



Università degli Studi di Palermo

Dipartimento di Matematica e Informatica

Library

Services guide

What is it?

The "Services guide" of the library describes the services access conditions in order to improve the relationship between the library and own users. It has many years validity and this version will be revised with every possible variation.

The objectives and the methodology applied

The objectives	How do you reach them
to make simply usable all the library's documentary resources and the informative material	through the introduction of the previous documentary material in the online catalogue
to make complete the access to the property and the services	through a constant updating
to satisfy the different users' needs (students, candidates for a doctor's degree, holders of a research fund, teachers, outer people)	through the listening and testing requirements
to develop the web access and the technological level of the library's infrastructures	through the increasing web positions

The library's property

The library's property includes more than **16.000 monographs**. Every year it's increased of about **400 acquisitions**.

The collection contains documents of all the mathematical under-areas.

There is, moreover, a newspaper and periodical library with more than **5000 volumes** relevant to **245 periodicals**, and **80** of this are **currently active**. Most of those can be directly consultable by studioses and researchers.

The mission of this library

This "services guide" is inspired by the following principles:

✓ **Equality**

This library guarantees its services to all people, without discriminations of age, sex, sexuality, race, religion, nationality, language, opinion and social condition, through following standard of impartiality and privacy, and in full obbedience of the principles of equality.

✓ **Impartiality and continuity**

Library's services are delivered in conformity to principles of objectivity, impartiality, equality, continuity and regularity. Every possible alteration or interruption of service's distribution will be previously communicated, in order to restrict possible inconvenient.

✓ **Partecipation, clearness and trasparency**

Every user enjoys the right to follow the procedure concerning him/her own request. This library (through users' proposals, demands, comments and claims) promotes the users' partecipation.

The library, moreover, intends to semplify the procedures and to offer a clear and accurate information, also through the recourse to information system.

✓ **Effectiveness, efficiency and resourses managment**

Between the principal objectives of this library we can find the continous improvement of the services offered. And that in full observance of the standards of efficiency and effectiveness, as well as the quality standards that this library promises.

Services offered by this library

They are divided into:

- Loan service and interlibrary loan; document delivery;
- Services of bibliographical and documentary informations (reference service in seat);
- Service of document copy;
- Service of literacy to the web catalogue.

x **Books' loan**

In order to favour the information's circulation and at the same time to guarantee the access to the informative of all the University's property, this library has a common web catalogue (that can be consulted in seat or on web), called "**Catalogo unico di Ateneo**", which are continuously updated.

The loan's service is **open and free**. It's guaranteed to:

- (a) all the staff who carries educative or scientific tasks in this Department;
- (b) all students of degree courses with branches of learning connected with this Department, who are provided with **guarantee** (for every book in demand), signed by a theacher of this Department;
- (c) all theachers or researchers of the other Faculties and Departments;
- (d) all candidates for a doctor's degree, who are not connected with this Department, following the same conditions explained in (b).

All the users have to be fitted with a personal document and, moreover, they have to submit their requests through prescribed forms.

The term of a loan (a maximum of three volumes at a time) is **fifteen days**, but if the book isn't been in demand, it can be postponed for the same period.

For the theachers of this Department, instead, the loan's term is **thirty days**, and it can be extended, if necessary.

They also can demand in deposit books that they consider necessary to their research or didactics, for a period to fix, unless other users require them.

The theachers that leave the seat for study reasons for a long time are **obliged to return** the volumes previously demanded.

This library also grants a special **loan**, called **short**, which provides that all users can borrowing books until closing time of library, through delivering a personal document.

Material that **cannot be lent**:

- dictionaries;
- encyclopedias;
- periodicals;
- rare and precious works;
- degree thesises;
- textbooks concerning Department's courses.

Is necessary to take care of the books, in fact to every deterioration will follow the compensation for damages.

The loan is for one's personal use: the borrowed books **cannot be given to a third part, nor for a little period.**

If the user doesn't give back the borrowed books, he will press through e-mail. He will have in use of loan service again **only since he gives back borrowed books previously.**

x **The consultation**

The consultation is open and free. The reading room has **25 seats** reserved with priority to students of degree courses of this Department.

The bibliographical material's consultation is allowed all users, but only through a previously production of a written application and of a personal document, which will be detained by library staff until the user leaves the reading room.

For **every book** corresponds **a singular written application.** The books have to be given back to the library staff not later than closing time.

x **The multimedial services**

This library places **4 seats to guarantee Internet access**, situated in an area of the reading room, at all the own users disposal.

Written by the volunteers of SCN 2008:
Giovanna Danile - Rita Sireci
Translated by the volunteer of SCN 2010:
Daniela Bregamo