



SERVICE CHARTER

Monte Linas Library System
Provincia del Sud Sardegna



MONTE LINAS LIBRARY SYSTEM SERVICE CHARTER

PROVINCIA DEL SUD SARDEGNA

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0. FOREWARD

Service Charter

Monte Linas Library System is a library network promoted and supported by the Provincia del Sud Sardegna (an administrative division comprising the southern part of Sardinia except for the metropolitan area of Cagliari).

The Service Charter sets out the main principles and rules that support the relationship between individual libraries, the library network and users.

It is a “pact” with users that provides communication and information tools, access to services and clear operating standards.

It includes a two-way communication to enable us to proactively improve the services we offer as well the complaint process.

Staff at each library will be responsible for ensuring the Charter is applied and operated to the highest ethical standards as well as within the law and in accordance with regulations.

The Charter can be accessed through the website www.bibliotechelinas.it .

1. GENERAL PRINCIPLES

Monte Linas Library System actively promotes cultural events, information gathering and lifelong learning through access to books and other documents held across the library network.

1.2 EQUALITY AND IMPARTIALITY

Access to books and to other documents is available to all registered members irrespective of nationality (including foreign nationals), politics, religion, colour, disability or sexual orientation.

The service includes actively promoting access and providing support to people with limited reading abilities and those with disabilities.

FREE ACCESS

Where possible, access within the network will be free of charge.

However, users might be charged the costs for specific services, such as loans made from libraries outside the network.

Our aim is providing details of such costs, so that users can make an informed decision as to whether they want the service or not.

CONTINUITY OF SERVICES

The library network has been designed to minimise the risk of any service disruption.

Where possible, users will be informed of any disruption and of the expected time for the service to return to normal.

1.3 ACCESSIBILITY AND INCLUSION

We recognise that our libraries are much more than shelves of books.

Libraries are an integral part of the community and, as such, they support:

- a) lifelong learning;
- b) positive mental health through social inclusion by combatting prejudice and marginalisation;
- c) social interaction that improves mutual understanding and reduces isolation;
- d) respect between people of all ages.

1.4 PARTICIPATION

The system actively promotes participation through the website www.bibliotechelinas.it .

As a listening organisation, we welcome any suggestion helping us to improve the organization of cultural events and activities, the selection of new books, including donated books, and supporting adult literacy initiatives.

We will also use tools, such as satisfaction surveys, to help us focus on what users require.

1.5 EFFICIENCY AND EFFICACY

Through regular reviews and user feedback, we will make every effort to improve the services we are able to offer.

An environment of continuous improvement will be supported.

1.6 STAFF

Monte Linas library system relies on support staff who are involved in the planning, preparation, provision and evaluation of services.

Our dedicated staff follow the guidelines of the code of ethics of the Italian Library Association with regard to respect, access and meeting user requirements.

The guidelines include:

- support - making every reasonable effort to provide the information requested by the user and providing his/her knowledge and professional skills;

- timeliness – treating all requests with the same level of urgency;
- impartiality – treating each user equally without prejudice or judgement;
- confidentiality – protecting user information and preventing unauthorised access to personal data.

2 REGULATORY FRAMEWORK

The service charter is based upon current laws and regulations (including Law no. 241 of 1990).

This includes:

- articles 3, 30,33 and 34 of the Italian Constitution which enshrine the principles of equality, impartiality, protection of dignity and protect against any form of discrimination based on gender, disability, ethnicity and/or religious beliefs;
- the “Principles of the provision of public services” which are dealt with in a Directive of the Presidency of the Council of Ministers, as published on 27 Jan 1994, emphasising the principles of equality, impartiality, continuity, right of choice, participation and efficacy;
- article 13 of Law no. 238, as issued on 8 Nov 2000, which stipulates the requirement for a service charter as necessary for Public Administration accreditation.

3. MONTE LINAS LIBRARY SYSTEM

Monte Linas Library System is a network of libraries that consists of seven municipal libraries, one theological library and three school libraries.

It was founded in 1994 with the aim of putting into practice the principles of inter-library cooperation.

Currently its lead institution is the Provincia del Sud Sardegna (an administrative division comprising the southern part of Sardinia except for the metropolitan area of Cagliari).

3.1 MEMBER LIBRARIES

Current member libraries are the following:

The municipal libraries of the towns of Arbus, Gonnosfanadiga, Guspini, Pabillonis, San Gavino Monreale, Sardara and Villacidro;

the theological library “Biblioteca dell’Istituto di Scienze Religiose Monsignor Giuseppe Maria Pilo” of

the town of San Gavino Monreale;

the high school libraries “Biblioteca dell’Istituto di Istruzione Superiore Marconi-Lussu” of the town of San Gavino Monreale and “Biblioteca del Liceo Classico Emanuele Piga” of the town of Villacidro.

3.2 HERITAGE

The listed libraries provide access to over 200,000 works which continue to be added to.

This includes:

- books in Italian and Sardinian and a range of other languages across all age groups;
- audio books;
- newspapers and magazines;
- audio visual materials including DVDs, video tapes and CDs;
- specialist books for people with specific reading difficulties including AAC, Large Print, Braille, Sign Language and High Readability.

The Monte Linas Library System is also a member of MLOL (Media Library on Line) which is the main network across Italy for managing digital loans.

Through the MLOL, portal members can access digital collections including e-books, music, films, newspapers, magazines and an image archive.

3.3 UPDATING AND MANAGING COLLECTIONS

The libraries are constantly updating their collections through purchases and donations.

Members are welcome to suggest useful additions to the existing catalogue by completing the online form on the MODULISTICA page of the website www.bibliotechelinas.it or paper forms held at each library.

● Purchases

Purchases are dependent on available resources and also suitability.

Acceptance of the purchase proposal does not give any priority when additions to the catalogue become available.

● Donations

Suitable donations are gratefully accepted.

However, each library reserves the right to accept or reject donations in whole or in part.

Any refusal is not a judgement on the donor but it is based on the library’s needs and practicalities, such as the availability of storage space.

All gifts must be in good condition.

Once donated, books and/or other items become the property of the library and cannot be reclaimed by the donor.

4. REGISTRATION

Registration is free of charge and required in order to access the range of available services.

To register, please, complete the form either on the MODULISTICA page of the www.bibliotechelinas.it website or in person at any of the listed libraries.

In all cases a valid identity document will be required.

Parents or guardians are able to enrol minors through the same process.

Collective users, such as associations, schools, etc., must also complete the appropriate registration form.

All registrants are required to amend their registration details (such as a change of address) whenever they occur.

Registration authorises the individual libraries and the Library System to send out communications relating to the services, such as reminders to the address provided by the user.

5. BIBLIOGRAPHIC INFORMATION, GUIDANCE, ASSISTANCE AND EDUCATION SERVICE

The System's libraries will provide support to enable users to make the best use of the materials available.

This support includes training to enable users to be as autonomous as possible.

5.1. BIBLIOGRAPHICAL INFORMATION

Each library undertakes to provide all users with:

- open access to the bibliographic research service;
- availability of both paper and electronic tools for the search of information and documents, such as catalogues, directories, encyclopaedias, dictionaries, atlases, forms and devices connected to the internet;
- staff expertise and support

5.2. RECEPTION, ORIENTATION, ASSISTANCE AND EDUCATION

Each library provides support to users with the aim of ensuring the best use of library facilities.

This support includes:

- providing information about other libraries within the Library System and about how to access their services;

- advertising new services and initiatives;
- providing help and guidance in researching materials and suggesting recommendations;
- organising instruction courses on the use of search tools, such as catalogues, the internet, the intranet social network Librami, MLOL (MediaLibraryOnLine), etc.;
- organising guided tours and workshops to promote the services on offer.

6. IN-HOUSE CONSULTATION SERVICE

All materials (other than antique and rare books) can be accessed on site.

Work stations can be booked in advance either on-line or by phoning the local library

7. LOAN, RETURN AND RESERVATION SERVICES

Access to the library system is available to registered users during normal working hours.

Request for loans can be made within these hours except for reference materials, such as:

- encyclopaedias;
- antique or high value books;
- recent magazines or newspapers;
- materials protected by copyright laws or excluded from loan by any of the Monte Linas libraries.

All loans are recorded on system. The loan period depends on the material concerned and levels of demand.

If the item has not been reserved yet, users will be able to extend the original loan period either at the library or by telephone or by e-mail or, so long as they are already members, by using Librami.

The maximum items, that can be loaned, is 4 at a time.

If not collected within 7 days of the booked date, then the original booking will be cancelled and the item will be made available to other users.

Users are required to return items in good condition and on time. Any late return may result in the user being suspended and denied access to all or part of the loan service.

The user is responsible for the safekeeping of any borrowed materials and, in the event of damage or loss, is required to provide a suitable replacement.

The library reserves the right to charge the user for such damage and/or losses.

8. INTRA LIBRARY LOAN SERVICE

Registered users may request materials held by other libraries within the Monte Linas Library System network.

Requests can be made by the usual means, namely by e-mail, by telephone and/or in person.

The local librarian will aim to inform the applicant of when the item will be available for collection and of any change in circumstances; the aim is to provide the information within 7 working days.

The user will be informed, within 24 hours, of the arrival of the item at the local library and will have 7 days to collect the item before it is automatically returned to the source library.

The source library has the right to refuse to loan items. The local library will try to find alternative sources in this case.

The user is responsible for the safekeeping of any borrowed materials and, in the event of damage or loss, is required to provide a suitable replacement.

The Intra Library Loan Service is free of charge.

9. INTER LIBRARY LOAN SERVICE

Registered users may request materials held by other libraries outside the Monte Linas Library System network.

Requests can be made by the usual means, namely by e-mail, by telephone and/or in person.

The item arrival date cannot be specified.

The local librarian will forward the request straight away and will immediately inform the applicant of the arrival of the item.

Users are required to return items on time and in the same condition as they have received them. Any late return may result in the user being suspended and denied access to all or part of the loan service.

The Inter Library Loan Service may result in a charge to cover administration and book transfer costs.

10. ONLINE SERVICES

The online services listed below are available.

10.1 WEBSITE

Details of our services and contact details can be found on the website www.bibliotechelinas.it.

10.2 ONLINE REGISTRATION AND RESERVATIONS

As detailed above, you can apply online to register as a user.

Loan reservations and booking of workstations can also be made online.

10.3 ONLINE CATALOGUE

Through the website it is possible to view details of all the libraries within the network, such as events, opening times, contact details as well as the items available to access and/or loan.

Users will also be able to view their own records, i.e. their loan history and return due dates.

The service is free of charge for registered users above the age of 14.

Children under the age of 14 need parental consent.

10.4 MAILING LIST AND WHATSAPP MESSAGING

Subject to their approval, users will be updated of future events, exhibitions and service changes.

10.5 FACEBOOK, INSTAGRAM, SPOTIFY AND PADLET

Each library has its own Facebook page which provides information on local events and activities.

Some libraries are also present on other platforms, such as Instagram, Spotify and Padlet.

11 DIGITAL SERVICES - MLOL

The Monte Linas Library System is a member of MLOL (MediaLibraryOnLine), which is Italy's main library network for digital lending.

Through the portal, users have free access to borrow e-books, newspapers and magazines, to listen to music and audiobooks and to use many thousands of other digital resources.

The service is free on request.

12 COMMUNICATION CHANNELS

- website www.bibliotechelinas.it ;
- WhatsApp;
- mailing lists;
- leaflets;
- social networks.

Librarians will give you information about the services provided and activities organized.

13. WORKSTATIONS

The majority of the libraries within the network have computer workstations that users can book and use to access the internet.

14. LIBRARY NEWSPAPER ARCHIVE

Some libraries have a newspaper archive. In all the municipal libraries you can read a printed

newspaper. Magazines and newspapers are excluded from loan. Running off copies of newspaper articles is allowed.

15. GUIDED TOURS

On request, guided tours are available for schools and organized groups in all the libraries within the network.

16. ACTIVITIES TO PROMOTE READING AND CULTURAL EVENTS

The library network supports and promotes a series of local events to promote reading and literacy.

Reading workshops, book presentations, exhibitions, cultural events and various competitions are also included.

16.1 BOOK CLUBS

Local libraries encourage the formation of book clubs to read and then review chosen books.

17. ADDITIONAL SERVICES

Libraries are an integral part of the community and offer much more than simply loaning books.

Details of these community activities can be found on the website www.bibliotechelinas.it.

- **PLAY GROUPS**

Within local libraries, the network encourages the setting up of play groups open and accessible to all age groups.

- **RESIDENTIAL FACILITIES FOR THE ELDERLY**

Libraries within the network offer outreach programmes including visits to care homes and nursing homes.

Activities include book readings, workshops and discussion groups.

- **LABORATORIES**

The network organises various activities across all age groups.

18. USER RIGHTS AND RESPONSIBILITIES

Registered users have free access to the range of services as described above.

We also expect every user to:

- be courteous and polite towards staff and fellow users;
- comply with rules including:
 - a) state laws and regulations;
 - b) registration and loan periods;

c) instructions given by staff in order to guarantee the safe and proper functioning of services and the safety of others;

19. BEHAVIOUR RULES

In the library all users are required:

- to avoid disturbing other users;
- to ensure mobile phones are in silent mode and phone conversations are held outside;
- to comply with public decency as to clothing;
- to treat with care all items, such as books, furniture, computers and other equipment;
- not to write on or vandalise books, desks or other property of the library;
- to use only authorised charging points;
- not to smoke;
- not to consume food or drink on site;
- to ensure chairs and tables are not moved from their designated locations;
- to take responsibility for children or young people in their care;
- to take care of one's own personal belongings as librarians are not responsible for any theft, damage or other loss.

It should also be noted that library staff are not responsible for the supervision or control of children.

In all cases of non-compliance, library staff have the right to intervene and remove users from site.

19.1 PENALTIES

Library staff are responsible for ensuring that the rules, as stated above, are complied with.

Failure to follow the rules below may result in:

- immediate expulsion from the library (ideally without police intervention);
- temporary or permanent suspension of access to the library and or to the provided services (as authorised by the Head of Service).

Library staff are not responsible for the supervision of luggage and personal belongings.

20. SUGGESTIONS AND COMPLAINTS

User feedback is welcomed.

Written observations, suggestions and/or complaints will be reviewed and feedback given.

Users are asked to complete a form available at the library or online through the MODULISTICA page of the website www.bibliotechelinas.it.

21. EVALUATION OF SERVICES

Periodic reviews of current services and user feedback take place on a regular basis.

Satisfaction survey results will be published on the website www.bibliotechelinas.it.

22. PRIVACY POLICY

The libraries within the network guarantee that personal data will only be used for the management of the services provided.

Users will be able to access their own personal information including the status of any current loans.

On request, users are required to provide:

- a) proof of identity;
- b) contact details including home address, phone numbers and e-mail contacts.

For safety and security purposes, most sites have overt CCTV and other security systems in place. They are indicated by clear signage and the release of any images taken is controlled.

LIST OF MONTE LINAS LIBRARIES

MUNICIPAL LIBRARIES:

a) Biblioteca Comunale di Arbus

Piazza San Lussorio, s.n.

09031 Arbus (SU)

Italy

Phone: +39-070 734 0529

biblioarbus@bibliotechelinas.it

b) Biblioteca Comunale di Gonnosfanadiga

Via Gramsci, 19

09035 Gonnosfanadiga (SU)

Italy

Phone: +39-070 205 1219

bibliogonnos@bibliotechelinas.it

c) Biblioteca Comunale di Guspini

Via S. Nicolò, 9

09036 Guspini (SU)

Italy

Phone: +39-070 976 0602

biblioguspini@bibliotechelinas.it

d) Biblioteca Comunale di Pabillonis

Via Su Rieddu, 4

09030 Pabillonis (SU)

Italy

Phone: +39-070 935 3957

bibliopabillonis@bibliotechelinas.it

e) Biblioteca Comunale di Sardara

Via Manzoni, 7

09030 Sardara (SU)

Italy

Phone: +39-070 938 7559

bibliosardara@bibliotechelinas.it

f) Biblioteca Comunale di San Gavino Monreale

Via Leonardo, s.n.

09037 San Gavino Monreale (SU)

Italy

Phone: +39-070 933 9071

bibliosangavino@bibliotechelinas.it

g) Biblioteca Comunale di Villacidro

Via Regione Sarda, 65
09039 Villacidro (SU)
Italy
Phone: +39-070 931 6551
bibliovillacidro@bibliotechelinas.it

+

Mediateca Comunale (Municipal Media Library) “Fabrizio De Andrè” di Villacidro

Via Parrocchia, 190
09039 Villacidro (SU)
Italy
Phone: +39-070 931 4497
bibliovillacidro@bibliotechelinas.it

HIGH SCHOOL LIBRARIES:

a) Biblioteca dell’Istituto di Istruzione Superiore Marconi-Lussu di San Gavino Monreale

Via Tommaseo, 3/5
09037 San Gavino Monreale (SU)
Italy
Phone: +39-070 933 9098
bibliomarconi@bibliotechelinas.it

Biblioteca dell’Istituto di Istruzione Superiore Marconi-Lussu di San Gavino Monreale

Via Paganini, s.n.
09037 San Gavino Monreale (SU)
Italy
Phone: +39-070 933 9082
bibliolussu@bibliotechelinas.it

b) Biblioteca del Liceo Classico “Emanuele Piga” di Villacidro

Via Regione Sarda, 60
09039 Villacidro (SU)
Italy
Phone: +39-070 932 031
bibliotecaliceopiga@bibliotechelinas.it

THEOLOGICAL LIBRARIES:

a) Biblioteca dell’Istituto di Scienze Religiose “Mons. Giuseppe Maria Pilo” di San Gavino M.le

Via Diana, 11
09037 San Gavino Monreale (SU)
Italy
Phone: +39-070 933 9017
biblioisr@bibliotechelinas.it