

Terms and Conditions of Riga Central Library

I. General conditions

1. The Terms of Use regulate the rights and liabilities of the users of Riga Central Library (hereafter – Library) as well as the procedure of provision of Library services.
2. The rights and liabilities of the Library users are regulated by Library Law, Library Statute, Library Terms of Use and other legislative acts and regulations.

II. Library Users

3. Library users (hereafter – Users) are registered if they present a passport or another identity document. If the User is a juridical person, a physical person is authorized to register in the name of the juridical person.
4. Under-aged Users of the Library are registered if they provide an identity document and a written permit by one of the parents (or a guardian).
5. After the registration the User witnesses with their signature that they have been introduced to the Library Terms of Use and that they are bind to abide by them. A parent (or a guardian) confirms this fact in the name of an under-aged User.
6. After the registration the User receives a Library reader's card (hereafter – reader's card). Reader's card is a non-transferrable document that cannot be used by another person except the case mentioned in subparagraph 20.4. of these Terms of Use. Whenever visiting the library, the User presents the reader's card to the librarian. During the visit, the reader's card is left with the librarian. In case of a lost or stolen reader's card the User must inform the Library immediately.
7. In case of a lost, stolen or damaged reader's card or in the case of change of the User's name and/or surname, the reader's card is renewed if a passport or another identity document is presented. The charge for repeated issuing of reader's card is paid in the amount nominated by Riga City Council.
8. In case of a change in contact information (address, telephone number, e-mail address) the User shall notify the Library during a visit, by telephone or by e-mail. In case of changing the name the User shall inform the library during a visit by presenting a document proving the fact of the change.

9. By registering in the Library the User acquires the rights to borrow books and other media from the collections of all the branch libraries (hereafter – Library unit) of Riga Central Library.

III. Procedure of provision of Library services

10. Basic services of the Library are free of charge.

11. Basic services of the Library are as follows:

11.1. registration of Users, issuing of the reader's card;

11.2. lending of books and other media for use at home or in the Library;

11.3. use of services provided for Users (incl. public availability of computers, Internet and exoteric resources of electronic information), utilization of facilities and equipment;

11.4. instructions and consultations of Users on the collection of the Library and other information resources, catalogues, card indexes and other systems of search of information and their use.

11.5. provision of library, bibliographical and factographical references

11.6. events popularizing the Library, literature and reading.

12. In addition to the basic services, paid services are offered – photocopying, printing, scanning, renting the premises etc. The cost of paid services provided by the Library is set by Riga City Council.

13. The User can reserve books and other media by visiting the Library, by telephone or electronically. Librarian informs the User about the availability of the reserved books or other media. The reserved books and other media are to be received by the User in three business days. After three business days the reservation is cancelled. The User can receive up to two reserved accessions at a time.

14. The issuing and return of books and other media is registered in the joint electronic database of the Library.

15. The total number of books or other media issued to a registered User (including units with renewed due dates) for use at home can not exceed 5 units, except the number of magazines which can not exceed 12 copies. If the User is using the collections of several branch libraries the total number of units issued for use at home (including units with renewed due dates) can not exceed 30.

16. The loan period of books or other media issued for use at home is two weeks except the case mentioned in subparagraph 20.4. of these Terms and Conditions.

17. If the books or media issued are not accessions and are not either reserved or required by another User, the renewal of due date is possible by visiting the library, by telephone or electronically. In case of electronic communication, a positive reply from the Library serves as a proof for electronic renewal of due date. If the due date of books or other media issued for use at home is constantly renewed, the User cannot keep the media longer than for two months.

18. Books or media received through inter-library loan (hereafter – ILL) are not issued for use at home: they are available for use in premises of the Library only. The due date of these books or media is determined by the respective library the book or media is received from. In special cases the due date of books or media received through ILL can be renewed, if the date renewal is requested at least four days prior the due date.

19. Photocopying in the Library is done by the librarian on the Users request, except the cases when a self-service copy station is available. If photocopying is done by the User it is their responsibility to follow the Copyright Law.

IV. User rights, obligations and liabilities

20. User rights are as follows:

20.1. to receive books and other media or their copies from the collection of the Library or to receive them through ILL from other, including foreign, libraries if the required book or media is not in the collection of the Library.

20.2. to receive timely quality services of the Library;

20.3. to receive books and other media for use at home, to use computers, Internet and other generally accessible sources of electronic information free of charge, to use free of charge databases available in the Library, to reserve books and other media;

20.4. if the User has disability of walking, sight or other functions: to receive library services at home within the means allocated for this purpose by the municipality; they can submit an application for receiving the Library services at home or assigning a confidant that would receive books and other media for them; in such cases the loan period of items issued is one month;

20.5. to return the overdue books and other media without paying fines stated in the paragraph 22 of these Terms and Conditions in the last Saturday of each month or in the last Friday of each month if the respective Library unit is closed on Saturdays, as well as to return the overdue items during campaigns organized by the Library.

21. User obligations are as follows:

21.1. to register books and other media intended for use at home at the librarian's desk or at the self-service machine;

21.2. to return and/or borrow books or other media during the working hours of the Library, except cases when a special book return box is available near the Library.

21.3. to return the borrowed books and other media on or before the due date;

21.4. to leave the books or other media used in the premises of the Library at the table or at the librarian's desk for record;

21.5. to replace lost or damaged Library books or other media with identical items or their equivalents approved by the Library

21.6. to handle with care the collection, computers and the inventory of the Library;

21.7. to notify the librarian if damage of Library books and/or other media or inventory is found: otherwise the User is held responsible for the damage.

22. For using the books and other media for longer than the determined loan period, the User is paying a fine, except the days mentioned in subparagraph 20.5. of these Terms and

Conditions. Until the fine is paid the services of borrowing Library books, using computers, Internet and other generally accessible sources of electronic information are denied to the User.

23. Users that fail to comply with the Library Law and other legislative acts, Statute of the Library and Library Terms and Conditions as well as Users who fail to keep order and silence, use mobile phones in premises that are marked with an informative sign (pictograph of a crossed out mobile phone), disturb other visitors or librarians, eat or drink near the stock of the Library, computers or office equipment, visit the Library while under the influence of alcohol, narcotic or illegal psychotropic substances, do not comply with the standards of hygiene, bring or carry animals into the Library and cause damage to the inventory and stock of the Library can be expelled from the premises of the Library and denied the Library services for a period of up to one year.

24. In case of restricting the rights of an under-aged User one of their parents (guardians) receives a written notice. The notice is sent to the address given in the registration form.

25. It is forbidden to the Users to take cards from Library card files or to take cut-outs from thematic folders, cause damage to the inventory and equipment or cause any other material loss to the Library, as well as to connect to the power points without the permission of the librarian. For the damage caused the User takes responsibility in accordance with the civil law.

V. Procedure of use of computers, Internet and the exoteric resources of electronic information

26. Before using a computer, the User must sign up at the librarian's desk for a concrete computer and programs as well as for the countdown of time.

27. In order to use Internet or office programs the User must present a reader's card. During the use the computer, the reader's card is left at the librarian's desk.

28. Free of charge internet use can be reserved for up to an hour a day. If the User wishes to continue using the computer and it is available, with librarian's permission they can continue using the computer until further instructions from the librarian.

29. If the user misses their reserved time for more than 15 (fifteen) minutes, the reservation is cancelled and the computer is free for other Users to use.

30. If a computer is designated for e-mail use only, it can be used for 15 (fifteen) minutes maximum.

31. Only the librarian is authorized to turn the computers on or off.

32. Only one User can use the computer at a time.

33. Without the permission of a librarian, the User is not allowed to start using a computer or to continue the work at another computer.

34. The User is not allowed to extend the time limit reserved for them.

35. The User is allowed to save files in the hard drive of the computer. The Library does not hold any responsibility for the confidentiality and safety of said files. The files saved by the User will be available to any other User and can be deleted without warning. If the files are no longer necessary, the User must delete them.

36. The User is allowed to use any electronic file storage media. All electronic file storage media must be in good working condition.

37. The User is allowed to use Library scanners and printers. Scanning and printing is done by the librarian after the User's request. The cost for the services is set by Riga City Council.

38. While using a computer at the library it is forbidden to the User:

38.1. to install any kind of software (programs, games etc.);

38.2. to change the configuration of the computer, incl. interface of programs (appearance, keyboard shortcuts and other settings);

38.3. to change the font size of Internet browsers, if the User does not change them to the default afterwards;

38.4. to connect or to disconnect any cables to the computer and its periphery, except the cables necessary for the connection of USB flash drives, portable hard drives or headphones.

39. The User is forbidden to use the computer for distributing bulk advertisement letters or spam.

40. While using the computers or networks the User is forbidden to acquire, create or distribute information that:

40.1. reflects violence and aggression;

40.2. promotes distribution of pornographic materials;

40.3. encourages the use of addictive substances (drugs, alcohol, tobacco);

40.4. encourages gambling;

40.5. contains aggressive statements or swearing;

40.6. misuses the trust or inexperience of children;

40.7. advertises or offers services of sexual character etc.

41. In case of problems concerning the software or technical damage of computers the librarian is authorized to temporarily interrupt the User's work.

42. The User is responsible for covering any expenses for mechanical damage they have caused to the computer.

43. If the User has any questions concerning the use of the computer they have to turn to the librarian.

44. For the breach of procedure of use of computers, Internet and the exoteric resources of electronic information the use of computers can be restricted or suspended.

The Chairman of the Riga City Council

N.Ušakovs