



CONSIGLIO REGIONALE
DELLA PUGLIA



APULIA REGIONAL COUNCIL
LIBRARY AND INSTITUTIONAL
COMMUNICATION SERVICE

CHARTER OF SERVICES

26th edition - November 2013



Approved with administrative determination n. 69 of November 14th, 2013

Published on BURP n. 156 of November 28th, 2013

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The Service Charter is available in Italian and English. On the web-site of the library there is the electronic version in the following languages Albanian, Arabic, French, Georgian and Spanish.

We thank all those who have contributed to the improvement of this Service Charter

INDEX

1. General News	4
1.1 Brief history of the library	4
1.2 Mission	4
2. General service principles	4
3. Tools for service provision	5
3.1 Location	5
3.2 Documents collections	6
3.3 Human resources	7
3.4 Interlibrary cooperation	8
4. Services	8
4.1 Opening hours	8
4.2 Registration	8
4.3 Assistance to the public (Reference)	8
4.4 On line support (Reference On Line)	9
4.5 Web site and social network	9
4.6 Bibliography research and catalogs	10
4.7 Digital library	11
4.8 Reading and studying	11
4.9 Consultation	11
4.10 Loans	13
4.11 Photocopies and prints	15
4.12 Purchase proposal (“desiderata” service)	15
4.13 Internet connection	15
4.14 Community news	16
4.15 Multicultural activities	17
4.16 Garden section library	17
4.17 Gender section	18
4.18 IPSAIC (Institute for the Apulian Anti-fascism History of Contemporary Italy)	18
4.19 Services for people with disabilities	18
4.20 Promoting cultural events	18
4.21 Editorial products	18
4.22 Professional updating and training	19
5. Rates	20
6. Protection of users’ rights	20
6.1 Duties	20
6.2 Compensation	21
6.3 Protection	21
7. Quality of service	23
8. Contacts	25

1. GENERAL INFORMATION

1.1 BRIEF HISTORY OF THE LIBRARY

The Library of the Regional Council of Puglia was established in the seventies to meet the documentation requirements of the Regional Council of Puglia. Reorganized in 1994, since 1996 offers its services to the general public in accordance with the terms specified by the “UNESCO Public Library Bill”. It is also here located the Laboratory of Institutional Communications, structure designated to achieve activities and projects for citizens, schools and the territory for the promotion and knowledge of the Council Institution. It is located in Bari via Giulio Petroni 19/a.

1.2 MISSION

The Library has a collection of about **35,000** documents (monographs, periodicals, e-books, electronic newspapers, databases, audio and video resources); it is specialized in thematic profiles of public administration, law, economics and finance, public policy, organization and management. Linked to the motto “KNOWLEDGE INCREASES CAPACITIES!” it works every day through its services to enrich the social well-being and to improve the skills and capacities of people through access to culture, documents, information; it also supports the long-life learning with respect of cultural diversity.

2. GENERAL PRINCIPLES FOR THE PROVISION OF SERVICES

Equality - The Library grants access to its services to all, without distinction or discrimination of age, race, sex, religion, nationality, language, social and cultural backgrounds in accordance with the recommendations in the “IFLA Multicultural Library Bill”.

Accessibility – It is a constant commitment of the Library to eliminate any barriers to accessibility (architectural barriers, ideological, etc.) .

Efficiency, effectiveness and transparency - The Library inspires its activities to the criteria of efficiency, optimizing the available resources, and efficiency, achieving results that are adequate to the needs of users.

Services provided are inspired by the rules of proper performance management, which ensures continuity and regularity. The Library ensures commitment, willingness and cooperation of the staff, simplification of procedures and

¹ From: Amartya K. Sen, “*Inequality Reexamined*”, Bologna, Il mulino, 1994.

language that is accessible to all users, as determined by the directive of May 8th, 2002 by the Prime Minister's Office - Department of Public Administration .

Participation and autonomy - The Library promotes citizens' participation in the organization of services and the cultural life of the community. Each user or group of users can make suggestions, submit complaints, send documents, propose the purchase of new editorial material ("desiderata" service). The Regional Council of Puglia is committed to ensuring the necessary resources for the organization and development of library services, accordingly with its budget .

3. TOOLS FOR SERVICE DELIVERY

3.1 LOCATION

The current structure of the library covers approximately 1,300 square meters on three surfaces (ground floor, basement, garage).

The location features a 5 significant "spaces" that are inspired by the different moments of a workday :

- Room "**Prima lux**" (sunrise): located in the basement, dedicated to the multimedia and events education, it is equipped with **38 seats, 7 computer** reserved for users, in network with each other and with a large wall- display and 1 TV with VHS player.
- Room "**Matutinum**" (morning): located on the ground floor, dedicated to meetings, to study and consultation of great art works, equipped with **20 seats** and **1 computer** connected to a large wall-display.
- Room "**Meridies**" (Noon): situated on the ground floor, dedicated to the reading of documents, equipped with **30 seats, 7 computers** reserved for users to surf the Internet and 2 others reserved for research in the electronic catalog.
- Room "**Post Meridiem**" (afternoon): located in the basement, for the consultation of periodicals, "gray literature" and databases, equipped with **8 seats** and **1 computer** reserved for users.
- Lounge "**Occasus**" (sunset): located in the basement, for the consultation of archive of the IPSAIC (Apulian Institute for Anti-fascism and Contemporary Italy History), equipped with **4 seats** and **1 computer** reserved for students and researchers.

3. Tools for service delivery

- Room “**Partnership**”: located in the basement and equipped with **9 seats**, where it operates the UE “Europe Direct Puglia”. In the same room it is installed a professional scanner in colors.
- Therefore, overall, there are **109 seats** and **17 computers** connected to the Internet available for visitors.

3.2 DOCUMENTARY COLLECTIONS

The Library provides the main official periodicals, as well as codes and various repertories, great lexicographical and encyclopedic works; it is specialized in the thematic profiles of interest for the public administrations and public companies in general (administration, communication and marketing, law, economics and finance, multiculturalism, organization and management, public policy, political science); the Library also has a platform of electronic documents with e-books, image collections, historical digitized periodicals, museum material, archives.

The documentary heritage is divided into the following sections: Monographs and Great Works, Grey Literature, Scientific and news periodicals, Databases and Newspapers.

In addition to the above sections you will find the following collections:

Name	Description
Through the Show	Digital Archive concerning the art in the shows as part of the cultural Italian - greek heritage.
Building Apulia	Collection of publications presented in the editions of the exhibition “Building Apulia : building the identity of Puglia”
Garden Library	Collection of texts on biodiversity and culture of gardens.
COOPTA	Hosted by the “ Mediterraneo teca”, but property of the COOPTA , includes: the library of the Municipal Theatre Piccinni, the Fund A. Quaranta, the Fund E. D’Attoma of the Piccolo Teatro of Bari, the Fund N. Marrone (materials of the Public Apulian Theatre Consortium, of The Italian Theatre Institution and various materials on the theater in Puglia).
Europe Direct Puglia	Collection of the University of Bari collects materials on the activities and policies of the European Institutions.
Georgian community fund in Italy	Collection of texts available to Georgians living in Puglia.
“The Four Seasons” Library	The “Mediterraneo teca” features in their OPAC Catalogue of the Library, “The Four Seasons” available c /o the Pediatric Clinic of the “Policlinico di Bari”.

IPSAIC	Archives and Library properties of IPSAIC, related to the themes of regional history of the 900's.
Raffaele Nigro	Documentary fund on the figure of the journalist and writer R. Nigro
Project Apulia	Collection CUT-Bari (University Theater Center), Collection N. Saponaro, M. Montrone Collection. The project also covers documents from other organizations: IPSAIC, Foundation Di Vagno, Foundation Gramsci of Puglia
Gender Shelf	Collection of books of the feminine world.
Multicultural Shelf	Multicultural Fund Section with documents concerning multi / intercultural themes.
Sea Section	Fund of the Association "La Vedetta sul Mediterraneo" of Giovinazzo consists of materials related to the themes of the sea (Consultation, c / o Association).

The library updates its collections based on:

- New monthly proposals by the publishers;
- Proposals for the purchase by users;
- Examination of catalogues, lists, publishing newsletters .
- Exchanges and gifts.

The biblio-documental heritage is cataloged according to the REICAT norms and ISBD standards and semantically indexed according to the rules of the GRIS and using the terms of the "The saurus Regionale Toscano".

3.3 HUMAN RESOURCES

Human resources are one of the main factors of the quality of a library. The librarian is an active mediator between users and resources , this function is amplified by information technology network, which requires more expertise in terms of research, guidance and selection of sources: training and professional updating of librarians are indispensable to ensure adequate services to the evolution of technologies.

In the Library of the Regional Council of Puglia work:

- 11 librarians for biblio - documentary activities (reference activities, digital references, bibliographic researches and catalogs, loan, computerized bibliographic cataloging, semantic indexing, bibliographic records management, production of electronic newsletters and thematic bibliographies, training and mentoring, organization of exhibitions and workshops, library services) and 5 operators of the library as support;
- 10 employees of the Regional Council (dedicated to administrative, institutional and communicational activities);
- 1 Director of the Regional Council of Puglia.

3. Tools for service delivery

3.4 INTERLIBRARY COOPERATION

The Library subscribes to:

- National Library Service (SBN) through the Library Center of Foggia;
- Italian MAI-AZALAI Meta-OPAC;
- Italian MAI-AZALAI Meta-OPAC Libraries of the Councils of the Regions;
- ACNP (National Collective Magazine Archive);
- NILDE Network (cooperation program that allows libraries to obtain and provide documents in reciprocity);
- ESSPER (association promoted by the Free University Carlo Cattaneo of Castellanza for interlibrary cooperation in the activity of analysis and Document Delivery of journals in law and social sciences).

4. SERVICES

The services of “Teca del Mediterraneo” are partly free, for those with a fee please refer to the rates table in par. 5.

4.1 OPENING HOURS

The library is open from Monday to Friday from 09.00 a.m. to 6.00 p.m. On the first Saturday of each month, the 24th and 31st of December from 09.00 a.m. to 1.00 p.m. It is closed on public holidays and during the month of August. Any further closures are notified at least 3 working days before and are published on the website and in seat.

4.2 REGISTRATION

Every citizen can access the library and use the services of “Teca del Mediterraneo”; you must register by filling out a registration form accompanied by a valid identity document (identity card, passport, driving license and residence permit).

4.3 ASSISTANCE TO THE PUBLIC (REFERENCE)

The service includes personal care from the library’ staff to the user concerning:

- Enroll new users;
- Orient through the services offered and operating instructions;
- Search for regulations, announcements, public notices, judgments, caselaws and other documents;

- Assist in bibliographic research;
- Helped consultation;
- Short, ordinary, interlibrary loans and document-delivery;
- Reservations for the internet terminals.

4.4 ONLINE SUPPORT (ON LINE REFERENCE)

DIGITAL REFERENCE - This service allows remote consultation for updates on loans, reservations, extensions; it also allows to update bibliographic research. To access this service you need to log onto <http://www.bcr.puglia.it/SebinaOpac/SebinaYOU.do> and go to your “reader’s space”, enter your login and password (You must be enrolled in the library services. The password is provided at the time of registration).

E-mail:

biblioteca@consiglio.puglia.it

Ph. +39 080 540 2770

riviste.biblioteca@consiglio.puglia.it

Ph. +39 080 540 2710

“**ASK TECA**” - This is the library remote service that allows users to ask questions to the librarian and receive answers by e-mail within 3 working days.

E-mail:

biblioteca@consiglio.puglia.it

Ph. +39 080 540 2770

chiediateca.biblioteca@consiglio.puglia.it

Ph. +39 080 540 2772

“**TECA LIVE**” – This is the interactive library service that allows you to “ chat” with librarians on issues concerning the bibliographical documentary services. To use the service you simply connect to the home page of the website <http://biblioteca.consiglio.puglia.it> and click on the appropriate icon.

Phone: +39 080 540 2770 – 2772

4.5 THE WEB SITE AND SOCIAL NETWORK

The new Library website is available at: <http://biblioteca.consiglio.puglia.it>.

On the site, aligned to the “Guidelines for Web Content Accessibility”, you can find:

- News and documents on the activities and services of the Library;
- The general catalog of the Library and sectorial catalogs

4. Services

(SebinaYou and OPAC) ;

- The electronic newsletters (webzine) periodically published;
- Documentation on: partnerships, initiatives, cultural events and training activities;
- Logistics and service information;
- Information on: activities and documents of Institutional Communication of the CR Puglia.

The Library is also present on social networks: "Facebook" ("Biblioteca Consiglio Reg Puglia"), "Twitter" (@ Tecamediterrane) and on "You Tube" ("Teca del Mediterraneo").

E-mail:

social.biblioteca@consiglio.puglia.it

Ph. +39 080 540 2773

4.6 BIBLIOGRAPHIC RESEARCH AND CATALOGS

The user can perform bibliographic and document researches consulting the catalog using 4 dedicated workstations ("Selene", "Venere", "Totem" and "Dorado"), or referring to the expertise of the staff on duty responsible for orientation, guidance and assistance. Librarians use research techniques helping users with the consultation of directories and encyclopedias.

The research material may be reproduced in compliance with copyright rules and the fees established by the Services Charter.

Bibliographic researches can be made through the catalog SebinaYou, by logging on to the <http://www.bcr.puglia.it/SebinaOpac/SebinaYOU.do>, or through the OPAC (Online Public Access Catalogue) at: <http://www.bcr.puglia.it/SebinaOpac/OPAC>.

The general catalog of the library allows to search by author, title, subject, publisher, year of publication, keyword and location.

Documents can be researched through some major national bibliographic catalogs. In particular:

- OPAC of the National Library Service (SBN), Italian and the regional councils' Mai-Azalai metaopac, for monographs, newspapers, electronic resources and audiovisual material;
- In the Italian Catalogue of Periodicals (ACNP) for periodicals and magazines;
- In the Union Catalogue ESSPER for examination or

analytical headlines of Italian economy periodicals, law and social sciences.

Costs:

€ 0,05 per page for printing on bibliographic researches

E-mail:

biblioteca@consiglio.puglia.it

Ph. +39 080 540 2770

riviste.biblioteca@consiglio.puglia.it

Ph. +39 080 540 2710

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4.7 THE DIGITAL LIBRARY

SebinaYou, is the catalog where you can search for bibliographic information enriched with covers and “abstract”. The user through his personal space can access a range of services: loans requests, purchase tips and status review of reservations and loans.

All services are available on Apple and Android tablets and smartphones via the free app “Biblio Teca” which can be downloaded from PlayStore and the AppleStore .

SebinaYou allows access to ReteINDACO, a latest generation “digital platform “ with free and on sale contents selected by the network. The users can access the service from their personal space.

On line there are tutorial videos made by the librarians of Teca that illustrate the use of the various tools of the digital library .

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4.8 READING AND STUDYING

Users can use the available seats in the “Matutinum”, “Meridies” and “Post Meridies” rooms for reading, studying and personal research.

You can use your own computer by connecting to the main electric network; the library will have a wireless system to connect to the Internet

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4.9 CONSULTATION

The consultation service is available from 09.00 a.m. to 5.30 p.m. and provides access to various types of documents. After conducting the research and selecting the bibliographic material is essential to identify the location and consult with the librarians who will deliver the requested documents.

Rules of consultation and limitations to the service:

MONOGRAPHS - The user can request to consultation in the reading rooms up to maximum 5 monographs at a time; more can be viewed after returning the first ones. Documents

can be requested for consultation up until 5.30 p.m. and returned to the staff before 5:45 p.m. The materials stored in the warehouse will be delivered by the librarians within 2 working days.

GREY LITERATURE - The Library has a large collection of "gray literature", documentation that is not available through the normal channels of publishing market .

For delivery and/or consultation you will have to contact the librarians in the "Post Meridiam" room and follow the same procedures outlined for the consultation of monographs.

VHS and DVDs - The Library has a collection of videos and DVDs containing audio / video recordings of the sessions of the Regional Council of Puglia from the sitting of March 25th, 1986 up until 2008. They can be requested by the Magazines Room and viewed in the "Prima Lux" Room which has a television with VCR. They can be borrowed - with return obligation - only by the regional directors currently in office, from former regional directors and regional employees, upon presentation of identification card.

From June 20th, 1995 the meetings of the Regional Council of Puglia are available in digital format on: <http://www.consiglio.puglia.it>.

SCIENTIFIC AND NEWS MAGAZINES - In the "Post Meridiam" Room can be found approximately 500 "scientific", "news" and "official" periodicals. In the appropriate displays can be found the latest issues of each periodical, while the previous edition scan be requested to the staff on duty. The digital version of dozens of scientific journals is available from the "Dorado" station reserved to users.

OFFICIAL PUBLICATIONS - The paper copies of the current and the previous years' Official Gazette of the Region of Puglia (BURP) are available in the "Meridies" Room.

The following official publications are freely available online by reserving an internet station, or referring to the librarians:

- Official Journal of the Italian Republic (GURI);
- Official Bulletin of the Region of Puglia (BURP) in digital format since 1999;
- Official Journal of the European Union (OJEU) in electronic format since 1984.

It is possible to retrieve the electronic format of bills and notices of competitions published in the Official Bulletins of the other Italian regions.

NEWSPAPERS - In the "Meridies" Room users can read a number of local and foreign newspapers. The last 10 days

publications can be requested to the librarians on duty.

DATABASES - The Library offers a number of electronic databases that can be consulted autonomously from the “Dorado” station located in the “Post Meridiam” Room or with the assistance of the librarians. It is possible to print documents in compliance with copyright rules.

Costs:

€ 0,05 per printed page

E-mail:

riviste.biblioteca@consiglio.puglia.it

Ph. +39 080 540 2710

“OPEN SHELF” GREAT WORKS - In the “Matutinum” Room and adjacent spaces are collected on open shelves many “great works” such as dictionaries, directories, encyclopedias, atlases, bills, treatises, codes, annuals, some of which have electronic format appendix or complements. The user should refer to the librarians for assistance.

The Library makes available its documentary heritage for:

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4.10 LOANS

SHORT LOAN - Monographs, journals, gray literature, the Official Bulletin of the Region of Puglia can be loaned - 4 documents at a time - for a maximum of 3 hours, with return by 5:30 p.m.

The short loan request may be forwarded up until 5:00 p.m. Newspapers are allowed to be loaned for a short term the day following their publication.

E-mail:

biblioteca@consiglio.puglia.it

Ph. +39 080 540 2770

riviste.biblioteca@consiglio.puglia.it

Ph. +39 080 540 2710

ORDINARY LOAN - 3 volumes can be provided for a maximum of 15 days; the user can request one extension for the next 15 days if the material is not booked by other users. This operation can be conducted the day before the deadline, by calling in the opening hours of the service to the public, however no later than 5:30 p.m., or by e-mail. The books already on loan may be reserved by phone or e-mail. Are excluded from the loan major works (encyclopedias, codes, indexes, directories, databases on CD / DVD) librarianship

journals and texts. At the deadline of the loans the books must be returned without any delay; for those expiring in August, the return will be allowed within the first working days of September.

E-mail:

biblioteca@consiglio.puglia.it

Ph. +39 080 540 2770

riviste.biblioteca@consiglio.puglia.it

Ph. +39 080 540 2710

INTERLIBRARY LOAN (ILL) - Books not available in our catalog or in those of libraries in the city of Bari can be obtained from other libraries - Italian and foreign - in the maximum number of 3 pieces, by filling in and delivering the relative form to the reference service, by sending an e-mail or by filling out an electronic form available at the following address <http://biblioteca.consiglio.puglia.it/ViewStatic.aspx?q=99AA238A8EA6EE6A6781F2416A7F802D>.

Copies of parts of books can also be requested (ILL -Copy). The Library is committed to start the procedure for the loan within 4 working days. Delivery time depends on postal services.

Costs:

€ 1,50 per document + the costs of the other library (ILL)

€ 0,50/1,00 doc . + the costs of the other library (ILL -Copy)

E-mail:

prestiti.biblioteca@consiglio.puglia.it

Ph. +39 080 540 2711

DOCUMENT RETRIEVAL (DOCUMENT DELIVERY) - The periodical articles not available in our catalog and in those of libraries in the city of Bari can be obtained from other libraries in the maximum number of 3 pieces by filling out and delivering the relative forms to the reference service, by sending an e-mail or by filling out an electronic form available at the following address <http://biblioteca.consiglio.puglia.it/ViewStatic.aspx?q=99AA238A8EA6EE6A6781F2416A7F802D>.

Costs:

€ 0,50 per document + € 0,05 printed page

E-mail:

riviste.biblioteca@consiglio.puglia.it

Ph. +39 080 540 2716

4.11 COPIES AND PRINTS

The Library, in compliance with copyright laws, provides a photocopy and print service:

- a. **Reproduction - by operator assistance** - paper documents, not available for loans, up to 20 pages within the same day; (costs: € 0.05 per page)
- b. **Print - by operator** - of documents in digital format, up to 100 pages within the same day; (costs: € 0.05 per page)
- c. **Self printing** with prepaid cards, that can be purchased in the "Post Meridiam" room from the operators in the Magazines Section. (Cost: Card no. 50 copies: € 2.50; Sheet No. 100 copies: € 5.00)

4.12 PURCHASE PROPOSAL ("DESIDERATA" SERVICE)

Users can propose the purchase of documents, filling out a form available at the reference service, by sending an e-mail, through their personal space, or filling out a form available at the following address <http://biblioteca.consiglio.puglia.europa.eu/ViewStatic.aspx?q=99AA238A8EA6EE6A6781F2416A7F802D>

The Library is required to respond to the request within a maximum of 3 days, and agrees, if possible, to submit a purchase order in the next 3 days. The user notified of the availability of the document, may borrow it within the next 7 days. The subscription to a new magazine will be activated from the following year.

E-mail:

desiderata.biblioteca@consiglio.puglia.it Ph. +39 080 540 2711

4.13 INTERNET CONNECTION

You can browse the internet for free for one hour per day. The browsing time can be extended if there are no other reservations. The workstation can be booked for the same day and/or the next: from 08:45 a.m. to 09:15 a.m. by phone, or personally from 09:00 a.m. to 6:00 p.m. A delay longer than 15 minutes will cancel the reservation. Users can independently utilize the workstation reserved to view: websites, off-line documents, perform the "download" of documents, send and receive e-mails and use social networks and chat.

Users are not allowed to:

- Use different workstations than the ones booked;

4. Services

- Give out the booked workstation without notifying the librarians;
- Install programs and save data;
- Perform operations that compromise the efficiency of the network or the workstation configurations;
- Turn on or off independently the work station;
- Download documents protected by current legislation on copyright;
- Surfing web sites that violate ethics principles, in which case the operator can immediately stop the surfing session.

Phone: +39 080 540 2770

4.14 COMMUNITY INFORMATINON

The community information concern the Region services, local authorities and other institutions linked, including documentation from public sources, highlights on services that are specialized in work research and on training and education, news on cultural initiatives and services aimed at disadvantaged people (foreigners, people seeking employment).

Information can be requested to:

THE LIBRARY REFERENCE;

The REGIONAL COUNCIL OF PUGLIA INFOPOINT for:

- Access to acts and administrative documents (laws, resolutions, regulations and BURP)
- Information on administrative procedures, practices and procedures of the responsible agencies;
- Knowledge of administration activities and operation;
- Research issues within the region, information on courses, competitions, contests and contracts;
- European Union initiatives and opportunities;

E-mail:

infopoint@consiglio.puglia.it

infopoint2@consiglio.puglia.it

Ph. +39 080 540 2772

EUROPE DIRECT HELP DESK for:

- Receive information on areas of activity of the European Union;
- Get information, advice and assistance on legislation, policies, programs and funding from the EU;

E-mail:***europedirectpuglia@consiglio.puglia.it*** **Ph. +39 080 540 2786****“ACTIVE CITIZENSHIP” and “APULIAN ANTI-DISCRIMINATION CENTER” HELP DESK for:**

- Advice on health services of the City and Province of Bari;
- Advice on the rights of citizenship;
- Assistance in compilation of forms required for renewal, issuance and update of residence permits;
- Assistance with employment and professional training;
- Assistance in particularly difficult situations.

The service - open every Monday and Thursday from 11:00 a.m. to 5:00 p.m. - is aimed at foreign citizen.

E-mail:***sportellocittadinanzattiva@consiglio.puglia.it*****Ph. +39 080 540 2310**

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4.15 MULTICULTURAL ACTIVITIES

The Library offers through the Multicultural Section basic activities for foreign users, promotes and organizes roundtables and language courses. The branch cooperates also with libraries in the Region and the Mediterranean, with educational institutions and universities.

E-mail:***sezionemulticulturale.biblioteca@consiglio.puglia.it*****Ph. +39 080 540 2713**

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4.16 GARDEN LIBRARY SECTION

This section of the library concerns various activities for wellbeing and quality of life such as:

- Knowledge , enhancement and protection of biodiversity;
- Promotion of the garden culture and the Mediterranean diet;
- Promotion of good practices for the management of the territory.

The section conducts editorial activities and organizes conferences, exhibitions and seminars in collaboration with universities, cultural associations, research institutes and academies.

E-mail:

bibliotecagiardino@consiglio.puglia.it **Ph. +39 080 540 2771**

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4.17 GENDER SECTION

The Gender Section promotes the culture and knowledge of the feminine world through thematic meetings, events and seminars. The library fund is available for those who want to explore the development of gender.

E-mail:

sezionemulticulturale.biblioteca@consiglio.puglia.it

Ph. +39 080 540 2713

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4.18 IPSAIC (Apulian Institute for Anti-fascism and Contemporary Italy History)

The IPSAIC cooperates with the research activity of the INSMLI, of the Ministry of Public Education and several universities. The Institute maintains several funds for the '900 regional history and a book collection of about 10,000 divided between: books, pamphlets, periodicals, pictures, illustrations and audiovisual. Consultation by appointment.

E-mail:

antifascismo.biblioteca@consiglio.puglia.it

Ph. +39 080 540 2712

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4.19 SERVICES FOR PEOPLE WITH DISABILITIES

The Library is an open structure to the disabled, who can be admitted without difficulty to the reading rooms, with the support of the operators. It is also available a computer reserved for the visually impaired .

The library has standardized the website with the "Guidelines for accessibility WCAG 1.0" (conformance level Double-A) recommended by the World Wide Web Consortium (W3C) within the Web Accessibility Initiative.

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4.20 CULTURAL PROMOTION, EVENTS

The Library promotes the spread of culture in the community throughout organized events: presentation of new publications, meetings with authors, seminars, conferences and trade shows. Periodically organizes workshops concerning librarianship and the exhibition "Building Apulia: building the identity of Apulia".

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4.21 EDITORIAL PRODUCTS

ELECTRONIC NEWSLETTERS (WEBZINE) - The Library periodically publishes the 6 "webzine", electronic newsletters:

- “Biblos” newsletter on new acquisitions in the digital catalog ;
- “Bits & NPM” newsletter on public management of the “knowledge society”;
- “Nonprofit” newsletter on the public and private profiles in the Third Sector ;
- “Regio” newsletter on the themes of regionalism and federalism;
- “TecaNews” newsletter on the events and initiatives of the Library;
- “Terminus”: newsletter on cross-border relations in the Mediterranean.

Newsletters are available at <http://biblioteca.consiglio.puglia.it/Webzine.aspx>; can be received by e-mail by subscribing to the mailing list by sending a request to infopoint@consiglio.puglia.it.

THEMATIC BIBLIOGRAPHIES - On request librarians can collect bibliographies and thematic dossiers. The application, complete with personal data, must be submitted to the Board, which will respond within 5 working days.
Cost: To be agreed with the Management

E-mail:

daloiso.daniela@consiglio.puglia.it
biblioteca@consiglio.puglia.it

Ph. +39 080 540 2788

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**4.22 PROFESSIONAL
UPDATES AND
TRAINING**

The Library organizes training courses and professional updates (information literacy) client-oriented, according to a periodic schedule published on the website of Teca. Registration to the modules is free of charge.

E-mail:

collaborazioni.biblioteca@consiglio.puglia.it

Ph. +39 080 540 2716

The library provides internships and apprenticeships followed by tutors.

Requests should be addressed to the Board which will respond within 3 working days.

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5. RATES

Service	Room	Doc.	Consultation	Rates
Researche Print	Meridies/Post Meridiem	100 pag.	Assisted	€ 0,05 x pag.
Interlibrary Loan (ILL)	Meridies	3	Assisted	€ 1,50 + costs
Interlibrary Loan (ILL-Copy)	Meridies	3	Assisted	€ 0,50/1,00 + costs
Document Retrieval (Document Delivery)	Post Meridiem	3	Assisted	€ 0,50+ costs
Photocopies of Paper docs.	Meridies	20 pag.	Assisted	€ 0,05 x pag.
Digital doc. printing	Meridies/Post Meridiem	100 pag.	Autonomous/Assisted	€ 0,05 x pag.
Prepaid Card (50 copies)	Post Meridiem	--	Assisted	€ 2,50
Prepaid Card (100 copies)	Post Meridiem	--	Assisted	€ 5,00
Community Information	Meridies/Post Meridiem	--	Assisted	€ 0,05 x pag.
Bibliographies and thematic dossiers	Meridies/Post Meridiem	--	Assisted	(3)

(3) Rate to be agreed with the Board.

6. SAFEGUARD OF USERS' RIGHTS

6.1 DUTIES

All those involved in the organization and use of the library service have rights and duties, in particular:

The regional administration must:

- Adequately support the Library with human resources, equipment and technology according to the needs of the community;
- Define and approve annually the goals and monitor their achievement.

The staff must :

- Ensure free access to documents, information and services available in the library, or accessible through the library network of interlibrary cooperation, or remote connection to other services;
- Assist the user in researches with courtesy, fairness, availability, impartiality, confidentiality and without discrimination.

The users must :

- Comply with the rules of the Library, deadlines, fees established, deposit hand bags in the appropriate lockers and fill out the registers;
- Adhere to the timetables, the basic rules of proper civil society, public order and morality, personal hygiene, silence in the reading rooms, smoking restrictions;
- Take care of documents and furniture without damaging or jeopardizing their integrity and good preservation;
- Be polite, fair, cooperative with the staff (even if exiting, the “shoplifting “detector activates the alarm).

The user who does not adhere to the rules reported in this Charter will be formally called by the Board and, if recurrent, may be turned away temporarily or permanently from the Library with written ruling.

The duties of the Administration translate into rights of the Library, the duties of librarians in users' rights. The duties of each user are reflected in the rights of the community.

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6.2 COMPENSATION

In case of loss or deterioration (underlining, ripping etc.) the borrowed document, it must be refunded for its value based on market pricing. If the document is no longer in trade, the sum to be paid will be determined by the Board .
The damages caused to the internet station must be compensated by paying the amount required to repair and/or restore the service.

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6.3 PROTECTION

RELATIONSHIP WITH CUSTOMERS - The Library staff are required to treat people with respect, courtesy and to facilitate the use of the service, they are also required to

6. Safeguard of users' right

qualify themselves with first and last name, both in personal or telephone interaction and to wear the identification badge for the duration of the entire work shift.

PRIVACY - Every citizen has the right to use the Library services ensuring respect for the rights of others.

EXCEPTIONS - The user has the right to request a meeting with the Board for any exceptions to the provisions of this Charter. In the absence of management, any exceptions are decided by the staff on duty.

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SUGGESTIONS AND COMPLAINTS – If the user believes that the service was not performed in accordance with the instructions contained in this Service Charter, may expose written complaints or suggestions by regular mail or e-mail to the Board. Otherwise compiling the form available on line at the following address: *<http://biblioteca.consiglio.puglia.it/ViewStatic.aspx?q=99AA238A8EA6EE6A6781F2416A7F802D>*.

The written responses will be provided within 7 working days from the date of the complaint.

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7. QUALITY OF SERVICE

The quality of the library service perceived by the users is influenced by many factors such as education, communication skills, willingness to listen, professional staff and waiting times.

The library is committed to indicate the minimum required standards of service, directly detectable by users, according to the following schedule:

Activity description	Timing
Notice of closure	3 working days
Management's response to written complaints	7 working days
"Ask Teca" Service	3 working days
Provision of documents in storage	2 working days
Preservation of newspapers	10 working days
Consultation time of a newspaper, in the case of multiple requests	20 minutes
Minimum time to surf the internet	15 minutes
Short term loan	3 hours
Ordinary term loan	15 days
Interlibrary loan	30 days
Fulfillment of the Interlibrary loan	4 working days
Fulfillment of document-delivery	4 working days
Decision of the management regarding the users' " desiderata "	3 working days
Forwarding of the purchase of the document requested by the user	3 working days
Management's decision on thematic dossiers requests	5 working days
Management's decision on Rooms booking requests	1 working day
Photocopies	15 minutes

The library also sets the level of quality for the provision of its services by adopting the indicators taken from "Guidelines for the evaluation of the Italian public libraries". The rates reported in the following grid are calculated on the basis of data concerning the year 2012². The library considers these ratings as a baseline to improve their service performance.

² Some reference data in the calculation of the indicators: population (4,091,259 inhabitants in the region), information transaction (the sum of all information requests by users on site and remotely).

7. Quality of service

Indicator	Category	Function Accessibility	Value
Surface Index	Location	Accessibility	0,002
Opening Index	Opening Hours	Accessibility	35,7
Personnel Facility Index	Personnel	Accessibility	0,124
Expense Index	Economic Availability	Vitality	0,323
Provided documents Index	Endowment documentary	Vitality	0,008
Provided newspapers Index	Endowment documentary	Vitality	0,096
Increase of provided documents Index	Endowment documentary	Vitality	0,104
Impact Index	Users	Impact, Efficiency	0,014
Loans Index	Services	Efficiency	0,001
Circulation Index	Endowment documentary	Efficiency	0,095
Loyalty Index	Users	Efficiency	5,940
Users Attendance Index	Users, Services	Impact, Efficiency and Accessibility	0,005
Crowding Index	Location	Accessibility	7,877
Reference service Index	Services	Efficiency	0,002
Service price Index	Services	Efficiency	416,93

The library aims to implement improvement plans to achieve the following objectives:

- a. Realization of the Quick Guide to services;
- b. Creation of the FAQ (Frequently Asked Questions) of the Charter of Services;
- c. Install a Wi-Fi network to connect to the internet;
- d. Creation of tutorials for the use of bibliographic research tools;
- e. Constant update of the website;
- f. Updating of documentary collections;
- g. Updating of the measurement system and evaluation of Quality.

8. CONTACTS

LIBRARY AND INSTITUTIONAL COMMUNICATION SERVICES

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CHARTER OF SERVICES

26th edition - November 2013

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