

Library Regulations of the Moravian Library in Brno

General provisions

The Moravian Library (Moravská zemská knihovna - MZK) is an allowance organisation of the Ministry of Culture of the Czech Republic and its purpose and duties are set by Act no. 257/2001 Coll. on Libraries and Conditions of Providing Library and Information Services (Library Act). In accordance with this Act and other ensuing legal documents (Civil Code, Criminal Code and Copyright Law) the following Library rules have been issued.

Definitions

1. Library stock is a collection of all library items made available to users by the MZK.
2. A library item is any individually registered item from the library stock of the MZK.
3. Open stacks are part of library stock accessible to users without necessitating the assistance of a librarian.
4. An MZK visitor is anyone who dwells in any of the MZK spaces at any given time.
5. A library user is anyone who uses the library stock, technical equipment or other services provided by the library personally or via the internet, telephone or otherwise at a given time.
6. A registered user is a user entering into special agreement with the MZK on the basis of which they are permitted to lend items. Its inception, duration and cancellation are described further in this document.
7. The registration period is a period, in which a registered user is entitled to services provided to registered users.
8. Contractual users are those who use MZK library services based on an individual contract and within its scope (e.g. inter-library loans).
9. An on-site loan is the loan of an item that can only be used in designated spaces within the library.
10. An absence loan is a loan, which may, under certain conditions, be used outside the library as well.
11. A loan period is the period during which the user is allowed to use the lent item.
The loan period is specified by the library upon borrowing the item.
12. Designated space is space beyond checkpoint where only registered users or users with a one-visit reader pass may enter.

Services

1. The MZK provides public, library, information and other services within the scope of its purposes; mainly reference, descriptive, and bibliographic information, and information retrieved from external information sources.
2. The MZK permits the usage of IT and other devices including those brought by the user. When using personal devices users are asked to adhere to MZK regulations (specified by operational rules of each particular reading room).
3. The MZK offers reproduction services of library items both, from the library stock as well as from stocks made available to the MZK by other libraries, there is a fee for this service. Such reproductions are intended for personal use only. Any other usage is subject to contract between the user and MZK or the user and the author, otherwise the user breaches library rules or Copyright Law. Charges for individual services are set by the List of charged services which is an appendix to these library rules.
4. The MZK offers its users and visitors information services and organises educational programs.
5. Information on the MZK program may be found at <http://www.mzk.cz> and to some extent within the library itself.

6. The MZK may, when it is adequate, limit its services to a particular user or exclude such a user from services at all for a necessary period of time. Only the MZK director or his accredited deputy may decide in such cases.

Basic user and visitor rights and responsibilities

1. Both, users and visitors, of the MZK are obliged to follow these Library rules, reading room regulations and those of other special departments of the MZK (if issued) and heed the instructions of the MZK staff and security service.
2. MZK users and visitors are expected not to disturb other users and visitors. Those users that do not follow library rules or users who may inconvenience others (infectious illnesses, intoxication, particularly unclean clothing, noisiness etc.) may be excluded from using library services. Meeting all liabilities toward the MZK duly and properly is among the basic responsibilities of all users and visitors of the MZK.
3. The unauthorised movement of library items beyond checkpoint or an attempt to do so are considered a particularly severe breach of library regulations. The MZK will treat such conduct as theft or attempted theft and will deal with the situation accordingly.
4. When working with the MZK devices, users and visitors have to follow the instructions of the MZK staff. They are not allowed to change any settings or programs or to manipulate with any of the MZK devices.
5. The MZK spaces are monitored by a camera system for security reasons. Upon entering the library users and visitors should take into account that their movement inside the MZK may be monitored.
6. Before entering designated spaces users are asked to put their coats, bags, backpacks etc. in the cloakroom or in security lockers. Security lockers are intended for placing valuables, the MZK cannot accept liability for these items. Users are obliged to empty the lockers upon leaving.
7. Users are not allowed to bring food and drink into designated spaces with the exception of lidded plastic bottles.
8. Before entering designated spaces users have to fill in a permit for any brought-in items that have the nature of a document (books, magazines, maps, papers). Such items have to be presented for inspection along with the permit at any checkpoint upon entering or leaving the designated area.
9. Users who have not met all their liabilities toward the MZK will be refused library services until all such duties toward the library have been fulfilled.
10. Those users who have violated the law or these library rules may be expelled from library spaces.

Registration of users and processing and protection of personal data

1. A registered MZK user is a user with a valid library card. Only physical persons over 16 years of age with a valid ID card or passport are permitted to become registered users. EOD services are available to physical persons over 18 years of age with a valid ID card or passport (see Appendix no.3).
2. Registration is completed by filing in a registration form and the payment of a given fee based on the current List of charged services (see appendix no. 1). Users are obliged to read these library rules and through their signature express their agreement with it as well as with processing their personal data by the library and monitoring their movement within the library building. Users have to prove their identity by presenting their ID card or passport, students may present their student card, certificate of study or student record book. Their library card is then issued. Library cards are not transferable. Users who do not provide their personal data to the required extent cannot be registered by the MZK.
3. The MZK may issue a one-time pass which entitles the user to access part of the library stock placed in MZK open stacks, the reference library or to some of its other services.
4. Registration is valid one year from the date of issue of a library card and may be renewed during the last month of its validity. Users are required to duly report any change in personal data given at the time of registration.
5. Personal data fall under Act no. 101 of April 4, 2000 on the Protection of Personal Data. The MZK is in the sense of this Act a personal data administrator and is as such registered at The Office for Personal Data Protection. Personal data is mainly processed by the MZK for the sake of property

- protection, statistic evaluation of its activities and meeting requirements set for the MZK by general legal ordinances.
6. A library card is proof of a registered user and is necessary for communication with the MZK. Users present their library cards each time they enter or leave any of the designated spaces or upon request by a member of library staff. Should any doubts arise as to the correctness of the presented library card, the MZK is entitled to ask for another form of identity. In case of loss or damage of a library card, a user must inform the library immediately or they may be liable for any misuse of the card. There is a fee collected based on the List of charged services (see appendix no. 1) to replace a lost library card.
 7. Registered users may at any time ask the library in writing to withdraw their registration and consent with usage of personal data which was provided. If the user's obligations to the library are settled, this request will be met without delay. Registered user's personal data will be erased without a written request one year from the last register period, provided the registered user has no obligations to the library.

Common provisions regarding loan services

1. The loan contract is subject to the legal code of the Czech Republic and these Library rules.
2. The MZK decides on lending based on the nature and condition of an item. Unique and rare items that might be endangered by frequent use may be lent only in justified cases and for research purposes only. Documents published prior to 1918 inclusive, may only be used in designated library spaces.
3. Before taking out items users have to examine the items and report any damage to the library staff. Usual wear corresponding to the age and nature of an item is not considered damage.
4. The library has to retrieve and deliver a requested item to the user in a period of time appropriate for the operational conditions of the library.
5. Users are obliged to return the borrowed item in the same condition as when it was borrowed. They are required to report any loss or damage to the library material and refund such damage or loss to the MZK. Any changes made to the borrowed item (such as underlining, sticking in slips of paper or writing) are also considered damage.
6. Users are not allowed to lend library items to additional parties.

Reference collections and reading rooms access

1. An on-site loan using items stored in open stacks and reading rooms' reference collections can be made by any user.
2. On-site loan of a library item stored in closed stacks is available to registered users or to non-registered users with a one-time pass (see Registration, par.3). Such a loan has to be returned before closing hours or when it is no longer needed.
3. A record of an on-site loan is made by handing in a loan request along with a library card to a member of the reading room staff. A loan contract is made upon the delivery of a requested item to the user.
4. A library item may be stored in a reading room for 5 days from the time of its retrieval from the MZK closed stack.
5. The loan contract is completed by the returning of an item to the librarian in a reading room.
6. Electronic devices (such as e-book readers) are subject to the same lending rules as printed documents including conditions regarding damage recovery.

Borrowing

1. Library items may only be lent to registered users and with respect to the nature of the library collection rather exceptionally. Borrowing items without the payment of a deposit is available only to registered users over 16 years of age who are residents of the Czech Republic. A loan contract can only be made when the required item is intended for lending and there are no other important circumstances as to why it would not be possible. Registered users prove their agreement with the contract with their signature. Borrowed items are then added to the reader's account.
2. The loan period is usually 1 month if not stated otherwise. Items may only be borrowed during the period of validity of a user's library card. The loan period may be renewed twice provided the item concerned has not been requested by another user. A registered user may borrow as many as 15

- items at one time and reserve as many as 30.
3. Users are asked to return borrowed items personally, by proxy of one's own responsibility or by post using an insured parcel service provider prior to the expiration of the loan period or when they are no longer needed. By returning an undamaged item on time the loan contract has been fulfilled.
 4. Books (and no other borrowed materials) may also be returned using the bibliobox which is located in front of the MZK building. The book will be removed from the reader's account the following work day. Returning books via the bibliobox does not pardon the reader of their duty to pay potential late fees or damages.

Inter-library loans

MZK will, upon request by a registered user, arrange a loan from a different library in the Czech Republic (outside Brno) or from libraries abroad, if the requested item is not in the MZK stock. Library items which are designated by the other library (whether Czech or foreign) for on-site study may only be used in the Inter-library loan service department or in the Biological Sciences reading room (4th floor). Other items may be borrowed off of MZK premises. Fees for these services are listed in the List of charged services (see appendix no. 1).

The MZK will handle requests from other libraries made by their users for items that are not in their stock in the same manner. Providing inter-library services from MZK stocks is free for all libraries in the Czech Republic with the exception of making copies.

eBooks on Demand

MZK will on the request of any user over 18 years of age (see Registration, par.1) prepare a digitised copy of any library item published between 1500 – 1900 and no longer protected by copyright. MZK is not obliged to create a digitised copy of an item which has already been digitised by another library or an item that might become irreversibly damaged through the process. For fees and detailed conditions see Appendix no. 3.

Complaints

1. Users who are not satisfied with the quality of MZK services, MZK staff conduct or with any other issue related to the MZK, may file a complaint.
2. The complaint may be expressed in writing or verbally. If a complaint made verbally cannot be resolved immediately, the MZK may ask the user to place the complaint in writing. If the dissatisfied party refuses to do so, their complaint might not be resolved.
3. The complaint must clearly indicate who it was raised by, what it was particularly concerned with and what kind of resolution they expect. If the complaint is raised in writing, an address where to send a reply needs to be included.
4. If the complaint cannot be resolved immediately, MZK will deal with it within one month of the issue being raised.
5. If the user is not satisfied with the resolution they may complain to the director of the MZK.

Charges, fines, advances, and deposits

1. Users and visitors are responsible for any damage which are a result of the violation of their legal duties. Liability for damage is subject to Civil Code .
2. If a registered user fails to return the borrowed item within the loan period, the MZK will in compliance with § 544 and pursuant of the Civil Code in Actual Wording impose a contractual fine (later referred to as Late fee). Late fees may be found in the List of charged services. Duty to pay the fine begins the day after the last day of the given loan period and is calculated for each item and day the item is overdue. Paying the fine does not effect the user's obligation to return the borrowed item.
3. If a registered user fails to return the item within a given time they are sent first reminders by e-mail or post. If the item has still not been returned after a fortnight from the day the first reminder was sent, the user's library account will be blocked. If the item is still outstanding after a month

from the day the user's library account was blocked a second reminder will be sent and then a final directorial reminder before legal action is taken. If the user fails to return the item the MZK will institute legal procedures to recover the loss. In such cases administrative charges shall be levied according to the List of Charged Services (see Appendix no.1). The MZK user is also obliged to compensate for all legal fees associated with their case.

4. Right of ownership to library items which make up library stock of the MZK cannot become statute barred.
5. On receiving orders for charged services the MZK is entitled to request pre-payments from users.
6. When lending items the MZK may request a deposit as a guarantee that items will be properly returned and the conditions of the loan duly met. In case the conditions of a loan are violated, the MZK will use the deposit to cover the damages as well as any other resulting fees according to these regulations. The MZK reserves the right to claim for damages, if the damage exceeds the value of the given deposit.
7. Users are obliged to report loss or damage of an item to the MZK immediately. The MZK will decide in which way the loss or damage might be compensated. The user is required to cover all costs the MZK incurs from loss or damage as well as to pay the fine if the loss of the item is reported after the expiration of the loan period.
8. Until compensation for the damage caused has been settled and until all duties toward the library are met, the MZK reserves the right to refuse its services to the concerned user.
9. The Library may ask the reader in exceptional cases when lending particularly valuable or unique items (e.g. a book or books exceeding the value of 3000,- CZK) to pay a security deposit, and the value of which is set by a librarian (accrued interest does not apply).

Final provisions

1. Library regulations including all amendments, appendices and supplements are available to all users at the registration desk or at <http://www.mzk.cz/sluzby/rad.php>. Library regulations are published in along with all changes.
2. Approval for exceptions to these regulations may be given solely by the director of the MZK or an accredited employee.
3. These regulations are valid as of 6th April 2010.

Mgr. Tomáš Gec
Director of the MZK

Appendix to the MZK regulations no. 1

List of charged services and applied fees in CZK

Registration fees

Physical persons	200,- a year
Students and pensioners	100,- a year
Disabled users	free
Legal bodies	400,- a year
Weekly	50,-
Replacement of a library card	50,-

Inter-library services

in the Czech Republic

Inter-library loan in CZ - postage	50,-
Copies from other libraries in CZ - per page (A4)	2,-

international

Loan from an European country	300,-
Printed copy of an article as a substitute for a loan	
1-10 pages	100,-
11-20 pages	150,-
more than 21 pages	200,-
Loan from Great Britain and overseas	600,-

Fines for lost items borrowed through international inter-library loan service (fees are added together)

Administrative charge +	200,-
Compensation as demanded by the library concerned	

List of charges for the eBooks on Demand service

Administrative charge	200,-
Charge per each digitised page	4,-

A registered user with a library card valid the day the order is made is relieved of the above mentioned administrative fee of 200,- CZK.

Additional fee for sending the e-book in the form of a CD-ROM/DVD (depending on file size)

Inside Europe including ČR	150,-
To other countries	200,-

Copying

A4 (one side)	1,30
A4 (both sides)	2,60
A3 (one side)	2,60
A3 (both sides)	5,20
Copy from a bound volume (A3)	6,-
Copy from a bound volume (A4)	4,-
Colour copy (A3)	16,-

Digital copies (concerning archival material)

Digital image from a bound volume	4,-
Digital image from a graphic page	20,-

Additional fee for printing digital copies

b/w copy (A4)	1,50
b/w copy (A3)	3,-
Colour copy (A4)	11,-
Colour copy (A3)	22,-

Bibliographic search

Per hour without the use of IT	100,-
Per hour using IT	160,-
Deposit (returned upon payment of the overall sum)	50,-

Permit to export objects of significant cultural value according to Act no. 71/1994 Coll.

Permanent export from CZ	500,-
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Fine rates, damages and deposits**Fine rates for borrowed items:**

Per library item per day	5,-
For exceptionally lent items	10,-
For inter-library loan	10,-
Fee for sending first reminder by post	25,-
Fee for sending second reminder by post	50,-
Fee for directorial reminder	300,-
Fee for the preparation of legal documents concerning reclaiming per curiam (per each library item)	200,-

Appendix to the MZK regulations no. 2

Research library regulations Department of manuscripts and archival material

art. 1

The Department of manuscripts and archival material is a separate department whose task is to manage the most valuable holdings of the Moravian library in Brno. The same regulations apply here as in the whole of the library. Apart from that the following provisions have been added:

art. 2

The department of manuscripts reading room and archival material is designated solely for the purposes of academic research using historical and valuable items, and the reference collection.

art. 3

Researchers are obliged to:

- Properly fill in the order form
- enter a researcher's entry into the guest book
- follow instructions given by the staff
- if asked, present all materials to be taken away for inspection

art. 4

The key criterion for lending items is their physical condition. Items in poor condition cannot be used by readers. Very rare, unique or jeopardized items are always substituted through the use of microfilm, electronic copies, facsimile or an edition. All items from this department, including the reference collection may only be studied in the department's reading room.

art. 5

Retrieved items (a maximum amount of 5 is permitted) may only be studied in the department's reading room. They will be prepared for readers the next day and may stay reserved for a particular user for a maximum period of 7 calendar days from the first day of their retrieval.

art. 6

Members of the reading room staff are not required to offer assistance with reading texts nor translating them into other languages.

art. 7

Upon entering the reading room each researcher will hand in their valid library card or one- time pass. The head of the department, or a member of the staff on duty in the reading room may ask the user to present their ID card or passport.

art. 8

Upon leaving the reading room the lent materials have to be handed in to a member of the staff on duty in the reading room.

art. 9

It is strictly forbidden to manipulate with the lent materials in any way (check marks, writing in, use writing pads etc.) Researchers have to return lent works in the same condition they obtained them, otherwise they are liable for any damage and are obliged to cover expenses associated with repair or pay damages in case of loss.

art. 10

The following reproduction services are offered in the reading room:

Manuscripts, archival material, maps, the graphic art collection and reference library materials may be copied solely using digital, contact-free technologies. The choice of media depends solely on how well preserved the concerned work is. Reproduction services are done by the staff of the department of manuscripts and archival material based on an order and bookmarking the required passages. The date of collection of the copied work depends on the amount of copying and the department's capacity. Using one's own reproduction devices (e.g. digital camera) is allowed after approval by a member of the staff in charge of the reading room. It is however not allowed to use a flash, additional lights etc.

art. 11

Researchers who violate any of the obligations set in these regulations have the lent materials taken away or they may be excluded from library services at all.

art. 12

Any exception to these regulations may only be granted by the head of the department.

Research library regulations are valid as of 6th April 2010.

Appendix no. 3 to the MZK Regulations

EOD SERVICE Trade Terms

Moravian Library in Brno
Kounicova 65a
601 87 Brno
IČ (Identification no.): 00094943
Contact: Mária Manoušková / Inter-library services
Tel.: +420 541 646 175
E-mail: eod@mzk.cz
WWW: <http://www.mzk.cz>

Introductory Information - EOD e-books

A book found in and ordered from the stock of the Moravian Library in Brno (later referred to as the MZK) is scanned using a high resolution book scanner. The digitised image is then converted into a compact electronic full-text PDF document. Such a document enables the user to:

1. Search the text using characters and words,
2. Cut out and paste blocks of text or pictures into other programs (e.g. word processing applications),
3. To cut and save the entire document for further work with a subsequently created text file.

A freeware program (Adobe Acrobat Reader) which allows for navigation throughout the entire scanned document is used to open and view the electronic book (further referred to as an e-book in this document). The program also makes it possible to print any individual page or the book as a whole.

The price of a standard e-book is comprised of an administrative charge (200 CZK) plus an additional 4 CZK per each digitised page. A registered MZK user with a library card valid on the day the order is placed is relieved of the above mentioned administrative charge of 200 CZK.

Additional Information

1. The eBooks on Demand Service (later referred to as EOD) also offers digitisation of medieval manuscripts, archival and rare books published prior to 1900. In such cases the charges may be set individually according to physical condition of the item and its value and differ from the fees charged for standard e-books.
2. Automatic optical character recognition (OCR) does not always lead to precise results, especially in the case of archival material where mistakes occur more frequently.
3. Books no longer protected by copyright (usually in cases when more than 70 years has elapsed from the death of the author, in cases of anonymous works when more than 70 years has elapsed from the first authorized publication or from its creation, if the work had not been published 70 years from the death of the author) will be accessible at the MZK digital library(<http://kramerus.mzk.cz>) thus providing for their permanent availability and long term preservation.
4. **E-books obtained through the EOD service may be used solely for private purposes. By placing an order the user agrees with the EOD Service Trade Terms.**

1. Scope of Validity

Business relations between the MZK and the EOD Service customer (later referred to as the customer) regarding the e-book order are subject to these EOD Service Trade Terms which are current and valid on the day the order is made. Deviations in providing the EOD service are not considered a fundamental fact unless the MZK states so in writing.

2. Formation of Contractual Relationship

An order sent by a client is considered by the MZK as a proposal to enter into a contractual relationship. By placing the order the client agrees with these EOD Service Trade Terms. Upon placing the order the client will receive a notification in the form of an e-mail message confirming the order was received and with further details. This confirmation is only to acknowledge registration of the order and does not mean the order is realizable. The contract is completed only after the MZK confirms via e-mail that the ordered e-book may be sent to the client. This confirmation depends, apart from other factors, upon the physical accessibility of the book, its physical condition which is a key criterion for digitisation and upon its copyright status.

The client will be informed within a reasonable amount of time (30 days at most), whether or not the order is feasible. In the case of an affirmative message the contract is considered valid from the moment of reception of the message.

In cases when the charges have not yet been set, MZK will set the estimated charge in the aforementioned message which will be non-obligatory and at no charge to the client. The client will be informed of the final charge via e-mail along with a request for its approval. If there is no reply from the customer within 2 months, the order is considered null and void.

If the e-book cannot be realized (high probability of damaging the original through digitisation, oversized format or other circumstances preventing the digitisation process), the MZK will inform the client as soon as possible.

The order is realised on the condition that the EOD service user is a physical person over 18 years of age with a valid ID card or passport.

3. Conditions of Use

Unless otherwise agreed, the client has a guaranteed right to use the delivered EOD service product on any hardware device of their own for personal purposes. Any other form of usage is subject to an additional written agreement. Clients are not entitled to make the product available to third parties, whether free of charge or for payment. Should this provision be violated the MZK will impose a contractual fine of 5000,- CZK in each case of violation and is entitled to refuse further EOD services to such clients.

4. Delivery and Payment

The MZK will deliver an e-book after payment has been made by the customer and upon receiving payment from the customer at the MZK.

Delivering an e-book in its downloadable form (download) is accomplished by sending the customer a hypertext link enabling them to download the e-book to the designated e-mail address. This link remains active for 60 days.

An additional fee is charged if the client requires the e-book to be sent by post on a CD-ROM or DVD medium (depending on the size of the file).

1. Additional fee for Europe including the Czech Republic: 150,- CZK,
2. Additional fee for other countries: 200,- CZK.

The e-book will be delivered to the address provided by the customer when filling in the EOD Service order.

The MZK will make every effort to deliver the order to the customer within two weeks. This term is not legally binding in character. Meeting this deadline may prove on occasion difficult due to specific

complications and the conditions of a particular order. The MZK will inform the customer if the necessary delivery shall exceed a two week period. In special cases a binding delivery deadline may be negotiated.

If the MZK through no fault of its own is unable to deliver the ordered e-book (e.g. if a contractual partner fails to fulfil an obligation toward the MZK) the MZK is entitled to abandon the contract. The term of notice is 10 days beginning the day the notice is delivered to the customer's e-mail address and terminates with the last day of the term. In such case the customer is informed that the ordered EOD product cannot be delivered..

5. Exception to the Possibility of Contract Abandonment

Delivering an e-book in downloadable form:

By sending the customer a hyper-link enabling download of the e-book to the designated e-mail address the e-book is considered delivered. This link remains active (i.e. enabling download) for 60 days.

Delivering the e-book in the form of a CD-ROM or DVD:

CD-ROM or DVD discs are not password protected.

Considering the nature of the services provided the possibility of abandoning the contract from the customer's side after delivery of the e-book is not possible.

6. Terms of Payment

There are various means of payment:

On-line payment using a credit card (Visa, Mastercard, American Express, Diners Club and JCB) or using the Click and Buy e-payment system,

By invoice,

Cash payment at the MZK office (upon which a cash receipt is provided to the client).

Invoices are payable within two weeks of the day the price and conditions of the order were agreed upon by the customer. If the invoice is not settled in due time, the MZK may levy a delay charge according to section 517, paragraph 2 of the Civil Code and administrative governmental order no. 142/1994 Coll., which settles the extent of delay charges.

Note: The MZK will deliver the customer's e-book only after the required sum has been transferred to the MZK. The tax receipt will be sent along with the e-book.

7. Inclusion

The customer has the right to settle their claims if their counterclaims set down lawfully and without appeal are undisputed by the MZK or subject to a counterclaim concerning the customer's duty to fulfill his/her responsibilities.

8. Liability for Defects

With EOD service products the MZK cannot guarantee or take responsibility that the product complies with customer's specific expectations or that a specific aim may be reached through the EOD service product. In particular, it is not possible to fully guarantee automatic optical character recognition (OCR) which depends on each particular digitised book (font type, language and the book's age).

In cases when service is temporarily suspended (e.g. the hyperlink for download becomes inactive) due to circumstances beyond control, an operational failure or unpredictable technical problems the MZK cannot be held responsible.

If the delivered EOD product is defective the customer is entitled to obtain a substitute EOD product. The MZK cannot be held responsible for EOD product defects originating from transport. Liability for defects other than those of the EOD product are excluded. If the customer obtains a new, substitute EOD product the original delivered product (CD-ROM, DVD) must be returned to the MZK within 30 days at the expense of the MZK.

9. Customer Survey Agreement

The customer agrees to take part in a customer survey regarding the EU project "Digitisation on Demand", unless they refuse to do so at the time of data collection (during registration). The customer is entitled to refuse the e-mail they get without any charge and without any potential impact on the provided EOD service. The customer is notified about this possibility along with each e-mail communication.

10. Applicable Law

Contractual relationships between the MZK and the client are subject to the legal order of the Czech Republic.