

TREVILAB

Centro Multilingue Bolzano
Multisprachzentrum Bozen



Mediateca Multilingue
Merano
Sprachenmediathek
Meran

SERVICE CHARTER

BOLZANO MULTILINGUAL CENTRE

**MERANO MULTIMEDIA LANGUAGE
CENTRE**



Summary

What it a service charter and what is it for?	pg 3
Multilingual Centre and Multimedia Language Centre: who we are	pg 3
Locations and spaces	pg 5
The collection	pg 6
Staff	pg 7
Founding principles	pg 7
Services	
- Access	pg 9
- Reference, the information service	pg 10
- Consultancy	pg 10
- Loans	pg 10
- Loans and automated 24/24 returns	pg 11
- Interlibrary loans	pg 12
- Autonomous language learning consultancy	pg 12
- Internet	pg 12
- Biblioweb digital library	pg 13
- Other online services	pg 14
- Catalogue	pg 14
- Acquisition suggestions and donations	pg 14
- Reading, language and culture promotion	pg 14
- Complaints and suggestions	pg 14
- Rights and duties	pg 15
Appendix - legal references	pg 16
Attachment:	
- Quality standards in the services offered	pg 17

What a service charter is and what it is for

A service charter is a fundamentally important tool which sets out a library or media library's characteristics and essential purposes, describing the services offered, the minimum requisites which the libraries undertake to respect, its quality standards and the way its services are used as well as the forms of control made available to users. In this way a service charter creates a sort of pact with users, contributing to making the rights and duties of those using the libraries explicit. With this document the intention is to offer users the opportunity to interact with the libraries in order to participate in a growth and involvement process, making them more complete and user friendly in terms of efficacy, efficiency and affordability. By its very nature a service charter is a dynamic tool requiring periodic updates in accordance with changing service supply and use conditions.

Multilingual Centre and Multimedia Language Centre: who we are

The Bolzano Multilingual Centre and Merano Multimedia Language Centre are public cultural institutions¹ working in the sphere of language learning and teaching and knowledge of other cultures, recognised as 'special libraries' under Provincial Council Resolution 4490 of 6th December 2004. These two language resources² have a patrimony of paper and multimedia resources for all ages and language levels. Multimedia terminals for autonomous learning make them a modern reference point for a vast and heterogeneous public made up of both language teachers and the self-taught. The vocation of the multicultural centres is also evident in their popularity with the city's foreign communities who use them as stimulating meeting and information points at which to keep up the languages they know and learn the province's official languages.

The Multilingual Centre was set up in the early 1980s as a Research Centre for Bilingualism with the specific objective of promoting the teaching of German as a second language and it has gradually adapted to the social and cultural changes underway in Bolzano province and Europe, becoming a multimedia centre whose objective is to disseminate languages and cultures.

The Multimedia Language Centre was set up in Merano in 2002 as a centre for autonomous multimedia learning. Initially it focused on a great deal of multimedia supports of various types, both those developed specifically for language learning (language courses on CD roms and DVD roms) and those used in language acquisition via informal trajectories (films on DVD, music CDs, etc.).

Innovative in national terms, these two language resource centres respond to objectives identified by EC language policies (lifelong learning) and are intended to

¹The Bolzano Multilingual Centre and the Merano Multimedia Language Centre work under the aegis of the Bilingualism and Foreign Languages Office, Italian Culture Division of the Department of Italian Culture, Environment and Energy (Autonomous Province of Bolzano).

²Language resource centres provide specific services and resources, environments and equipment available to users for the explicit specific purpose of promoting language learning and teaching, applied linguistics or research in these sectors ("Manuel des centres de ressources de langues", LRC 2003 www.lrcnet.org/html/fr/handbook.html).

act as meeting, learning and community spaces where new languages can be found out about and studied and new people and cultures made contact with. Initiatives pay great attention to quality levels and user needs, propounding a multi-cultural and multi-ethnic vision of society.

These two Bilingualism and Foreign Language Office buildings³ thus do not solely offer basic services to citizens (resource loans, library references, etc.) but they also set in motion local community training processes with encounter, dialogue and a (multicultural and intercultural) knowledge culture in mind as well as awareness raising activities especially via self-earning trajectories (learning autonomy, approach to the new media, etc.).

Specifically the Multilingual Centre and the Multimedia Language Centre pursue the following cultural and academic objectives:

- dissemination of the German language as a second language and other languages in accordance with the principles of lifelong learning⁴ and via thoroughgoing and up-to-date educational-cultural resources also suitable for non-formal and informal learning⁵ (fiction, films, magazines, comic books, music, games, etc.).
- support for autonomous learning via:
 - a. awareness raising on the importance of, and potential for, learning languages autonomously, including outside traditional schools or language courses;
 - b. stimulating people to discover within themselves and acquire the skills required to be more independent in learning such as, for example, via the ability to identify their needs, formulate their objectives, select strategies and resources for effective learning and assess progress, thus taking responsibility for their own learning processes;
- supporting language teaching via ongoing and systematic acquisition of up-to-date resources;
- identifying, experimenting and disseminating innovative, non-formal language learning trajectories (use of new technologies, creation of meeting and learning contexts, etc.);
- creation of cultural events designed to raise awareness and give people information on other cultures and languages, to enhance multicultural richness;
- act as reference point for migrant communities needing to learn the province's official languages as well as to keep up their own mother tongues and contact with their cultures of origin⁶;

³ Since the end of the 1970s the Bilingualism and Foreign Languages Office has been working to promote the German language as a second language as well as the world's other languages and cultures. For the purposes of offering the province's population direct and immediate access to languages, the office set up two territorial centres designed to support language teaching and foster self-learning: the Bolzano Multilingual Centre and the Merano Multimedia Language Centre.

⁴ Lifelong Learning Programme (EACEA)

⁵ The term non-formal learning is applied to those learning trajectories planned and designed by an educator, trainer or entertainer which offer support during the learning process as a whole. Informal learning, on the other hand, describes spontaneous learning like that which occurs every day in normal life.

⁶All European Community member states should be guaranteed greater and better opportunities for non-native speakers (both adults and children) to learn the national language/s in the countries they live in as well as to improve their own native languages ("Brussels Declaration on Language Learning in Europe", 2006)

- consultancy for study, research and projects in the learning and autonomy in language learning sphere;
- dissemination of South Tyrolean culture via resources in dialect and projects designed to increase knowledge of local history;
- working in conjunction with other libraries, bodies and cultural associations in the area;
- working in conjunction with other centres designed for autonomous language learning, including abroad.

Locations and spaces

The Multilingual Centre covers two floors and around 250 square metres inside Centro Culturale Trevi, via Cappuccini 28, in Bolzano's historic centre, a stone's throw away from the new civic theatre and the railway station. It is accessible from all the town's public bus lines (Piazza Domenicani or Piazza Verdi stops) and by train. For those coming by car, the nearest car park is in Via Mayr-Nusser. Wheelchair access is on Via Marconi 2 (the rear car park entrance).

The Multilingual Centre organises its collection onto open shelving with over 18,000 books and multimedia tools in German, Italian, Ladin, English, French, Spanish, Portuguese, Arabic, Russian, Chinese, etc. Resources can be borrowed or consulted on site via PC terminals with access to a selection of specific websites (podcasts and links for language learning), TV stations with DVD readers and areas for listening and iPod use.

Resources are subdivided into various areas:

- The language islands (Deutsch - italiano - ladin - English - français - español - portugês - عربي - русский язык -汉语) make available self-learning resources: language courses and exercises, facilitated reading and reading exercises, listening and oral and written expression, grammar books and dictionaries, comic strips, magazines and fiction, language resources for work and materials for the teaching or learning of Italian for migrants. The Multilingual Centre also offers Nintendo consoles with language games and iPods containing podcasts preselected by language and level.
- Within the language islands up-to-date material is available for the preparation of language certification exams. The Multilingual Centre works with Alliance Française Verona to organise exams for internationally valid certification in French.
- Kids corner is an ultra-colourful corner for little ones with books, cartoons, audiobooks, songs and lots of different languages to play with.
- The home video section offers original language films.
- Spaces devoted to language and self-learning consultancy (Sala Colonna) where users can plan a personalised study plan with a language tutor, taking account of individual needs and objectives.
- Specialist literature focusing on multilingualism, self-learning, language consultancy, early learning of other languages and adult learning. The section comprises a collection of undergraduate and doctoral theses on multilingualism to 2005.
- Spaces devoted to language exchange and language volunteer work project meetings.

The Multimedia Language Centre is on the first floor of historic Palazzo Esplanade, in Merano's historic centre, Piazza della Rena 10.

It has open shelving holding over 8000 books in German, Italian, Ladin, English, French, Spanish, Portuguese, Arabic, Russian, Chinese and many other languages.

Resources can be borrowed or consulted on site via PC terminals with access to a selection of specific websites (podcasts and links for language learning), TV stations with DVD readers and areas for listening and iPod use.

The Multimedia Language Centre is divided up into various areas:

- the main room (approx. 180 square metres) hosting the language islands with educational material and multimedia terminals for self-learning: courses and exercises on CD-rom, DVD-rom and iPod, audiobooks, videogames, fiction and comics, material for language exam preparation;
- a reading room (approx. 80 square metres) with over 30 language magazines and national and international newspapers and a vast selection of original language films and music CDs;
- a kids corner with resources of various sorts devoted to the little ones.

The collection

Acquisitions

The Multilingual Centre and the Multimedia Language Centre increase their patrimony every year with at least 1000 new book and multimedia resources.

The choice of titles takes account of:

- The mission of the Bilingualism and Foreign Languages Office
www.provincia.bz.it/multilingualcentre/languages-services
- real and potential user needs including those of non-European language communities present in the province;
- other local library collections;
- new library and multimedia market trends.

Resources are almost all in the original language or in bilingual versions - original/Italian or German.

All types of supports are bought, with priority being given to multimedia resources (such as paper resources with audio or video supports) suitable for autonomous learning, namely with exercise answers, suggestions on autonomous study techniques and strategies, simple explanations, interfaces in various languages (above all for the lower levels, A1-A2).

The Multilingual Centre and the Multimedia Language Centre have fixed coverage level guidelines to apply to the various sections in order to show the study level desired for the various levels. Coverage levels are set out in the Collections Charter. In general terms, however, there is material for all age groups - children, teenagers and adults - and for all Common European Framework of Reference for Languages levels.

Revision and elimination

The Multilingual Centre and Multimedia Language Centre resources are subject to annual revision for the purposes of maintaining a living, up-to-date collection coherent with their mission and objectives. Resources are thus assessed from a use, quality, user friendliness, coherence and topical perspective.

Resources eliminated or lost are repurchased only if their collection value and user dissemination and appreciation rates are high. Material to be eliminated but still in good condition is first offered to other libraries or associations and then free of charge to users.

The two centres retain magazine collections of particular linguistic and academic interest especially if these are not held at other institutions.

Staff

The Multilingual Centre and the Multimedia Language Centre are organisational units working under the aegis of the autonomous province of Bolzano and part of the Italian Culture Division, Bilingualism and Foreign Languages Office.

The two centres are managed by provincial staff:

- 1 office manager;
- 1 co-ordinator;
- 2 administrative staff members dealing with acquisitions and material;
- 3 language and organisation staff members and inspectors;
- 2 secretarial assistants running the front-office services;
- 1 administrative assistant;
- 2 contacts for the bibliographical consultancy service in various languages (this service is tendered out to a service co-operative).

Multilingual Centre and Multimedia Language Centre staff assist users politely, impartially and confidentially but can also exclude or suspend from one or more services users who disturb others or who behave in ways unsuited to the site or not respecting the rules set out in this document.

Staff are not responsible for children's choice of reading matter, use of PCs and internet and in general for overseeing their behaviour.

Fundamental principles

The libraries are institutions which contribute to guaranteeing citizens' right to free access to culture, information, documentation, free expression of opinions and creativity.

The general principles underlying public library work are set out in the public libraries of the IFLA (International Federation of Library Association), the UNESCO public library manifesto (1994) and pursuant to articles 3 and 9 of the Italian Constitution.

The Multilingual Centre and the Multimedia Language Centre recognise and adopt the following principles:

Equality and impartiality

The Multilingual Centre and the Multimedia Language Centre provide their services in accordance with principles of equality and without age, gender, sexual orientation, race, religion, nationality, language, opinions and social status discrimination. Impartiality is expressed in a commitment to fulfil all service requests from the various users uniformly in the order in which applications are received and in accordance with the rules. Impartiality and equality are also guaranteed by service diversification by user type. In particular, in Alto Adige/Südtirol/South Tyrol users have the right to: use one of the two official languages recognised by presidential decree 574 of 15.07.1988 and later amendments⁷.

Continuity

Services are ongoing and regular, within the public opening hours framework. In the event of irregular functioning or service interruption, measures will be taken to limit such irregularities as far as possible and reduce disruption to users as far as possible.

Accessibility

Accessible opening hours

Opening hours and service access and use methods are guided by the principle of maximising user friendliness with a minimum of 28 hours of opening per week and a maximum of 30 days of closure per year.

Users will be notified of any extraordinary reductions in service or closures with written notices outside and inside the Centro and Multimedia Language Centre, on its website and Facebook page and by newsletter.

The opening hours of both Multilingual Centre and Multimedia Language Centre are co-ordinated with other local facilities.

Accessible spaces

Both Multilingual Centre and Multimedia Language Centre are accessible to the differently able: from the main entrance for the Merano Multimedia Language Centre and Via Marconi 2 for the Bolzano Multilingual Centre.

The Multilingual Centre and the Multimedia Language Centre undertake, as far as their personal capacities allow, to ensure that the buildings respond fully to the requisites of current legislation on the subject of building accessibility.

The right to choose

The collections and services comprise the various forms of documentation available on a range of supports reflecting current social trends and developments. The Multilingual Centre and Multimedia Language Centre can also advise users on all locally available services.

⁷ Implementation norms for the Special Trentino-Alto Adige Regional Statute pursuant to the use of the German and Ladin languages in dealings with the local authorities and legal proceedings. These norms were subsequently amended with legislative decree 283/2001 and lastly with legislative decree 124/2005.

Participation, user friendliness and transparency

The Multilingual Centre and Multimedia Language Centre encourage user participation, both individuals and groups, in their activities, ensuring processes by which they can make suggestions, requests, observations and complaints. They promote active user involvement in the formation and development of the collections, offering users the chance to present purchase requests and donate books or other materials to the collection.

The Multilingual Centre and Multimedia Language Centre are active on Facebook for the purposes of enhancing communication with and between users around the activities and proposals offered, to be built on together.

The Multilingual Centre and the Multimedia Language Centre ensure simplified processes and clear, prompt information, also by means of the use of IT tools. Users are entitled to information regarding the procedures around the requests expressed, the names of those responsible for such processes and the related time frames.

Both Multilingual Centre and Multimedia Language Centre consider themselves bound by professional secrecy standards and the application of the personal data privacy laws relating to subscriber data, pursuant to EU Regulation 2016/679 on personal data protection.

Users are provided with a clear data storage and processing notice telling them how their personal data is used on subscription.

Efficacy and efficiency

The Multilingual Centre and the Multimedia Language Centre work constantly to improve services, inspired by efficient (using their resources optimally) and effective (achieving goals) functioning criteria.

User needs and satisfaction are taken into account in service provision and organisation.

Free service

The basic services offered by both Multilingual Centre and Multimedia Language Centre - site access, consultation, loans, bibliographical consultation, internet use of selected sites on available terminals, guided visits, language learning support and cultural activities - are free of charge.

Users are liable to fines in the event of late return of items borrowed.

Services

Access

Use of the services of the two sites is subject to subscription, free of charge and available to everyone. Subscription requires users to show their tax codes in the form of their official health system access cards which will then act as subscription cards, and a valid ID card or, for non-EU citizens, a valid residence permit proving that they live in Bolzano province.

Children's subscription applications must be made by a parent or legal guardian together with a photocopy of the latter's ID card.

Subscription entitles users to access all the other libraries of the Explora catalogue.

Users must notify the libraries of any changes to their address or telephone numbers promptly.

Care home residents can use material on site. Loans to the latter can be made via the associations managing such homes. (See relevant regulations).

Both Multilingual Centre and Multimedia Language Centre use security tag systems. Pace-maker wearers are advised to inform staff who will let them in through a secondary protected access route.

Food and drinks cannot be consumed on the premises and mobile phone use is forbidden. Pets are allowed if due precautions are made and they do not disturb others.

Pursuant to provincial law no. 6 dated 3rd July 2006 on safeguarding the health of non-smokers, smoking is forbidden in the two buildings⁸.

Reference, the information service

Multilingual Centre/Multimedia Language Centre 's reference section helps users identify the material best suited to their tastes and language goals, supplies information on the services and initiatives of the Multilingual Centre and the Multimedia Language Centre, offers online catalogue consultation assistance and supplies useful advice regarding research into specific fields and autonomous study opportunities via the many free resources available on the web.

Consultation

Subscribed users are entitled to on site collection consultation free of charge and within opening hours. Material must be handled with care and given back undamaged within the established time frame. Users (and responsible adults or parents for children) are personally responsible for the material borrowed and cannot pass them on to third parties. They are also responsible for any damage to site materials, equipment and furniture.

Any functioning difficulties and malfunctions in materials and/or equipment must be reported to the front office promptly. Users are responsible for repurchasing or compensating for damaged or lost materials in accordance with the specific guidelines of the provincial government. After consultation materials must be handed back to loans staff.

Only material owned by the Multilingual Centre/Multimedia Language Centre can be used on the multimedia terminals. Downloading onto removable media is not allowed.

Loans

Material loans are free of charge and take place via the presentation of a tax code (health card).

- Loans are valid for a period of 30 (thirty) days and can be extended for a further 30day period. Users can borrow a maximum of 5 items (a maximum of 5 books or 2 other materials per type) with the exception of those highlighted below.
- Film, music CD and magazine loans are valid for a period of 7 (seven) days and can be extended once for a further 7 days. Users can borrow a maximum of 5 items (max. 2 per type);
- Certain dictionaries can be loaned for a maximum of 7 (seven) days.

⁸ National law no. 3 of 16th January 2003, art. 51

Hardware support loans are available to users over the age of 18 and resident in Bolzano province.

The following material can only be consulted on site:

- paper encyclopaedias and dictionaries, undergraduate theses;
- media/books of special value;
- media/books used for illustrative purposes;
- materials to which special copyright restrictions apply (L. 633/1941 and L. 248/2000).

Loans can be extended online via the OPAC catalogue or by telephone or email, prior to loan expiry date and will be granted only in the event that items have not been booked by another user. Materials can be booked from the Explora web catalogue, at the front office, by phone or by email. Users will be advised as soon as items are available. Material remains available for 5 working days, after which bookings will be cancelled. Users' personal information is used for bookings and loan expiry reminders which are sent by text message.

In the event of violations or non-observance of the service use regulations, the Multilingual Centre and Multimedia Language Centre management can apply the following penalties in accordance with the gravity of the offence:

- temporary loan suspension until the material has been returned, in the event of non-compliance with the loan time frame regulations after a second reminder has been sent;
- loan suspension, after a final (3rd) reminder for a period equal to the effective length of the delay starting from the date the material is returned or other equivalent material is sent - on agreement with the site concerned - or payment of a sum corresponding to the value of the material itself. Material whose theft has been reported must, in any case, be repurchased or paid for. Where material is not returned or paid for in accordance with the regulations or users cannot be contacted at the address supplied, the personal data of the individual concerned will be passed on to the relevant authorities and/or police force who will proceed to forcible recovery of the sums owed.
- suspension of tutoring services for 2 months in the event of non-collection of items booked, without notification. Services booked and not used cannot be recovered;
- definitive suspension from all CML/MMM services in the event of serious and deliberate violations or damage or that caused by improper use of the sites or the equipment in it. Damage must be paid for by users in accordance with the sites' guidelines;
- users reported to the authorities for the use of the sites' materials for commercial gain, for reproduction or use other than that allowed by the law, for unauthorised or illegal activities and for use of the internet for purposes not allowed by these regulations.

Loan and 24/24 automated return service

The Multilingual Centre and the Multimedia Language Centre have automated loan terminals allowing users to register and return loans autonomously. Use of these terminals requires a health card, except for returns. Services are active through opening hours and staff can help explain how this work.

As regards returning media borrowed from the Multilingual Centre outside opening hours, the Biblioteca Claudia Augusta entrance on Via Marconi 2 in Bolzano has a Bibliomat enabling material to be returned 24 hours a day, 7 days a week via a hatch. Access to such services is via health cards.

Inter-library loans

Provincial inter-library loan services are free of charge and designed to make the circulation of books and media within the province possible for the purposes of encouraging research, study, lifelong learning and professional development. The Dr. F. Tessmann and Claudia Augusta provincial libraries and the C. Battisti Civic Library in Bolzano make their book/media collections available, sending material to other participating libraries listed in the South Tyrol's inter-library loan library regulations free of charge (www.provincia.bz.it/cultura/biblioteche) on the basis of the reciprocity principle.

The Multilingual Centre takes part in the provincial inter-library loans circuit and can thus request media it does not have in its own collection from other libraries taking part in the inter-library loan service. Material delivery time frames are regulated by the calendar set out by the Audiovisual Office of the German Culture Division available to the libraries subscribing to the service. Recipient libraries undertake to act as intermediaries between end users and lending libraries and guarantors of the correct use and return of the material which must take place within established time frames.

Inter-library loans take place frequently between the Bolzano Multilingual Centre and the Merano Multimedia Language Centre. Users of the two centres can apply for or return media from either at no additional cost.

As regards inter-library loans with other national libraries, the Multilingual Centre and the Multimedia Language Centre loan out their items on request by users from their own reference libraries only. Delivery costs are paid for by the Multilingual Centre/Multimedia Language Centre whilst returns take place in accordance with the methods used by the applicant library and are not payable by the two centres. Requests for material from other libraries at the Multilingual Centre are only considered for specialist texts directly relevant to the centre's mission.

Autonomous language learning consultancy

Users are entitled to four individual consultancy sessions per language per year in which they are given useful suggestions in their autonomous language learning or improvement trajectory. A specific consultancy is also offered for language certification exam preparation and study stays abroad. A consultancy calendar is available on the web page.

Internet

There are terminals at each site offering free internet access to online language courses and selected, classified sites on a special portal, language podcasts and online resources for language certification preparation.

At the Merano Multimedia Language Centre a Wi-Fi network is available for personal laptops.

The internet resources on PCs available to users must be used in accordance with the fundamental functions and goals of the two language learning centres: language learning and the fostering of intercultural and multicultural values. In particular, the Multilingual Centre and the Multimedia Language Centre have an institutional web page www.provincia.bz.it/languages which includes the following:

- ❖ a selection of language related websites and podcasts with ideas, insights and suggestions for autonomous learning;
- ❖ a YouTube channel;
- ❖ advice and useful tools for autonomous learning and early multilingualism;
- ❖ links and resources for language exam preparation;
- ❖ a periodic list of new acquisitions and themed libraries;
- ❖ news.

On the PC terminals and internet made available at the two centres it is strictly forbidden to:

- *modify, remove or damage PC hardware or software configurations;*
- *upload or download files onto the internet or on to a hard drive;*
- *use external removable hard drives;*
- *do business, sign up to subscriptions or make purchases;*
- *access sites whose purposes do not correspond to the purposes of the two libraries;*
- *access sites whose content is illegal or inappropriate and detrimental to the dignity of others;*
- *violate the privacy or confidentiality of third persons.*

Internet use by the under 18s requires prior consent by a parent or adult in loco parentis.

Access to internet terminals and the Wi-Fi network is guaranteed subject to service requirements. Staff are not responsible for helping users and can intervene and suspend browsing at any time at their own absolute discretion where users are researching sites or viewing material not relevant to the objectives of the Multilingual Centre and the Multimedia Language Centre or held to be inappropriate or illegal in a site open to the public. Users are directly responsible, under existing civil and criminal law, for the use they make of the internet services.

The Multilingual Centre and the Multimedia Language Centre (or bodies tasked by them with this) are required to conserve records of all internet browsing done on the premises, where this is required by the law. The information collected remains available to the competent authorities only, where requests for access are made, and in no way infringes users' privacy rights. The management (or bodies tasked by them for this) in any case reserves the right to report users infringing the regulations or performing unauthorised or illegal activities to the police for appropriate investigations.

Users are also responsible for protected access, copyright and use license infringements.

The Biblioweb digital library

Users registered with Bolzano province's Italian library system have access to Biblioweb www.biblioweb.medialibrary.it, a digital resource portal which offers access from anywhere, free of charge, to Italian and foreign newspapers, e-books, audiobooks, music, videos, databases and lots more.

The available resources can be consulted via streaming or downloaded depending on material type and license.

Users access the portal using their tax codes and can download electronic resources in digital loan for 14 day periods. Downloaded e-books can be read on computers, smartphones, tablets or e-book readers and are once again available to other users after 14 days.

Other online services

The Multilingual Centre and the Multimedia Language Centre keep users up-to-date on organisational themes (such as closures, for example) and linguistic and cultural events in various ways:

- ❖ the institutional webpage www.provincia.bz.it/languages;
- ❖ the specific mailing list (registering requires simply authorising sign up on subscription and giving an email address);
- ❖ the social media;
- ❖ leaflets and posters, on the occasion of specific initiatives and events;
- ❖ thematic showcases;
- ❖ local printing bodies.

Catalogue

The Multilingual Centre and Multimedia Language Centre collections are part of the collective catalogue of the libraries of the autonomous province of Bolzano "Explora" www.provincia.bz.it/explora.

Users can check their present and past loans, items booked and expiry dates, extend loans a day before expiry and book new items by identifying themselves via their tax codes.

Purchase and donation suggestions

The Multilingual Centre and the Multimedia Language Centre welcome users' purchase suggestions and, where these accord with the centres' institutional purposes, undertake to satisfy these in the shortest possible time frame. On user request staff at the two centres keep users informed on the outcome of their suggestion. A specific form must be used for suggestions showing all possible references required for its sourcing.

The Multilingual Centre and the Multimedia Language Centre accept documentary donations from individuals where these accord with their institutional goals and are in good condition.

Reading, language and culture promotion

The Multilingual Centre and the Multimedia Language Centre showcase new acquisitions via monthly posts on their webpage showing lists of new items, as well as showcases and themed round tables.

Special bibliographies highlight the specific collections of the two centres, such as languages at the cinema, language and art, specialist languages for doctors, etc. Themed bibliographies are accessible on the webpage.

The Multilingual Centre and the Multimedia Language Centre promote and participate in language and culture awareness raising activities every year, including in conjunction with other institutions whose goals are coherent with and functional to the goals of the two centres.

Complaints and suggestions

The Multilingual Centre and the Multimedia Language Centre accept complaints, reports and suggestions relating to poor service or a failure to respect the commitments set out the charter. Such communications must be sent via email or in a closed envelope to the centre co-ordinators:

Multilingual Centre, Via Cappuccini 28, 39100 Bolzano

centromultilingue@provincia.bz.it or ufficio.bilinguismo@provincia.bz.it

Multimedia Language Centre, Piazza della Rena 10, 39012 Merano

Multimedia Language Centre merano@provincia.bz.it or ufficio.bilinguismo@provincia.bz.it

Only signed reports with a contact phone number will be considered. These will be responded to within 30 days.

Rights and duties

The Multilingual Centre/Multimedia Language Centre staff undertakes to:

- guarantee free access to documents, information and services;
- establish a user-staff relationship based on fairness, willingness to help, courtesy, impartiality and confidentiality;
- help users with requests relating to the institutional goals of the two sites.

Users undertake to:

- respect opening/closing times and the regulations set out in this document;
- be respectful to and co-operative with staff;
- be respectful to other users;
- treat the Centro/Multimedia Language Centre 's collection, equipment and furniture with respect;
- respect loan expiry dates and appointments for services.

This service charter is approved by the Divisional Director and updated every three years whilst the attachments will be updated as needed.

Appendix

Principal legal references regarding service provision

- UNESCO public library manifesto (1994);
- Provincial law no. 41 of 7th November 1983 Per la disciplina dell'educazione permanente e del sistema di biblioteche pubbliche on lifelong learning and the public library system and subsequent amendments and additions (modified with provincial law no. 9 of 20th April 1993 and provincial law no. 15 of 13th October 1993);
- Provincial law no. 5, 13th March 1987, Incentivazione della conoscenza delle lingue on encouraging language knowledge and subsequent amendments and additions;
- Provincial law no. 18, 11th May 1988, Provvedimenti in materia di bilinguismo on bilingualism and subsequent amendments and additions;
- Decree of the President of the Provincial Council, Bolzano, no. 13 of 4th March 1996, Regolamento concernente le biblioteche pubbliche on public libraries;
- EU Directive 2016/679 on personal data protection;
- Resolution no. 1407 of 19th December 2017, no. 1407 Linee guida per la redazione della carta della qualità dei servizi pubblici locali regarding guidelines for local public service charters;
- Law no. 633, 22nd January 1941, no. 633 Protezione del diritto d'autore e di altri diritti connessi al suo esercizio on copyright and other related rights and subsequent amendments;
- Presidential decree 27th January 1994: Principi sull'erogazione dei servizi pubblici on the principles underlying public service supply.

Attachment

Quality standards in the services offered

The Multilingual Centre and the Multimedia Language Centre aim to manage their activities and services in accordance with principles of efficacy and effectiveness. Assessing the extent to which these have been achieved and quality standards reached, together with direct contacts and information exchanges with users, are important ways of obtaining user satisfaction rates.

For some of the services offered, the Multilingual Centre and the Multimedia Language Centre have identified one or more quality standards and objective, measurable goals to be achieved. In some cases, forms of compensation are foreseen where goals have not been achieved (see, individual services offered).

Service offered	Quality standard	Objective 2020-2023	Compensation
Accessibility to the public	Weekly opening times	Minimum 28 hours per week in each building	Not envisaged
	Days of closure per year	Maximum 30 days closure per year	Individual consultancy free of charge on appointment
	Wheelchair access	Access to both spaces is always possible	Individual consultancy free of charge on appointment
	Communication	Notifying users of closure or any obstacles to opening via various channels (webpage, newsletter, social media at least 4 days in advance)	1 free

Service offered	Quality standard	Objective 2020-2023	Compensation
Collection updating	New acquisitions	Minimum 1000 new book and multimedia resources per year (CML+MMM)	1 free
	Revision and elimination	At least every two years	Not envisaged
	Communication	List of new items on the institutional web page	Not envisaged

Service offered	Quality standard	Objective 2020-2023	Compensation
Linguistic-cultural initiative and event organisation	Number of initiatives organised	Minimum two initiatives at the Multilingual Centre or at the Multimedia Language Centre every year	Not envisaged
	Themed showcase and round table creation	Minimum 5 at the Multilingual Centre and 5 at the Multimedia Language Centre every year	Not envisaged
	Initiative communication	Communication via various channels (webpage, newsletter, social media) at least 7 days prior to the initiative	Not envisaged

Service offered	Quality standard	Objective 2020-2023	Compensation
Autonomous language learning consultancy service	Number of consultancy sessions offered	300 sessions per year (CML+MMM)	Not envisaged
	Variety of languages for which the service is offered	Individual consultancy services are offered in both structures for the German, English, Italian, French and Spanish languages.	Individual consultancy free of charge on appointment
	Communication of the service to the public	Communication via a range of channels (webpage, newsletter, social media)	Not envisaged

A co-ordinated Libraries Office of the autonomous province of Bolzano's Italian Culture Division- A.I.B section, Trentino Alto Adige project



Training, consultancy and monitoring - Maria Stella Rasetti, director of the San Giorgio Library in Pistoia.
We would like to thank the librarians who contributed work and suggestions to the project.

First edition - January 2020