



UNIVERSITÀ DEL PIEMONTE ORIENTALE  
BIBLIOTECA DEL POLO UNIVERSITARIO  
DI VERCELLI

# RULES AND REGULATIONS

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# Title 1 – General Provisions

## Art. 1 – Name - Departments - Location

The Library of the University Campus of Vercelli (hereinafter referred to as the Library), established in February 2022 and formally activated in December 2022 with Board of Directors deliberation n. 13/2022/4, provides services both for DiSSTE (*Dipartimento per lo Sviluppo Sostenibile e la Transizione Ecologica* - Department for Sustainable Development and Ecological Transition) and DiSUM (*Dipartimento di Studi Umanistici* - Department of Humanities).

The Library is located in via Galileo Ferraris 54, Vercelli.

## Art. 2 – Purposes

The Library provides services addressed to research and teaching related to the scientific disciplinary sectors relevant to the Departments referred to in Art.1.

The Library ensures access to documentary resources and library services, establishing appropriate rules based on the different types of services and resources, and tailored to the needs of various user categories. It safeguards the preservation and development of collections and manages library services in support of teaching and research, in accordance with the Service Charter of the University Library System<sup>1</sup> and following the general directives set by the University Library System and the objectives approved by the Library Council.

The Library promotes inclusivity and accessibility by committing to removing obstacles and barriers to the use of library services, and by providing tools and resources that enable everyone to access the library collections.

The Library ensures access to information sources, documentation, and the library's collections for university professors, researchers, students, and administrative staff, as well as for external professors, scholars, and users, in appropriate forms and to the fullest extent possible.

The Library acquires, organizes, catalogs, and preserves its bibliographic and documentary collections to support teaching and research activities in accordance with professional standards and objectives set by the Library Council.

The Library enhances access to its collections with efficient search tools, offering qualified and technologically advanced library services. It promotes process-oriented management aimed at meeting user needs and enhancing the specific skills of its staff.

The Library establishes collaborative relationships and provides consulting services, promoting agreements with public and private entities to enhance library and information services.

The Library organizes services according to the principle of fully and effectively

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<sup>1</sup><https://www.uniupo.it/it/ateneo/regole-trasparenza-sindacati/normativa/carta-dei-servizi-delle-biblioteche>

satisfying the information needs of its users. Library staff align their behavior and work style with this principle and establish collaborative relationships with users.

The Library actively promotes cultural initiatives aimed at enriching the educational experience and academic life of the university community. This includes organizing meetings, conferences, exhibitions, and other activities that stimulate reflection and discussion on academic and cultural topics of interest.

### **Art. 3 – Governing bodies**

The governing bodies of the Library include the President of the Library Council and the Library Council itself. Their functions, appointment, composition, and operation are determined by the *Regolamento generale di Ateneo*<sup>2</sup> (University's General Regulations).

### **Art. 4 – Cooperation and agreements**

The Library, either directly or through the University Library System, promotes cooperation with institutions, other libraries, and library systems, both Italian and international, and participates in professional associations promoting agreements and memoranda of understanding that facilitate the exchange of resources and knowledge.

An updated list of the institutions to which the Library belongs is available on a dedicated page of the website.

### **Art. 5 – Cultural Activities and Third Mission**

The Library is committed, within the limits of its material and human resources, to promoting cultural activities by organizing meetings, conferences, exhibitions, and other initiatives aimed both at the academic and local community.

The Library is engaged in promoting reading and the use of its services by organizing promotional activities in collaboration with all local schools across every level, as well as cultural activities such as exhibitions, presentations, guided tours, etc., with the support of external partners.

### **Art. 6 – Bibliographic collections**

#### **Art. 6.1 – Location of materials**

The Library's collections are partially shelved in open-access stacks, organized by subject classification, and clearly marked for easy access by users. Donated items, back issues of periodicals, and damaged materials are stored in repositories.

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<sup>2</sup><https://www.uniupo.it/it/ateneo/regole-trasparenza-sindacati/normativa/regolamento-generale-di-ateneo>

### **Art. 6.2 – Acquisition policy**

The acquisition policy is managed by library staff based on requests and acquisition assessments derived from exam texts and reading materials recommended for courses and published on the University website, as well as the needs of research activities, updates required in various disciplinary sections, duly evaluated user purchase suggestions, and proposals from the Library Council.

Acquisition growth may result from the acquisition of books, periodicals, and other documentary materials in any format, according to budget availability and University procedures and regulations.

The Library acquires and makes available a wide variety of materials, reflecting the plurality and diversity of disciplinary sectors represented by the departments affiliated with the Library. This ensures that the selection and availability of materials are organized according to internationally recognized professional criteria.

In line with its third mission, the Library acquires high-quality scientific dissemination texts and essays aimed at a diverse and non-specialized audience.

### **Art. 6.3 – Donations**

Volumes or other materials offered as donations to the Library are accepted or rejected based on the guidelines outlined in the *Regolamento per donazioni e lasciti di materiale bibliografico*<sup>3</sup> (Regulation for donations and bequests of bibliographic material).

Upon acceptance of the donation, the Library reserves the right to further select the materials and may decline volumes or other materials deemed irrelevant to existing collections or outdated in content.

### **Art. 6.4 – Collection review and discard**

The Library's collections are inalienable. However, with the aim of managing collections to provide an updated service and current collection, periodic review activities are planned, including the potential discarding of works no longer deemed suitable. The review and discarding procedures are overseen by library staff in compliance with the guidelines of the local Archival and Bibliographic Superintendency.

Regularly inventoried bibliographic and documentary units found lost or misappropriated from the Library's holdings will be reported in specific lists and removed according to legal procedures.

### **Art. 7 – Opening hours**

The Library is open from Monday to Friday, usually with continuous hours, and closed on public holidays and during closure periods established by the University.

The opening hours are established by the Library Council and the Director and will be posted with appropriate signage and communicated on the Library's website.

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<sup>3</sup><https://uniupo.it/it/ateneo/donazioni>

The Library may schedule additional closure periods, services suspension or reduction for organizational needs or for carrying out activities such as inventory control, reorganization of bibliographic material, arrangement of spaces, furniture, and equipment.

In the event of changes or suspensions to the opening hours, timely communication will be given to users through all suitable dissemination channels.

Front office services end 15 minutes before closing time.

### **Art. 8 – Access and inclusivity**

The access and consultation of the Library's collections are free of charge and guaranteed to all users, as defined in Art. 9. The Library is accessible and inclusive, providing equipped stations for readers with specific learning difficulties (SLD) and disabilities.

## **Title II – Users**

### **Art. 9 – Users**

Library users are defined as those who use its services, spaces, and equipment.

**Institutional users** include **students** (including doctoral students, master's students, post-graduate students, and alumni), **teachers**, **researchers** (including research fellows, scholarship holders, and subject experts), and administrative staff of the UNIUPO Campus, as well as anyone who establishes formal relationships with UNIUPO.

**Erasmus students** are allowed to make use of Library services only during their study period at the University, which must be appropriately documented.

**External users** include UNIUPO graduates, secondary school teachers, and local scholars. External users also include those covered by any agreements or reciprocity arrangements with other universities, research centers, institutions, associations, and libraries. The Library may temporarily admit external users without agreements.

External users have access to Library services for a renewable annual period, except for those covered by agreements or reciprocity arrangements, where the terms of those agreements apply.

### **Art. 10 – Behavior rules**

Library staff may, when deemed necessary for urgent security reasons, prohibit access to certain or all sections open to the public.

It is strictly prohibited to obstruct stairs and emergency exits.

Access to the library staff offices is allowed only in the presence of staff.

The use of mobile phones with active ringtones is strictly prohibited.

The use of laptops must be agreed upon with library staff.

Food and drinks are not allowed in the reading rooms.

Talking loudly is prohibited.

In case of violations of these rules, the user will be asked to leave the library.

Repeated and serious violations of access rules may result in a suspension of up to one academic year starting from the most recent violation.

Library staff are not responsible for any theft of unattended material (including personal belongings).

### **Art. 11 – Proposals, suggestions and complaints by Users**

Users may suggest the purchase of materials by providing the necessary details for procurement.

Users, individually or collectively, may propose suggestions for improving services.

Users may submit complaints regarding library services, which will receive a reasoned response.

Suggestions and complaints must not be anonymous and have to be submitted in writing to the Library's email address ([biblioteca.polovercelli@uniupo.it](mailto:biblioteca.polovercelli@uniupo.it)).

### **Art. 12 – Information and Communication to Users**

The Library ensures full information to users about its services and delivery methods through access to this regulation. Any procedural changes will be promptly communicated by library staff.

Users may file a complaint against such measures.

### **Art. 13 – Data Protection and Confidentiality**

The Library guarantees the confidentiality of users' personal data in accordance with applicable legislation.

## **Title III – Services**

### **Art. 14 – Consulting**

The collections held by the Libraries of the University Library System are available in online catalogs that are freely accessible even outside the university network.

The university OPAC (Online Public Access Catalog) is BiblioUPO and offers both institutional and external users personalized services such as:

- Checking the availability of books for loan
- Viewing the duration of current loans and receiving due date reminders
- Reserving books that are currently on loan
- Booking and picking up loans
- Reserving computer stations for database consultations and scheduling bibliographic consultation appointments

- Submitting purchase suggestions, creating lists, and bibliographies

#### **Art. 14.1 – Consulting of documents and bibliographic material**

Open-shelf bibliographic material can be directly taken from the shelves; after consultation, it must be left on the tables to be reshelved by the library staff.

Materials stored in the warehouse can be requested from the library staff, who will retrieve them as quickly as possible and in any case within a maximum of 5 working days from the receipt of the request.

The Library is equipped with anti-theft control devices.

#### **Art. 14.2 – Consultation of Databases and Electronic Resources**

Access to internal and external databases and electronic resources is guaranteed to all institutional users and external users who have obtained authentication credentials. Free and open-access content is accessible to all users from any computer workstation.

The Library provides adequate tools and equipped workstations for bibliographic and documentary research and appropriate assistance for their use.

Users with University credentials, users with EDUROAM credentials, and external users who have been provided with specific credentials can connect to the internet with their electronic devices via the WIFI network.

The Library provides information and assistance services for bibliographic research through the institutional website, apps, email, and printed informational materials, and ensures their updating.

### **Art. 15 – Book Loan**

#### **Art 15.1 – Loan Conditions, Quantity, and Duration**

Loans are free and granted to the Users specified in Art. 9 of this regulation. To access the service, the User must be registered with the Library or one of the other Libraries in the University Library System.

**Students, administrative staff, alumni, and external Users** can borrow up to **3 documents**, totalling 9 volumes, for a maximum period of **30 days**.

**Professors and researchers** (including research fellows, scholarship holders, and subject experts) can borrow up to **6 documents**, totalling 18 volumes, for a maximum period of **60 days**.

For substantiated research needs and in the absence of other requests, members of the Department can exceed this limit, borrowing up to 10 works, totalling 30 volumes, for a maximum period of 6 months.

**Graduating students** (including doctoral students, master's students, postgraduate students, and residents) can borrow up to **6 documents**, totalling 18 volumes, for a



maximum period of **60 days**. The status of graduating student must be certified by a letter of introduction from the supervising professor, countersigned by library staff. Before graduation, the graduating student must **return all borrowed books** according to the following schedule:

- **Bachelor's degree** students: book loans will be granted **until three days** before the start date of the graduation sessions set by the official Department calendar;
- **Master's degree** students: book loans will be granted **until one month** before the start date of the graduation sessions set by the official Department calendar.

For substantiated service needs, library staff may request the return of volumes before the due date.

Loans can be renewed in the absence of other requests for a maximum of two times.

Loan Duration:

- Books without a dot: 30 / 60 days
- Green dot: one-week loan
- Blue dot: 2 days (must be returned by the Library's reopening time on the due date)
- Red dot: for consultation only.

Materials purchased for specific research projects are loaned to the project fund holder or, upon their indication, to professors and researchers in their research group, for six months, renewable (every six months) until the project's conclusion. At the end of the project, the materials will return to the Library and be made available to all Users.

### **Art 15.2 – Loan Suspensions**

**Late returns** result in a suspension from borrowing equal to the length of the delay. Late returns of daily loans result in a one-month suspension, regardless of the number of days overdue.

Failure to return an item when requested by library staff results in a minimum suspension period of six months. In cases of repeated and serious violations of loan regulations, a suspension equal to one entire academic year from the most recent violation is imposed.

The User is responsible for any damage to or loss of borrowed items and is obligated to replace damaged or lost items.

### **Art 15.3 – Delegation for Book Pickup**

Books borrowing is strictly personal.

If the user is unable to pick up the loan in person, they may authorize another person to do so by sending an email ([biblioteca.polovercelli@uniupo.it](mailto:biblioteca.polovercelli@uniupo.it)) with the delegate's details. The delegate must present their own identification document at the loan desk.

#### **Art. 15.4 – Items Excluded from Loan**

The following items are excluded from the loan:

- Reference works in any format;
- Ancient, rare, or valuable works;
- Periodicals stored in external warehouses and the most recent issues of current journals;
- Deteriorated works.

Faculty members may be granted an exception to the above, with the absolute exclusion of ancient and rare works.

#### **Art. 15.5 – Access to Degree Thesis**

Copies of theses from some of the Study Programs within the affiliated Departments are retained in the Library.

These theses are excluded from the loan but can be consulted if permitted by the Author, as indicated at the time of archiving the work. Photocopying or photographing parts of the thesis is not allowed. Consultation is by appointment only.

The most recent theses are stored in digital format and are accessible through the UNITESI portal.

#### **Art. 16 – Digital Lending**

The Library offers a Digital Lending service. The number of e-book loans, the possibility of extensions, and the option to reserve e-books are specified on each individual platform.

An up-to-date list of available platforms and their respective borrowing procedures is available on the Library's website.

#### **Art. 17 – ILL (International Library Loan) – Interlibrary Loan between UNIUPO Libraries – DD (Document Delivery)**

The Library is committed to fulfilling requests in a timely fashion, with an average processing time of 2 working days and a maximum of 5 working days from the receipt of a request provided with all the necessary data.

If the requested loan or document cannot be provided, the Library will send a notification of non-availability, including reasons, within an average of 2 working days.

The Library is committed to providing institutional users with documents held by other libraries within the University Library System for which inter-library circulation is permitted.

These services are provided subject to the availability of staff and resources and are preferably provided primarily on a reciprocal basis between libraries, with a preference

for free exchanges of materials.

### **Art. 17.1 – For Institutional Users**

Access to the aforementioned services is granted to **Institutional Users** as described in Art. 9, paragraph 2. These users may request books, photocopies of journal articles, or parts of books held by other libraries, in compliance with current copyright legislation and licenses agreed with suppliers.

Each user may submit **up to three requests** simultaneously and **no more than ten requests per year**, using the designated online forms. Lists of requests or bibliographies are not accepted. Coursebooks/exam texts cannot be requested.

Requests for articles or parts of books should normally be submitted through NILDE (Network for Inter-Library Document Exchange).

Books received may be consulted at home if permitted by the lending library; otherwise, consultation will be done within the library. Photocopies will be delivered directly to the user.

Books must be returned to the lending library within the time frame set by that library and no later than thirty days from receipt, even if the requester, duly informed, has not reviewed the work. Photocopies do not need to be returned.

Failure to comply with the rules of this regulation – particularly failure to consult a book requested via interlibrary loan or failure to collect obtained photocopies – will result in the exclusion of the user from the service.

Interlibrary loan and document delivery requests made to other libraries are free of charge, except when the lending library requires a fee. Such fees will be entirely the responsibility of the user on whose behalf the request is made.

For interlibrary loans, refunds of expenses may range from €4 to €8 for requests within Italy, while fees for requests from abroad may exceed €8. For document delivery, refund varies based on the number of pages reproduced (never exceeding 15% of the entire book or journal issue) or the fees of the lending libraries.

The lending Library sets and specifies rules and payment methods for refunds, to which strict adherence is required.

### **Art. 17.2 – For Libraries**

The service is exclusively available to libraries and documentation centers. Requests not originating from libraries, but made directly by private users, will not be considered.

For interlibrary loan requests received by the Library of the University Campus of Vercelli, the loan duration is thirty days. The requesting library may submit **up to three** requests simultaneously.

The following conditions apply for a refund of expenses related to the interlibrary loan service:

- €5.00 for each postal shipping operation up to 2 kg
- €10.00 for each postal shipping operation from 2 to 5 kg

For document supply services, a variable refund fee is applied based on the number of pages reproduced (never exceeding 15% of the entire book or periodical issue).

The following materials are excluded from interlibrary loan:

- consultation works in any format
- ancient, rare, or valuable works
- periodicals
- course textbooks
- deteriorated works

### **Art. 18 – Reference – Bibliographic Information – User Training and Updates**

The Library ensures that the users mentioned in Art. 9 receive full information about the services and their provision methods, individual assistance and instruction on the use of available resources, and access to information and documents useful for teaching, study and research, including guided tours available to everyone, especially to newcomers.

The Library periodically organizes training activities, including online sessions, and updates on the use of catalogs and both print and electronic resources, according to the needs of different types of users.

The Library provides appointment-based assistance for identifying and locating information sources and for using print and electronic resources for research and/or thesis writing.

In collaboration with the University Library System, the Library organizes specific training sessions to develop and improve users' information literacy skills.

Services are provided within the limits of available staff resources.

### **Art. 19 – Digital Services**

#### **Art. 19.1 – Credentials**

Institutional Users have access credentials provided by the University.<sup>4</sup>

#### **Art. 19.2 – Use of computers available in the Library**

The Library provides computer workstations. Access is granted via individual credentials. Workstations equipped for users with specific learning disabilities (SLD) and disabilities are available by reservation.

#### **Art 19.3 – Internet Access via WiFi with personal devices**

Throughout the library, users can connect their personal devices to the university network UNIUPOWiFi. Access instructions are provided on the "Wi-Fi Access" page.<sup>5</sup>

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<sup>4</sup><https://www.uniupo.it/it/servizi/servizi-informatici-e-online>

<sup>5</sup><https://www.uniupo.it/it/servizi/servizi-informatici-e-online/accesso-alle-reti-wifi>

#### **Art. 19.4 – Photocopies and Prints**

The Library provides multifunction printers for users. Printing and payment procedures are available on the "Printing Services" page on the University website.<sup>6</sup>

#### **Art. 19.5 – External Access to digital resources**

Remote access to the library's digital resources is guaranteed for institutional users, in accordance with the procedures and guidelines provided on the UNIUPO website.<sup>7</sup>

## **Title IV – Final Provisions**

#### **Art. 20 – Approval and/or Entry into Force and Referral Provisions**

This regulation is drafted in accordance with the Service Charter of the University Library System and the general University Regulations.

This regulation may be amended with prior approval of the changes by the Library Council.

Footnotes on the pages of this Regulation are not considered part of the Regulation and may be subject to modification by the relevant offices to keep the links functional.

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<sup>6</sup><https://www.uniupo.it/it/servizi/servizi-informatici-e-online/servizio-printing>

<sup>7</sup><https://sba.uniupo.it/biblioteca-digitale/modalit%C3%A0-di-accesso-alla-biblioteca-digitale>