



RĪGAS STRADIŅŠ UNIVERSITY
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INTERNAL REGULATORY ENACTMENT

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Rīga Stradiņš University

LIBRARY RULES AND REGULATIONS

Issued in accordance with
Section 21, Paragraph two of the
Library Law

1. GENERAL PROVISIONS

- 1.1. Rīga Stradiņš University Library (hereinafter – the Library) is a structural unit of Rīga Stradiņš University (hereinafter – RSU) without the status of a separate legal entity. The Library shall provide information resources and services to support RSU’s academic and scientific work, ensure access to Latvian and international electronic resources, and deliver high-quality information related to healthcare, pharmacy, and general reference for individuals employed in the healthcare sector.
- 1.2. The Rīga Stradiņš University Library Rules and Regulations (hereinafter – the Library Rules and Regulations) shall govern the types of users of the Library (hereinafter also – the Users), provision of services to the Users, use of information resources and systems, types of free and paid services, determination of overdue fines, compensation for loss, the rights and duties of the Users and other issues related to the Library.
- 1.3. The Library Users shall have access to the following service points:
 - 1.3.1. Library Information Centre – open access reading room at 16 Dzirciema iela, Riga;
 - 1.3.1.1. World Health Organization Depository Library in Latvia (hereinafter – the WHO Depository Library of Latvia) at 16 Dzirciema iela, Riga;
 - 1.3.1.2. European Documentation Centre (hereinafter – the EDC) at 16 Dzirciema iela, Riga;
 - 1.3.2. Open Access Loan, 16 Dzirciema iela, Riga;
 - 1.3.3. RSU Library Information Centre for Latvian Health Care Professionals (hereinafter – the ICLHCP) at 5 J. Asara iela, Riga;
 - 1.3.4. Library Service Point at RSU Liepāja Branch at 24/26 Riņķu iela, Liepāja;
 - 1.3.5. Library Service Point at the RSU Latvian Academy of Sport Education at 333 Brīvības gatve, Riga.
- 1.4. The price list for the paid Library services (hereinafter – the Price List) shall be approved by a decree of the RSU Rector.
- 1.5. The Library Rules and Regulations shall be binding to the entire RSU staff and other Library Users.

2. LIBRARY USER STATUS

- 2.1. A Library User shall be any natural person or legal entity who uses the services of the Library.
- 2.2. A natural person may become the Library User by registering at any of the Library service points in accordance with the procedure specified by the Library. Cooperation agreements shall be concluded with legal entities.
- 2.3. The classification of the Library Users (natural persons) by status shall be the following:
 - 2.3.1. Regular Users – RSU students and participants of the RSU Open University, RSU academic and general staff, students of the RSU Red Cross Medical College (hereinafter – RCMC), academic and general staff of RCMC.
 - 2.3.2. Other Users – users registered with the RSU Library (including users from other institutions), excluding those referred to in Paragraph 2.3.1.
- 2.4. The status of a Regular User shall be attested by the following documents:
 - 2.4.1. for RSU students – a student ID;
 - 2.4.2. for RSU academic and general staff – an employee ID;
 - 2.4.3. for participants of the RSU Open University – a decree on the enrolment of participants in the educational programme;
 - 2.4.4. for RCMC students – a student ID;
 - 2.4.5. for RCMC academic and general staff – an employee ID.
- 2.5. For the Other Users, the status shall be confirmed by the Unified Reader's Card (URC) or by cards and certificates recognised as the URC equivalents by the Culture Information Systems Centre. When visiting any of the Library's service points in person, users must present their URC, or cards and certificates recognised as URC equivalents, or a valid personal identification document, such as a passport or identity card.

3 LIBRARY USER RIGHTS

- 3.1. The Library Users shall have the right to use the Library services in accordance with the requirements set forth in these Library Rules and Regulations.
- 3.2. The Regular Users shall have the right to use the entire scope of the Library services.
- 3.3. The Other Users shall have the right to use the services available at the service points specified in Paragraphs 1.3.1, 1.3.3, 1.3.4 and 1.3.5 of the Library Rules and Regulations. Information resources of the WHO Depository Library of Latvia (excluding inquiry materials) shall be available to the Other Users for use outside the Library premises. Healthcare professionals and professionals of related disciplines may receive information resources at the ICLHCP.
- 3.4. The Users shall have the right to receive information on the Library stock.
- 3.5. The Regular Users shall have the right to obtain the printed material and other documents, or their copies, from the Library stock, or to obtain said materials from the stock of other libraries, including foreign libraries, in the event of non-existence of the ordered documents within the Library stock, in accordance with the procedure set out in Paragraphs 5.4 and 5.5 of the Library Rules and Regulations.
- 3.6. The Library Users shall have access to free internet services (including wireless) and electronic information resources. The types and fees for printing, copying, and other paid services provided by the Library, in accordance with the restrictions on the use of copyrighted works specified in the Copyright Law, as well as the amount of late fees, are set out in the Price List.

- 3.7. The Regular Library users shall pay for printing, copying, and scanning services using their student or employee ID, with funds deposited into their RSU account in accordance with the Price List, while the Other Users shall pay using an electronic payment ID card purchased for Library services. All Library Users shall pay for other paid library services by bank transfer to the RSU bank accounts specified in the Price List.
- 3.8. The Users shall have the right to donate information sources, technical equipment, as well as money to the Library.
- 3.9. In using computers and electronic information resources, the Library Users shall comply with the following rules:
 - 3.9.1. The Users shall be allowed to use only those programmes made available to them;
 - 3.9.2. Databases may only be used in accordance with their terms of use for non-commercial purposes;
 - 3.9.3. Information storage and search retrieval shall not be provided beyond the current session.
 - 3.9.4. It shall be forbidden to:
 - 3.9.4.1. make copies of or amend files that were not created by the User;
 - 3.9.4.2. deliberately change the option settings, restart, or switch off the computer.
 - 3.9.5. Upon completing their work, users are required to delete their files from the Library computer desktop, downloads, etc.
- 3.10. The User shall have the right to submit suggestions regarding improvements of the Library services to the Director of the Library.

4. LIBRARY USER SERVICES

- 4.1. The librarians shall be the point of contact to answer questions related to the information on the Library stock, issuing of information sources, working regulations, as well as other questions pertaining to the Library use.
- 4.2. The bibliographers shall provide the following information services: bibliographic and other directory inquiries, practical help on use of catalogues, card files and electronic information resources, as well as differentiated information services tailored to individual requirements.
- 4.3. When visiting any Library service point, one of the types of documents listed in Paragraphs 2.4 or 2.5 must be presented.
- 4.4. Current information on Library service points and their opening hours is available on RSU website (<https://www.rsu.lv/biblioteka/apkalposanas-punkti-filiales-un-darbaliks>). Additionally:
 - 4.4.1. The Users are advised to check for changes to the Library opening hours during the summer (from mid-July until the beginning of the academic year).
 - 4.4.2. The Library is closed to users on the last Friday of February (08:30 to 14:00), the last Friday of August (all day), and the third Friday of December (all day) in observance of Cleanup Day.

5. PROCEDURE FOR ISSUING INFORMATION RESOURCES

- 5.1. Information resources for Regular Users shall be issued for a specific period in accordance with the status of each copy as defined in the state information system "Library Information System ALEPH500" (hereinafter – the Library Information System ALEPH500). The

ICLHCP also issues information resources for borrowing to healthcare workers and specialists in related fields.

5.2. The following procedure shall be used for issuing information resources in the Library reading rooms:

5.2.1. The Regular Users must register copies from the Library Information Centre Reading Room for use in the Open Access Loan with the librarian at the Library Information Centre. After use, the return must be recorded using the self-service facility in the Open Access Loan, and the copies must be placed in their designated location;

5.2.2. Information resources that are available in a single copy in reading rooms, as well as directories, shall not be issued for use outside the Library premises.

5.3. If an information resource is required for a longer period and is not requested by the Other Users, the period of use may be extended electronically by emailing (biblioteka@rsu.lv) or the relevant service point's email address, by phone, or in person at the Library.

5.4. Registered Regular Users, legal entities with a concluded agreement with RSU, and partner libraries may request information sources not available in the Library's collection by submitting an Interlibrary Loan (ILL) request form (including electronically via the Library's website – for books: <https://help.rsu.lv/servicedesk/customer/portal/44/create/340>, for journal articles: <https://help.rsu.lv/servicedesk/customer/portal/44/create/341>, or by sending a request via email to (sba@rsu.lv).

5.5. Information resources received through the ILL are issued for use on-site in the Library's reading rooms.

5.6. To receive a copy of the requested journal article through Interlibrary Loan (ILL), the Library User shall make an electronic payment in the amount specified by the supplying library.

6. LIBRARY USER OBLIGATIONS

6.1. Upon registration or re-registration with the Library (once a year):

6.1.1. The Regular User of the Library is obliged to present a document certifying their status and to familiarise themselves with the Library Rules and Regulations.

6.1.2. The Other Library Users are obliged to familiarise themselves with the Library Rules and Regulations, confirm their compliance, and verify the accuracy of the information provided by completing and signing, either manually or electronically, the RSU Library User Registration Form (attached). The electronic form is available to the Users on the Library website.

6.2. The User is obliged to handle all types of the Library information sources with care, must not damage them and make their notes in them, must immediately notify the librarian about the damage detected when receiving the damaged source of information.

6.3. If a Library staff member detects the damage upon return of the information source, the User must compensate for the damage caused to the Library within the period of 1 (one) month in accordance with the Price List for the paid services.

6.4. Information sources that are issued for use outside the Library premises must be registered in the self-service system or at the librarian, and the User must observe the loan duration.

6.5. If the User fails to observe the loan duration period for the information source, fails to return it on its due date or does not extend the loan period for the information source taken, the User is obliged to pay an overdue fee in accordance with the price list for paid services within a period of 1 (one) month.

6.6. If an RSU student, RSU Open University participant, or RCMC student fails to settle a debt for the previous year of studies, the User shall lose the right to obtain information sources for use outside the Library as of the beginning of the next year of studies (1

September or 1 February), whereas, after two months (accordingly, from 1 November or 1 April), the User shall lose the right to use the Library services, and the librarian shall block the User and record them as a Debtor in the Unified Reader Database (hereinafter – the URDB) (i.e. the User is denied the possibility to extend the time limit for the use of information sources, to reserve and issue the information sources). The above does not relieve the User of their academic or other obligations towards RSU.

- 6.7. If an RSU student, RSU Open University participant, RCMC student, or RSU employee fails to settle their obligations to the Library upon removal from the list of students (or learners), or upon termination of employment, the Library shall block the User’s account and record their status as a Debtor in the URDB.
- 6.8. The librarian shall unblock and remove the mark Debtor solely after the settlement of debts in full amount.
- 6.9. Any of the libraries included in the project Unified Reader’s Card shall be entitled to refuse to provide services to the Users having been blocked and recorded as a Debtor in the URDB.
- 6.10. The User is obliged to replace a lost source of information with the same title or equivalent source of information by reaching an agreement with the librarian. If this cannot be done, the value of the lost information source must be reimbursed within a period of 1 (one) month in accordance with its existing market value.
- 6.11. The User must notify the Library on changes of their workplace, name, surname, personal identification number, email address, or telephone number during their first visit to the Library following the implementation of such changes.
- 6.12. The User must comply with the Library Rules and Regulations and observe standards of conduct.
- 6.13. The User is obliged to treat fellow Library Users and Library staff with courtesy and respect.
- 6.14. The User must comply with personal hygiene requirements during their stay at the Library premises.
- 6.15. The User must adhere to the traditional principles of academic conduct when using the RSU internet connection.
- 6.16. The User must settle their financial liabilities to the Library in a timely manner, if any.
- 6.17. The User shall bear full responsibility for their actions and/or omissions in accordance with the restrictions stipulated in the Copyright Law (including but not limited to plagiarism, reproduction, reprographic reproduction, non-commercial use, and direct use in the study process).
- 6.18. The User is obliged to comply with the instructions issued by the Library Director, Library staff, and RSU management.
- 6.19. RSU and RSU RCMC students who have been granted academic leave or have been removed from the list of students must have settled all obligations with the Library.
- 6.20. If a User fails to comply with the Library Rules and Regulations or significantly disrupts the work of the Other Users or Library staff, a Library staff member shall have the right to request a written explanation from the User and to call the RSU security guard to remove them from the Library. If a Library User is removed from the Library, they shall be denied access to the Library until 8:30 on the next working day. Upon the decision of the RSU Vice-Rector for Studies, repeated misconduct may result in a prohibition from using the Library services for a period of up to one (1) month, and in the case of recurrent misconduct within one (1) year, for a period of up to three (3) months. The above does not relieve the User of their academic or other obligations towards RSU.

7. ORDER AND CONDUCT IN THE LIBRARY

- 7.1. The User must observe silence and order in the Library reading rooms.
- 7.2. The following shall be prohibited in the Library:
 - 7.2.1. using mobile devices loudly;
 - 7.2.2. consuming food;
 - 7.2.3. being under the influence of alcoholic drinks, drugs or any types of toxic substances;
 - 7.2.4. participating in or supporting (including through the use of RSU Library computers and internet connection) any activities that damage RSU's image, corporate identity principles, or otherwise harm RSU, its staff, or its partners;
 - 7.2.5. engaging in activities aimed at inciting national, ethnic, racial, or religious hatred or discord;
 - 7.2.6. copying, photographing, or scanning RSU students' doctoral theses, bachelor's and master's theses, research projects, and other final papers, as well as study assignments;
 - 7.2.7. photographing or filming other Library Users or Library staff.
- 7.3. The User shall be prohibited from performing the following actions with Library computers and internet connections:
 - 7.3.1. turning the computer on or off, restarting it, or changing passwords;
 - 7.3.2. opening the system unit or disconnecting computer components;
 - 7.3.3. using the computer to browse resources unrelated to the Library. Library staff have the right to reprimand users or ask them to vacate a computer if they are browsing resources unrelated to the Library;
 - 7.3.4. copying, modifying, or deleting any files installed by the Library, or sharing folders;
 - 7.3.5. using programs not installed by RSU staff, or saving files to the computer's hard drive;
 - 7.3.6. installing applications;
 - 7.3.7. damaging or modifying the Library's computers in any way. This includes, but is not limited to: installing any type of software (programs, games, etc.); altering system configurations or program interfaces (e.g., appearance, hotkeys); and connecting or disconnecting cables or peripherals, except when using standard removable devices such as USB flash drives, external hard drives, or headphones;
 - 7.3.8. using the internet and Library computers to commit criminal, administrative, or civil offences in the digital environment as defined by the laws of any jurisdiction. This includes activities such as illegal commercial operations, copyright infringement, fraud, and the unauthorized storage or distribution of credit card data or personal information;
 - 7.3.9. using Library computers to view, store, or transmit unethical or illegal content, such as pornographic material, content inciting racial hatred, civil unrest, or the overthrow of the state, or similar materials;
 - 7.3.10. using Library computers for playing computer games;
 - 7.3.11. using Library computers to send unsolicited email messages (spam) or to host websites related to such emails.

8. PERSONAL DATA PROCESSING

- 8.1. The processing of personal data within the framework of the provision of Library services shall take place with the aim of identifying and listing Library Users and ensuring that the Library functions are performed.
- 8.2. Legal basis for the processing of personal data is the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural

persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) Article 6 Paragraph 1, Points a), b), c), e) and f); Section 3, Clause 2, Section 15, Paragraph One and Section 16, Paragraph One of the Library Law; sub-clause 4.2 of the Cabinet Regulations No 291 of 30 May 2017 “Regulations on the Collection of Official Statistics in the Field of Culture”. By submitting the User Registration Form (Form No. BK-2), other Library Users confirm their consent to the processing of personal data for the purpose specified in Paragraph 8.1 of the Library Rules and Regulations.

- 8.3. The following personal data shall be processed as part of the provision of the Library services: name, surname, personal identification number, photo, position, workplace, place of study (faculty), student ID number, e-mail address, telephone number, historical data on the use of Library services (reader activity).
- 8.4. Personal data of Library Users is available to RSU Library staff. Personal data shall be transferred to the staff of the Cultural Information Systems Centre to ensure the registration of the Library Users and access to the Library Information System ALEPH500. Personal data may be disclosed to the investigative and judicial authorities, as well as to authorities supervising and controlling RSU activities to the extent and in accordance with the procedures prescribed by laws and regulations.
- 8.5. Aggregated data are used to provide national statistics as required by regulatory documents, for research purposes, and to improve the quality of the Library services.
- 8.6. Library Users shall have the rights of data subjects, as defined in the RSU Privacy Policy, with regard to their personal data.
- 8.7. Video surveillance shall be conducted on Library premises for the purposes of detecting criminal offences and protecting property and the vital interests of individuals. RSU is the data controller responsible for video surveillance.
- 8.8. Submitted personal data shall be stored for 5 (five) years after the last use of the Library, provided that all obligations to the Library have been fulfilled.

9. FINAL PROVISIONS

- 9.1. These Rules shall enter into force on the day following their approval.
- 9.2. Upon the approval of these Rules, the following shall be repealed:
 - 9.2.1. RSU Library Rules and Regulations (approved by RSU Rector’s Decree No. 5-1/7/2020 of 10 January 2020).
 - 9.2.2. Form No. BK-2 “Rīga Stradiņš University Library User Registration Form” (approved by RSU Rector’s Decree No. 5-1/7/2020 of 10 January 2020).**
- 9.3. Application of Paragraph 3.7 of the Rules – until the relevant IT solutions are implemented, RCMC staff shall settle payments for the paid services of the Library in cash at the ICLHCP, or by bank transfer to the RSU bank accounts specified in the Price List, or by using the Library’s electronic payment ID card.

Rector

A. Pētersons

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RĪGA STRADIŅŠ UNIVERSITY LIBRARY USER REGISTRATION FORM¹

Name	
Surname	
Personal identification number	
Telephone number	
Email address	
Workplace	
Specialty²	

Personal data will be used for the needs of the Library for user registration and identification in the unified reader database of the Library Information System ALEPH500 and for automated service.

Legal basis for the processing of personal data is Article 6, Paragraph 1, Points a), b), c), e) and f) of the General Data Protection Regulation, Section 3, Clause 2, Section 15 Paragraph One and Section 16, Paragraph One of the Library Law and sub-clause 4.2 of the Cabinet Regulations No. 291 of 30 May 2017 “Regulations on the Collection of Official Statistics in the Field of Culture”. By submitting this Form, Other Library Users shall confirm their consent to the processing of personal data for the purposes specified in Paragraph 8.1 of the Library Rules and Regulations.

The Cultural Information Systems Centre, as a data processor, shall process personal data on behalf of RSU solely for the purpose of ensuring the functioning and accessibility of the system in accordance with the contract on provision of the operation of the Library Information System ALEPH500. Upon expiration of the purpose for processing personal data, if the user has no outstanding liabilities to the Library, the user account and the personal data of the registered user shall be deleted from the database.

Further details regarding your rights and the right to object to the processing of personal data can be found in the RSU Privacy Policy at www.rsu.lv/privatuma-politika (RSU Privacy Policy www.rsu.lv/privacy-policy).

I hereby confirm that the information provided in this form is true; I have read the RSU Library Rules and Regulations and undertake to comply with them; I agree to the processing of my personal data submitted to the RSU Library for the purposes set forth in the RSU Library Rules and Regulations.

To be completed by Library staff

Signature of
the registered
person:

Date:

Registered in the
database:

Date:

¹ To be completed by Other Users of the RSU Library in accordance with Paragraph 6.1.2 of the Library Rules and Regulations.

² To be completed by healthcare professionals only.