CONCORSO PUBBLICO, PER TITOLI ED ESAMI, PER LA COPERTURA DI N. 2 POSTI DI CATEGORIA C - POS. EC. C1, AREA BIBLIOTECHE PER LE ESIGENZE DEL SISTEMA BIBLIOTECARIO DI ATENEO

QUESITI PROVA ORALE

1

1. Collocazione a scaffale aperto e in depositi: caratteristiche, vantaggi e svantaggi nella gestione e fruizione del materiale cartaceo

2. Cosa si intende per utenti istituzionali e come sono gestiti dal Sistema Bibliotecario dell'Università di Ferrara?

Informatica

Giustificare il seguente paragrafo, rimuovere il 'grassetto' e sostituirlo con il 'sottolineato', evidenziare con sfondo giallo i nomi di città. (File Word 1):

Quel ramo del lago di Como, che volge a mezzogiorno, tra due catene non interrotte di monti, tutto a seni e a golfi […]»: questa è Lecco. **Il ramo del lago di Como, descritto da Alessandro Manzoni nei Promessi Sposi, è il ramo di Lecco, una delle tre sezioni del lago, insieme al ramo di Como e a quello di Gera.**

Inglese

S R Ranganathan: Making of the Man and His Method

M.P. Satijaaand Dinesh K. Guptaba Visiting Professor, Guru Kashi University, India, Honorary Professor, Guru Nanak Dev Professor,
Department of Library and Information Science,Central University of Haryana,

ABSTRACT

This study aims to explicate the mind and intellectual personality of Ranganathan through various genetic and environmental influences, both professional and social. Ranganathan's father Ramamrita Aiyer was an erudite and religiously respected man in his village. Ranganathan grew up in a centuries old deeply practising Brahmin family and he himself lived the very orthodox life of a Tamil Brahmin. During his college days he came under the influence of his Mathematics teacher Edward Ross, a Scottish missionary who taught him the connectedness of everything from flowers to stars in the cosmos. Ranganathan regarded professor Ross his intellectual father.

2

1. Il servizio di *reference* in una biblioteca accademica: definizione, organizzazione ed esempi

2. Quali tipologie di opere sono di norma messe a disposizione per sola consultazione interna? Esempi in una biblioteca accademica

Informatica

Inserire un elenco numerato con i valori (File Word 2):

Manzoni
Leopardi
Carducci

Inglese

S R Ranganathan: Making of the Man and His Method

M.P. Satijaaand Dinesh K. Guptaba Visiting Professor, Guru Kashi University, India, Honorary Professor, Guru Nanak Dev Professor,
Department of Library and Information Science,Central University of Haryana,

ABSTRACT

[…] Ranganathan learned the grammar of classification from Sayers and from his books and far excelled him in this field. Ranganathan copied his teaching method. Study visits to more than 120 libraries in the United Kingdom helped him to generalise and formulate his famous Five Laws of Library Science. Science, especially mathematics, made his mind analytical. Ultimately two methods reveal the secrets of his creativity. These are uncanny capacity for abstraction and use of inductive methods and keen observations. His tremendously huge work is explained by his practice of work-chastity and large capacity to take pains. His religious orthodoxy and superstitions had no effect on his intellectual work. His view of intuition, which he believed aided his creativity and productivity, is not in tune with current cognitive theories.

3

1. Che cosa si intende per *Information Literacy* e come può rientrare nelle attività della biblioteca accademica?

2. Banche dati bibliografiche e banche dati citazionali: differenze ed esempi

Informatica

Inserire intestazione con il logo [My Biblio Unife] a destra (File Word 3)

Inglese

Evaluating e-book vendors in the era of smart libraries

Xiaojun Li, Xiaohua Shi, Rong Xie, Zhaoqian Gu,
Shanghai University of International Business and Economics, No.1900 Wenxiang Road, Songjiang District, Shanghai 201620, China
Shanghai Jiao Tong University, No. 800 Dongchuan Road, Minhang District, Shanghai 200240, China

ABSTRACT

In recent years, people's reading habits have undergone a digital transformation, and library funds are insufficient to meet this growing digital demand. A good way of optimizing resource allocation is the regular evaluation of suppliers to select resources. E-book resources were used as the starting point to examine the method of supplier evaluation within the concept of "smart library" using an analytic hierarchical process to integrate and weight perspectives from e-vendors, academics, and professional librarians. Findings demonstrate that both traditional and "smart" factors impact the final evaluation of e-book suppliers. In addition, the influence of smart service factors on the efficacy of library innovation can be evaluated by the linear regression method. Two systematic methods in the assessment of e-book suppliers were outlined and the concept of "smart factors" based on traditional indicators for application in constructing digital book resources was introduced.

4

1. Un utente che non ha mai utilizzato i servizi dell'area personale del catalogo telefona alla biblioteca per chiedere la proroga di un prestito scaduto e prenotato da altro utente. Come gestirebbe la situazione?

2. Quali dati ritiene sia utile raccogliere annualmente per monitorare la vitalità delle biblioteche dell'Ateneo?

Informatica

Cos'è la memoria cache?

Inglese

Evaluating e-book vendors in the era of smart libraries,

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Shanghai University of International Business and Economics, No.1900 Wenxiang Road, Songjiang District, Shanghai 201620, China
Shanghai Jiao Tong University, No. 800 Dongchuan Road, Minhang District, Shanghai 200240, China

Introduction

The concept of "smart library" originated from that of "smart city". Its application overlaps with several other scenarios such as smart logistics, smart homes, and smart buildings. All of these concepts involve the use of information and communication technologies to improve people's quality of life, thus contributing to sustainable development (Capdevila & Zarlenga, 2015). However, the smart library is fundamentally different compared to other application scenarios. It relies on collections and users.

To be more precise, the "smartness" of a library refers to the use of new-generation technology to enhance the sense of interaction with users, to help them quickly locate books, with minimal use of human resources. After several years of development, the innovation of smart libraries has come to focus mainly on paper books (i.e., physical collection).

5

1. Un utente informa i/la bibliotecario/a che il libro che ha preso in prestito è stato accidentalmente danneggiato. Come gestirebbe la situazione?

2. In che modo si possono migliorare i risultati di una ricerca bibliografica fatta attraverso un discovery tool, che ha dato un numero eccessivo di risultati?

Informatica

Inserire la numerazione per le pagine in piè pagina (File Word 4)

Inglese

Library & Information Science Research, Volume 45, Issue 3, 2023,101254, https://doi.org/10.1016/j.lisr.2023.101254.

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Shanghai 200240, China

[…..] with the growing popularity of portable electronic devices such as smartphones and tablets, and the outbreak of the COVID-19 pandemic, people's reading habits have undergone a digital transformation, from traditional paper books to electronic books (i.e., virtual collections). Accordingly, if a smart library does not reflect and respond quickly to changes in the community, the word "smartness" will become specious in this context.

Currently, "smart" e-book services of a university library largely depend on the e-book platform supplier and its technical level. Because the proportion of virtual collections is increasing, this study evaluates e-book platform suppliers from the perspective of a smart library to help its managers select suppliers by balancing both "smart" and "non-smart" factors. The results of this study would enable them to reasonably judge the effectiveness of the smart services of e-book suppliers.

6

1. Illustri la biblioteca digitale a disposizione degli utenti Unife

2. Uno studente Unife che abita in provincia di Ferrara ha bisogno di un libro posseduto dalla biblioteca di Economia ma è impossibilitato a recarsi presso quella biblioteca: in qualità di addetto al prestito della biblioteca di Economia, come gestirebbe la richiesta?

Informatica

Applicare la formattazione della colonna di sinistra a quella di destra (File Word 5)

Quel ramo del lago di Como, che volge a mezzogiorno, tra due catene non interrotte di monti, tutto a seni e a golfi [...]»: questa è Lecco. **Il ramo del lago di Como, descritto da Alessandro Manzoni nei Promessi Sposi, è il ramo di Lecco, una delle tre sezioni del lago, insieme al ramo di Como e a quello di Gera.**	Quel ramo del lago di Como, che volge a mezzogiorno, tra due catene non interrotte di monti, tutto a seni e a golfi [...]»: questa è Lecco. Il ramo del lago di Como, descritto da Alessandro Manzoni nei Promessi Sposi, è il ramo di Lecco, una delle tre sezioni del lago, insieme al ramo di Como e a quello di Gera.

Inglese

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2.1. Importance of evaluating e-book vendors

"Even the longest-held vendor/library relationships should not be taken for granted. Vendor evaluation should not only occur at the time a contract is being renegotiated or if a vendor is performing poorly; instead, it should be a regular process" Saponaro and Evans (2019).

In the past decade, with the deepening popularity of smartphones, tablets, and other portable electronic devices, the reading habits of library users have quietly changed, from a reliance on traditional paper books to an increasing tendency to use e-books. These changes have profoundly influenced and changed the direction and strategy of library funds (Cottrell & Bell, 2014).

7

1. Il prestito intersistemico: cos'è e come funziona, in particolare nel Polo Bibliotecario Ferrarese

2. Illustri gli Organi del Sistema Bibliotecario di Unife e le relative funzioni

Informatica

Creare una tabella con 2 colonne (intestazione: prestiti, consultazioni) e 4 righe (valori: 3,5 ; 7,2; 8,10; 9,23) (File Word 6)

Inglese

Library & Information Science Research, Volume 45, Issue 3, 2023,101254, https://doi.org/10.1016/j.lisr.2023.101254.

Evaluating e-book vendors in the era of smart libraries,

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[…] the total funding for libraries cannot keep up with the increase in demand for digital resources, and even faces cuts. Moreover, the current pattern of multi-e-book platforms has not been broken, and it is difficult to form a unified "national e-book acquisition alliance of libraries". In this context, it is necessary to conduct regular evaluations and management of e-book suppliers, which helps to select better resources and maximize the efficiency of funding use.

Nonetheless, the rise and development of the smart library concept is a positive signal for libraries, one that promotes the use of next-generation technology to improve the experience of patron-library interaction and thus increase the influence and position of libraries in the minds of the general public. Thus, if e-book providers can be evaluated from a smart perspective, this is a new and important research topic for contemporary libraries considering the trend of increasing the proportion of virtual collections.

8

1. Cosa si intende per front-office e back-office in biblioteca? Ne illustri le attività principali

2. Il catalogo BiblioFe: contenuti documentari e spazio personale dell'utente

Informatica
Calcolare la somma e la media dei prezzi indicativi (File Excel 1)

A	B
Prezzo indicativo	calcolare la somma e la media dei prezzi indicativi
9,60 €	
11,20 €	somma:
4,00 €	media:
23,92 €	
20,00 €	
24,00 €	
22,40 €	
19,20 €	
14,40 €	
19,20 €	
22,40 €	
20,80 €	
18,40 €	
19,20 €	
18,40 €	
18,40 €	
22,00 €	
14,40 €	
14,40 €	
12,80 €	
14,40 €	
17,60 €	
20,00 €	
20,80 €	

Inglese

The Journal of Academic Librarianship, Volume 49, Issue 1, January 2023,

Faculty perceptions, use, and needs of library resource and services in a public research university

Jung Mi Scoulas, Sandra L. De Groote
University Library, University of Illinois Chicago, Chicago, USA

ABSTRACT
This research aims to examine whether faculty's perceptions of the importance of the library's resources and services for their teaching, clinical practice or research were different based on disciplines, and to explore the degree that faculty's perceptions of the library's importance and its role have changed over time. The findings revealed that online journals, databases, and Interlibrary loan (ILL) were considered by the majority of faculty as the most important for faculty's research. Another key finding indicated that faculty from social sciences perceived assistance from a subject specialist librarian as more important than faculty members from physical sciences. […] These findings assist the library to better understand our user community's needs. As this survey is regularly deployed, it also allows us to observe potential changes over time, and as necessary, make strategic changes to library resources and services.

9

1. Prestito interbibliotecario e document delivery: organizzazione del servizio per gli utenti Unife

2. Illustri le differenze e modalità di erogazione del servizio di *reference* di base e avanzato

Informatica

Le caratteristiche di un file PDF/A, cosa lo differenzia da un PDF, come lo si ottiene?

Inglese

The Journal of Academic Librarianship, Volume 49, Issue 1, January 2023,

Faculty perceptions, use, and needs of library resource and services in a public research university

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University Library, University of Illinois Chicago, Chicago, USA

Academic libraries play a pivotal role in providing library resources to users (faculty and students) for their academic needs. Users' needs for libraries vary. Students are likely to value the library as a place to study and socialize with their peers as equally important as access to library resources. Faculty tend to access and use library resources that are critical to perform their teaching and research responsibilities. Given that users' perceptions and needs are different, it is critical to examine specific users' perceptions, needs and preferences.

10

1. Con quali modalità e strumenti il bibliotecario può far conoscere i servizi della biblioteca agli studenti, in particolare a quelli del 1° anno?

2. Cosa si intende per Terza Missione e in che modo le biblioteche possono contribuire a questo ambito di obiettivi dell'Ateneo?

Informatica

Cosa significa eseguire un backup?

Inglese

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The University of Illinois Chicago (UIC) University Library has been conducting biennial surveys of the University faculty since 2017, to learn about their ongoing and evolving needs and perceptions of library resources, services, and role. How does faculty perceive the library resources, services, and the library's role in relation to teaching and research? Have they changed over time? What are the specific needs of faculty related to their teaching and research?

Previous survey reports (2017 and 2019) were shared with internal stakeholders (library administration and library faculty), and findings were discussed with relevant stakeholders such as collection development personnel to determine whether to renew the databases or identify any additional collections required per discipline.

11

1. E-books: differenze fra acquisto e utilizzo privato individuale oppure come utente della biblioteca

2. Un docente telefona alla biblioteca chiedendo di attivare un nuovo abbonamento a un periodico: come gestisce la richiesta?

Informatica

A cosa serve Microsoft PowerPoint?

Inglese

The Journal of Academic Librarianship, Volume 49, Issue 1, January 2023,

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Jung Mi Scoulas, Sandra L. De Groote
University Library, University of Illinois Chicago, Chicago, USA

Introduction

[…] The primary goal of this paper is to report faculty's perceptions of library resources, services, and its role in supporting research and instruction. This article will focus on the findings of a 2022 faculty survey, but also report on any changes over time by comparing findings of previous survey results when similar questions were distributed. The research questions are outlined below.

Are there statistically significant differences in faculty's perceptions of importance with library support for teaching and research among 5 disciplines?

[…] What are the differences in the areas of the importance of library support for teaching and research, and the level of agreement on the library's role between previous faculty surveys (2017 and 2019) and the 2022 faculty survey?

What are faculty's information seeking behaviors?

12

1. Un utente le chiede se sia possibile accedere da casa al contenuto di una rivista elettronica: come risponderebbe all'utente?

2. Ci descriva le diverse categorie di utenza delle biblioteche di Unife.

Informatica

Applicare al seguente testo il font Verdana, 12 punti, applicare ai nomi propri il bold, e giustificare il testo (File Word 7)

Una pagina di Leopardi, nello Zibaldone, illumina la situazione di Luciano, e di altri che nel suo tempo si affidavano «alla ragione e al sapere», rispetto ai vecchi dei e al nuovo dio (ci affiorano alla memoria dei versi del portoghese Pessoa: «nasce un dio, altri muoiono; la verità né venne né se ne andò: mutò l'errore»): «Prevalendo sempre più la ragione e il sapere, e scemando l'ignoranza parziale, quelle religioni più naturali e felici, ma perciò appunto più rozze, non potevano più esser credute, né servire di fondamento a illusioni reali e stabili, alle azioni che ne derivano, e quindi alla felicità.

Inglese

The Journal of Academic Librarianship, Volume 49, Issue 1, January 2023,

Faculty perceptions, use, and needs of library resource and services in a public research university

Jung Mi Scoulas, Sandra L. De Groote
University Library, University of Illinois Chicago, Chicago, USA

Information seeking behavior

A review of the older literature on information seeking behavior of researchers illustrates some of the more significant changes that have occurred with users because of the shift to remote access to databases and online journals. For example, early studies of user behavior also enquired about convenient access to computers, as that was found to be a factor in using electronic resources. When a 2000 study explored health sciences faculty and students' access to a computer, because computers were so ubiquitous, the variable was no longer a relevant factor in the use of online resources such as MEDLINE and online journals (De Groote & Dorsch, 2003).

13

1. Un docente Unife si presenta in biblioteca chiedendo di consultare nel proprio studio una monografia appena ricevuta, non ancora catalogata né collocata: come gestisce la richiesta?

2. Illustri il servizio di Document Delivery a Unife.

Informatica

Operare sul foglio excel in modo da avere i giorni della settimana feriali in B1-I1 e le corrispondenti date in B2-I2 partendo dai valori in colonna A (File Excel 2)

A	B	C	D	E	F	G	H	I
mercoledì								
10/4/2024								

Inglese

The Journal of Academic Librarianship, Volume 49, Issue 1, January 2023,

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Jung Mi Scoulas, Sandra L. De Groote
University Library, University of Illinois Chicago, Chicago, USA

Importance of the library and information for research and instruction

Research goals were cited as the top reason for article searches by respondents, followed by staying current, instruction preparation, and taking care of patients in a study of health sciences faculty (De Groote et al., 2014). In a separate 2019 study of health sciences faculty, faculty reported seeking information on a weekly basis for research and preparing for student lectures (Inman et al., 2019). This survey of health sciences faculty also asked respondents to rate the importance of different resources to help with their research (Inman et al., 2019). Internet resources and scholarly journals (print or online) were rated as being extremely significant.

14

1. Ci parli del Sistema Bibliotecario di Ateneo di Unife: quali sono, a suo avviso, le caratteristiche peculiari dell'attuale organizzazione?

2. Un professionista privato si presenta in biblioteca chiedendo di accedere, da una postazione della biblioteca, a una banca dati on-line a cui Unife è abbonata: come gestisce la richiesta?

Informatica

Cos'è e a cosa serve una VPN?

Inglese

Theories of Value and Demonstrating their Practical Implementation in Academic Library Services

Thembani Malapela, Karin De Jager
Library & Information Studies Centre, University of Cape Town, South Africa

ABSTRACT

Academic libraries are increasingly required to provide tangible evidence of their value to the scholarly community. Library responses have developed from early process-focused investigations to develop input and output measures, or user satisfaction studies, that do not provide much evidence of value, to attempting to demonstrate value from different perspectives, depending on the philosophical point of view with which the concept is regarded, for example in economic or social terms. This article attempts to explore a number of theoretical approaches that have been used to inform assessments of value in academic libraries, as well as some practical approaches to consider when undertaking studies of the value of academic library services.

15

1. Un laureando Unife le chiede aiuto per il reperimento di materiale bibliografico per la tesi: come gestisce la richiesta?

2. Catalogazione descrittiva e semantica: caratteristiche, differenze ed esempi

Informatica

Operare come richiesto nel foglio excel facendo uso dei riferimenti assoluti (File Excel 6)

	A	B	C
	Prezzo indicativo	6	sottrarre ai valori in A2 - A25 il valore in B1
	9,60		
	11,20		
	4,00		
	23,92		
	20,00		
	24,00		
	22,40		
	19,20		
	14,40		
	19,20		
	22,40		
	20,80		
	18,40		
	19,20		

Inglese

The Journal of Academic Librarianship 44 (2018) 775–780

Theories of Value and Demonstrating their Practical Implementation in Academic Library Services

Thembani Malapela, Karin De Jager
Library & Information Studies Centre, University of Cape Town, South Africa

Introduction

Academic libraries have to justify their value to their stakeholders and are expected to demonstrate that their existence delivers social consequences in support of the goals of their parent institutions (Matthews, 2018). In other words, academic libraries should contribute measurably to the research, teaching and learning activities of the institutions that house them. In general, library services are social institutions that were established to serve the communities that created them and it follows that academic libraries need to prove their value to their stakeholders. The theoretical approaches to the study of value in libraries so far, have not fully addressed this pressing need. This article seeks to analyze the different theoretical approaches that have been used or informed the study of value in academic libraries.

16

1. Un docente telefona alla biblioteca chiedendo di acquistare alcuni libri: come gestisce la richiesta?

2. Che cosa si intende per Open Access e quali modalità ha a disposizione un ricercatore per praticarlo?

Informatica

L'ordinamento in word: (File Word 8)

Ordinare in ordine decrescente:

8

15

9

47

96

Inglese

The Journal of Academic Librarianship 44 (2018) 775–780

Theories of Value and Demonstrating their Practical Implementation in Academic Library Services

Thembani Malapela, Karin De Jager
Library & Information Studies Centre, University of Cape Town, South Africa

Introduction

[…] The value of the academic library to its user constituency, that is academic staff, students and administration, has long been assumed (Tenopir, 2011). The concept of valuing a library service has concerned library and information professionals for more than three decades, there has however been little consensus on the best approaches to determine and measure the value of library services. Triggered by political calls for accountability on public expenditure and the resultant justification of the existence of libraries has renewed the interests in performance measurement in libraries. (Brian & Margie, 2012). Traditional approaches to library performance measurement and library evaluation had an objective of improving the library service to its clientele or to measure a specific aspect of a library service.

17

1. Illustri il servizio di prestito interbibliotecario a Unife

2. Tipologie di collocazione delle monografie e opere di consultazione

Informatica

Operare come richiesto nel foglio excel (File Excel 11)

A	B
Applicare ai seguenti valori il formato numero con separatore delle migliaia, due posizioni decimali e i numeri negativi in rosso:	
1526,89	
-25,3398	
8925,1	

Inglese

The Journal of Academic Librarianship 44 (2018) 775–780

Theories of Value and Demonstrating their Practical Implementation in Academic Library Services

Thembani Malapela, Karin De Jager
Library & Information Studies Centre, University of Cape Town, South Africa

Introduction

[…] Library performance measurement was affected by several developments. Firstly, advances in information technology offered opportunities for improved service delivery in libraries and revolutionized the roles of library staff. Additionally, networked information services, electronic databases and the Internet while changing how and where academic information is accessed brought competition to the library service. These new online sources opened a wider choice of quality academic information to library users, "instant access to that which used to be offered only by the library or information service itself" (Train & Elkin, 2001: 295).

18

1. Che cos'è una Carta dei servizi e che cosa la distingue da un Regolamento?

2. Un utente telefona alla biblioteca spiegando che ha bisogno di un articolo, di recente pubblicazione, di cui conosce solo gli autori e non la rivista su cui è stato pubblicato: come gestisce la richiesta?

Informatica

Cos'è un link ipertestuale?

Inglese

The Journal of Academic Librarianship 44 (2018) 775–780

Theories of Value and Demonstrating their Practical Implementation in Academic Library Services

Thembani Malapela, Karin De Jager
Library & Information Studies Centre, University of Cape Town, South Africa

Value of academic libraries and performance measurement of library services

Library scholars continue to look for ways of measuring, demonstrating and communicating library value to their stakeholders. Early published literature revealed that traditional library performance metrics raised both conceptual and methodological issues in attempting to define library value and to produce methods of measuring value (Kim, 2011). At a conceptual level value is a difficult concept to define; value is an abstract concept to which meaning is assigned by the beholder and value may be inferred, or observed, or solicited (Markless & Streatfield, 2012).

19

1. Un cittadino di Ferrara, non utente universitario, si presenta in biblioteca chiedendo di usufruire del servizio di prestito interbibliotecario: come gestisce la richiesta?

2. Che cos'è la CRUI e in che modo svolge un ruolo importante per le biblioteche degli Atenei?

Informatica

Gestire l'immagine come richiesto nel foglio word (File Word 9)

Centrare l'immagine e inserire la didascalia "risultati della ricerca per parole 'persone normali'".

Inglese

The Journal of Academic Librarianship. January 2024 50(1)

Reference service in libraries like mine: A comparison of current reference service in libraries serving medium, small, and very small institutions

Julie E. Sweeney

Ryan Library, Point Loma Nazarene University, United States of America

ABSTRACT

Library decision makers rely on data from relevant comparator libraries to inform their choices regarding resource allocation and models for library services. It is valuable to see the decisions that other libraries of similar size and type have made. Unfortunately, libraries serving small and very small institutions are not represented in the literature on reference service models. Libraries serving medium-sized institutions are represented in a few studies, but even so medium libraries will find it challenging to identify focused comparator descriptions. This study presents comparator data for reference service in libraries serving medium, small, and very small institutions in order to address the lack of representation of small and very small libraries in the reference service literature and equip libraries of all of these size categories with more specifically focused comparator groups than are available elsewhere.

20

1. Un utente chiede di consultare un libro antico: come gestisce la richiesta?

2. Il Consiglio di gestione del Sistema Bibliotecario di Unife: composizione e funzioni

Informatica

Operare come richiesto nel foglio excel (File Excel 7)

A	B	C
125	258	copiare A1 in A2-A25
		in B2-B25 creare una serie lineare con valore di incremento pari a 2

Inglese

The Journal of Academic Librarianship. January 2024 50(1)

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Julie E. Sweeney

Ryan Library, Point Loma Nazarene University, United States of America

ABSTRACT

[…] In order to provide a more comprehensive answer to the question "how are libraries like mine providing reference service?" this study's data is presented in a variety of ways including a composite description of all respondents' data and focused reports of respondents' data grouped in subsets according to institution FTE enrollment, librarian headcount, combined librarian and paraprofessional headcount, and the highest degree offered by the institution served by the library. This variety of presentations allows libraries to collect a more complete description of how reference service is being provided in libraries like theirs.

21

1. Un utente telefona alla biblioteca esponendo questo problema: ha cercato in catalogo un libro che è certo di avere preso in prestito in passato ma non lo trova più: come gestirebbe questa richiesta?

2. Che cos'è una banca dati bibliografica e in cosa si differenzia da una banca dati citazionale?

Informatica

Ordinare per 'numero prestiti' in ordine decrescente i dati nel foglio excel (File Excel 8)

Codice	Numero prestiti
0000160581	3
0000133269	4
00AR009395	1
00RD000153	68
0000139001	1
0000156613	1
0000117455	11
0000112924	6
0000145550	1
00PG000024	2
0000102837	7
00SG005551	23
0000154423	17
0000134962	9
00SG003635	57
00AR800812	27
00AR002871	3
0000107254	37
0000110306	1
00SG005289	1
00QB001474	5

Inglese

The Journal of Academic Librarianship. January 2024 50(1)

Reference service in libraries like mine: A comparison of current reference service in libraries serving medium, small, and very small institutions

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Introduction

Library decision makers rely on data from relevant comparator libraries to inform their choices regarding resource allocation and models for library services. It is valuable to see the decisions that other libraries of similar size and type have made. Unfortunately, libraries serving small and very small institutions are not represented in the literature on reference service models. Libraries serving medium-sized institutions are represented in a few studies, but even so medium libraries will find it challenging to identify focused comparator descriptions. This study presents comparator data for reference service in libraries serving medium, small, and very small institutions in order to address the lack of representation of small and very small libraries in the reference service literature and equip libraries of all of these size categories with more specifically focused comparator groups than are available elsewhere.

22

1. Ci parli delle statistiche d'uso delle risorse elettroniche, in particolare ne illustri l'utilità e le procedure per ottenerle

2. Un nuovo ricercatore telefona alla biblioteca e chiede dove può trovare l'ultimo numero di una rivista: come gestisce la richiesta?

Informatica

Ordinare le colonne nel foglio di lavoro excel per data, dalla più recente (File Excel 3)

Anno/Numero ordine	Data ordine	Stato ordine	Biblioteca
2018/48	12/2/2018	ORDINE ANNULLATO	CB - BIBL. CHIMICO-BIOLOGICA S.M. GRAZIE
2018/113	25/7/2018	ORDINE ANNULLATO	MA - BIBLIOTECA DIP. DI MATEMATICA
2018/122	7/5/2018	ORDINE COMPLETAME	ST - BIBL. SCIENTIFICO-TECNOLOGICA
2018/282	18/5/2018	ORDINE COMPLETAME	BA - BIBLIOTECA DI ATENEO
2018/321	5/9/2018	ORDINE ANNULLATO	AC - BIBLIOTECA DI ARCHITETTURA
2018/479	8/5/2018	ORDINE ANNULLATO	LF - BIBLIOTECA DI LETTERE E FILOSOFIA
2018/505	13/11/2018	ORDINE ANNULLATO	EC - BIBLIOTECA DI ECONOMIA
2018/550	15/3/2018	ORDINE ANNULLATO	SG - BIBLIOTECA DI GIURISPRUDENZA
2018/630	16/4/2018	ORDINE ANNULLATO	SG - BIBLIOTECA DI GIURISPRUDENZA
2018/636	16/4/2018	ORDINE ANNULLATO	SG - BIBLIOTECA DI GIURISPRUDENZA
2018/637	16/4/2018	ORDINE ANNULLATO	SG - BIBLIOTECA DI GIURISPRUDENZA
2018/687	3/5/2018	ORDINE ANNULLATO	SG - BIBLIOTECA DI GIURISPRUDENZA
2018/891	18/6/2018	ORDINE ANNULLATO	SG - BIBLIOTECA DI GIURISPRUDENZA

Inglese

Assessing the quality of services at an academic library

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ABSTRACT

Customers usually have high expectations on the services they receive. The LibQUAL model was employed in this study to investigate the quality of services at an academic library. The participants were chosen from the five colleges in a university using simple random sampling. Two hundred participants were chosen from each college. In all, 1000 participants (including faculty members, postgraduate and undergraduate students) were selected for the study. The study revealed that users knew and used the library's services. The researchers delivered the questionnaires to the respondents at the library. The results showed that the library service quality (LSQ) fell short of users' expectations. There was a statistically significant difference in LSQ between gender of users.

23

1. Un utente telefona alla biblioteca per chiedere la proroga del prestito di una monografia. Come gestisce la richiesta?

2. Che cos'è un archivio istituzionale dei prodotti della ricerca? Ne illustri contenuti e funzioni

Informatica

Inserire, in B2-B50, la corretta formula per ottenere lo sconto del 10% sul prezzo indicativo come indicato nel foglio excel (File Excel 4)

	A	B	C	D	E	F	G
	Prezzo indicativo	Prezzo effettivo					
	9,60		applicare lo sconto del 10%				
	11,20		sul prezzo indicativo, inserendo la corretta formula				
	4,00		(CTRL)				
	23,92						
	20,00						
	24,00						
	22,40						
	19,20						
	14,40						
	19,20						

Inglese

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INTRODUCTION

The use of resources in academic libraries can have an impact on users' expectations. The academic library serves as a central location for information [1, 2]. Academic libraries strive to serve its users or clients with high-quality services. The users of academic libraries include faculty members, researchers, teaching and non-teaching staffs, students and community members. The quality of library services offered to clients or users may have a favorable impact on their information needs and seeking behavior.

24

1. Nell'ambito dei periodici elettronici, che cos'è un contratto trasformativo? Quali sono i vantaggi di sottoscrivere tali tipologie di contratto e le eventuali criticità?

2. Strumenti per la ricerca bibliografica disponibili per gli utenti istituzionali dell'Università di Ferrara

Informatica

Contare le celle con ordine annullato, ordine completamente ricevuto e ordine con documenti arrivati. (File Excel 9)

	A	B	C	D	
	Stato ordine ▾				
	ORDINE ANNULLATO		quanti	ORDINE ANNULLATO	
	ORDINE ANNULLATO		quanti	ORDINE COMPLETAMENTE RICEVUTO	
	ORDINE ANNULLATO		quanti	ORDINE CON DOCUMENTI ARRIVATI	
	ORDINE ANNULLATO				
	ORDINE CON DOCUMENTI ARRIVATI				
	ORDINE ANNULLATO				
	ORDINE ANNULLATO				
	ORDINE COMPLETAMENTE RICEVUTO				
	ORDINE COMPLETAMENTE RICEVUTO				
	ORDINE COMPLETAMENTE RICEVUTO				
	ORDINE COMPLETAMENTE RICEVUTO				
	ORDINE COMPLETAMENTE RICEVUTO				
	ORDINE COMPLETAMENTE RICEVUTO				

Inglese

Heliyon. December 2023 9(12). DOI: 10.1016/j.heliyon.2023.e22449

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INTRODUCTION

[…] In recent years, research on quality of service has become an important growing area for librarians and information professionals [1,3–6]. Determining the type of services offered and the best strategies to enhance service delivery are both aided by evaluating or assessing the services. Assessing the services aids in identifying areas where resources might be improved [3]. The process of reviewing service quality helps to identify what is effective and should be kept up with, as well as what changes should be made [4].

25

1. Quali sono le principali caratteristiche e funzionalità di una banca dati bibliografica?

2. Un utente telefona alla biblioteca lamentando di non aver potuto rinnovare un prestito: come gestirebbe la situazione?

Informatica

Impostare l'ordinamento decrescente con filtro nella colonna A del foglio excel. (File Excel 5)

A	B	C	D
Prezzo indicativo			
9,60	ordinamento decrescente		
11,20			
4,00			
23,92			
20,00			
24,00			
22,40			
19,20			
14,40			
19,20			
22,40			
20,80			
18,40			
19,20			

Inglese

Assessing the quality of services at an academic library

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INTRODUCTION

[…] To provide quality service, academic libraries must assess their infrastructural facilities and information resources. Access to current learning resources, learning commons rooms and up-to-date modern facilities are some of the expectations of users [5]. However, these have become a challenge. Some university libraries are confronted with issues such as power outages, expensive fuel costs, and insufficient access to e-databases.

26

1. La biblioteca deve decidere quali riviste far rilegare: quali elementi utilizzerebbe per una valutazione?

2. Quali sono i filtri applicabili a una ricerca bibliografica sul discovery tool di Unife?

Informatica

Applicare nella cella A1 del foglio excel la formattazione richiesta. (File Excel 10)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	In altri termini, essi apparivano nettamente come un pericolo pubblico, contro il quale Marco Aurelio aveva reagito assai severamente a Lione e a Cartagine.															
	Applica al testo in cella A1 il formato Arial, 14 punti, colore del testo arancione, colore di riempimento giallo chiaro.															
	nella cella A1 imposta il testo su più righe															

Inglese

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INTRODUCTION

[…] In Africa, lack of funds to run academic libraries affects quality of service delivery [5, 8]. According to Refs. [5, 8], librarians need to deal with the services they provided to achieve quality service delivery despite lack of funds. As a result, it is critical for university or academic libraries to improve their service delivery, because the desire for information and knowledge is the driving force behind learning. The manner in which librarians serve their users determines the level of service.

27

1. Che cosa si intende con Green Road e Gold Road in tema di Open Access?

2. Diritti di prestito diversi per le diverse tipologie di utenti in Unife: esempi e criteri di attribuzione

Informatica

Quali 'scorciatoie da tastiera' conosce in ambiente Windows?

Inglese

Technology education in academic libraries: An analysis of library workshops

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ABSTRACT

Learning new technology is essential for students and scholars in higher education to engage in learning and research of today. Previous studies have reported various barriers to technology acceptance and application in academic communities. To foster active engagement in technology-enhanced research and learning, academic libraries could serve as a technology hub for their communities. Many researchers have already explored the role of academic libraries in promoting information literacy as well as digital and data literacy. However, technology education in library instruction, which helps students and scholars develop such literacies, has not been a major topic in the existing literature. Even when studies deal with technology related content, their topics of instruction concentrate largely on data science skills and tools. The existing literature does not capture a comprehensive landscape of what instructional support the academic libraries provide in terms of technology skills and tools, including but not limited to data science techniques. The goal of this study is to present an overview of academic library instruction for technology education for their communities.

28

1. Che cosa si intende per 'embargo' in tema di Open Access?

2. Uno studente che deve iniziare la tesi si rivolge alla biblioteca chiedendo un supporto: come gestirebbe la richiesta?

Informatica

Che cosa è un browser? Quali sono i più diffusi?

Inglese

Management of library services during the pandemic crisis in university libraries of Thailand and Vietnam

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ABSTRACT

The emergence of the Covid-19 pandemic has notably influenced how library services are conceived and provided to their users. This research aims to examine the management of services in university libraries in Thailand and Vietnam during three critical phases of crisis management: prior to the pandemic, throughout the pandemic, and after its occurrence. The quantitative methodology was conducted to collect data from administrators and library staff at eight university libraries in Thailand and six universities in Vietnam through a questionnaire. Consequently, we got 67 and 61 valid questionnaires respectively in both countries.

29

1. Un docente chiede l'acquisto di un libro elettronico. Quali verifiche farebbe prima di procedere all'ordine?

2. Sistemi gestionali delle attività di backoffice delle biblioteche: principali funzioni e caratteristiche

Informatica

Come possono essere condivisi fogli di lavoro con più colleghi?

Inglese

The Journal of Academic Librarianship. March 2024 50(2) DOI: 10.1016/j.acalib.2024.102850

Management of library services during the pandemic crisis in university libraries of Thailand and Vietnam

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ABSTRACT

[…] The findings showed that in the pre-pandemic, academic libraries mainly focused on building a plan to integrate e-resources and library services into university learning management system to deliver to users. During the pandemic, there was a focus on collaborative endeavors aimed at negotiating with database providers to ease access restrictions to their resources; leveraging digital platforms to improve current library services ensuring the reliable and practical development and upkeep of digital resources.

30

1. Illustri i concetti di 'opera' e 'espressione' dell'opera nell'applicazione delle FRBR

2. Le viene chiesto di effettuare un controllo topografico di una specifica sezione della biblioteca. Come procederebbe?

Informatica

Cosa si intende per cronologia di navigazione?

Inglese

Management of library services during the pandemic crisis in university libraries of Thailand and Vietnam

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Thailand and Vietnam are two countries that have been significantly impacted by the global pandemic. Consequently, numerous universities have undergone transformations in their approaches to learning and teaching (Chansanam, Tuamsuk, Poonpon, & Ngootip, 2021; Somabut & Tuamsuk, 2021). The educational landscape has shifted toward an online paradigm, with digital technologies being leveraged for conducting teaching and learning activities, student assessments, learning management systems, and the dissemination of learning resources across various platforms (Chansanam et al., 2021; Duc-Long et al., 2021; Somabut & Tuamsuk, 2021; Vu & Tran, 2022). In this context, university libraries have played pivotal roles in assisting universities in providing appropriate digital resources and services to meet the needs of learners and educators, thus enabling the universities to achieve their educational objectives.

31

1. Che cos'è una licenza CC BY NC (Attribuzione – Non commerciale)? Ne illustri qualche esempio/applicazione

2. Le viene chiesto di fare una verifica sui libri in cattivo stato di una sezione della biblioteca: come procederebbe e quali soluzioni adotterebbe al termine della verifica?

Informatica

Cosa sono i preferiti nel browser di navigazione?

Inglese

Management of library services during the pandemic crisis in university libraries of Thailand and Vietnam

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INTRODUCTION

The evolution of digital technologies has facilitated the design, management, and enhancement of service quality, effectively meeting customer expectations and needs, thereby ensuring a competitive advantage (Ardolino et al., 2018; Bakti et al., 2020). Additionally, these technological advancements have influenced changes in users' needs and habits (Setia, Setia, Venkatesh, & Joglekar, 2013). As a result, library services have been significantly impacted by the continual development of digital technologies, thereby influencing the design and delivery of services in various forms. Furthermore, user participation within the digital environment has created opportunities for libraries to introduce innovative new services, as well as adapt existing services to meet the evolving needs of customers (Dadhe & Dubey, 2020; Setia et al., 2013).

32

1. La biblioteca in cui lavora possiede un fondo librario antico e di pregio; quali azioni intraprenderebbe per la sua tutela e valorizzazione?

2. Un privato scrive alla biblioteca offrendo in donazione la biblioteca privata di un proprio congiunto recentemente scomparso. Come gestisce la richiesta?

Informatica

A cosa servono le etichette in Gmail?

Inglese

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Management of library services during the pandemic crisis in university libraries of Thailand and Vietnam

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INTRODUCTION

[…] The success of an institution is contingent upon its ability to create and sustain new products and services, effectively catering to the user community. Therefore, knowledge management within the library becomes crucial, focusing on the improvement of technologies, service quality, and the optimization of information organization and dissemination methods (de los ´Angeles Ortega-Martínez, Pacheco-Mendoza, Mel´endez, Ortiz-Díaz, & Saavedra-Alamillas, 2021). Nevertheless, the outbreak of the Covid-19 pandemic has significantly impacted the conceptualization and delivery of library services to their user base. This situation necessitated a shift from conventional to digitalized formats for library services (Laaro, 2021). The crisis has prompted alterations in library operations, adjustments in user behaviors, as well as the enhancement of librarians' knowledge and skill sets (Adayi, Idoko, Odeh, & Onah, 2020), thereby presenting both challenges and opportunities for libraries in their service delivery to users (de los ´Angeles Ortega-Martínez et al., 2021; Naik, 2021).

33

1. Che cosa sono le opere di 'pubblico dominio'?

2. Quali elementi di valutazione utilizzerebbe per ridurre la spesa per il rinnovo degli abbonamenti ai periodici della biblioteca?

Informatica

Come ottenere uno screenshot? Che utilità ha?

Inglese

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Management of library services during the pandemic crisis in university libraries of Thailand and Vietnam

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INTRODUCTION

[…] The crucial role of university libraries during times of crisis lies in their ability to guide and provide essential information to the community. Libraries play a significant role in delivering consistent services to users, disseminating crucial information to address crises, fostering community engagement in constructive activities, facilitating research, and promoting health awareness (Deol & Brar, 2021; Kaur & Mahajan, 2020; Walsh & Rana, 2020). It is imperative to envision and embrace new possibilities, technologies, services, storage media, and data readers (de los ´Angeles Ortega-Martínez et al., 2021) and to adjust and adapt to the new circumstances by devising strategies to tackle the challenges imposed by the pandemic's impact on library operations (Adayi et al., 2020).

34

1. Un utente telefona alla biblioteca chiedendo il motivo per cui non riesce ad accedere ad un determinato periodico online. Come gestisce la richiesta?

2. In ambito Open Access, che cosa sono i "predatory journals"?

Informatica

Cosa sono i cookies?

Inglese

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Reinventing information literacy instruction during the Covid-19 pandemic: Exploring experiences, evolutions and implications for online information literacy programming

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Introduction

Academic libraries in North America began to pivot their teaching online in March 2020 as a result of the Covid-19 pandemic, marking the beginning of a period of significant disruption in higher education, where universities and colleges rapidly transitioned to emergency remote teaching mode (Proctor et al., 2021). This article focuses on the evolution of eLearning trends and online information literacy programming in university libraries in Ontario, who are members of OCUL.1 This study finds that, in common with many other universities and their libraries, the Covid-19 pandemic was a catalyst for change (Martzoukou, 2021). This global health crisis prompted OCUL libraries to reassess their teaching mandates and priorities and, to reshape their information literacy programming, including a shift to online information literacy instruction in tight timeframes.

35

1. Lei e un collega siete gli unici bibliotecari in servizio in un determinato giorno. Il collega non si presenta perché malato e lei ha necessità di assentarsi per motivi personali. Come gestisce la situazione?

2. Che cos'è l'Indice SBN e che relazione ha con il catalogo di Unife?

Informatica

Cosa sono gli allegati, in posta elettronica? Ci sono dei limiti?

Inglese

Developing a foundation for the informational needs of generative AI users through the means of established interdisciplinary relationships

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Introduction

The public release of generative artificial intelligence (GAI) programs that leveraged large language models (LLM) increased the likelihood that the activities and processes in academic disciplines outside computer sciences would be impacted. Faculty at colleges and universities were confronted with the possibility that an easily accessible online tool could facilitate cheating in a way that would be nearly impossible to detect. GAI could also be a new and beneficial tool to faculty teaching a wide variety of subjects, who quickly began brainstorming how to incorporate it in their classrooms and research. Librarians, who serve both the students and faculty, experienced many of the same concerns and ideas as well as a realization that a proliferation of content created or supported by GAI could make discerning reliable information more difficult. This article will look at how academic librarians at the University of South Florida (USF) Libraries used pre-existing connections to interdisciplinary faculty to ascertain informational needs on campus and develop tools to address common concerns and questions in the university community.

LA PRESIDENTE DELLA COMMISSIONE
Dott.ssa Paola Iannucci