



## **GENERAL RULES FOR USING THE SPANISH NATIONAL LIBRARY**

### **1. GENERAL RULES FOR USING THE LIBRARY**

These rules have been drawn up to ensure Spanish National Library (BNE) services are used correctly and to promote good relations among users, and between users and BNE staff. We ask users to comply with these rules.

In order to use the reference rooms in the Library, readers must hold a BNE user card. When signing their card applications, users undertake not to remove or damage any of the documents or objects of the Library in any way, to use its services correctly, and to respect current Library rules.

Users must abide by the specific rules for using the different services and reading rooms available in each service or room.

If a breach is detected in these rules for using the library, Library staff or Security Service staff, duly identified, may temporarily withdraw the user's BNE card as a precautionary measure.

#### **1.1. Belongings not permitted in the reference and reading rooms**

- Outdoor-wear (raincoats, down-filled anoraks, jackets, duffle coats, overcoats, etc.), hats or caps, umbrellas or any other item that may prevent the user from being correctly identified.

Backpacks, handbags, briefcases, folders with compartments, envelopes, packages and other similar items.

- Radios, playback and recording equipment, scanners, light pens, non-compact and/or professional cameras and video cameras, magnifying glasses with lights, and torches.



- Items for cutting or punching holes must be left in the custody of the Security Service (Stanley knives, scissors, compasses, cutlery, hole punchers, pencil sharpeners, rulers, nail clippers, etc.) and other items that may damage the holdings and facilities (marker pens, correction fluid, tracing paper, glue and anything with adhesive products, creams, lighters, and any other product that might harm holdings).
- Books, journals, newspapers, press cuttings, microfilms, slides, microfiches, OHP transparencies, postcards, photographs, maps and plans, sticky notes or similar, video tapes, CDs and DVDs (originals), etc.
- Food and drink.
- Belongings that are too big to fit in the lockers.

Users may leave their outdoor-wear in the cloakroom and other prohibited items in the lockers provided for this purpose.

Handbags and cases may be inspected by Security staff.

### **1.2. Belongings permitted in the reference and reading rooms**

- USB storage devices, laptops and tablets (which must be brought in without their covers), mobile phones and compact cameras.
- A small handbag or wallet, no larger than 18x18 cm.
- A notebook or up to 50 sheets of paper (in transparent sleeves).

Books, personal documents and other items not allowed in the reference or reading rooms may only be brought in under express authorisation from the library staff at the General Information and Reader Card post.

Users can keep personal items and laptop computers in clear, plastic bags provided by the Library

The Library will not be held responsible for items that may be lost or go missing.



### **1.3. Code of conduct**

- Users must show their membership card when entering and leaving the Institution and whenever a duly identified member of the BNE staff requests them to do so.
- Users must follow the indications given by Library staff and the Security Service.
- Users shall at all times behave appropriately and properly in their interactions with other users and Library staff, and observe the health and safety rules.
- Food and drink may only be consumed in the coffee shop and in the rest areas designated for this purpose.
- No animals other than guide dogs are allowed in the building.
- To facilitate study and research work, silence is required throughout the Library, and the use of mobile telephones and group work is not allowed in the reading rooms, except in the case of using the BNE self-service copying service, when the rules of this service must be respected.
- Users are not permitted to go into restricted access areas and depositories.
- In reading and reference rooms, users must occupy only the desk they have been assigned, and may leave it for no more than three hours.
- Users must leave the premises when the fire alarm rings or if instructed to do so by Library staff in an emergency situation.
- Users may not remain in the BNE or leave any items there outside public opening hours. Users must retrieve their deposited belongings when leaving the BNE facilities. If belongings have been left for one month and have not been collected by their owners, the BNE may proceed to remove or discard them.
- The library rooms must be vacated fifteen minutes before the official BNE closing times.



#### **1.4. Consultation of BNE holdings**

Users are not permitted to take holdings out of their corresponding rooms; if this is necessary, users must receive previous authorisation from the library staff in the room in question, who will accompany them to the room to which they are going.

Readers will be responsible for any deterioration, loss or removal of the holdings provided to them, and, when appropriate, may be asked to pay to repair or replace them. If this is not possible, they must be copied or repaired using the system the Library deems appropriate, irrespective of the legal actions the aforesaid acts might incur.

In order to ensure their safety, the use of certain holdings is restricted. In these cases, and wherever possible, a copy will be provided for consultation in an alternative medium.

#### **1.5. Use of BNE computers**

The computers and network infrastructure provide access and resources, within and outside the scope of the BNE. Use thereof must respect current legislation and regulations. The users of the computer resources are responsible for not abusing them, for using them correctly, and respecting the rights of other users.

##### **1.5.1. Rules for using the BNE network infrastructure**

The BNE network infrastructure should not be used for:

- Purposes not strictly related to study or research.
- Communicating information or taking any type of action that violates the legislation in force in Spain.
- Viewing or sending pornographic content or incitement to violence.
- Disclosing any type of information that violates intellectual property rights.



- Obtaining or attempting to obtain unauthorised access, such as attempting to circumvent any authentication or security device of any system, network or account.
- Identity theft.
- Introducing or spreading viruses of any kind, or any other malware.
- Using any software or application that is known to cause possible network dysfunction.
- Users must close their accounts upon logging out. If not, another person could use their account, and thereby use their authenticated user identity. In these cases, the logged-in user would appear responsible for any inappropriate actions.

#### **1.5.2. Rules for using the BNE computer software**

Users must respect the licensing and copyright terms of the software they use on the computers. Therefore:

- All software used that is protected by intellectual property rights cannot be copied and the protection thereof must be respected.
- Users are not permitted to install software on the computers.
- Users will be responsible for the use of the software, and must comply with the obligations and requirements arising from its use.
- All copyright digital content obtained from any BNE computer or network must be used in accordance with the current legislation.

#### **1.5.3. Rules for using the BNE computer hardware**

Users must respect the BNE facilities. Therefore:

- It is prohibited to make changes to the computers and their electrical and data connections.
- Users may not connect laptops to the BNE network via network cable.



- In the case of the terminals in which users are permitted to connect external devices, this may only be done using a pen drive (USB memory stick or drive).
- Users, under their own responsibility, may leave the Library computer they are using for a maximum of 15 minutes.

Breaches of the previous Rules will be assessed taking the specific circumstances into account, and the measures established for the breaches in the Spanish National Library Rules will be applied. The above does not affect the user's obligation to repair or replace the item that has been damaged.



## **2. BREACHES OF THE RULES OF THE SPANISH NATIONAL LIBRARY AND CORRECTIVE MEASURES**

The Ministry of Education, Culture and Sport Order ECD/1152/2014, of 25 June, establishing the rules on access to the Spanish National Library (BNE), sets forth that users must hold a card to enable them to consult the Library holdings and that said consultation must not affect the normal running of the BNE or the conservation of its holdings; in the latter case, the card may be withdrawn. The obligation to comply with the General Rules for using the BNE, the Rules on copying holdings and the Rules on handling BNE holdings means that it is necessary to establish assessment criteria for potential breaches thereof and the necessary consequences. Depending on the rules breached and the seriousness of the breaches, they may be classified as minor, serious or very serious.

### **2.1. Breaches**

#### **2.1.1. Minor breaches**

Minor breaches are those that are not considered serious or very serious and that infringe: General Rules for using the BNE, the Rules on copying holdings and the Rules on handling BNE holdings.

#### **2.2. Serious breaches These**

include:

- a) Attempts to remove holdings from the BNE.
- b) Attempts to remove any other moveable items belonging to the BNE or other users.
- c) Misuse and attempt to damage or mutilate BNE holdings.
- d) Misuse and attempt to damage or mutilate moveable items belonging to the BNE or other users.
- e) Purposely ignoring indications from BNE staff and Security Service.
- f) Altercations and showing disrespect towards staff providing services in the BNE and other users.
- g) Remaining in the BNE or leaving items there, outside public opening hours.
- h) Committing three minor breaches in one year.



### **2.3. Very serious breaches**

Very serious breaches include:

- a) Removal of holdings from the BNE.
- b) Removal of any other moveable items belonging to the BNE or other users. c) Misuse and deliberate deterioration or mutilation of BNE holdings.
- d) Misuse and deliberate deterioration or mutilation of moveable items belonging to the BNE or other users.
- e) Loss of BNE holdings.
- f) Actions that represent risks for BNE staff or assets. g) Committing three serious breaches in one year.

### **2.2. Corrective measures**

Without prejudice to the obligation to repair or replace the item that has been damaged, breaches of the General Rules for using the BNE, the Rules on copying holdings and the Rules on handling BNE holdings, once the circumstances have been appraised, will be penalised with minor, serious or very serious corrective measures.

Without prejudice to the corresponding corrective measures, taking into account the specific circumstances, the BNE may adopt the appropriate precautionary measures to ensure proper compliance with its functions.

#### **2.2.1. Minor corrective measures**

Minor breaches will be corrected with the following measures: verbal reprimand, request to leave the premises while the breach persists, or withdrawal of the user's membership card for up to 3 months.

#### **2.2.2. Serious corrective measures**

Serious breaches will entail withdrawal of the user's membership card for a period of no less than three months and up to one year.

#### **2.2.3. Very serious corrective measures**

Very serious breaches will entail withdrawal of the user's membership card for a period of no less than one year and up to five years, or, in the most serious cases, permanent withdrawal of the card.