MUNICIPALITY OF RECANATI SERVICE CHARTER

# M.A. BONACCI BRUNAMONTI LIBRARY HUB



# INTRODUCTION AND PURPOSE

The Service Charter of the Recanati Municipal Library, adopted pursuant to the Directive of the President of the Council of Ministers of 27 January 1994, sets out the principles, provisions, and quality standards governing the services provided by the Library, with the aim of safeguarding users' rights in terms of effectiveness, efficiency, and value for money. The Charter represents the Library's commitment to providing clear information on how its services are delivered and on the quality standards that users can expect, in accordance with regional guidelines. It promotes transparency in the relationship between the Library and its users while supporting a process of continuous service improvement.

The Charter also clearly defines the rights and responsibilities of everyone who uses the Library's services. Furthermore, it encourages users to engage actively with the Library, becoming participants in a shared process of growth and community involvement, while contributing ideas and suggestions to enhance and further improve the library services.The Library Hub plays a vital role in enriching the social fabric of the community by serving as a centre for cultural development, social interaction, and lifelong learning.The Recanati Municipal Library is a public library that belongs to the community and responds to its needs for information, culture, education, and lifelong learning, while also promoting and preserving the area's historical, cultural, and geographical heritage.

The Library is part of the Marche Regional Library System, within the Marche Sud Library Network, operating in accordance with the regional strategies established for the implementation of the Italian National Library Service (SBN – Servizio Bibliotecario Nazionale).

# EQUALITY AND IMPARTIALITY

The services provided by the Library Hub are delivered in accordance with the principles of Equality, Impartiality, and Neutrality, ensuring equal access and high-quality services for all users without discrimination based on gender, ethnicity, language, religion, political beliefs, or personal and social circumstances.

Library staff carry out their duties with fairness, objectivity, and impartiality, providing the same level of attention and professional support to every user, and ensuring that no unjustified differences arise in the handling of individual requests.

The Library fully respects the confidentiality of personal data. All information is processed in accordance with the principles of fairness, lawfulness, and transparency, in full compliance with Regulation (EU) 2016/679 (GDPR) and all applicable legislation.Library services are delivered according to the published opening hours, displayed both inside and outside the premises, ensuring regularity and continuity in compliance with current legislation. Any temporary changes or interruptions to services will be communicated well in advance, and every reasonable effort will be made to minimise inconvenience and restore normal operations as quickly as possible.

# SERVICE DESCRIPTION

The Recanati Municipal Library is a public cultural service open to all citizens, promoting access to knowledge, reading, lifelong learning, and social inclusion.

The Library provides a welcoming environment for study, research, cultural participation, and social interaction, responding to the educational, informational, and recreational needs of the local community.
The Library is located on the first floor of a historic building in Corso Persiani, in the heart of Recanati's historic centre. The Media Library (Mediateca) occupies the second floor and functions as a multifunctional cultural centre.
The Library's collection comprises approximately 30,000 volumes, including around 10,000 rare and historic works from the collections of former religious institutions (16th–19th century editions) and the Leoni Collection (17th–19th century editions).

The modern collection includes contemporary Italian and international literature, together with a dedicated collection of comics, manga, and graphic novels. Additional specialist collections include: Local history publications, including the principal journals of the Marche Region; Leopardi studies; Contemporary poetry, housed within the "Multiverso" Reading Room.

Approximately 40 study spaces are available throughout the Library, including: General study rooms; Local history reading room; Newspaper and periodicals room, equipped with a public computer workstation; Multiverso Room; Rare Books Reading Room.

A spacious Children's Library provides books for children aged 0–15 years: it hosts educational activities and events, and includes a dedicated Baby Pit Stop to support breastfeeding mothers. Since 2014, the Library has participated in the national Nati per Leggere (Born to Read) programme, promoting reading from early childhood, and since 2019 it has also participated in the Nati per la Musica (Born for Music) programme.

Throughout the year the Library organises: Author talks; School visits; Book launches; Public lectures and seminars; often in collaboration with local cultural institutions and associations.

The Library also provides:Interlibrary Loan (ILL) services; Document Delivery (DD) services; Accessible facilities for users with disabilities.

The Media Library 3.0 offers: Group study areas; Internet workstations for research; Tablet loans providing access to the MLOL Digital Library (MediaLibraryOnLine); Workshops; Educational and recreational activities; Conferences and cultural events.

# ACCESS TO THE SERVICE

The Library is located in the historic centre of Recanati at Corso Persiani, 52, the building is equipped with a lift, ensuring full accessibility to all floors.

The facilities are organised to balance individual study, collaborative activities, and the preservation of the Library's collections.

FIRST FLOOR (Library):

Reception: Information Desk, Loans and Reference Services.
Reading and Study Areas: Study rooms, Local History Collection, Leopardi Collection, Rare Books. Collection, Fiction and Non-fiction Collections .
Children and Young People: Children's Library, Comics,Manga and Baby Pit Stop.
Culture and Leisure: Newspaper and Periodicals Room, Internet Area, Refreshment Area, Conference Room.

### Third Floor (Media Library):

Reception: Information Desk and Reference Services.
Multi-purpose Areas: Conversation Room, Computer Workstations, Music Room, Small Theatre, Teaching Room and Games Room.

The Library provides open access to all materials available on open shelves, and offers internet workstations enabling users to access online information. Admission to the Library and on-site consultation of materials are free of charge and open to everyone. Registration is required only for borrowing materials. Membership is free and may be obtained upon presentation of a valid identity document.

The Recanati Municipal Library is a member of both the Marche Regional Library Network and the Library Network of the Province of Macerata.The Library also provides free access, upon registration, to the MLOL Digital Library (MediaLibraryOnLine), offering ebooks, newspapers, magazines, music, and audiobooks.

The Library catalogue is fully digitalised and may be consulted online at:https://bibliomarchesud.it/opac/Opac.do

The Library guarantees extensive public opening hours designed to maximise accessibility and encourage community participation.Current opening hours, including summer schedules and any temporary changes due to public holidays, are continuously updated through notices displayed at the Library and published on the Municipality's official digital communication channels.

# DOCUMENT CONSULTATION

**On-site Consultation of Open-Shelf Materials**

Consultation of materials available on open shelves is free of charge, does not require assistance from library staff, and is subject to no quantitative restrictions.
Modern monographs and materials stored in closed stacks or secure cabinets may be consulted upon request by contacting Library staff.
The Library undertakes to make requested materials available as promptly as possible, subject to operational requirements and the simultaneous needs of other users.

**Consultation of Newspaper and Periodicals Held in Storage**

Newspapers and periodicals kept in storage may be consulted upon request to Library staff, subject to operational requirements.

**Consultation of Rare and Special Collections - Leoni Collection and Benedettucci Library**

Because of their rarity and historical significance, the Library's rare and special collections are subject to specific restrictions and conservation measures designed to preserve their integrity.

Access is granted only upon submission of a justified request and:

- subject to the physical condition of the materials;
- under the direct supervision of Library staff;
- exclusively for documented research or academic purposes;
- according to arrangements and times agreed with the Library.

**Online Catalogue**

The Library guarantees real-time updates of its bibliographic catalogue. The catalogue may be accessed both from the public terminals avaible whitin the Library and online at:
**https://bibliomarchesud.it/opac/Opac.do**

# STAFF

The Library employs staff members involved in the planning, preparation, delivery, monitoring and evaluation of services, working collaboratively and in accordance with the principles established by the “Code of Ethics for Librarians” issued by the Italian Library Association (AIB), as well as with the technical standards established by the relevant national and international bodies.
The continuous professional development of staff is a key commitment of the Library, which is responsible for ensuring structured and ongoing in-service training.
Staff assigned to the Library Centre carry out their duties in compliance with this document and with the relevant Municipal regulations and provisions.

# LOAN SERVICE

The Library's lending service is provided free of charge to both Italian and international users, regardless of their place of residence. To register for the first time, users are required to present a valid identity document.

**Loan Period**

The maximum loan period is:

- 30 days for printed books;
- 3 days for reference-only materials.

**Loan Renewals**

Users may request a renewal for the same loan duration.

Renewals may be requested through any of the following channels:

- In person;
- By telephone: +39 071 9740021;
- By email: biblioteca@comune.recanati.mc.it.

**Late Returns**

Failure to return borrowed materials by the due date automatically results in suspension of borrowing privileges if, following the Library's reminder notices, the item is still not returned.
Users are contacted twice by telephone. If the item remains outstanding, a registered letter with acknowledgement of receipt is issued.
Borrowed materials must be returned within 10 days of receiving the registered notice, free of charge.
Failure to comply will result in the application of the sanctions established by Municipal Executive Resolution No. 396 of 2 December 2025.

**Maximum Number of Items on Loan**

Each registered Library member may borrow, free of charge, up to:

- 4 printed books;
- 1 item obtained through the Interlibrary Loan (ILL) service.

## Materials Excluded from Loan

The following materials are not available for borrowing:

- Rare and valuable works;
- Theses and dissertations;
- Materials belonging to special collections;
- Reference-only materials;
- Dictionaries;
- Encyclopaedias;
- Newspapers and periodicals.

## Loan and Return Registration

All loans and returns are recorded electronically by Library staff using the Library's integrated management system. Responsibility for the accuracy of loan and return records is shared jointly between the Library staff member processing the transaction and the user.

## Retourning Borrowed Materials

Borrowed items may be returned either personally by the borrower or by another person acting on their behalf, such as a family member or friend.

Presentation of the Library membership card is not required when returning materials.

All returns must be made directly to the Library.

## Lost or Damaged Materials

Users are responsible for taking proper care of all materials borrowed from the Library. In the event of loss or damage, users are required to compensate the Library by either:

- providing an identical copy of the lost or damaged edition; or
- purchasing an identical replacement edition, or, where this is no longer available, an equivalent edition acceptable to the Library.

# RESERVATIONS

Users may reserve items that are currently on loan by contacting Library staff in person, by telephone, or by email.

When the requested item is returned, Library staff will notify the user by telephone that it is available for collection. The item will be held in reserve for **7** days. After this period, the reservation will automatically expire and the item will be returned to general circulation.

# INTERLIBRARY AND NETWORK LOAN SERVICES

The Library provides users with access, free of direct charge, to the collections of other libraries belonging to the provincial and national library networks.
Each registered user may request up to two items through the Network Loan or Interlibrary Loan (ILL) service. Users are required to comply with the specific regulations governing each cooperative lending network, particularly with regard to the prescribed return deadlines.
As a general rule, renewals are not permitted for materials borrowed through the Interlibrary Loan service.
Where requests are submitted to libraries that do not participate in reciprocal free-loan agreements, the Library will inform users in advance of the applicable service conditions, including any lending fees and/or postage costs.

By authorising an Interlibrary Loan request, the user is deemed to have accepted all applicable lending conditions.

# REFERENCE AND INFORMATION SERVICES

The Library provides a professional Reference Service designed to assist users in locating information and making effective use of the Library's collections and resources.
Library staff provide guidance and support in:

- searching the Library catalogue;
- locating printed and digital resources;
- using online databases and digital library services;
- carrying out bibliographic and documentary research;
- accessing the Library's specialist collections and services.
- Reference assistance is available during the Library's public opening hours and is provided both in person and, where appropriate, by telephone or email.

# CULTURAL, EDUCATIONAL AND COMMUNITY ACTIVITIES

The Library promotes lifelong learning, cultural participation, and social inclusion through a broad programme of educational and cultural initiatives.
These activities may include: meetings with authors, book presentations, reading promotion initiatives, educational workshops, conferences and public lectures, school visits and cultural events organised in partnership with local associations, schools, and cultural institutions.

Particular attention is devoted to children and young people through participation in the national programmes: Nati per Leggere (Born to Read) and Nati per la Musica (Born for Music).

The Library also supports collaborative learning, digital literacy, and community engagement through the facilities available within the Media Library 3.0, including group study spaces, internet workstations, tablet lending, educational workshops, recreational activities, and conferences.

# DIGITAL SERVICES

Registered users may access the MLOL – MediaLibraryOnLine Digital Library, which provides free access to:

- eBooks;
- newspapers;
- magazines;
- audiobooks;
- digital music;
- additional online resources available through the regional library network.

The online catalogue is continuously updated and enables users to search the Library's holdings remotely at:

https://bibliomarchesud.it/opac/Opac.do

# QUALITY STANDARDS AND SERVICE LEVELS

| Quality Area | Guaranteed Service Standard |
|---|---|
| Punctuality and continuity of service | Staff attendance in accordance with the published service schedule. |
| Replacement of absent staff | Prompt replacement of staff whenever absences occur. |
| Professional conduct and respect for users | No substantiated complaints concerning inappropriate conduct or negligence by Library staff. |
| Operational coordination and service continuity | The service maintains a high standard of quality through the adoption of a coordinated and collaborative management model involving all stakeholders. |
| Safety and risk prevention | No incidents attributable to negligence in the delivery of the service. |
| Accessibility for people with disabilities | Active support and assistance for users with disabilities or reduced mobility. |

# ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

The Municipal Library is committed to ensuring full accessibility to its services and facilities for all users, regardless of physical, sensory or cognitive disabilities. To this end, the Library provides:

- step-free access to all public areas by means of a lift serving every floor;
- accessible reading, study, and consultation spaces;
- dedicated assistance from Library staff whenever required;
- equal access to information resources, cultural initiatives, and digital services;
- ongoing attention to removing barriers that may limit independent access to Library services.

The Library is committed to promoting an inclusive environment in which every member of the community can participate fully in cultural, educational, and lifelong learning opportunities.

# FEEDBACK, COMMENTS AND COMPLAINTS

Users may submit comments, suggestions or complaints regarding the Library service through the following channels:

- by Certified Email (PEC) to the Municipality of Recanati: comune.recanati@emarche.it;
- in person at the competent municipal office;
- by completing the online feedback form made available by the Municipality.

The Municipality guarantees:

- a response within 30 working days from receiving the report;
- a thorough investigation of any reported service issue;
- documented corrective actions whenever a complaint is found to be justified.

# CONTINUOUS MONITORING AND IMPROVEMENT

The Library ensures a consistently high standard of service through a structured model of continuous coordination and cooperation among all parties involved.
The key stakeholders within this coordination framework are: the Municipal Service Coordinator and the Coordinator appointed by the organisation responsible for managing the Library Hub.

The primary objective of this coordinated approach is to prevent service disruptions wherever possible and to ensure the prompt resolution of any issues that may arise, in order to safeguarding the effectiveness, continuity, and safety of Library services.

# ORGANISATIONAL CONTACT DETAILS

| Reference | Details |
|---|---|
| Service Owner | Municipality of Recanati – Citizen Services and General Affairs Department |
| Service | M.A. Bonacci Brunamonti Library Hub |
| Addres | Corso Persiani, 52 – Recanati |
| Telephone | +39 071 9740021 |
| Email | biblioteca@comune.recanati.mc.it |
| Municipal Website | Municipality of Recanati |
| Online Catalogue | https://bibliomarchesud.it/opac/Opac.do |