer makes an official note of any breach of the Library Regulations. In the case of a serious violation, the Library Director shall also be notified.

Article 57 **(Measures Following Infringements of Library Regulations)**

An authorized Library employee or security service may impose, within the scope of their powers, any of the following sanctions on a user who fails to comply with the provisions of these Regulations, and commits a minor violation:

- a verbal warning,
- a prohibition on the use of any of the Library's services or spaces for up to one month.

The Library Director or an authorized employee may impose any of the following sanctions on a user who fails to comply with the provisions of these Regulations, and commits a major violation:

- a verbal warning,
- a written warning,
- a removal from the Library premises,
- a prohibition on the use of any of the Library's services or spaces from one month to a maximum of one year,
- expulsion from membership for a maximum of one year.

Sanctions referred to in the fourth and fifth indents of the previous paragraph may be imposed permanently, depending on the seriousness of the infringement.

Sanctions referred to in the second, fourth and fifth indents of the second paragraph of this Article shall be issued in writing by the Library Director or an authorized employee. Any appeal shall not suspend the enforcement of the sanction.

Article 58 **(Audible Security System)**

The audible security system is used in the Library to ensure the safety of the Library materials, its premises and equipment. If the alarm system is triggered, visitors are required to follow the instructions of the authorized employees or of the security service.

**Article 59
(Video Surveillance)**

The area in front of the Library building and some of its spaces are under video surveillance, which is indicated by appropriate markings

**Article 60
(Security Service)**

The authorized security service provides surveillance of the Library premises and equipment.

**Article 61
(Competent Court)**

Any disputes that the Library and its users fail to resolve by a mutual agreement shall be settled by a competent court in Ljubljana.

TRANSITIONAL AND FINAL PROVISIONS

**Article 62
(Acquaintance with Regulations)**

When enrolling in the Library, users must be made aware of the terms of these Regulations. Regulations can be accessed in writing in the Registration and Circulation Room, and on the Library's website in electronic form.

A user who does not enrol in the Library must become acquainted with the provisions of these Regulations before using the Library's services, premises or information resources.

**Article 63
(Entry into force of Regulations)**

On the date of entering into force of these Regulations, the Regulations on General Operating Conditions of the National and University Library of 22 December 2015 shall cease to be in force.

These Regulations shall enter into force on the date of their approval, and shall be published on the Library's website.

Director
Martina Rozman Salobir