

APPENDIX 4: RULES FOR USE OF CONSULTATION AND INFORMATION RETRIEVAL SERVICES

The Library provides services focused on education and support for students, academic staff, and the professional public. Details of individual services can be found on the [Consultations](#), [Research](#), [Courses, Workshops and Webinars](#), and [Business Services](#) webpages.

4.1 Consultation Services

4.1.1 NTK provides in-person or online consultation services. These include comprehensive support and advice for finding and working with relevant information resources.

4.1.2 Consultation Services are provided free of charge to all Users (an applicant must not be a registered Library Patron). Consultations are provided after being scheduled using the [Schedule a Consultation form](#) or after making an appointment with an NTK employee. Applications may be refused due to capacity reasons.

4.2 Information Retrieval Services

NTK provides written outcomes from [bibliographic searches](#) and can prepare an overview of publication activities ([Bibliometric Services](#)) to Patrons except for students (i.e., Patron Groups B, BC, BV, E, EC, G, and GC; only oral consultations are offered to students. The processing of a written research report from the Library's EIR is governed by the terms and conditions for access to licensed online information resources. There is a charge for this service; fee shown in [Appendix 1: Fees and Services Pricelist](#).

4.2.1 [Ordering Bibliographic Searches](#) includes the preparation of a list of records of documents retrieved from freely available professional sources or from the Library's EIR. These reports are only available for topics corresponding to the Library's science and technology profile.

4.2.2 Requests for a search or a [review of publication activity](#) can be sent via an online [form](#). A final order is confirmed only after a verbal or email consultation, during which the topic, sources to be searched, price, delivery date, and form of the report are discussed and specified.

4.2.3 These services may be limited due to capacity constraints.

4.2.4 A limited number of resources (maximum 8-10) can be ordered free of charge by all Users except students via an [online form](#).

4.3 Educational Activities

4.3.1 NTK periodically organizes public educational events (courses, workshops, webinars). These are free of charge and open to all (not just registered Patrons).

4.3.2 On request, NTK provides tailor-made workshops/webinars for educational or research institutions. For public institutions, this service is provided free of charge; for private institutions, a fee is charged. See [Appendix 1: Fees and Services Pricelist](#).

4.3.3 Agreement on the extent of educational activity cooperation, content, and regularity of workshops/webinars must be determined following a verbal or written discussion. These services may be limited due to capacity constraints.

In Prague, dated October 22, 2024

NTK Director

Ing. **Martin Svoboda** m. p.