University Library System

Library Services

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<tr>
<th>Date</th>
<th>Version</th>
<th>Approval</th>
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<tr>
<td>17/05/2016</td>
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<td>Alex Pellacani</td>
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University Library System

Service Charter

Version 12

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1. The service charter

The Service charter is the contract between the University Library System and its users. It is an institutional contract and a definition of the services provided in accordance with quality and quantity standards, periodically surveyed. Periodic customer satisfaction surveys, claims and suggestions guide the University Library System towards innovation and improvement.

The Service charter intends to:
- Inform users on services, on guarantees offered for each service and on quality indicators;
- encourage feedback and improve services quickly;
- promote transparent relations with users.

The Service charter is revised annually, in order to consider new goals, changes, claims, suggestions and the level of customer satisfaction.

2. The University Library System

The aim of the University Library System is to grant in a coordinate and efficacious way:
- Acquisitions, cataloguing, access, updating and preservation of the collections of the University Library System;
- The development of librarian and documentary services in support of teaching and research;
- The constant enhancement of state-of-the-art technology systems for access to online bibliographic information.

The University Library System (SBA), dedicated to Marcello Boldrini, was founded in 1962 to support teaching and research of the Istituto Superiore di Scienze Sociali (which became in 1972 the first Faculty of Sociology in Italy), and then expanded with the University of Trento.

In 1984, the Library joined the Trentino Library catalogue and then the Trentino Library System, as a specialised bibliographic and cultural centre, open to University students and professors and also to all the community.

3. Facts and figures

Here are some significant figures of the University Library System in 2015.

Potential users (students, professors and researchers, staff, CEL, contract researchers) are about 17,401. Among these, 14,864 are students.
Books and Non-Book Material includes 467,441 books and 22,144 periodicals, among which 12,081 are print and 10,063 are electronic journals. A certain number of journals are both print and electronic. Databases are 104. We catalogued more than 6,700 new books. The number of loans was about 60,000. More than 11,000 items were lent or supplied as a photocopy though the interlibrary loan and document delivery service. The download to electronic journals was about 587,300 for electronic journals, about 60,000 session for e-books and 231,000 searches, 66,200 sessions for databases.

4. Values and principles

The Library System pursues the institutional aims stated in the University Statute and Regulations, which are the basis of our actions, and some fundamental values such as:
- Quality of service;
- Customer satisfaction;
- Efficiency and innovation;
- Preservation and development of the bibliographic collection.

5. Services

The University Library System offers a certain number of services; for some of them access is open to anyone (for example access to library rooms, reading of newspapers and the other documents in the library rooms), for other services such as borrowing you need to have a subscription to the SBA borrowing service. You simply have to show an identification card and complete an application form. All the services are described below, on the portal you will find other information on the services available in the University Libraries.

5.1 Access

Direct access to documents is available in reacing rooms and/or in the open shelf University Libraries (Science, Engineering, Cognitive Sciences) or with the help of library staff for particular documents such as Course Reserves or dictionaries, or for documents held in the library archives (Central Library, Arts and humanities).

Access is allowed to all catalogued documents (books, journals, databases, microforms, CD-roms, etc.) except degree thesis for which there are some particular restrictions. Access to microforms is possible at fixed hours in Library.
5.2 Local borrowing

The borrowing service is run in accordance to the Regulations of the Borrowing service of the University Library System.

5.3 Local interlibrary Loan

The Local interlibrary Loan allows you to borrow documents not available in the University Library System from all the libraries of the Trentino Library System. The University Library System also lends its books to the libraries of the Trentino Library System.

The service is subject to the Regulation of the Province of Trento.

5.4 Interlibrary Loan and Document Delivery

The Interlibrary Loan and Document Delivery Service (generally known as ILL / DD) enables users to obtain documents not owned/available in the libraries of the Trentino Library System. This service also enables other libraries in Italy (outside the Province of Trento) and abroad to obtain materials from the libraries of the University Library System. The average time for the delivery books is 14 days and for articles is 4 days.

5.5 Reference service

The aim of the reference service is provide library users assistance:
- to use electronic resources, especially databases and e-journals;
- to get information on bibliographic resources tools available in the library;
- to consult bibliographies and repertoires;
- for bibliographic citation and bibliographies.

The reference service is available in all facilities of the University Library System at fixed opening hours and via Web, on the University Library System Portal.

The average time for requests is 1,5 days.

5.6 University Library System Portal

The University Library System Portal contains information on services and the organisation of the Library, addresses, hours and contacts; it gives access to
electronic resources such as catalogues, databases and e-journals and offers suggestions for an autonomous bibliographic research.

5.7 Library courses and communication

The Library Instruction service organizes theoretical and technical courses about bibliographical research and in particular about catalogues, databases and e-journals. The service is provided to the students, and is also available on demand, especially of teachers.

The Communication Service guarantees the circulation of information on the University Library System, in particular the news about the services or the organization, through the library portal, the publication of articles on the University journals or by sending e-mails to the people who might be interested.

5.8 Unitn-eprints – IRIS Services

The institutional Open Access archives Unitn-eprints Research (active until May 2015) and Unitn-eprints PhD improve the dissemination and the retrieval of scientific contents, increasing the impact and visibility of both authors and institutions. The two archives contain Unitn authors' scientific production (free deposit) and PhD theses from academic year 2008-2009 (mandatory deposit according to CRUI Guidelines 2008) respectively.

The Current Research Information System "IRIS" collects the bibliographical descriptions of the publications by Unitn teaching staff and researchers, and - starting from 2015, and according to copyright laws and contracts - also the full text in Open Access. From May 2015 IRIS replaces Unitn-eprints Research, which will be closed after its content is migrated in the new CRIS. IRIS monitors the productivity of Unitn academic Departments and Doctoral schools and presents Unitn academic scientific production on web pages making it searchable. IRIS automatically feeds the MIUR database (known as “Sito Docente Cineca" or “Loginmiur"), in order to make national evaluation processes easier and faster. It also helps disseminate Unitn scientific outputs and data, according to national and EU grant agreements requirements.

5.9 Internet Access

People affiliated with the University of Trento may access to Internet from computers in the Library room. They may connect their own notebook PC to the University network (wireless access).
5.10 Access to databases, e-journals and e-books

The University Library System offers its users databases, e-journals and e-books, through the Portal of the University Library System.
You can search databases by title, topic or scientific area.
You can search e-books' titles by keyword, title, scientific area and collection.
E-journals sometimes have a print version, but most of them only have an electronic version.

5.11 Suggestion for purchase

Anyone can suggest the purchasing of documents not owned by the University Library System using the Acquisition proposals form.

5.12 Catalogue access

The University Library System Catalogue is part of the Trentino Library Catalogue and can be searched through Oseegegunius. It is an online catalogue.
Personal computers for Catalogue access are available in all the libraries of the University Library System.

5.13 Photocopy service

The photocopy service is available in all the Libraries of the University Library System. All copying is covered by copyright legislation. It is a fee-paying service.

6. Users

The services of the SBA are available, directly or by means of other libraries or institutions, to:
- internal users (students, teachers and staff of the University of Trento);
- external users.

6.1 Users' rights

The users of the University Library System have right to:
- access to the services as defined in the specific regulations;
- be informed on the status of their requests (purchase proposals, etc.);
6.2 Users' commitments

The users of the University Library System commit themselves to:
- provide the University Library System staff with correct and up-to-date information (for example about their status, residence, e-mail address, etc.);
- handle documents with care, respecting due dates, as defined in the specific regulations;
- handle with care furniture and computers;
- keep silence in the Library rooms, without taking in food, beverages or umbrellas. Mobile telephones must be set to 'silent' mode;
- answer as soon as possible to reminders.

6.3 Our commitments

The University Library System commits itself to:
- communicate regularly and efficaciously with users to guarantee the circulation of information about services;
- monitor the performance of services according to specific indicators;
- evaluate customer satisfaction at regular intervals in order to improve services;
- organise courses, also on demand, about the use of bibliographic resources;
- organise refresher courses in Library and Information science for the constant improvement of staff competence;
- guarantee that personal data will be treated as defined by the regulations in force (Data Protection Law 196/2003).

7. Management of claims and suggestions

Any user can send suggestions for the improvement of services or claims for any kind of inefficiency, or for any behaviour damaging people's dignity or the principles expressed in the Service Charter. Claims can be made orally, by mail, e-mail or by fax. The University Library System guarantees that any complaint will be examined as soon as possible, and that will receive an answer; in case of a written claim, will answer within 20 days, indicating a time-limit for the solution of the problem. If a solution is not possible, the University Library System will give a comprehensive explanation.

All the claims will be collected and examined by the Management as provided by the Quality System of the University Library System.
8. Quality indicators and standards

The University Library System periodically works out some quality indicators of its activities, as provided by the Quality System and specific regulations (ISO 11620 indicators and other standards), also through customer satisfaction surveys.

The main indicators worked out by the University Library System are listed in the following chart.

<table>
<thead>
<tr>
<th>Description</th>
<th>Value 2013</th>
<th>Value 2014</th>
<th>Value 2015</th>
</tr>
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<tbody>
<tr>
<td>Potential users</td>
<td>17.580</td>
<td>17.426</td>
<td>17.401</td>
</tr>
<tr>
<td>Library area (metres)</td>
<td>7.746</td>
<td>7.746</td>
<td>7.746</td>
</tr>
<tr>
<td>Library public area (metres)</td>
<td>5.454</td>
<td>5.813</td>
<td>5.813</td>
</tr>
<tr>
<td>Study places</td>
<td>956</td>
<td>1.058</td>
<td>1.058</td>
</tr>
<tr>
<td>Workstations</td>
<td>42</td>
<td>42</td>
<td>35</td>
</tr>
<tr>
<td>Books and journals</td>
<td>639.311</td>
<td>648.783</td>
<td>655.330</td>
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<tr>
<td>Databases</td>
<td>119</td>
<td>113</td>
<td>104</td>
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<tr>
<td>E-journals</td>
<td>7.273</td>
<td>7.418</td>
<td>7.605</td>
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<tr>
<td>Journals (titles)</td>
<td>12.098</td>
<td>12.139</td>
<td>12.081</td>
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<tr>
<td>New acquisitions</td>
<td>11.737</td>
<td>9.977</td>
<td>9.150</td>
</tr>
<tr>
<td>Training lessons</td>
<td>138</td>
<td>143</td>
<td>129</td>
</tr>
<tr>
<td>Reference hours</td>
<td>399</td>
<td>370</td>
<td>351</td>
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<tr>
<td>Reference requests</td>
<td>1.110</td>
<td>1.092</td>
<td>997</td>
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<tr>
<td>Loans and renewals</td>
<td>62.931</td>
<td>63.971</td>
<td>60.485</td>
</tr>
<tr>
<td>Interlibrary Loans (local, national, international)</td>
<td>11.149</td>
<td>11.932</td>
<td>11.073</td>
</tr>
<tr>
<td>Claims, suggestions, comments</td>
<td>80</td>
<td>107</td>
<td>70</td>
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<tr>
<td>Average weekly opening hours</td>
<td>75.55</td>
<td>74.2</td>
<td>74.2</td>
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<tr>
<td>Library public area/potential users</td>
<td>0.31</td>
<td>0.33</td>
<td>0.33</td>
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<tr>
<td>Potential users/study places</td>
<td>18.39</td>
<td>16.47</td>
<td>16.45</td>
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<tr>
<td>Books and journals / potential users</td>
<td>36.37</td>
<td>37.23</td>
<td>37.66</td>
</tr>
<tr>
<td>Downloads from electronic journals/potential users</td>
<td>25.28</td>
<td>29.46</td>
<td>31.18</td>
</tr>
<tr>
<td>Databases consulting/potential users</td>
<td>6.31</td>
<td>3.96</td>
<td>3.80</td>
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<tr>
<td>E-journals/e-journals + print journals (current subscriptions)*100</td>
<td>74.53%</td>
<td>75.70%</td>
<td>77.29%</td>
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<tr>
<td>Training lessons /students*1000</td>
<td>9.11</td>
<td>9.49</td>
<td>8.68</td>
</tr>
<tr>
<td>Loans + Inter-Library Loans (borrowing) + Document Delivery (borrowing)/potential users</td>
<td>3.97</td>
<td>4.07</td>
<td>3.82</td>
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<tr>
<td>Average response time for claims and suggestions</td>
<td>1</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Median Time of Document Acquisition</td>
<td>33</td>
<td>37</td>
<td>36</td>
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<tr>
<td>Median Time of Document Processing</td>
<td>12</td>
<td>19</td>
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<tr>
<td>Speed of Interlibrary Lending</td>
<td>11</td>
<td>11</td>
<td>9</td>
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9. Contacts

SBA secretarial staff: tel. 0461/283025; fax 0461/281451

- CENTRAL LIBRARY
  Via Verdi, 8 - 38122 Trento
  Access and borrowing: tel. 0461/283011-283012; fax 0461/281469
  Reception: 0461/283468
  BibliotecaCentrale@unitn.it

- LIBRARY OF ARTS AND HUMANITIES
  Via S. Croce, 65 - 38122 Trento
  Access and borrowing: tel. 0461/281716; fax 0461/281799
  Reception: 0461/281717-281721
  BibliotecaLettere@unitn.it

- LIBRARY OF ENGINEERING
  Loc. Mesiano, 77 - 38123 Trento
  Access and borrowing: tel. 0461/281956-281958; fax 0461/281918
  Reception: 0461/281919
  BibliotecaIngegneria@unitn.it

- LIBRARY OF SCIENCE
  Via Sommarive, 5 - 38123 Povo (TN)
  Access and borrowing: tel. 0461/281510-282010; fax 0461/282050
  Reception: 0461/285298 - 285299
  BibliotecaScienze@unitn.it

- LIBRARY OF COGNITIVE SCIENCE
  Corso Bettini, 43 - 38068 Rovereto (TN)
  Access and borrowing: tel. 0464/808443; fax 0464/308446
  BibliotecaScienzeCognitive@unitn.it