



## University Library Services Area

# Service charter

In order to improve and promote relations with users and support the University, the University Library Services Area (ASBA) has decided to establish a Service Charter: a commitment to improvement and clear definition of the services provided.

Reading this document, which is available at all University Library Services Area sites and on the organisation's web page, will help users and library workers enjoy the services at their disposal. The Service Charter will be kept up to date at all times; the most recent version is available at [http://www.biblio.polimi.it/sba/carta\\_servizi\\_en.html](http://www.biblio.polimi.it/sba/carta_servizi_en.html).

The service charter is inspired by the "basic principles" contained in the January 27 1994 Directive of the Chairman of the Council of Ministers promoting understanding of the guidelines expressed in the document Vision, Mission and Values of Politecnico library services, available at [http://www.biblio.polimi.it/sba/vision\\_mission\\_en.html](http://www.biblio.polimi.it/sba/vision_mission_en.html)

## 1. INTRODUCTION

### 1.1 The University Library Services Area of Politecnico di Milano

The University Library Services Area aims to improve library organisation and services provided to users, both at the central level and through libraries of Milano campuses (Leonardo and Bovisa) and through territorial campuses libraries. It is also the reference for providing information to the Politecnico community through a coordinated network of services organised as follows:

Servizio Bibliotecario Leonardo (Leonardo Library Services):

- Biblioteca Centrale di Architettura (Central Architecture Library)
- Biblioteca Centrale di Ingegneria (Central Engineering Library)

Servizio Bibliotecario Bovisa (Bovisa Library Services):

- Biblioteca Campus Durando (Durando Campus Library)
- Biblioteca delle Ingegnerie Bovisa (Bovisa Engineering Library)
- Thesis and documentation service (TEDOC)

Biblioteche di Polo (Campus Libraries):

- Biblioteca del Polo Territoriale di Como (Como Campus Library)<sup>1</sup>
- Biblioteca del Polo Territoriale di Lecco (Lecco Campus Library)
- Biblioteca del Polo Territoriale di Mantova (Mantova Campus Library)
- Biblioteca del Polo Territoriale di Cremona (Cremona Campus Library)
- Biblioteca del Polo Territoriale di Piacenza (Piacenza Campus Library)

### 1.2 Types of users

To access services of University Library Services Area, users must be registered and authorised in the AUNICA LOGIN university login system.

#### 1.2.1 INSTITUTIONAL AND EQUIVALENT USERS

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<sup>1</sup> In the Como library, services are defined and harmonised in agreement with the Biblioteca dell'Insubria (Insubria Library) on the basis of the corresponding [agreement](#).

University institutional users can access the University Library Services Area (ASBA) libraries and enjoy the services offered therein.

- The following categories are automatically authorised because of their institutional relationship with the Politecnico or because they are graduate students at Politecnico (AlumniPolimi) :
  - students registered in university degree and diploma programmes (old system);
  - students registered in first and second level university degree programmes;
  - students registered in first and second level university master's degree programmes;
  - students registered in specialisation and advanced studies programmes;
  - students registered in PhD programmes administrated through the Politecnico;
  - beneficiaries of university research grants;
  - scholarship (Erasmus) students;
  - ordinary and associate professors and researchers;
  - term professors teaching a complete course;
  - technical-administrative personnel hired permanently or on a term contract
  - personnel hired on a temporary basis
  - students registered for individual courses
  - students in the new five-year programme (Lecco campus)
  - graduate students members of the network [AlumniPolimi - Politecnico di Milano](#)<sup>2</sup>
- In the absence of an institutional relationship with the Politecnico, non-institutional users, such as those listed below, are not automatically granted access but can be likened to institutional users if they have identity documentation and specific authorisation:
  - Retired members of Politecnico's Staff
  - Visiting professors
  - Visiting PhD

Visiting professors and visiting PhD must submit an activation application containing all details shown on the [form](#).

### 1.2.2 EXTERNAL USERS (SERVICE WITH A FEE)

External users who do not fall under any of the above categories can access the Politecnico library services by purchasing a pass.

Users under 18 may access the Politecnico libraries only by submitting a declaration of a parent who declares that he has read the Service Charter, he has seen the Politecnico website [www.biblio.polimi.it](http://www.biblio.polimi.it) and he agrees that his child purchases the pass.

The pass can be purchased at the Biblioteca Centrale di Architettura (Central Architecture Library) in Leonardo campus or at the Biblioteca Campus Durando (Durando Campus Library) or the Biblioteca delle Ingegnerie Bovisa (Bovisa Engineering Library) in Bovisa campus by submitting the external users [form](#) that must be completed in full; users of the Biblioteca Centrale di Ingegneria (Central Engineering Library) and the thesis and cartography and planning documentation service (Tedoc) can purchase a pass at the Central Architecture Library.

The pass grants access to and allows enjoyment of the ASBA libraries in Milano for a set time, depending on the fee paid as per the following table:

|                       |                |
|-----------------------|----------------|
| <b>annual pass</b>    | <b>€100.00</b> |
| <b>six-month pass</b> | <b>€70.00</b>  |
| <b>quarter pass</b>   | <b>€50.00</b>  |
| <b>month pass</b>     | <b>€25.00</b>  |
| <b>day pass</b>       | <b>€5.00</b>   |

External users who buy a pass for more than 1 day are allowed to make use of the facilities in the same way as institutional users, for the duration of their pass depending on the fee paid, with the exception of both services active on certain documentation with special contractual restrictions (e.g. remote access via the

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<sup>2</sup> Graduate students are invited to join the network Alumni Polimi [Alumni - Politecnico di Milano](#)  
You can read more information about services for Alumni in section 2.1.7

proxy system to internet resources and consultation of cartographic material are possible only for institutional users) and access to the wireless internet service.

External users who have bought a day pass cannot take advantage of the loan service and neither the consultation service of documents archived in storage spaces off library premises.

### 1.3 General service principles

The services provided in University Library Services Area meet specific criteria for quality, efficiency and courtesy. The libraries guarantee continuous, complete information on services through a number of different media for conveying information.

Access to services is free of charge for everyone who studies or works at Politecnico di Milano (institutional users and the authorised users listed above). Services are inspired by the rules of good library operation and the principle of guaranteeing all users' rights, with the utmost commitment to guaranteeing continuity and regularity; they are provided on the basis of the principles of maximum availability and collaboration by library staff and simplification of procedures; they aim to achieve clarity and comprehension and the language used is easily accessible to all users. Any changes or interruptions in service will be clearly and promptly announced in advance, preparing plans for improving the quality of the services. Specifically, with a view to achieving ongoing improvement, all technological, organisational and procedural solutions of use for facilitating contact between users and services and optimising efficiency will be implemented. Good service requires positive relations between users and library staff.

Relations must be based on the principle of reciprocal respect and courtesy. Library staff must provide their names and surnames upon request, in person, over the telephone and in written correspondence. In order to protect the interests of library users, staff have the authority to eject anyone who disturbs others or violates rules of behaviour.

Some of the libraries are monitored by CCTV surveillance cameras. Users found committing acts of vandalism will be punished by having their rights of access to all services removed.

### 1.4 Ways of access

In some libraries (in the Central Architecture Library and the Durando Campus Library) access is controlled by turnstiles that are activated by sweeping a personalised magnetic badge.

There are 2 kinds of badge that allow access through the turnstiles:

1. personalised badges (Policard) issued by the University to the majority of institutional user categories (with the exclusion of contract-based professors, personnel hired on a temporary basis and those enrolled on certain Masters programmes); also Alumni can use their old Policard.
2. temporary unnamed badges (TempPolicard)
  - issued by the library to AlumniPolimi who never had the Policard<sup>3</sup>, to retired members of Politecnico's Staff, to external users who have purchased an entrance pass of more than 1 day, to students enrolled on certain Masters programmes;
  - issued by the department to institutional users who have not been provided with personalised badges by the University (contract-based professors, personnel hired on a temporary basis) and to non-institutional users with library access rights (visiting professors and visiting PhD).

An identification document must be produced in order to receive a temporary badge (TempPolicard).

Library access is granted without a badge:

- to users who have lost or damaged their personalised badge and have requested a replacement;
- to new students who have yet to receive their badge.

Users who for the above reasons request access to the library without a badge must check their position at the entrance.

Users who have forgotten their badges will not be admitted.

The magnetic card is strictly personal.

The holder of the badge is responsible for keeping and using it, and he must immediately communicate the loss or the theft of the badge.

The holder of a Policard can notify directly from the "online services" that the badge has been lost or stolen or damaged. At the same moment, he can ask for the issue of a new badge.

The holder of a TempPolicard can contact the department or the library that has provided the badge.

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<sup>3</sup> The green card that has been sent to the Alumni is not a magnetic card, so it can't be used at the turnstiles.

## 2. OUR SERVICES

The services provided are:

- access to the library's printed collections through the consultation and loans service;
- access to the electronic collections online;
- access to theses
- ILL inter-library loan and Document Delivery service;
- Library information and reference service;
- Centralised information services;
- Copying services.

### 2.1 Access to the library's printed collections through the consultation and loans service

This service ensures that users can consult materials in the library and take them out on loan at any time during library opening hours (refer to "public opening hours" in point 3). The service includes:

- Consultation on the library's premises during opening hours
- Loan of up to 5 volumes at a time from all libraries in the University Library Services Area.

Details on use of specific collections are available in the guides to individual libraries at:

<http://www.biblio.polimi.it/sba/guide.html>

Libraries are set up to make document use as convenient as possible. To achieve this goal the libraries are committed to:

facilitating access to document collections

- ensuring maximum document circulation, allowing users to renew loans on volumes at the end of the loan period provided they have not been requested by other users, and permitting reservation of books which are available or on loan to other users over the internet, along with loan requests of available books;
- adding to its collection;
- acquiring new documentation on different media.

#### 2.1.1 Consultation

In the open-shelf libraries, users can directly access the shelves and freely consult books without limitations. In these libraries, books that are archived in storage spaces not accessible to the public can be requested via the online catalogue (OPAC) or at the loans desk.

A maximum of 5 documents can be consulted at the same time.

#### 2.1.2 External loans

Loans must be registered at the loans desk by showing an identification document.

The loan must be taken out in the name of the user.

Users taking advantage of the loan and consultation services agree to:

- treat documents carefully;
- return documents by the due date;
- respond promptly to any returns reminders.

At some libraries (the Central Architecture Library, the Durando campus Library, the Piacenza Engineering Teaching Library, the Como campus Library, the Mantova campus library) there is a self-loan facility that can be used with the personalised badge.

**Maximum quantity:** 5 books can be borrowed at the same time at all the libraries of the University Library Services Area. The Alumni can borrow only one book.

**Loan period:** Loans are of 2 weeks in the Architecture libraries and 4 weeks in the Engineering libraries. Borrowed documents must be returned to the library from which they were borrowed.

#### Expiry date notice

Three days prior to the expiry date users will receive an email and/or an sms containing notice about due date for returning or renewing borrowed books.

**Reminders:** failure to return borrowed documents by the due date results in the user receiving a reminder; on the 2nd day after the due date he/she will be sent another reminder e-mail and on the 4th day a third e-mail. On the 4th day of overdue documents, the user will no longer be able to access loans and will not be able to make loan requests and bookings until he/she has rectified the situation by returning the overdue documents.

E-mail notification is a complementary service; non-receipt of notifications does not constitute a justifiable reason for not having adhered to an expiry date.

Users can check the state of their loans – and thus their due dates – from their personal area, accessible from the online catalogue – OPAC (My Area > My Situation).

### **Renewals**

Loans can be renewed more than once, provided that the document has not been reserved by another user in the meantime. The Alumni can renew only once.

Renewals are for 2 weeks and can be made either at the loans desk or over the phone, or even via the online catalogue (OPAC) by accessing the personal area (clicking on the “Personal Area” tab and logging in).

Renewals can be requested from the third day prior to expiry date up until the expiry date itself.

### **2.1.3 Intra-university loans**

To facilitate the use of services intra-system loans are available (intra-university) between Milano libraries and the territorial campus libraries (Lecco, Como, Mantova, Piacenza, Cremona).

Inter-library loans are available also between libraries located in Milano campuses (Leonardo and Bovisa). In the territorial campus libraries users can have until 5 intra-system loans at the same time; in Milano libraries they can have only 2 at the same time.

Users are notified by e-mail when a document arrives at the library in which they made the request; therefore they have to pick up the book in the library within 5 working days.

The loan is for 20 days starting from the day on which the document was given to the user. The renewal must be requested at the loan desk or by phone.

Since 5<sup>th</sup> November 2012 users who don't pick up the book requested within 5 working days after receiving the email, will be suspended from using library services for 2 weeks in all the libraries of the University Library Services Area.

Users won't be able to remove the suspension by paying a fine.

The intra-system loan service cannot be used by external users with a pass of fewer than 3 months.

### **2.1.4 “Book on your desk” service (reserved to academic and research staff)**

This service is proposed to professors and research associates who want to borrow books from a library outside their own campus and receive them directly on the desk in their office. The aim of this service is to save time for the academic staff who will thus not need to move from one campus to another to borrow books.

The requested books are delivered via mail service directly to the professors' studios.

For detailed information about this service read the following:

[http://www.biblio.polimi.it/prestito\\_intra/index.html](http://www.biblio.polimi.it/prestito_intra/index.html)

### **2.1.5 Interlibrary loan (ILL) and Document Delivery (DD)**

The interlibrary loan service (ILL) allows users to loan from other libraries books not available in Politecnico libraries at the time. The service follows specific [Regulations](#).

In the same way, the Document Delivery service (DD) allows users to get from other libraries a copy of articles or parts of books not available in Politecnico libraries at the time. The DD service follows specific [Regulations](#).

### **2.1.6 Requesting and booking a document from the OPAC**

#### **Request to borrow or consult:**

Once users have logged in, they may make requests to borrow or consult documents available in the catalogue (OPAC); 2 borrowing requests and 5 consultation requests may be made at the same time throughout all of the University Library Services Area libraries.

In some libraries in which books are in storage, 5 borrowing requests may be made at a time.

Requested documents will be available and reserved in the name of the user who requested them in accordance with the terms shown on the confirmation message that appears after request operations.

Availability of documents requested via OPAC varies from library to library: in some libraries it is possible to collect requested books immediately; in others availability can only be guaranteed the next day.

Requests are generally valid for 2 working days (save for exceptions indicated in the confirmation message).

If the day on which a request is made is a working day it is included in the 2-day count.

Documents requested for borrowing or consultation must be collected from the loans desk where the user will record the borrowing or consultation activity.

Borrowing requests that are still valid but no longer needed can be cancelled from the personal area, accessible from the OPAC by clicking on the button "Personal Area".

Since 5<sup>th</sup> November 2012 users who don't pick up the books requested on loan within the expiry date, will be suspended from using library services for 3 days.

The suspension will be valid in all the libraries of the University Library Services Area.

Users won't be able to remove the suspension by paying a fine.

### **Booking:**

By logging on, users can book unavailable documents that are already out on loan through the catalogue (OPAC); 2 bookings can be made at the same time throughout all of the University Library Services Area libraries.

Booked documents will be available and reserved in the name of the user who booked them for 2 working days from when an e-mail and/or an sms are received notifying the book's return. If the day on which the e-mail is sent is a working day, it is included in the 2-day count.

Bookings that are still valid but no longer needed can be cancelled from the personal area, accessible from the OPAC by clicking on the button "Personal Area".

Since 5<sup>th</sup> November 2012 users who don't pick up the books booked and notified within the expiry date, will be suspended from using library services for 3 days.

The suspension will be valid in all the libraries of the University Library Services Area.

Users won't be able to remove the suspension by paying a fine.

We recommend that requests and bookings only be made if you actually intend on collecting the books at the library: "empty" requests and bookings made represent management burdens for the library and, above all, cause inconvenience to other students by unnecessarily blocking circulation of books that are at times highly requested.

We invite users to cancel from their Personal Area borrowing requests and bookings that are still valid but no longer needed.

Borrowing and booking request services are not available to external users who are enabled for just one day.

### **2.1.7 Loans return at the end of a career**

Books borrowed (loans, intra-system loans, inter-library loans) must be returned to the library before the end of the user's career at Politecnico.

Students registered in first and second level university degree programmes must return books borrowed before the degree; students registered in PhD programmes must return the books before discussing the PhD thesis; students registered in first and second level university master's degree programmes and students registered in specialisation and advanced studies programmes must return the books before the end of the courses.

Professors, researchers and technical-administrative personnel must return books before the term of their contract. Scholarship (Erasmus) students must return books before the end of the period of staying at Politecnico.

After the degree, users will access again to services as Alumni.

### **2.1.8 Services for Alumni**

Graduate students have free access to services in this way: they can borrow 1 document at the same time at all the libraries of the University Library Services Area and they can renew the loan only once; they can request and book only 1 document at the same time; they can do 1 intra-university loan request and 1 inter-library loan request.

Graduate students may not have remote access to electronic resources via proxy, they may not consult cartographic material and they may not access to Wi-Fi.

### **2.1.9 Penalties**

Delays in returning documents give rise to additional costs and above all can result in a poor service for other users.

Therefore, users who return borrowed documents with a delay of more than 3 working days are subjected to a penalty: they are automatically suspended from using library services for a period of time commensurate to the extent of the delay, according to the below table:

| <b>Number of late days</b> | <b>Number of days of suspension</b> |
|----------------------------|-------------------------------------|
| From 4+ working days       | 20 days + no. of late working days  |

For example: a delay of 4 working days: 24 days suspension (20 + 4 = 24)

As an alternative to suspension, users who have borrowed book directly from the Milano libraries may opt to pay a fine, in proportion with the delay accumulated, according to the table: fixed penalty of €2.50 + €0.50 per day. Only working days are calculated. The table is applied to each overdue book.

| Initial fixed penalty | Penalty relating to the number of late days |
|-----------------------|---------------------------------------------|
| €2.50                 | €0.50 x no. of late days                    |

For example: 1 book overdue by 4 working days: €2.50 + €0.50x10 = €4.50

2 books overdue by 4 working days: (€2.50 + €0.50x4) + (€2.50 + €0.50x4) = €9.00

Fines are displayed in the Personal Area.

Payment of the fine constitutes immediate cancellation of any suspension, provided that the overdue books are returned, and the fine for each book is paid.

Should a user have more than one book on loan and have accumulated a different number of late days, suspension is calculated on the basis of the longest delay; to calculate a fine on the other hand, a cumulative calculation is made, adding together the individual fines for each overdue book returned.

It is possible to pay a fine only if the delay has been accumulated for the loans made in the libraries of Milano campuses.

Fines can be paid at the Central Architecture Library (Leonardo camps) or at the Durando Campus Library or the Bovisa Engineering Library (Bovisa campus); users of the Central Engineering Library can pay fines at the Central Architecture Library.

### Loss

Lost or stolen books must be replaced; if the book is out of print users can refund the price of the book by contacting the library to find out the cost.

Payment can be made in cash at the Central Architectural Library (Leonardo campus), the Durando campus library or the Bovisa Engineering Library (Bovisa campus); alternatively, a direct debit can be arranged according to details provided by the library.

The user who has lost a book must inform the library as soon as possible; in any case, the user must fill in the [loss form](#) and give it to the librarian at the library desk. The loan will be cancelled only after the purchase or the refund of the book. The suspension will be removed or abridged only if you inform straightaway the library and if you purchase or refund the book immediately. Each situation will be considered individually.

## 2.2 Online access to collections

The service provides users with access from workstations (including wireless access) in the University network at all times during opening hours to resources acquired in electronic form on subscription (electronic periodicals, e-books, databases).

Access is possible 24 hours a day from off-campus locations through the University proxy service. Proxy service is only available to institutional users and equivalent. Graduate students are excluded.

Refer to point 2.5 for information on how to access these resources.

## 2.3 Access to theses

Theses are searchable using both OPAC Theses (theses submitted before July 2010) or *POLItesi* (theses submitted since July 2010).

### 2.3.1 Consultation of Post Graduate theses online (*POLItesi*)

The online archive *POLItesi* contains all Post Graduate Theses (laurea specialistica/magistrale) submitted since July 2010.

Descriptive data are available to all users accessing the archive; full-text availability depends on access options chosen by the authors.

For further information [POLItesi - Politecnico di Milano: Home page](#)

### 2.3.2 Consultation of Post Graduate theses (submitted before July 2010)

The Post Graduate theses submitted from the Seventies to April 2010 are available on paper format.

Architectural theses submitted after 1998 can be available also on digital format, and are accessible from dedicated pc at TeDOC or Campus Durando Library under operators supervision.

Theses are searchable using both the online catalog (OPAC) or the specific OPACtesi catalog

[http://opac.biblio.polimi.it/SebinaOpac/Opac?sysb=tesi&locale=en\\_GB](http://opac.biblio.polimi.it/SebinaOpac/Opac?sysb=tesi&locale=en_GB)

Information about availability terms and location of documents are described in the catalog records.

Theses can be consulted by enabled users. Theses are excluded from loan and cannot be copied.

### 2.3.3 Consultation of PhD theses

The PhD theses are available on paper and/or in digital format.

The PhD theses are searchable using both the online catalog (OPAC) or the specific OPACtesi catalog

[http://opac.biblio.polimi.it/SebinaOpac/Opac?sysb=tesi&locale=it\\_IT](http://opac.biblio.polimi.it/SebinaOpac/Opac?sysb=tesi&locale=it_IT)

When the thesis is available also on digital format, full-text is accessible directly from the OPAC record.

### 2.3.4 Sanctions for unauthorized copy of thesis

Theses are unpublished documents, and they cannot be copied in any way unless the author has written a specific authorization, according to the Law 22nd April 1941 nr. 633, Protezione del diritto d'autore e di altri diritti connessi al suo esercizio.

Conditions of use are posted up in each theses reading room. Violations of the conditions of use will cause a three months suspension from University Library Services Area.

It won't be possible to cancel the suspension by paying a fine.

Furthermore, the Politecnico can decide to take legal proceedings.

## 2.4 Bibliographic information and reference service

The University Library Services Area provides users with assistance as necessary to make optimal use of the research and information tools in the possession of the libraries and Tedoc (the Thesis and Documentation of cartography and planning service), which organise initiatives providing information and instruction to help users make use of these tools independently.

All University Library Services Area facilities provide their users with orientation, assistance and instruction, with the aim of ensuring that they make the best possible use of University library services. Different methods of access using electronic tools and printed documents ensure that the bibliographic research and reference service is effectively available at all times for locating information and documents.

The University Library Services Area provides:

- assistance in the use of cataloguing, bibliographic and cartographic tools and useful information for teaching and research;
- educational initiatives/courses on how to use the tools at users' disposal and information on the services offered
- adequate promotion and advertising of all the opportunities offered and how services are provided.

In addition, the University Library Services Area offers users an online information service, Chiedi@Ila tua biblioteca ([Ask@your library](#)) and a [reference service on appointment](#) for users needing to conduct complex bibliographic research (both of these services respond to requests within one working day from Monday to Friday).

## 2.5 Centralised information services

The University Library Services Area provides the following information services:

- [website](#) (information on libraries, services and references, on projects and points of access to various services available online)
- [online catalogue](#) (OPAC: identifying documents and determining their availability, permitting loan requests, bookings, purchase suggestions, verification of readers' situation)
- [APP PolimiLibrary](#) (mobile free application for iPhone and Android that allows to get information about libraries, search the online catalogue –OPAC - , check if a book is available, view the situation of your current loans, make loan requests, reservations, renewals, delete loan requests and reservation that are still valid but no longer needed, send a purchase suggestion, save a bibliography on your smartphone).
- [POLIsearch](#)- SFX meta-portal (meta-research service for free and subscription services; linking service)

- portal offering access to electronic resources, ([Databases, Electronic Periodicals, E-Books, the University's Digital Collections](#))
- [Tedoc portal](#) (research in cartographic material)
- [complaints form](#)

## 2.6 Copying services

### Photocopying

In the Milano campus libraries, there are self-service photocopiers for photocopying parts of documents at a fee.

In the Central Architecture Library (Leonardo campus) or at the Durando Campus Library or the Bovisa Engineering Library (Bovisa campus), a pre-paid card of €5 can be bought from an automatic machine near the photocopiers. Users of the Central Engineering Library can purchase cards at the Central Architecture Library.

The machine accepts €5 notes and coins in the divisions of €0.50, €1.00, €2.00.

The machine does not give change.

A black-and-white photocopy costs €0.04, a colour photocopy costs €0.20.

Cards purchased are valid for all photocopiers in the ASBA libraries in Milano.

It is forbidden to copy rare and valuable works, old books and reference books, damaged materials, bound periodicals and works that due to size and type of material could deteriorate.

Copying must always be done in adherence to current copyright laws; it is recommended that the *Vademecum* on Copyrights be carefully read

<http://www.biblio.polimi.it/biblioteche/documenti/authorsRIGHTSweb.pdf>

## 3. PUBLIC OPENING HOURS

The public opening hours of physical library services are specified for each library on the University Library Services Area web pages. Below is a list of the opening hours of the principal University libraries:

|                                                                                           |                                                     |                                                                       |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------------------------|
| Biblioteca Centrale di Architettura<br>(Central Architecture Library)                     | MON-FRI<br>SUNDAY                                   | 8:30 am – 11:45 pm<br>2:00 pm - 8:45 pm                               |
| Biblioteca Centrale di Ingegneria<br>(Central Engineering Library)                        | MON-FRI                                             | 9:00 am – 8:00 pm                                                     |
| Biblioteca Campus Durando<br>(Durando Campus Library)                                     | MON-FRI<br>SATURDAY                                 | 8:30 am – 8:50 pm<br>2:00 pm - 6:00 pm                                |
| Biblioteca delle Ingegnerie<br>Bovisa (Bovisa Engineering<br>Library)                     | MON-FRI                                             | 9:00 am – 7:00 pm                                                     |
| Servizio Tesi e Documentazione,<br>TEDOC) (Thesis and<br>documentation service,<br>TEDOC) | MON-FRI                                             | 9:00 am – 4:00 pm (services)<br>9:00 am – 8:00 pm (consultation room) |
| Biblioteca del Polo Territoriale di<br>Como (Como Campus Library)                         | MON-FRI<br>Room 1 (monographs)<br>Room 2 (journals) | 9.00 am – 7.00 pm<br>9.00 am – 6.00 pm                                |
| Biblioteca del Polo Territoriale di<br>Lecco (Lecco Campus Library)                       | MON-FRI                                             | 8:30 am – 6:00 pm                                                     |
| Biblioteca del Polo Territoriale di<br>Mantova (Mantova Campus<br>Library)                | MON-FRI                                             | 8:30 am – 7:15 pm                                                     |
| Biblioteca del Polo Territoriale<br>Cremona (Cremona Campus<br>Library)                   | MON-FRI                                             | 9:00 am – 5:00 pm                                                     |

|                                                                        |                               |                                                                                                     |
|------------------------------------------------------------------------|-------------------------------|-----------------------------------------------------------------------------------------------------|
| Biblioteca del Polo Territoriale di Piacenza (Piacenza Campus Library) | MON-FRI<br>SATURDAY<br>SUNDAY | 9:00 am – 1:00 pm / 2:30 pm – 7:30 pm<br>9:00 am -12.00 am / 2:00 pm – 7:30 pm<br>2:00 pm – 7:30 pm |
|------------------------------------------------------------------------|-------------------------------|-----------------------------------------------------------------------------------------------------|

Electronic resources (databases, electronic periodicals, e-books, digital collections) are accessible every day of the week, including Sundays and holidays, 24 hours a day via remote access from one's own pc by setting up the [University proxy service](#) (within the limits of the rights defined in agreements with suppliers).

## **4. USER RELATIONS**

### **4.1 Data protection and confidentiality**

In compliance with current legislation, the libraries guarantee that personal information on users will be used solely for the purposes of service operation.

The libraries provide all users with customised access to information on the status of their current loans.

### **4.2 Forms of direct interaction with users**

#### **Users' purchase requests**

Users may propose that a specific library purchase particular books or other materials of interest to them which are not included in the collections of the University Library Services Area by making a purchase suggestion in the customised service area accessible from the on-line catalogue (OPAC). Management will assess purchase proposals and evaluate their congruence with the library's orientation in terms of scientific discipline and the availability of funds in specific expense items. A reply will be sent to the user within 2 working days, after which users will be informed of the status of their requests.

Requests for documents which are no longer available from publishers or non consistent with the characteristics of the Libraries' collections and functions will not normally be accepted. The user making the request is always provided with motivation within 2 days or as soon as possible if the purchasing process reveals that the document is unavailable.

#### **Suggestions and complaints**

In order to assess the quality of the service provided, conformity to standards, users' satisfaction and potential for further improvement, the quality and efficacy of the services provided will be determined periodically with the involvement of users. The results of the check will be announced.

Users participate in the development and improvement of services through tools specially prepared to promote interaction between users and library staff; users may make comments and suggestions and present complaints and petitions in writing using the [forms](#) provided on the University Library Services Area; Library management of the University Library Services will respond as promptly as possible, and in no case more than five days after the request is presented.

## **5. OUR COMMITMENTS**

### **5.1 Cooperation**

In order to guarantee quality service and the best possible access to the information users need, the University Library Services Area cooperates with other Politecnico di Milano libraries and archives and with external libraries to provide reciprocal services.

### **5.2 Customer satisfaction**

To ensure that its services meet users' needs, the University Library Services Area conducted a customer satisfaction survey in November 2007 and in November 2010 and continues to conduct periodical surveys to collecting information and indicators measuring the adequacy of the procedures and services offered. The

quantitative and qualitative results of these surveys are made available to Politecnico users on the University Library Services Area web pages.

### 5.3 Indicators

To assist users, the quality standards (indicators) used by the University Library System are listed in the table below:

| Parameter                          | Indicator                              | Guiding value                                                                                                                                                                   |
|------------------------------------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Continuity of service              | Continuity of opening hours            | See table §3                                                                                                                                                                    |
|                                    | Continuity of server for online access | 24 hours a day, including Sundays and holidays                                                                                                                                  |
| Intra-university loans             | Document delivery                      | 5 working days                                                                                                                                                                  |
|                                    |                                        |                                                                                                                                                                                 |
| Interlibrary loans (ILL)           | Response times                         | Internal users: within 3 days of confirmation of availability<br>External users: requests are fulfilled within 3 working days of confirmation of availability                   |
| Document delivery (DD)             | Response times                         | Internal users: requests are sent to external libraries within one working day.<br>External users: requests are fulfilled within 2 working days of confirmation of availability |
| Chiedi@latauabiblioteca            | Response times                         | 1 working day (from monday to friday)                                                                                                                                           |
| Reference section appointment      | Response times                         | 1 working day (from monday to friday)                                                                                                                                           |
| Response to suggestions/complaints | Response times                         | Within 5 working days of presentation of the request                                                                                                                            |

### 6. OUR PLANS FOR IMPROVEMENT

In order to improve the efficacy and efficiency of its services, the University Library Services Area promotes both new services and initiatives and ongoing innovation in its back office procedures.

Milano, 18 February 2013