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UNIVERSITÀ DI SIENA 1240

Service Charter

of the University Library System



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Introduction

The Service Charter was approved by the University Library Commission during its 5 May 2009 session and by the Academic Senate on 8 June 2009 and the Board of Directors on 4 November 2009. It was updated on 6 November 2026.

The Service Charter describes the methods of provision and use of library services with the aim of promoting and strengthening interrelationships among all the structures that make up the University Library System (*Sistema Bibliotecario di Ateneo,* hereinafter the SBA) and its users.

The University of Siena strives to guarantee the right to access the best possible service and the Charter is therefore a genuine tool for safeguarding this right.

It is also a pact between the SBA and its users, as it contains mutual commitments and transparent rules. In the Charter, the System declares the services it undertakes to provide, their level of quality, how they may be accessed, and the forms of control available to users.

The Service Charter periodically undertakes to collect key numerical indicators and indicators of the quality and effectiveness of the services provided, as well as to assess user satisfaction. In this sense, it represents an opportunity for continuously improving SBA services and organization.

The SBA promotes educational and orientation meetings, as well as cultural events open to the public[1] and adopts a series of initiatives in line with the Third Mission and with policies pursued by the University.

This commitment is expressed through a series of actions in favor of:

- Sustainability, with the installation of dedicated recycling containers and drinking fountains in various library locations, participation in energy-saving awareness initiatives such as "M'illumino di Meno", etc.
- Inclusion, by adapting service delivery methods to the needs of users with disabilities, removing architectural barriers, providing special workstations, using inclusive language, supporting distance learning through the Moodle e-learning platform.

The libraries ensure that users have access to their own information and that their personal data is used solely for service management, in compliance with various national legislative decrees and European regulations on the protection and processing of personal data, as well as the University Regulations on this matter (https://www.unisi.it/node/19034)

The privacy policy is available at: https://www.unisi.it/ateneo/adempimenti/privacy

[1] The events organized by individual libraries are advertised on the SBA website at the following address: https://www.sba.unisi.it/home

1. Main features of the SBA

The SBA consists of libraries, library collections, archival and documentary resources, documentation centers and the central coordination. The libraries are organized at the area level.

Abbreviation	*Name*	*Address*
SBA (DCSB)	Division for Coordinating the University Library System", Library Support Services Office "Sala Rosa", study room of the SBA Grosseto Centralized Library (Economics, Law, Humanities, Medicine)	Rectorate Palace - Banchi di Sotto 55 - 53100 Siena https://www.sba.unisi.it Piazzetta S. Gigli 1 - 53100 Siena Via Ginori 41 - 58100 Grosseto
BAEC	Economic Area Library	Piazza San Francesco 7 - 53100 Siena https://www.sba.unisi.it/baec
BAMF	Medical-Pharmaceutical-Biological Area Library	Le Scotte Campus Le Scotte General Hospital - Viale Bracci, Third Lot, First Floor - 53100 Siena San Miniato Medicine Campus - Via Aldo Moro 2 - 53100 Siena San Miniato Pharmacy Campus – Self-Study Rooms - Via Aldo Moro 2 - 53100 Siena https://www.sba.unisi.it/bamf
BAST	Scientific-Technological Area Library	Via Roma 56 - 53100 Siena Via Laterina 2 - 53100 Siena https://www.sba.unisi.it/bast
BAUM	Humanistic Area Library	Via Fieravecchia 19 - 53100 Siena https://www.sba.unisi.it/baums Viale Cittadini 33 - 52100 Arezzo https://www.sba.unisi.it/bauma
BAGP	Legal-Political Area Library "Circolo Giuridico"	Via P.A. Mattioli 10 - 53100 Siena https://www.sba.unisi.it/bagp

There are active collaborations between the area libraries and University service or research centers for the sharing of library services. These collaborations include the Center for Geotechnologies in San Giovanni Valdarno, the Interuniversity Center for Studies in Ancient World Anthropology (AMA) and the National Museum of Antarctica. Additionally, there is an agreement in place with the Siena Academy of Sciences that governs the collaboration between the Academy's library and the SBA.

The primary function of the SBA, as a coordinated set of structures, is to provide qualified support services for teaching and research by meeting the informational needs of the academic and professional community, cultural institutions, public administrations and entities and businesses with formal collaboration agreements with the University of Siena. The SBA strives to ensure the best delivery of services to its users, also through the development of technologically advanced systems. This entails the acquisition, cataloging, preservation, updating and provision of documents to support teaching, research, scientific activities and professional training. It also involves promoting the optimal use of information resources and related services, providing competent staff, organizing suitable and welcoming environments equipped with computer facilities and developing technologically advanced systems to improve service quality. To achieve these goals, the SBA participates in and promotes cooperation and consortia among library systems and with different institutions and entities at the national and international levels[2].

[2] Please refer to the complete SBA Regulations at the following link: https://www.unisi.it/ateneo/statuto-e-regolamenti/altri-regolamenti

1.1. SBS - The Siena Library Service

The Siena Library Service (*Servizio Bibliotecario Senese,* hereinafter the SBS), managed by the SBA and governed by a series of agreements with participating institutions, was established in the 1990s as a service structure for the computerization of management functions in the affiliated libraries.

It brings together the collections of the libraries of the University of Siena and the University for Foreigners, as well as the documents from the ReDoS network (municipal libraries in the province of Siena) and other city libraries (Siena Academy of Sciences, Chigiana music Academy, "G. Briganti" Library and Photo Library, Siena Conservatoire "R. Franci" Institute of Higher Musical Education, Opera metropolitana del Duomo). OneSearch SBS serves as the single access point to the print, electronic and digital bibliographic resources of the SBS libraries, as well as the research registry products contained in the University repository USiena Air.

1.2. SBART - The integrated network of library systems

The process of integrating the services offered by the generalist library systems of universities in the Tuscany region (Florence, Pisa and Siena) began in 2015 and was completed in 2016. It was made possible by the financial instruments of the three-year Strategic Plan 2013-2015 of the Ministry of Education, Universities and Research (MIUR), which included specific funding for the merger of universities or integration of certain services and functions.

Among the most significant projects, we can highlight the adoption of a technological platform for managing all back-office services (ALMA) and of a unified platform for bibliographic research. The three universities, together with the Sant'Anna School of Advanced Studies, the University for Foreigners in Siena and other Tuscan institutions such as the ReDoS network, which encompasses most of the libraries in the province of Siena, the Accademia della Crusca, the Franceschini Foundation and the SISMEL, have enhanced bibliographic research by utilizing the OneSearch technology platform (see 3.3). This platform is managed with uniform features and methods by the participating library institutions.

To ensure prompt and effective user support, the three universities have also established an online reference service called "Ask the Library" (see 3.7).

1.3. Collection development, selection and management

The SBA as a whole is engaged in a continuous process of reviewing and maintaining its documentary collections, in the context of both traditional paper-based libraries and electronic resources. In order to provide users with all the necessary tools for teaching and research, facilitate their access to locally or remotely available resources and enhance the value of the document holdings, library staff carry out careful work focused on acquiring new bibliographic material, cataloging/indexing it and potentially reorganizing, selecting or discarding it.

To support this activity, there is a centralized storage facility for all SBA libraries located within the Mattioli Campus and managed by the staff of the "Circolo Giuridico" Library in the Legal-Political Sciences Area (see 3.2, 3.5). The collection development process also involves user participation. Users can submit purchase proposals (*desiderata*) for printed or electronic documents not currently held by the SBA (see 5.3).

1.4. The SBA in numbers

The following data aims to provide an up-to-date snapshot of the SBA. The table entries account for two fundamental components of the library service: the breadth of the service in terms of facilities, holdings and their growth, and the relationship with users in terms of accessibility and satisfaction with the services provided. The Service Charter will be constantly updated to allow users to monitor and quantitatively evaluate evolving individual services and the system as a whole. This will help measure the University of Siena's attention to the development of this essential sector for teaching and research, as well as adherence to the commitments made.

	Year 2024	***Year 2025***
*Total area of libraries **	24,428 mq, of which 55% (13,530 mq) directly accessible to the public	24,428 mq, of which 51% (12,456 mq) directly accessible to the public
*Shelves occupied by bibliographic material **	46,473 linear metres, of which 37% (17,066 m.) for direct consultation	46,809 linear metres, of which 36% (17,071 m.) for direct consultation
*Study stations **	2,360 reading places of which 102 workstations with PCs	2,251 reading places of which 102 workstations with PCs
Library holdings searchable in the OneSearch platform	991,292 printed monographs 595 Total current subscriptions for print and print+online journals 25,174 Total number of journal titles owned	1,002,713 printed monographs 587 Total current subscriptions for print and print+online journals 25,228 Total number of journal titles owned
Electronic resources on the University network °	100,587 electronic journals 409 databases 151,412 electronic books	103,556 electronic journals 411 databases 166,728 electronic books
Use of OneSearch	419,424 total searches	393,090 total searches
Total annual loans	23,973 assets 2,097 interlibrary loans (ILL) 8,434 document delivery (DD)	21,621 assets 1,751 interlibrary loans (ILL) 8,918 document delivery (DD)
Opening hours of libraries and study rooms	All libraries and Reading Rooms: Monday - Friday 11h In addition: S. Francesco Reading Room: Saturday: 11h; Sundays: 7h30 "Sala Rosa" (just a few months): Saturday and Sunday: 7h30	All libraries and Reading Rooms: Monday - Friday 11h In addition: S. Francesco and Sala Rosa Reading Rooms: • open at weekends with varying opening hours • evening hours until 11:00 pm (not all months)

The data refers to December 31st.

* The entry includes data related to the area libraries, the centralized library in Grosseto and the "Sala Rosa".

° From 2020, the number of electronic Journals and e-books refers to *portfolios* instead of packages.

2. Users

The SBA services are designed for institutional users and external users who are allowed to use them, including users from the universities of Florence and Pisa within SBART, the integrated network of library systems.

University users include:

- **A.** Regular students, specialized students, master's students, advanced training and summer school students, Erasmus students, scholarship holders, temporary contract employees and civil service volunteers;
- **B.** Teachers, adjunct faculty, guest lecturers, research fellows, doctoral students, administrative and technical staff, collaborators.
  All institutional users have the unisiPass and can access the VPN service (https://www.uet.unisi.it/vpn/).

External users, who are allowed to use certain services after explicit request, include:

- **C.** users from other organizations with which agreements have been made;
- **D.** members of the University of Siena Alumni Association;
- **E.** all interested individuals who can access the university libraries in two ways:
  1. after having received a pass from the library managers or the SBA;
  2. with appropriate identification for temporary access purposes.

Refer to the summary table in section 3 for more details.

3. Services

SBA services are available to university and external users according to the following scheme:

Main services and types of users who can access them						
Services	***Users***					
	A	**B**	**C**	**D**	**E.1**	**E.2**
Reading Rooms	**X**	**X**	**X**	**X**	**X**	**X**
On-Site access to documents	**X**	**X**	**X**	**X**	**X**	**X**
OneSearch browsing	**X**	**X**	**X**	**X**	**X**	**X**
Access to databases and electronic Journals	**X**	**X**	**©**	**©**	**©**	**©**
Access to archives	**δ**	**δ**	**δ**	**δ**	**δ**	**δ**
External loan	**X**	**X**	**X**	**X**	**X**	
Interlibrary loan and document delivery	**X**	**X**	**X**	**X**	**X**	
Basic reference service - “Ask the library”	**X**	**X**	**X**	**X**	**X**	**X**
Advanced Reference service	**X**	**X**	**X**	**X**	**X**	**X**
Alerts	**X**	**X**	**X**	**X**	**X**	
Training	**X**	**X**	**X**	**X**	**X**	**X**
Photoreproduction	**X**	**X**	**X**	**X**	**X**	**X**
Supporting the promotion of research products		**X**				
USiena integra - Moodle	**X**	**X**	**α**	**α**	**α**	**α**
Support for proper citation practices	**X**	**X**				

© services accessible exclusively within the University network
δ Archives: access by appointment
α USiena integra: a temporary Moodle account is issued

3.1. Reading Rooms

Each area library provides one or more reading rooms in which to study and consult bibliographic material from the library or borrowed from any of the university libraries. In addition to these rooms, the SBA (University Library System) offers users two additional study rooms: one in Siena, at the former church of Santa Mustiola (“Sala Rosa”) and another at the centralized library in Grosseto.

All reading rooms have Wi-Fi (see 4.3) and electrical outlets for personal devices, as well as a varying number of computer workstations. The presence of a continuously staffed front office ensures ongoing assistance to users. However, for logistical reasons, the organization and regulations of these spaces may vary in each reading room (see area library regulations). Some rooms are divided into distinct areas, not necessarily physically separated, designated for "individual study" or "group study".

Furthermore, study stations are available in all university campuses: Mattioli, San Miniato, Le Scotte, San Francesco, San Niccolò, Laterino and Pionta Campus.

All areas are covered by the university's WiFi network and study stations are freely accessible. In some cases, it is possible to reserve spaces for study groups.

3.2. Consulting documents on-site

All libraries allow users to consult documents on-site (including those labeled "Not available for loan"). In particular, they undertake to ensure (subject to availability) that at least one copy of the texts required for exam preparation is available on-site.

Access methods: once the location of the document has been determined using the OneSearch technology platform (see 3.3), it may be accessed directly or be requested from the library staff. The

method of access may vary depending on the library. In the latter case, the provision of requested documents (distribution) may occur at fixed times (see individual library regulations).
Documents stored in library facilities located outside of Siena, such as Arezzo, Grosseto and San Giovanni Valdarno, are distributed once a week through the internal postal service.
Users are not required to relocate the consulted works themselves but rather rely on library staff to ensure proper shelving.

Types of users: all users.

Service access hours: same as the opening hours of the library facilities (see 4.1).

Restrictions: exceptions apply to rare and valuable works, as well as special collections, which require special authorization from the person responsible or the facility manager. Additionally, certain materials such as theses may not be available for consultation if the author has not authorized access.

3.3. Accessing the OneSearch technology platform

OneSearch is a system that presents data in a unified interface, allowing users to retrieve information from various sources such as bibliographic catalogs, digitized material, archival material, individual library collections, videos, audios, both local and remote electronic resources and research records. With OneSearch, users can access digital resources, full-text articles based on their availability and authorized usage rules, and information about the availability of each document displayed directly on the search results page.

OneSearch SBART (see 1.1) is an interface that includes the Library System of Tuscan Universities and other Tuscan entities (Sienese Documentary Network, Crusca Academy, etc.), enabling users to simultaneously search for what they previously had to search in each individual library catalog.

The use of OneSearch SBS focuses the search on resources from the entities participating in the Siena Library Service (libraries of the SBA, libraries of the Sienese Documentary Network, Library of the University for Foreigners in Siena, Library of the Siena Academy of Sciences, Library of the Chigiana Academy and Library of the "R. Franci" Institute of Higher Musical Education).

Through authentication, users can access their profile to take advantage of various services such as viewing lists of active loans, renewing loans that have not yet expired and reserving books on loan to other users (see 3.6).

Users can also save search strategies and preferred references in their electronic bookshelf, set up alerts to receive updates on new results from saved searches (see 3.10). University users of SBART must use their university credentials to log in, users from other institutions of the SBS can use the credentials they received when registering in the system, while others (such as visitors) can request their credentials at one of the university libraries.

Access methods: through the web, at the address: https://www.sba.unisi.it.

Types of users: all users (free access).

Service access hours: according to the schedule of the facility for internal University workstations; 24 hours a day from external workstations.

Restrictions: in OneSearch SBS there are no new collections, acquisitions and donations for which the cataloging procedure is still in progress.

3.3.1. Access to databases and electronic journals

The OneSearch platform allows users to easily access electronic Journals, databases and all electronic resources provided by the University. It enables hypertext navigation through electronic documents and provides access to full-text documents or abstracts for which specific access licenses have been obtained from publishers. Users are automatically directed to the most relevant resources, and additional services available for each resource.

Access methods: through OneSearch at the address: https://www.sba.unisi.it

Types of users: all users (free access) from internal University workstations; only institutional users and those accessing through the single University password (unisiPass) from external workstations. All users with unisiPass can configure the VPN (https://www.uet.unisi.it/vpn/) and access resources as if they were within the University network.

Service access hours: according to the schedule of the facility for internal University workstations; 24 hours a day from external workstations.

Restrictions: some resources can only be accessed on-site, by appointment with library staff.

3.3.2. Access to digital collections

OneSearch is the platform that also allows online access to University of Siena digital collections stored in the libraries (such as digitized archives or book illustrations) or in other University facilities (such as the collections of scientific instruments of the University Museum System of Siena - SIMUS).

Access methods: through OneSearch at the address: https://www.sba.unisi.it

Types of users: all users, provided they are authorized by the responsible of the respective structure.

Service access hours: according to the schedule of the facility for internal University workstations, 24 hours a day from external workstations.

Restrictions: some collections are freely available, while others can only be accessed from specific workstations. The user may require special permission to access certain objects or collections.

3.4. Accessing the archives

Documentary archives are stored within the area libraries, and have been partly organized and described in electronic format.

Access methods: through OneSearch at the address: https://www.sba.unisi.it, for the description of stored documents; at the pertinent library to consult the original or copied (analog or digital) documents.

Types of users: all users, provided they are adequately justified and expressly authorized by the managers of the reference facility.

Service access hours: by appointment, according to the facility's schedule for on-site access.

Restrictions: the consultation and use of both original documents and digital copies are subject to the constraints established by national legislation on the protection of archives and must be expressly authorized by the facility managers.

3.5. External loans, reservations, renewals

Through the OneSearch technology platform, it is possible to identify the types of materials that are available for loan and those that are excluded. Journal publications, thesis papers and all documents marked in the catalog as "Not available for loan" are excluded from loan services.

The materials eligible for loan are distributed upon registration at the front office of each area library, and specific rules and regulations regarding the maximum number of documents that may be borrowed at any one time, loan duration and renewal can be found in the respective library's guidelines.

Access methods: After retrieving the document directly or by requesting it from the library staff, users must present one of the following for loan registration:

- ID card issued by the University at the time of enrollment (for regular students)
- Identification document (for all user types)

Users can renew the loan period autonomously (unless the item is a textbook or has been reserved by another user) or they can reserve a book on loan to another user by entering their credentials (unisiPass or credentials issued by the library) in the OneSearch technological platform.

The responsibility for the loan is strictly individual, and items can only be collected by the individuals concerned or by specially authorized persons. Items must be returned to the same front office where they were collected, but if necessary, they can be delivered through third parties or be sent via registered mail with acknowledgement of receipt.

Types of users: institutional users and external users, except for E.2.

Waiting times and loan duration: the loan period and the number of items that can be borrowed vary depending on the specific characteristics of each collection and the type of user.

Service access hours: the service is available at the times indicated on the website of the pertinent library. Requested documents that are stored in library facilities located outside of Siena, such as Arezzo, Grosseto and San Giovanni Valdarno are delivered once a week through the internal mail service.

Restrictions: for external loans, users must not have any outstanding business with any of the university libraries.

Delay in returning borrowed items will result in automatic suspension from loan services in all university libraries. The number of suspension days will correspond to the number of days the documents are overdue.

In the event of loss or damage to a borrowed item, the user must replace it. If the item is no longer available the user must purchase another item of equal value, as indicated by the library manager.

3.6. Interlibrary Loans and Document Delivery

The service retrieves documents that are not available in the collections of the university libraries and city libraries and provides them to users in their original format (in the case of monographic material/books: interlibrary loan) or in analog or digital copy (in the case of other types of material: document delivery). It works closely with reference and distribution services.

To facilitate and streamline the interlibrary loan service, libraries have established agreements with various Italian and foreign documentation centers for document provision. In particular, the SBA participates in the project sponsored by the Tuscany Region called "Libri in rete" (Books Online) https://www.regione.toscana.it/-/libri-in-rete-servizio-per-il-prestito-interbibliotecario and the international network for document exchange, NILDE (Network Inter-Library Document Exchange) https://nilde.bo.cnr.it.

Access methods: interlibrary loan (ILL) and document delivery (DD) services are provided by all area libraries. Requests for interlibrary loan and document delivery should be addressed to the designated

office of your library, following the procedures indicated by the library.

Interlibrary loan and document delivery services may call for reimbursement of incurred costs.

For suggestions, reminders and complaints, users can contact the designated personnel at individual libraries:

Abbreviation	***Library***	***email address for the specific service***
BAEC	Economic Area Library	ill.baec@unisi.it
BAMF	Medical-Pharmaceutical-Biological Area Library - Le Scotte	medpol@unisi.it
	Medical-Pharmaceutical-Biological Area Library - S. Miniato (Pharmacy)	bibliofarm@unisi.it
BAST	Scientific-Technological Area Library - S. Niccolò	bast@unisi.it
	Scientific-Technological Area Library - sede Laterino	bast@unisi.it
BAUM	Humanistic Area Library - Arezzo	illbibarezzo@unisi.it
	Humanistic Area Library - Siena	illddumanistica@unisi.it
BAGP	Legal-Political Area Library "Circolo Giuridico"	illbcg@unisi.it

Waiting times and loan duration: Requests will be processed in the order they are received within three working days.

The delivery times, loan duration and type of material (original, analog copy, digital copy) depend on the processing times and the regulations of the supplying libraries. However, users can specify an expiration date for their request. Users will be notified of the arrival of the document or any negative responses.

Types of users: university and external users, except for E.2.

Service access hours: the office hours of the designated office.

Restrictions: there may be limits on the number of requests for ILL and DD services.

Penalties may be imposed for failure to pick up the material, late returns, damage and loss. If the supplying library has placed restrictions on the use of the requested ILL document, the user may only be allowed to consult it on-site, in accordance with those restrictions.

In the case of document copy requests (DD), the service operates within the limits permitted by applicable law[3] and the contractual agreements reached with the various publishers.

3.7. Basic reference service- "Ask the Library"

The libraries of the University of Siena provide their users with a general orientation service (basic reference service) on the use of the library and its resources. This service is facilitated by the library staff at the front office, who act as a filter and intermediary between the user's information needs and the available resources. This informational activity, primarily conducted in direct form, includes educating users on the independent use of the OneSearch research platform and providing guidance on library spaces, services and organization, as well as the location of resources. Librarians also engage in indirect informational activities by creating appropriate signposting, producing guides, web pages and promoting on-site or SBA-level events and activities (see section 4.2).

Additionally, there is an asynchronous information function called "Ask the Library" (https://www.sba.unisi.it/servizi/chiedi-in-biblioteca), where users can fill out a simple online form and dedicated staff members respond within 72 working hours. The "Ask the Library" function can be accessed directly not only from the SBA website homepage but also from the OneSearch digital platform by clicking on the corresponding icon located on the right side of each page.

[3] Law no. 248 of August 18, 2000 allows for the photocopying of works protected by copyright law only for "personal use" and up to a maximum of 15% of each volume or issue of a journal, excluding advertising pages.

3.8. Advanced reference service

All libraries provide an advanced reference service through their staff, which provide support and detailed instructions on the use of the OneSearch technological platform for integrated research (see section 3.3), the use of bibliographic databases, conducting in-depth bibliographic searches and the creation of bibliographies and webographies.

Access methods: in-person by the library staff. Some libraries also offer an advanced remote reference service through meeting platforms (Webex, Gmeet and others).

Types of users: all users.

Service access hours: the service is available at the times indicated on the website of the pertinent library.

Restrictions to conduct in-depth bibliographic research, it is necessary to book an appointment.

3.9. Alerts

By logging into OneSearch it is possible to receive periodic email notifications about new publications or articles available in the library related to a specific topic or research profile. Additionally, it is possible to configure an RSS feed (rich site summary) function to automatically receive bibliographic information on one's device.

Access methods: through OneSearch at the address: https://www.sba.unisi.it

Types of users: all users, with the exception of external users without authentication credentials.

3.10. Training

In addition to the reference service, some libraries periodically organize training and orientation courses on the use of bibliographic resources and databases, aimed at equipping users with the necessary skills for writing reports, theses, in-depth research and compiling bibliographies and webographies.

The University of Siena has adopted a digital certification system based on open badges, which allows the recording of transversal skills acquired through these courses. More information is available at: https://bestr.it/organization/show/104?ln=en

Access methods: Training opportunities are usually structured in agreement with the Teaching Committees and lecturers of the different curricular courses, but they can also be organized for specific occasions or upon request from users.

Types of users: students within study programmes, all other types upon request from user groups.

Access to the service: periodically and upon request.

3.11. Photoreproduction service

In all libraries, there is a document reproduction service that allows users to photocopy, print and/or scan documents at their own expense.

Access methods: at the equipped workstations available in each library.

Types of users: all users.

Service access hours: according to the opening hours of the facilities.

Restrictions: users are required to comply with copyright laws and restrictions imposed by the law on the reproducibility of published works.

3.12. Support for research product valorization

The USiena air research registry is a system for storing, documenting, disseminating and preserving University of Siena research outputs.

USiena air allows for the collection, management and processing of research-related information and:

- represents the sole source of data for internal and external evaluation, funding requests, performance-based funding and annual reports of the University's departments;
- provides the only access point for inputting, modifying and submitting publications produced by the University of Siena's staff to the LoginMIUR faculty website;
- fulfills the legal deposit requirement for doctoral theses (as mandated by Law 106/04 and Presidential Decree 252/06). The digital deposit is performed through OAI-PMH harvesting by the National Central Libraries.

Access methods: the archive may be freely accessed online at the following address: (https://usiena-air.unisi.it/); only authorized institutional users can self-archive research outputs by logging into the platform using their University credentials (unisiPass).

Types of users: both internal and external users can freely access the online catalog ; only the following individuals are authorized to deposit descriptive metadata and full texts of publications in USiena air: professors, researchers, doctoral students, research fellows, specialization students, adjunct professors, administrative and technical staff, and other scholars affiliated with the University.

Service access hours: consulting service (https://www.sba.unisi.it/servizi/anagrafe-della-ricerca-usiena-air) according to the structure's opening hours; access to the platform is guaranteed 24 hours a day.

3.13. Teaching support

The USiena integra - Moodle platform aims to serve as a collaboration platform for teachers and students: it facilitates communication and provides information on course delivery methods and schedules. Students can register in the platform and independently access the dedicated spaces for their courses through the dedicated procedure Parch from USiena integra Home page (https://elearning.unisi.it/) using their single University password (unisiPass).

Within each course, in addition to all the sections where the instructor will organize study materials, there may be a section to access recorded lectures and multimedia materials using the integrated tool Panopto; another section allows access to online lectures (if included in the USiena Teledidattica project) or any seminars, exercises or webinars organized by the instructors using the integrated tool Webex; an additional section may provide access to the course bibliography through the integrated tool Leganto, allowing for dynamic verification of citation availability in both SBA and SBART consortium (Library System of Tuscan Universities).

Academic Areas	Open Courses on USiena integra - Moodle			
	2022/2023	2023/2024	2024/2025	2025/2026
Economics, Law, Political Sciences/Social Sciences	449	459	454	**419**
Cultural Heritage, Education, Letters, Languages, History, Philosophy	312	360	359	**372**
Biotechnology, Medicine, Dentistry, Health Professions	389	384	453	**483**
Environment, Biology, Chemistry, Pharmacy, Geology	275	279	303	**349**
Physics, Engineering, Mathematics	89	94	112	**150**
Total	**1514**	**1576**	**1681**	**1773**

3.13.1. Support for proper citation practices

USiena integra also offers a plagiarism detection service through which students and teachers can use plagiarism detection software to analyze thesis papers or dissertations and, upon request, other types of documents as well. The Library System manages the creation of the necessary spaces for the documents to be analyzed, in coordination with the University's students and course administration offices, and provides user support, reporting any malfunctions to the software company.

The service aims to:

- prevent plagiarism and AI writing detection;
- assist teaching staff in the evaluation of papers;
- promote good citation practices, particularly important in academic settings;
- increase awareness among users about copyright issues and intellectual property recognition;
- enhance the overall quality of academic papers produced within the University, both in terms of form and content, ensuring their originality.

After an experimental phase, the service is currently mandatory in some University departments, whereas it is optional and provided upon the lecturer's request in others. The Library System aims to implement a series of informative and educational actions and policies for the student community, aimed at promoting good citation practices and providing assistance in creating bibliographies, with the goal of eliminating plagiarism in the academic context.

4. Opening hours of facilities, availability and accessibility of services

4.1. Opening hours of facilities

The libraries and the “Sala Rosa” are open to the public Monday-Friday, with respective opening hours for each location.

These opening hours are guaranteed by most libraries, although some locations may have reduced hours.

The reading rooms of the Library of Economics, and in certain periods of the “Sala Rosa”, have longer opening hours.

Any changes, variations in opening hours or exceptional closures will be promptly communicated on the website of each library, where the opening hours of each facility are indicated.

4.2. SBA portal, library websites and fan pages, communication

The SBA web portal and the web pages of the individual libraries contain all the information and useful rules for accessing the facilities and documentary resources (catalogs, electronic resources, opening hours, contact personnel, etc.). In addition to being the main gateway to online services, they serve as the primary means of information and communication with users. To this end, clear and accessible language is used to ensure that all users can understand.

Services are provided with the utmost commitment to continuity and regularity. Any changes or interruptions in service delivery and the activation of special services and courses will be clearly and promptly communicated on the SBA portal homepage.

The SBA has created Facebook fan pages for each area library and some libraries (such as the Humanities Library) also use other social networks. In addition, there is also a “Sala Rosa” fan page and a general SBA page that includes initiatives from individual libraries as well as those of general interest for the entire area. As for the guidelines to be followed by administrators of social media channels within the library system (internal policy) and by users (external policy), the SBA refers to the University’s "Social media policy and social networks" page.

4.3. Internet access

Since the early months of 2008, the University has had an active wireless network that allows all users with unisiPass to access the internet from any University facility using their own electronic devices,

provided they comply with the regulations outlined in the University of Siena's IT disciplinary code (issued with D.R. no. 1902 on 11/12/2014, published in the University's online notice board on 11/12/2014, and published in the Official Bulletin no. 114, https://www.unisi.it/node/6309).

The University of Siena participates in the EduRoam (Education Roaming) network (https://www.uet.unisi.it/wireless/). EduRoam is a service that provides secure wireless access to users within the international scientific community. Guest users visiting another institution connected to EduRoam (see https://www.eduroam.org/) can access the University's wireless network using the credentials (username and password) of their home institution. Other external users can access the Wi-Fi network by connecting to the UnisiConference network using temporary credentials provided by the relevant facility. For the rules and conditions of service usage, please refer to the Garr Usage Rules.

Users with unisiPass can remotely access the University's intranet resources by entering their credentials and using VPN (Virtual Private Network), which automatically encrypts all communications and ensures the integrity and confidentiality of data transmitted over the network. Only VPN access guarantees full remote access to all electronic resources, just like from any computer within the University network.

4.4. Accessibility of services

With a focus on continuous improvement, the SBA aims to make its services more accessible to all users by conforming its websites and search tools to the accessibility standards recommended by the W3C (World Wide Web Consortium) and implemented in current regulations[4].

The SBA collaborates with the PUP (Prison University Centre) and the Settore Inclusione Comunità Studentesca (Student Community Inclusion Unit) to ensure that its facilities are accessible and to provide specific services such as accessible research workstations for users with disabilities.

5. Rights and responsibilities

All users have equal dignity and have the right to timely and accurate access to SBA services, according to the specified procedures. They can submit purchase proposals for documents not held by the libraries and can file complaints or suggestions. They have the right to receive timely information regarding the outcome of their requests or complaints submitted to the Heads of the Facilities and the System (see 5.4).

5.1. User commitments

Users are required to comply with the rules contained in this Service Charter and the internal regulations of each library.

They undertake to promptly communicate all necessary information to update their personal profile and contact details, to respect the specified deadlines for returning borrowed materials and to respond promptly to any reminders.

They also commit to respecting the rights of other library users and their study needs by observing silence in the study rooms, not using mobile phones in library premises, not damaging documents, furniture or equipment and not leaving personal belongings unattended in reading rooms.

5.2. Commitments to users

Services are provided with courtesy and professionalism, respecting the specified waiting times in this Service Charter or, if not specified, in the shortest possible time while ensuring the right to personal data protection[5], which is managed in full compliance with privacy laws and used solely for service and statistical purposes.

All communication and informational materials in both print and electronic versions directed at users

[4] See Law January 9, 2004, No. 4, *Provisions to promote access to information technology for disabled individuals*.

[5] See Regulation (EU) 2016/679 (GDPR) and Legislative Decree no. 196 of 30 June, 2003, Italian Personal Data Protection Code as amended by Legislative Decree No. 101 of 10 August 2018.

employ clear and accessible language to facilitate access to services.

Staff members are required to identify themselves by name and surname and to introduce themselves when communicating by telephone or in writing. They are committed to facilitating users' research and study activities through personal assistance (see 3.7) and organizing collective training opportunities (see 3.10). To this end, a constant professional development and qualification path is provided for dedicated staff members.

The SBA ensures the highest level of continuity in service provision. Any reductions in services are promptly communicated and advertised through the web pages and social media platforms of individual libraries and the SBA.

The SBA is committed to assessing the effectiveness of the services provided through regular user satisfaction surveys.

5.3. Purchase proposals

Users can submit purchase proposals for print or electronic documents not owned by the SBA.

The proposals, submitted by users through a dedicated online form available in the "Services" section of the SBA website, will be carefully reviewed by the manager of the relevant area library.

If the proposal is not accepted, the user will be notified within 20 days. The OneSearch platform can be used to check whether the desired book is on order and track its availability. The arrival of the document in the library will also be communicated to the user via email.

5.4. Handling complaints, grievances and suggestions

The managers of the structures and the system are committed to responding promptly and in any case, within 20 days, to requests or complaints submitted by users. In their response, they will specify the expected timeframe and the solutions adopted to address the reported issues or provide clarification on the reasons that prevent the fulfillment of the requests.

Complaints, suggestions or reports of problems and malfunctions can be directly addressed to the managers of the structures and of the system, in writing or by email.

For problems or issues concerning:

a) the SBA as a whole, its functioning and services: The SBA Manager (segreteria.arearicerca@unisi.it);

b) catalog functionality or automation services: user office (utenti.ufficio@sba.unisi.it);

c) Specific libraries:

Abbreviation	*Library*	*Library manager*	*e-mail address*
BAEC	Economic Area Library	Sabrina Celi	sabrina.celi@unisi.it
BAMF	Medical-Pharmaceutical-Biological Area Library	Paola Fontani	paola.fontani@unisi.it
BAST	Scientific-Technological Area Library	Elisabetta Pepi	elisabetta.pepi@unisi.it
BAUM	Humanistic Area Library	Marta Zorat	marta.zorat@unisi.it
BAGP	Legal-Political Area Library “Circolo Giuridico”	Francesco Poesini	francesco.poesini@unisi.it

In addition to receiving a prompt response, all reports will be subject to an overall assessment at the end of the year.

Please note that the libraries are not responsible for lost or unattended personal belongings on their premises.

6. Quality indicators and standards

By its very nature, the service charter is a dynamic tool that requires periodic adjustments to reflect changes in the provision and use of services, as well as the expected and pursued quality standards[6]. To this end, it is regularly reviewed to incorporate service developments and incorporate suggestions or proposed changes from users through direct feedback or periodic assessment of their level of satisfaction. In order to better meet user expectations and progressively improve their level of satisfaction, the SBA commits to conducting regular user satisfaction surveys, the results of which will be available on the SBA website (https://www.sba.unisi.it/organizzazione/customer-satisfaction), as well as an annual assessment of key numerical and quality indicators recommended by international standards for library evaluation.

The updated service charter can be found on the SBA website and in the "Service Charter and Quality Standards" section of the University website.

[6] Please note the following regulations:
- Directive of the President of the Council of Ministers, January 27, 1994, *Principles on the provision of public services*.
- Law No. 273 of July 11, 1995, *Urgent measures for the simplification of administrative procedures and the improvement of public administration efficiency*.
- Presidential Decree No. 62 of April 16, 2013, *Code of Conduct for Public Employees*. published on the website of the Prime Minister's Office.

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