

Service Charter

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Foreword

The Service Charter is the fundamental tool that defines the relationship between the Library and its users. The document describes the services, timing and type of provision, with reference to resource and performance indicators. The indicators are collected and updated periodically based on the level of user satisfaction.

1. General information

The Luiss Library, specialized in the field of Social Sciences, is the reference point for the University's research and scientific production and offers constant support to teaching programs.

In accordance with the guidelines proposed by the Conference of Italian University Rectors, it is inspired by the values of:

- access to information;
- dissemination of culture and scientific knowledge;
- cooperation between the libraries and the related institutions;
- development of professionalism.

For the purpose of enhancing the services of the University, the Service Charter has the mission to:

- provide a constantly updated bibliographic heritage in different formats and media, in accordance with the development of innovation models of Didactics and Research;
- introduce tools and strategies for simplified access to all physical and electronic collections, also through advanced training and assistance activities addressed to users;
- promote and enhance the dissemination of scientific research of Faculty, PhDs and Graduate Courses through the management of the institutional archives:
 - IRIS: catalog for the integrated management of research data that collects and makes available, in compliance with Copyright Law, the scientific production of the University's Core Faculty, Post-Docs and PhD Students. The Catalog is also Research Master Data as it automatically updates MIUR databases. Since 2020 IRIS has also been collecting and making available in open access the collection of Doctoral Theses discussed at Luiss since 2008.
 - LuissThesis: archive of Degree Theses discussed since the extraordinary session of a.y. 2006/2007. The Archive provides three levels of accessibility: open access, restricted access for institutional users, and full text not available.

In synergy with the University's strategic vision, the Charter aims to:

- adapt to changing contexts;
- participate in the realization of study and sharing experiences in multifunctional and technological environments;
- foster the exchange within the academic community for the creation of new knowledge.
- promote an interdisciplinary and expanded culture through new learning models supported by generative artificial intelligence.

In terms of cooperation, to promote the continuous development of the service, the Library:

- subscribes:
 - AIB (Italian Library Association) membership.
- is member of:

- Itale (Italian Association of Ex Libris Users), formed by libraries that use Alma for integrated resource and service management;
- IGeLU (The International Group of Ex Libris Users) international association of 400 libraries from 40 countries.
- adheres to:
 - CLOCKSS, an independent nonprofit organization, funded from the fees of member institutions, which ensures the preservation over time of scientific publications in a dark archive not directly accessible to the public. The world's 12 major research libraries form the "nodes" of a vast international network and are responsible for preserving publication backfiles and making them accessible only in times of emergency, to ensure the survival of information even after events that could undermine the integrity of one or more nodes;
 - Italian Periodicals Catalogue (ACNP);
 - Network Inter-Library Document Exchange (Nilde);
 - ESSPER project to enable easy retrieval of individual articles published on journals through perusal of social science periodicals;
 - consortium initiatives for negotiations of common interest in the purchase of resources;
 - transformative contracts or contracts that provide facilities to publish in open access, negotiated by CARE-CRUI with major international academic publishers;
 - CRUI and CARE (the Coordination Group for Access to Electronic Resources formed under the Convention between CRUI and the Consortia and Purchasing Groups operating in Italy) directives.

2. Premises and facilities

2.1 Location

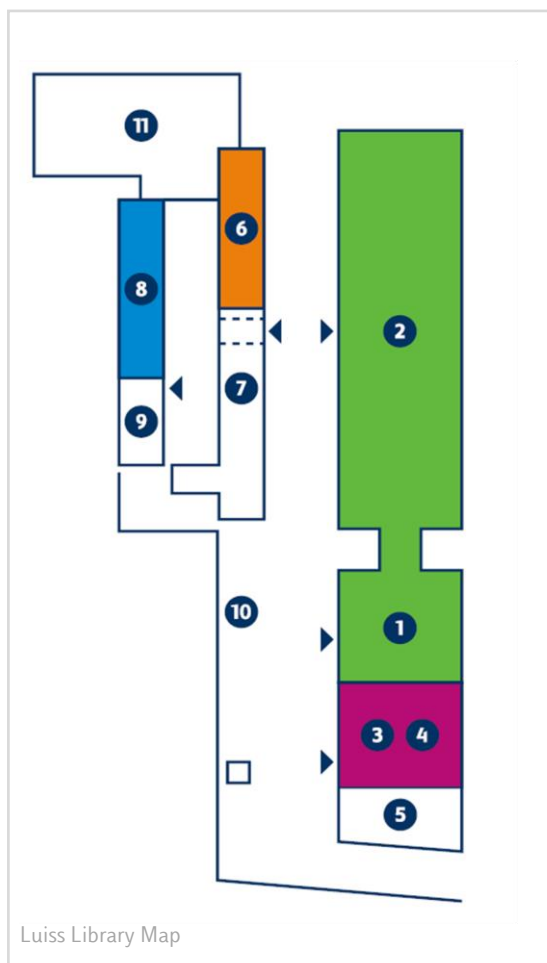
Dal Since 1988 the Library has been located on the ground floor in Via di Santa Costanza no. 53 in Rome.

The maximum capacity for consultation and study is 291 seats. The location is equipped with a wireless network.

In addition, the Library dispose of a remote storage that collects monographs and periodicals, accessible only to Library staff.

Library spaces are open and multifunctional environments, divided into:

1. Monographs Room
2. Periodicals Room
3. Political Science Room
4. Chinese Library and Multimedial Room
5. Refreshment Area
6. Economics Room
7. Back office Biblioteca
8. Library's Back Office
9. Group Work Room
10. Parking
11. Garden



2.2 Facilities

Description	Unit ¹
Tablets	15
PC stations	25
Multimedia whiteboards	2
Scanner	7
Sanitization station	1
Selfcheck stations	4
Return boxes	2
Security gates	6
Video magnifier	1
Ergonomic trackball mouse	1
Loges Vet Evaluation audio-tactile guiding path (meters)	91
Smart canes	2
Tactile maps	3
Library shelving (linear meters)	4.198
Remote storage shelving (linear meters)	2.800

¹ Data update to 31/12/2024.

3. Holdings

The Library's holdings include print (monographs, periodicals and special collections) and digital collections (e-books, e-journals, databases). These resources cover all disciplines of interest at Luiss, with a focus on financial, economic-business, econometric, statistical-mathematical, law, socio-political, and historical areas.

Holdings' features, acquisition processes, and growth policies are detailed in the Collection Development Policy.

4. Services

4.1 Access and consultation of print resources

The print resources, distributed in the Library's Rooms, are normally located on open shelves and can be consulted directly by users.

Service	Recipients	Type of provision	Indicators
access and consultation	institutional users external users	direct access	circulation statistics

The print resources located in the remote storage are accessible exclusively to library staff and can be consulted by users upon request.

Service	Recipients	Type of provision	Indicators
consultation upon request	institutional users	online form	circulation statistics delivery times

4.2 Access and consultation of electronic resources

Electronic resources are accessible from the Library's PC stations, on-campus and off-campus.

Service	Recipients	Type of provision	Indicators
access and consultation	institutional users	authentication system (OpenAthens; IDEM-GARR; personal registration)	number of downloads research sessions

4.3 Tools for bibliographic research

The Library enables the search of the bibliographic resources through the following open access tools:

- discovery, an integrated search catalog for resources owned by the Library and print freely accessible online.
- journal search, search catalog for periodicals and e-journals owned by the Library.
- A-Z list, list of subscribed databases with a brief description of the content and the access methods for each resource.

4.4 Orientation, assistance and bibliographic information

The service is available in presence and/or remotely in order to guide users in the use of services and resources.

Service	Recipients	Type of provision	Indicators
orientation to services, resources and spaces	institutional users	in presence e-mail telephone	response times

4.5 Ask a librarian

The online reference service responds to specialized searches that include information on sources and resources concerning one or more research fields.

Service	Recipients	Type of provision	Indicators
ask a librarian	institutional users	online form	response times

4.6 User education

The service is provided in-person and remotely with the aim of enabling the acquisition of basic skills in the retrieval of print and electronic bibliographic resources. Training sessions, based on specific needs, can cover single resources or specific topics.

Service	Recipients	Type of provision	Indicators
user education	institutional users	in presence online	user satisfaction level

4.7 Luiss App

The application integrates the Library's Discovery to enable the search of bibliographic material.

4.8 Borrow, renew, request

- Borrowing: the service allows the Library's bibliographic material to be borrowed for a specific period of time.

Service	Recipients	Type of provision	Indicators
borrowing	institutional users	library staff self-check stations	circulation statistics

- **Renewal:** Loans may be extended prior to expiration date if the copy has not been requested by another user, yet. The user can extend the expiration date through Luiss Discovery's My Account, and remotely by contacting the library by telephone or e-mail.
- **Return:** users are allowed to return borrowed books within four days of the expiration date as follows: through the library staff, self-check station, return boxes located in Viale Romania and Via Parenzo, and by post.
- **Request:** it is possible to reserve books only if borrowed by other users.

All communications related to the loan service are automatically managed and sent to the Luiss e-mail.

In case of non-return, loss or damage of the book, please refer to the Library Regulations. Le comunicazioni relative al servizio di prestito sono gestite automaticamente e inviate alla casella di posta elettronica Luiss.

4.9 Additional service for professors

The service provides the delivery of monographs to another Luiss campus through internal mail

Service	Recipients	Type of provision	Indicators
additional service full professors	faculty	online form	response times

4.10 Inclusive Services

The services allow easy access to bibliographic services and resources, as well as the provision of study materials. The service is provided in synergy with It's U! - Inclusiveness Tutoring Service - Luiss.

Service	Recipients	Type of provision	Indicators
accessibility and inclusive	institutional users with certified disabilities	online form e-mail	response times

4.11 Acquisition suggestion

The service allows users to suggest the purchase of bibliographic material not owned by the Library, in line with the profile of existing collections. The criteria for accepting acquisition suggestions are detailed in the Collection Development Policy.

Service	Recipients	Type of provision	Indicators
acquisition suggestion	institutional users	online form e-mail	processing times

4.12 Interlibrary services

The interlibrary services are:

- interlibrary loan
 - inbound: retrieval from other libraries of books not owned by the Luiss Library and not available in Rome.

No cost is charged to the user in case of free reciprocity between libraries; otherwise, the supplying library may request a refund from the user, who must authorize the charge in advance.

Service	Recipients	Type of provision	Indicators
interlibrary loan (inbound)	external libraries	online form	processing times

- outbound: supply to external libraries of books owned by the Luiss Library. No cost is charged to the borrower if the free reciprocity regime between libraries is used; otherwise, the refund is 1/2 IFLA voucher.

Service	Recipients	Type of provision	Indicators
interlibrary loan (outbound)	institutional users	online form	processing times

- document delivery
 - inbound: supply of documents obtained from other libraries.

No cost is charged to the user if the free reciprocity regime between libraries is used; otherwise, the supplying library may request a refund from the user, who must authorize the charge in advance.

Service	Recipients	Type of provision	Indicators
document delivery (inbound)	institutional users	online form	processing times

- outbound: supply to external libraries of documents owned by the Luiss Library. No cost is charged to the borrower if the free reciprocity regime between libraries is used; otherwise, the refund provided, to be paid by 1/2 IFLA voucher per article.

Service	Recipients	Type of provision	Indicators
document delivery (outbound)	external libraries	NILDE - Network for Inter-Library Document Exchange	processing times

4.13 Digital reproduction services

The self-service digital reproduction is carried out in compliance with the current copyright regulation.

4.14 Website

The Library's website contains information on access and opening hours, describes the services and resources available, and provides contact information for requests. It also includes access to the Library's discovery. The website, in Italian and English, is constantly updated and aims to provide a simple and intuitive browsing experience.

Service	Recipients	Type of provision	Indicators
website	institutional users further admitted external users	online	updating frequency usage statistics

5. Communication and promotion

The following communication channels are used to promote Library services, resources and initiatives:

- library website;
- institutional social media;
- e-mail communications.

6. Relationship with users

The library rooms require specific behavioral rules. In detail, it is not permitted to:

- reserve free seats;
- introduce food and beverages (except water in re-sealable bottles);
- speak loudly;
- use cell phones or other devices that may disturb;
- smoke and using e-cigarettes;
- tamper with and damage furniture and technological equipment.

6.1 Data protection and confidentiality

The Library ensures that users' personal information is used exclusively for the management of services in accordance with current regulations².

² General Regulation on the Protection of Personal Data (EU Regulation 2016/679 of the European Parliament and of the Council of April 27, 2016) and information on the processing of personal data for Library services.

7. Measurement and evaluation

The Library's activities are subject to constant monitoring of the quantity and quality of service through the following survey instruments and in line with the University's strategic objectives.

- Annual internal audit aimed at evaluating and improving the management and control processes of services.
- Luiss service quality survey which, through the periodic collection of statistical data and information, monitors the overall quality of the University.
- User satisfaction forms to monitor specific Library services.
- Annual report, Library service penetration index among the users, statistics on services offered.
- Monthly statistics on circulation activities, services provided, asset acquisition, cataloguing and management activities, and resource usage data and affluence.

In addition, the Library periodically participates in national and international surveys that investigate and analyze major trends in the library sector. In particular, the Library has joined all census surveys promoted by MUR (Ministry of University and Research) and GIM (Inter-University Group for Monitoring University Library Systems).

8. Third Mission

As a part of the social impact activities of The Third Mission at Luiss and in line with the 2030 Agenda Goal 4 “Obtaining a quality education is the foundation to improving people’s lives and sustainable development”, the Library holds periodic meetings on media and information literacy for primary and secondary schools in our local area. The initiative aims to bring students closer to the world of libraries and promote an informed approach to the search tools to support the educational process and the ability to evaluate the information sources.