

UNIVERSITY LIBRARY SYSTEM SERVICE CHARTER

Attachment to the ULS Regulations

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INTRODUCTION

The Service Charter is the document which holds the contract terms of transparent collaboration between the University Library System (ULS), that is to say the network of library services and facilities/libraries of the University of Eastern Piedmont, and its users.

Purpose of the Service Charter

- Inform the users on the types of services offered by the ULS and the manner the services are provided respecting quality standards based on the principles of accessibility, impartiality, rapidity, transparency and efficiency;
- Encourage a positive and clear interaction between users and the ULS, clarifying the reciprocal rights and duties with the aim of improving the services.

The Service Charter is usually updated every four years, to keep it in line with the working reality and the needs of the users, or in case of urgency and necessity.

ART. 1 – INDICATORS AND QUALITY STANDARDS

The University Library System (ULS) is committed to determine the quality indicators based on the national and international standards on the matter and what is recommended by the professional literature. It is dedicated to utilize them in the organization and management of its own activities, in particular in providing services to the users.

The ULS is obliged to gather the necessary data through internal registrations of the activities carried out and surveys made for the purpose of discovering user satisfaction in order to publish the result on the ULS website (<http://sba.uniupo.it>) with updated periodic reports.

The calculation and evaluation of the quality of services and resources are aimed to the constant improvement and the definition of guidelines and commitments in developing the ULS.

ART. 2 – USERS OF THE UNIVERSITY LIBRARY SYSTEM

Users of the library are those who use its services, spaces and facilities.

Two types of users may be identified:

- Institutional users, that is everyone who establishes a relationship with the University: students, PhD students, scholarship holders, post-doctoral fellows, teaching staff, technical and administrative staff, alumni;
- External users, that is all that do not fall within the institutional users: citizens from 16 years onwards, upper secondary school students, those related to affiliated Associations, Institutions, University and Libraries.

ART. 3 – SERVICES OF THE UNIVERSITY LIBRARY SYSTEM

The ULS offers to its users a series of services whose terms of emanation and usage are listed below. Minimum standards are guaranteed in every aspect of the service provided.

In supplying the services, the ULS meets the aims of consistency, homogeneity and simplification of the procedures, guaranteeing the quality, update and development of the collections in order to meet the needs of educational activities, study and research.

In case of special requirements of operational, organization or subject type, some services may be regulated differently by each Library.

ART. 3.1 – ACCESSIBILITY PLACES AND FACILITIES

The Libraries of the ULS have equipped areas available on site for reading and consulting the bibliographic and documentary works within the limits of resources allocated, structural constraints and what relates to safety standards.

The ULS is committed to ensure users with disabilities the accessibility to the facilities and the usability of services.

In the Libraries of the ULS the bibliographic and documentary material is located –where the space allows it– on open shelves, making it directly accessible and organized through an appropriately illustrated signage.

Part of the bibliographic material may be located in storage rooms. For safety reasons, only the staff can retrieve this material, upon the user request, and within the timeframe detailed in the Regulations of each Library.

For the purpose of monitoring such material, each Library is equipped with anti-theft devices.

OPENING HOURS

The Libraries of the ULS guarantee lunch break opening hours of at least 35 hours per week from Monday to Friday, excluding bank holidays, National holidays and local holidays.

The Libraries can schedule a closure, suspension or reduction of the services for organizational needs, inspection of activities and redistribution of the bibliographic material, or arrangement of the spaces, furniture and facilities.

Any change or reduction of the opening hours is promptly reported to the users through written notices, a post on the Libraries and ULS websites and through the social networks, when present.

ACCESS TO THE SERVICES

To access the services, the users must be registered and apply for registration to one of the Libraries of the ULS. Consulting the bibliographic paper material is free in any of the Libraries in the ULS, prior possible identification.

ART. 3.2 – THE SERVICES

ACCESS AND CONSULTATION

Access to the Libraries in the ULS and consulting the bibliographic and documentary material are free of charge and guaranteed to all users. For the consultation of some type of material, a refund fee may be requested.

The Libraries in the ULS promise to the users suitable tools for bibliographic and documentary research and the adequate assistance in how to use them.

RECEPTION AND GUIDANCE

The ULS is committed to provide assistance and the necessary information to use the services with the library staff and/or designated workers.

The assistance is constantly guaranteed during opening hours of the libraries, in accordance with the general necessities of the service.

The ULS and the Libraries have in place information and assistance to bibliographic research through the institutional websites, the apps, emails, informational brochures and social networks (when present) and make sure to update the information.

The ULS and the libraries organize learning and update activities to develop and improve the information skills of the users (Information Literacy), in order to educate them about the catalogues and the paper and online resources.

REPRODUCTION AND DOCUMENT PRINTING

The Libraries of the ULS can accommodate in their spaces the devices for the reproduction and printing of the bibliographic and documentary material owned by them, in accordance with the copyright laws and licenses approved by the service provider.

The Libraries may exclude from reproduction the rare or easily perishable material and limit the service only to documents excluded from loaning.

The Libraries allow the users the printing from the PC workstations available for consultation of databases and electronic resources.

The reproduction and printing is a paid service and self-service for all users.

LOCAL LOAN

Books and documents on paper or in electronic form (e-book) can be borrowed.

The loan is free of charge and is granted to all institutional users and to external users, in case of conventions or agreements of reciprocity between other universities, research centers, institutions and associations.

For other types of external users, refer to the regulations of the individual libraries.

To access the loan service, the user must be registered at a library of the ULS.

The regulations of each Library define the organization of the loaning service, the relative conditions, the categories of documents excluded, the fines in case of damaging or failure to return a book.

The Libraries must guarantee in any case the largest circulation possible of the documentary and bibliographic material available.

INTERSYSTEMIC LOAN

The libraries of the ULS are committed to provide to institutional users documents owned by other libraries in the ULS for which the intersystemic circulation is provided.

INTERLIBRARY LOAN

The ULS acknowledges the strategic importance of cooperation between the libraries in order to facilitate study and research activities; that is the reason why it is committed to:

- Borrow books which are not present in the Libraries of the ULS from other Italian and foreign libraries
- Lend books from the University libraries to other Italian and foreign libraries.

The service is guaranteed to institutional users.

The single Libraries regulate with their own Internal Regulations the methods of use (type of lendable material, duration of the loan, number of texts you can request, how to request and consult, any reimbursement of expenses) and which type of users can make use of the service.

GENERAL RULES FOR THE USERS

At the end of the loan deadline, the Libraries are required to return the material to the lending libraries, even in the event of the applicant, duly noticed, not taking a look at the book. Any service costs are charged to the user in any case.

Upon arrival of the sought material, the user will be notified and will be able to collect the book at the Library where the service was requested.

RULES FOR THE LIBRARIES

The request, complete with bibliographic references and location, may be sent to the single Library using the ULS ILL (for the libraries who have the service active) or through e-mail.

The rules of application for reimbursement are regulated by the Internal Regulations of the Libraries.

The Libraries are committed to:

- Process the ILL requests from other libraries within the minimum time limit standards set out in paragraph 3.4
- Promptly inform the libraries about the availability or unavailability of the documentary material requested and about the collection or delivery of the required document.

DOCUMENT DELIVERY

The Libraries of the ULS, through the NILDE platform, are committed to supply to institutional users copies of magazines articles and parts of books, in respect of the current copyright law and licenses approved by the service provider. The delivery is performed in case that a document is not owned by the Libraries of the ULS.

The delivery is furthermore guaranteed to external libraries for the documents owned by the ULS.

The single Libraries regulate with their own internal Regulations the methods of use (numbers of articles you may request, any reimbursement of expenses), the types of material and which users can make use of the service.

GENERAL RULES FOR INSTITUTIONAL USERS

Requests for articles or parts of books must be usually received through the NILDE platform or through e-mail for the Libraries that do not have the service active.

In retrieving the document, the free mode is favored in respect of the mutual exchange between libraries; where it is not possible, the user is required to precautionary commit to bear the necessary costs.

Upon arrival of the requested material, the user will be notified and will be able to retrieve a copy of the document at the Library where they requested the service or, upon request, at another library of the ULS.

RULES FOR LIBRARIES

The request, complete with bibliographic reference and location, may be sent to the single Library through the NILDE platform for the participating libraries or through e-mail for the other libraries.

The rules of application for reimbursement of any costs incurred to receive the article are regulated by the Internal Regulations of the Libraries.

The documents are sent through an electronic transmission with a secure system that deletes the articles after printing, or by fax or priority mail.

The Libraries are committed to:

- Process the Document Delivery requests from other libraries within the minimum time limit standards set out in paragraph 3.4
- Promptly inform the libraries about the availability or unavailability of the documentary material requested and about the collection or delivery of the required document.

BIBLIOGRAPHIC CONSULTATION

The Libraries of the ULS guarantee to the users:

- Individual assistance and education on how to use the available resources and how to access the information and the documents useful for educational activities, study and research.
- learning and update activities on how to use the catalogues and the paper and online resources, depending on the needs of the single user.

ACQUISITION AND PROVISION OF BIBLIOGRAPHIC DOCUMENTS

The ULS is committed to acquire the bibliographic resources necessary for educational and research activities, with a special attention to books used in the courses' bibliographies.

Acquisitions happen within the limits of financial assets and in compliance with the development policy collection approved by the Athenaeum Commission for the Libraries.

The users may make requests for purchase proposals of books and other materials not available at the University libraries. Requests should preferably be submitted through the function MyBiblio of the BiblioUPO catalogue. Alternatively, they can be sent through e-mail to the library managers, who will evaluate the pertinence with the scientific and disciplinary direction of the Library and the availability of funds.

The bibliographic and documentary material is catalogued by the Library staff with automated procedures and according to the national and international rules.

The catalogue recordings of the Libraries converge in the OPAC (Online Public Access Catalogue) of the University BiblioUPO.

The Libraries in the ULS can contribute to the realization of special or field catalogues.

SERVICES FOR DISABLED PEOPLE

The Libraries of the ULS offer specific services for disabled users and they operate to remove any obstacles and impediments in the use of services.

At some Libraries, aids and technologies for reading and consulting of electronic resources are available for users with disabilities.

ART. 3.3 – SERVICES OF THE DIGITAL LIBRARY

The ULS strives to take advantage all the potentiality of the new technologies and all the opportunities offered by the web to:

- improve the existing services
- create new services
- facilitate the access to services, in particular for disadvantaged users and users with disabilities

RESOURCES AND SERVICES OF THE DIGITAL LIBRARY: ACCESS AND USE

The digital Library is the set of catalogues, repertoires, databases, journals and e-books that the ULS and the Libraries select, purchase, organize and put at disposal of the users.

For a better use of the digital Library, the ULS is committed to offer:

- a service as intuitive and fast as possible for the access to electronic resources
- assistance to use the resources
- periodic educational workshops topic-specific

The resources and services of the Digital Library are accessible from all network computers in the University. The ULS is committed to guarantee remote access to the digital resources with the modalities allowed by the technologies available and the contracts with the providers.

Access to the resources and services is reserved to institutional users and external users who obtained the credentials for authentication.

Contents free of charge or open access are accessible to all users from any PC workstation.

Any interruptions or malfunction of the purchased resources are reported through the ULS and Libraries websites.

Service updates and of their respective content happen continuously and regularly through the ULS and Libraries websites.

The ULS is committed to recurrently monitor the user satisfaction. The effectiveness of the electronic resources of the Athenaeum will furthermore be supervised through the usage data.

INTERNET ACCESS

The ULS makes available workstations to surf the internet and do research on the electronic resources they are subscribed to. The service is available in all libraries of the University and it is open for institutional users and external users who obtained the credentials of the University. All users with university credentials, the users with EDUROAM credentials, all external users with specific credentials can access the internet with their own electronic devices using the WIFI network.

CONSULTATION OF THE UNIVERSITY CATALOGUE

The materials owned by the ULS are listed in computerized catalogues (OPAC) freely accessible on-line even outside of the Athenaeum.

The catalogues are constantly updated and they allow the identification and localization of the various documents and gain insight on the libraries that own them.

Through the application SebinaNext and the catalogue BiblioUPO (<https://upo.sebina.it>), the ULS offers to institutional and external users personalized services such as:

- duration of the ongoing loans and expiry notices
- bookings of already borrowed books
- bookings of loans and retrieving them

- bookings of the PC workstations for the consultation of databases and bibliographic counseling
- purchase proposals, creation of lists and bibliographies

DIGITAL LOAN

The ULS puts at disposal a service of loaning electronic books (e-book). The loan is usually free of charge and reserved to institutional users. The modalities of the loan are defined by the instructions on the platform in-use as well as by any regulations of the single libraries.

WEBSITE OF THE ULS AND LIBRARIES

The ULS and the Libraries use the website as a preferred instrument to communicate with the users.

The ULS strives to constantly and promptly provide update information on the services, addresses, schedules and people to contact for every library and on shared and single initiatives of each facility (events, courses, etc.).

Furthermore, it is committed to organize the website pages as a channel of local access to the shared resources of all libraries in the ULS, such as the University catalogue (OPAC), the electronic resources and the services linked to them.

ATHENEUM INSTITUTIONAL ARCHIVE

The ULS collaborates with the Research Department of the University for the archiving of doctoral dissertations and research work as expected by institutional mandates, national and international.

In particular, the ULS manages the storage service and access to the doctoral dissertations in digital format in the institutional repository IRIS-UPO. The ULS provides informative brochures and organizes meetings about the copyright law and on the topics of open access and open science; it carries out controls on the proper insertion of the dissertations data and takes care to publish them in open access.

The ULS collaborates for the correct application of the Athenaeum policy about publications in open access.

ART. 3.4 – MINIMUM STANDARDS OF SERVICES

The ULS guarantees these minimum standards of service:

LOCAL LOAN AND CONSULTATION

The loan is continuously guaranteed and for at least 35 hours weekly from Monday to Friday, excluding bank holidays, national and local holidays, or any scheduled reductions in working hours.

BIBLIOGRAPHIC COUNSELING

The Libraries pledge to take charge of the submitted requests to the institutional emails no later than the next business day.

INTERLIBRARY LOAN: ILL AND DOCUMENT DELIVERY

The libraries commit to:

- process the loan and document requests as soon as possible in an average time of two business days and within a maximum of 5 business days from the request received.
- If it is not possible to provide the loan or document requested, send a related notice explaining the reasons of the impossibility to supply it in an average time of two business days.

ART. 3.5 – THIRD MISSION

The ULS contributes to the Athenaeum third mission, easing the access to the bibliographic material and to the service from all citizens, in the manner and limitation prescribed by the regulations of the single libraries.

The ULS promotes the collaboration and cooperation with other libraries in the area, in particular by encouraging their entry in the SBN UPO complex.

The ULS organizes activities, initiatives and events to involve the reference communities to contribute to the cultural and social development of the area, with the hope of a reciprocal exchange of skills and expertise.

ART. 4 – RELATIONSHIP WITH THE USERS

The Libraries of the ULS strive to form a relationship of respect and collaboration with the users, in order to guarantee an optimal provision of services in terms of effectiveness and efficiency.

In the relationship with all users and the provision of services, the ULS operates according to the following principles:

- Impartiality
- Propriety
- Respect and free expression of multiple opinions and ideas

The ULS does not promote or support any initiatives that have party, union, or confessional purposes for the aim of propaganda or proselytism or to finance the abovementioned initiatives.

ART. 4.1 – USER’S RIGHTS

RIGHT TO INFORMATION

Users have the right to:

- Receive comprehensive, clear and prompt information on the times and methods of the provision of the offered services
- Be informed about the progress status of their own requests
- Access all information that concern them, in particular regarding the limitations in the access to the services and the penalties after failing to comply the norms established.

RIGHT TO ACCESS THE SERVICES

Users have the right to access the offered services according to the rules laid down in the Service Charter and in the regulations of the single Libraries.

RIGHT TO STABILITY OF SERVICES

Users have the right to benefit from the services with continuity and stability, regardless of external events independent of the Library.

RIGHT TO STUDY IN PEACE

Users have the right to study in a comfortable and quiet environment.

RIGHT TO MAKE SUGGESTIONS

Users have the right to make purchase proposals, suggestions, complaints about the services offered and to receive a reply.

RIGHT TO COMPLAIN

Users have the right to report in writing or via e-mail any violation of the principles stated in this Service Charter to the Managers of the Libraries or to the ULS Support and to receive a reply.

ART. 4.2 – USER’S OBLIGATIONS

DUTY TO RESPECT THE INSTITUTION, OTHER USERS AND THE STAFF

Users have the duty to:

- Know and respect the principles listed in the Service Charter and the rules in the regulations of the Libraries
- Behave respectfully and properly; not compromise other users’ right to benefit from the offered services in a pleasant, peaceful and welcoming environment
- Silence the phone ringtone or other personal computer devices
- Respond quickly to any request or reminder from the Libraries
- For internal users, use only the institutional email address to communicate with the Libraries and the ULS.

DUTY TO RESPECT THE UNIVERSITY POLICIES IN USING THE INTERNET

- Show a valid ID and/or institutional affiliation upon request of the staff
- Provide the library staff with correct and updated information about on their own situation (type of users, e-mail address, telephone number) and promptly communicate any variations.

DUTY TO RESPECT THE LIBRARIES GOOD AND FACILITIES

- Do not damage, underline or tamper with the books in consultation or loan; return them within the given deadlines or be subject to the penalties provided for in the specific regulations.

- Compensate for the damage or loss of the material received or borrowed
- Handle with care the furniture and the facilities
- Do not bring any illegal and/or dangerous substances and/or objects; for other restrictions, please refer to the single regulations
- Failure to respect the abovementioned duties entails penalties regulated in the Regulations of the single Libraries.

ART. 4.3 – SUGGESTIONS AND COMPLAINTS

Any violation of the principles stated in this Service Charter can be reported to the Library Manager or to the ULS.

Any user can submit suggestions to improve the services provided or complaints for any form of disservice or malfunction encountered, as well as any behavior considered harmful for the single person or against the principles stated in the Service Charter.

The user can present the suggestion or complaint verbally, but it must be formalized and delivered by hand, mail or email.

The ULS guarantees that every report will be examined; it is committed to reply to the user within 5 business days from the reception and arrange for a solution of the problem as quickly as possible.

ART. 5 – OUR COMMITMENT

The Libraries of the University System are committed to:

- Guarantee continuous, complete and updated information on the services and the provision of them
- Ease and improve a conscious use of the services and resources through educational activities for the different types of users
- Guaranteed that the users' personal data, necessary to access the services, will be used only for managing these services and in compliance with the current regulations about protection of privacy
- Guarantee the users access to the information about them and the progress status of their requests (loans, bookings, requests)

- Periodically monitor that the minimum quality standards stated for any library service be respected, in order to value the effectiveness, efficiency and quality with the aim of constant improvement
- Periodically evaluate the user satisfaction using qualitative and quantitative survey tools in order to improve the services and their provision
- Promote the constant update of skills and expertise of the staff through participation in training courses.