



Annex 1 to Ordinance No. 60/2025
of the Director of the Public Library in the Wola District of the Capital City of Warsaw
dated 30 December 2025

**RULES AND REGULATIONS FOR USING MATERIALS AND SERVICES OF THE PUBLIC LIBRARY
IN THE WOLA DISTRICT OF THE CAPITAL CITY OF WARSAW**

Chapter I

General provisions

§1

1. The Rules and Regulations for using materials and services, hereinafter referred to as the "Rules and Regulations," define the conditions and rules for using materials and services of the Public Library in the Wola District of the Capital City of Warsaw, with its registered office at al. "Solidarności" 90, hereinafter referred to as the "Library," including:
 - 3rd Academic Reading Room, named after Ludwik Wawelberg, at al. "Solidarności" 90,
 - 12th Youth Reading Room, at al. "Solidarności" 90,
 - Adult and Youth Rental Facility no. 10, at ul. Wolska 75,
 - Adult and Youth Rental Facility no. 11 – "Na Kole," at ul. E. Ciołka 20,
 - Adult and Youth Rental Facility no. 14 – "Fantasmagoria," at ul. Młynarska 35A,
 - Adult and Youth Rental Facility no. 32, at ul. "Solidarności" 90,
 - Adult and Youth Rental Facility no. 51 – "Klub Podróżnika," at ul. M. Bielskiego 3,
 - Adult and Youth Rental Facility no. 73 – "Ekoteka," at ul. Żytnia 64,
 - Adult and Youth Rental Facility no. 80 – "Cyfrowa Redutowa," at ul. Redutowa 48,
 - Adult, Youth and Children Rental Facility no. 83 – "Odolanka," at ul. J.K. Ordona 12F,
 - Adult and Youth Rental Facility no. 91, named after Isaac Bashevis Singer – at ul. Chłodna 11,
 - Adult and Youth Rental Facility no. 106 – "Kącik Smakosza," at ul. Twarda 64,
 - Foreign Language Collection Rental Facility no. 115 – "Poliglotka," at ul. Nowolipki 21,
 - Children and Youth Library no. 13 – "Biblioteczna Strefa Gier," at ul. St. Staszica 5a,
 - Children and Youth Library no. 21 – "Komiksowo," at al. Solidarności 90,
 - Children and Youth Library no. 25 – "Ekoteka," at ul. Żytnia 64,
 - Children and Youth Library no. 32 – "Kącik Smakosza," at ul. Twarda 64,
 - Children and Youth Library no. 36 – "Cyfrowa Redutowa," at ul. Redutowa 48,
 - Children and Youth Library no. 46 – "Biblioteka Małego Człowieka," at ul. Chłodna 11,
2. Deviations from the requirements of these Rules and Regulations may only be made in exceptional cases with the approval of the Library Director, which approval is given in response to a written request by the User.



§ 2

1. The library is a public cultural institution operating on the following basis:
 - a. Polish Act dated 27 June 1997 on libraries (Journal of Laws of 2019, item 1479),
 - b. Polish Act of 25 October 1991 on the organisation and pursuit of cultural activities (Journal of Laws of 2020, item 194)
 - c. Articles of Association of the Public Library in the Wola District of the Capital City of Warsaw (annex to Resolution No. XXXII/714/2004 of the Warsaw City Council of 1 July 2004 on changing the names and granting articles of association to libraries in the Capital City of Warsaw (Journal of Laws of the Masovian Voivodeship No.189, item.4965))
 - d. 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 OJ EU.L2016.119.lz of 4 May 2016).
 - e. Polish Act of 4 February 1994 on copyright and related rights (Journal of Laws of 2020, item 288).
 - f. Polish Act of 29 June 1995 on public statistics (Journal of Laws of 2020, item 443),
2. Whenever these Rules and Regulations refer to:
 - a. **identity document**¹ – it means an official document with a photograph and PESEL number, an e-card in the mObywatel application or a residence card, a document confirming the identity of a person applying for using materials and services of the Library.
 - b. **library materials** – documents containing the recorded expression of human thought which are intended for distribution, irrespective of the physical medium and the means of recording the contents.
 - c. **library service** – the rental of library materials, making library materials and multimedia and computer equipment available on site, information services, reservation of library materials, recommendation of library materials, inter-library rentals, photocopying/printing, educational and cultural activities.
 - d. **reader's** card – a document drawn up based on an enrolment card and registered in the library's computer programme or the Warsaw City Card, enabling the rental and use of library materials and services.
 - e. **enrolment card** – a document which contains: the User's personal data, the User's consent to the processing of personal data for the purpose indicated in the enrolment card, the User's declaration that they are familiar with the Library Rules and Regulations and undertakes to comply with them and bear responsibility for any damage caused by the User.

¹Article 4 [identity card] 1. An identity card is a document which confirms the identity and Polish citizenship of a person on the territory of the Republic of Poland and other Member States of the European Union, countries of the European Economic Area which are not members of the European Union and countries which are not parties to the Agreement on the European Economic Area whose citizens may exercise the freedom of movement of persons based on agreements entered into by those countries with the European Community and its Member States and based on unilateral decisions of other countries recognising this document as sufficient to cross their borders. Polish Act of 6 August 2010 on identity cards (Journal of Laws of 2021, item 816)



- f. **renewal (extension)** – obtaining, before the due date for return, an additional rental period for library materials made available outside the Library or an extension of the time for using the Library's computers.
- g. **on-site access** – option to use library materials only on the premises of the Library.
- h. **outside access** – option to rent library materials, in accordance with the Rules and Regulations, outside the premises of the Library.
- i. **User** – a person who has fulfilled the terms and conditions of eligibility under these Rules and Regulations to use library materials and services.
- j. **free access** – a part or all of the library premises in which the User is **free to select library materials from the shelves**.
- k. **damage to library material** – damage, soiling, flooding, wetting, decomposition etc. of rented library materials by the User.

§3

The library collects, stores and makes available library materials that are the property of the library.

Chapter II

Library services

§4

- 1. The Library provides services for renting library materials, providing on-site access to library materials and multimedia and computer equipment to the extent possible, reserving and recommending library materials, and offering reprographic services for a fee.
- 2. The Library may also provide services other than the ones specified in paragraph 1, e.g. bibliographic services, inter-library rentals (only applicable to the 3rd Academic Reading Room), information services and the organisation of educational and cultural events.
- 3. The User has the right to use, with the permission of the Manager of a facility, their own equipment to make copies of library material, to the extent that this does not violate the Polish Act on copyrights and related rights.

Chapter III

Right to use the Library

§5

- 1. The right to use the Library's materials and services is universal under the terms and conditions of the Polish Library Act and these Rules and Regulations.
- 2. Charges for reprographic services and inter-library rentals are set out in the Rules and Regulations.



§6

1. Library materials and services may be used by persons who:
 - a. are of legal age,
 - b. have filled in the enrolment card or signed up via the national hub,
 - c. have undertaken to comply with the Rules and Regulations,
 - d. received the Reader's Card.
 - e. are minors with the written consent of a parent or legal guardian given when completing the enrolment card.
2. Only the owner of the Reader's Card or an authorised person and, in the case of minors, a parent or legal guardian may rent library materials.
3. The authorised person can only be a person enrolled in the Library with their own Reader's Card, and the authorisation must be made in writing, on the enrolment card by the authorising person.

§7

1. A person interested in enrolling in the Library or enrolling a minor is required to:
 - a. present an identity document,
 - b. read the Rules and Regulations and complete and sign the enrolment card.
2. The submission of a signature is equivalent to:
 - a. undertaking to comply with the Rules and Regulations,
 - b. consent to the processing of one's personal data by the Library,
 - c. accepting responsibility for the condition and timely return of rented library materials.
3. Completion of the enrolment card by the User is the basis for the free issue of the Reader's Card, which entitles to use library materials and services in all the facilities of the Public Library in the Wola District of the Capital City of Warsaw.
4. The rules for using of the 3rd Academic Reading Room are described in Chapter V of the Rules and Regulations.

§8

If an applicant for the right to use library materials and services does not meet the conditions stipulated in the Rules and Regulations, the decision to refuse the right of enrolment is made by the Manager of a facility.

§9

Information from the controller

Controller	Public Library in the Wola District of the Capital City of Warsaw al. "Solidarności" 90 01-003 Warszawa/Contact details: e-mail: bpwola@bpwola.waw.pl: tel. 22 838 37 91
Contact details of the Data Protection Officer	Data Protection Officer https://www.bpwola.waw.pl/2021/05/10/Informacja-administratora/



Purpose of data processing and legal basis	<ol style="list-style-type: none">1. Data identifying the Reader and related to the Reader's use of the Library's services is processed in connection with the performance of tasks in the public interest^{2 3} and are used for the following purposes:<ol style="list-style-type: none">a. access to and rental of library materials,b. documenting and reporting on its activities, which also includes processing for archival purposes in the public interest.2. Data identifying the Reader and their socio-professional status, data concerning their commitments to the Library and their use of the Internet or the Library's Wi-Fi network (if the Reader uses these services), including data identifying the Reader's computer, are processed in relation to the legal obligations incumbent on the Library ² and are used for the following purposes:<ol style="list-style-type: none">a) assertion of potential legal claims,b) compiling statistics on the Library's activities,c) ensuring the security of the Library's network and information systems.3. The Reader's e-mail address and telephone number may be processed on the basis of consent for the following purposes:<ol style="list-style-type: none">a. to give notice of return dates, collection and booking opportunities for library materials and services, to conduct correspondence of a similar character and to send reminders and notices of the library's cultural and educational offerings.
Categories of data recipients	The entity that maintains the library system on its servers and other entities entrusted with data processing, with the stipulation that such entities do not acquire the right to decide on data processing themselves but only follow the instructions of the Library.
Data retention period	<p>The data retention period is:</p> <ol style="list-style-type: none">1. for data processed for the purpose of accessing and renting library materials, communicating with the Reader and compiling statistics – no more than five (5) years from the end of the year in which the Reader last used the Library's services, provided that the Reader is not indebted to the Library.2. for data processed for the purpose of asserting potential legal claims, until the statute of limitations for the claim or until the conclusion of the proceedings related to the assertion of the claim.3. for data processed for the purpose of documenting and communicating activities, no more than five (5) years from the date of the event documented, unless the data is processed for archiving purposes in the public interest.4. for data processed to ensure the security of the Library's network and IT systems, no more than five (5) years from the date of registration.5. for data processed on the basis of the Reader's consent, until that consent is withdrawn.
Your rights, including the right to object to processing	<p>The data subject has the right to request access, rectification, erasure or restriction of processing, the right to object to processing and the right to data portability. The permissibility of exercising the respective rights depends on the legal basis for the specific processing.</p> <p>Such consent may be withdrawn at any time, without affecting the lawfulness of the processing before the withdrawal. The data subject has the right to file a complaint with the President of the Data Protection Authority.</p>
Information on the voluntary requirement and the consequences of refusing to provide the data	The provision of personal data is voluntary. Refusal to provide such data will result in refusal of enrolment in the Library or in inability to use its services.

² statutory tasks referred to in the Polish Library Act.

³ statutory obligations referred to in the Polish Public Finance Act, the Polish Public Statistics Act and the Polish Act on Informatisation of the Activities of Entities Performing Public Tasks.



Chapter IV

Rights and obligations of Library Users

§10

1. Users who have fulfilled the conditions listed in § 6 of the Rules and Regulations are entitled to:
 - a) rent library materials under the terms and conditions laid down in the Rules and Regulations,
 - b) receive assistance and advice from the Librarian, including in the selection of library materials,
 - c) make comments to the Manager of a facility about its operation.
2. Upon enrolling in the Library, the User receives:
 - a) The Reader's Card which the User is obliged to present every time they use library materials and services in all the Library facilities
 - b) online library account.
3. If the deadline for returning library materials has been reached or exceeded, your online library account will automatically be blocked, and you must then contact the Library where you rented such library materials.
4. In the event of loss of the Reader's Card, a fee of **PLN 10** will be charged for the issuing of another Card.
5. The replacement of the Reader's Card due to the destruction of the card by wiping of the barcode or card number, theft (with authentication) or change of name is free of charge. Such a free replacement of the Reader's Card will be recognised when the outdated or damaged Reader's Card is returned to the Librarian.

§ 11

1. Users are required to:
 - a) be familiar with and comply with the Rules and Regulations for using library materials and services,
 - b) take care of such library materials as may be entrusted to them,
 - c) protect the Reader's Card from loss or destruction, do not make it available to third parties, immediately notify the Library of its loss, as Users are fully responsible for the actions of persons using their Reader's Card,
 - d) inform the Library of changes to one's personal data, including: name, place of residence or stay, telephone number and e-mail address,
 - e) present an identity document at the request of the Librarian in order to verify the data provided by the User,
 - f) maintain silence when using the computer station for the comfort of Users accessing library materials on site,
 - g) comply with the requests of the Library staff and to treat them with due respect.



Chapter V

The rules for making library materials available in the 3rd Academic Reading Room, named after L. Wawelberg

§12

The librarians can help you search for literature on topics of interest to you and provide you with information on library materials held and on how to use the computer catalogues.

§13

1. Such library materials as may be located in the warehouse of the 3rd Academic Reading Room are used through the Librarian.
2. Selected library materials available in the room are reported to the Librarian to register their availability.

§14

1. All Users are prohibited from taking outside the Reading Room any library material that is not registered in the User's account.
2. Leaving the Reading Room while working for more than ten (10) minutes must be reported to the Librarian. The Library is not responsible for personal belongings left unattended by the User in the Reading Room.
3. A maximum of five (5) volumes may be rented for a period of up to fourteen (14) days, with the exception of reference books and rare or particularly valuable publications.
4. The Reading Room allows you to rent home such library materials as are included in the reference book collection up to a maximum of three (3) volumes per reader account on public holidays and at times when it is closed.
5. The Reading Room may refuse to rent rare and/or particularly valuable library materials.
6. A rental is recorded in the computer system by linking the barcode of the Reader's Card to the barcode of the library material.
7. Before leaving the Reading Room, do check your account balance with the Librarian and report any reservations.
8. The registration of a rental in the computer system constitutes proof of the rental of library materials – complaints made after leaving the Reading Room will not be accepted.
9. The proof of the return of library materials is provided by the computerised registration of this action, made in the Reading Room.



Chapter VI

Inter-library rental rules

§15

1. Users of the 3rd Academic Reading Room or authorised representatives of institutions have the right to use inter-library loans if the publication they are interested in is not in the Reading Room's collection or in other libraries based in Warsaw.
2. The basis for a rental is the placing of an order by e-mail or via the inter-library loan order form.
3. The deadline for the return of material brought in by inter-library rental from outside the premises of the 3rd Academic Reading Room is determined by the Renting Library.
4. Imported materials are made available on site and during the opening of the 3rd Academic Reading Room.
5. The costs of importing and returning the materials is to be borne by the User, according to the current postal price list.
6. 3rd Academic Reading Room fulfils placed orders within fourteen (14) days of receipt of the request.

Chapter VII

Rules for making library materials available in rental facilities and libraries

§16

1. A rental is recorded in the computer system by linking the barcode of the Reader's Card to the barcode of the library material.
2. Before leaving the Library, the User has the right to check the status of their account with the Librarian and report any objections.
3. The registration of a rental in the computer system constitutes proof of the loan of library materials – complaints made after leaving the Library will not be accepted.
4. The proof of the return of library materials is provided by the computerised registration of this action, made in the Library.

§17

The User has the right to rent from all the library facilities at the same time up to fifteen (15) library materials, including: two (2) board games and one (1) e-book reader and three (3) DVD films.

§18

1. The deadlines for returning rented library materials are as follows:
 - a) for books, e-books with reader, talking books, audiobooks, special collections, music and board games – thirty five (35) days,
 - b) for books from the 3rd Academic Reading Room – fourteen (14) days



- c) for films – seven (7) days
 - d) archival issues of newspapers and magazines – seven (7) days
2. The total rental period of library materials may not exceed:
- a) for books, spoken books, audiobooks, special collections and music – one hundred and five (105) days,
 - b) for books from the 3rd Academic Reading Room – twenty eight (28) days
 - c) for e-books with reader and board games – seventy (70) days,
 - d) for archived newspaper and magazine issues and films – fourteen (14) days.
3. Before the expiry of the deadlines referred to in paragraph 1, the Librarian may, at the request of the User, extend the deadline for the return of library materials, provided that no order has been placed by another User. Extensions to the deadline for the return of library materials can be made directly at the library, by telephone, by e-mail or after the User has logged in to their online library account.
4. The Library notifies the User via e-mail of the approaching return date of the rented library materials; however, failure to notify the User does not relieve the User from the obligation to return the library materials on time and to pay the retention fee.
5. Returns may be made by means of the book return chutes – the detailed rules are regulated in Annex 7 to these Rules and Regulations

§19

Users can only use current issues of newspapers and magazines on the library premises.

§20

1. The User can place an order for specific library materials by telephone, e-mail and using the online library account. Orders are processed on a first-come, first-served basis.
2. Requested library materials await collection for three (3) working days. If the library materials are not collected by the specified date, the order is cancelled.
3. The Library informs the user of pending library materials via e-mail. Failure to give notice does not guarantee that a reservation will be kept longer than specified in paragraph 2.

§21

1. In justified cases, in particular when renting library materials of high antiquarian, market or hard-to-buy value, the Librarian may require from the User a deposit in the amount of the market or antiquarian value, but no less than PLN 50 and no more than PLN 200.



2. The deposit referred to in paragraph 1 constitutes security for the return of rented library materials or the settlement of any fee for the retention of library materials.
3. The deposit is refundable when rented library materials are returned.
4. The deposit paid is not subject to interest.
5. Any deposit not collected within twenty four (24) months of the User's last visit becomes the property of and constitutes income to the Library.

CHAPTER VIII

Resignation in the event of delay or failure to return library materials, their loss, destruction or damage

§22

1. The User who has not returned library materials within the prescribed period (§ 18 of these Rules and Regulations) and who has not made a renewal is obliged to return the library materials without delay and to pay the Library a fee for keeping library materials for each day of delay counted from the first day after the return date, in the following amount:
 - **PLN 0.30** per copy of a book (also applies to books from the **3rd Academic Reading Room**), e-book, talking book, audiobook, music and special collections,
 - **PLN 0.50** per board game
 - **PLN 2** per film title and e-book reader,
 - **PLN 0.10** per newspaper and/or magazine title,and costs incurred by the Library in the form of reminders sent. The cost of sending a reminder is charged according to current postage rates.
2. A fee is charged for each day that library materials (with the exception of e-book readers) are held back up to an amount of **PLN 300**, and statutory interest for late payment is charged once this amount is exceeded.
3. The fee for each day of retention of the e-book reader is calculated up to **PLN 1,000**, and after exceeding this amount, statutory interest for delay is charged.
4. Debts to the Library as at 31/12/2021, exceeding the amount of PLN 300 for (one) 1 library material (except e-book readers) and PLN 1,000 for 1 e-book reader, are retained and statutory interest for late payment is charged on these amounts from 01/01/2022.



§23

1. If the User fails to meet the deadline for the return of library materials specified in § 18 (1) and (2) of these Rules and Regulations, the Manager of a library facility sends the User a reminder calling for the immediate return of such rented materials.
2. Upon receipt of a reminder, the User is obliged to return such rented library materials immediately, to pay the retention fee and to send a reminder.
3. The User who has not returned the library materials or has not paid the fee for retention and sending a reminder loses the right to use the loans and library services in all the library facilities until their obligations to the Library have been settled.

§24

1. If any library materials have been lost or damaged by the User, they must provide the Library with a copy of the same publication or another one indicated by the Librarian within fourteen (14) days. At the User's request, the deadline may be extended by the Manager of a facility.
2. In the event of failure to comply with the obligation referred to in paragraph 1, the User will be obliged to pay the Library compensation equal to the antiquarian or market value of the lost copy, as determined by the Manager of a facility.
3. The degree of wear and tear of library materials has no bearing on the amount of compensation determined. In exchange for the lost copy, the User, in consultation with the Manager of a facility, may donate other library material to the Library.
4. If a magazine is lost or destroyed, the User is obliged to pay a cash equivalent of the purchase price of the newspaper and/or magazine.

§25

1. In the event of the User's failure to comply with the obligations provided for in this section, the Library will pursue its claims using a debt recovery procedure.
2. The collection procedure commences with the sending of the reminder referred to in § 23. The reminder is sent by ordinary post or e-mail to Users who have provided their e-mail addresses. The model reminder is attached as Annex 9 to these Rules and Regulations.
3. In the event of failure to pay debts owed to the Library within sixty (60) days from the date of sending the reminder, at the Library's discretion, a final pre-court demand for payment is sent to the User by registered letter with return receipt. The model pre-court payment demand is attached as Annex 10 to these Rules and Regulations.
4. The Library reserves the right to choose further procedure in the form of legal proceedings or to authorise a debt collection company to enforce its obligations to the Library.



5. All costs related to the initiation and conduct of debt collection, court and enforcement proceedings are borne by the User in full.
6. The User in debt collection proceedings reports to such a library facility where the rental took place in order to return the rented library resources and to settle the debt.
7. The User makes the repayment:
 - 1) in cash or in kind at any branch belonging to the Library where the rental took place during its opening hours for readers,
 - 2) to the Library's bank account by traditional bank transfer or via PayU after logging into their online library account.
8. The Library will credit the deposit paid by the User towards the compensation.
9. In justified random cases (e.g. theft, fire), the Library may refrain from asserting the claims provided for in this section against the User, upon the presentation of a document issued by authorised services. The decision is made by the Library Director.

Chapter IX

Principles of debt relief

§26

1. At the User's request, receivables of up to PLN 10,000 may be:
 - 1) paid in instalments,
 - 2) partially cancelled (up to half the value of the debt),
 - 3) cancelled in full,due to an important interest of the User, understood as a situation in which the User is not able to pay the arrears in full or in part.
2. The User's request should be based on documents demonstrating financial or personal hardship. The request form is attached as **Annex 11 to the Rules and Regulations**.
3. The Collection Co-ordinator verifies the User's debt information at all library facilities and presents it to the Library Director.
4. The decision to divide the debt into instalments or to write it off is discretionary, as the Library Director decides whether there are grounds to divide or write it off in whole or in part. Each time, the decision in this regard is made by the Library Director.
5. A receivable with a value from PLN 100 to PLN 10,000 may be written off in full if:
 - 1) the user is deceased,



- 2) there is a reasonable presumption that an amount greater than the costs of investigation and enforcement under separate provisions will not be obtained in the debt collection proceedings.
6. In the cases referred to in paragraph 5, and especially in problematic and difficult situations, the decision to write off the debt in whole or in part is to be taken by the Library Director after consultation with a legal counsel.
7. The User has the right to appeal against such a decision to refuse to write off their debt or to pay it in instalments. The appeal is to be submitted to the Library Director within fourteen (14) days of receipt of the decision. In the event of an appeal, the Library Director will reconsider the request.
8. If a renewed request is made under the previous circumstances, the request will not be processed, in which case the Library Director will inform the User.
9. The User may submit a new request if the circumstances previously relied upon change.

Chapter X

Rules for deleting the User account from the library system

§27

1. The Library may delete an account in the library system:
 - a) upon written request of the User, whose model is attached as Annexes 13 and 14 to these Rules and Regulations and upon the presentation of an identity document.
 - b) five (5) years after the User ceases to use the Library's services.
 - c) account of the deceased person on presentation of their death certificate for the inspection and completion of a declaration, which is attached as Annex 15.
2. A request for deleting an account from the library system is only carried out if the User does not have any outstanding obligations to the Library on their account, i.e. they have returned all rented library materials and have paid all receivables.
3. It is not possible to delete an account of a parent/legal representative of a minor who uses the Library's services.
4. The request must be completed in block letters and signed legibly with the full name
5. Such a request for deleting the User's account may be made at any Wola-based branch.
6. The request for deleting the User's account from the library system is not a request for the deletion of personal data within the meaning of Article 17 of the GDPR. The potential exercise of rights under Articles 15-22 of the GDPR requires a separate declaration made by the User.



7. The deletion of the User's account from the library system occurs within one (1) month from the date of registering the receipt of the request in the Library.
8. The Library is not obliged to respond in writing to the request to delete a library account.
9. The User has the right to obtain information/confirmation that the account has been deleted upon their request.
10. Data processed in connection with enrolment in the Library (enrolment card) or in connection with debt collection proceedings must be archived for a period of five (5) years after transfer to the records repository. This is due to the B-5 archive category for this type of document. Legal basis: Polish Act of 14 July 1983 on national archival resources and archives in connection with Ordinance No. 1452/2020 of the President of the Capital City of Warsaw dated 14 December 2020 on the Registry Instruction, the Uniform Tactical File List and the Instruction on the Organisation and Scope of Operation of Filing Depositories for Public Libraries in the Capital City of Warsaw.

Chapter XI
Violation of the obligations contained in the Rules and Regulations
§28

1. The following sanctions may be applied to individuals who violate the Rules and Regulations:
 - a. limiting the number of items rented to only one (1) in all the facilities,
 - b. temporary or permanent disqualification from using some or all of the Library's services.Decisions on these matters are made by the Manager of a facility. There is a right of appeal against this decision to the Library Director.
2. In the event of documented violations, the Library may take action as prescribed by law, up to and including notifying law enforcement authorities.
3. The Librarians are authorised to control and enforce the provisions of these Rules and Regulations and to provide explanations and interpretations of their provisions.

Chapter XII
Order rules
§29

1. Outerwear and backpacks and large bags, as well as umbrellas, etc., should be left in the designated area.
2. The Library is not responsible for items left behind.

§30

2. The Librarian has the right to refuse service to persons:



- a. behaving aggressively towards other Users or the Library Staff,
- b. using words commonly regarded as offensive,
- c. intoxicated or under the influence of other drugs and dangerous or disruptive to other Users and the Library Staff,
- d. deviating from the generally accepted norms with a low level of hygiene.

§31

Loud noise, smoking and e-cigarettes, consumption of alcoholic beverages and intoxicants are prohibited at the Library.

§32

The User is obliged to use the Library and its premises in such a way as to take into account the needs of other Users.

§33

1. Users bringing pets into the Library are required to:
 - a. take precautions to ensure the protection of human and animal health and life, taking into account the following principles:
 - dogs should be kept on a lead unless they are able to be controlled in some other direct way,
 - dogs belonging to breeds considered as aggressive pursuant the Regulation of the Polish Minister of Internal Affairs and Administration of 28 April 2003 on the list of dog breeds considered as aggressive (Journal of Laws 2003.77.687) must be kept muzzled;
 - b. dirt left behind by animals must be removed immediately;
 - c. ensure that animals are not a nuisance to Users at the Library.
2. Users bringing animals into the Library premises are fully responsible for any damage caused by such animals to the Library or to third parties and are required to make good such damage.
3. The Library Staff may order a person who does not comply with the aforementioned rules to leave the Library.

§34

In the event of life or health-threatening situations, persons on the Library premises should strictly obey such instructions as may be given by the Library Staff.

Chapter XIII

Handling appeals

§35

1. The User has the right of appeal against the decision of the Manager of the facility to the Library Director, in particular in the following matters:



- a. denial of the right to use library materials and services,
 - b. amount of the deposit requested when renting library materials,
 - c. determine the value of library materials lost or damaged by the User,
 - d. determine the cost of repairing damaged library materials or equipment,
 - e. imposing charges.
2. The User may lodge an appeal in writing against the decision complained of within seven (7) days of notification.
 3. The appeal must be heard within thirty (30) days of being lodged. The decision of the Library Director is final.

Chapter XIV

Final provisions

§36

As regards matters not covered by these Rules and Regulations, the provisions of the Polish Civil Code apply accordingly.



Annex 1 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

I. Price list for database printouts and reprographic (photocopying) services

1. Colour printing and photocopying:

- a. A-4 format, single-sided **PLN 2**
- b. A-4 format, double-sided **PLN 4**
- c. A-3 format, single-sided **PLN 4**
- d. A-3 format, double-sided **PLN 8**

2. Printing and photocopying in black and white:

- a. A-4 format, single-sided **PLN 0.60**
- b. A-4 format, double-sided **PLN 1.20**
- c. A-3 format, single-sided **PLN 1**
- d. A-3 format, double-sided **PLN 2**



Annex 2 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

**Rules for using the Internet, computers of the computer
software suite and other library services**

§ 1

1. Library services, including access to computers and the Internet, may only be used by holders of the Reader's Card.
2. Access to computers and the Internet is only possible at stations designated and activated by the Librarian on duty.
3. The User enjoys free access to the computer and online resources within the scope of the Library's core activity according to the Articles of Association. An individual computer work or search session on any given day can last up to sixty (60) minutes.
4. In other cases beyond such tasks as may arise from the Articles of Association the institution, an individual search session may last a maximum of thirty (30) minutes during the daily opening of a facility concerned.
5. Priority for computer access is always given to such Users who have not yet used the computers that day. In the Children and Youth Libraries and in the 12th Youth Reading Room, priority to use the computers is given to children and young people.
6. A computer workstation left by the User for more than ten (10) minutes will be made available to another User, without the protection of previously retrieved data.

§ 2

1. When the User starts working on the computer, they accept the configuration of the computers. This configuration was created by the Library for data protection and security purposes and implies that certain functions are restricted. The User acknowledges that it is not possible to change the configuration of the computers to suit individual needs and preferences.
2. Software is installed on the computers made available to Users to monitor the computers on the network. The User acknowledges and accepts:
 - a. monitoring of their work at any time by the Librarian on duty,
 - b. immediate interruption of the session by the Librarian on duty if the Librarian considers that the User is performing undesirable activities, even if these are not covered by the Rules and Regulations.



3. Sound played at computer workstations may only be via headphones, at a volume that does not disturb other Users.

§3

Users are prohibited from:

- a. attempting to install software on library computers that has not been installed by the Library Staff,
- b. performing actions causing vandalism or damage to computers and their equipment, disruption of computer networks and destruction of software,
- c. making any changes to the configuration of computers, attempting to break existing system security, using personal settings and preferences, including passwords and codes,
- d. using computers and the Internet to commit illegal acts, in particular to carry out acts in breach of the Law on Copyright and Related Rights,
- e. using and disseminating material containing: pornography, graphic scenes, advocating violence, racism and content that offends feelings of other people,
- f. performing commercial activities,
- g. effecting mass distribution of advertising content ("spam"), serial mailing, sending large attachments and other network-disturbing activities,
- h. moving to different computer workstations several times a day without the permission of the Librarian on duty.

§4

1. The User is obliged to save the retrieved, downloaded and created data on their own data storage devices before finishing work at the computer.
2. Once the User has finished working at the computer workstation, they are obliged to delete all files that have been stored, downloaded or generated on it. The User acknowledges that any files, passwords and data left on the computer will be accessible to subsequent Users of the computer.
3. The Library is not responsible for any loss of improperly stored data and for data left by the User on the computer workstations, in particular passwords, personal data, confidential data, etc., and reserves the right to delete them.
4. The Library is not responsible for private data storage media left at the computer workstation or for data lost due to computer system or power failures.



5. The User takes care of the security of their data themselves. The Library is not responsible for transactions carried out by the User on the Internet. Neither is it liable for the operation of software downloaded from the Internet or for any damage caused directly or indirectly by the User's use of the Internet.

§5

1. In the event of technical problems with the computer or software, do notify the Librarian immediately. It is not permissible for the User to attempt any repairs of the User's own accord.
2. The Library and its Staff do not perform maintenance works on Users' computers or devices used to connect to the Wi-Fi network. The User is obliged to remove any potential hardware conflicts preventing correct operation in the wireless computer network of the User's own accord.
3. The Library does not guarantee that the resources provided are complete and free from defects.

§ 6

If while using a computer workstation, mechanical or software damage to computer hardware and software occurs due to the User's fault, then the User is obliged to cover the costs of its repair. If the User is a minor, then their parents or legal guardians are responsible.

§7

1. The library facilities provide computer and reprographic services to the extent of their equipment capacity. The Library reserves the right to change the scope and availability of the computer and reprographic services provided.
2. The User has the option to:
 - a. free scanning of required materials,
 - b. make paid printouts and copies upon prior notification to the Librarian.

§ 8

1. The use of databases, multimedia publications, Internet resources and all information, bibliographic and reprographic services may not take place in violation of the provisions of the Polish Act on Copyright and Related Rights referred to in § 2(2) of the Rules and Regulations for using materials and services of the Public Library [...].



2. The option to copy data onto own media is only allowed under the conditions set out in paragraph 1.
3. The copying service is provided for a fee. The price list is as per the annex to the Rules and Regulations.



Annex 3 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

Rules and Regulations for renting of films

§ 1

1. The use of the film collection is free of charge.
2. No more than three (3) films can be rented at any one time.
3. Films are rented for seven (7) days, with the option to extend this period once.

§ 2

1. When returning rented film collections, you must report any damage; do not make any repairs yourself.
2. The reproduction of the videos is prohibited.
3. Rented films may not be shared with others or played in public.
4. The User is responsible for damages caused by destruction, damage or loss of the film.
5. The amount of compensation for destruction, damage or loss of the film is determined by the Manager of a facility, depending on the current market value. In the event of the loss of a publication that is part of the whole, the User bears the costs of the whole.
6. The User is obliged to read these Rules and Regulations and to apply the provisions contained herein.
7. As regards matters not regulated by these Rules and Regulations, the provisions of the Rules and Regulations for using the collection of the Public Library in the Wola District of the Capital City of Warsaw and relevant legal provisions apply accordingly.



Annex 4 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

Rules and Regulations for renting electronic book readers (e-books)

1. E-book (e-book) readers may only be rented by persons who are at least eighteen (18) years of age, have a valid Reader's Card and have no outstanding debts on behalf of the Library.
2. One (1) person can rent one (1) e-reader with the e-books loaded on it. It is not possible to rent the sole reader.
3. There is no option to rent e-books on the User's private device
4. The reader is provided free of charge.
5. The reader can be rented for a period of thirty five (35) days.
6. The condition for renting the reader is signing a declaration, whose model attached as Annex A to these Rules and Regulations. Signing the declaration constitutes the acceptance of these Rules and Regulations.
7. The deadline for returning the reader is subject to a one-time extension of up to thirty five (35) days.
8. The User is obliged to return the reader within the specified period. After the designated return date, the Library will initiate the procedure to retrieve the rented equipment.
9. The User has the option select books in electronic version from the Library's resources contained in the e-book database in the SOWA system within the account limit. The items indicated (reserved) by the User will be uploaded to the library reader by the Librarian.
10. The User can only rent e-books from such facilities where they rented the reader.
11. The User has the right to use the library reader and the files uploaded to it only for their own use, in accordance with applicable legal provisions. In particular, **the User is not entitled** to:
 - ✓ distribute or market the reader and the e-books uploaded to it in whole or in parts,
 - ✓ modify the contents of e-books,
 - ✓ commercial use of e-books, in particular the dissemination of their contents and their uploading to internet networks,
 - ✓ sharing the e-book reader with others.



12. In the event of any unlawful use of e-books or any infringement of these Rules and Regulations, the Library and authorised third parties may make appropriate claims against the User.
13. The User is obliged to take care of the condition of the reader and to use it in accordance with its intended purpose and the user manual.
14. Each reader comes with: a case and a USB cable. At the time of a rental, the User is obliged to check the reader for functionality and completeness.
15. The User should inform the Library of any perceived damage to the equipment or its malfunction.
16. At the time of return, the reader and additional equipment should be in a complete and undamaged condition from the moment of the rental by the User and with a set of e-books uploaded to the reader.
17. When returning the reader, the Librarian is obliged to check the physical condition of the device as well as the completeness of the rented set.
18. Upon the return of the device, the Library reserves a deadline of five (5) working days for the Library's IT specialist to check the e-book reader.
19. The User is fully responsible for the rented reader. If the reader and its equipment are lost or cannot be returned, the User is obliged to pay the Library compensation equal to the current market price of the unreturned reader or its equipment.
20. If the reader is returned damaged, the User is obliged to cover the costs of repairing it and, if the damaged equipment cannot be repaired, to pay compensation in the amount specified in point 18 of these Rules and Regulations.
21. The Library charges **PLN 2** for each day the rented reader is overdue plus **PLN 0.30** for each e-book.
22. For sending a reminder (reminder of the missed deadline for returning the e-book reader) the Library charges a fee equal to the postage costs incurred.
23. The fees and compensation referred to in points: 18, 19, 20 and 21 should be paid immediately. If fees or compensation are refused, the library will pursue its claims through a debt collection company or through legal proceedings.
24. The User will receive a receipt for the fees paid.
25. The User is obliged to read these Rules and Regulations and to apply the provisions contained herein.
26. As regards matters not regulated by these Rules and Regulations, the provisions of the Rules and Regulations for using the collection of the Public Library in the Wola District of the City of Warsaw and relevant legal provisions apply accordingly.



Annex A to Annex 4 to the
Rules and Regulations on renting e-book readers (e-books)
from the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

DECLARATION

I, the undersigned:

(full name)

domiciled at

.....

(postal code, town/city, street, house number, dwelling number)

PESEL

*Telephone

*e-mail

I declare that I have read and understood the TERMS AND CONDITIONS FOR RENTING READERS OF ELECTRONIC BOOKS (e-books). I declare that in the event of the loss, theft, destruction of the reader or the accessories coming with the reader and in the event of the need for repair of the reader, I will be financially liable in the amount specified in the Rules and Regulations.

.....
(date and signature of the borrower)

I declare that on I rented from Public Library in the Wola District of the Capital City of Warsaw the operational e-book reader with the registration number, together with a case and USB cable.

.....
(date and signature of the borrower)

I confirm the return of the reader with the serial number of with its accessories in an undamaged/damaged condition

.....

Date and signature of the Librarian

.....

Date and signature of the User

*The provision of the details such as the e-mail address or telephone number is voluntary.



Annex 5 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

Rules and Regulations for renting board games

§1. GENERAL RULES

1. The Rules and Regulations define the terms and conditions for renting board games, hereinafter referred to as "Games," from the collection of the Public Library in the Wola District of the Capital City of Warsaw. The Library of the City of Warsaw, hereinafter referred to as the "Library," by persons enrolled in the Library, hereinafter referred to as "Readers."
2. Detailed rules for registering with the Library are set out in the Rules and Regulations for using materials and services of the Public Library in the Wola District of the Capital City of Warsaw.

§ 2. RENTAL

1. The rental of Games is a free-of-charge service.
2. Only Readers enrolled in the Library, having previously read and accepted these Rules and Regulations, and holding a valid reader's card, which they must present each time, may rent such Games.
3. Games may be rented for a period of thirty five (35) days.
4. The Reader may rent a maximum of two (2) Games at any one time.
5. The rental period of Games may be extended once.
6. The rental period of booked Games may not be extended.
7. Games rented by the Reader are registered in the Library's computer database with the Librarian on duty and assigned to a specific Reader.
8. In justified cases, the Library employee has the right to refuse to rent a Game to the Reader.
9. The Library has the right, in justified cases, to demand the return of the Game before the return date specified in the Rules and Regulations or to reserve an earlier return date at the time of the rental.

§ 3. STORAGE OF COLLECTIONS

1. The rental and return of a Game takes place at the Library's premises.
2. The Reader is obliged to return the rented Game on time.
3. The rented Game must be returned to the Librarian. Leaving a Game on the counter or elsewhere in the Library is not considered a return. The Reader bears full responsibility for damage caused by an incorrectly executed return.



4. For Games not returned on time, the Library charges the Reader a retention fee of **PLN 0.50** for each additional day started and sends reminders according to the Rules and Regulations.

§ 4. RESPECTING AND SAFEGUARDING THE BOARD GAMES COLLECTION

1. The Library makes the complete Games available to the Reader. Games rented are the property of the Library.
2. The Reader undertakes to take care of the rented Games, in other words the rented Games must be returned in an undamaged condition resulting from their normal use.
3. Each Game includes a specification containing its full equipment. The Reader should check the condition of the Game before renting it according to the attached checklist. Any deficiencies or damage should be reported before the rental. Failure to report any deficiencies or damage to the Game is deemed to be a rental of a complete Game.
4. The Librarian collecting the rented Game from the Reader is obliged to check the technical condition and completeness of the Game, according to the specification containing its full equipment, within five (5) working days from the date of return.
5. If the Librarian determines that the Game is incomplete in relation to its specifications, the Librarian will contact the User to determine how to proceed.
6. The Reader bears full financial responsibility for damage caused by the improper use of the Game, as well as for its loss or decomposition.
7. In the event of damage, loss or decomposition of a Game, the Reader is obliged, after consulting with a Library Clerk, to:
 - a) repurchase an identical game or its respective components
 - b) pay the market price.
8. Failure to pay the amount resulting from the retention, loss or damage of a Game results in the Reader being deprived of the use of the Library's collections and services until the amount due has been paid.
9. If, at the request of the Library, the rented property is not returned or if the payment of debts owed to the Library is not made, the Library will pursue its claims through a debt collection agency or through legal proceedings.



§ 5. FINAL PROVISIONS

1. As regards matters not regulated by these Rules and Regulations, the provisions of the Rules and Regulations of the Public Library in the Wola District of the Capital City of Warsaw apply accordingly.
2. As regards matters not regulated by the Rules and Regulations, the Library Director has the right of decision.



Annex 6 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

Rules for the payment of service charges

1. Charges for the late return of library materials may be made:
 - a. in person in the form of cash or non-cash payment by credit card at all the Library facilities (payment confirmed by a printout),
 - b. by an electronic payment system provided by PayU S.A,
 - c. by traditional bank transfer to the Library's bank account.
2. The services for which payment can be made electronically, together with the amounts due, are visible in the User's account in the library system.
3. You may access the library's fee collection website via e-banking after logging into your reader account in the Library's online catalogue under the Account tab. The library website will redirect the user to the PayU transaction website where the payment can be made.
4. The amount to be paid generated by the website is not subject to divided into instalments.
5. Once the fee payment procedures have been completed, the user will receive a confirmation of the transaction made to the e-mail address notified in the library system.
6. PayU charges a fee for each transaction in accordance with PayU's table of fees. The fee is added to the transaction amount.
7. The fee applies to payment methods on PayU: payment cards (Visa MasterCard), BUK, electronic payments.
8. The deletion of charges settled electronically by the user is made when the transfer is booked by the bank.
9. Complaints regarding the e-banking service should be made directly at a branch or to the e-mail address it@bpwola.waw.pl
10. A complaint must be lodged within fourteen (14) days of the date on which the Service was provided or was to be provided.
11. The complaint is dealt with within fourteen (14) days of its receipt at the aforementioned e-mail address.



12. If the complaint cannot be dealt with within this timeframe, the Administrator will notify the User by e-mail of the reasons for the delay and the expected timeframe for dealing with the complaint.
13. The Library is not responsible for technical problems on the part of the PayU transaction website.
14. Fees for paid library services can be paid in person in the form of cash or non-cash payment by credit card at all the Library facilities (payment confirmed by a printout)



Annex 7 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

Rules and Regulations for using library book return chutes

§ 1

1. The Rules and Regulations set out the terms and conditions for returning library materials to the book return chutes located at following addresses:
 - a. Public Library in the Wola District of the Capital City of Warsaw, at al. "Solidarności" 90
 - Adult and Youth Rental Facility no. 32
 - Children and Youth Library no. 21 – "Komiksowo," and the 12th Youth Reading Room
 - 3rd Academic Reading Room named after L. Wawelberg
 - b. Adult and Youth Rental Facility no. 51 – "Klub Podróżnika," at ul. M. Bielskiego 3,
 - c. Adult and Youth Rental Facility no. 80 – "Cyfrowa Redutowa" and Children and Youth Library no. 36 – "Cyfrowa Redutowa," at ul. Redutowa 48
 - d. Adult and Youth Rental Facility no. 91, named after Isaac Bashevis Singer and Children and Youth Library no. 46-"Biblioteka Małego Człowieka" at ul. Chłodna 11
 - e. Adult and Youth Rental Facility no. 106 – "Kącik Smakosza" and Children and Youth Library No. 32 – "Kącik Smakosza" at ul. Twarda 64
 - f. Foreign Language Collection Rental Facility no. 115 – "Poliglotka," at ul. Nowolipki 21,
2. Books and newspapers rented from any branch of the Library can be returned to the book return chute. Books should be handed in one at a time by placing them in the designated slot, with the spine against the slot of the book return chute.

§ 2

You may not put other objects or materials that are not subject to renting into the book return chute.

§3

1. Library materials returned via the book return chute are deducted from the User's account the following working day.



2. The Library takes responsibility for the re-entry of library material into the rentable collection.
3. It is the User's responsibility to check their online library account. Report any concerns or complaints to the relevant library branch, either in person, by telephone or by e-mail.
4. The fee for held library materials (in the case of belated return) is stopped at the time of registration of the return in the library system and not at the time the book is placed in the book return chute.
5. Returning library materials late (exceeding the return deadline) does not exempt the User from paying the late return fee.

§4

If previously unrecorded damage or soiling of returned library materials is found, the Library reserves the right to ask the User for an explanation.



Annex 8 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

Library enrolment form

We offer libraries the opportunity to rent books from our collections free of charge. To place an order, complete the form below.

Name of the ordering library

Postal address of the ordering library

Street and number

Postcode and city

Details of a person authorised to place orders

Full name

Contact e-mail address:

Telephone number:

Bibliographic details of books ordered:

Author:

Title:

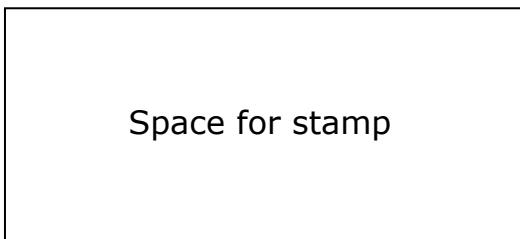
Year of issue:

Reference:

By renting the above materials, I declare that I take full responsibility for their condition and timely return.



Annex 9 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.



SURNAME FORENAMES

**STREET NUMBER HOUSE NUMBER DWELLING
NUMBER**

Date: DD.MM.YYYY

Public Library

REMINDER

<BARCODE>

Warsaw– Wola

MON202107010117172

The Library would like to ask that you return the following held copies immediately:

No.	Identifier	Catalogue description of retained copies	Date of rental	Deadline for return	Fee PLN.
	Library facility				
1.	xxxx-XXXXXX-XX	Xyz...	DD.MM.YYYY	DD.MM.YYYY	PLN .../100
	Library facility reference (street)				
2.	XXXX—XXXXXX-XX	Xyz...	DD.MM.YYYY	DD.MM.YYYY	PLN, .../100
	Library facility reference (street)				
3.	XXXX—XXXXXX-XX	Xyz...	DD.MM.YYYY	DD.MM.YYYY	PLN .../100
	Library facility reference (street)				

Note: fees calculated as at DD.MM.YYYY.

Previous debts:

PLN .../100

Until returning the library materials, the fee increases daily for each copy not returned on time.

Cost of the current reminder:

PLN .../100

The reminder contains items monitored for the Xth time.

Total to be paid:

PLN .../100



Annex 10 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

Warsaw, on.....

.....
Debtor information
.....

User data

Pre-court request for payment

The Public Library in the Wola District of the Capital City of Warsaw would like to ask you to settle the debt
in the amount of PLN (say:)
within twenty one (21) days from receiving this summons.

The above debt is due to your failure to return the library materials we asked you to return in the
reminders dated

Do pay the quoted amount to the bank account below:

Bank Pekao S.A.
28 1240 1037 1111 0010 3982 6502

The payment can be made by traditional bank transfer or via PayU after logging into your online library
account.

**Be advised that if the outstanding debt is not paid by the deadline, the matter will be
taken to court.**

Do also return rented library materials in accordance with the attached reminder.

If your library materials have been damaged or lost, or if a one-off repayment would be too much of a
burden for you, do contact us at the Library address indicated in this letter or by e-mail at:
@bpwola.waw.pl – we will try to work on a proper



Annex 11 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

Warsaw, on

.....
name and surname of the User

.....
card no. of the User

.....
address for correspondence

.....
phone number/e-mail

**To the Director
of the Public Library in the Wola
District of the Capital City of Warsaw
01-003 Warszawa, al. "Solidarności" 90**

Request

I would like to request you to settle
the debts you owe to the Public Library in the Wola District of the Capital City of Warsaw due to
the late return of library material, in the amount of
(say: PLN).

I would like to justify my inability to make a single and timely repayment of the debt:

.....
.....
.....



I confirm the truthfulness of the details contained in this request with my own signature and ask that my request be granted.

legible signature of the User

The Controller of your personal data is the Public Library in the Wola District of the Capital City of Warsaw. Full information on the processing of readers' personal data is available on the website at: <https://www.bpwola.waw.pl/ochrona-danvch-osobowych/>.



Annex 12 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

Request for deleting the User account from the library system

Full name.....

Address:.....

Postcode..... City/Town:

Library card number

I, the undersigned, declare that, with effect from....., I am resigning from the services of the Public Library in the Wola District of the Capital City of Warsaw. Do remove my account from the user database.

.....
Place and date

.....
Signature

User information:

This request does not constitute a request for the erasure of personal data, within the meaning of Article 17 of the GDPR. The potential exercise of rights under Articles 15-22 of the GDPR requires a separate declaration by the User.

In accordance with Article 17(3) GDPR, the deletion will be limited to the extent that the processing is necessary:

- a) to comply with a legal obligation requiring the processing under the EU law or the law of a Member State to which the Controller is subject, or to perform a task carried out in the public interest or in the exercise of official authority vested in the Controller;
- b) for archiving purposes in the public interest, for scientific or historical research purposes or for statistical purposes in accordance with Article 89(1) of the GDPR, insofar as the erasure is likely to make it impossible or seriously impede the purposes of such processing;
- c) to establish, assert or defend against claims (if debt collection activities are being carried out, debts to the Library are outstanding, or if the User has not returned rented books).

Library staff annotation:

- Account deleted on.....
 - Account blocked on
 - Account not deleted due to:
-
.....



Annex 13 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

Request for deleting the minor User account from the library system

Name of the parent/legal representative

Address:

Postcode.....City/Town:

I, the undersigned, request that my children be deleted from the list of Users and my account be removed from the database of Users of the Public Library in the Wola District of the Capital City of Warsaw

1.

(full name/card number of the User)

2.

(full name/card number of the User)

.....

.....
Signature

User information:

This request does not constitute a request for the erasure of personal data, within the meaning of Article 17 of the GDPR. The potential exercise of rights under Articles 15-22 of the GDPR requires a separate declaration by the User.

In accordance with Article 17(3) GDPR, the deletion will be limited to the extent that the processing is necessary:

- a) to comply with a legal obligation requiring the processing under the EU law or the law of a Member State to which the Controller is subject, or to perform a task carried out in the public interest or in the exercise of official authority vested in the Controller;
- b) for archiving purposes in the public interest, for scientific or historical research purposes or for statistical purposes in accordance with Article 89(1) of the GDPR, insofar as the erasure is likely to make it impossible or seriously impede the purposes of such processing;
- c) to establish, assert or defend against claims (if debt collection activities are being carried out, debts to the Library are outstanding, or if the User has not returned rented books). The above rule also applies accordingly to the account of the parent/legal representative of a minor who uses the Library's services.

Library staff annotation:

- Account deleted on.....
- Account blocked on
- Account not deleted due to:

.....
date, stamp and signature of the Library staff



Annex 14 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

Declaration concerning the death of the User

Ithe undersigned hereby inform

(full name of the Declarant)

about the death of
.....

(degree of relation e.g. father, daughter, neighbour)

(full name of the deceased User)

library card number

.....
(signature of the Declarant)

To be completed by the Librarian:

The death certificate was produced:

YES

NO

No. of the branch that holds the paper enrolment card

Deletion of the User's data from the SOWA library system on

.....
(date/Librarian's signature)



Annex 15 to the Rules and Regulations for using materials and services
of the Public Library in the Wola District of the Capital City of Warsaw
introduced by way of Ordinance no. 60/2025
dated 30 December 2025.

Rules and Regulations for using the book dispenser

§ 1

General provisions

1. These terms and conditions set out the conditions for using the book dispenser.
2. The book dispenser is located at:
 - 1) CH Wola Park at ul. Górczewska 124, 01-460 Warszawa,
3. The book dispenser can be used by Readers who:
 - 1) are registered with the Public Library in the Wola District of the Capital City of Warsaw,
 - 2) do not exceed the rented limit on the account,
 - 3) have no arrears to the Library,
 - 4) have an e-mail address assigned to their library account.

§2

Principles of using the book dispenser

1. To use the book dispenser it is necessary to hold a physical or electronic card assigned to the library account.
2. You may use the book dispenser during the working hours of CH Wola Park **to rent only books** included in the collection of the Public Library branches in the Wola District mentioned below:
 - 1) Adult and Youth Rental Facility no. 10,
 - 2) Adult and Youth Rental Facility no. 91, named after Isaac Bashevis Singer – "Biblioteka im. Singera,"
 - 3) Adult and Youth Rental Facility no. 106 – "Kącik Smakosza,"
 - 4) Children and Youth Library no. 13 – "Biblioteczna Strefa Gier,"
 - 5) Children and Youth Library no. 32 – "Kącik Smakosza,"
 - 6) Children and Youth Library no. 46 – "Biblioteka Małego Człowieka."

The book dispenser may be used to return books rented at any branch of the Public Library in the Wola District of the Capital City of Warsaw.



3. The Reader may order and rent no more than the set account limit at a time, in accordance with the Rules and Regulations on using materials and services of the Public Library in the Wola District of the City of Warsaw
4. Due to the large format and volume of the collections reserved by a single Reader, they may be placed in several lockers.
5. In order to use the book dispenser, books must be reserved by logging in to your Online Reader Account, selecting the option to pick up at the book dispenser.
6. Reserved items will be delivered to the book dispenser from Monday to Friday.
If all lockers are full, waiting times may be extended
7. Once the reserved items have been delivered to the book dispenser, the Reader will be informed about the option to collect them via e-mail.
8. The deadline for the collection of the reserved collections is three (3) working days after the notification has been sent. If the collection is not collected by the deadline, it will be removed from the book dispenser and the booking will be cancelled.
9. Received library materials will be automatically assigned to the Reader's Account.
10. The return date is automatically determined on the basis of the Rules and Regulations for using materials and services of the Public Library in the Wola District of the Capital City of Warsaw.
11. Books returned through the book dispenser will be deducted from the Reader's Account only after they have been removed from the locker and verified by the Librarian.
12. The deadline for returning books is the day on which the books are placed in the locker.
13. The rules for charging fees for the retention of library materials are set out in the Rules and Regulations for using materials and services of the Public Library in the Wola District of the Capital City of Warsaw.
14. The failure of the Book Dispenser or the lack of free lockers does not release the Reader from their obligation to return rented library materials on time.

§3

Procedure for collecting library collections

1. To collect books, scan the Wola Library card at the book dispenser.
2. The locker will open automatically – close the door once the books have been collected.
3. It is possible to print a receipt and reopen the locker.
4. The Reader may open the locker no later than the date specified in the e-mail informing them of the receipt of the reserved items.



§4

Procedure for returning library collections

1. To return rented books, click on the "Return" button and scan your Wola Library card.
2. Then scan the library barcode from the books one by one. Once scanned correctly, the title and book identifier will be added to the list of returned items displayed on the screen.
3. A maximum of four (4) books can be returned to one locker.
4. To place the returned books in the locker, select the "Load" button. A randomly selected empty locker will then open and the Reader will be asked to place books in it and close the door.

§5

Information on video surveillance

The Public Library in the Wola District of the Capital City of Warsaw reserves the right to monitor activity in the vicinity of the Book Dispenser.