

SISSA LIBRARY SERVICE CHARTER

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SISSA Library Service Charter describes our library's goals and aims to inform our users about the services offered by the Library and how they are provided in compliance with quality standards.

It is meant to encourage a positive and clear interaction between Users and the Library, making their reciprocal rights and duties clear in order to improve the services.

It has been inspired by the *Direttiva del Presidente del Consiglio dei Ministri 27/1/1994 "Principi sull'erogazione dei servizi pubblici"*.

Mission

The Library contributes to the educational mission of the institution which it belongs to, and therefore includes all activities aimed at facilitating access to knowledge. It is specialized in those areas where SISSA offers training for, and where study and research activities are carried out, therefore it serves the three scientific Areas of Mathematics, Neuroscience and Physics, and the Interdisciplinary Laboratory for Natural and Humanistic Sciences. The Library is also committed to facilitating Open Science by providing useful tools and supporting specific projects.

Values

In accordance with the CRUI guidelines ("Linee guida per la costituzione del sistema bibliotecario accademico Italiano" 2008), the Library is inspired by the following values:

- access to information;
- pluralism of information;
- dissemination of culture and scientific knowledge;
- cooperation between libraries and institutions;
- professional development.

Principles

In carrying out its institutional activity, the Library is inspired by the following fundamental principles:

- equality, impartiality, and courtesy;
- continuity and access;
- transparency and communication;
- efficiency and effectiveness;
- cooperation and participation.

Goals

In particular, the SISSA Library pursues the following goals:

- allowing quick access to all documentary collections, regardless of their format and ensuring prompt update of the bibliographic patrimony;
- cooperating with other institutions in order to provide mutual users with what they need, and participating to common projects to serve the scientific community;
- making itself a point of reference for students, faculty, research staff and visitors;
- promoting and valorizing the dissemination of scientific achievements;
- adapting services to the users' needs, by maintaining a proactive attitude;
- verifying the quality of the services provided;
- promoting its services.

The activity of the Library is governed by the present Library Service Charter, and by specific regulations.

Our commitment to our users

- we aim to deliver a user-friendly and accessible service;
- we will treat users with courtesy, fairness and respect;
- we will maintain a welcoming environment and provide services accessible to all users;
- we will provide a wide variety of resources using our expertise and specialist services to help users make the best of them;
- we will keep users updated regularly on the services that we offer and promptly inform them if any service has to be reduced or cancelled;
- we will communicate with users promptly and effectively to meet their needs and to keep them informed;
- we will welcome users' feedback, and periodically evaluate our service to improve them.

Our Users' commitment to us

- treat other users and library staff with respect and courtesy, and behave correctly and appropriately;
- be respectful of other users' needs, premises, collections, and resources;
- use electronic resources in accordance with laws, regulations and agreements;
- regularly check their email and answer to our requests;
- know and follow regulations and respect opening hours;
- use services appropriately and ask for help if necessary;
- suggest ways to improve and communicate when their expectations are not met, so we can collaborate in problem solving.

Library Committee

The Library Committee is the governing board of the library and it is appointed by the Director. It:

- discusses the annual library budget;
- suggests and approves new acquisitions and subscriptions;

- collaborates with the library staff during classification and discard procedures;
- approves the library rules and suggests innovations;
- suggests the strategic plan of the library.

Users

Services may be provided differently to different types of users:

- institutional users: all those who have an official relationship with SISSA;
- accredited users: users of scientific or public institutions which have signed an appropriate agreement with SISSA;
- external users: all other users.

Accessibility

The Library is equipped with on-site reading and consultation areas for the bibliographic works within the limits of resources allocated in compliance with safety standards. The Library is committed to ensuring accessibility to the facilities and usability of the services to disabled users. The library website is equipped with web tools properly designed for disabled people.

Bibliographic material is mainly located on open shelves, directly accessible and organized through an appropriate signage. Part of the journals are in the storage room, for safety reasons only the staff can retrieve this material, upon request. For the purpose of monitoring all bibliographic material, the library is equipped with anti-theft devices.

The Library also offers a wide range of electronic resources which may be accessed from SISSA network

Specific rules about accessibility and circulation are detailed in the dedicated regulation.

Any change or reduction due to closures, festivities or force majeure will be publicized on the library website.

Services

Admission and borrowing: please see detailed regulation.

Welcome and assistance: assistance to users is constantly guaranteed during the Library's opening hours, according to service needs; upon request, training activities may be offered by the Library staff in order to help the users develop and improve their skills in using catalogues, data bases, paper and electronic resources.

Reproduction and printing: a printer/photocopy machine is located in the loandesk area, users must use it in accordance with the copyright laws and the licenses of the service providers.

Document Delivery and InterLibrary Loan: please see detailed regulation.

Acquisition of bibliographic resources: the Library staff acquires bibliographic paper and electronic resources in agreement with the Library Committee and within the limits

of financial assets. Bibliographic resources may also be acquired with research funds, in this case the documents must be considered as SISSA property but may be requested in permanent loan.

Catalogues: all documentary resource owned by the Library and a wide selection of open access resources are listed in online and freely accessible catalogues even from outside SISSA Network. A Discovery Service allows users to search all available electronic resources and find relevant documents, if accessible.

Website: it is the main tool for communicating with users, it provides information on services, schedules, news, and contacts; it is regularly updated.

Meeting rooms: the blue and red rooms may be used for meetings or lessons, reservation must be requested to the staff. These rooms can be used only during library opening hours.

Institutional archives: SISSA commitment to Open Science is supported also through its Institutional Repositories: IRIS (for Thesis and Papers), SISSA Open Science (Lecture Notes, Preprints and Workshops) and SISSA Open Data (Research Data), please see detailed regulations. Library staff may give information and advice about copyright and publication licenses, upon request, in order to help users publish and use resources with as much awareness as possible.

Support to Research Assessment procedures: when bibliometric indicators are used in assessment procedures (VQR, ASN, ...) to evaluate authors and/or research projects, IRIS is the preferred source for data regarding peer reviewed papers. Library staff attends to metadata validation and gives support to authors and administrative staff.

Publication fees: the Library staff manages the payment of publication fees both with research funds and administration funds (please see detailed regulation); the Library, through CRUI consortium, participates to several transformative agreements in order to allow SISSA authors to publish open access and maintain copyright at no additional cost. It also manages the participation of the School to several open access projects (SciPost, SCOAP3...).

Reports: the Library is committed to analyzing its activity and SISSA scientific production from different points of views in order to allow its evaluation and valorization. Reports are appropriately made public.

Cooperation: in order to serve its community SISSA participates to cooperative catalogues (ACNP), mutual exchange projects (NILDE), and various Associations (AIB, AISA) and might participate to other projects if considered necessary or valuable.

Measurement and evaluation

The Library is committed to maintaining the highest quality standards of its services, and constantly improving them in line with the development of the editorial market and the users' informational needs.

The quality and efficiency of Library's procedures are subject to continuous evaluation and improvement: assesment of personal, organizational and improvement targets is carried out every year according to the SISSA Performance Plan.

The skills and expertise of the staff are constantly updated through participation in training courses.

Statistics about all the Library services are periodically analyzed to ensure the efficiency of procedures, the congruous development of paper and online collections, the adequacy of the services.