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LIBRARY SERVICE CHARTER



**PONTIFICIA
UNIVERSITÀ
GREGORIANA**

Biblioteca

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1. Introduction

1.1 About the Document

The Library Service Charter outlines the premises and methods established to provide for efficient services, in order to facilitate relationships with users and in compliance with the principle of transparency.

This Charter supports library management by defining its fundamental cultural project and by marking the steps of the improvement process.

This document is an actual agreement with users. It is an information and communication tool that illustrates services while allowing users to verify that standards are guaranteed, commitments assumed are respected, and opinions can be expressed through evaluation and complaint forms.

The adoption of a Service Charter by university libraries aims at promoting the widest enhancement of their cultural heritage as well as planning, as much as possible, its activities and services in order to meet users' expectations, while being responsive to educational and research needs as well as patrimony protection, and, therefore, to the Library's mission.

Our Charter is regularly updated in order to reinforce high quality levels and monitor changes implemented by improvement projects.

1.2 Our Mission

The Library contributes to the educational mission of the institution which it is part of, and therefore specialises in those areas which the University offers training for, and where study and research activities are carried out.

To this day, the Gregorian University is in the service of the Church worldwide, continuing its centuries-old tradition, many times reaffirmed by the Supreme Pontiffs, and remaining faithful to St. Ignatius's providential intuition, that envisaged it as "Universitas omnium Nationum".

More than four centuries after the foundation of the Roman College, the goals of its educational system remain unchanged while keeping up to date, as they are the product of extensive experience and tradition, marked by high academic standards, universal horizon, and a strong relationship with modern society, aiming at spiritual growth, academic excellence, and integral formation of the person.

The Library therefore embraces all activities that aim at facilitating access to knowledge. It supports teaching and research carried out by the Faculties of Theology, Philosophy, Canon Law, History and Cultural Heritage of the Church, Social Sciences, and Missiology, and by the Institutes of Spirituality and Psychology, the St. Peter Faber Centre for Formators to the Priesthood and Consecrated Life, the Cardinal Bea Centre for Judaic Studies, the Alberto Hurtado Centre for Faith and Culture, the Gregorian Centre for Interreligious Studies, the Centre for Child Protection, and the Ignatian Spirituality Centre.

1.3 Our Values

The Library incorporates the guidelines contained in His Holiness Pope Francis' [*Veritas Gaudium Apostolic Constitution*](#) on universities and ecclesiastical faculties, and it is inspired by the following values:

- access to information;
- pluralism of information;
- dissemination of culture and scientific knowledge;
- cooperation between libraries and related institutions;
- professional development.

1.4 Our Principles

In carrying out its institutional activity, the Library is inspired by the following fundamental principles:

- equality and impartiality

Services provided are based on equality principles, which guarantee equal treatment to all users, without unjustified discrimination and without distinction of nationality, gender, language, religion, or political opinion. Discrepancies in the provision and usage of services can be caused by specific organizational conditions, by the special nature of research material, or by justified needs, which apply to specific categories of users. The Library works towards eliminating possible inefficiencies, while promoting initiatives to facilitate access and usage

to people with physical, sensory, and/or cognitive disabilities, and to socially and culturally disadvantaged individuals. The tools provided by the Library, together with activities of information, communication, documentation, scientific assistance for research, education, and teaching, are based on objective, just and impartial criteria.

- continuity and access

Services are provided on a continuous and consistent basis; any interruption or change of the hours are announced on the Library's website, while every effort will be made to reduce disservices. The Library supports the simplification of procedures by embracing clarity and comprehensibility, and works towards making service times and working hours as convenient as possible to the users' needs. In case of difficulties or impediments, the public will be alerted in advance and all necessary measures will be taken to minimize inconvenience.

- transparency and communication

Transparency is meant as complete access to information. The Library provides information on its activities and takes into account different needs and suggestions expressed by users, in single or associated form. Through the website and other communication tools, the Library guarantees timely information on its services, using clear and accessible language and promoting wide dissemination of service regulations.

- efficiency and effectiveness

Constant improvement of service efficiency and effectiveness is pursued by adopting the most functional technological and procedural solutions. The coordinated organization of services, the types of collections, the criteria and methods for their development and their management, aim at high standards. The Library is in charge of training its staff and updating their skills. While aiming at constant improvement, the Library periodically checks the quality level of the services provided.

- cooperation and participation

Cooperation is considered strategic for the improvement of the quality of services, with the aim of optimizing and promoting their continuous development. Therefore, the Library:

- ✓ is enrolled in the AIB - Italian Libraries Association;
- ✓ is enrolled in the ABEI - Italian Ecclesiastical Librarians;
- ✓ is a member of the URBE - Roman Ecclesiastical Libraries Union;
- ✓ is a member of GUMARC21 - Group of MARC21 Users;
- ✓ participates to ACNP - Italian Catalogue of Periodicals;
- ✓ stipulates agreements with libraries with similar features and with high culture and specialized institutions;
- ✓ participates in consortium initiatives for negotiating the acquisition of resources of common interest.

1.5 Our Goals

In particular, the Library pursues the following goals:

- allowing quick access to all documentary collections, regardless of their format;
- ensuring prompt update of the bibliographic patrimony;
- making itself a point of reference and of dissemination of scientific achievements;
- adapting services to the users' needs, by maintaining a proactive attitude;
- verifying the quality of the services provided;
- promoting its services.

The operation of the Library is governed by the [Rules](#) approved by the Rector on February 11th, 2020, by the present *Library Service Charter*, and by internal [regulations](#) for specific services.

1.6 History and Patrimony

The Roman College Library

The original nucleus of the Library was established in February 1551, along with what would be called the Roman College. In 1581, following various relocations due to the increasing number of students, Pope Gregory XIII provided the Society of Jesus with the sum of 6,000 Scudi for the construction of a new headquarter. The Pope was called the “founder and protector” of the College and, subsequently, the Pontifical University, descendant of the Roman College, would be called ‘Gregoriana’ in his honour.

The Library’s value can be gathered from the general catalogue of the Bibliotheca Maior, consisting of 12 *in-folio* volumes for a total of about 40,000 entries, redacted in mid-Eighteenth Century, and most likely based on a catalogue of the previous century and on the inventories of specialized funds, compiled since the second half of the Seventeenth Century. The Bibliotheca Maior was also known as “Bibliotheca Secreta”, as it was something separate from the Fathers’ private collections and from the smaller libraries for professors and students’ use; it was only accessible to professors and superiors living at the College, to whom the books were loaned.

Following the suppression of the Society of Jesus in 1773, the Roman College was placed in the custody of the Roman Secular Clergy until May 17th, 1824, when Pope Leo XII, with the Brief *Cum Multa*, returned it to the Jesuits.

In 1873, three years after the annexation of Rome to the newly formed Kingdom of Italy, the Roman College was forced to leave its historical location and move to the Borromeo Palace, in Via del Seminario. The first and most important nucleus of the future Biblioteca Nazionale Centrale di Roma (National Central Library of Rome) comes from the Roman College Library.

Pope Pius IX, with a rescript of December 4, 1873, gave the Roman College the title of Pontifical Gregorian University of the Roman College and allowed the Rector the right to title himself “Rector of the Pontifical Gregorian University”.

The Library of the Pontifical Gregorian University

Since part of the Bibliotheca Maior has remained at the “Vittorio Emanuele II” National Central Library, which also preserves its old catalogues, the Library of the Pontifical Gregorian University can be considered the product of a strenuous reconstitution: in 1930, at the inauguration of the new headquarters in Piazza della Pilotta, its patrimony counted about 150,000 volumes.

The Library is universally known as a prestigious cultural institution, particularly in the areas of theology, philosophy, and history.

From an organizational and management point of view, the Library directly depends from the Rector. It is a centralized structure that manages the entire documentary patrimony according to the different disciplines taught at the University, and it is strictly involved in the procedures and activities related to teaching and scientific research.

Nowadays monographs, periodicals, and electronic resources are made available to Library users. The book patrimony amounts to approximately 500,000 volumes, of which about 50,000 are available for consultation on open-shelf, and therefore directly accessible to users. The more than 150,000 volumes of the Periodical Collection are freely and directly available for consultation.

The areas of specialization reflect the specific disciplinary areas of the University: theology, canon law, philosophy, history and cultural heritage of the Church, missiology, social sciences, spirituality, psychology, art, and literature.

All collections are catalogued according to national and international standards and are available through the online catalogue and other specially designed research tools.

1.7 Structure

The Library is located in the buildings of the Pontifical Gregorian University in Piazza della Pilotta 4.

Its architectural project was considered highly innovative for its times, due to the construction technique based on the lightness and rationality of iron and steel structures.

Reading rooms and offices are located in the right wing of the Central Building and occupy the mezzanine, first, and second floors. There are several rooms dedicated to specific services for students and teachers, as well as for consultation of special material. Book depositories are distributed over 5 floors of the Book Tower and in the Traspontina Depository, which hosts special funds.

2. Commitments and Quality Standards

2.1 Access

Opening

Hours

The Library is open to the public Monday to Friday from 8:30 a.m. to 6:30 p.m. and on Saturdays from 8:30 a.m. to 12:30 p.m.

Any extraordinary change of hours, closure of rooms or interruption of services will be promptly communicated to users through the online bulletin board and the news board located at the entrance.

Days

In addition to the Italian State holidays, the Library observes institutional holidays: from Wednesday of the Holy Week to Tuesday after Easter, on June 24th and June 29th, every Saturday of the month of July and on July 31st; the entire month of August; September 17th; from December 24th to January 2nd.

Any extraordinary closure is communicated to users through the online bulletin board and the news board located at the entrance.

Requirements

▪ Institutional Users

All students and teachers of the Pontifical Gregorian University have free access to the Library using their personal card issued by the Registrar's Office.

▪ External Users

Access to the Library is granted to external users who will present a letter of surety indicating their research subject and the reason for wanting to use the Library's resources. External users can request the following types of Library cards at the Reception Desk, depending on fruition time:

- daily, at a cost of 10 euros and providing a valid ID Card, as a security deposit;
- weekly, at a cost of 20 euros and providing a security deposit of 10 euros;
- monthly, at a cost of 40 euros and providing a passport photo;
- quarterly, at a cost of 60 euros and providing a passport photo;
- annual (valid from September to July), at a cost of 160 euros and providing a passport photo as security deposit.

The entire teaching staff and all students of the URBE Network (Roman Union of Ecclesiastical Libraries) will benefit from a 50% discount on the annual card.

The entire teaching staff and all students of the Pontifical Biblical Institute and of the Pontifical Oriental Institute, as well as students of the Pontifical Institute of Arab and Islamic Studies, benefit from a free pass upon showing a valid ID attesting membership to one of the abovementioned institutions.

Participation in a guided tour of the Library and its services is strongly recommended to new members of the University and it is mandatory for external users, except for those who subscribe to a daily card. Guided tours are held, from October to June, every Tuesday at 2 p.m. (in October and November on Fridays as well); to participate is necessary a reservation.

Reception

Website

Basic information and history of the Library, information on services, documentary patrimony, activities, and projects are available at <https://www.unigre.it/en/library/>.

Through notices posted on the home page and regular updating of the Library's website, users will be informed clearly and promptly about closures, the introduction of new services, possible changes, activities and initiatives.

Information and Orientation

The first reception point is located at the Library's entrance, on the left side. At the counter it will be possible to receive all general information, orientation, and information about how to get the Library card.

Users can receive information and support also through the "Ask the librarian" live chat, active Monday to Friday, from 11:00 to 12:00 a.m., on all Library's web pages.

Information Material

A free information leaflet on the Library's services (both in Italian and English) can be found at the entrance.

External Signage

Inside the University Central Building there are some orientation maps, indicating where the Library is located.

The ancient access door to the Library's historical room, now a security exit, is surmounted by a plate where the word "Bibliotheca" is inscribed, in capital brass letters.

Internal Signage

In all Library spaces there are orientation signs made up of plates and tabs indicating services, rooms, and offices; all signs are mustard yellow coloured.

Monographs on open-shelf are placed according to the classification system in use and identified by mustard yellow tabs on which the disciplinary code is laid out. The Periodical Collection is identified by tabs placed on the shelves and coloured according to their classification code, as well as specific maps of the storage areas, where their storage space is highlighted in the same colours as the tabs.

The Book Tower, only accessible to Library staff, in residence Jesuit Fathers, and tenured professors, is equipped with summary panels indicating the distribution of volumes throughout the 5 floors of the depository according to their classification codes; all shelves are equipped with mustard yellow tabs on which the respective range of classification codes is reported, so as to easily identify the distribution of the collection in the various corridors.

Safety signs are present in all areas of the Library.

Staff

The permanent staff of the Library consists of 18 employees, two of which are part-time. The Library also outsources 7 external employees for cataloguing the Ancient and rare Fund and 2 art conservators in charge of following conservation projects.

The staff does not have an identification tag and does not wear a uniform.

Part of the staff speaks English and French.

People with Disabilities

For users with physical disabilities, the Library is accessible only on the entrance floor, therefore usability is limited to the two main reading rooms and adjacent service areas.

Toilets

There are no public toilets inside the Library. Users can use the bathrooms located on the ground floor of the Central Building or those located in different areas of the University.

2.2 Usage

Spaces

Reading Rooms

Below are the reading rooms available to users for consultation, study, and research.

- Room 1, the modern room
Located on the first floor, it houses 140 study stations and 3 computer stations.
- Room 2, the historical room
Located on the first floor, it houses 132 study stations and 4 computer stations.

- Room 3
Located on the ground floor mezzanine, it houses 22 study stations and one computer station.
- Room 4, the theology periodicals room
Located on the second floor, it houses 12 study stations.
- Room 5, the canon law periodicals room
Located on the second floor, it houses 12 study stations and one computer station.
- Art Room
Located on the second floor, it houses 10 study stations.
- Ancient and rare Consultation Room
Located on the ground floor mezzanine, it houses 4 study stations.
- Mediateca Room
Located on the ground floor mezzanine, it houses a planetary scanner and 2 viewers for microforms.
- Exhibition Room
Located on the ground floor mezzanine, it houses 2 study stations and 2 computer stations.
- Course Reserves Room
Located on the first floor.

All consultation tables are equipped with electrical outlets for laptops.

The Wi-Fi network is active in all areas of the Library.

Lighting

Reading rooms have large windows for natural lighting and are equipped with adequate artificial lighting.

Monitoring and Maintenance

All rooms and Library spaces are regularly monitored to ensure full usability.

The Technical Department of the University guarantees the safety of appliances through periodic maintenance.

Order and tidiness of the Library is checked daily during closing hours. More thorough and targeted cleaning operations are performed during summer closure.

Open-shelf Collection

Books located in the reading rooms, mainly pieces of frequent consultation (encyclopaedias and dictionaries, biographies and repertoires, manuals and reference works), are on open-shelf and therefore quickly accessible to users. Overall, there are about 50,000 volumes, 10% of the entire monographic collection.

Volumes included in the Course Reserves Service are also directly accessible in the designated room.

The entire Periodical Collection, which the second floor of the Library's main wing is dedicated to, together with the sixth floor of the Book Tower, is freely and directly available, with the exception of those titles that are published prior to 1900, belong to special collections, and/or have a large format, for which users must submit a special request to the Distribution Desk.

Closed-shelf Collection

Requests

Volumes placed in the depositories with call numbers Mag., FA, BEV, Fag., Soc., SIDIC, and Ved. must be requested for consultation by choosing between two possibilities:

1. By selecting the volume directly from the Library [online catalogue](#);
2. By using the "Inserimento richieste" function on the [moBi](#) Web platform.

Users can request up to 12 volumes per day and requests can be made 24 hours a day, even outside the University Network. All requests sent after 5:01 p.m. will be processed the following day; the Service is suspended from Saturday at 11:01 a.m. to Sunday at 5:00 p.m.

Volumes of the Ancient and Rare Fund (call numbers: Inc. and Ris.) will be requested in the same way, but with the limitation of 3 volumes per day, and they must be consulted in the dedicated room.

Volumes pertaining to the Wetter Fund (call number FW) and to the Hagiographic Fund (call number FA) must be requested at the Distribution Desk by filling out the special paper card.

Books are collected from depositories every 30 minutes; as soon as requested volumes are available, users will receive an e-mail and shall collect them at the Distribution Desk no later than 30 minutes before closure.

- Maneat

A maximum of 5 volumes per day can be retained in consultation using the "Maneat" function on moBi. Only volumes located in the depositories can be held for consultation: it is not allowed to retain in consultation open-shelf volumes (including periodicals and volumes located in the Course Reserves Room) and those pertaining to the Ancient and Rare Fund.

At the end of the study session, and in any case before closure, volumes must be returned to the Distribution Desk, where they can be collected again no later than 30 minutes before closure for the following seven days.

If volumes are not consulted for more than four consecutive days, the Maneat option automatically expires; automatic expiration is also established on the day before Easter closure, summer closure, and Christmas closure.

- Returns

At the end of the study session, all volumes must be returned to the Distribution Desk, including those on Maneat and those which are no longer needed.

On the day of book restitution, if volumes have not been reserved by another user, it is possible to extend the Maneat option for another seven days. If the day of restitution falls on Sunday or on a State holiday, the renewal of reservation or restitution will be postponed to the first business day.

- Reservations

The "Prenotazioni" function on moBi allows users to reserve a volume that has already been requested by someone else.

- Warnings and sanctions

Failure to comply with the service regulations entails the following warnings and sanctions.

- a) The first warning is intended to raise awareness on the correct use of the Distribution Service and does not affect the volume request process.
- b) The second warning is the last one that has no consequences on the volume request process.
- c) The first sanction inhibits volume requests for 24 hours, and only volumes in the Reading Rooms and on Maneat remain available for consultation.
- d) The second sanction temporarily inhibits volume requests; to restore access to the service, it will be necessary to make an appointment with the Library Manager, at the following address [biblioteca@unigre.it](mailto:bibliote-ca@unigre.it).

A brief [guide](#) to the book requesting and handling procedure is available in Italian on the Library's website.

Mediation

Research Assistance

During opening hours, the Library offers consultation and assistance, in order to favour acquaintance with the collections and on how to access them. General bibliographical info and assistance in catalogue and database consultation and document retrieval is offered as well.

Research Assistance for People with Disabilities

During business hours, the Library will do its best to guarantee consultation and assistance to users with disabilities in order to facilitate access to collections, even though there is no specialised personnel in disability support.

Research Tools and Aids

- Card Catalogues

Traditional card catalogues are available (all closed on September 30th, 1992)

- Online Catalogues

The Library catalogue is available online 24/7 (including holidays).

It contains bibliographical records of the entire Library patrimony, both hard and electronic, with the exception of some documents of the Hagiographic Fund, acquired but not yet catalogued, of the section in Cyrillic alphabet from the Wetter Fund, of individual articles published within periodicals, and of specific online resources contained in subscribed databases.

Online resources can be searched for using the catalogue or the [DigiPoint](#) platform, which contains also numerous open access resources; for online periodicals we recommend the use of [Full Text Finder](#), a virtual cata-

logue with an index of all electronic journals owned by the library, including those contained in the databases subscribed by the Library and those with open access.

Bibliographical records are in MARC21 format, while descriptions follow the *AACR2/RDA* rules (*Anglo American Cataloguing Rules/Resource Description and Access*) in addition to local variants, compiled and adopted by the URBE network.

The classification system currently in use has been specifically developed by the Jesuit Fathers and is conceived to describe, into depth, all subjects studied at the Pontifical Gregorian University, hence it is used only by its Library. The classification system for monographs is alphanumeric: its structure consists of a numerical part, a topic class, which refers to the general topic, and an alphabetical part, the subclass, which specifies the topic. For periodicals, the code is strictly alphabetical and identifies the main subject fields. On both cases, the classification code corresponds to a verbal system with a hierarchical structure based on the same criteria, which can be found in the "Subject" field of the bibliographic record.

The Library catalogue has four search modes:

1. simple search;
2. advanced search;
3. index search (browsing);
4. topic search.

If no results are shown in the Library catalogue, the search can be extended simultaneously to all catalogues of URBE libraries.

- Bibliographical inventories and specialised bibliographies

Bibliographical inventories and specialised bibliographies are available for all the subjects taught at the University: theology, canon law, philosophy, history and heritage of the Church, missiology, social sciences, spirituality and psychology, art, and literature.

The Catalogue Room, located on the ground floor mezzanine, hosts card catalogues and general bibliographies; the Library offers also bibliographical and full text databases.

Research Tools and Aids for People with Disabilities

The Library does not offer research aids for users with disabilities.

2.3 Additional Services

Bookshop

The Library does not have a bookshop.

Room CA02 of the University Central Building hosts the bookstore of G&B Press, publisher of institutional publications. The academic community benefits from volume ordering services and special discounts.

Cafeteria

The Library does not have a cafeteria.

On the ground floor of the Central Building the Pontifical Gregorian University hosts the Greg Cafe, which offers discounts to the academic community.

Locker Room

The Library has a locker room, located in the entrance area and accessible by using the personal card. While the room has video surveillance, the Library declines responsibility for theft or damage of goods left unattended and recommends not to check-in valuables. The locker room is equipped with 284 lockers whose use is strictly personal and limited to the time spent at the Library. Check-in is free of charge, however taking the locker key outside the Library is not allowed. For safety reasons, the staff carries out periodic checks by opening the lockers after closure hours and removing all their contents.

2.4 Loan

Internal Loan

loans are reserved to emeritus and permanent professors, to aggregate and associated appointed lecturers and PhD students of the Gregorian University, as well as to the Jesuit Fathers in residence at the Community. The

emeritus and permanent professors, the aggregate and the associated appointed lecturers, the PhD Students, the Research Fellows, and the Jesuit Fathers can borrow:

- up to 20 books from the depositories, for up to two months;
- up to 5 books from the reading rooms, for up to one week.

It is available a self-service loan station for all authorized users, placed at the Library Loan Office, to the right of the Reception Desk. A quick [user's guide](#) for the station is available in Italian on the website.

The appointed, invited and assistant lecturers can borrow up to 3 books for a month, only from the depositories. The request must be made through [moBi](#) and then using self-service loan station.

The PhD students and the Research Fellows can borrow up to 3 books for two weeks, only from the depositories. The request must be made through [moBi](#) and then using self-service loan station.

Ancient and rare books, encyclopedias, dictionaries, and periodicals aren't in any case for loan.

Interlibrary Loan

The Library does not carry out interlibrary loans.

2.5 Document Delivery

The Document Delivery service allows exchange of document copies between libraries at a local, national, and international level, in compliance with current Italian copyright laws (Lex 22 April 1941, n. 633 and related amendments).

The Library provides the service for free and exclusively for periodical articles; thanks to an agreement, exchanges are free of charge between the libraries of the URBE Network. Large format and/or illustrated periodicals are excluded from the service.

For all information, please see the [Regulations of the Document Delivery Service](#).

Incoming Document Delivery

Requests from institutional users of the Library must be submitted by registering at [NILDE \(Network Inter-Library Document Exchange\)](#); each user can submit up to 3 requests per month.

The library that owns the document might ask the user to pay a service fee, the amount of which will be communicated to the applicant before the procedure is initiated.

Upon arrival of the requested document, users will be contacted by email right away; when copyright terms and conditions do not allow the Library to send the documents in digital format, users shall collect the hard copy at the Distribution Desk within five business days of receipt of the notification.

Outgoing Document Delivery

Requests from other libraries must be submitted by using the [NILDE](#) (Network Inter-Library Document Exchange) service or by filling out the [online form](#); each library can submit up to 3 requests per month.

Documents will be sent in electronic format to the requesting library, which will have to deliver them to the user in hard copy and delete the received file.

2.6 Reproductions

Self-Service Photocopy and Scan

Photocopy and scan are self-service and must be performed in compliance with copyright law. It is not allowed to reproduce volumes published before 1900, rare and valuable material, dictionaries, encyclopaedias, large-format and/or in poor conditions volumes.

The Library acknowledges the personal card as an ID and as payment method; it can be recharged at the Reception Desk.

The rates applied are the following:

- black and white photocopy: 4 cents;
- colour photocopy: 30 cents;
- scan: 3 cents.

Digital Reproductions Upon Order

This service is considered an extraordinary activity and can therefore be subject to limitations.

For all information, please refer to the [Regulations for the request of reproductions for private use](#).

2.7 Reference

On-site consultation, information, and assistance is guaranteed. For first level assistance, it is possible to contact the Library remotely by writing to the proper Section (see [Contacts](#)) or using the “Ask the librarian” live chat.

First Level Assistance

First-level assistance includes:

- basic orientation on space, services, and documents;
- basic searches using the catalogue;
- basic researches on themes and subjects.

Second Level Assistance

Second level assistance provides:

- advanced searches using the catalogue;
- advanced research on themes and subjects using databases, directories, archives, web;
- assistance on internal services and/or to external institutions for further research.

2.8 Conservation

Prevention

The Library implements a rigorous prevention and protection policy of book patrimony to ensure its correct conservation. Considering the different organisation of book depositories, the strategic plan is structured as follows:

▫ [Book Tower](#)

The main collection, housed in five of the six floors of the Tower, is constantly monitored to assess its health conditions. The need to optimize storage spaces requires regular assessment of the expansion of collections and periodic relocation of entire sections.

Due to its architectural structure, management of environmental features in the Tower is very complex and, to date, it is not possible to control the internal temperature and to differentiate it from the external one. However, in an attempt to prevent damage caused by atmospheric agents and/or insects and microorganisms, natural lighting is contained by window screens, ventilation is controlled, and several dehumidifiers are located in the most critical areas. Periodic dust removal from volumes and furniture is performed.

▫ [Traspontina Depository](#)

This depository hosts the Library's special modern collections and the precious Ancient and Rare Fund. Its set-up allows for optimal management of the environmental parameters of temperature, relative humidity, and ventilation. Periodic dust removal from volumes and furniture is performed.

Restoration

The dual character of the Library, which combines academic and historical features, and above all the awareness of being the guarantor of a patrimony which is one of the Pontifical Gregorian University's main prides, has led to the creation of a first intervention point for preservation, where it is possible to work on volumes of the Ancient and Rare Fund.

To this end, the Library organizes restoration and conservation internships partnered with higher education institutions, to be carried out at the internal Laboratory.

2.9 Enhancement

Expositions

Bibliographic exhibitions are under planning, in order to promote the documentary and artistic patrimony, and make it accessible to a wider public.

The Library grants loans exclusively for scientific initiatives or for important cultural events, organised by public institutions or private associated entities, and only after having been guaranteed the safeguard of the requested material.

Events

Meetings, editorial presentations, and other related cultural initiatives are under planning, in accordance with the Library's cultural and historical profiles.

Guided Tours and Thematic Itineraries

The library hosts guided tours and thematic itineraries for specific groups.

Publications

The Library promotes its collections by publishing special catalogues and articles on activities carried out for their improvement.

Advertisement of Activities and Initiatives

Activities and initiatives are advertised on the Library's website, the bulletin board, the monitor at the entrance, the newsletter, and the Facebook Page.

Partnership

The Library collaborates and partners with similar institutions, research institutes, and associations in order to promote its cultural patrimony and cultural activities. It also carries out fundraising in support of institutional projects.

2.10 Library Instruction

Guided Tours

The Library organises guided tours of its areas, patrimony, and services offered, which is highly recommended for newly enrolled students and mandatory for external users.

Tours are held, from October to June, every Tuesday at 2:00 p.m. for a maximum of 20 users. During the months of October and November they are also held on Fridays at the same time; the meeting point is the Library's entrance.

To participate is necessary a reservation.

It is possible to request extraordinary guided tours for groups of users with specific needs, by contacting the Library Management.

User Education

The Library offers an orientation service for bibliographic research and for the use of documentary resources: training sessions on the catalogue, periodicals, electronic resources, and the Zotero software are organized every six months. The calendar is published and advertised through the website and the usual communication channels.

To participate is necessary a reservation.

By contacting the Library Management it is also possible to request targeted meetings to support study and research.

2.11 Improvement process

Goals

The quality of the Library's procedures is subject to continuous improvement, depending on the financial, physical, and human resources available.

The short and medium-term initiatives are the following:

- Collections

The upgrading of the open-shelf monographic collections is underway, in order to make often consulted works directly accessible to users.

The evaluation of the series subscribed is underway in view of their upgrading.

- Services

Enhancement of the second level reference, through regular provision of the service, is under planning.

- Enhancement

A general plan to improve the Library's Ancient and Rare Fund is underway, starting from the computerized cataloguing of works and specimens, up to exhibition experiences, in order to initiate cultural processes and spread knowledge of the secular history of Jesuit libraries.

Measurement and Evaluation

The Library periodically publishes - on the [dedicated web page](#) - statistics relating to:

- users and entries;
- services (guided tours, User Education, consultation, loan, Document Delivery, exhibitions, and course Reserves;
- patrimony (purchase suggestions, acquisitions, cataloguing, and bookbinding).

Tools for analysing the performance of services are designed and developed in close collaboration with Information Systems. The annual survey on the use of electronic resources is for internal usage, as it is aimed at evaluating the preservation of subscriptions.

The Library periodically supplies its users with a satisfaction questionnaire, which aims at evaluating the resources and services offered. In addition, questionnaires aiming at identifying corrective actions are provided for all training sessions about the catalogue, periodicals, and electronic resources. A survey report on the satisfaction of participants in training courses is published at the beginning of each academic year on the [User Education web page](#).

3. Data Protection and Participation

3.1 Data Protection and Privacy

The Library guarantees that users' personal data are used exclusively for managing services and in compliance with the current legislation.

3.2 Types of Interactions

Purchase Suggestions

The service accepts purchase suggestions for monographic resources (books, e-books, CD-ROMs, and DVDs) to be sent to the Acquisition Section of the Library, in order to foster the growth and update of collections.

Reserved for the teaching personnel of the Pontifical Gregorian University, the service is [accessible online](#) from the University Network and remotely, by logging in with the institutional credentials.

Donations

The Library of the Pontifical Gregorian University guarantees the homogeneous and sustainable development of the bibliographic collections as far as supporting scientific research and teaching; donations and bequests are some of the means by which its bibliographic and documentary patrimony is enhanced.

Reception of bibliographic material offered through these means, follows the [Regulations for the acceptance of donations and bequests](#).

Proposals

Users are encouraged to submit recommendations and suggestions to improve the Library's organisation and services by contacting biblioteca@unigre.it.

Reports and Complaints

Users can report disruptions or express complaints by contacting biblioteca@unigre.it. The library commits to reply within 30 days.

Satisfaction Questionnaires

The Library periodically asks users to submit a satisfaction questionnaire to assess and guarantee the quality of its services; also, specific inquiries are made, in order to evaluate areas in need of improvement.

3.3 User Etiquette

A conduct consistent with the dignity of the institution is required in the Library.

Users are required to comply with the existing [rules](#) and [regulations](#) and are kindly asked to respect the other users' desire to study in a pleasant, quiet, and welcoming environment.

The Library' assets are temporarily entrusted to users, and therefore must be handled with care and returned to the staff without any damage. All the equipment, goods, or space that are made available must be considered a fruition support of the services, and therefore responsibly used, in the current and future interest of all users. Users are required to inquire about the correct use of the equipment, not to damage it, and not to leave it in conditions that could lead to theft or neglect, in order to guarantee its availability to future users.

The use of Internet must be ethical and transparent.

In the event of non-compliance with the rules, the penalties provided for, depending on the seriousness of the infringements and recidivism, might be one of the following:

- verbal warning;
- written warning;
- temporary ban from the Library;
- permanent ban from the Library.

3.4 Communication

Up-to-date information on services, resources, and news is advertised through the Library's website, the newsletter, and the [Facebook Page](#).

An [information leaflet](#) on the Library's services, both in Italian and English, is available to users.

Every Monday the Library publishes [bulletins](#) with updates on the enhancement of the monographic patrimony and periodical issues through purchase, exchange, and/or gifts; every six months, users are informed on the activation of new subscriptions to periodicals, series, and on-going works, and the acquisition of new electronic resources.

The *Library Service Charter* is published on the [Documents and Regulations web page](#).

3.5 Revisions and Updates

This *Library Service Charter* has been submitted to the Library Council, has been approved by the Rector of the Pontifical Gregorian University, and will be periodically updated.

COMPLAINT FORM
(PLEASE FILL IN THE FORM IN CAPITAL LETTERS)

COMPLAINANT INFORMATION:

SURNAME _____
NAME _____
PLACE OF BIRTH _____ STATE _____ DATE OF BIRTH _____
STREET ADDRESS _____ CITY _____
POST CODE _____ STATE _____
PHONE NUMBER _____

NATURE OF COMPLAINT

DESCRIBE YOUR COMPLAINT

HOW CAN WE IMPROVE OUR SERVICES?

We will answer your complaint within 30 days

Data Treatment

Personal information provided in this form are processed by the Pontifical Gregorian University, controller of such data, both in electronic and paper format, for the sole purpose of answering the complaint. Personal data will be accessible only to the Library Management, as well as to the staff in charge of providing the service and processing data for statistical purposes; communication with third parties or dissemination is not admitted. Provision of personal data and signing of the form at the bottom, necessary for the fulfilling of the application, will be acknowledged as an authorization to the Pontifical Gregorian University to use the data for the above-mentioned purposes.

At any time, interested parties may exercise the rights provided for by the Privacy Code (Article 13th of the European Regulation 679/2016 *GDPR - General Data Protection Regulation*, in particular: the right to access their personal data, request its correction, updating or cancellation, as well as to oppose their treatment for legitimate reasons) by contacting the Data Controller, also by e-mail to the address: biblioteca@unigre.it.

Date _____ Requestor's Signature _____