



University library services Presentation and services

POLITECNICO DI MILANO 2012.2013



Web services:

- **the collective University catalogue (OPAC):** to search for documents held by University libraries and access personal area services (e.g. loan request, reservation, renewal, bibliographical archiving and visualisation of own reader status)
- **information concerning opening hours and services** of individual libraries
- **POLITesi:** platform for the submission, approval and archiving of theses at Politecnico di Milano since July 2010
- **electronic journals and databases:** online consultation of numerous databases and electronic journals
- **collections of e-books:** electronic books for engineering and architecture
- **POLIssearch:** meta search engine to simultaneously discover and search on-line information resources under subscription or free-of-charge and an environment with services which may be personalised
- **SFX:** tool for immediate verification of whether the Library possesses the electronic version of the searched resource allowing the user to recover the document in full text or access any additional services available for the document in question
- **inter-library loan and Document delivery service:** allows to obtain from other libraries books and reproduction of articles or parts of books not available at University libraries.
- **the online information service Chiedi@lla tua biblioteca** answers questions regarding resources and services within 24 hours of the request
- **purchase suggestion form** to propose the purchase of a book
- **suggestion and complaints form** concerning services provided by the University Library System
- **introductory Video Tutorials** on various subjects such as search and use of e-books, journals, databases, electronic and paper documents
- **Service Charter** describing University Library System service delivery procedures

All services may be accessed 24 hours a day; some services request the University authentication. Electronic journals, databases and e-books may be consulted both via the University IP network as well as from home via the proxy service.

Further details at: www.biblio.polimi.it

Central and teaching Libraries

Biblioteca Centrale di Architettura (Central Architecture Library)

Campus Leonardo - Via Ampère, 2
Ph. 02/2399.2680

Biblioteca Centrale di Ingegneria (Central Engineering Library)

Campus Leonardo - P.zza L. da Vinci, 32
Ph. 02/2399.2550

Biblioteca Campus Durando (Durando Campus Library)

Via Durando, 10
Ph. 02/2399.5684

Biblioteca Didattica di Ingegneria (Engineering Teaching Library)

Campus Bovisa - Via Lambruschini, 15
Ph. 02/2399.8053

Servizio tesi e documentazione (TeDOC) (Thesis and Documentation Service)

Campus Leonardo - Via Bonardi, 9 (ed.16 ex-officina Mauro)
Ph. 02/2399.2667

Interdepartmental Libraries

Biblioteca delle Ingegnerie Bovisa (Bovisa Engineering Library)

Campus Bovisa, Via La Masa, 34
Ph. 02/2399.2176

Territorial Campuses Libraries

Biblioteca del Polo Territoriale di Como (Como Campus Library)

Via Valleggio, 11 - 22100 - Como
Ph. 031/3327530

Biblioteca del Polo Territoriale di Lecco (Lecco Campus Library)

Via M. d'Oggiono, 18/a - 23900 - Lecco
Ph. 0341/488759

Biblioteca del Polo Territoriale di Mantova (Mantua Campus Library)

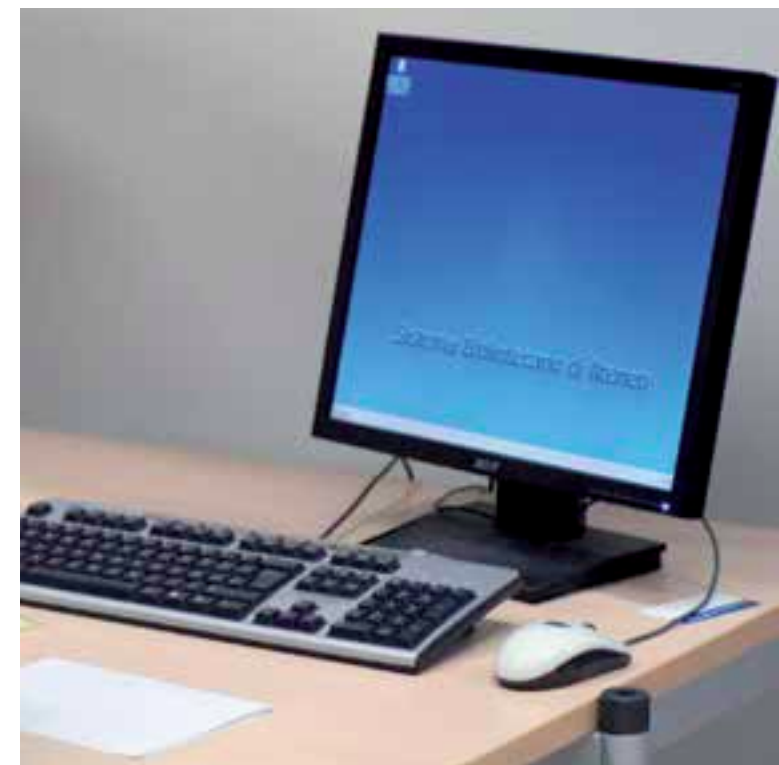
Piazza D'Arco, 3 - 46100 - Mantova
Ph. 0376/317021

Biblioteca del Polo territoriale di Cremona (Cremona campus Library)

Via Sesto, 41 - 26100 - Cremona
Ph. 0372/567723

Biblioteca del Polo territoriale di Piacenza (Piacenza campus Library)

Via G. Scalabrini, 113 - 29121 - Piacenza
Ph. 0523/356871



Introduction

The University Library System (SBA) is the organised set of library services which the University offers to users, both centrally and via the central and teaching libraries. This guide has the objective of providing an introduction to library services and the procedures required to make use of them. Please read the Service Charter for details

Users

Internal users. Institutional University users (e.g. Politecnico di Milano students and professors) may access SBA libraries and use their services. Users without an institutional relationship with the Politecnico may access services and materials with specific limitations (see the Service Charter for further details on procedures and access)

Equivalent Users. These are not automatically enabled but can be likened to institutional users in the presence of particular, documented conditions: retired members of Politecnico Staff, visiting professors.

Alumni. These have free access to library services with particular conditions (see the Service Charter for further details).

External Users. These may access some Politecnico library services by purchasing a badge according to the procedures indicated in the Service Charter. The badge can be purchased at the Central Architecture Library (Leonardo Campus) or at the Durando Campus Library or at the Bovisa Engineering Teaching Library (Bovisa Campus).

Our improvement projects

The Library system, in order to improve the effectiveness and efficiency of its services, promotes both new services and initiatives as well as constant innovation of back-office procedures. Improvement and innovation projects are described and updated on the Web site under Projects.

Services in the library

Consultation

In open bookshelf libraries, books may be freely consulted without any limitation. Books in stores not open to the public may be directly requested from the on-line catalogue (OPAC) or by applying in person to the loan counter. Up to 5 documents in simultaneous consultation may be requested.

Loans

The loan must be registered at the loan desk by showing your badge and an identity document. Up to 5 books from all SBA libraries may be taken on loan for 2 weeks (Architecture) or 4 weeks (Engineering). Documents must be returned to the library where the loan was registered. In some libraries, self-service loan stations are available. Late return foresees a penalty. Alumni may borrow only 1 book at a time.

Loan request and reservation

By authenticating, loan requests may be made from the catalogue (OPAC) concerning available documents and documents out on loan may be reserved. Documents must be picked up from the library where the reservation request was made. Booked documents will be available and reserved for 2 working days from when an e-mail and/or an sms are received notifying the book's return. From the Personal Area it is possible to cancel loan requests and reservations which are no longer of interest.

Loan renewal

Loans can be renewed:

- on-line from OPAC (Personal Area) starting from three days prior to expiry date and no later than the expiry
 - by applying in person with the book at the desk or by telephoning to the loans service of the lending library.
- Renewal is possible only if the book has not been requested by another user. Alumni may renew the loan only once.

Loan expiry notice. 3 days prior to expiry the user will receive an e-mail and/or an sms reminding to return or renew the loan.

Reminders

In case a document on loan is not returned, the user will receive reminder by e-mails.

Service disablement

The user is disabled from all library services from the 4th day following expiry until the documents are returned.

Penalties

Users returning documents on loan with a delay exceeding 3 working days are subject to a penalty; they are suspended from services for a number of days equal to 20 plus the number of days of delay or may pay a fine according to the procedures indicated in the Service Charter.

Loss

Lost books must be replaced; alternatively users can refund the price of the book by contacting the library to find out the cost.

Intra-university loans

The intersystem (intra-university) loan operates between the libraries located in different campuses. The user is notified of the arrival of the document in the library where the request was made by an e-mail. The loan will last 20 days from delivery.

Reference services

- Reference by appointment. For personalised assistance in bibliographical research, in person or via Skype, please write to biblio.reference@polimi.it
- Reference on site. Available every day at the Durando Campus Library and TeDOC Service, provides information and assistance in bibliographical and document search.

User training and video tutorials

To promote use of library services and resources, SBA periodically organises in person courses and makes video tutorials available online. www.biblio.polimi/formazione