



**Terms and Conditions
of the Library and Information Centre
for providing library and information resources and services**

I. General Conditions

1. These terms and conditions have been developed to coincide with the acting *Standard Rules for Assisting Library Readers (Clause 15)* as approved by the *Ministry of Culture*, and is referring to the relations between the **Library and Information Centre (LIC)** at **Medical University of Plovdiv (MU - Plovdiv)** and the **Users** of all services provided by the LIC.
2. As a valid user of the LIC, you are eligible to use all resources provided by the library, either free of charge, or for a set fee. The fee amounts can be found in the *Price List of the services provided by the Library and Information Centre*, which is updated regularly.
3. (1). This agreement for the relations between the LIC and its users is governed by the *Ordinance for the Preservation of Library Collections* approved by the *Ministry of Culture*, and the *Obligations and Contracts Act*.
(2). Once the LIC grants the member a library resource, provided the item is expected to be returned, a contract has been established between the two parties, according to *Clauses 234, 244, and 247-249* from the *Obligations and Contracts Act*.
(3). The contract is reinforced using a written document – a library card, a call slip, or another type of document signed by the borrower.
(4). The terms and conditions of the aforementioned contract, as well as for borrowing items from the LIC are outlined below.

II. Library Membership

4. The following categories are eligible to use the services delivered by the LIC, provided they have a valid library card:
 1. Lecturers and staff of MU - Plovdiv;
 2. BSc, MSc, PhD students and specializing physicians at MU - Plovdiv
 3. Retired staff members of MU - Plovdiv
 4. Medical professionals and staff of 'Saint George' University Hospital for Active Treatment
 5. External students and professionals
5. (1). Initial user registration is made upon presentation of the following documents:
 1. Lecturers and staff of MU - Plovdiv, as well as medical professionals and staff of 'Saint George' University Hospital for Active Treatment must present an ID card and a certificate attesting to their workplace
 2. PhD students and specializing physicians must present an ID card and a document attesting to their position at MU - Plovdiv



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3. Students at MU - Plovdiv must provide a recent photo, as well as a certified Student record book / Student ID card
4. Retired personnel must provide an ID card
5. External students and professionals must provide an ID card and a certified Student record book / Student ID card (for students)

(2) Members belonging to categories that are required to pay a subscription fees, must also present proof for said payment

(3) The member must inform the LIC of any changes in their circumstances, such as change of address within a 10-day period starting from the day the occurrence took place.

6. (1) Every registered member will receive a library card, which is then used for identifying oneself, and when accessing all resources and services available in the LIC.
(2) A student's library card is personal and must not be loaned out to anyone else.
(3) In cases of loss or damage to your library card, a replacement will be issued to you for a set fee. You can find the amount in the *Price List of the services provided by the Library and Information Centre*.
7. (1) Once a member's library card is no longer valid, it can be renewed, whilst still adhering to the rules for their category, as stated above.
(2) If a member has any overdue library items, he or she might not be able to have their library card renewed.
8. When graduating, transferring or leaving the University for any reason members might not be able to collect their documents if they have outstanding debts towards the LIC.
9. When applying for a library membership card, every student is obligated to read these terms and conditions, and agree with them, in order for the library staff to proceed with their application.

III. Library and Information Centre (LIC) Services

10. Users with a valid library membership card are able to use the following services:
 1. Borrowing items from the library to use at home or in the reading room, according to the established category regulation
 2. Using licensed and freely available electronic resources
 3. Using the library internet network for educational, lecturing, diagnostic, consultative or scientific research purposes
 4. Receiving help and instructions for working with library catalogs and electronic resources
 5. Printing, scanning and photocopying services, whilst adhering to *art. 24 (1) par. 9 and 11* from the *Copyright Law and Related Rights*.
 6. Receiving library materials from other libraries outside Plovdiv, in accordance with the *Code of specialized library service – Interlibrary loan*; The costs of delivery of the requested documents shall be borne by the consumer
 7. Receiving factual, bibliographic, citation, thematic and other oral and written references
 8. Participating in individual and group training sessions to improve information competence
 9. Using intended for users technical means



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11. Library members are allowed to borrow for home use a limited number of items, and for a fixed term, as follows:
 1. Students may take items, where more than 1 copy of the item is available from the basic book stock – up to 5 items, for a period of 30 days, and from the at-hand book stocks – up to 3 items, for a period of 5 days
 2. Lecturers and staff of MU - Plovdiv may borrow up to 10 items from the basic book stock, for up to 30 days, and highly specialized monographs for use in their department – until a request for the item is received by another user, but otherwise for no more than 12 months
 3. PhD students may borrow up to 10 titles for 30 days
 4. Specializing physicians may borrow up to 5 titles for 15 days
 5. Retired staff members of MU - Plovdiv and medical professionals and staff from 'Saint George' University Hospital for Active Treatment may borrow up to 5 titles for up to 30 days
 6. External students and professionals are entitled to library documents only in the reading rooms of the LIC
12. Borrowed items can be renewed twice, provided that at the moment of renewal the item has not been requested by another member.
13. Borrowing library items must be done personally.
14. Items which have been borrowed for use in the reading room must not be removed from the library without the librarian's express permission.
15. According to the *Ordinance for the Preservation of Library Collections*, approved by the *Ministry of Culture*, as well as the *Ordinance for the Preservation of Cultural Heritage*, and the present *Terms and Conditions*, users cannot borrow items from the following categories for home use:
 1. Collection "Rare and Precious Issues"
 2. Collection "Scientific heritage of MU - Plovdiv"
 3. Single copies from the available funds – the Periodicals, the Reference Fund or the Reading Room
 4. Books that are part of inter-library loan programs
16. (1) When borrowing an item, the member must wait for it to be processed and for a call slip to be printed. Furthermore, the member must sign the call slip.
(2) Members must not allow another person (student or not) to take the item themselves.
(3) Members must return any and all items used in the reading room personally to the library front desk.

IV. Rights and Responsibilities of Users

17. On the basis of these *Terms and Conditions*, as well as the *Ordinance for the Preservation of Library Collections*, every member of the LIC must follow the rules set out here. If he or she does not do this, they might have their membership revoked, or they might take financial responsibility.
18. Every member must:
 1. Provide the librarian at the front desk with their library card when using the reading rooms, the computer labs, or when borrowing items for home use
 2. Preserve any borrowed items from physical damage; must not highlight, fold, tear up or write notes on the pages of a library document. Further, members must not write notes on paper on top of a library book
 3. Examine borrowed items for any damage or missing pages, and if such are found, the student must report it to the librarian at the front desk immediately



4. Return borrowed items in the time limit specified at the time of borrowing
 5. Repair any damage caused to the item during the time the item was in the member's possession
 6. Return borrowed items within a 14-day period of receiving a reminder (by email/post, etc.)
 7. Take care when using the electronic devices provided for use by students, such as computers, laptops, printers, projectors, multifunctional devices and others
 8. Respect public order and follow the generally accepted moral and ethical standards of conduct
 9. Comply with the smoking ban on the premises
- 19.** (1) When using the internet, every user must obey the laws of the Republic of Bulgaria
- (2) Any act against the *Intellectual Property* or the *Copyright* laws is strictly forbidden
- (3) Access and/or distribution of any websites containing violence, pornography, or not respecting basic human rights, is strictly forbidden
- (4) Using this service for commercial or criminal purposes, as defined by the *Criminal Procedural Code*, is strictly forbidden
- (5) Downloading any software, music or movies that are not directly related to educational purposes, is strictly forbidden
- 20.** (1) When using licensed electronic resources, users must fulfill the requirements and restrictions set out by the license-holder.
- (2) Every authorized user must sign a declaration, stating that they agree with the terms and conditions set out for the particular electronic resource. Furthermore, they will be liable for any claimed damages caused to the license-holder, if their actions have violated those conditions.

V. Duties and Responsibilities of Employees

- 21.** Employees inform newly registered members of the services and the place and order in which they can be received, as well as the obligations and responsibilities that they agree to as part of their membership.
- 22.** As the people to deal with personal data, the employees are responsible for its preservation for the privacy of users under the *Data Protection Act*.
- 23.** Employees carry out library, reference, bibliographic and information services in accordance with the information requests of users.
- 24.** Employees are obliged:
1. To register as users of the LIC only persons eligible under the *Terms and Conditions*
 2. To provide professional and competent library and information resources and services to registered users, observing the requirements of the *Copyright Law* and related rights and other license agreements
 3. To maintain complete and accurate records of users and their obligations to the LIC
 4. To be prompt when logging loaning or returning of library items
 5. To not allow removal of library items outside the established rules and procedures for their use
 6. To ensure compliance with the terms for use of library materials, specifically return deadlines
 7. To use both oral and written reminders of overdue library items
 8. To provide methodological assistance in working with library catalogs and electronic resources
 9. To supervise the use of library resources and services
 10. To take all necessary measures and actions to ensure protection of library items from damage, theft, fire, flood, etc.



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11. To comply with generally accepted moral and ethical standards of conduct, as well as the norms set by the internal regulations of MU - Plovdiv
12. To respect the principles of the Ethics Code of Librarians in Bulgaria
13. Identify themselves by name

VI. Sanctions

25. When a member loses or causes damage to a library document, they have a period of 1 month to take action as follows:
 1. For a textbook – the user can replace it with the newest edition of the same textbook; buy another textbook for the library, at the discretion of the librarian; or pay compensation, with the amount being no less than five times the value of the textbook at market prices
 2. For a book – the user can replace it with the newest edition of the same book; buy another book for the library, at the discretion of the librarian; or pay compensation, with the amount being no less than five times the value of the book at market prices
26. (1) When the user refuses to follow rules 25.1/25.2 from the current *Terms and Conditions*, the director of the LIC may propose to the management at MU - Plovdiv to undertake legal action against the user for the amount owed, as well as the temporary revoking of the user's membership.

(2) Revoking of membership does not release the member from their debt. It must be paid regardless of their membership status.
27. When the user has failed to adhere to their responsibilities, the director of the LIC may block the user's access to all branches of the LIC, and its services for a period of one to three months. Repeated violation may lead to permanent revoking of membership.
28. The presence of evidence of criminal activity detrimental to the LIC in any way, or involving library documents and resources, will be dealt with using legal action taken by the director of the LIC and the management of MU - Plovdiv.
29. LIC employees who do not comply with these Regulations shall be subject to administrative penalties and bear financial responsibility for damage caused to the library, according to the *Ordinance for the Preservation of Library Collections* approved by the *Ministry of Culture*

VII. Final Regulations

- §1. Outstanding issues with these Terms and Conditions will be resolved by the Rector of MU - Plovdiv.
- §2. Control over the implementation of the regulation shall be performed by the Vice-Rector of Research & Development.
- §3. These Terms and Conditions have been approved by resolution of the Rector's Board on 24.07.2013 and come into power on the day of their adoption and repeal *Terms and Conditions for Servicing Readers* in the LIC from 12.09.2008