



UNIVERSITÀ DEL PIEMONTE ORIENTALE  
DIPARTIMENTO DI STUDI UMANISTICI  
BIBLIOTECA

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## INTERNAL REGULATIONS OF SERVICES IN THE LIBRARY OF DEPARTMENT OF HUMANITIES, VERCELLI

### Art. 1 – PRINCIPLES

What is provided in the following rules is in compliant with what is stated in the Library Service Charter approved by Dean decree.

### Art. 2 – OPENING HOURS

The Library is open to the public according the following hours:

- from Monday to Thursday: from 9 a.m. to 5 p.m.; Fridays from 9 a.m. to 2 p.m.
- In August and during Academic suspension period: from 9 a.m. to 4 p.m.
- Closed on Saturdays

Provision of services stops 15 minutes before closure.

Any changes in the opening hour will be promptly notified to the users, except in case of force majeure.

### Art. 3 – USERS

Users of the library are those who use its services, spaces and facilities.

**Institutional users:** students of University of Eastern Piedmont (including PhD students, Master's degree students, students of post-university course of formation and specialization, alumni), **teachers, researchers** (including postdoctoral fellows, scholarship holders, subject-matter experts), **administrative and technical staff** of the University and in general, anyone who established formal relations with the Athenaeum.

**Erasmus students** can access the Library limited to their study period at the University, which will have to be appropriately documented.

**External users:** graduates at University of Eastern Piedmont, secondary school teachers and local scholars. They are equally considered external users those who have any agreement or pact of reciprocity with other universities, research institutes, corporations and associations, libraries.

The Library of Department of Humanities may temporarily admit unaffiliated users, as provided for art. 2 on the Library Service Charter.



To access the Library services as an external user it is necessary to fill out the specific request form, authenticated by the Library Manager.

Access to the Library services for external users lasts one year, it is renewable except for users in agreement/pact of reciprocity that lasts what the pact established.

#### Art. 4 – **RULES OF CONDUCT**

The Library Staff can, in case of urgent security reasons, prohibit access to some/all spaces open to the public.

It is absolutely forbidden to block the stairs and the emergency exits.

Access to the Library offices is permitted only when the staff is present.

It is absolutely forbidden to use cellphones with a ringtone. The use of laptops must be agreed upon with the staff of the Lending Service.

Access to the consultation rooms with food and beverages will not be permitted. It is forbidden to speak in a loud voice.

In case of violation of these norms, the user will be instructed to leave the premises of the Library.

In case of repeated and serious violations of the access rules, a user can be suspended for an entire academic year, starting from the most recent violation.

The Library is accessible to disabled people.

#### Art. 5 – **SERVICES**

The Library of Department of Humanities provides the following services:

- consultation of bibliographic and documentary material;
- consultation of databases and electronic resources;
- Local loan;
- Interlibrary loan and supply of documents not owned by the Library (document delivery);
- Bibliographic consulting;
- Reproduction of Library documents and printing.

##### 5.1 **Access and consultation of bibliographic and documentary material**

Access and consultation of bibliographic and documentary material is free and guaranteed to all users as stated in Art. 3 of this regulation.

A work station equipped for visually impaired users is available at the Library.

The bibliographic material of the Library of Department of Humanities is partially open shelved and organized based on subject classification. There are dedicated signs that make it directly accessible to the users.

The storage room holds the donations, back issues of journals and the damaged material.



The bibliographic material can be directly collected from the shelves; at the end of the consultation, it must be left on the tables, so that the Library staff can put it away.

You can request materials in the storage room to the Library employees who will take care of retrieving it as soon as possible or in a maximum of 5 business days from the day of the received request.

The library has shoplifting machines.

## 5.2 Consultation of databases and electronic resources

Access to the databases and electronic resources –internal and external- is guaranteed to all institutional users and to external users with authentication credentials. Free of charge and open access content are accessible to all users from any computer station.

The Library guarantees appropriate tools for a bibliographic and documentary research and the adequate assistance in how to use them.

There are workstations arranged for bibliographic research; an adequate assistance is guaranteed by the Library personnel. The users with authentication credentials of the University, all users with EDUROAM credentials and the external users with specifically supplied credentials can access the Internet with their own electronic devices using the WIFI network.

The Library provides for information and assistance service in the bibliographical research through the institutional websites, the Apps, by email and the written pamphlets which are all constantly updated.

### **University Catalogue**

The materials owned by the libraries of the University Library System are listed in computerized catalogues freely accessible online even from outside the University network.

The catalogue BiblioUPO offers to both institutional and external users customized services such as:

- Availability check to borrow books
- Duration of the loan and expiration notices
- Bookings of already borrowed volumes
- Bookings of loans and how to retrieve them
- Bookings of PC workstations to consult databases and appointment for a bibliographic consultation
- Purchases proposals, list and bibliographies redaction.

## 5.3 Local loan

The loan is free and granted to all users listed in art. 3 of this regulation.

To access the service, the user must be registered at the Library of Department of Humanities or at one of the libraries in the University Library System.



**Students, technical and administrative staff** of the University, **alumni** and **external users** can borrow **3 books** for a total of 9 volumes for a period of **30 days'** maximum.

**Teachers** and **researchers** of University of Eastern Piedmont (including postdoctoral fellows, scholarship holders, subject-matter experts) can borrow **6 books** for a total of 18 volumes for a period of **60 days'** maximum. In case of demonstrated need for research and in the absence of other requests, member of the Department can waive the aforementioned rule up to 10 books, for a total of 30 volumes for a maximum of 6 months.

**Graduands** (including PhD students, Master's degree students, students of post-university course of formation and specialization) can borrow up to **6 books** for a total of 18 volumes for a period of **60 days'** maximum. The position of graduand must be documented by a cover letter from the supervisor professor and accepted by the Library Manager.

In case of demonstrated needs for service, the Library Manager may ask the return of the volumes before the expiry.

The loan can be renewed in absence of other requests for a maximum of two times.

**Delays** entail a suspension from loaning corresponding to the length of the delay. Delays in restitution of daily loans entail a suspension of one month, regardless of the number of days of the delay.

Failure to return a book when asked from the Library Manager will entail a suspension for a period of six months. In case of repeated and serious transgressions of the loan rules will cause a suspension of an entire academic year, starting from the most recent violation.

The user is accountable for any damages or loss of the books they are made responsible of; they are obliged to replace the damaged or lost works.

They are excluded from loans:

- reference works on any device;
- Antique, rare or valuable works;
- Journals located in external storages and the most recent issues of current periodicals;
- Deteriorated books.

Teachers and members of the Department can make use of a dispensation of the aforementioned list, excluded the antique and rare works.

**Course books** are loaned only in a daily loan (24 hours).

Users interested in and already borrowed book can ask to reserve it. Failure to return within 2 days from the notice sent by the library will entail the cancellation of the reservation.



All loans happening in case of the Library closed to the public (scheduled closure, public holidays, causes of services or force majeure) are automatically extended to the first business day.

### **Digital Loan**

The Library offers a service of electronic loan (e-book).

The loan is usually free and reserved to institutional users.

Borrowing conditions are defined by instructions on the system used.

### **5.4 Interlibrary Loan (ILL)/intersystemic and document delivery (DD)**

The services are active as long as the staff is available and the facilities are adequate; they preferably happen in reciprocity between the libraries.

The Library commits itself to process the request as quickly as possible or in any case in two business days' average and within a maximum of 5 business days starting from the receiving of the request, completed with all data required.

In the event of impossibility to provide the loan or the requested document, the Library is committed to send in two business days' average the relative notice of impossible loan, specifying the reasons, in accordance to art. 3.4 of the Service Charter of the Library.

The Library is committed to supply to institutional users the documents owned by other libraries in the University Library System, as long as the intersystemic circulation allows it.

### **Rules for users (ILL - PASSIVE DD)**

They are allowed to the services mentioned above the **institutional users** listed in art. 3, clause 1. These users are allowed to request books, photocopies of articles in journals or books owned by other libraries, in compliance with the regulations about copyright laws and licenses approved by the service provider.

The single user can submit **up to three requests** at the same time and not more than **ten per year**, using the specific forms available online or at the Reference service. Lists of requests or bibliographies are not accepted. Requests for articles or book sections must usually come through the NILDE service.

The received books may be consulted at home if the loaning library allows it, otherwise the consultation will be at the library. Photocopies will be directly handed to the user.

The works will be returned to the loaning library within the time limit provided by the library and in any case no later than 30 days from the receipt, even if the applicant, duly informed, did not look at the work. Photocopies must not be returned.

Failure to comply to the rules of this regulation (in particular, not consulting a book requested with interlibrary loan or not collecting the photocopies) entails an exclusion of the user from this service.



Interlibrary loans and document delivery services to other libraries are free of charge, except in cases when the loaning library asks for a fee. This fee is totally to be paid by the user for whom the request is fulfilled.

For the interlibrary loan, reimbursement of expenses may vary from 4 to 8 euros for the requests submitted in Italy, while for foreign countries it may be more than 8 euros. For document delivery, reimbursement of expenses varies according to the number of pages photocopied (never more than 15% of the entire book or journal files) or to the fees of the loaning libraries.

Payment of the reimbursement happens in the methods indicated by the loaning library.

### **Rules for libraries (ILL – active DD)**

The service is addressed exclusively to libraries and documentation centers. Requests not coming from other libraries but directly from private users will not be taken into account.

For interlibrary requests from the library of the Department of Humanities, the duration of the loan is thirty days. The requesting library can submit **up to three** requests at the same time.

These are the fees applied to the interlibrary loans for reimbursement of expenses:

- € 5.00 for any postal delivery up to two kilos.
- € 10.00 for any postal delivery from two to five kilos.

For document delivery, the reimbursement of expenses varies according to the number of pages photocopied (never more than 15% of the entire book or journal section)

They are excluded from the interlibrary loan:

- Reference works on any media;
- Antique, rare and valuable works;
- Journals;
- Course books;
- Deteriorated books.

### **5.5 Bibliographic consulting (Reference service)**

The Library guarantees to users listed in art. 3 the assistance and individual information in using the resources available and the access to materials and documents useful for education, study and research.

The Library regularly organizes educational activities, even online, and upgrade on how to use catalogues as well as paper and online resources, as needed by the single types of users.

The users can make purchase proposals for books or other materials not available at the Library, preferably using the appropriate function on the MyBiblio section in the BiblioUPO online catalogue. These requests must be addressed to the Library Manager who will assess their relevance with the scientific and disciplinary direction of the Department and the availability of funds.



### 5.6 **Reproduction of documents and printing**

The Library of Department of Humanities hosts in its facilities the tools for the reproduction and printing of their owned material.

It is forbidden to photocopy in case that it will result in a deterioration of the works.

It is forbidden to photocopy materials not belonging to the Library collections.

Photocopying and printing of bibliographic and documentary material of the library are allowed, exclusively for personal use and for research and study purposes, in compliance with the current legislation about copyright and licenses approved by the service provider.

Upon appointment with the Loaning Service, institutional users are allowed to the viewing and printing of microforms, after agreeing the time and ways of execution with the library staff.

### Art. 6 – **Users' rights**

The Library of Department of Humanities guarantees to users the maximum information on the services provided.

The users can formulate proposals, requests and suggestions, file complaints and application as provided for the articles 4.1 and 4.3 of the Library Service Charter.