

**APPROVED AT THE MEETING OF THE UTM
SENATE OF 21.06.2022, VERBAL PROCESS NO. 12**

**APPROVED AT THE MEETING OF THE UTM
SENATE OF 21.05.2024, VERBAL PROCESS NO. 11**

**RULES ON THE SERVICES PROVIDED TO USERS OF THE SCIENTIFIC
LIBRARY OF THE TECHNICAL UNIVERSITY OF MOLDOVA**

1. The Regulation on the services provided to users of the Scientific Library of the Technical University of Moldova (hereinafter referred to as the Library) establishes the mode of providing library services, the rights and obligations of users and of the library, the conditions of use of library resources and services, the list of basic library services, as well as the ways of resolving differences arising in the provision of services.
2. The Regulation is elaborated on the basis of the Law on Libraries, no. 160 of 20.07.2017, the Education Code of the Republic of Moldova (2014), the Regulation on the services provided by public libraries (GD no. 24 of 22.01.2020), the TUM Internal Regulation, the TUM Code of Ethics and Professional Deontology, the Librarian's Code of Ethics, the Regulation on the organization and functioning of the TUM Scientific Library.
3. The Library ensures that the principles of free, unrestricted access to information and equality of users are respected, regardless of nationality, ethnic origin, language, religion, sex, age, disability, opinions, political affiliation or any other similar criteria.
4. The library guarantees users' right to privacy, respecting the security regime of users' personal data
5. The library provides free services, but may also offer services for a fee.

II. USER REGISTRATION AT THE LIBRARY

6. Library users are the employees and students of the TUM community, students and employees of TUM College, as well as outsiders interested in the library collections and services.
7. Library registration is done at the branch libraries and at the central library in the University Management Information System (SIMU), Library module and by filling in the user registration form.
8. TUM students and students of TUM College register at the library during their studies, according to the registration order, on the basis of the student card, to which a barcode is applied.

9. TUM employees (scientific and teaching staff, researchers and auxiliary staff TUM and TUM College) are registered for an indefinite period on the basis of their service card and identity card.

10. In the event of damage to the sticker affixed to the student card, the user is entitled to receive a duplicate against payment.

11. Access to the library for outsiders is by ID card.

III. ORGANIZATION AND DELIVERY OF LIBRARY SERVICES

12. The library provides services according to the technical, material and personnel capacities of the library.

13. Library services are continually being improved, diversified and updated in line with social, economic, technological and social changes and with the categories of library users and their needs.

14. The list of basic services provided free of charge by the library is set out in Annex 1 to the Regulation.

15. Information on the services provided by the library shall be made available to the public through publication on the library's website or, where appropriate, on the official website of the university, posting in the library premises and in other public places in the university, by mass media.

16. The list of services provided by the library is periodically revised according to the categories and profile of users, users' needs, trends in education and scientific research, the development of the library field, changing economic conditions, changing regulatory acts.

17. The list of services provided by the library against payment is presented in the List of works carried out and services provided against payment by the TUM.

IV. USERS' RIGHTS AND OBLIGATIONS

18. Library users have the following rights:

a) to be given free and unlimited access to all information services and resources, in compliance with the legal provisions on fundamental human rights and freedoms protection of national cultural heritage, copyright and related rights;

b) have physical library access and inclusive services regardless of their physical condition and special needs;

- c) to be informed about the list and how library services are provided;
- d) to be given access to the regulations on library service charges, compensation fees and how to pay them;
- e) to use, under the conditions of this Regulation, the services offered by the library against payment;
- f) to be provided with information about the program of activities, conditions of use of information resources and services, premises, equipment and user facilities in the library;
- g) be informed about library innovations, diversification of collections and services;
- h) to respect the right to confidentiality of their personal data, on services and information they accessed in the library;
- i) to ask the librarian for help in accessing information resources, using the Internet and library user equipment;
- j) to associate in interest groups and contribute together with librarians to the development of library services to meet their information needs;
- k) to get involved in the development of services by participating in surveys, proposing ideas for improving the service delivery process;
- l) complain orally or in writing about the quality of the services provided and library activity.

19. Library users have the following obligations:

- a) to comply with the Rules of Organization and Functioning of the Library, the present Regulations, including the rules on the integrity of the documents on loan and other material property of the Library;
- b) to provide the library with the necessary data to prepare and update the registration form for accessing library resources and services;
- c) in the event of a change of main identity data (name, address, telephone number), to notify the library of these changes within 30 working days;
- d) to connect their own electronic accessories to library equipment only with the librarian's permission;
- e) not to modify the software installed on library computers, not to change their configurations, not to access files closed to the public, to respect the rules of Internet access and other rules of computer use;

f) to immediately inform the librarian about situations that may lead to injuries to users, situations of viruses or damage to library equipment or any other incident that may affect the library's activity;

g) to protect documents consulted or borrowed without causing damage by marking or underlining on the page, tearing or cutting out figures, etc.

h) check the physical condition of documents consulted or borrowed and report any damage (damaged covers, missing or torn pages, underlining, etc.);

i) to immediately inform the librarian about situations that may lead to injuries to users, situations of viruses or damage library equipment or any other incident that may affect the library's work;

j) in case of total or partial loss or damage of the borrowed publications, to return to the library an identical copy or to pay the current value of the lost or damaged document; in case these provisions cannot be realized, at the proposal and suggestion of the library, the user will replace the lost document with another one equivalent in price or content, according to the order "On the recovery of damaged and lost publications from the collections of the Scientific Library of TUM";

k) to behave in a civilized, non-discriminatory manner towards other users and with library staff;

l) to return the borrowed publications at the end of each year;

m) to return to the library upon graduation, dismissal or expulsion of all borrowed documents, the lack of debts to the library being noted in the liquidation form by the head of the library branch of the faculty, online in the University Management Information System.

V. OBLIGATIONS AND RIGHTS OF THE LIBRARY

20. In order to provide information services the library has the following obligations:

a) provide users with information about the services they provide and how they provide them;

b) to encourage users to access library services and information resources;

c) to analyze and resolve complaints and complaints submitted by users;

d) ensure the confidentiality of users' personal data and of the services and information they have accessed in the library;

e) comply with the provisions of the Librarian's Code of Ethics when providing library services.

21. The library has the following rights in the provision of services:

a) refuse to provide the service if it does not comply with the provisions of this Regulation;

b) request additional information on the applicant's application with a view to providing complete service;

c) organize opinion surveys, interviews in order to identify users' information needs, problems and solutions to improve library services

VI. CONDITIONS OF USE OF LIBRARY RESOURCES AND SERVICES

6.1. Consulting publications in reading rooms

22. Consultation of documents in the reading rooms is done on the basis of the documents, which allow access to the library, and must be presented to the librarian on duty at the entrance.

23. The number of documents consulted in the reading rooms with free access to the bookshelf throughout the day is unlimited.

24. No briefcases, bags, briefcases, satchels, bags are allowed in the reading rooms

25. Scanning, photographing and duplicating publications from the library's collections is carried out under the following conditions: the user may scan or photograph with their own devices a maximum of 30 pages of a requested publication, only with the librarian's approval and only if the physical condition of the publication in question allows it.

26. The user may ask the librarian's permission to bring into the reading room documents that are not part of library collections.

27. Users are not allowed to leave the room with the documents received for consultation without the librarian's permission.

28. Loading publications for 1 day is admitted

29. Publications in the reading rooms are not loaned at home.

6.2. Lending publications at home

30. You can borrow publications at home from library lending points, faculty branches, the Scientific Literature Collection and the Literature Collection.

31. The following categories of users are entitled to home loans: students, master students, doctoral students, researchers, university teaching staff, students and employees of the TUM college, as well as other categories of university employees.

32. External users may borrow documents from the library collections for study in the library's study room only, without the right to borrow documents at home.

33. Only documents that are available in more than three copies will be lent at home.

34. The following categories of publications may be borrowed at home: specialized didactic publications (textbooks, university courses, lecture notes, practical works, tests, problem books, methodical works), scientific publications, artistic literature, except for those that are unique in the library collections. Serial publications, doctoral theses, reference publications and documents from the collection of old and rare books may not be borrowed.

35. The loan periods and the maximum number of documents lent shall be determined according to user categories and publication status:

a) for students, master students and pupils of the college: didactic publications - according to the disciplines, during the period of study (semester, academic year); scientific publications - 5-7 publications over a period of 15 days; artistic literature - 3-5 publications over a period of 30 days;

b) for PhD students - 10 publications over period of 10-30 days;

c) for researchers, teachers, auxiliary teaching and administrative staff - 10 publications of any kind for 10-30 days.

36. Frequently requested publications can be borrowed for up to 3 days.

37. On request, the loan period may be extended if there is no reservation requested in this publication.

6.3. Inter-library lending

38. Publications missing in the library collections can be requested from other libraries through national and international interlibrary loan. Users may only request interlibrary loan documents related to study, teaching or research.

39. Using national interlibrary loan users can request publications from the collections of libraries in the Republic of Moldova.

40. Through international interlibrary loan, users can request publications from the collections of libraries abroad.
41. In the framework of AGLINET international system only documents in the field of
42. The user can borrow a maximum of 5 documents at the same time over a period of 12 days.
43. Interlibrary loan requests can be sent by email, fax, telephone or visiting the library.
44. Publications requested through interlibrary loan are made available to the user 7 days from receipt of the application form
- 6.4. Use of computers. Access to electronic resources
45. Library computers can be used for educational, cultural and research purposes.
46. The library offers free internet access and free Wi-Fi in all public areas of the library via users' own devices (laptops, tablets, phones, etc.).
47. Turning computers on and off is the librarian's job. Any problems with the functioning of the equipment must be reported to the librarians.
48. It is not allowed to copy and modify configurations of software installed on library computers and access files closed to the public.
49. Your own electronic accessories (disks, USB sticks, etc.) may only be connected to library equipment with the librarian's permission.
50. Users are asked not to access voice communication programs (chat, teleconferencing, skype, messenger, etc.), online conversations, movies, games, other sites with entertaining, violent, pornographic, musical content.
51. Users receive assistance from the library's specialist staff in using the equipment and software provided.
52. Access to the library's e-resources is via the library's website by logging in.
53. Access to the databases subscribed to by the library and available by authorization is provided on the UTM computer network.
54. Downloading electronic library documents is allowed with the librarian's permission. VII.

FINAL PROVISIONS

55. This Regulation shall enter into force from the date of its approval by the TUM Senate.

56. The Regulation may be amended as the legislative and regulatory framework changes

Annex 1

THE LIST OF BASIC SERVICES LIBRARY SERVICES

1. Ensuring free access to all documents in the library collections in the library rooms reading;
2. Lending documents at home;
3. Reserve library documents that are not currently available at the moment of the request;
4. Extension by telephone, e-mail and other means of communication of the deadline for borrow library documents;
5. National and international inter-library lending of documents (excluding reproduction and mailing costs);
6. Electronic document delivery;
7. Providing Internet access to library computers, WI-FI access in the library premises library;
8. Providing access to the library's online catalog, institutional repository, library - generated databases;
9. Providing access to national and international databases;
10. Ongoing guidance and orientation in the use of the library's electronic catalog and generated databases; database; mail, social networks, etc.; mail, e-references service; teachers and students;
11. Promotion of library information resources and services through the website, corporate mail, social networks, etc.;
12. Drafting/editing bibliographic lists for university's educational curriculum;
13. Bibliographic work (indexes, biobibliographies, webliographies, etc.);
14. On-demand thematic lists for bachelor theses, research topics (bibliography research);

15. On-demand transactions of bibliographical references on various topics by phone, email, e-references service;
16. Providing invoicing information (textual, statistical, etc.) on request;
17. Awarding the CZU index for articles, theses and other publications at the request of teachers and students;
18. Organization of information activities (thematic exhibitions, Information Day, Specialist Day
19. Organizing public programmes and activities of an educational, cultural, literary, social, academic, recreational character (public lectures, specialized seminars, library days, meetings with personalities from various fields, etc.);
20. Organizing book launches and presentations;
21. Providing space for exhibitions, events or activities of educational, social or community importance, within the limits of the technical and material capacities;
22. Organizing information literacy lessons for members of the university community (students and teachers) to train information literacy skills;
23. Providing space for non-formal communication (discussions, debates), study individually as well as for group activities (group study);
24. Guided tours, presentation of the library to the public and/or users;
25. Providing services and facilities through the library website;
26. Archiving TUM researchers' work in the institutional repository and open electronic archives;
27. Bibliometric services;
28. Assisting researchers in creating and developing author profiles;
29. Writing bibliographical references used by teachers and students in publications;
30. Advisory assistance to UTM authors on citing sources of information and presentation of bibliographical references used in the research