

**MINISTRY OF EDUCATION AND SCIENCE OF THE KYRGYZ REPUBLIC  
MINISTRY OF HEALTH OF THE KYRGYZ REPUBLIC  
"SALYMBEK UNIVERSITY" INSTITUTION**



**APPROVED**  
**Rector of the "Salymbekov University"**  
**Institution Zhumadilov E.Zh.**  
**Order No. \_\_\_\_\_ "\_\_\_" \_\_\_\_\_ 20\_\_\_\_**

**LIBRARY RULES  
"SALYMBEKOV UNIVERSITY" INSTITUTION**

**Bishkek 2019**

## **1. General regulations**

1.1. Library of "Salymbekov University" Institutions (hereinafter – “Library”) is an independent unit of the University, which produces, stores funds on the thematic areas of the educational process and scientific research of the University and organizes access to them.

1.2. The rules for using the Library determine the procedure for servicing readers, the rights and obligations of the Library and its users.

1.3. The Library is managed by the head of the Library.

1.4. These Rules are developed in accordance with the Law of the Kyrgyz Republic "On librarianship".

## **2. Rights and responsibilities of users (readership)**

2.1. Student you are all forms of learning, the students graduate, post-graduate students, doctoral candidates PhD and PhD, faculty, researchers, staff are entitled to use the main types of library and information services free of charge.

2.2. The users (readers) of the University's Library have the right to:

- use all types of library and information services provided by the Library;
- receive complete information on the composition of the collection through the system of electronic catalogs, open archives, card indexes, databases and other forms of library information;
- to receive for temporary use documents (books, other printed publications and other information materials) from the Library fund for a specified period;
- receive from the fund in the Library for belt use in the reading room is, any documents, except for some very rare and valuable books and manuscripts;
- receive consulting assistance in the search and selection of printed publications, electronic and other documents;
- extend the term for using documents in accordance with the established procedure;
- use computer technology intended for users of the Library;
- get access to local and remote electronic resources, access to which is organized in the reading room and computer rooms of the University;
- to use documents from the funds of other libraries, in the absence of the Library in a single fund, using the system of interlibrary loan (IBA), electronic delivery of documents (EDD) in the prescribed manner;
- use in the reading room personal technical devices that support wi-fi, on an autonomous power supply without sound signals (laptops, smartphones, tablets, etc.);
- use in the reading room the publications obtained on the lending and the sector of foreign literature, personal and library books, magazines, newspapers, other printed publications, notifying the librarian;
- take part in the work of the Library Council. Make suggestions for improving the activities of the Library.

2.3. Readers can receive additional library and information services for a fee, according to the List of additional services approved by orders of the University.

2.4. Library services for cooperatives, other organizations established at the University on a commercial basis, are carried out on contracts.

2.5. Students and students of other educational institutions are granted the right to service on subscriptions on a paid basis, in the reading room - free of charge.

2.6. The right to use the subscription and reading room provided to all categories of full-time training students (with the exception of paragraph 2.8.); students of correspondence courses; students doing an internship at the University for a semester or more, as well as full-time teachers and staff of the University.

2.7. Faculty and staff who work on the terms of a civil contract, and not on the staff, lecturers and part- and hourly workers have the right to use the library and information resources in the reading room on the basis of documents confirming them of their temporary assignment to University.

2.8. Applicants; students doing an internship at the University for up to a semester; graduate students of full-time and part-time forms of education, students of vocational education and training courses, the students of distance learning, students of colleges and institutes have ATU granted the right to use the library and information resources in the reading room on the basis of documents confirming them of their temporary assignment to University.

2.9. Members of Alumni Association of the University have the right to use the library and information resources in the reading room on the basis of a membership card.

2.10. The right to use the library and information resources in the reading room of the Library can be granted, for a limited number of visits, to students, teachers or researchers of other educational and research organizations on the basis of a written request.

2.11. Users (readers) are obliged to:

- familiarize yourself with these Rules when registering in the Library and confirm obligations to fulfill them with a personal signature in the reader's forms;
- comply with these Rules;
- present a library card when applying for a library, information services in Library;
- not take document out of libraries, if they are not recorded in the forms or other accounting documents of users;
- not take document out of the reading room, regardless of the type of information carrier, without issuing employee blank Libraries demand for removal of documents, as well as hardware and accessories, which are the property of the University;
- be responsible for the safety of the unified library card, promptly report any loss or damage at the place of issue;
- take good care of the equipment, library documents, furniture and other material values in the Library;
- return documents on time;
- annually, before July 1, return library documents or, if necessary, further use of the document, extend them within the period established by the Library;
- annually, in the new academic year, before the end of the academic year, re-register your unified library cards. Re-registration is subject to a full refund of the Library of documents issued by the reader in the terms established by the library. Users who have not undergone re-registration are not serviced by the Library, are considered debtors and compensate for the damage caused to the Library in the form of payment of penalties for violating the terms of use of books and other publications;
- upon leaving the University or a long absence (expulsion from the University, academic leave, dismissal, going on a long-term business trip, internship, etc.), return the documents listed for them to the Library;
- upon leaving the University, users (readers) are required to sign a detour sheet and return a library card;
- comply with the norms of public behavior in the premises of the Library, be correct and courteous in dealing with employees and visitors of the Library;
- do not make marks, prints, underlines in documents; do not pull, do not cut, do not bend the pages without tearing barcodes, magnetic markers, etc.;
- not violate the placement of documents in open access funds;
- not remove cards from directories and files;
- turn off mobile phones at the entrance to the reading the first hall of the library;
- comply with the rules for using technical means;
- to observe public peace, silence and cleanliness in the Library;

- give bags to the luggage room and outerwear to the wardrobe. Do not enter the Library premises wearing outer clothing and hats, with the exception of religious symbols. In addition, it is impossible to enter the Reading first room with briefcases, backpacks and bags of any size, including with opaque plastic bags and folders;
- to make foods, drinks (except bottled water plug) and not to use them in the Library premises;
- do not leave things when entering the Library;
- inform Library about change of place of work, studies, surname, home address;
- upon receipt of documents and/or technical means - carefully check them and, if any defects are found, inform the duty librarian about it. Otherwise, the user who last used them is responsible for damage to documents and/or technical equipment.

2.12. Users responsible for the loss/damage of documents or technical means are obliged to replace them with documents or technical means recognized by the Library as equivalent, and if replacement is impossible, to reimburse the real market value of the documents or technical means.

2.13. Users who have caused damage to the Library (including those who have violated the terms for returning documents) compensate for it in the amount and in the form established by these Rules and the List of additional services, and also bear other responsibility in cases stipulated by the current legislation of the Kyrgyz Republic.

2.14. Present a library card or a document replacing it at the first request of the library employee.

2.15. In case of violation of these Rules, the administration of the Library, in agreement with the management of the unit to which the violator is ranked, may deprive the reader of the right to use the Library for a period of 1 month to 1 year, and for systematic violations of the Rules for using the Library - exclude the guilty from the number of readers without restoration rights.

2.16. Users (readers) do not have the right to transfer a reading document to another person, as well as to use someone else's reading document. In case of violation, users (readers) are deprived of the right to use the library for a period of one year, having paid monetary compensation for violation of this rule.

### **3. Responsibility of users (readers)**

3.1. Users (readers) are liable under the current legislation of the Kyrgyz Republic, regulations of the University, for violation of these Rules, causing material damage to the Library.

3.2. Users (readers) are responsible for:

- loss, damage to library documents, compensating for the damage caused to the Library;
- replacement of a document with an identical document or an equivalent document recognized by the Library;
- reimbursement of the actual cost of the publication, or is deducted from the amount of the deposit;
- violation of established deadlines documents return, while at the pays the singing or deducted from the collateral amount for each day of delay in using the documents in the prescribed manner and amount;
- violation of the rules of the reading room: readers are obliged to compensate the damage caused to the library for unauthorized removal of library materials, by depriving them of the right to use the reading room for a period of 1 month. In case of repeated violation, readers are deprived of the right to use the reading room for a period of one year;
- the loss of a single library card, by paying the cost of a library card, or is withheld from the deposit in accordance with the established procedure and in the amount.

3.3. Users (readers) are prohibited from:

- spoil library documents, make notes on the document; underline, tear out and fold pages; subject to mechanical stress the barcode pasted on the library document;

- use for commercial purposes licensed, electronic, information products, which are subscribed to by the University Library, as well as use special software that allows automatic downloading of information from these products;
- transfer a library card to another person, use someone else's library card;
- take out library documents from the reading room without the permission of the librarian, without recording in the reader's form for issuance at home;
- to conduct films, films, video filming without the consent of the administration of the Library;
- post advertising materials, engage in commercial activities in the premises of the Library;
- change settings on computers and hardware, install and remove software;
- use a mobile phone to talk, talk loudly, take food in the premises of the Library, smoke, move furniture and equipment, insult the staff of the Library;

3.4. Materials about violations of individual users of these Rules transferred to the appropriate University authorities and deprived of the right to use the library for a period of 4 weeks before the 1st of the school year.

#### **4. Library rights and obligations**

4.1. The library ensures the implementation of user rights in accordance with these Rules and the current legislation of the Kyrgyz Republic.

4.2. The library has the right to:

- determine the content and specific forms of their activities in accordance with the goals and objectives specified in these Rules;
- develop and submit for approval to the University leaders the rules of use, work schedule, a list of basic and additional services, types and amounts of compensation for material damage caused to the Library, including the equivalence of replacement offered by the reader instead of a lost document, forms and types of liability for violation of order and use of resources, other organizational documents. Violation of the deadlines for the return of documents, the loss of a library card is equivalent to damage to the Library;
- to determine the order of issue, terms of use of library documents and the number of issued documents for users (readers) of the Library;
- apply measures of administrative and material pressure against violators of the Rules of use;
- provide users with additional services for a fee provided for by the List of additional services;
- to impose restrictions on the use of especially valuable and rare documents;
- to conduct a cleaning day, informing users (readers) about it;
- write off documents from their funds in accordance with the procedure for excluding documents;
- when registering in the Library and annual re-registration of users (readers), require the presentation of the documents provided for by these Rules;
- require readers to comply with these Rules.

4.3. Library staff are obliged to:

- inform users (readers) about all types of services provided by the Library;
- to provide library and information-bibliographic services to users (readers);
- to promote the library fund and provide a high culture of service to users (readers) by organizing book exhibitions, information days, presentations and other events;
- to exercise constant control over the timely return of issued documents to the Library;
- form library resources, record, store and use documents in accordance with these Rules, standards and legislation of the Kyrgyz Republic;
- timely fulfill orders of users (readers) for information documents using the interlibrary loan system (IBA) and the electronic document delivery system (EDD);

- create and maintain comfortable conditions for users (readers) in the Library;
- regularly make changes to the reference and search apparatus of the Library (traditional and electronic catalogs, databases);
- inform users (readers) about new acquisitions, about the fund and resources of the Library, about the types of services provided, about changes in the operating mode and service procedure;
- ensure the confidentiality of personal data of users (readers) of the Library;
- provide users with free access to documents and information;
- improve library and information-bibliographic services for readers, using modern equipment and modern technologies;
- provide high quality service;
- ensure the safety of funds that are part of the national cultural heritage;
- to provide users with information on their activities in the formation and use of funds;
- provide assistance in the selection and search for the necessary information, publications and other materials, conducting oral consultations, providing electronic catalogs and databases and other forms of information.

## **5. The order of recording in the Library**

- 5.1. The reader's card is the main document that gives the right to use the Library.
- 5.2. Registration of users who have the right to use the subscription and the reading room of the Library is carried out during the academic year in the subdivision of the Library.
- 5.3. To obtain the reader's ticket and impose the following documents:
  - ✓ Students, graduate students, postgraduate students - passport, student card or certificate from the academic part, a receipt for a deposit for the use of library documents, 2 photographs 2x3 cm in size;
  - ✓ The teaching staff, researchers, staff of the University - a passport or a certificate of employment, a certificate from the Department of the HR, 2 photos in the size 2x3 cm;
  - ✓ One-time library cards are issued; distance learning students, students of colleges and institutes at the University, upon presentation of a passport and student card; teachers, part-time and hourly workers, job seekers, students additional education programs, on presentation of a passport and a certificate from the Department of HR or training unit.
- 5.4. When registering in the Library, a permanent or temporary library card of the established sample is issued.
- 5.5. A permanent library card gives the right to use a subscription for scientific, educational and fiction literature, the reading room of the Library and is issued to all categories of full-time students (with the exception of clause 2.8), as well as to full-time teachers and employees.
- 5.6. A temporary library card gives the right to use the subscription of educational literature and the reading room of the Library and is issued to students of the correspondence course; students doing an internship at the University for more than 1 semester.
- 5.7. For readers referring to clause 2.6 of these Rules, the library card is the only document that gives the right to use the Library.
- 5.8. The user has the right to receive one library card. The presence of several library cards for a user may serve as a basis for depriving the reader of the right to use the Library for a period set by the administration of the Library.
- 5.9. If you lose your library card, you should immediately report it to the Library employee. A duplicate is issued if there is a certificate of absence of debt in the Library with a note on payment of compensation for the loss of a library card and issuance of a duplicate.
- 5.10. When registering in the Library, users must familiarize themselves with these Rules and confirm their commitment to comply with their signature on the library card and the reader's form.

5.11. Readers who have the right to use only the reading room of the Library are registered and served on the basis of a passport (or a document replacing it) and the documents specified in paragraphs 2.7 -2.10 of these Rules.

5.12. Readers undergoing registration in the library, should be aware of library staff and with the order of service in the reading room.

## **6. Rules for using the subscription**

6.1. Subscription is a form of the second service providing order and delivery of library documents for use outside the library for a certain period and under certain conditions.

6.2. To order and receive books, other publications that are not subscriptions, readers present an identity card (passport and relevant documents, in accordance with these Regulations), fill out the reader's requirement and sign in the reader's or book form for each copy of the publication.

6.3. Educational literature is issued at the oral request of the reader, who must correctly indicate the author and the title of the book. Upon receipt of educational literature, the reader signs the book form, affixing the date and number of the library card.

6.4. Literature from the scientific and artistic fund is selected and issued on the basis of a correctly filled request. Upon receipt of publications, the reader signs the reader's request.

6.5. A reader's requirement or a list of references is drawn up in legible handwriting, the publication code, author, title, if necessary, volume number, year of publication.

6.6. The listed data are filled in on the basis of the bibliographic description of the document on a card in traditional catalogs or an electronic catalog.

6.7. In exceptional cases, publications may be issued upon oral request.

6.8. The subscription fund consists of:

- ✓ Textbooks;
- ✓ Teaching materials;
- ✓ Reference books.

6.9. To order and receive library documents, a library card is presented on a subscription.

6.10. The teaching staff and employees are issued documents for the academic year, with the right to renew for the next academic year.

6.11. Textbooks issued to students for a semester or for a session in the amount, determined by education plans and instruction programs, depending on the availability of the funds library. The term of use of educational materials with a limited number of copies is determined by the employee of the Library, taking into account the reader's demand. Reference publications are issued for a period of 5 - 10 days.

6.12. Editions with attachments (CD, DVD, etc.) are issued with the attachment.

6.13. Fiction, including literary and artistic and popular science periodicals of the current year, visual aids, e-books (CDs, DVDs, video materials, etc.) are issued to users who have a permanent library card for up to 4 weeks.

6.14. Scientific literature is issued to users who have a permanent library card for a period of up to 1 month.

6.15. Rare and valuable publications and documents, the only and last copies, manuscripts, books from the collections stored on the lease, as well as copies obtained through the MBA from other libraries, are issued only for work in the reading room or for the faculty and staff for 1 hour for business or educational purposes. In exceptional cases, publications received under the IBA can be issued to your home for a specified short period on a paid basis.

6.16. Literature ordered and unclaimed within 5 days is returned to the books for protection. Each title of a book or periodical may be issued to the reader in only one copy.

6.17. The term of use of scientific and fiction literature can be extended by 2 weeks, upon presentation, if they are available in sufficient quantity and/or there is no demand for them from other users.

- 6.18. Literature on disciplines, the study of which ends in odd semesters, students must return to the Library annually by February 01, inclusive.
- 6.19. During the summer holidays, all literature issued for the academic year must be returned to the Library no later than July 01.
- 6.20. Exception from paragraphs. 6.18. and 6.19. of these Rules is made only for students with academic debt or going for an internship - for these categories of readers, the deadlines for the delivery of literature are extended, subject to the submission to the Library of an application certified by the responsible person of the dean's office.
- 6.21. The faculty and staff can extend the term of use of documents during the summer holidays in agreement with the head of the Library.
- 6.22. Scientific literature is issued:
- teachers, researchers in the amount of no more than 15 copies;
  - graduate students, undergraduate graduate students in the amount of no more than 5 copies;
  - other categories of readers, including junior students up to 3 copies.
- 6.23. Fiction is issued in no more than 2 copies.
- 6.24. Popular science publications are issued in the amount of 2 copies.
- 6.25. Literary-artistic and popular-science periodicals of the current year are issued in the amount of 2-3 copies.
- 6.26. The Foreign Literature Foundation consists of:
- ✓ Textbooks;
  - ✓ Teaching materials;
  - ✓ Reference books;
  - ✓ Periodicals;
  - ✓ E-books (CD, DVD, etc.) and other documents in a foreign language.
- 6.27. A middle order and issuance of documents presented to a library card in a foreign language.
- 6.28. Multiple foreign documents are issued for a semester or for a session in accordance with the curriculum and study programs.
- 6.29. Foreign educational literature with a limited number of copies, as well as foreign fiction, reference publications, visual aids, documents with attachments (CD, DVD, etc.) are issued for a period of 10 days to 30 days, with the right to extend for a certain period if there is no demand from other users (readers).
- 6.30. Electronic books in a foreign language (CD, DVD, video materials, etc.) and periodicals (newspapers, magazines, etc.) are issued for a period of 1 to 10 days.
- 6.31. For faculty and staff, documents in a foreign language (except for e-books, periodicals and documents in a single copy) are issued for an academic year, with the right to extend for the next academic year.
- 6.32. Documents in a single copy are issued only for work in the reading room or for the teaching staff and employees for 1 hour for official or educational purposes.

## **7. The order of service in the reading rooms**

7.1. Reading room is a department of Library, providing the work with library documents in a specially equipped room. When acquiring the Library, from each purchased title of printed matter, from 1 copy is obligatorily transferred to the fund of the reading room up to 5 copies. Thus, the fund of the reading room reflects the entire spectrum of printed publications of the Library as a whole.

The general fund consists of textbooks, teaching aids, reference books, periodicals; scientific papers, abstracts of dissertations and dissertations, etc.

7.2. When visiting the reading room, the user (reader) presents a library card. All categories of readers have the right to use the reading room of the Library.



- 7.3. The reading room is divided into sectors of periodicals, reference and bibliographic, foreign literature, general and rare book.
- 7.4. In the reading room can be used by any library documents, including rare and very valuable documents, only copies, scientific works, documents, obtained on interlibrary loan and electronic document delivery.
- 7.5. Candidate and doctoral dissertations, scientific works of the teaching staff, are issued for work in the reading room at the request of the head of the department, with the permission of the head of the Library.
- 7.6. Master's theses and dissertation abstracts are issued for work in the reading room on a general basis.
- 7.7. The number of documents issued in the reading room is not limited. If there is a simultaneous increased demand for documents on one topic, the number of copies issued to one reader may be limited to 5.
- 7.8. Documents issued from the books of protection can be booked for 5 days. Literature issued to the reading room from the main fund can be booked at the request of the reader for a specified period, but not more than a day.
- 7.9. In the materials sector, to open access reading room the user himself selects from the shelf he needed the documents and, at the end of work with them, put in a specially mounted trolleys.
- 7.10. To obtain documents from the general sector, the user fills in the reader's requirement. Upon receipt of the document, the user leaves the library card or passport to the librarian, for the categories of readers specified in these Rules, signs in the reader's request. The book form and the reader's requirement are documents certifying the date and the fact that the documents were issued to the user and received by the librarian.
- 7.11. In the sectors of periodicals and reference and bibliographic materials, the reader can use documents located in the open access, subsidiary fund and the fund of dissertations.
- 7.12. In open access, the user himself picks up the documents he needs from the shelf and, after finishing work with them, returns them to their place without disturbing the arrangement. At the same time, the hall librarian inserts the forms of reference and bibliographic materials into the reader's document.
- 7.13. For the temporary removal of documents from the reading room, the user must fill out a special request form. The librarian indicates the time of taking out the documents and puts his signature. The reader must return the documents no later than 1 hour after the time indicated by the librarian.
- 7.14. When leaving the reading room, for a short time, the user can hand over all the documents and technical means received by him for storage to the librarian on duty, having reserved him for a specified period. Leaving literature on tables unattended for the sake of safety is not recommended.
- 7.15. To obtain documents from the dissertation fund, the user fills in the reader's requirement and, upon receiving the dissertation, signs it. The reader's requirement is a document certifying the date and fact of issuance of the dissertation to the user.
- 7.16. Periodicals from the subsidiary fund are issued at the verbal request of the reader, who must correctly indicate the title, year of publication and its number.
- 7.17. It is possible to take out library documents from the fund of the reading room, except for rare and valuable documents, dissertations, only with the permission of the librarian, in accordance with these Rules.
- 7.18. By agreement with the librarian, the reader can take a book, another publication from the reading room for the night, weekends, holidays, sanitary days for a fee, provided for in the List of additional services.
- 7.19. The use of remote electronic resources in the reading room, service in the remote access mode, is regulated by the relevant provisions of electronic document delivery (EDD).
- 7.20. The issuance of documents in the reading room stops 30 minutes before closing, 15 minutes before closing, users (readers) are obliged to hand over library documents, complete work on the

computer and / or technical means. When submitting documents and / or technical means, the librarian checks the documents and returns the library card or passport to the user.

7.21. At the exit from the reading room, an electronic system for protecting the Library's funds is installed. If the user tries to illegally take out or forgets to hand over the document received in the reading room, then upon exiting the security system will work and an alarm will sound. In this case, the staff of the Library has the right to stop the user to find out the cause of the signal.

7.22. The last Friday of every month is a sanitary day, on this day, internal work is carried out, and users (readers) are not served.

## **8. Rules for the use of bibliographic, full-text archives and the Internet**

8.1. Serving users (readers) of electronic resources and the Library remotely is carried out by providing access to:

- ✓ Electronic catalogs;
- ✓ Full-text archives;
- ✓ Subscription and free national and international databases;
- ✓ e-books and textbooks (CD, DVD, video materials, etc.).

8.2. To gain access to electronic resources, the user (reader) presents a library card.

8.3. Thematic search of electronic resources is carried out by the user (reader) independently.

8.4. If necessary, a specialist in the electronic library or an employee of the Library advises on the rules for working with electronic resources and documents.

8.5. To receive information documents from external sources, through the electronic delivery of documents (EDD) system, the user (reader) preliminarily leaves an order for a certain document to a specialist in the electronic library. The lead time for the order is carried out according to the rules and instructions of the EDD system.

8.6. Access to subscription national and international databases is carried out in the reading room and computer labs by IP addresses.

8.7. To use electronic resources of subscription national and international databases through remote access, users (readers) receive a login and password for the database data.

8.8. Electronic books and textbooks (CD, DVD, etc.) are issued for temporary use in the electronic resources sector of the reading room.

8.9. Users working at automated workstations in the reading rooms of the Library are prohibited from:

- at rehydrating computers any software;
- and play computer games;
- and use the time of work on the computer for communication in chats, on forums of the Internet network;
- to send e-mail and use text editors, in cases indicated by the specialist in the electronic library;
- and use computers and other technical means for purposes other than training or professional activity.

8.10. Users are allowed to:

- to wear in the reading rooms of laptop computers, headsets;
- to carry optical disks, floppy disks, USB drives to reading rooms;

8.11. Readers are obliged to inform the duty librarian or electronic library specialist about computer failures, and not to fix them on their own.

8.12. In case of violation of paragraphs 8.9. the reader can be removed from the Library, and in case of repeated violation - deprived of the right to use the Library for a period set by the head of the Library.

8.13. The working time of the user who has gained access to the computer is limited to 2 hours in the computer class and in the common reading room. If there is no queue, the working time is extended.

- 8.14. Library staff are not responsible for user files stored on a computer or network location.
- 8.15. The user is obliged to complete work on the computers located in the common reading room 30 minutes before the closure of the room.

## **9. Rules for the use of interlibrary subscription (IBA) and electronic delivery of documents (EDD)**

- 9.1. In the absence of the necessary documents in the unified collection of the Library, users (readers) can order documents from the collections of other libraries using the interlibrary loan (IBA) and electronic document delivery (EDD) systems in accordance with the established procedure.
- 9.2. Interlibrary loan services are provided to the faculty, staff, graduate students, graduate students, graduate students.
- 9.3. Documents provided by interlibrary subscription are issued for temporary use to work in the reading room. The term of use of documents is determined by the library-holder.
- 9.4. In the event of damage or loss of a document received under an interlibrary loan, the user (reader) is obliged to replace it with an identical document by agreement with the library-holder, or refund on the terms of the library-holder.