

**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 (the Library) at the Medical University – Sofia (MU – Sofia), including access to its collection, resources and services.
2. The regulations are based on the Central Medical Library’s official statute, outlining its structure, activity and organization, as approved by the Rector, as well as the Statute for preparation and conduct of the academic year in the 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 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 obtained/signed by the user – for example a library card, registration form, loan order note or another document.
6. The conditions in the contract are determined by the Regulations hereby.

II. Library and information services and resources can be used by:

1. Teaching and administrative staff of the MU – Sofia of Sofia;
2. Students, PhD students and residents of the MU – Sofia of Sofia;
3. Retired staff of the MU – Sofia of Sofia;
4. Visitors.

III. Library opening hours:

1. For readers:
 - Monday to Friday, 08:00-19:00.
 - Saturdays, 09:00-16:00.
2. All other Library departments (not working with readers directly):

- Monday to Friday, 08:00-16:30.
3. Non-working days and holidays – Sundays and all official Bulgarian holidays.
Opening hours are subject to changes including during summer breaks, academic holidays, on occasions such as closures for cleaning, inventory, repairs and refurbishing, trainings, etc. The changes are implemented with a director's order and are published on the website and via all other Library communication channels.

IV. User registration

1. Library registration of MU – Sofia teaching staff, administration, students, PhD students, residents and retired staff is voluntary, valid for one calendar year and can be extended upon request.
2. Library registration of external users is in accordance with the terms and fees outlined in the Price List of Library Services.
3. Registration is mandatory prior to users using on site or borrowing library documents and being granted access to services such as copying, printing, scanning, online access to databases, electronic resources, Internet access.
4. Each registered user is issued a library card in order to be granted access to the library premises, resources and services and must use it as an entry pass and identification upon request.
5. The library card is personal and non-transferable.
6. During the registration library users receive guidance (oral and written) on the library and information services and how to request these, as well as of their rights and obligations as library patrons.
7. A duplicate card can be requested, in case of loss or damage, for a fee as fixed in the Library Price List.
8. Necessary documents for registration and re-registration:
 - For students: certified student ID by MU – Sofia and a national ID card;
 - For teaching and administrative staff, PhD students and residents of MU – Sofia: an occupation certifying document and a national ID card.
 - For retired staff of MU – Sofia and external users: national ID card.
9. Upon expiry of the active term of user registration, a user shall have the right to be re-registered under the conditions for the user category to which they currently belong.
10. Users with overdue loans, damages to library property or other sanctions imposed by the Library and/or MU – Sofia are not eligible for re-registration.
11. Upon graduation, university students are obliged to present to the relevant offices a library note certifying that they have no obligations to the Library, i.e. overdue loans or penalty fees.
12. All Bulgarian and foreign students who wish to leave MU – Sofia or be transferred to a different institution, are obliged to present a library note certifying that they have no obligations to the Library, i.e. overdue loans or penalty fees. The library note will be kept in the student's file.

V. Access control:

To access the Library, users should mark their respective library cards at the devices/ turnstiles at the entrance area. 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.

1. Before visiting the reading rooms and the computer hall, users must leave their personal belongings in the designated lockers in the corridor, locking them and taking the key. When leaving the Library, the lockers must be emptied and the keys must be left in their locks. Lost or damaged keys are charged according to the Price List.
2. Lockers are used only during the stay in the Library. Personal belongings are not allowed to be left after working hours.

3. The Library is not liable for personal belongings and other valuables in lockers or unattended.
4. Users are allowed to bring their own reading materials and electronic devices but must comply with the rules in sections VIII, X and XI of the regulations hereby.
5. Food and unsealed beverages are not allowed in the reading rooms and the computer hall. Only drinks in spill-proof containers are allowed in these areas. In other areas, the use of drinks and food is allowed, provided that the rest of the users in the area are not disturbed and cleanliness is maintained.
6. 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 collections;
 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 (valid only for users who have a MU-Sofia online account).
 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 organized 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 copied 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.
 9. Use 3D anatomic models in Reading hall 1 and Reading Hall 2. In order to use them they should:
 - Provide valid library card which stays with the librarian while they use the model and receive it back afterwards;
 - Fill in a request form.
- 3D models should be returned half an hour before closing time. Damaging of the 3D models can be sanctioned.
10. Borrow library documents for home use under the conditions of section VII of the hereby regulations.
 11. Use all public areas of the Library, subject to the terms and conditions specified for the relevant areas.

VII. Loans

1. All teaching staff, students, PhD students, residents and current employees of MU- Sofia with an active library registration are entitled to make use of the library's loans services.
2. Teaching staff, administrative staff, PhD students and residents of MU – Sofia can borrow a maximum of 3 books at a time, each for up to 30 calendar days.
3. Students from all faculties of MU – Sofia can borrow a maximum of 12 books at a time, each of which for up to 1 calendar year.

4. Single-copy books, deposit copies as well as all journals, newspapers, reference books, dissertations and 3D models cannot be borrowed for home use.
5. Each user will receive a personal account and needs to personally register the books they take out.
6. After books are checked out, a loans' note with the books' call numbers must be filled in and provided for verification at the Registration Desk.
7. Extension of the loan period (renewal) can be made at the library by presenting the already borrowed books or online using the Library's e-catalog. The renewal is valid for a period of up to 30 calendar days for teaching staff, administrative staff, PhD students and residents of MU – Sofia, and for students – up to 6 months, provided that at the time of renewal there is no request for the same item(s) by another reader.
8. Users who fail to return books within the due return period are charged an overdue fee for each calendar day, according to the Price List.
9. Users can check their due books via the online library catalog, at any time.
10. Users do not have the right to transfer borrowed books to another person or to borrow several copies of the same title at the same time.
11. External users and retired staff of MU – Sofia can use the resources only on site.

VIII. User responsibilities

1. To have a valid library card and present it to library staff whenever requested.
2. To maintain silence in the reading rooms and the computer hall. In the rest of the library areas, including group study halls and corridors – to ensure they do not produce excessive noise or do anything else that may disturb other users.
3. To keep clean and dispose of their waste in the designated places.
4. Not to bring beverages, if not in spill-proof containers, into the reading rooms and the computer hall.
5. To observe the ban on smoking on the territory of the library, including in front of the main entrance of the building. This includes all types of electronic cigarettes.
6. Not to damage any library document or facilities. To keep library items clean, refrain from underlining text, from making notes on pages of library documents and tear pages.
7. To follow the library shelving system and return used items back to the designated place in the respective reading room.
8. To place orders by accurately and legibly filling out the required forms.
9. To return library items 10 minutes before the end of the business hours.
10. Not to enter storage rooms or back-office spaces without permission.
11. To return / renew borrowed library items in due terms.
12. To pay the due fine for overdue items.
13. To use the library 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.
14. Not to make any changes to computer software or hardware.
15. Not to plug in any external devices on library computers (including USB memory sticks, CDs, external hard drives, etc.).
16. Not to access websites containing violence, pornography or those that do not respect human rights on library computers or via the library internet network.
17. Not to download software, movies, music or other content that is not intended for educational or scientific purposes.

18. When finished working with a library computer to make sure that they clear all personal data and files including the possibility of access to their personal user profiles.
19. To be aware of the security and safety measures in the library, including anti-epidemic measures, if applicable, and follow the instructions.
20. Not to hold unauthorized events of a religious, political, or commercial nature, and not to distribute inform/advertising materials on Library property without the express prior permission of the Library Director.

IX. Library staff responsibilities

To inform users of their rights and responsibilities, according to the regulations hereby, as follow:

1. Inform newly registered users of the types of services and resources provided, instructions how to use them and to guide them throughout the premises.
2. Be aware of and comply with the [Personal Data Policy of MU – Sofia](#) and related policies and requirements, including security, data storage, access control, clean desk and screen, use of personal devices, etc.
3. To know, follow and insist that users follow the health and safety regulations and the fire safety regulations.
4. Assist and instruct users in using reference materials, including library catalogs and digital resources.
5. Provide users with comprehensive and accurate information.
6. Fulfill a single order for up to 3 documents within 15 minutes, on a first-come, first-served basis. To answer all other information enquiries within the set deadlines.
7. In case a certain request cannot be fulfilled, to inform users of the specific reasons in a timely manner and suggest alternative options for its implementation, if possible.
8. Maintain the established order in reading halls and protect the available equipment.
9. Ensure order and proper arrangement in storage rooms and open access shelves at all times.
10. Maintain silence and order in all reading areas.
11. Behave friendly and respectfully at all times.
12. To prevent the organization of any unauthorized events of a religious, political, or commercial nature, as well as the distribution of informational/advertising materials on library property for which no prior permission has been granted by the Library Director.

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 are met, the user may be deprived of the right to use the library's services.
2. In case of intentional damage to library equipment and property, the user shall reimburse the damage at a value determined by the director, and may be deprived of the right to use the library's services.
3. In case of damage of a 3D anatomic model the user will be sanctioned and will have to pay the value for producing the model, as determined by the director.
4. Thefts will be reported to the senior management of MU – Sofia, so that measures for further prosecution may be made.
5. A user's rights may be terminated if he/she violates any of the hereby regulations, including, but not limited to:
 - Inappropriate or disrespectful behavior towards other users or library staff;
 - Theft or damage of library documents, property and equipment;

- Not returning / renewing borrowed books in due term;
- Organizing unauthorized events of a religious, political or commercial nature and/or distributing informational/promotional materials on library property without express prior permission from the Library Director.

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 suspend certain activities for a limited period of time, including but not limited to: closing library premises or ceasing certain services under particular circumstances such as repairs and refurbishment, large collection relocations or inventory, etc.