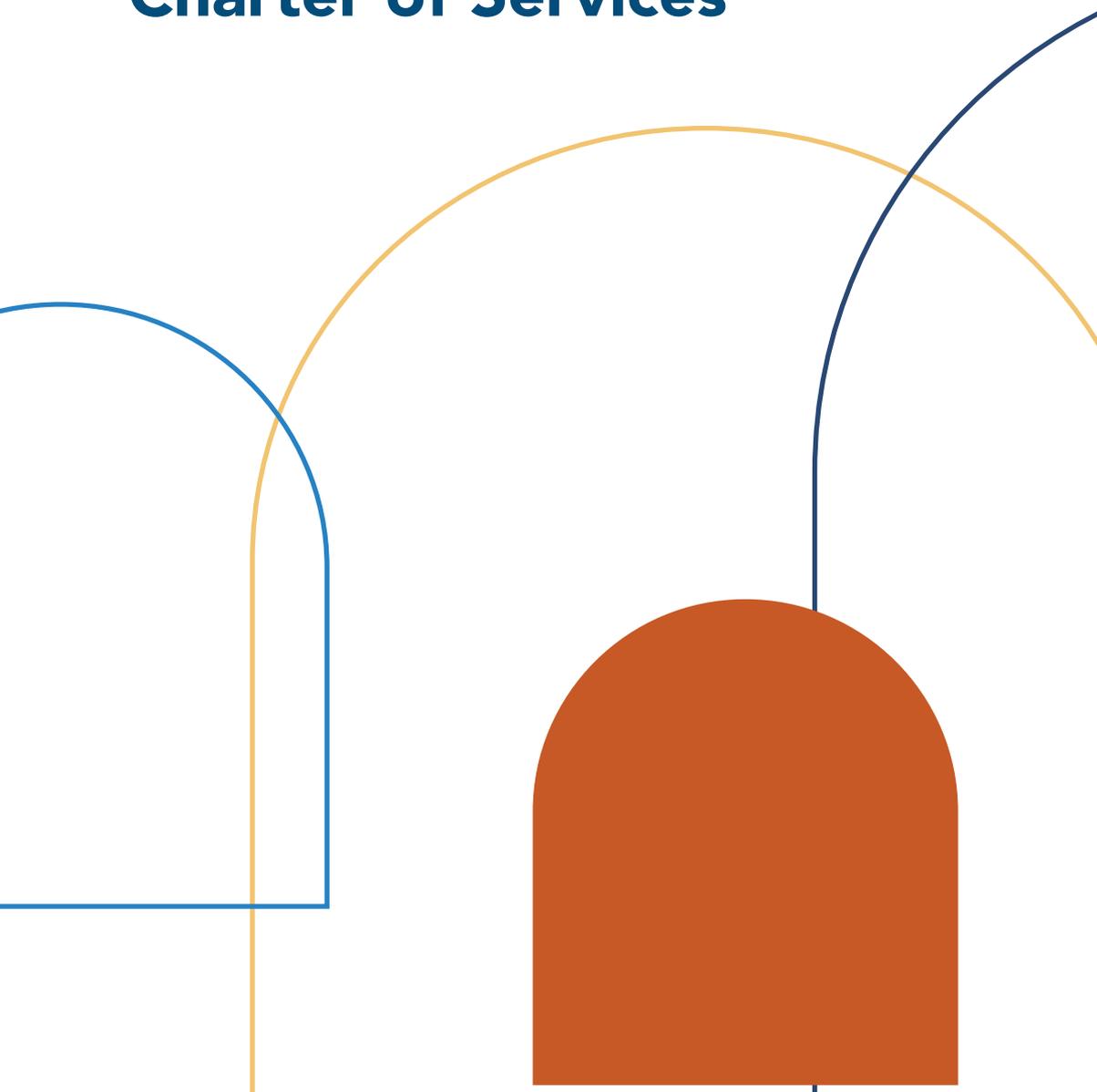


EUI Library

# 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](mailto:library@eui.eu)

**Website:** [eui.eu/services/Library](http://eui.eu/services/Library)

**Opening hours**

8:30 - 22:30 Monday to Friday

9:00 - 22.30 Saturday (EUI members only)



“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

*This Charter was completed by the EUI Library in November 2023.  
A complete revision of the Service Charter is planned every three years.  
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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.

## **The Library mission**

The EUI Library is home to where scholars connect with trusted knowledge. We provide a physical and virtual environment where scholarship advances, supported by openness, independent thinking, and shared European values.

## **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;
- targeted and personalised support to the EUI community through [collections and services](#);
- Open Access and global visibility to EUI scholarly publications and research;
- 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 all Library rules.

# Introduction

## How to access the Library

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

The Library provides around 200 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.

## Accessibility services

The Library works with other EUI services to support accessibility for users with disabilities and specific learning needs.

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 supports digital accessibility with tools that converts text and image-based files into more accessible formats including audio, Braille, or e-text 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.

In addition, the Library offers a scanning-on-demand service for users who can not visit in person.

**Contact:** [library@eui.eu](mailto:library@eui.eu); Ask a librarian online form

# Introduction

## Library users

### EUI members

Academic staff;  
Doctoral and post-doctoral researchers;  
Fellows: Max Weber, Jean Monnet,  
Fernand Braudel, Marie Curie, STG  
Policy Leaders, Visiting.

### EUI members

Masters and LLM students;  
Administrative staff;  
Summer schools participants;  
Executive trainings participants;  
Emeriti professors; Distinguished.

### Former EUI members

Alumni;  
Former EUI staff (retired or former  
professors).

### External users

Academics;  
Doctoral and post-doctoral  
researchers from other universities;  
Short-term visitors;  
Graduates;  
EUI partners

# Introduction

## User services

### 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	Former EUI members	External users
Support to EUI teaching and learning initiatives	•	•	•
Workshops and trainings	•	•	•

### 5 Outreach

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

## Library website

Target group: All Library users   

The Library website is the primary gateway to find up-to-date information on:

- opening hours; facts and figures about the Library; policies; rules; Library traineeships; accessing the Library; collections;
- the online catalogue;
- disciplinary research guides in Economics, History, Law, Political and Social Science, European Union information, Research data services;
- Open Science services; the EUI research repository Cadmus; Open Access publishing;
- recent news, research skills sessions and events taking place at the Library.

Library website: [eui.eu/en/services/library](http://eui.eu/en/services/library)

## Print and electronic resources

Target group: All Library users   

Built over a period of 50 years, the Library provides a curated collection of print and electronic resources in the Social Sciences and Humanities.

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. All materials can be requested and delivered to an EUI location within 24 hours.

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 can be submitted via an online Access Problem Report form (using an @eui.eu email).

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.

## 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 catalogue](#) provides a one-stop search for print and electronic 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. The Search box 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 order.

[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

Target group: All Library users 

On all four floors of the Library, users may find reading rooms and desks with natural lighting and quiet study spaces equipped with monitors, desktop computers. 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 and IAB data room (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](mailto: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 requested and delivered at selected locations across campus (Badia, Palazzo Buontalenti, Villa La Fonte, Villa Salviati and Villa Schifanoia).

In addition, via the EUI online catalogue 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 status.

## Renewals, returning and fines

**Target group:** EUI members; Former EUI members  

Print books can be renewed up to 12 times, from My Library account 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 across campus. 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](mailto:library@eui.eu)

## Interlibrary Loan/Document Delivery

**Target group:** EUI members 

Interlibrary Loan (ILL) and Document Delivery (DD) for print books and electronic journal articles and book chapters provide access to materials 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. Delivery, circulation and borrowing periods vary on the availability and conditions set by the lending libraries. The Library provides ILL and DD services to external libraries through requests via online form.

### [Book purchase suggestion form](#)

The purchase of a book and/or eBook not held by the Library, as well as new journal subscriptions and databases can be recommended via the online Suggestion form.

## 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 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 only in the Library.  
**Contact:** [helpdesk.eui.eu](mailto:helpdesk.eui.eu)

## Scanning on demand

**Target group:** EUI members 

Scanning on demand requests are handled on a first-come-first-served basis, for a maximum of two items per week, per user and according to the Library Copyright policy.  
**Contact:** [library@eui.eu](mailto: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. Access to Library licensed eResources is granted when in the Library and on campus ONLY using EUI Wi-Fi credentials.  
**Contact:** [helpdesk.eui.eu](mailto: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](mailto:library@eui.eu); Ask a librarian online form

## 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 community. 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 research data.

Contact(s):

Economics Information Specialist, Thomas Bourke  
Florence School of Transnational Governance, [euilib-stg@eui.eu](mailto: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 European Commission network Europe Direct.

It 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);
- access to EU documents and publications;
- use of EU databases and registers, archives, websites, news and reference sources.

Contact: [edc@eui.eu](mailto: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](mailto:lawlib@eui.eu); [cadmus@eui.eu](mailto:cadmus@eui.eu)

## 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 supports the EUI academic community with the following library services:

- Cadmus (the EUI research repository): collects, provides access and preserves in the long-term all EUI research outputs
- attribution of persistent identifiers eg. DOIs and handles (URIs);
- publication of yearly EUI Academic Publications and Data;
- bibliographic description of PhD and Master theses and other original EUI research publications (journal articles, books and book chapters, policy papers, working papers, and research data);
- visibility in worldwide portals and catalogues: Cadmus metadata is harvested by OpenAIRE, GoogleScholar, Worldcat, EBSCO, ORCID and others;
- data source for EUI people pages and ORCID profiles.
- connection of 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;
- agreements with publishers to waive the Open Access fees for EUI members/alumni in more than 9000 journal titles.

Contact(s): [cadmus@eui.eu](mailto:cadmus@eui.eu); [orcid@eui.eu](mailto: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:** 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 deposit in the Cadmus repository.

**Qualitative data:** The Library supports the curation, preservation and provides conditional access to qualitative research data produced in the context of research projects 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](mailto: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;
- 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 trainings

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;
- courses for the 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](http://www.facebook.com/euilib)
-  Instagram: [www.instagram.com/euilibrary](http://www.instagram.com/euilibrary)
-  Bluesky: [www.bsky.app/euilibrary](http://www.bsky.app/euilibrary)
-  EUI Library blog: [blogs.eui.eu/library](http://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](mailto:libcom@eui.eu)

## Partnership

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 Ask a librarian online form (All Library users);
- Library survey every two years (EUI members);
- EUI researchers' representatives (EUI members).

Contact: [library@eui.eu](mailto:library@eui.eu)



[www.eui.eu/services/Library](http://www.eui.eu/services/Library)



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