



## LEAFLET FOR READERS

### What is ZÍSKEJ?

ZÍSKEJ (“Get It”) is an interlibrary loan and document delivery service for readers (end users) in the CPK network. The service lets readers order a book or other document anytime, anywhere, and to conveniently track order status.

The National Library of Technology is the service provider. The service center attends to the needs of readers and libraries.

Access to ZÍSKEJ is free of charge. The service is available via **[ziskej.techlib.cz](https://ziskej.techlib.cz)**.

### How to gain access to ZÍSKEJ services?

Readers can access ZÍSKEJ through **[knihovny.cz](https://knihovny.cz)** by logging in with their home library’s credentials. Readers can also use the service without a home library. In this case, readers automatically become NTK patrons.

Upon registration, a financial account will be automatically created for the reader, enabling the reader to pay fees for services according to the Price List.

### How ZÍSKEJ works?

Readers can order selected titles through **[knihovny.cz](https://knihovny.cz)**. Orders are sent by ZÍSKEJ to the reader’s home library, which handles orders. Readers can track order status using their profiles.

If a reader decides that to cancel an order and the library providing the item has not started processing the order yet, the order is canceled automatically. If the library providing the order already started to fulfill the order, the reader is obliged to pay for the order.

Readers have the right to file complaints if they are dissatisfied with services and can request refunds or remedy of any issues. The reader’s home library deals with any issues or problems. If reader is not satisfied with how an issue is resolved, they can file an objection with the Service Center.

All instructions and documents for readers are available on the ZÍSKEJ infoportal: <https://ziskej-info.techlib.cz/dokumentace/for-readers>.