

## APPENDIX IV: RULES FOR USE OF CONSULTATION AND INFORMATION RETRIEVAL SERVICES

### 1. 1 Consultation Services

1.1.1 NTK provides oral bibliographic, reference and factual information, and information retrieval services only on topics corresponding to the profile of the library, also consultation services in person and by telephone, including comprehensive support and advice on finding relevant information resources, working with such resources, and how to cite them. Consultation services are provided free of charge to all Users, while it is not necessary that the applicant is a registered Library Patron. Applications may be refused for capacity reasons. For longer consultations (30 to 60 min.) the service must be ordered using the Schedule a Consultation form.

1.1.2. Searches exceeding a limited number of resources may be ordered using the online form. The resulting list will provide around 8 to 10 resources depending on the complexity of the topic.

### 1. 2 Information Retrieval Services

These rules apply for Ordering Searches and Bibliometric Services.

1.2.1 Information retrieval services include written outcomes of bibliographic searches (lists of retrieved document records) from freely accessible specialized NTK licensed eResources or from the Library's licensed eResources. These searches are performed only on topics corresponding to the profile of the library. Processing of the written searches outcomes from licensed eResources is governed by the conditions for access to the particular licensed material. Written searches are priced according to the valid NTK Fees and Services Pricelist.

1.2.2 The NTK does not provide written searches for students (patron categories B, E, G, BV, BC, EC and GC - see the Service Differentiation Principles). Students in these patron categories are only offered consultation services.

1.2.3 Searches from freely available resources are provided without the need for registration with the Integrated Library. Searches from licensed eResources are provided in accordance with the following rules: legal persons receive information about the relevant database (without the relevant internet link); non-registered persons and patron categories A, AV, AC, and AU receive information with an internet link.

1.2.4 Search requests may be sent using an online form. A binding order is created only after oral or telephone consultation, during which the topic is elaborated and the resources to be searched, price, delivery date, and form of the search are discussed. You can obtain additional information by calling 232 002 503.

1.2.5 The number of performed searches may be limited by the capacity of the User Support Department. If capacity is exceeded, the library may refuse orders for searches.

## 1.3 Workshops

1.3.1 NTK provides workshops to students at all higher education institutions free of charge. Registration with NTK is not necessary to participate in a workshop.

1.3.2 NTK provides workshops to secondary education institutions based on cooperation agreements. This service is provided free of charge to public institutions, while there is a fee of CZK 5,000/workshop for private institutions.

1.3.3 The specific details of the cooperation, and the content and regularity of the workshops are based on oral or written agreements.

In Prague, dated May 31, 2023  
NTK director  
Ing. **Martin Svoboda** m. p.