

**REGULATIONS CONCERNING THE TERMS AND CONDITIONS
OF USING THE HOLDINGS AND SERVICES
OF THE NATIONAL AND UNIVERSITY LIBRARY IN ZAGREB**

Contents

INTRODUCTORY PROVISIONS

<i>1. General provisions</i>	4
<i>2. The Library's tasks and activities</i>	4
<i>3. The Library's services</i>	5

ACCESS TO ANALOGUE AND DIGITAL HOLDINGS AND HIGH-QUALITY INFORMATION SOURCES

<i>4. Library membership and user registration</i>	6
<i>5. Library Membership Card</i>	8
<i>6. User obligations</i>	9
<i>7. Conduct on the Library's premises</i>	9

USE OF ANALOGUE AND DIGITAL HOLDINGS

<i>8. Use of the Library's holdings in the reading rooms</i>	10
<i>9. Use of digitised or born-digital holdings</i>	12
<i>10. Book lending services</i>	13
<i>11. Holdings not available for loan</i>	13
<i>12. Loan period, loan renewal and overdue loans</i>	14
<i>13. Return of loan items</i>	15
<i>14. The loss of and damage to the Library's holdings</i>	15
<i>15. Long-term reading room reservations of library items</i>	15
<i>16. Exhibition loans</i>	16
<i>17. Interlibrary loan</i>	16
<i>18. Use of library items for the purpose of the publication of their new editions and reprints</i>	17
<i>19. Onsite filming and photographing of the Library's holdings</i>	18
<i>20. Reprographic services</i>	18

REFERENCE SERVICES AND EDUCATION SUPPORT

<i>21. Reference and information services</i>	19
<i>22. User training programmes</i>	19
<i>23. Guided tours of the Library</i>	20

DEVELOPMENT OF SCIENTIFIC INFRASTRUCTURE AND RESEARCH SUPPORT

<i>24. Bibliometric services</i>	20
<i>25. Library data services</i>	20
<i>26. Services for publishers</i>	21
<i>27. Contracting library services and organisation of LIS programmes</i>	21
<i>28. Use of the Library's premises for the purpose of study</i>	21
<i>29. Use of study rooms</i>	21
<i>30. Conference rooms and computer classrooms hire</i>	22
<i>31. Use of the Library's IT equipment</i>	22

FINAL PROVISIONS

<i>32. Priced services</i>	23
<i>33. Opening hours</i>	24
<i>34. User suggestions and complaints</i>	24

35. Collections insurance	25
36. Measures for the breaches of the Regulations	25
37. Transitional and closing provisions	26

Based on Articles 22, 60 and 61 of the Statute of the National and University Library in Zagreb of 1 August 2019, the Governing Board of the National and University Library in Zagreb, at its 1st Session held on 10 March 2021, adopted the Decision on the introduction of the Regulations concerning the terms and conditions of using the holdings and services of the National and University Library in Zagreb, Class No. 041-01/21-01/03 Reg. No. 474-01-21-2. The Administration Section of the National and University Library in Zagreb accordingly finds final the following text of the Regulations:

**REGULATIONS CONCERNING THE TERMS AND CONDITIONS
OF USING THE HOLDINGS AND SERVICES
OF THE NATIONAL AND UNIVERSITY LIBRARY IN ZAGREB**
(hereinafter: “the Regulations”)

1. General provisions

1.1. The Regulations specify the terms and conditions of using the holdings and services of the National and University Library in Zagreb (hereinafter: “the Library”).

1.2. Furthermore, the Regulations lay down the rights and obligations of the users of the Library with regard to using the Library’s holdings and services and define a set of rules enabling the Library to perform its tasks in compliance with the law regulating library activity in the Republic of Croatia and the related legal regulations, the Library’s legal documents and other regulations.

1.3. All gender-specific expressions used in the Regulations equally refer to the male and female gender.

2. The Library’s tasks and activities

2.1. The Library is a public institution of national importance which performs library activities and provides reference services pertaining to the national library of the Republic of Croatia and the central library of the University of Zagreb, also conducting research activities and various development programmes aimed at the advancement of the library profession in Croatia and the growth and progress of the Croatian national library system.

2.2. The Library is the central institution in the library system of the Republic of Croatia, and apart from the general tasks it performs in compliance with the 2019 Croatian library act (*Zakon o knjižnicama i knjižničnoj djelatnosti*) it also carries out the following tasks:

- it builds, organises, protects, permanently preserves and makes available Croatica, the Croatian national collection of library resources,
- it acts as the national reference and bibliographic centre,
- it acts as the central library and information system – produces the national library catalogue, publishes current and retrospective national bibliographies, supervises the production of union catalogues, creates the national bibliographic database and authority file, coordinates the supervision of the implementation of standards and regulations for

the creation, exchange and use of library data and stimulates the development of library activity,

- it organises the national legal deposit system in compliance with the law governing library activity and the related legal regulations,
- it provides access to and enables the use of electronic resources offering scientific and specialised information for researchers and other members of the academic community in the Republic of Croatia,
- it compiles, organises, preserves and makes available representative collections of foreign academic resources, serial publications and other information sources,
- it coordinates the development of the national system for the protection, archiving and long-term preservation of cultural and scientific heritage held by libraries, in all formats and media,
- it builds and organises the Croatian Digital Library,
- it organises and conducts professional development programmes for librarians,
- it performs tasks pertaining to the central library in the Republic of Croatia,
- it promotes Croatia's print and electronic publications and library products and services,
- it conducts and stimulates academic, development and professional research in the field of librarianship,
- it designates library resources as cultural goods in compliance with the law governing the protection and preservation of cultural goods,
- it outlines proposals for standards for all types of libraries,
- it performs other tasks of the library of the University of Zagreb.

2.3. The Library may additionally provide other reference services for the members of the wider professional, scientific, cultural and educational community in the context of its tasks laid down by the law governing its activity and resulting from legal regulations on the reuse of public sector information, regardless of their being the members of the Library or not.

3. The Library's services

3.1. The Library provides the following services, in compliance with its basic tasks:

- regulated access to its analogue and digital holdings and high-quality information sources, through:

- user registration services,
- use of the Library's IT facilities (computer and wireless internet access),
- e-resources-oriented services;

- the use of its analogue and digital holdings, through:

- reservation and use of library items in the reading rooms and special collections,
- use of digitised and born-digital resources and digital resources that the Library collects through legal deposit,
- lending services,
- exhibition loans services,
- interlibrary loan services (encompassing the Library's holdings, as well as those of other Croatian libraries and libraries abroad),
- reprographic services (microfilming, photographing, photocopying, etc.), digitisation on demand services, self-service scanning and the delivery of the digital copies of resources;

- information services and research support services, through:
 - information and reference services,
 - subject search and retrospective searching,
 - bibliographic search for business and/or commercial purposes,
 - training of the Library's users with regard to using information sources and the Library's services,
 - guided tours of the Library;
- services contributing to the development of scientific infrastructure, through:
 - bibliometric services,
 - services based on library data and open data,
 - services for publishers,
 - contracting library services and organising LIS training programmes,
 - study room services, group study services and extended hours study services,
 - use of the Library's IT equipment and premises.

3.2. The Library provides its services for the registered users on its premises, and some of its services are also available online.

3.3. The Library's services are to a limited extent available to its physical and online visitors and the wider community of users.

3.4. The Library's user in the context of the Regulations is each natural person using the Library's premises and services in compliance with the related conditions and charges, regardless of that person's status in terms of the membership of the Library.

3.5. "Visit to the Library" in the context of the Regulations refers to every registered physical visit to the Library and each instance of access to its online resources, web pages or catalogues via a unique IP address.

3.6. Within the bounds of its possibilities, the Library shall make efforts to adjust its physical and online premises as well as the ways of using its services to persons with special educational needs and persons with disabilities.

3.7. Lending services in the context of the Regulations refer to the act of public lending as defined by the valid national copyright and related rights act.

ACCESS TO ANALOGUE AND DIGITAL HOLDINGS AND HIGH-QUALITY INFORMATION SOURCES

4. Library membership and user registration

4.1. The right to use the Library's holdings and services is gained through the membership of the Library, i.e. user registration. Library membership may be applied for in person or online.

4.2. The person applying for membership must provide personal data necessary for user registration. The provided personal data are confidential and are processed by the Library

pursuant to the law regulating personal data protection in the Republic of Croatia and established institutional policies with regard to personal data protection.

4.3. Persons eligible for membership of the Library are all citizens of the Republic of Croatia aged 16 years and over and foreign citizens with a temporary residence in the Republic of Croatia who register for the membership of the Library and accept the terms and conditions laid down by the Regulations.

4.4. User registration is charged according to the Library's valid list of prices. Persons with disabilities may become the Library's registered users and subsequently renew their membership free of charge. The Library reserves the right to change the membership fees and all other charges for promotional purposes.

4.5. Upon registration, the Library users are issued the Library Membership Card and a user password for accessing their user account, which enables them to check the due dates for items that they have on loan and renew loans upon logging into the Library's online catalogue.

4.6. Natural persons apply personally for the membership of the Library based on documentation proving their status, place of either permanent or temporary residence, and filling out the Membership Request Form:

- full-time and part-time undergraduate and graduate students, and doctoral students of universities in the Republic of Croatia apply for the Library's membership based on their identity card, their electronic student's record book and student ID card,
- employed Croatian citizens, researchers and academic staff of Croatian universities and members of cultural and educational institutions apply for the Library's membership based on their identity card,
- unemployed and retired Croatian citizens apply for the Library's membership based on their identity card and employment status certificate,
- secondary school students, foreign university students and foreign nationals apply for the Library's membership based on their identity card or passport. All obligations with regard to the Library of users under the age of 18 are assumed by their parent, foster parent or legal guardian, which liability is formalised by a related declaration of consent.

4.7. At membership renewal, the Library's users must provide data that are up to date. The Library has the right to request users to update their data at any time.

4.8. Legal persons may not register as the Library's users, but may apply for group membership of their employees, students or attendants, by submitting a written request. A Library Membership Card issued based on such an application bears the name of the natural person that it was requested for, not of the legal person.

4.9. "Friend of the Library" ("prijatelj NSK") is a special category of the membership of the Library, granted upon the approval of the Library's Director General and free of charge.

4.10. Upon being granted membership, users become entitled to the use of wireless internet access and the available Library's IT equipment, for the purpose of accessing the Library's reference and digital services.

4.11. In order to enable its users to access high-quality information sources and resources offering scientific information, the Library shall make available services based on the use of national identification and authentication system whenever possible.

5. Library Membership Card

5.1. The Library Membership Card is issued to and bears the first name and surname of the person granted membership and must not be used by any other person. Registered users are under an obligation to use the Library Membership Card to register their entrance to the Library's user area. Registered users may also act as proxy borrowers for other registered users of the Library, for research purposes. It is required that both users are present at the registration of a proxy borrower.

5.2. All registered users (both those with permanent residence and those with temporary residence in Croatia) must report any change of address to the Library's user registration service within 8 days of the occurrence of the change.

5.3. The Library Membership Card is issued for the period of one year, one month, one week or one day. Valid annual membership status entitles users to the Library's lending services and other services stated in paragraph 3.1. of the Regulations. Cards issued for shorter periods (monthly, weekly and daily passes) do not entitle their holders to the Library's lending services.

5.4. The validity of the Library Membership Card may be renewed upon membership expiry. The existing Library Membership Card is not replaced for as long as the barcode on it is readable. Only the Card whose barcode becomes unreadable exclusively owing to proper use may be replaced by a new Card free of any charge. In case the Card needs to be replaced due to improper or negligent use, the issuing of a new Card is charged according to the Library's valid list of prices.

5.5. The loss or theft of the Library Membership Card must be reported in person, by phone or email to the Library's Information Centre immediately, since the user shall be held responsible for all loans made after the above-stated incidents as well as for the resulting charges. If the Card is not found or in any other way retrieved within 7 days of its being reported lost or stolen, a new Card may be issued, for which renewal the user will be charged according to the Library's valid list of prices. Electronic records are kept with regard to the lost/stolen Card to prevent misuse.

5.6. The Library Membership Card of a user acting contrary to the Regulations shall be deactivated for a period specified for the breach committed under Section 36 of the Regulations.

5.7. Users failing to return loan items within loan periods or being indebted to the Library as a result of unpaid charges related to their use of any of the Library's services, shall be denied the possibility of membership renewal until they return the library items and/or settle their debt.

6. User obligations

6.1. All users are under an obligation to abide by the Regulations' terms, and in particular obliged to:

- act in ways befitting cultural and scientific institutions similar to the Library (in which context suitable personal appearance is expected, in terms of both appropriate clothing and personal hygiene standards),
- comply with any instructions given by the Library's security officers,
- follow the evacuation and rescue orders issued by the heads of the Library's evacuation and rescue teams and act in compliance with the Library's public address announcements,
- follow the instructions of the staff in the Library's reading rooms,
- handle the Library's items with utmost care. When being issued items requested for use in the reading rooms, they should carefully check the state of the issued item and immediately report any noticeable damage. The rough and careless turning of the items' pages, bending and tearing of the items' leaves and covers and writing or in any other way marking the items is strictly forbidden and users engaging in such behaviour shall be held financially liable for any damage resulting from it,
- carefully handle the Library's computers and technical equipment that they have at their disposal,
- pay the Library any damage resulting from their part in the loss or theft of a library item, damage to the Library's holdings, equipment or any other property or possession, or any kind of misuse of the Library's services or making use of them contrary to applicable regulations of the Republic of Croatia and/or the Library's legal documents. The payment method and amount to be paid for such damage shall be determined by the Library.

6.2. In all emergencies (e.g. epidemics, earthquakes, floods, etc.), users are under an obligation to comply with the regulations and measures that the Library introduces with regard to its emergency operating regime. The introduction of such emergency measures may include a temporary discontinuation or limited availability of some of the Library's services.

7. Conduct on the Library's premises

7.1. At all times except at those of emergency, users enter and exit the Library exclusively using the Library's main entrance.

7.2. Before entering the Library's reading rooms, users must leave their jacket, coat, umbrella, bag and other similar belongings in the cloakroom. The belongings that users are allowed to bring into the reading rooms are to be carried in special library containers made available by the cloakroom. Prior to leaving the Library's premises, users must take with them all their belongings and return the cloakroom number.

7.3. The loss of the cloakroom number and study room key is charged according to the Library's valid list of prices.

7.4. The Library may be entered not later than 30 minutes prior to its closing time.

7.5. At the request of the Library's security officers, users must allow the inspection of any objects that they bring into or take out of the Library.

7.6. Users are allowed to bring into the Library their laptop computers, of which they must notify the security officer at the entrance to the Library's user area.

7.7. Users have to register their entrance by using a valid Library Membership Card and scanning it at the entrance platforms.

7.8. Talking loudly, especially in the reading rooms, disturbing other users or the staff, along with violent behaviour or causing any kind of disorder, is not allowed.

7.9. Users must keep clear of areas intended only for the staff and not use the Library's computers intended to be used only by the staff.

7.10. Users are not allowed to move or in any way rearrange the Library's furniture and equipment.

7.11. Food and drink cannot be brought into the Library and eating and drinking in the Library is only possible at the Library's restaurant, in the manner specified by the restaurant. Having and drinking bottled water is allowed in the Library's user areas.

7.12. The items used in the Library's reading rooms may not be taken out of the reading rooms, especially not to areas where eating and drinking is allowed.

7.13. Users must keep their mobile phones on silent mode in the reading rooms and other user areas. Telephone conversations are only allowed outside the reading rooms.

7.14. Smoking in the Library is not allowed.

7.15. Bringing weapons or any other objects that may be used to endanger the safety of the Library's users, staff and premises and in any way damage the Library's holdings into the Library is forbidden.

7.16. Users are under an obligation to abide by the Library's waste management policies (especially those related to waste classification) and all other policies by which the Library makes effort to reduce its negative impact on the environment.

USE OF ANALOGUE AND DIGITAL HOLDINGS

8. Use of the Library's holdings in the reading rooms

8.1. Items available on open access shelves may only be used in the open access shelves areas. After use, the items have to be returned where they were issued and not returned to the shelves by users.

8.2. Serial publications (newspapers, periodicals, collective works, calendars) published in Croatia, as well as monographs in closed stacks published prior to 1900 are requested and used in the Periodicals Reading Room on Floor 3. All other closed stack items are requested and used in the reading rooms specialising in specific areas, which specialisation is indicated in the reading rooms' names.

8.3. The use of current Croatian and international periodicals is only possible in the Current Croatian and International Periodicals Reading Room on Floor 4.

8.4. Items requested from closed stacks are delivered within 45 minutes.

8.5. Items requested from closed stacks as reading room loans may be used by the reading room loan holder for no longer than 60 days.

8.6. Items that users need to consult for more than a day, i.e. reading room loans, are kept on special shelves at a desk where they were first issued and are not available to other users during the period in which they are registered as reading room loans, which period may not last longer than 60 days.

8.7. If reserved items are not collected by the reservation holder within three days, the items are returned to their original location and made available to other users.

8.8. Users may daily request up to ten items (books, periodicals, newspapers) to consult in the reading rooms. Exceptions to this are possible for users that are able to justify their request for more items than stated here, in which case their requests are presented to the Head of the User Services Department and Head of the Storage Division, who make a joint decision regarding the requests.

8.9. Users leaving their reading room seat for more than an hour lose their right to use that seat. When leaving their seat for a period shorter than 60 minutes, users must not leave their personal items unattended. The Library bears no responsibility for the loss of or damage to such items.

8.10. Users consulting items from open access shelves and/or closed stack items who will continue using those items during the Library's extended hours services (after 21.00) may personally take those items to the extended hours services area, on the Ground Floor. When leaving the area before the closing time, they are under an obligation to return the items to the librarian on duty, or leave them at a designated place, and not leave them on the desks. Thus, the users either have to inform the librarian on duty whether they wish to reserve the items for further reading room use or no longer require the returned items, or indicate one of the stated options by placing the items by the "Reservations" or the "Return" label.

8.11. Users are provided with all information on the holdings of the Library's special collections (Print Collection, Music Collection, Manuscripts and Old Books Collection, Map Collection) and the terms of their use in these collections. Items in these collections are pre-ordered in person, by phone or e-mail a day before users wish to consult them.

8.12. The use of items in the Library's special collections is exclusively limited to the reading rooms operating as part of these collections and an item held in these collections may only be consulted in the reading room adjoining the collection holding it.

8.13. Users are under an obligation to notify the staff of their entering/leaving the reading room. Users are issued as many items at a time as the reading room staff assess is possible and safe to use. Using items in a state not suitable for use is not allowed. After use, users have to leave the requested items on the desk at which they were used.

8.14. The original copies of Croatian newspapers published until 1950 are not available for consultation. They are mostly available as microfilm copies in the Periodicals Reading Room, and may in part also be accessed in digital format on the Library's Historical Newspapers and

Historical Journals web portals. In case a requested item is not available in the alternative formats stated here, the Library shall set out to either microfilm or digitise it and notify the user about the time in which the requested item is expected to be made available for use.

8.15. Items held as part of the Library's following collections may only be used in their reading rooms:

- special collections,
- Doctoral and Master's Theses Collection,
- Foreign Croatica Collection,
- Homeland War Book Collection,
- Official Publications Collection.

8.16. Unique copies and duplicates of items in the Library's collections may be used in the reading rooms.

9. Use of digitised or born-digital holdings

9.1. Digital resources may be used in compliance with the indicated terms and conditions of use. All publicly available resources on the web portals of the Library's digital collections may freely be used for purposes of private study. All digital resources available as part of the web portals of the Library's digital collections and labelled as public domain resources may be used without any restrictions (may be downloaded, shared, modified, etc.). When using such content, the inclusion of the following notice is required: "Source: National and University Library in Zagreb".

9.2. All copyright material may be used in compliance with the provisions of the valid copyright and related rights act. Records for such material in the Library's digital collections include copyright-related indications such as *Free access*, *All rights reserved*, or Creative Commons licenses. Such content may only be used for purposes of private study, while using it for any other purpose necessitates obtaining the permission of the holder of copyright and/or other related rights. The Library may not be held responsible for copyright infringement by a third party.

9.3. Requests for using digital content available as part of the Library's digital collections are to be sent to digitalna@nsk.hr.

9.4. Digital resources that the Library collects through legal deposit may be used with the minimum access rights in the controlled working environment on the Library's premises.

9.5. Digital resources that the Library collects based on legal regulations other than legal deposit (those laid down by the valid science act) are accessed and used as part of the Library's digital collections.

10. Book lending services

10.1. Closed stack items are requested by submitting a filled-out and signed closed stack item request form, which must include a complete and accurate shelfmark, along with all other relevant details pertaining to a particular volume.

10.2. Closed stack items are ordered and registered as loans (if borrowed) at information desks in the reading rooms and in the Library's Information Centre.

10.3. Items on open access shelves may be borrowed only if there are more copies available of the requested item. Such loans may only be registered at information desks in the reading room as part of whose holdings the requested item is kept. Users borrowing such items are issued a loan receipt indicating the duration of the loan period which they are under an obligation to keep and present when returning the item or at the request of the staff.

10.4. Closed stack items requested from Monday to Friday not later than 20.30 and not later than 13.30 on Saturdays shall be delivered the same day, while closed stack requests submitted later than the times stated here shall be delivered the next working day.

10.5. If requested items are not registered as loans within three days, the items are returned to their original location.

10.6. Users may borrow up to five items at a time.

10.7. Items not electronically registered as loans, for which a loan receipt has not been issued, may not be taken out of the Library.

10.8. At loan registration, users are under an obligation to present their Library Membership Card and an identity document incorporating their photograph (any photo ID).

10.9. Users must not lend the items that they borrow from the Library to other persons or take them out of the Republic of Croatia.

10.10. The borrowed items are returned within loan periods where they were issued (at information desks in the reading rooms on Floor 3 and 4 or at the Library's Information Centre, on the Ground Floor).

11. Holdings not available for loan

11.1. The Library does not loan:

- archival copies,
- unique copies,
- items in the Croatica Collection available in only two (archival and unique) copies,
- items in the Foreign Croatica Collection available in only one (unique) copy,
- items on the open access shelves (resources held as part of the University of Zagreb collection) available in only one copy,
- items held as part of the Library's special collections (Print Collection, Music Collection, Manuscripts and Old Books Collection, Map Collection),
- items held as part of the Doctoral and Master's Theses Collection, Official Publications Collection (including the holdings of the European Documentation Centre operating as part of the Library) and Homeland War Book Collection,
- the editions of foreign books printed prior to 1950,
- items containing valuable visual material, maps, drawings, etc.,
- items whose shelfmarks begin with the Roman numerals III and IV,

- reference works (encyclopaedias, lexicons, dictionaries, bibliographies, directories, etc.),
- serial publications (newspapers, periodicals, collective works, etc.)
- unique and particularly valuable prints,
- resources in microforms (microfiche and microfilm),
- electronic publications on physical carriers (on floppy disks, CD-ROMs, DVDs, etc.),
- comic books, picture books and ephemera,
- the electronic versions of doctoral and master's theses on physical carriers.

11.2. The Library may exceptionally allow the lending of all the above-stated material except for any item that is available in only one (archival) copy. A request for such special permission is submitted in written form to the Head of the User Services Department or Head of the Storage Division.

11.3. The Library reserves the right not to loan and to restrict the circulation of any item in its collections not listed under paragraph 11.1.

12. Loan period, loan renewal and overdue loans

12.1. The maximum loan period is 30 days. The Library may impose shorter loan periods.

12.2. Before the end of the loan period, users are emailed a notice informing them of the approaching loan period expiry date.

12.3. Users may request a loan renewal before the expiry of the loan period.

12.4. The deadline for submitting a loan renewal request is one day before the loan period expiry date. Apart from being able to renew their loans by putting in a loan renewal request by phone or email, users may renew loans through their user account, which they log into via the Library's online catalogue.

12.5. Loans may be renewed only once, for a period of additional 30 days. An item on loan for a period of 60 days must be returned regardless of the renewed loan holder requiring it for a longer period, in which case the user must request the item anew and register it as a new loan.

12.6. Exceptions with regard to the loan periods are decided on by the Head of the User Services Department.

12.7. Users with items on loan and/or indebted to the Library as a result of unpaid charges related to the Library's lending or any other services at the moment when their membership expires or they are temporarily or permanently denied their membership status are under an obligation to return all borrowed items and/or settle their debt.

12.8. The Library may recall items on loan before the end of a loan period for the purpose of stocktaking.

12.9. Overdue loans are charged according to the Library's valid list of prices.

12.10. Users frequently failing to return loan items by the due dates may temporarily lose their right to borrow the Library's items.

13. Return of loan items

13.1. Users may return loan items in person or by sending them to the Library by post, as recorded delivery items.

13.2. A daily fine shall be charged for overdue loans during a period of 30 days following the due date after which period the users holding overdue loans are sent an overdue notice and charged the daily overdue fine for the next 15 days. If the users do not return overdue items within that period, they shall be sent the second overdue notice and charged the daily overdue fine for another 30 day-period.

13.3. Users failing to pay their debt and return overdue items within 75 days of the due date shall be denied the Library's services until they pay the debt in its entirety.

13.4. The Library may take a decision by which it waives all late return charges over a specified period. Users are notified of such a decision by email, while all information relevant with regard to the decision are announced on the Library's website, its profiles and pages on social networking sites or made available by way of the Library's mobile application.

14. The loss of and damage to the Library's holdings

14.1. Users are under an obligation to handle borrowed items with care. Users responsible for damage to the Library's items identified at their return are under an obligation to pay for that damage.

14.2. Users losing borrowed items are under an obligation to provide the Library with that item's identical edition. In case such users are not able to acquire another copy of the lost item as required here, they are under an obligation to cover the costs of the item's purchase based on the invoice that the Library is issued by the item's supplier.

14.3. Users liable for the loss of or damage to the Library's holdings shall be denied lending services until they cover the costs arising from the loss and/or damage caused.

15. Long-term reading room reservations of library items

15.1. Users may reserve the Library's items for the next day pursuant to paragraph 8.6. of the Regulations.

15.2. Details about users concerning their current and previous loans and reservations are considered confidential personal data and the Library does not share them with third parties.

16. Exhibition loans

16.1. The Library may grant permission for its holdings to be displayed outside the Library's premises to legal persons only. The legal person granted such permission must meet security requirements and other requirements laid down by the Library's legal and administrative acts and regulations, as well as the deadlines agreed upon in this context by the Library and the organiser of the exhibition.

16.2. The legal person acting as the exhibition organiser is under an obligation to submit a written exhibition loan request not later than 90 days prior to the opening of the exhibition, stating grounds for the request and all relevant details of the exhibition, so that there is sufficient time to establish the conditions under which the loaned item would be displayed or conduct the required conservation-restoration treatment and produce the item's reproduction, when required. The exhibition organiser is under an obligation to research on their own the Library's resources and in this way select the items that they wish to request for the exhibition. All terms pertaining to exhibition loans are specified as part of the related Library's procedure.

16.3. The agreed exhibition loan is formalised through an exhibition loan contract, which must include the statement of the loaned item appraised value (*Izjava o procijenjenoj vrijednosti građe*), insurance policy – which has to be provided by the legal person acting as the loan holder – and a warranty regarding the ensured microclimatic and security requirements at the exhibition venue. The contract also specifies the necessary protection measures pertaining to both regular circumstances and emergency situations, details relating to the payment of the costs of the required conservation-restoration treatment (the preparation of the item for loan, as well as any restoration treatment made necessary as a result of any damage to the item during the loan period) as well as of the item's packaging and transport for the purpose of both its delivery to the exhibition venue and return to the Library, also particularising the responsible person with regard to the exhibition loan on the part of the exhibition organiser.

16.4. Exhibition loan requests for a larger number of items must be submitted not later than one year prior to the opening of the exhibition (pursuant to the related terms of the Library's valid regulations on the preservation of library collections (*Pravilnik o zaštiti knjižnične građe*)).

17. Interlibrary loan

17.1. The Library's users requiring material (books, photocopies and digital copies) from the collections of other libraries in the Republic of Croatia or libraries abroad may order such material using the Library's interlibrary loan service.

17.2. Members of libraries outside the City of Zagreb and members of libraries abroad may at their place of permanent residence as these libraries' registered users borrow books or order photocopies, digital copies of microfilm images and digital copies of items in the Library's collections. Borrowed items are used on the premises of the library that ordered them and is responsible for their return to the Library. The photocopies, digital copies of microfilm images and digital copies are made exclusively for purposes of private study.

17.3. Interlibrary loan requests are submitted only in written form, by email or on special forms (in accordance with the IFLA guidelines).

17.4. Interlibrary loan services are charged according to the Library's valid list of prices.

17.5. Books lent as interlibrary loans are delivered and returned by post as recorded delivery items, or by airmail.

17.6. The costs of interlibrary loans and the delivery of ordered copies (photocopies, digital copies of microfilm images and digital copies of library items) are calculated based on the IFLA Voucher Scheme and pursuant to the Library's valid list of prices.

17.7. Section 11 of the Regulations – listing the types of items in the Library's collections not available for loan – applies to the Library's interlibrary loan services, except for Croatian books (in the Croatica Collection) printed in Croatia after 1945, which may be loaned as interlibrary loans provided that they are available in at least three copies (one in addition to the archival and unique copies).

17.8. The Library provides the interlibrary loan services in compliance with the international and national professional standards.

18. Use of library items for the purpose of the publication of their new editions and reprints

18.1. A request for the publication of a new edition or reprint of an item in the Library's collections is submitted in written form to the Library's Director General.

18.2. The Library is entitled to charge a fee for the use of items in its collections for the purpose of the publication of these items' new editions or reprints.

18.3. The publisher requesting an item in the Library's collections for the purpose of the publication of that item's new edition or reprint is under an obligation to regulate all the related publishing rights through a publishing contract and take into consideration all potential issues related to copyright, publishing-related property rights and moral rights, and account for them as part of the submitted request.

18.4. The publisher is under an obligation to enclose with the request a written permission of the copyright holder allowing the publisher to publish the new edition/reprint of a work still protected by copyright pursuant to the valid copyright and related rights act (*Zakon o autorskom pravu i srodnim pravima*), which sets the term of copyright protection at 70 years from the death of the author.

19. Onsite filming and photographing of the Library's holdings

19.1. The Library may allow onsite filming and photographing of its holdings for the purpose of public broadcast.

19.2. The resources to be filmed and photographed, and the filming/photographing time and location are agreed upon in written form through a filming and photography request application form. Filming and photography requests are granted by the Library's Director General.

19.3. The granted filming and photographing of the Library's holdings is charged according to the Library's valid list of prices.

19.4. Granted filming/photographing of resources in the Library's special collections necessitates the upholding of the regulations governing the protection of copyright and related rights, personal data, library resources and cultural goods, the compliance with which is the responsibility of the person submitting the filming and photography request.

20. Reprographic services

20.1. The Library provides reprographic services and in this context makes available the resources in its collections in compliance with the legal regulations pertaining to copyright and related rights and those regulating the protection and preservation of cultural goods.

20.2. Written requests for reprographic services are submitted by legal persons to the Library's department providing such services and holding the requested material.

20.3. Based on the submitted requests, and only for purposes of private study, the Library provides:

- photocopies,
- microfilm copies of microfilm images and paper prints of microfilms,
- digital copies.

20.4. Requests for reprographic services may be submitted in person, in the Periodicals Reading Room or special collections reading rooms, or through an online form of each of the reading rooms.

20.5. Reprographic services are charged according to the Library's valid list of prices.

20.6. The Library provides self-service scanning and photocopying of parts of books or individual articles in periodicals for purposes of private study and in compliance with the valid copyright and related rights act.

20.7. Users may purchase photocopying cards on specially marked spots at the Library.

20.8. In the interest of the protection of its holdings, the Library does not allow the photocopying of the following material:

- items in the special collections,
- newspapers,
- items whose shelfmarks begin with the Roman numerals I and III,
- damaged items,
- items that underwent restoration treatment.

20.9. Before photocopying or scanning any item, users must present the item to the librarian on duty, who shall allow or disallow the photocopying/scanning of the item, pursuant to paragraph 20.8. and the applying legal regulations.

20.10. The Library's holdings, especially those in the special collections, may not be scanned with equipment and devices that users bring into the Library, except for cases in which the Library is not able to provide the required equipment and in which the use of such equipment is approved by the member of the staff responsible for the material in question.

REFERENCE SERVICES AND EDUCATION SUPPORT

21. Reference and information services

21.1. During its opening hours, the Library provides general information about its activities and the work of its departments and services by phone and/or email. Also, the Library makes available such information on its website, through email notifications, the Library e- newsletter, as well as its profiles and pages on social networking sites and by way of the Library's mobile application.

21.2. The Library provides the following reference and information services:

- **Ask a librarian – information and reference services:** providing information on bibliographic data, bibliographic references and library catalogues and processing a limited number of queries relating to the Library's catalogue and other information sources.
- **Ask a librarian – subject search:** upon a user request for advanced subject search, the Library provides information on the available information sources, i.e. catalogues, bibliographies, electronic resources, etc.
- **Bibliographic services and subject search for commercial purposes:** provided for partakers in the educational, research, academic and cultural sectors and legal persons, based on a written request, and charged according to the Library's valid list of prices.

21.3. Users may request the above-stated services in person, by phone and email, or using special online forms.

22. User training programmes

22.1. Users may receive assistance and training with regard to using the Library's catalogues, e-resources and all other information sources that the Library makes available on its premises and online.

22.2. The Library organises and conducts individual and group training on using the available electronic information sources, according to an agreed schedule. Information on the available times and schedules may be obtained at the Library's Information Centre or as part of the Library's Portal of Electronic Resources (*Portal elektroničkih izvora za hrvatsku akademsku i znanstvenu zajednicu*).

23. Guided tours of the Library

23.1. Legal persons may request the Library to organise a guided tour of the Library.

23.2. A group of visitors to the Library may include up to 30 persons at a time.

23.3. Guided tours of the Library are arranged at the Library's Information Centre – in person, by phone and email, or via a special online form – not later than a week before the planned day of the visit.

23.4. 30-minute guided tours of the Library organised from Monday to Friday between 9.00 and 16.00 are free of charge.

23.5. Guided tours organised at other times than those stated in paragraph 23.4. (i.e. after 16.00, on Saturdays, etc.) and for special purposes may be specially arranged and are agreed upon in written form.

DEVELOPMENT OF SCIENTIFIC INFRASTRUCTURE AND RESEARCH SUPPORT

24. Bibliometric services

24.1. Responding to individual and institutional requirements in the research and academic sectors, the Library issues the following reports:

- bibliometric reports for researchers,
- bibliometric reports for editorial boards of national scientific and professional journals.

24.2. Requests for the reports stated in paragraph 24.1. are submitted online.

24.3. The Library's bibliometric services include conducting comprehensive bibliometric analyses, for researchers and scientific institutions, for the purpose of accreditation, reaccreditation, and other related purposes, which are processed depending on the institution in question requiring such analyses, the ability of other academic libraries to carry out the requested analyses, and the order of submitted requests. Written requests for such comprehensive analyses must be submitted by email.

24.4. Bibliometric services for users with annual membership are free of charge. Bibliometric reports for members of the research and academic sectors who are not the Library's members are charged according to the Library's valid list of prices.

25. Library data services

25.1. The Library develops and provides library data services pursuant to the open data policy of the Government of the Republic of Croatia, Directive (EU) 2019/1024 of the European Parliament and of the Council of the European Union of 20 June 2019 on open data and the re-use of public sector information and the national regulations concerning the types and content of licences specifying conditions for the re-use of information (*Pravilnik o vrstama i sadržaju dozvola kojima se utvrđuju uvjeti ponovne uporabe informacija, Narodne novine, No. 67/2017*), with the aim of enabling the re-use of library metadata for educational, research and professional purposes and the development of shared digital services.

25.2. The Library's library data services are available via its digital services web portal or may be requested through an online form.

26. Services for publishers

26.1. For publishers in the Republic of Croatia, the Library's Cataloguing-in-Publication (CIP) Office creates CIP records and the DOI, ISBN, ISSN and ISMN offices assign international identifiers for published resources free of charge.

26.2. The Library provides insight into data on publishers and publishing industry in the Republic of Croatia.

27. Contracting library services and organisation of LIS programmes

27.1. As the central and main library of the national library system, the Library does not contract its basic services to other institutions and legal persons in the Republic of Croatia.

27.2. Fulfilling its tasks aimed at the development of library profession in Croatia, the Library also provides services related to the organisation of professional exams for librarians, practical training programmes for Croatian and foreign LIS students and mobility programmes for library professionals. Such activities are organised as part of pre-arranged programmes.

28. Use of the Library's premises for the purpose of study

28.1. Upon being granted membership, the Library's users may use areas intended for independent work and study, provided that they act in compliance with sections 6 and 7 of the Regulations.

28.2. The Library makes efforts to enable group study and accordingly respond to the related user requests and requirements whenever this is possible without disturbing other users or disrupting the Library's services.

28.3. The Library provides extended hours services, in its late hours study area (on the Ground Floor) and during special opening times.

29. Use of study rooms

29.1. The Library's users have at their disposal ten study rooms.

29.2. The users entitled to use the Library's study rooms are:

- members of registered research project teams,
- the academic staff of the University of Zagreb,
- persons employed in the fields of science and culture, researchers, writers and journalists,
- postgraduate students,
- undergraduate students preparing a registered undergraduate dissertation.

29.3. Priority is given to users working on research projects and are able to provide a written statement indicating their involvement in such a project.

29.4. The same terms and conditions concerning the use of the Library's holdings and services apply in the Library's study rooms, including those according to which eating and drinking is not allowed in any of the Library's user areas, with the exception of bottled water consumption.

29.5. Items in the Library's collections may be used in the study rooms upon being registered as loans in the Library's online catalogue.

29.6. The loan period for items registered as loans for the purpose of being used in the Library's study rooms is 30 days.

29.7. Printed serial publications (newspapers, periodicals, collective works, calendars) and the items from the Doctoral and Master's Theses Collection, Official Publications Collection and Homeland War Book Collection are not available for use in the Library's study rooms. In exceptional cases, the use of periodicals and collective works may be allowed in the study rooms, for which purpose a request must be submitted to the Head of the User Services Department. Up to ten items (books) a day may be requested for use in the study rooms.

29.8. The use of the Library's study rooms is charged according to the Library's valid list of prices.

30. Conference rooms and computer classrooms hire

30.1. The Library makes available its conference rooms and computer classrooms for the organisation of educational programmes, symposia and conferences.

30.2. The hire of the Library's conference rooms and computer classrooms is arranged with the Library's Marketing and Communications Section.

30.3. Details regarding the use and hire of technical equipment required for the organisation of professional events is arranged with the Library's department or section acting as the event's organiser.

31. Use of the Library's IT equipment

31.1. The Library's IT equipment is used for the following purposes:

- searching the Library's online catalogue, other libraries' catalogues and other types of information sources,
- onsite and remote access searching of electronic resources,
- online searching of information in the public domain,
- using preinstalled computer software,
- scanning the Library's items,
- transferring and storing data on optical storage devices and memory card readers,
- education,
- onsite access to electronic resources,
- searching the internet, which possibility obliges users to abide by the practices described in the publicly available 1995 *Netiquette Guidelines* (RFC1855),
- 3D printing.

31.2. When using the Library's IT equipment, users must be granted explicit permission to and may in no other way:

- install additional hardware or software,
- make changes to the existing hardware and software,
- move any part of the Library's equipment from its location in the Library,
- use computers intended for the staff.

31.3. When using the Library's IT equipment, users must not:

- disassemble the equipment,
- damage the equipment,
- in any way manage or manipulate any data other than their own,
- disturb nor in any other way intrude on the privacy, safety or work of other users.

31.4. Users responsible for any damage to the Library's equipment shall be held liable for the loss incurred pursuant to legal regulations generally applying to liability for damages.

31.5. The use of the Library's computers and other IT equipment in some cases may:

- be limited in terms of time,
- be available only if announced in advance,
- be dependent on the users' ability and willingness to present their identity document and leave their Library Membership Card with the member of the staff while using the equipment,
- be chargeable.

FINAL PROVISIONS

32. Priced services

32.1. As a rule, the Library provides its services free of charge, except for the following services, which are charged owing to additional costs associated with their realisation:

- membership and user registration,
- reprographic services,
- interlibrary loan services,
- detailed and demanding subject search,
- detailed bibliographic search, compilation of bibliographies upon request, paper printing of data from the Library's online catalogue,
- bibliometric analyses of research output,
- use of the study rooms,
- venue hire for the purpose of organising conferences, symposia, professional seminars, etc.,
- onsite filming and photographing of the Library's holdings,
- organisation and/or hosting of special cultural events and programmes,
- 3D printing services.

32.2. Users are issued invoices for the payment of the Library's services.

32.3. The Library's organisation and/or hosting of cultural events and programmes is arranged through a special contract between the Library and the event organiser.

32.4. As one of the most significant cultural institutions in the Republic of Croatia, the Library may hire out its premises exclusively for the purpose of the organisation of cultural and educational events and scientific, academic and other types of programmes of national and international relevance and suited to the Library's tasks and activities.

32.5. The Library shall not hire out its premises for events not meeting the criteria laid down in paragraph 32.4., especially events focusing on the promotion of sectional political and/or ideological interests or those organised for the purpose of bringing advantage to a political party or a group of political parties.

33. Opening hours

33.1. Decisions on the Library's opening hours are made by the Library's Director General, based on the requirements of the Library's users.

33.2. The Library is open to the public not less than 60 hours a week, except during the summer period or under special circumstances (emergency situations).

33.3. Changes to the Library's opening hours shall be announced in written form at least three days prior to the commencement of changes in the opening times (as notices put up in the Library's user areas on spots displaying the Library's announcements), published on the Library's website and made available by way of the Library's mobile application. Also, users shall be able to get information about changes in the Library's opening hours by phone.

33.4. The Library or some of its services may be made temporarily unavailable for the purpose of stocktaking or due to some other important reason. The Library shall issue a public announcement on a decision about such limitations at least 15 days before a service or a part of service is discontinued, and if necessary issue the related press release.

34. User suggestions and complaints

34.1. Users may make suggestions for new acquisitions by submitting a written request or putting their suggestions forward in person to the Library's User Services Department and/or Acquisition and Collection Development Department.

34.2. Users may make commendations and complaints by entering them in the Library's Commendations and Complaints Register, which is available at the Library's Information Centre, or by emailing them to the Library's management.

35. Collections insurance

35.1. The Library's holdings available on open access shelves, as well as all items available for loan, are insured against theft.

35.2. Users whose going through the Library's electronic security gates activates the alarm are under an obligation to report to the security officer on duty.

35.3. Every instance of taking any type of item in the Library's collections out of the Library without authorisation shall be sanctioned pursuant to applicable regulations of the Republic of Croatia and the Library's measures against such acts.

36. Measures for the breaches of the Regulations

36.1. Users shall permanently lose the right to use the Library's holdings and services for attempted theft or for causing damage to the Library's holdings and/or equipment.

36.2. Users shall forfeit the right to use the Library's holdings and services for a period of six months for:

- taking any item in the Library's collections out of the Library without authorisation,
- misusing the Library's IT equipment,
- damaging the Library's property,
- smoking in the areas where smoking is not allowed,
- violent behaviour towards the staff,
- violent behaviour towards the Library's security officers,
- violent behaviour towards the Library's other users,
- letting other persons use their Library Membership Card or using another person's Library Membership Card.

36.3. Users shall forfeit the right to use the Library's holdings and services for a period of two months for:

- having telephone conversations in the Library's reading rooms,
- eating and drinking in any area of the Library except at the Library's restaurant, with the exception of bottled water consumption,
- cursing, insulting, yelling or engaging in any similar behaviour unbecoming to and inappropriate at the Library,
- not complying with the Library's measures introduced and instructions given in the interest of the health of the Library's users and staff and the preservation of the Library's holdings.

36.4. Users repeating any of the breaches stated above shall forfeit the right to use the Library's holdings and services for a period two times longer than specified for committing the breach in question once.

36.5. Users committing a breach for the third time, regardless of the type of breach, shall permanently lose the right to use the Library's holdings and services.

36.6. Liability of the Library's users as specified in this section of the Regulations does not exclude their liability as laid down by other legal regulations.

37. Transitional and closing provisions

37.1. The Regulations shall be adopted in a manner and through a procedure laid down by the Statute of the National and University Library in Zagreb and its coming into force shall invalidate the Regulations concerning the terms and conditions of using the holdings and

services of the National and University Library in Zagreb of 10 and 11 July 2013, as well as all its amendments.

37.2. Users shall retain all rights that they have been exercising since before the coming into force of the Regulations until these rights remain valid.

37.3. The Regulations shall come into force and be implemented within 8 days of their display on the Library's noticeboard.

Chairman of the Library Governing Board

Dr Jozo Ivanović, Senior Archivist

Class No. 023-01/21-01/07

Reg. No. 474-02-21-1

In Zagreb, 10 March 2021

The Regulations were displayed on the Library's noticeboard on 12 March 2021.