

**ЦЕНТРАЛНА МЕДИЦИНСКА
БИБЛИОТЕКА**

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**CENTRAL MEDICAL
LIBRARY**

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Library and information services regulations

I. General regulations

1. The regulations hereby concern the library and information services of the Central Medical Library at the Medical University – Sofia, including access to its collection, resources and services.
2. The regulations based of the Central Medical Library’s official statute, outlining its structure, activity and organisation, as approved by the rector of Medical University of Sofia (MU – Sofia).
3. The relations between the library and its users are determined by the *Bulgarian Obligations and Contracts Law*, by *Ordinance № 3 dated 18 November 2014 regarding the storage, use and disposal of documents from library collections*, issued by the Bulgarian Minister of Culture, and the hereby *Regulations*.
4. When the Central Medical library provides a user with a library item for onsite usage or home loan, a contract arises between the two parties under articles 233, 243, 244, 247-249 of the *Obligations and Contracts Law*.
5. The contract is deemed as established once a written document is signed by the user – for example a library card, a loan order note or another document.
6. The conditions in the contract are determined by the Regulations hereby.

II. Library and information services can be used by:

1. Teaching and administration staff of the Medical University of Sofia;
2. Students, doctoral students and residents of the Medical University of Sofia;
3. Retired staff of the Medical University of Sofia;
4. External visitors.

III. Library open hours:

1. All library departments: Monday to Friday, 08.00-16.30.
2. For readers: Monday to Friday, 08.15-18.45 ч.

Working hours are subject to changes at the discretion of the library director due to reasons such as an epidemic situations, closures for cleaning, inventory, refurbishing, repairs, trainings, professional holidays or other.

IV. User registration

1. Library registration of MU – Sofia teaching staff, administration staff, students, doctoral students, residents and retired staff is valid for one calendar year.
2. Library registration of external users is in accordance with the terms and fees outlined in the price list.
3. Registration is mandatory for users who use library documents on site or at home, as well as related services such as photocopying, printing, scanning, online access to databases, electronic resources and the Internet.
4. Each registered user receives a library card with which they enter the library and provide for identification upon request.
5. The library card is personal and is not transferable to another person.
6. In case of loss or damage, a duplicate card is issued against payment, according to the price list.
7. Necessary documents for registration and re-registration:
 - For students: certified student ID by MU – Sofia and a national ID card;
 - For teaching and administration staff, doctoral students and residents of MU – Sofia: a document certifying the workplace and a national ID card.
 - For retired staff of MU – Sofia and external users: national ID card.
8. Upon expiry of the registration, a user shall have the right to be re-registered under the conditions for the category to which they belong.
9. Users with overdue obligations are not entitled to re-registration.
10. Upon graduation or at termination of a work contract with MU – Sofia, users are usually requested to provide a library note to certify that they have no obligations to the library.

V. Access control:

1. Registered library users may enter the building using their library card. All other visitors who do not have a card, are required to identify themselves and state the purpose of their visit at the registration desk.
2. Before visiting the reading halls, users must leave their personal belongings in the designated lockers. Locker keys are provided at the registration desk and must be returned before leaving the library. Lost or damaged keys are charged (see price list).
3. Users are allowed to bring their own reading materials and electronic devices but must comply with the rules in sections VIII and X of the regulations hereby.
4. Food and unsealed drinks are not allowed in the library.
5. When leaving the building, users must ensure they do not take out any unauthorized library documents and are a subject of inspection by employees.

VI. Library and information services and user rights

Users with a valid registration, in accordance with the library price list, may:

1. Use all materials in the library collection;
2. Have access to licensed and freely available electronic resources, free Internet connection (including Wi-Fi) for educational and scientific purposes, remote access to certain online resources.
3. Use the services provided by the Information Management Department, including thematic, bibliographic, citation and other types of oral or written queries.
4. Use the interlibrary loans service.
5. Ask for assistance in using library catalogs and electronic resources.
6. Participate in individual or group trainings organised by the library.
7. Use the library's copying, scanning and printing services, as well as to use the electronic resources on site or remotely, in compliance with the requirements of article 24 (1), item 9 and item 11 of the Bulgarian Copyright and Related Rights Act. Any library item which is to be scanned or photocopied is to be taken out of a reading hall/ storage hall to the Copy room with the permission of a librarian.
8. Request from librarians to provide them with certain library documents they are searching for. The standard time for fulfilling a single order for up to 3 documents is up to 15 minutes. Orders are completed on a first-come first-served basis. Last orders will be accepted no later than 60 minutes before the end of business hours.
7. Borrow library documents for home use under the conditions of section VII of the hereby regulations.

VII. Loans

1. Teaching staff, administration staff, doctoral students and residents of MU – Sofia can borrow books for a period of 30 calendar days.
2. Students from all faculties of MU – Sofia can borrow books for 1 calendar year.
3. Single-copy books, as well as all journals, newspapers, reference books, atlases and dissertations cannot be borrowed for home use.
4. Each user will receive a personal account and needs to personally register the books they take out.
5. Each time when books are borrowed, the user must sign a loans note and mark the call numbers on the back of the note for inspection by an employee when leaving the library premises.
6. Renewal of borrowed books must be done in the library, in person. A user may renew up to 2 times, provided that at the moment of the renewal there is no request by another user for the loaned items.
7. External users and retired staff of MU – Sofia can use the resources only on site.
8. Users must not give borrowed books to other people.

VIII. User responsibilities

1. Must have a valid library card and present it to library staff whenever requested.
2. Must maintain silence and follow the established rules while on the premises.
3. Must not bring in food and unsealed drinks.
4. Must not smoke in the library.
5. Must not damage any library document or facilities. Must keep library items clean, refrain from underlining text, from making notes on pages of library documents and must not tear any pages.
6. Must observe the library collection arrangement, return used items back to their original place or as instructed by librarians.
7. Must place orders by accurately and legibly filling out the required forms.

8. Must cease use of library items 10 minutes before the end of the business hours.
9. Must not enter storage rooms or back office spaces without permission.
10. Must return / renew borrowed library items by the particular deadlines.
11. Must use computers and electronic resources only for educational and scientific purposes, in accordance with the licenses of the corresponding electronic resources and in compliance with the laws related to intellectual property and copyright.
12. Must not make any changes to computer software or hardware.
13. Must not plug in any external devices on library computers (including USB memory sticks, CDs, external hard drives, etc.).
14. Must not access websites containing violence, pornography or those that do not respect human rights.
15. Must not download software, movies, music or other content that is not intended for educational or scientific purposes.
16. Must observe the security and safety measures in the library, including anti-epidemic measures, if applicable.

IX. Library staff responsibilities

1. Must inform users of their rights and responsibilities, according to the regulations hereby.
2. Must inform newly registered users of the types of services provided and to guide them throughout the premises.
3. Must be aware of and comply with the [Personal Data Policy of MU – Sofia](#).
4. Must assist and instruct users in using reference materials, including library catalogs and digital resources.
5. Must provide users with comprehensive and accurate information.
6. Must fulfill a single order for up to 3 documents within 15 minutes, on a first-come, first-served basis. Must answer all other information enquiries within the set deadlines.
7. In case a certain request cannot be fulfilled, must inform users of the specific reasons in a timely manner.
8. Must ensure order is maintained in reading halls and must keep equipment safe.
9. Must ensure storage rooms and open access shelves are kept clean and arranged properly at all times.
10. Must behave friendly and respectfully at all times.

X. Violations and penalties:

1. In case of loss or damage to a library item, a user must either replace it with the latest edition or with another similar item at the discretion of a librarian, within a month. If this is not possible, the user must pay a compensation fee equal to no less than the double market price of the lost item. In case neither of these is met, the user will be banned from using any library and information services.
2. In case of intentional damage to library equipment, a user shall reimburse the cost of the damaged item, according to the fee set by the library director. The user will be banned from using any library and information services.
3. Thefts will be reported to the senior management of MU – Sofia, which will take measures for further prosecution.
4. A user's rights may be terminated if he/ she:
 - violates any of the hereby regulations;
 - displays inappropriate or disrespectful behavior towards other users or library staff;
 - steals or damages library documents and equipment;
 - does not return / renew borrowed items on time;

- does not make effort to preserve the safety of library property.

XI. Final provisions:

1. Any issues which are not subject to the hereby regulations, will be resolved by the rector of MU – Sofia.
2. The director of the Central Medical Library may make a decision to suspend a library and information service, including but not limited to book loans, during period of time requiring special measures such as epidemic situations, closures for cleaning, inventory, refurbishing, repairs, trainings, professional holidays or other.