

## **RULES AND REGULATIONS IN PLACE AT THE REGIONAL PUBLIC LIBRARY IN KRAKOW**

The Rules and Regulations in place at the Regional Public Library in Krakow define the rights and obligations imposed on Users using its resources and services.

Whenever the content refers to the Rules and Regulations, it means the Rules and Regulations in place at the Regional Public Library in Krakow.

Whenever the content refers to the Library, it means the Regional Public Library in Krakow.

### **§ 1**

1. The services rendered by the Library are generally available and free of charge, subject to the exceptions outlined in these Rules and Regulations.
2. The Library renders services under the following agendas and User service points:
  - a) Arteteka;
  - b) Art Library;
  - c) Magazines Reading Room;
  - d) Main Reading Room;
  - e) Business and European Information Reading Room;
  - f) Scientific and Bibliographic Information Reading Room;
  - g) Collections about Krakow and Małopolska Reading Room;
  - h) Information Point;
  - i) Reader Registration Point;
  - j) Lending Point and Reading Room of Foreign Language Collections;
  - k) Lending Point and Workshop Studio for Children;
  - l) Lending Point and IT Workshop Studio;
  - m) Lending Point and Workshop Studio for Youth;
  - n) Lending Point and Music Workshop Studio;
  - o) Main Lending Point;
  - p) Lending Point of Audiobooks and Braille Books;
  - q) Interlibrary Lending Point;

### **§ 2**

1. Either a valid library card or one of the documents listed in Item 4 with an activated registration to the Library shall authorise the use of the Library's services.
2. In order to obtain the library card or to activate the registration to the Library on one of the documents listed in Item 4, one should sign up to the Library in person or online:
  - a) for personal registration:
    - one should go to the Readers' Registration Point in the main building of the Library or Arteteka, fill in and sign [the registration form](#) legibly, produce a photo ID document or confirm one's identity through the mObywatel [*mCitizen*] application and declare one's current residence address. Those persons who do not have an address of permanent residence shall submit a declaration of the address of residence or correspondence address. The registration form can be collected at the Readers Registration Point, at the Arteteka or from the website.
  - b) for online registration:
    - one shall fill in the registration form available in the INTEGRO catalogue, then go to the Readers Registration Point in the main building of the Library or the to Arteteka with a photo ID document or confirm one's identity via the mObywatel application, within 14 days from the date of filling in the form. In the case of online registration of minors, the collection of the card or activation of the registration to the Library using another document takes place upon the completion of the formalities in line with § 2.3 and § 2.4.
3. Minors may be registered on the basis of:
  - a) a photo ID document or school ID card and
  - b) a written surety of the parent or legal guardian on the library registration form. When affixing their signature on the registration form, the parent or legal guardian shall produce a document (with a photo) confirming the identity. Minors over 13 years of age may register on their own insofar as they provide a surety and a copy of the ID document (for inspection) referred to above;
  - c) the requirement specified in Section 3(b) shall not apply for minor foreign students.
4. It is allowed for activating the registration to the Library on a document explicitly confirming identity, containing permanently written personal data, namely, name and surname, using the Mifare wireless communication standards. These include, in particular: electronic student ID card, Krakow City Card, Krakow Card, Małopolska Agglomeration Card, ID card with an electronic layer. In such a case, the library card shall not be issued. In the case of minors, such a will shall be expressed personally by their parent or legal guardian.
5. The activation of the registration to the Library on the documents listed in Item 4 shall be made at the Readers Registration Point in the main building of the Library or at the Arteteka.
6. A User declaring a will to use the services of the Library by means of a document other than the library card shall be obliged to return the library card if they have already had one. In the case of minors, such a will shall be expressed personally by their parent or legal guardian.

7. Using a document with an activated registration to the Library, other than the library card, does not allow the use of self-service cashless reprographic devices available in the Library nor the promotion of external entities addressed to library users.
8. A user submitting the application for the closing of the library account shall be obliged to return the library card, whereas if it is activated on another document – to deactivate thereof at the Reader Registration Point in the main building of the Library or at the Arteteka.
9. The User shall be liable for any consequences of using their library card or another document with an activated registration to the Library by other persons (including for borrowed documents and their possible failure to return them).
10. Should the library card or other document with an activated registration to the Library be lost, the User is obliged to immediately notify the Library in order to enable the Library to block thereof.
11. Should the library card be reprinted, the User covers a flat-rate cost of PLN 6.00. Users under 13 years of age are exempted from this fee.
12. The User shall be obliged to notify the Library of the change of the place of residence and/or the correspondence address. Should the above obligation not be complied with, any letters addressed to the User to their current address are deemed to have been served.
13. The Library, upon the User's written request, shall delete their data from the Users database, unless they have any outstanding liabilities in relation to the Library under these Rules and Regulations.

### § 3

1. The personal data controller is the Regional Public Library in Krakow, ul. Rajska 1, 31-124 Krakow, entered into the Register of Cultural Institutions No. 6/99, NIP [Tax ID Number]: 676-10-86-811, REGON: [National Business Registry Number] 000 278 155.
2. Personal data of Users will be processed for purposes related to the use of library collections made available – their borrowing and return, as well as for statistical purposes, pursuant to the Libraries Act of 29 June 1997, as amended and the Act on Public Statistics of 29 June 1995, as amended.
3. The provision of personal data is voluntary, yet failure to do so renders it impossible to use the library collections.
4. The User has the right to access their personal data and the right to rectify, delete and limit processing thereof. Furthermore, each data subject has the right to object to its processing and the right to lodge a complaint with the supervisory authority, i.e., President of the Office for Personal Data Protection. Access to data is possible at the Readers Registration Point or through the INTEGRO catalogue.
5. Personal data is disclosed to entities providing services related to programming and IT support, entities providing debt collection services, entities providing legal services, on the basis of agreements on data processing entrustment .

6. Personal data is retained up to 10 years following the end of the use of the collections, provided that all obligations towards the Library have been settled, pursuant to the Act of 14 July 1983 on National Archival Resources and Archives, as amended.
7. Personal data is processed automatically.
8. Personal data will not be transferred to third countries.
9. To guarantee the safety and protection of property, the Library is subject to video surveillance, in accordance with applicable law.
10. The rules for the protection of personal data of participants in events either organised or co-organised by the Regional Public Library in Krakow are regulated separately in the Event Regulations.
11. E-mail address for contact in matters related to personal data: [iodo@rajska.info](mailto:iodo@rajska.info).

#### § 4

1. Library collections are made available: in reading rooms on a reference basis, through individual lendings to outside, interlibrary lendings, on the platform of the Małopolska Digital Library, as well as remotely in the case of some of the resources and specialised databases of the Arteteka.
  - a) collections made available on a reference basis in the reading rooms may only be used on the premises of the Library;
  - b) software, digital collections and databases can be used at designated computer workstations or remotely.
2. Due to their nature, collections of individual agendas may be used by:
  - a) from the Main Lending Point – persons over 13 years of age;
  - b) from the Arteteka – without limitation, with the proviso that minors under 13 years of age may do so under the care of their parents or legal guardians; only adults can use the e-readers rental service;
  - c) from the Lending Point of Audiobooks and Braille Books – people with visual impairment, dyslexia, or physical disabilities that prevent them from reading due to other health reasons; only people with visual impairment can use the reading device rental service;
  - d) from other agendas – without limitations.
3. In special circumstances, the Library Director may consent to the use of the agendas indicated in Section 2(a)-(c) by persons not compliant with the above requirements, as well as to the outside use of collections made available on a reference basis.

#### § 5

1. Users can borrow at the same time:
  - a) at the Main Lending Point, Lending Point and Workshop Studio for Children, Lending Point and IT Workshop Studio, Lending Point and Reading Room of

- Foreign Language Collections, Lending Point and Music Workshop Studio, Art Library, and in the Book Lending Machine up to 5 pieces of materials;
- b) in the Lending Point and Workshop Studio for Youth – primary school students over 13 years of age, secondary school students, teachers, academic teachers of pedagogical faculties, students and course participants of pedagogical faculties up to 5 pieces of materials, others – 3 pieces of materials;
  - c) in the Arteteka up to 5 pieces of materials and 1 e-reader;
  - d) in the Lending Point of Audiobooks and Braille Books up to 5 pieces of materials and 1 reading device.
2. In special circumstances, the Library Director may consent to borrow more materials.
  3. Films and games are made available according to the age restriction specified by the producer/distributor.
  4. When borrowing particularly valuable collections, the librarian may establish a deposit fee. The amount of the deposit fee depends on the market value of the borrowed material and it cannot be lower than PLN 30.00.
  5. When renting e-readers, the User shall be obliged to produce an ID card and sign a declaration, the specimen of which forms Appendix 2 to these Rules and Regulations.
  6. Having returned the borrowed library materials, the deposit fee is reimbursed to the User. The deposit fee does not bear interest and its reimbursement does not take into account the effects of inflation.
  7. Should the borrowed library materials have been lost, destructed or damaged and the User have failed to return them on time, the deposit fee is credited towards the due fee referred to in § 9 and § 11.

## § 6

1. The Library User may order only those materials that are not borrowed at a given moment.
2. An order can be placed using the online catalogue, by phone or in person.
3. The User may not order the number of pieces of the library materials exceeding the loan limit applicable for a respective agenda.
4. In the case of orders placed by phone or in person, the User shall state the name of the author and the title of the material in the relevant agenda of the Library, and in the case of ordering a specific piece, the inventory number of the selected title as well.
5. Should the order be placed via the online catalogue, the User selects the place of collection of the ordered documents (Book Lending Machine or Lending Point). Having the librarian checked the possibility of order execution, the User is notified of the document prepared for collection.
6. The ordered library materials await the User for one day, excluding the day of notification by the Library, Saturdays, Sundays and public holidays. Upon expiry of that time limit, the order is automatically cancelled.



7. Should the Book Lending Machine be selected as the place of collection of the ordered documents, the date of notification sent by the Library about the possibility of collecting the ordered documents is deemed the date of lending.

## § 7

1. The Library User may book materials that are borrowed at a given moment.
2. A booking can be made using the online catalogue, by phone or in person.
3. The User may not book the number of pieces of the library materials exceeding the loan limit applicable for a respective agenda.
4. Having the booked material returned to the Library, an automatic message is sent to the User to the e-mail address provided in the Library, asking for confirmation of the booking and selection of the place of collection of the booked documents (Booking Lending Machine or Lending Point). The booked library materials await the User for one day, excluding the day of notification by the Library, Saturdays, Sundays and public holidays. Upon expiry of that time limit, the booked is automatically cancelled.
5. Should the Book Lending Machine be selected as the place of collection of the booked documents, the date of notification sent by the Library about the possibility of collecting the booked documents is deemed the date of lending.

## § 8

1. Library materials shall be lent for a period not longer than 31 days.
2. In special circumstances, the Library Director may consent to a longer period of lending of materials.
3. The User shall return the borrowed library materials at the latest on the last day of the period for which, in accordance with Item 1, the materials have been borrowed, or prolong the date of their return.
4. The time limit for returning the borrowed materials may be prolonged three times, insofar as the borrowed item has not been previously booked by another User, except for e-books and magazines from the Lending Point and IT Workshop Studio which are not subject to prolongation. Each prolongation postpones the return date by a period appropriate for borrowing respective library materials, indicated in Section 1.
5. The prolongation should be made no later than on the day of the return date. In particularly justified circumstances, the User may obtain consent to prolong the lending of library materials after their return date. The decision on this matter is made by the head of the Department competent for the agenda from which the borrowed materials originate.
6. The prolongation may be made:
  - a) at the librarian on duty at the agenda from which the materials have been borrowed;
  - b) by phone at the Information Point;
  - c) online (the User account is available in the electronic catalogue of the Library).



7. Should the time limit for returning borrowed materials fall on the day when the Library is closed, it is automatically postponed to the first day of its opening falling after that date.
8. If, for reasons attributable to the Library, it is impossible to return or prolong the lending of materials, the Library does not charge the retention fees for the duration of the reason rendering the return or prolongation impossible, and additionally for the 3 days immediately following the day on which the reason has ceased. This applies only to materials whose return date has fallen on the days of the circumstances rendering their return or prolongation impossible.

## § 9

1. For retaining the materials beyond the specified date, the Library charges PLN 0.35 per 1 material for each day after the return date, except for e-readers, for which the fee is PLN 5.00 per day.
2. The User may pay the retention fee:
  - directly at the librarian on duty,
  - by transfer to the Library's bank account,
  - using the PayU service.

The operator's commission fee is added to the retention fee paid via the PayU service.

3. In the event of a documented, independent of the User or their inculpable inability to return the borrowed material on time, as well as due to an important social interest, the Director of the Regional Public Library in Krakow, as part of a separate procedure, shall decide whether not to charge a fee at all or charge an incomplete fee.
4. For sending a reminder, the Library shall charge the User with a reimbursement for the delivery costs of PLN 4.80.
5. Any payments stemming from these Rules and Regulations in relation to Users who are under 13 years of age shall be made by their parents or legal guardians.
6. Should the materials be retained beyond a specified period, the electronic lending system begins to charge the fee referred to in Section 1.
7. Up to 31 days following the date of the liability, the User may use all the services of the Library, except for the possibility of borrowing materials, subject to Sections 8 and 9. After 31 days, the User's account is blocked until the liabilities towards the Library have been settled.
8. The User may begin to lend library materials again insofar as all liabilities towards the Library have been settled. In particularly justified circumstances, the User may obtain consent to make available or prolong the lending of library materials despite not settling the liabilities towards the Library. The decision on this matter is made by the head of the Department competent for the agenda from which the made available materials originate.
9. Users under 13 years of age may borrow materials on a one-off basis, despite the unsettled retention fee, as long as it is less than PLN 30.00.
10. Should the User, despite reminders sent, refuse to return the materials or pay the fees due, the Library pursues its claims in line with the applicable law.



11. Before the time limit for returning the materials, the Library sends a reminder about the necessity to return them to those Users who have provided their e-mail address during registration. These notifications are only of an auxiliary and informative nature and failure to deliver them to the User's e-mail are not the grounds for reducing or cancelling the imposed fee for retaining the materials. Should the e-mail address be changed, the User is obliged to immediately provide the current address to the library services or change thereof by themselves by editing their account details.

### **§ 10**

1. The User shall exercise due care for the library materials and the library equipment entrusted to them.
2. The User should:
  - a) draw their attention to the condition of the material prior to lending thereof and report any damage to the librarian. Otherwise, it is deemed that the material has not been damaged prior to borrowing;
  - b) notify the librarian on duty of any damage to the equipment or its malfunction.

### **§ 11**

1. Should the library material be lost, destroyed or damaged, the User is obliged to provide the same material (type, title, same or later edition), whereas should this not be possible – other material indicated by the Library or pay a cash equivalent in the amount determined by the Library.
2. For the destruction or damage to equipment or mobile devices, the User shall pay compensation in the amount determined by the Library. The amount of compensation for the destruction or damage to e-readers is regulated in the declaration referred to in § 5.5.

### **§ 12**

1. Using the collections made available on site is possible upon the production of a valid library card to the librarian on duty and collection of a "pad". Having ended the work, the "pad" authorising the use of a given reading room collections should be returned to the librarian on duty. Should the User fail to return the "pad", their library account is automatically blocked.
2. Should the Reader Registration Point be closed, the librarian on duty may allow the use of the Library's reading rooms upon production of the document referred to in § 2.2(a) and § 2.3(a)
3. Any own materials brought in to the reading room should be reported to the librarian on duty.
4. Materials that are not available in free access are provided by the librarian on duty.
5. The number of pieces to be made available on one go on a reference basis is determined by the librarian, depending on their format and readership.
6. The User may use:





- a) a piano for one hour, which is subject to prolongation unless other persons await access;
  - b) a PlayStation for two hours, which is subject to prolongation unless other persons await access.
7. Each and every Library User wishing to use the piano or PlayStation may make an advance booking. The booking shall be made one day in advance. The booking expires after 15 minutes of unsuccessful awaiting the booking maker.
  8. The use of board games in the Arteteka is subject to reporting to the librarian on duty.

### § 13

1. Each and every Library User may order, via the Interlibrary Lending Point, the import of the materials of their need, if they are not available in the Library's collections or in other Krakow libraries.
2. Materials unavailable in Poland may be imported from abroad.
3. The Library imports the required materials at the User's expense, charging a fee for postage, vouchers and any additional insurance of the material. Payments are accepted by the librarians on duty and confirmed with the relevant documents. The User receives the original copy of the payment confirmation.
4. The User shall place an order on the reverse at the Interlibrary Lending Point.
5. When placing an order, a declaration concerning the coverage of costs by the Ordering User is required.
6. Library materials imported by the Library are made available in the Main Reading Room or the Magazines Reading Room, whereas in the case of special collections, in another agenda indicated.
7. The time limit for using the ordered materials and the possibility of prolongation is specified by the borrowing library.
8. Photocopies of materials derived from other libraries made at the cost of the Ordering User become their property.
9. Photocopies and scans made upon the request of other libraries, the Library commissions at prices in line with the price list forming Appendix 1 to these Rules and Regulations.

### § 14

1. Any information about the collections can be learnt at the Information Point and at all sharing agencies.
2. Information service: library, bibliographic and factographic, as well as the execution of queries, is rendered by the Information and Bibliography Department in the following reading rooms:
  - a) Scientific and Bibliographic Information;
  - b) Collections about Krakow and Małopolska;

c) Business and European Information;

3. The Library charges fees for the execution of queries in line with the price list of services forming Appendix 1 to these Rules and Regulations.
4. In case of the execution of time-consuming and labour-intensive queries, the Library charges fees in line with the price list of services forming Appendix 1 to these Rules and Regulations, of which the User shall be informed in advance.
5. Requests for queries should be sent by e-mail to [informacja@rajska.info](mailto:informacja@rajska.info).
6. Bibliographic lists and queries (as referred to in §14.4) are executed at the request of the person concerned in accordance with Appendix 4 to these Rules and Regulations. The application should be submitted to the librarian on duty in the Scientific and Bibliographic Information Reading Room or by e-mail to [informacja@rajska.info](mailto:informacja@rajska.info).
7. Requesting a bibliographic list, the User undertakes, in the event of use, to include the following clause "The authors of the above list or parts of it are employees of the Regional Public Library in Krakow".
8. In case of revealing a failure to comply with the obligation referred to in §14.7, in connection with the infringement of copyrights to the compilation, the User will be charged with additional costs in the form of double the fee for the service provided.
9. In case of exemption from the fee by the Library Director, the value shall be calculated on the basis of the number of hours spent plus the commencement of work on a query (in accordance with Appendix 1 to these Rules and Regulations).
10. Commencement of work on bibliographic lists and queries (as referred to in §14.4) shall take place upon payment of the commencement fee as set out in Appendix 1 to these Rules and Regulations.
11. The results of the compilation of the bibliographic list are sent to the e-mail address indicated in the application (as a pdf file), after payment of the service fee.
12. The Library may refuse to execute queries that are exceptionally labour-intensive, require a search of materials outside the Library, or for reasons beyond the Library's control. In such a case, the librarian will provide guidance on information sources.
13. The library does not do bibliographic lists for assignment papers, bachelor's theses or master's theses.

**§ 15**

1. The use of publicly available IT equipment and mobile devices being part of the Library's equipment and access to the Internet is free of charge.
2. The publicly available IT equipment of the Library serves to satisfy the information, cultural and educational needs of its Users. Users must not use it to conduct gainful activities.
3. Working time on Library's computers is limited to one hour, whereas Arteteka's – to three hours (except for Section 4). It may be prolonged unless other Users await access to the computer.

4. The computer workstations at the Lending Point, IT Workshop Studio and Main Reading Room can be used for up to three hours, subject to advance booking. The booking shall be made at least one day in advance. The booking expires after 15 minutes of unsuccessful awaiting the booking maker.
5. Users under 13 years of age have priority in accessing the computers at the Lending Point and Workshop Studio for Children.
6. Any information from licensed databases may be processed in accordance with the terms and conditions of the respective database licence.
7. Users using the Library's computer equipment and Internet access are responsible for their own operations performed on that equipment. Any data left on the computer's hard drive is deleted and may be lost if the User fails to save it on their own media carrier or an external Internet account before the end of the session.
8. The Library is not liable for the use by third parties of any data left after the end of the work on the Library's computers.
9. The Library is not liable for Users' data stored on external media or external Internet accounts that do not belong to the Library.
10. Users must not install any software on the Library's computers on their own.
11. Any operations on the Library's IT equipment and mobile devices is monitored. Personal data of Users using the devices with Internet access may be registered. The public wireless Internet network is monitored.
12. The Library reserves the right (both with respect to its computers and public Wi-Fi network) to limit the Internet connection bandwidth, filter and block the content of websites, as well as to block applications connecting to the Internet. Specifically, those websites containing pornographic content, contrary to the law or the principles of social coexistence, may be blocked.
13. When using the computer equipment, Users must not take any actions leading to damage or disruption of the computer network operation. Users must not make any modifications to the equipment configuration, browse websites and use their own materials containing pornographic content, contrary to the law or the principles of social coexistence.

## § 16

1. The User has the right, within the limits laid down by the copyright, to reproduce the library materials, insofar as permitted by the licence and for private use only.
2. Library collections made available on a reference basis in the reading rooms may only be reproduced on the premises of the Library. In special circumstances, upon the written request of the User, the Library Director may consent to the reproduction of the collections outside the Library.
3. Reproduction of printed materials should be performed on specialist equipment, using self-service devices available in the Library. Users, provided that the operating mode does not threaten damaging the copied material nor does it hinder the work of other Users, may also make singlehandedly:

- a) scans using specialist devices,
  - b) photocopies using private photographic equipment without the use of a flash.
4. Scans, up to 5 pieces, can be made on the scanners workstation in the Lending Point and IT Workshop Studio, only for the purposes of graphic works currently performed at a given computer station.
  5. The prices of reprographic services are specified in Appendix 1 to these Rules and Regulations, which is an integral part hereof.
  6. Those materials having particular historical value may be copied only with the consent of the Library Director.
  7. Those materials published before 1950 and/or with dimensions exceeding A4 and/or damaged or in poor technical condition may only be copied:
    - a) by Users with their private photographic equipment without the use of a flash, provided that the operating mode does not threaten damaging the copied material nor does it hinder the work of other Users;
    - b) by high-quality scanning using scanners in the digitisation workshop studio of the Regional Public Library in Krakow, and then recording on the User's digital media carrier. The time of the service is each time determined individually.

#### § 17

1. The fees, in accordance with Appendix 1 to these Rules and Regulations "Price list for services", are charged for:
  - a) computer printouts;
  - b) scanning of materials;
  - c) preparing queries and bibliographic summaries;
  - d) photocopying of materials.
2. Any payments for paid services rendered by the Library (other than those performed on self-service devices) are taken by the librarians on duty at the sharing workstations and confirmed with receipts.

#### § 18

1. Users shall look after their own belongings and not leave them in a place where they are unable to supervise them effectively, leaving the Library building each time they shall take their own belongings with them.
2. Users shall hand over any items found by them (if they do not know their owner) to the librarian on duty or to another employee of the Library.
3. Any matters concerning items lost and found at the Library are dealt with by the Administration Department, room No. 125, from 8.00 a.m. to 4.00 p.m.

#### § 19



1. Should any situations threatening safety and order emerge, security staff have the right to intervene as well as to keep the library card and, together with an official note stating the reason for keeping the card, hand it over to the Library Director.
2. Should it be necessary to evacuate people present in the Library or other situations posing a threat to life and health emerge, it is imperative to follow the instructions given by the Library employees and/or security staff.
3. At the Arteteka, the User has the right to use the deposit lockers only during the use of the Arteteka.
4. The keys to the deposit lockers are available at the librarian on duty. In order to get one, it is necessary to produce a valid library card to the librarian on duty. Those Users who use the deposit lockers are required to return the key to the librarian on duty before the closing time of a respective agenda. Should the User fail to return the key before the closing time of a respective agenda, their library account is automatically blocked.
5. In the event of losing the key to the deposit locker, the one-off fee of PLN 30.00 is charged.
6. Users must not store in the deposit lockers any dangerous items, alcohol, intoxicants, materials and substances that may pose a threat to the health or life of other Users
7. The Library reserves the right to open and empty the deposit lockers to which the keys have not been returned. The contents of the emptied lockers will be handed over to the Administration Department, where the items will await collection by the owner for 30 days. After this period, any not collected items will be disposed of.
8. Each and every Library User shall:
  - a) observe the principles of social coexistence and not hinder the use of the Library by other Users through their actions or omissions;
  - b) leave their outerwear in the cloakroom or in designated lockers. Lockers and cabinets will be emptied daily after the Library is closed;
  - c) not bring in large bags, briefcases, backpacks, etc. to the reading room and rental point;
  - d) leave bicycles at the entrance to the building in a designated place;
  - e) eat and drink only in designated places;
  - f) not smoke tobacco and e-cigarettes in the Library building;
  - g) remain silent and mute their mobile phones in reading rooms.
9. Users entering the Library with dogs, cats or other pets shall:
  - a) follow precautions to protect the health and life of humans and animals;
  - b) promptly dispose of waste caused by their pets;
  - c) ensure that pets are not burdensome to the surrounding.

Dogs must be leashed and wear a muzzle. Users must not enter the Library with pets, especially dogs, that behave aggressively towards people and other animals. Library employees and security staff may order the removal of animals from the Library to those failing to observe the above rules, which does not exclude the application of the measures specified in § 20.

Users entering the Library with dogs, cats or other pets shall hold full responsibility for any damage they cause to the Library or third parties and shall be obliged to rectify that damage.

10. At the Library, the User must absolutely not:

- a) consume and bring in open alcoholic beverages nor must they use intoxicants;
- b) move around using roller skates, scooters, bicycles or other devices for mobility (does not apply to strollers, wheelchairs and vehicles adapted to the movement of disabled people);
- c) bring in flammable, explosive, pyrotechnic and radioactive materials that may cause a hazard, chemical or biological contamination, as well as such materials that may pollute the environment or emit an intense odour.

11. Publicly accessible electrical sockets are intended for powering electrical devices (e.g., laptops, tablets, smartphones) used to take advantage of the Library's resources. Users must not connect other types of devices, especially heating devices.

12. The Library may be visited during the opening hours of the agendas as well as during organized events.

13. The Library Director may consent to stay at the Library outside the opening hours of the agendas or organized events.

## § 20

1. The librarian may refuse to service those Users failing to observe provisions of these Rules and Regulations, violating the generally applicable standards of conduct, and, in particular, being in a state indicating the consumption of alcohol, intoxicants or behaving aggressively. In special circumstances, the User may be either temporarily or permanently deprived of the right to use the Library by decision of the Library Director. Such a decision may be appealed against to the Library Director.
2. Should the User be in gross violation of these Rules and Regulations or in violation of generally applicable laws at the Library, behave in a manner inconsistent with the principles of social coexistence or should it be found that the User have used a blocked library card, the librarian and security staff may keep the library card and, together with an official note stating the reason for keeping the card hand it over to the Library Director.

## § 21

Any complaints, requests and complaints should be lodged in writing to the Library office or sent to the Library's address in a form consistent with applicable regulations.

## § 22

In matters not governed by these Rules and Regulations, the right to make a decision lies with the Library Director.

## § 23

Due to the existing threat related to the spread of the COVID-19 virus in the area of operation of the Regional Public Library in Krakow, the Library Director may decide to temporarily exclude or limit some services, agendas and User service points.

## § 24

For the duration of the epidemiological threat, the safety rules in place at the Regional Public Library in Krakow shall be introduced.

1. Having entered the Library, Users must be absolutely obliged to disinfect their hands. Hand disinfection stations are situated at the main entrance and in individual Lending Points and Reading Rooms.
2. Users entering the Library are subject to compulsory temperature measurement. In the event of an elevated temperature (38 degrees Celsius or higher) or explicit signs of illness, such as persistent cough, malaise, or breathing difficulty, such person may not be allowed to enter the Library.
3. User service takes place at specially designated stands equipped with protective partitions.
4. Users shall keep a safe social distance in all areas of the Library.