

# Regulations for the Reading Services of the National Taiwan Library (Draft)

壹、These Regulations are stipulated in accordance with Article 8 of the Library Act.

貳、The application, correction, loss, reissuance (replacement), and cancellation of library passes should be handled in accordance with the following regulations:

## 一、Application for Library Passes

(一) Applying for physical library passes on site

### 1. Personal Library Pass

- (1) All citizens of the Republic of China should present the original copy of their national identification card, household register, or driver's license.
- (2) Foreigners should present the original copy of their valid passport, alien residence certificate, or embassy certificate.
- (3) Children under the age of 12 will have their parents or guardians present the identification documents of both parties.
- (4) When the applicant is unable to apply for the library pass in person, they need to issue a letter of authorization and provide an original copy of the identification documents of the applicant and the agent to authorize the agent to handle the application. However, those who can prove that they are immediate family members or spouses with identification documents are exempted from presenting the letter of authorization. Those who are mentally ill or incapacitated can have their immediate family members or legal representatives handle the application.
- (5) Individuals can apply for the library's library pass or use

their Easy Cards to apply for the library pass.

2. Platinum Library Pass: those who meet the requirements of the library's borrowing rewards can apply for the Platinum Library Pass with their original personal library passes.
3. Family Library Pass: all citizens of the Republic of China should present the original copy of their national identification card, and original copy of their household register or the household register transcript from the past three months to apply for a family library pass.
4. Class Library Pass: public and private national junior high schools, elementary schools, and kindergartens should have the teachers submit the original copy of their teacher's certificate, national identification card, or government registration certificate to apply for a Class Library Pass.

(二) Online Application for Physical Library Passes

1. Go to the website of the library to fill in the various fields in detail, and upload the required scanned images of the identification documents.
2. Prepare the required documents according to the type of library pass, and go to the Circulation Services Counter of the library to complete the application and receive the issued library pass on the spot.

(三) Online Application for Virtual Library Pass

1. Go to the website of the library to fill in the various fields in detail, and upload the required scanned images of the identification documents.
2. Prepare the required scanned images of the identification documents and send them by e-mail to the designated e-mail address of the library. The virtual library pass will be issued after the application has been approved by the library.
3. The virtual library pass is limited to the use of the library's electronic resources and cannot be used to borrow physical

books and materials.

## 二、 **Validity Period of Library Passes**

- (一) The validity period of personal and family library passes is five years, and the validity period of class library passes is one year. The validity period of the library passes for individuals from Mainland China and foreigners is the same as the duration of their stay, and the library passes can be renewed if the duration of stay is extended. The validity period of virtual library passes is five years.
- (二) Extending the validity period of physical library passes and updates of information require the original library pass and identity documents; extending the validity period of virtual library passes and updates of information requires individuals to send scanned images of their identification certificates to the designated e-mail address of the library for processing.

## 三、 **Corrections, Loss, and Reissuing (Replacing) of Library Passes**

- (一) Each individual (household, class) can only apply for one library card. If there are changes to the application materials, the library should be notified of the corrections. If the library pass is lost, it should be reported to the library immediately. If the library suffers losses due to fraudulent usage or failure to report the loss or borrowed usage, the original owner, parent or guardian of the child will be responsible for the compensation of the losses.
- (二) The original card and identification documents are required to apply for the replacement of a damaged physical library pass (if the renewed card is an Easy Card, the applicant must bring their own Easy Card), and no additional fees are required.
- (三) If individuals are applying for reissuance of a lost physical library pass, they must pay an additional cost of NT\$50; the same applies for reapplying after a cancellation of the library pass. If individuals bring their own Easy Card for a reissued library pass or are switching to a mobile library pass, no additional fees are required.

If individuals are canceling the use of the Easy Card and want to change back to a general library pass, it will be treated as a lost library pass that needs to be reissued, and individuals will be charged with a handling fee of NT\$50 (those who have not applied for a general library pass before will be exempt when changing their library passes for the first time).

(四) The first reissue of a virtual library pass is regarded as the first application for a physical library pass and is free of charge.

#### 四、 Cancellation of Library Passes

(一) Voluntary Cancellation: when the owner of the library pass applies for cancellation due to factors such as going abroad or emigrating to another country, that individual can present their national identification card or have an authorized person with the identification documents of both parties and letter of authorization to fill out the application form and complete the cancellation.

(二) Cancellation Due to Death: if the owner of the library pass has passed away, their family or guardian will have to bring the death certificate of the library pass owner or the household registration cancellation transcript, present the identification documents of the applicant, and fill out the application form to complete the cancellation.

#### **參、 The library has set up the following reading areas to make it for readers to use library resources:**

- 一、 Family Information Center
- 二、 Information Center for the Visually Impaired
- 三、 Information Inquiry Area
- 四、 Periodicals Area
- 五、 Audio-Visual Resources Area
- 六、 Chinese and Foreign Language Books Area
- 七、 Reference Books Area
- 八、 Taiwan Studies Research Center
- 九、 Study Room

- 十、 Youth Reading Area
- 十一、 Senior Resources Area
- 十二、 Cultural Diversity Resources Area
- 十三、 Area for Mobile Devices

The opening hours and reading guidelines of each reading area are established separately.

肆、 The library resources displayed in the reading areas of the library can be retrieved by the readers themselves, and should be returned to their original place or designated location after readers have finished reading them. If readers need to take the materials out of their designated area, they should do so by registering or undergoing borrowing procedures in accordance with the regulations.

伍、 The reading areas of the library may be temporarily closed due to the library taking inventory or organizing library resources, or other necessary reasons.

#### 陸、 Borrowing of Library Resources

- 一、 The borrowing individual needs to take their own personal library pass or family library pass, or an authorized individual with a letter of authorization along with the original copy of the identification documents of both parties. However, those who can prove that they are immediate family members or spouses with identification documents are exempted from presenting the letter of authorization.
- 二、 The Class Library Pass needs to be applied for by the class teacher.
- 三、 The number of borrowed library materials such as books (items) and the borrowing period are as follows:
  - (一) Each Personal Library Pass is limited to 20 books (items) and the borrowing period is 30 days.
  - (二) Each Platinum Library Pass is limited to 30 books (items) and the borrowing period is 30 days.
  - (三) Each Family Library Pass is limited to 30 books (items), and the borrowing period is 30 days.

- (四) Each Class Library Pass is limited to 40 books (items) and the borrowing period is 60 days.
- (五) Each library pass can borrow an additional 10 books from the popular collections; the borrowing period of each book is 14 days and cannot be renewed.
- 四、 Borrowing audio-visual resources (the Class Library Pass cannot borrow these materials) have a borrowing period of 14 days, and the number of borrowed library materials is as follows:
- (一) Each Personal Library Pass is limited to 5 items.
- (二) 每 Each Family Library Pass is limited to 10 items.
- 五、 When borrowing books or audio-visual resources with attachments, it is not required to borrow the attachments, but it is not allowed to only borrow the attachments.
- 六、 The individual borrowing library resources must comply with the relevant regulations of the Ministry of Culture's "Management Regulations for the Classification of Publications and Video Programs" to use the library's resources; anyone who violates these regulations shall be held legally responsible.
- 七、 The individual borrowing library resources needs to take good care of the library resources, and should not damage or add notes to them. When borrowing library resources, they should check the materials to look for tears, dots, annotations, missing pages, and stains, and report to the library staff on the spot.
- 八、 Renewal services are handled in accordance with the following regulations:
- (一) Books and audio-visual resources that are on loan and have not yet expired, if there are no other readers' appointments and the library pass has no overdue suspension of rights, you can use the library's collection inquiry system to apply for online renewal within the borrowing period.
- (二) Renewal is limited to one time. The loan period of the book will be extended for 30 days from the day after the renewal; the loan period of audio-visual resources will be extended for 14 days from

the day after the renewal.

- 九、 The number of e-books that can be borrowed and the borrowing period is based on the regulations of each e-book platform and database.
- 十、 Reservation services are handled in accordance with the following regulations:
  - (一) Those who hold a library pass and have no suspensions from overdue materials can use the library's collection inquiry system to reserve library resources. Each library pass is limited to 10 books (items).
  - (二) The library resources and audio-visual resources that have been reserved are delivered to the Circulation Services Counter. They will be kept there for 5 days after the librarian picks them up, and the reservation cannot be canceled. The library provides notifications via e-mail, mobile phone text messages, or phone calls. If individuals fail to go through the borrowing procedures on time for a total of five books (items) within 6 months, the library reserves the right to suspend individuals from making reservations for 90 days since the last book collection day. If individuals fail to pick up another 5 books (items) during the suspension period, an additional 90 days will be added to the suspension period.
  - (三) The reserved library resources can only be collected with the original library pass, and cannot be collected using another person's library pass.
  - (四) If books or audio-visual resources cannot be borrowed due to damage or loss, the library will notify the individual who made the reservation and cancel the reservation.
  - (五) If there are readers who have picked up and borrowed the books or audio-visual resources from the shelf during the reservation period first, the on-site readers will be given priority and borrowing will then proceed according to the reservation order.
- 十一、 The return of books or audio-visual resources is handled in

accordance with the following regulations:

- (一) Please go to the Circulation Services Counter to return the books, or use the self-service book return machine or the general book return bin.
  - (二) Audio-visual resources and their attachments must be returned to the audio-visual service counter.
  - (三) When returning books or audio-visual resources, the main copy and its attachments should be returned simultaneously to complete the return procedure.
  - (四) Those returning library resources by mail should return them using registered mail, and the return date is based on the postmark on the day of delivery.
- 十二、If the library needs to retrieve the borrowed library resources in case of an emergency, readers will be notified immediately to return them within two days of receiving the notification.
- 十三、The following library resources can only be read within the library
- (一) Rare books, manuscripts, out-of-print books, and other special collection materials.
  - (二) The collections of the Taiwan Studies Research Center.
  - (三) Reference series, reference books, CDs, and microforms.
  - (四) Newspapers (those issued before the 1970 are handled according to the “Reading Guidelines for Special Collection of Materials”).
  - (五) Serial publications such as periodicals.
  - (六) Other library resources marked for restricted viewing in the library.
- 十四、Overdue returns
- (一)The number of overdue books (items) will be multiplied by the amount of days overdue to get the number of days for suspension, or the number of days for suspension can be converted to a fine of NT\$5 per overdue day. Children under 12 can choose to “volunteer at the library,” or “participate in the reading promotion activities of the library” to waive the suspension time. After the

suspension begins, one day of suspension for children is converted into one hour of voluntary service with the minimum service time being one hour each time. Each time children participate in reading promotion activities, every activity is treated as one waived suspension day. When waiving suspension time, children will have to provide valid proof of the service hours or participation in reading promotion activities. Suspension and fines are cumulative, and the upper limit for suspension is 90 days.

(二) The right to borrow, renew, and make reservations is restored after the suspension time has been completed or when the fines have been paid.

(三) For those who have not yet returned library resources after 90 days after the expiry date, the library reserves the right to take legal action while the school, service unit, or parent will be notified to assist in returning the library resources.

十五、 Compensation for loss or damage of borrowed library resources is dealt with in accordance with the resource compensation or valuation compensation regulations:

(一) Resource compensation: the compensation should be completed with the same or a newer version of the original library resources (attachments such as audio tapes and CDs should also be compensated), and each volume (item) is be processed separately with additional handling fee of NT\$50. The return procedure can only be processed after compensation-related matters have been processed.

(二) Valuation compensation: if the original library resources cannot be purchased, compensation will be calculated and handled according to the following standards in addition to an additional handling cost of NT\$50:

1. If the price is set in New Taiwan dollars, the price is calculated according to the listing price. If the price is set at the "basic listing price," the price is calculated at fifty times the listing price. If the price is set in foreign currencies, the price is

calculated according to the Central Bank's closing exchange rate of the previous day.

2. For sets of books or complete sets of audio-visual resources without a single volume (item) pricing, the average unit price is used.
3. Chinese library resources that are not marked with a fixed price are priced at NT\$1 per page, and those of which the number of pages cannot be determined are priced at NT\$400 per volume. Library resources in foreign languages are priced at NT\$2 per page, and those of which the number of pages cannot be determined are priced at NT\$800 per volume.
4. Public presentation edition DVDs and LD s that are not marked with prices are priced at NT\$3,500 per item, and home editions are priced at NT\$1,000 per item. Public presentation edition video tapes, VCDs, and CDs are priced at NT\$2,500 per item with home editions priced at NT\$500 per item. Audio tapes and CDs are priced at NT\$500 per item.
5. If attachments are lost, compensation of the complete set is required.

(三) Readers who have suffered disasters beyond control or accidents resulting in the damage or loss of the borrowed library resources need to fill in an application form, attach relevant documents and photo evidence, and pass determination by the library to be exempt from liability for compensation.

(四) Readers are not allowed to request a refund of the return after paying compensations and receiving receipts due to the loss of library resources.

(五) Statutory agents are jointly liable for the compensation of damages, and statutory agents are liable for the compensation of damages for those lacking judgement at the time of the act.

柒、The library provides spoken, mail, telephone, fax and e-mail reference and inquiry services to assist readers to search for information and use various resources in the library.

The aforementioned services do not include the identification of ancient books, antiques or art, medical and legal issues, translation, investment and financial management, school homework and other related matters that are not appropriate for inquiries.

#### 捌、Network Information Services

- 一、 Readers can bring their own laptops for usage in the certain areas of the library, and follow the “Notes for Readers Using Their Own Laptops for Using the Internet” or “Management Guidelines for the Use of Mobile Devices in Seating Areas.”
- 二、 Readers who use the computers in the Information Inquiry Area to inquire for information must first register with the service counter staff with their library passes.
- 三、 The computers can only be used for one hour at a time; if there are no other readers using them, readers can register for renewals.
- 四、 Readers should not do the following when using the computers:
  - (一) Sabotage the network equipment or host computers inside or outside the library.
  - (二) Spread computer viruses.
  - (三) Spread rumors, violence, attacks, and abuse.
  - (四) Download illegal software or play games.
  - (五) Change the programs without authorization.
  - (六) Access pornographic websites.
  - (七) Engage in commercial activities.
  - (八) Interfere with other readers.
  - (九) Affect network security, reading order, and other improper behavior.

To prevent the aforementioned improper behavior, the library will install network monitoring and management software, and set up a surveillance system.

- 五、 Readers who use computers to print materials should abide by the provisions of the Copyright Act, and will be charged in accordance with the “Standards for Fees and Charges” of the library.

#### 玖、Viewing of Microforms

- 一、 To facilitate readers in viewing the library's collection of microforms, the library provides readers with machines for reading and usage in addition to the roll films and microfiches.  
If the library resources have been copied into microforms, they should be read accordingly as microforms.
- 二、 Readers borrowing microforms must register with the service counter staff with their library passes.
- 三、 Microforms are available to be read within the library, and the borrowing limit is 5 film rolls or 50 microfiches every time.
- 四、 The microform readers can only be used for two hours at a time, and can be renewed if other readers who are registered aren't affected.
- 五、 Microform readers cannot be moved or have accessories attached arbitrarily by readers without permission. If there are difficulties with operating the readers or parts are malfunctioning, please ask the librarians for assistance.
- 六、 Readers looking to make copies of microforms should abide by the provisions of the Copyright Act, and will be charged in accordance with the "Standards for Fees and Charges" of the library.

壹拾、 The borrowing and reading of library resources for the visually impaired at the library are handled in accordance with the "Service Guidelines for Special Readers of the Information Center for the Visually Impaired."

壹拾壹、 The borrowing and reading of the special collection of library resources are handled in accordance with the "Viewing Guidelines for the Special Collection Library Resources"; the copying of the special collection of library resources is be handled in accordance with the "Application Guidelines for Copying Special Collection Library Resources."

壹拾貳、 If it is a publisher that is reproducing the library resources of the library, it is handled in accordance with the "Management and Working Guidelines for Borrowing and Publishing from the Library Collection" and the "Copying and Publication Guidelines for Microform Resources."

壹拾參、 Other Matters

- 一、 If a reader violates these Regulations and continues to make violations after receiving council, the library may temporarily suspend the reader's qualifications depending on the circumstances of the conduct, ask them to leave the library, or cancel their rights to borrowing library resources. If the circumstances are severe, the library will report the individual to the legal authorities for processing in accordance with the law.
- 二、 The library pass cannot be lent to other individuals (households) for use and if someone has falsely obtained or used another individual's (household) library pass, this individual may have their qualifications for borrowing library resources temporarily suspended or canceled.
- 三、 For readers who steal, deface, or destroy the library's facilities, equipment, and various types of resources, the library may, in addition to notifying the reader's school, service unit, or parents to assist in compensation while maintaining the right to take legal action, temporarily suspend the reader's qualifications or cancel their borrowing rights depending on the circumstances of the behavior, and, if necessary, report the incident to the legal authorities for the processing of criminal acts, or order the reader who has committed these actions to pay two times the price of the library's facilities, equipment, and various types of resources that have been stolen, destroyed, or damaged.
- 四、 Readers bringing their personal electrical appliances to the library should also bring their own power supplies as the library does not supply power (this does not apply to the laptop area), and anyone who arbitrarily uses the library's power supply without authorization while endangering others is liable for compensation by law.
- 五、 Readers suffering from statutory infectious diseases or intoxication from alcohol, discharging foul smells, carrying food (this does not apply to the light meal area), animals (this does not apply to guide dogs for the blind and deaf, service dogs, or puppies undergoing training), or dangerous goods are not allowed to enter the library.

Visitors must be neatly dressed and be quiet. Visitors are not allowed to smoke, eat (this does not apply to the light meals area), sleep, horse around, be noisy or cause racket, sell products, post advertisements, distribute pamphlets, pre-occupy seats, or perform other behavior that affects the tranquility and order of the reading environment.

- 六、 The use of the lockers at the library is handled in accordance with the “Instruction for Using the Lockers.”
  - 七、 Children under the age of 6 or those that require assistance from others in their daily lives should be accompanied by their direct relatives, statutory support obligor, or other individuals that are responsible for taking care of them.
  - 八、 Readers should not occupy seats to read materials that aren't library resources except in the study rooms (areas) and each reading room (area)
  - 九、 Priority for dedicated seats such as priority seats and special non-study reading seats set up in each reading room (area) should be given individuals who actually need them.
  - 十、 Groups that are visiting or taking photos of the library premises should write to the library or register on the library's website so that the library can plan in advance.
  - 十一、 Please take shelter or evacuate according to the instructions from the librarians in case of an emergency.
- 壹拾肆、 These Regulations are approved during the library affairs meeting, and are issued and implemented in accordance with administrative procedures.