EUI Library
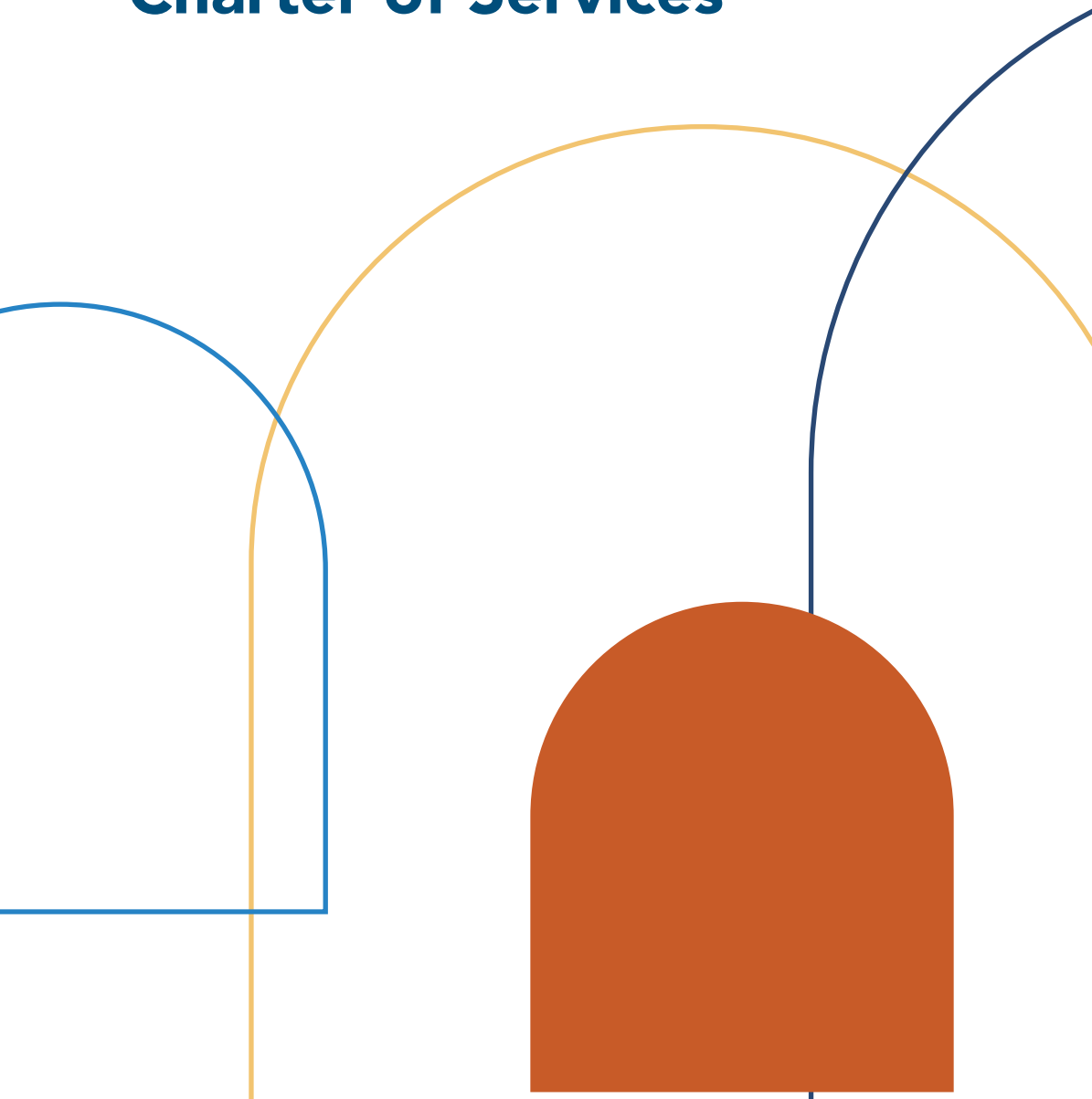# **Charter of Services**

European University Institute Library
Badia Fiesolana
Via dei Roccettini 9
50014 San Domenico di Fiesole
Italy

Tel: [+39] 055 4685 340
Email: library@eui.eu
Website: eui.eu/services/Library

Opening hours
EUI members and former EUI members, Monday to Friday, 8:30-22:30 and
Saturday, 9:00-22.30
External users, Monday to Friday, 8:30-22:30.

Our vision is to be the premier European hub of knowledge production in the fields of Social Sciences and Humanities. We are committed to inspiring intellectual curiosity; providing open and equitable access to trusted information resources; and supporting scholarly innovation to enable impactful change at a local and global level.

Pep Torn,
Library Director

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Introduction

The Charter of Services affirms the Library's commitment to advance the research and educational pursuits of academics, researchers, and students in the Social Sciences and Humanities at the European University Institute (EUI) by providing the highest standards of access to electronic and printed information resources, services and spaces.

To pursue this objective, the Library team, consisting of professional librarians, information specialists and trainees, works to ensure the delivery of:

- electronic and printed information resources in traditional and emerging research areas;
- timely access to newly acquired resources;
- targeted and personalised support to the EUI community through collections and services;
- Open Access and global visibility to EUI scholarly publications and research;
- seamless integration of technologies and services to support users in physical, virtual and hybrid environments;
- continuing professional development in emerging trends in research libraries' best practices.

The Library mission

The Library actively engages with the EUI community and scholars in the Social Sciences and Humanities by curating collections, facilitating access to scholarly content, promoting collaboration, broadening access through partnerships, and ensuring the EUI's scientific outputs are accessible to global scholars.

Principles

This Charter of Services aspires to the highest possible implementation of the principles of *equity, diversity and inclusion, accessibility, participation, transparency, accountability and efficiency.*

The Library is committed to:

- promoting openness and reproducibility of research;
- embracing academic freedom of expression;
- providing services and access to relevant resources for scholars at risk and refugee scholars;
- advancing information, digital and media literacy skills.

What we provide

- Clear, timely and transparent information on available collections and services of the Library;
- Courtesy and professionalism;
- Physical and online environments and tools that are conducive to research and study;
- Advocacy for making spaces, services and collections accessible to users with different abilities;
- Prompt response to feedback.

🪢 What we expect

All Library users have a responsibility to:

- treat spaces, books and equipment with care;
- respect the rights of other users and staff working in the Library;
- comply with the Library copyright and license conditions;
- return books by the due date;
- comply with Library rules.

🏠 How to access the Library

The Library is located in a three floor building in the Badia Fiesolana. The entrance and exit are located on the ground floor (Lower Loggia).

Anyone with Library access rights can enter the Library.
The Library provides around 170 study spaces, height-adjustable desks on the ground floor, and approximately 150 lockers for EUI members.

The Library reading rooms are open to EUI members and former EUI members, as well as to external users who have been formally authorised by the Library.

EUI Library external users may request physical access via an online form. Requests will be processed in three working days and will be valid for one year. As soon as a request is approved, the applicant will receive Wi-Fi credentials via email and, upon their first visit, will be able to pick up a Library card at the Badia main entrance, Security Control Room.

A detailed list of services is available on the EUI Library website.

♿ Special needs and disabilities

The Library is working with other services to maximise accessibility to spaces for researchers with disabilities.
The Library wants to ensure that no one is treated less favorably on the grounds of disability and, whenever needed, will make reasonable adjustments to services offered.
The Library also supports digital accessibility with tools that converts text and image-based files into more accessible formats including audio, Braille, or eText formats. Some accessibility features such as voice activation, enlarged/reduced text, scripts of video streaming are also available on selected publishers and providers' platforms of eBooks and eJournals.

Contact: library@eui.eu

Introduction

🎓 Library users

EUI members

Academic staff;

Doctoral and post-doctoral researchers;

Fellows: Max Weber, Jean Monnet, Fernand Braudel, Marie Curie, STG Policy Leaders.

EUI members

Masters and LLM students;

Administrative staff;

Summer Schools participants;

Executive trainings participants;

Emeriti professors.

Former EUI members

Alumni;

Former EUI staff (retired or former professors).

External authorised users

Academics;

Doctoral and post-doctoral researchers from other universities;

Short-term visiting fellows;

Graduates.

Introduction

1 — Information resources and search tools

	EUI members	Former EUI members	External users
Library website	•	•	•
Print and electronic resources (On campus)	•	•	•
Electronic resources (Off campus)	•	•	
Book Purchase suggestions	•	•	
Search tools	•	•	•

2 — Core Library services

	EUI members	Former EUI members	External users
Study spaces	•	•	•
Borrowing and book delivery	•	•	•
InterLibrary Loan/Document Delivery	•		
Copying, printing and scanning	•	•	•
Scanning on demand	•		
Wi-Fi and Internet	•	•	•
Accessibility software	•		
Rooms available for booking	•	•	

3 — Research support

	EUI members	EUI Former member	External users
Information assistance	•	•	•
Advanced research consultation	•	•	•
European Union documentation	•	•	•
Copyright advice	•	•	•
Publishing and Open Science	•	•	
Research Data services	•	•	

4 — Instruction and teaching

	EUI members	EUI Former member	External users
Support to EUI teaching and learning initiatives	•		
Workshops and training	•	•	

5 — Outreach

	EUI members	EUI Former member	External users
Library social media	•	•	•
Events	•	•	
Partnerships	•	•	•
Feedback	•	•	•

🖥 Library website

Target group: All Library users 🟡 🔴 🟢

The Library website is the primary hub to find up-to-date information on:
- opening hours; facts and figures about the Library; policies; Library traineeships;
- the EUI Library Search;
- disciplinary research guides in Economics, History, Law, Political and Social Science, European Union information, Research data services;
- publishing Open Access; Open Science practices and services; the EUI research repository Cadmus;
- latest acquisitions, new subscriptions and community trials of e-resources;
- recent news and events taking place at the Library.

Library website: eui.eu/en/services/library

🖥 Print and electronic resources

Target group: All Library users 🟡 🔴 🟢

Built over a period of nearly 50 years, the Library provides a curated collection of print and electronic resources in the Social Sciences and Humanities. All Library users must comply with the terms and conditions of use of eResources and with the Library copyright policy on the correct use of both print and electronic resources.

The print collection is located on open shelves, including EUI theses, and can be consulted in the Library reading rooms and/or taken on loan. Older and rare materials are stored separately in storage.

External users can consult printed materials on open shelves and request books from storage.

Electronic resources are available to EUI members, 24/7 from any location.

EUI members have seamless access to electronic resources when on campus. When accessing eResources from off-campus EUI members will be asked to login with their EUI email to verify their current Library status and right to access electronic resources.

Off-campus access to electronic resources is restricted to current EUI members. Former EUI members and external users may access electronic resources on campus and in the Library via EUI Wi-Fi credentials.

Any problem accessing e-resources should be notified to the Library by submitting an Access Problem Report form (using an @eui.eu email). Users without a valid @eui.eu email address should contact DL_ProblemReportForm@eui.eu

Book Purchase Suggestion Form

Use the online Suggestion form to recommend the purchase of a book and/or eBook not held by the Library. New journal subscriptions and databases can also be recommended via sending an email to the Information Specialist and/or via the Suggestion form.

Information resources and tools

🔍 Search tools

Target group: All Library users 🟡 🔴 🟢

The Library maintains a number of search tools that help Library users find and locate printed and electronic resources.

The EUI Library Search provides a one-stop search for books, journals, articles, book chapters, subscription databases and more, including the exact location for printed resources (current shelf number or storage (MAG)) and the direct full-text link for immediate access to eBooks, eJournals, and databases. It also offers the possibility to limit the search by:

- Library print and online collections;
- Journal articles and book chapters;
- Cadmus, EUI Research Repository.

A-Z Database finds library subscribed and open access databases in alphabetical oder.

Cadmus finds scholarly research outputs by EUI members (books, chapters, journal articles, contributions, working papers, policy papers, theses, data and more). When possible, it provides the full-text in Open Access.

Library Data Portal provides access to licensed macro-economic, micro-socioeconomic and Europe-related databases.

⊙ Spaces

On all three floors of the Library, users may find monitors, desktop computers, reading rooms and desks with natural lighting and quiet study spaces. On the ground floor adjustable desks are available. Toilets, water fountains for refilling and printing machines are available on each floor.
In addition, the Library offers a:

- social room (no reservation required);
- discussion room (online reservation for EUI members);
- restricted data room (reserved for authorised users).
- Stockholm meeting room (online reservation for EUI members)

Additional workspaces are also available across campus (in Badia Upper Cloister, and in each Villa).

The Library currently lacks full accessibility for some individuals with physical disabilities. For enquiries about accessibility, please contact the Library.
Contact: library@eui.eu

⇄ Borrowing and book delivery

Target group: EUI members; Former EUI members 📖 📖

Most Library printed materials can be consulted in the Library reading rooms and/or taken on loan. A loan desk and two self check-out machines are available on the ground floor.

EUI members may take on loan up to 60 print books for a period of 30 days, renewable, provided they are not requested by another Library user.
Former EUI members may take on loan up to 10 books. Books can be delivered at selected locations across campus (Badia, Palazzo Buontalenti, Villa La Fonte, Villa Salviati and Villa Schifanoia).

In addition, via the EUI Library Search users may:

- **Request** print books on shelf or in remote storage (MAG): the Library will send a confirmation by email and hold the item at the selected location (Badia, Palazzo Buontalenti, Villa La Fonte, Villa Salviati, Villa Schifanoia);
- **Request a book on loan and/or not found on shelf:** the Library will notify the requestor when the item is available;
- use **My Library card** to:
    1. see and renew loans;
    2. place and/or modify requests or pick up location;
    3. check Library fines;
    4. save titles to My Favourites;
    5. view search history;
    6. start an Interlibrary Loan (ILL) request;
    7. see ILL requests.

External users can consult any printed materials located on open shelves and request books from storage. In addition, EUI Library books can be requested via the ILL services by external libraries.

🗓 Renewals, returning and fines

Target group: EUI members; Former EUI members 📖 📖

Print books can be renewed up to 24 times, from My Library Card according to the loan periods set for different types of Library materials. All loans can be renewed provided the item has not been reserved by another user. Books can be returned to the Library in any EUI Library Book Drop box located in EUI buildings. Deposited books are returned and checked in every week day.

Library fines are charged for overdue items but before applying fines, the Library sends reminder emails to renew an item on loan.
Contact: library@eui.eu

🌐 Interlibrary Loan/Document Delivery

Target group: EUI members 🛎

Interlibrary Loan (ILL) and Document Delivery for EUI members are free of charge services. They provide access to books, book chapters, conferences, articles, theses and working papers that are not available at the EUI Library.
EUI members submit ILL requests via an online ILL Request form.
After receiving an ILL request, the EUI Library identifies potential lending libraries, places the request on behalf of the requestor, borrows the item and arranges for its return. Delivery and borrowing periods vary on the availability and conditions set by the lending
libraries.
Other libraries can also send their ILL request to the EUI Library by the online form. External users may request EUI Library books via their library of affiliation's ILL service.

📄 Copying, printing and scanning

Target group: All Library users 🛎 🛎 🛎

EUI members can print, copy and/or scan anywhere at the EUI campus.
Former EUI members and external users can print, copy and scan from any public multifunction machine at the EUI campus, upon creating an EUI myPrint account on the EUI myPrint portal and buying sufficient credit (print and copy quota). Scanning is available with the use of myPrint account and personal USB-drive.

- purchase print quota via credit card on the EUI myPrint portal;
- print to any of the multifunction machine placed on each floor of the Library or around the EUI campus;
- print from personally-owned devices such as laptops, phones and tablets;

- print from any of the dedicated Guest PCs on the first floor of the Library.

Contact: helpdesk.eui.eu

@ Scanning on demand

Target group: EUI members 🛎

The service of scanning print items is available according to the Library Copyright policy.
Scanning on demand requests are handled on a first-come-first-served basis, for a maximum of two items per week, per user.
Contact: library@eui.eu

📶 Wi-Fi

Target group: All Library users 🛎 🛎 🛎

EUI members connected to the EUI Wi-Fi, on campus or in the Library, have seamless access to full-text eResources.
External users affiliated with other universities can connect their devices to access the Internet via Eduroam or via the EUI Wi-Fi credentials received as External users.
Access to Library licensed eResources is granted when in the Library and on campus ONLY using EUI Wi-FI credentials.
Contact: helpdesk.eui.eu

⚏ Information assistance

Target group: All Library users 🟡 🔴 🟢

Assistance on a wide range of topics, including how to locate trusted information and how to find quickly and efficiently Library resources is available in person at the Library entrance, Monday to Friday from 8:30 to 18:30, and via email and online form.

Contact: library@eui.eu

⚏ Advanced research consultation

Target group: All Library users 🟡 🔴 🟢

Library Information Specialists offer targeted and personalised support through collections and services tailored to the specific information needs of EUI academic units. The selection and acquisition policy for books, journals, documents and electronic resources follows the EUI research themes and projects closely. Advanced academic support services include:

- developing bibliographic search strategies on specific research topics;
- finding background literature and/or data sources;
- identifying and locating specialised primary and secondary information resources;
- evaluating sources for quality research;
- giving support on literature reviews, bibliographic citation, and anti-plagiarism tools;
- assisting with the preparation of data management plans and with the management of data.

Contact(s):
Economics Information Specialist, Thomas Bourke
Florence School of Transnational Governance, euilib-stg@eui.eu
History Information Specialist, Federica Signoriello
Law Information Specialist, Valentina Spiga
Political and Social Sciences, Thomas Bourke
Research Data Librarian, Simone Sacchi
Robert Schuman Centre for Advanced Studies, Simone Sacchi

⚏ European Union documentation

Target group: All Library users 🟡 🔴 🟢

The European Documentation Centre (EDC) is part of the Library since 1976 and supported by the European Commission known as Europe Direct.
The EUI EDC collaborates with other EDCs on events and conferences to promote academic education and research activities on EU integration. It offers year round, free of charge, advanced individual consultations and trainings on:

- institutions, activities and policies of the European Union (EU);
- how to identify and access EU documents and publications;
- how to use EU databases and registers, archives, websites, news and reference sources.

Contact: edc@eui.eu

⚏ Copyright advice

Target group: All Library users 🟡 🔴 🟢

The Library offers specialised advice on issues such as licenses, copyright, retaining authors' rights, and use of copyrighted material for publication, teaching and/or research purposes.

Contact(s): lawlib@eui.eu; cadmus@eui.eu

Research support

Ⓐ Publishing and Open Science

Target group: EUI members; Alumni 🔶 🔶

In line with the European Commission's Open Science policy and with the EUI Open Access policy, the Library promotes the principles of publishing Open Access aiming at the broadest openness, reach and impact of its research. The Open Science office, inspired by the values of accessibility, engagement and inclusivity supports the EUI academic community with the following library services:

- Cadmus (the EUI research repository): registers, curates, provides access and preserves in the long-term all EUI research outputs (including the attribution of persistent identifiers eg. DOIs and handles (URIs);
- EUI publishing: PhD and Master theses and other original EUI research publications (journal articles, books and book chapters, policy papers, working papers, and research data) are made available online in Cadmus. All publications in Cadmus are included in the yearly EUI Academic Publications and Data;
- bibliographic description: publication details sent by EUI authors for Cadmus inclusion are collected, controlled, enriched and curated by the Open Science office;
- visibility in worldwide portals and catalogues: Cadmus metadata is harvested by OpenAIRE, GoogleScholar, Worldcat, EBSCO, ORCID and others;
- researchers' profiles: ensuring that publications and data appear on EUI people pages and ORCID profiles. All EUI academics can connect their ORCID profile with Cadmus;
- consultation and advice on Open Science practices (in presence and online): publishing, copyright, open licensing, compliance with funding mandates;
- engagement and awareness-raising: trainings and events on Open Science-related topics, including videos tutorials;

- Open Science web pages: up-to-date information on publishing, copyright, research data management and online presence;
- financial support for Open Access publishing: Agreements with publishers to waive the Open Acces fees for EUI members/alumni in more than 5000 journal titles.

Contact(s): cadmus@eui.eu; orcid@eui.eu

📈 Research Data services

Target group: EUI members; Alumni 🔶 🔶

The Library provides a variety of services that facilitate data discovery, use, preservation and sharing in line with FAIR principles.

Quantitative data: The Library Data Portal provides access to licensed macroeconomic, micro-socioeconomic and Europe-related databases. Data resource guides provide information on coverage, variables, user networks, online manuals and terms and conditions of use. For example:

- Library Data Portal with access to several statistical databases;
- restricted access micro-socioeconomic data server;
- research data management (RDM) support to EUI faculty and project managers;
- data management plan (DMP) support to principal investigators and research teams;
- EUI-generated datasets for reposit in the Cadmus repository.

Qualitative data: The Library is setting up specific workflows to curate, preserve and provide conditional access to qualitative research data produced in the context of research endeavors at the EUI. Access to qualitative data is conditional to the safeguard of human subjects involved in the research and the General Data Protection Regulation (GDPR).

Contact: resdata@eui.eu

Support to teaching and learning initiatives

Target group: EUI members (Academic staff) 🔶

The Library provides the following support to all EUI online, residential, or hybrid, teaching initiatives, including Summer schools, Executive education courses, Robert Schuman Centre, and Florence School of Transnational Governance programmes:

- reading lists for courses made available on the EUI digital learning platform;
- book reserves for seminars and courses;
- purchase of any type of course material as well as clearance of copyright (including videos, photos, textual materials);
- digitisation of resources according to copyright provisions.

Workshops and training

Target group: EUI members; CIVICA 🔶 🔴

The Library offers instruction and training in person, online, and/or hybrid, including:

- research skills workshops offered each academic term, or on demand, also in collaboration with the Language Centre;
- online self-paced courses on topics covering critical skills and research methods for academic study;
- Library research guides with disciplinary resources selected and recommended by information specialists;
- videos on how to find information effectively, cite sources properly, use software programs or tools; use specific Library subscribed databases;
- a course catalogue targeting information needs of Master students;
- Library tours and orientation for new users to become familiar with the Library's services and resources.

Library social media

Target group: All Library users

Several social media accounts are curated to promote information services and resources:

- Facebook: www.facebook.com/euilib
- Instagram: www.instagram.com/euilibrary
- Bluesky: www.bsky.app/euilibrary
- EUI Library blog: blogs.eui.eu/library

Events

Target group: All Library users

The Library organises events and activities that are inspired by the community research interests and align with EUI's core institutional values of equality, diversity, and inclusiveness.
Upcoming events, such as guest lectures, roundtables, exhibitions and displays are promoted on the EUI's events page and through Library social media channels.
Suggestions for events by our community are welcome.

Contact: libcom@eui.eu

Partnerships

Target group: All Library users

The Library engages in partnerships with local and international university libraries and organisations for the purpose of:

- digitising special collections;
- facilitating EUI members' access to other libraries' collections;
- creating synergies in library policies, collections, training (CIVICA);
- providing a traineeship programme (library schools, graphic design schools, Maison Shalom trainee programme).

Providing feedback

Target group: All Library users

The Library solicits and incorporates ongoing user engagement and feedback to help ensure that it is meeting the needs of users and can identify areas for improvement.
Feedback channels are:

- Library email and form (All Library users);
- Library survey every two years (EUI members);
- EUI researchers' representatives (EUI members).

Contact: library@eui.eu

Notes