

**Service Charter**  
**of Trentino Library System**

**“Padre Frumenzio Ghetta”**

**Ladin cultural Institute “Majon di Fascegn”**



Sèn Jan, 29 December 2017

## **Preface**

The Service Charter represents a pact between the Trentino Library System Library (SBT) and its users. The library defines the principles that it intends to observe in the performance of its functions, the type of services offered and the related methods of delivery through this tool. The Charter also describes the rights and duties of users who use library services.

## **SERVICE CHARTER PRINCIPLES**

The "Padre Frumenzio Ghetta" library of the "Majon di Fascegn" Ladin Cultural Institute belongs to the group of libraries that make up the Trentino Library System and adheres to the general settings that characterise the system itself.

In particular, the Trentino Library System recognises and adheres to the following general principles in its work:

1. The principle of equality of library service users and guarantees equal opportunities for access and use of the service itself.
2. The principle of impartiality, objectivity and justice towards users.
3. The principle of continuity of the provision of services within the hours communicated to the public.
4. The principle of the right of choice, that is the commitment to collect the different expressions of knowledge and the plurality of opinions.
5. The principle of participation by guaranteeing users an active role both in the proposal and in the offer of initiatives, both in the composition and in the increase of the collections.
6. The principle of efficiency and effectiveness, adopting appropriate actions including collaboration between libraries.

## **SERVICE PROVISION TOOLS**

The Trentino Library System libraries guarantee the provision of services providing:

1. Environments dedicated to the library service and specific areas for reading and individual consultation respecting the safety rules, comfortable and appropriate to the type of user.
2. Catalogued and ordered document collections, periodically updated through new acquisitions or implemented by donations and exchanges, as documented by the "Charter of Collections".
3. Qualified and service-oriented personnel, able to respond to user requests and perform back office activities.
4. Economic, instrumental and organisational resources suitable for the proper functioning of the structure, activities and services, including the updating of assets.

## **SERVICES**

The minimum services guaranteed by each Trentino Library System library are:

### **1. Access to the library spaces**

Access is open and free. People with reduced mobility can take advantage of a separate entrance at the back of the building.

### **2. Reading and consultation on site**

The library's documentary assets are available for consultation on site according to the order of requests.

### **3. Library card**

The Trentino Library System card is issued to the user who requests it, after filling in a specific form that collects personal data managed according to the criteria established by the privacy law. The card allows the user to be linked to the service used.

### **4. Loan**

The library's assets can be loaned except for reasons of protection, conservation or consultation opportunities. Dictionaries, atlases, encyclopaedic works, works in several volumes, Historical Fund documents, those in bad conditions, dissertations, newspapers and magazines (with the exclusion of the Mondo Ladino magazine published by the Institute) are admitted for consultation only.

### **5. Interlibrary Loan**

The provincial interlibrary loan is the service that SBT activates to guarantee equal opportunities and the right of choice to the users of the system's libraries, regardless of the geographic location and collection of the single structure. The user, therefore, can access all the assets of the SBT admitted for loan. The methods for using and operating the interlibrary loan follow specific rules.

### **6. Information, consulting, guidance and communication**

The System library provides users with adequate information on the layout of assets by areas, on the methods of managing the assets consulted on site, on opportunities for access to digital and on-line assets, and on the rules of conduct to be adopted. The consultancy and guidance service is offered by qualified personnel. The reference service can also be requested by calling 0462 764267 or by e-mail, writing to [biblioteca@istladin.net](mailto:biblioteca@istladin.net).

The System library communicates using suitable and appropriate tools to reach users with Ladin-Italian bilingual announcements.

### **7. Assets and documentation**

The system library adheres to the single integrated system CBT (Trentino Library Catalogue), and to its evolutions, provides for the composition, care and updating of the documentary collections, according to the guidelines of the "Charter of Collections", making them available to users.

## **8. On-line catalogue consultation and Internet browsing**

The System library guarantees connection to the Internet for consultation of the CBT. The System library provides two stations and the Wi-Fi settings for free navigation. The methods of using Internet access follow specific rules available at the library, as shown in the appendix.

## **9. Initiatives**

The System library proposes specific initiatives. It also promotes the proposal and implementation of cultural initiatives organized by users and especially by organized volunteer works. It provides information with the most appropriate methods and documents the results.

## **10. Measurement of user satisfaction**

The System library adheres to the initiatives to measure user satisfaction levels proposed by the System itself and uses its results to constantly improve the services offered. Surveys of own and specific interest.

# **LIBRARY AND USER COMMITMENTS**

## **- RESPECT FOR THE ORGANISATION**

### **A. Environments**

The System library undertakes to provide adequate and comfortable environments that can be used for at least 200 days a year, with specific signs referring to the type of documentation.

The opening hours to the public are as follows: Monday to Wednesday: 9:00 AM-12:00 PM /2:00 - 5:00 PM and Thursday: 9:00 AM to 12:00 PM Services may be reduced or closed during extraordinary events and temporary needs that the Library undertakes to communicate promptly, through specific written notices. Access is open and free and not subject to registration or control. Backpacks, folders, bags, etc. can be introduced in the library. The library requests users not leave personal objects (books, stationery, computers, bags, etc.) unattended at the reading and study stations, since it is not liable for any improper use carried out by other users.

In case lost items or those left unattended in the Library are found, it will be the duty of the personnel in service to trace the rightful owner, in order to return them.

The System library user agrees to behave in such a way as not to jeopardise cohabitation with other users and to respect the structure, equipment and assets.

### **B. Documentary collections**

The System library undertakes to offer the catalogued documentary assets, ordered and updated according to the guidelines of the Charter of Collections reviewing and discarding deteriorated material at least once a year and revising assets that no longer meet user needs every five years. It undertakes to prepare a section that represents local territorial publications.

The "Padre Frumenzio Ghetta" library of the "Majon di Fascegn" Ladin Cultural Institute specialises in Ladin language and culture, minorities, linguistics, general anthropology, alpine ethnography, folklore, local history of Trentino, material culture studies and mountain literature. Part of the assets is in Ladin language.

The library assets are divided into the Modern Fund and the Historical Fund.

The Modern Fund is divided into General, Trentino and Ladin, Reference, Periodicals and a small section for children, as well as a multimedia section (CD, DVD, CD ROM).

The Historical Fund - Ladin, Trentino and General - collects monographs and periodicals published mainly from 1800 and until about 1950. In particular, it presents a rich Ladin literary production, a vast literature on Trentino folklore and on the accounts of foreign travellers of the nineteenth century who, moved by geographical, naturalistic and anthropological interests, explored our territory. It also contains many of the volumes donated at the end of the '80s by the Italian Library Group of Mountain Writers.

The System library user agrees to use the documentary assets in such a way as not to jeopardise their conservation status and use by other users.

### **C. Personnel**

The System library is committed to employing qualified and service-oriented personnel, adequately trained and updated through participation in seminars and courses for at least 20 hours a year.

The management of the "Padre Frumenzio Ghetta" library of the "Majon di Fascegn" Ladino Cultural Institute is guaranteed by an operator, employed by the Institute, adequately educated and trained to correctly perform the tasks related to the library service.

The System library user agrees to adopt respectful attitudes and behaviors with the staff and to report any problems related to the personnel by e-mail to the Director of the Institute.

### **D. Resources**

The System library undertakes to use economic, instrumental and organizational resources that guarantee the proper operation of the structure, activities and services, including the updating of assets.

Library activity and service planning, in particular purchases, takes into account the financial resources assigned to it annually by the Institutes's financial planning tools.

In order to guarantee the provision of services to the public, the Ladin Cultural Institute commits itself to maintaining the efficiency of the equipment and the tools (electronic and non), following a periodic plan to replace and update obsolete tools.

The System library user agrees to report any malfunctions, disservices or faults to [biblioteca@istladin.net](mailto:biblioteca@istladin.net).

## **1. ACCESS TO THE LIBRARY SPACES**

The System library commits itself to promote access to the structure and services by users, removing any structural or functional obstacles. The "Padre Frumenzio Ghetta" Library assets are available almost entirely on the first floor of the building where it is located: the Modern Fund is available in the central hall while the Historical Fund is located in the librarian's office adjacent to the hall. A small part is also located at the "Linguistics Services" on the second floor and in the offices of the staff of the Ladino Museum of Fassa branch office, which is about 100 metres away in Strada de Sèn Jan, 5, Pozza di Fassa.

At the same time, the System library user agrees to access the library with a spirit of respect for the structure and its users by muting any mobile phones.

## **2. READING AND CONSULTATION ON SITE**

The System library is committed to guarantee equipment and environments suitable for reading and consultation on site, also according to the type of user.

All the "Padre Frumenzio Ghetta" Library assets of the "Majon di Fascegn" Ladin Cultural Institute (books, periodicals and newspapers) is placed on open and freely accessible shelves and can be consulted with a maximum limit of 5 volumes at a time. The books are re-shelved by library staff which guarantees a correct reorganization. Newspapers must be read one at a time.

The Library allows the reproduction of books, periodicals and newspapers that are part of its collection for personal use, in compliance with the limitations set by copyright law. Those works whose reproduction is considered harmful for the integrity of the specimen are excluded.

A photocopy machine, which also works as a scanner, is also available to the user.

The possible formats are A4 and A3. It is also possible to print the results of research on the Internet and, again for the purposes of study and research, it is possible to request the digital reproduction of the Library documents, always within the limits set by copyright law.

It is also possible to reproduce texts by means of scanners and photographs always within the limits set by copyright law. The liability lies with the user.

The System library user agrees to read and/or consult the documentary assets on site in compliance with the assets themselves. At the end of the consultation, documents are left on the table. The user who needs to make photocopies is required to obtain a card or to pay a reimbursement as provided for by the Regulations for the Archive Services of the Ladin Cultural Institute approved with Board of Directors resolution no. 30 dated 10 August 2012.

## **3. CARD**

The System library undertakes to provide each user, upon presentation of a valid identity document, a personal card that can be used in all the system libraries. A parent or guardian must guarantee for minors. Cards issued to legal entities indicate a manager as referent. The first issue card is free. The user's personal data is updated annually.

The System library user is responsible and preserves the card. The user agrees to make good use of it and promptly notify its loss or theft. The user also agrees to communicate any changes in personal data and contact details to receive communications and notices for reservations or return requests.

## **4. LOAN**

The System library agrees to lend the document of interest to a user in possession of the card if available and not restrict the user to consultation only. If the document is not available because it is on loan to another user, it is possible to reserve and receive notification of the new availability for the loan. If the document is not available in the user's reference library but at other system locations, the library undertakes to provide indications on availability at other locations and on the possibility of activating an interlibrary loan.

Possible variations to the standard supply conditions of library services are exclusively adopted for categories of users with specific needs.

The "Padre Frumenzio Ghetta" library of the "Majon di Fascegn" Ladin Cultural Institute commits itself to allow the loan of all assets with the exception of the works of consultation only (dictionaries, atlases, encyclopedic works, works in several volumes, Historical Fund documents, documents in a poor state of conservation, dissertations), newspapers and magazines, with the exclusion of the Mondo Ladino magazine, published by the Institute.

The following table shows the maximum number of loans allowed, the duration and type of loan by type of material:

	External users		Internal personnel		Tourists	
	Allowed loans	Days	Allowed loans	Days	Allowed loans	Days
Books	5 Units	30	10 Units	No limits	5 Units	15
Mondo Ladino magazine	5 Units	30	10 Units	No limits	5 Units	15
DVD	5 Units	15	5 Units	15	5 Units	15

Exemptions to the maximum number of loan documents are possible for particular categories/needs (teachers, institutions, university students, initiatives, etc.).

It is not possible to borrow an excessive number of documents on the same subject. This evaluation will be carried out by the staff in consideration of various parameters (number of documents held, period of the year, types of needs, etc.).

A loan can be renewed for another 14 days if it is DVD and CD or 30 days in other cases, provided that the work has not been booked by another user. A maximum of 3 renewals for the same document are allowed.

The renewal request can be made, starting from 3 days before the deadline, in one of the following ways:

- in person
- by phone, calling +39.0462.764267
- by e-mail, at [biblioteca@istladin.net](mailto:biblioteca@istladin.net)

Documents already on loan can be reserved by providing the card number:

- in person
- by phone, calling +39.0462.764267
- by e-mail, at [biblioteca@istladin.net](mailto:biblioteca@istladin.net)

Once the booked work is returned, the operators will notify the applicant on the day (by e-mail or by telephone according to the contact information provided). The work is reserved for 7 days, after which the document, if not withdrawn, is made available to other users.

Loaned material can be returned at the counter during the opening hours of the library or to the Institutes's office during public opening hours from Monday to Thursday from 9:00 AM to 12:00 PM and from 2:00 PM to 5:00 PM and Friday from 9:00 AM to 12:00 PM.

The user may not return documents borrowed from other libraries.

The library helps users to respect the return date, highlighting it in the loan document. When the loan expires, return notices will be sent.

The fourth warning involves the automatic exclusion from future loans.

The re-admission to these services will take place:

- 30 days after the return of all documents in the case of first suspension;
- after 90 days from the return of all documents in the case of second suspension;
- after 180 days from the return of all documents in case of third or subsequent suspension.

In case of loss, damage or non-return, the user is obliged to replace the lost work with an identical or equivalent copy according to the Library staff's instructions.

In the event that the borrowed material was stolen from the user, documented by a copy of the police report, its replacement is not required.

The user is liable for all damages to the material loaned and not reported at the time of the loan.

The System library user agrees to preserve with care and not alter the status of each document, to return it within the established deadlines, including any extensions; to compensate for damages in case of loss or damage.

## **5. THE INTERLIBRARY SYSTEM LOAN**

The System library agrees to offer interlibrary loans, a unitary service of collaboration between System libraries in favour of users in the provincial territory in relation to the assets held by the system's libraries; a unitary and shared specific guidelines among System libraries follows which also provides:

- Free service;
- The exclusion of audio-visual or other material not admitted to loan;
- The fulfilment of the request within two business days;
- Information on availability and arrival times of documents.

The renewal of documents on interlibrary loan is subject to the provisions of the owner library. The duration and possible renewal of the loan of these documents is subject to the relative policies applied by the owner library. A maximum of three interlibrary loans are allowed at the same time for each user.

Loan requests can also be sent via e-mail and will be processed within two business days. The wait between the request and the delivery to the library depends on the response times of the owner library and postal times. On average, the requested books are available in 4-6 business days. When the document ordered arrives at the library, the applicant is notified by e-mail or telephone based on the contact information provided. The work is reserved for 7 days, after which the document, if not withdrawn, is returned to the owner library.

Books held by the library but on loan cannot be requested from other libraries, but must be booked; exceptions are books requested by students for school readings.

Exemptions to the maximum number of interlibrary loan documents are possible for particular categories/needs (teachers, institutions, university students, initiatives, etc.).

The System library user agrees to collect the books on time and to comply with the terms of the Interlibrary loan; to carefully store and not alter the status of documents; to return them within the established deadlines, including any extensions; to compensate for damages in case of loss or damage.



## **6. INFORMATION, CONSULTING, GUIDANCE AND COMMUNICATION**

The System library agrees to:

- Prepare adequate signs to inform users about the layout of the assets by thematic areas and the type of areas reserved for type of user or method of use;
- Indicate new features regarding the assets and services available;
- Report service interruptions motivating the reasons and indicating the terms for the restoration;
- Provide consultancy services on user request;
- Use all communication channels to provide prompt and timely information about the operation, services and activities of the library.

The "Majon di Fascegn" Ladin Cultural Institute "Padre Frumenzio Ghetta" library has implemented a newsletter to inform users of editorial news and initiatives that take place in the library or at the Ladin Museum and in the territory in collaboration with the library. The initiatives are also promoted through the [www.istladin.net](http://www.istladin.net) website and the Institutes's facebook page <https://www.facebook.com/Istitutculturalladin>

The System library user agrees to follow the information provided on site, to refer to qualified personnel for advice and guidance and to communicate the preferred methods to receive communications authorising the use of any e-mail addresses or telephone numbers for digital, telephone, text or newsletter communications.

## **7. ASSETS AND DOCUMENTATION**

The System library agrees to:

- Make the CBT available for consultation to allow users to search for every document held in all system assets;
- Update its collections with new acquisitions and review activities;
- Follow the users' desires in the implementation of the collections, also putting in place links between system libraries for a more functional enrichment of the assets that takes into account the specificities and the territorial location of the libraries,
- Respect the policy of increasing the assets, as defined by the "Charter of Collections " of its structure, system and any other structures with which it has activated virtuous collaborations.

The "Padre Frumenzio Ghetta" library of the "Majon di Fascegn" Ladin Cultural Institute agrees to recognize user and internal staff requests and to meet them according to the asset policies defined in the Charter of Collections.

Library assets are increased through various channels: general book stores, specialist bookshops as well as book stores and antique markets, even if most of the new annual entries come from gifts and exchanges, the latter also thanks to the Institutes's publishing activity. Library materials are chosen by the librarian, evaluating Italian and foreign publishing market offers, the library's possessions, user and internal staff demands.

The System library user agrees to:

- Report purchases desired and considered significant through a specific form;
- Promote the enrichment of assets through donations if available;
- Respect the motivated decisions of qualified personnel regarding their reports and donations.

## **8. ON-LINE CATALOGUE CONSULTATION AND INTERNET BROWSING**

The System library agrees, as far as concerned, to ensure effective Internet connections to consult the catalogue and to promote the dissemination of the wifi system.

The "Padre Frumenzio Ghetta" library of the "Majon di Fascegn" Ladin Cultural Institute offers two Internet browsing stations for catalogue consultation and for research activities.

The System library user agrees to use the Internet stations made available without damaging the equipment and without jeopardising its use by other users.

## **9. INITIATIVES**

The System library agrees to propose cultural initiatives based on user requests and to encourage the integration of activities proposed and/or organized by informal groups and volunteers active in the area into its offer.

The "Majon di Fascegn" Ladin Cultural Institute to which the "Padre Frumenzio Ghetta" library is a member, offers various cultural initiatives (i.e. exhibitions, book presentations, conferences, etc.). The Library plays a role of advice and support to the scientific and educational activities for their realisation, offering reviews and bibliographic selections of its materials concerning the themes of the events and initiatives proposed both in the Institute and in the Ladin Museum.

The System library user, beneficiary of the proposed initiatives, agrees not to hinder the correct execution of the initiatives themselves, adopting behaviours that are suitable and respectful of the other users. The user also agrees to express, where requested and in the manner provided, an evaluation of the initiative itself. The System library user, agent of initiatives, agrees to set the schedules and methods of implementation with library managers such as not to create inconvenience to ordinary management or users.

## **10. USER SATISFACTION MEASUREMENT ACTIVITIES**

The System library is committed to periodically surveying the degree of user satisfaction with regard to the services offered and to gather appropriate information and observations to improve the service, organisation and activities of the library.

The "Padre Frumenzio Ghetta" library of the "Majon di Fascegn" Ladin Cultural Institute commits itself to listen to its users and to periodically measure the satisfaction of its users through a questionnaire.

The System library user agrees to participate in survey initiatives with a collaborative spirit, in the awareness that its contribution promotes the improvement of service to users.

## **VALIDITY OF THE SERVICE CHARTER**

The System library commits itself, in compliance with the general structure of the SBT Library Service Charter, to update the Service Charter for the part where concerned whenever the services provided are added or modified.

The update takes place with a resolution of the pertinent institutional body that also provides for the methods of dissemination and information to the user and the provincial body responsible for the Trentino Library System.

## **ENTRY INTO FORCE OF THIS SERVICE CHARTER**

This Service Charter enters into force as of January 2018