ARTYKUŁY I KOMUNIKATY

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The library system at the University of Bologna
Focus on cooperation

Abstract: The paper outlines the mission, management, and working of the library system at the University of Bologna. The system has a scientific committee including professors and librarians who work together to share their aims and choices. This collaboration makes it possible for librarians to better understand professors' needs concerning teaching and research. Professors, in turn, have the opportunity to express their needs and understand certain technical choices.

Some activities are carried out centrally, namely the acquisition and cataloguing of electronic resources, and the management of the Italian OPAC of serials and of the Bolognese OPAC of monographs. Other central services include the digital reference service called "Ask a librarian" and the University digital library. Finally, the library system supports librarians with training and a telephone help desk. Information literacy is also ensured with specific projects. Monitoring the system is another important activity ensured within the system. The system has dedicated staff members. However, not only do they communicate with librarians, but they also involve colleagues in the different activities to exploit specific skills and knowledge. This creates strong cohesion, very important for the system to provide high quality services.

Keywords: Library system. University of Bologna

Introduction

The library system at the University of Bologna coordinates about 60 libraries, covering almost all fields of knowledge. Its management organisation includes a scientific committee with members from the macro-areas of learning taught at the University, a President designated

by the Rector, a manager, and some librarians. The library system defines its own mission and objectives, and fosters the coordination of activities and services. It also approves:
– local and virtual services to be offered,
– activities and projects to be carried out,
– standards to be adopted or respected,
– software to be used,
– staff training programmes, and
– information literacy activities.

Finally, it verifies the achievement of the objectives and monitors the quality of the services. Furthermore, each library has its own scientific committee composed of professors from different research and teaching areas of the departments and librarians. Such scientific committees evaluate and discuss activities and projects with librarians and decide on the resources to be acquired.

The number of libraries has decreased over the last ten years: mergers have been carried out and are still happening to further reduce the number, with the aim of a more rational organisation of human resources and better services. In some cases, libraries have been virtually merged, since they are located in small historical buildings and collections of hundreds of thousands of books cannot be gathered in small spaces. However, even virtual mergers have important advantages in terms of human resources and services; for instance, interlibrary loans can be offered in one section of the library from all sections.

Activities and services

The University of Bologna manages, carries out, and monitors several different services and activities at a centralised level, especially when they require interaction with different offices (legal offices, accounting, IT services) or third parties. The library system has dedicated staff members who interact with libraries to check interests and needs of these facilities. They can also benefit from the collaboration with staff units of various libraries.

Such activities and services include:
– acquisition of electronic and print bibliographic resources, contracts with subscription agencies, contracts for facilities, etc.;
– part of the cataloguing;
– managing and monitoring the catalogue of monographs;
– managing, developing, and monitoring the catalogue of serials;

– managing, developing, and monitoring the digital reference service "Ask a librarian";
– managing, developing, and monitoring the University digital library AlmaDL;
– supporting libraries (a help desk, librarians' training, and specific support);
– managing information literacy; and
– monitoring the quality of services.

Acquisition of electronic resources

The acquisition of electronic resources is carried out by full-time staff at the central offices of the University library system. Such staff members benefit from the collaboration of colleagues working in the different libraries for specific activities, often when specific disciplines are concerned.

The acquisition librarians identify titles of possible interest for libraries, check whether the libraries are interested, request publishers' trials of their products to permit user evaluation, and then negotiate prices and conditions of access with publishers / aggregators / suppliers. Negotiations can be very burdensome. Normally, acquisitions of large publishers' catalogues are achieved through consortia or cooperative arrangements, since this increases the libraries' purchasing power and reduces costs. Other important advantages of collaboration are "economies of scale, aggregated expertise, new synergies and unexpected opportunities, and strengthened political coalitions and operational capacities" (Hazen, 2010, p. 171; Turner, 2014). Years of work within the consortia have resolved several problems: most contracts now are not in the standard format, and therefore they suit the needs of the University of Bologna better. Such contracts include walk-in users, ex-alumni, retired staff, access from off-campus, permanence of access to back issues in case of subscription interruption. Finally, some points are satisfactory only in few contracts (Gargiulo, 2011):
– document delivery service: quantity, format, infrastructure, and software adopted;
– authorised users: it would be important for exchanges of e-papers between members of research groups composed of the staff of the University of Bologna and other research centres to be considered fair use. In a printed context, if two scholars decided to take a book from a shelf, put it on a table in the library, and leaf through it together,

a publisher could do nothing. It should be the same when working with e-papers.

The University of Bologna has been cooperating with the CIPE consortium for years and now works within the CARE group[1] together with 79 other Italian universities (Giordano, 2001; Vedaldi, 2002). CARE is part of CRUI, the Association of Italian Rectors. The costs of e-resources are divided among the relevant libraries according to their discipline.

The process of e-book acquisition is also managed centrally: members of the acquisition staff read the licences carefully, evaluate whether an annual or perpetual licence is preferable (when this option is available), check the DRM restrictions, different options, single access or multiple access to single documents, etc. Even in case of perpetual acquisitions, an annual fee can be requested for the platform and updates. Donna E. Frederick (2016), and Alessandra Citti and Marina Zuccoli (2018, p. 21) describe the complexity of the purchase and management of electronic resources. Normally, a trial of the service is first activated to permit user evaluation. Then, once the contract is signed, librarians are informed. Circulation of information is essential: acquisition librarians working in the individual libraries will probably decide not to buy a print copy of a text already available in electronic format, librarians offering a reference service will have to know the licences, and document delivery librarians will need to know restrictions and permitted uses. All librarians are informed once titles are available on the OPAC.

Large-scale agreements with subscription agencies and agents

The University enters into contracts with subscription agencies and agents in order to purchase periodicals and monographs. These are burdensome activities from the point of view of procedures. Therefore, they are handled centrally. In addition, the University has a single budget, so the centralised management of contracts of this type makes it possible to monitor expenditure better.

Some librarians from the individual libraries of the various macrofields are involved in order to identify the requirements to be described

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[1] CARE stands for Coordinamento per l'accesso alle risorse elettroniche (Coordinating group for access to electronic resources).

in the tender documents, the timing of the supply, and the features of the subscription agencies' database to be used for the acquisition workflow.

The synergy between administrative staff and librarians is extremely productive: their professional skills differ and all are necessary to ensure respect for procedures, functional character, and quality of the services. Librarians are involved in all phases of the procedure, starting from the identification of the requirements, through the evaluation of the offers, and ending with the drafting of the contract. Finally, they are involved in monitoring supply, in both intermediate and final checks.

Other contracts

Librarians in various structures (departments or otherwise) are also involved in setting up other services such as facilities in libraries (photo-copies and other). Also in this case, in addition to technical and IT skills, administrative skills are required, as well as knowledge of the needs of the libraries and their users. Once again, cooperative work is necessary in offering quality services.

Cataloguing of monographs, cartographic materials, printed music, multimedia, etc.

The University of Bologna is a member of the managing board of Polo Bolognese, a catalogue including 250 libraries of different types: academic, public, and research libraries. The University and the city of Bologna have always enjoyed close cooperation. Therefore, they decided to have a unique catalogue. Polo Bolognese includes over 4,500,000 records: modern and ancient books, journals, films, DVDs, graphic and cartographic materials, e-resources, etc.

Polo Bolognese participates in the National Library Service (SBN), promoted by the Ministry of Cultural Heritage and Activities. It is a star network with a central node consisting of a database called Index, linked to 102 local Poles. In total, Index permits users to search over 6,200 libraries, including 17,044,563 bibliographic records and 91,101,084 holdings.

The SBN has a cooperative cataloguing model, so each title is de-scribed only once in the system. If librarians find a record, they only have to add their holdings. If necessary, they can modify the record or propose a modification. To specify, either a record can be amended

or only a proposal of modification can be made, depending on the level of authority adopted.

Records of most Italian universities, including the University of Bologna, are also in WorldCat.

Bibliographic records of Polo Bolognese can be searched in the local OPAC of Polo Bolognese (see Figure 1) and in the national SBN index.

Electronic resources cataloguing

Cataloguing of e-resources is carried out centrally at the University of Bologna. Once the University has acquired the licence for accessing a catalogue or a section of it, the e-resources cataloguing staff catalogues it.

The batch load approach is adopted for large aggregated collections, e.g. for publishers' whole catalogues or whole portions of it. Metadata are often supplied by publishers and normally contain the fields necessary to load e-books into OPACs. Almost all suppliers offer MARC records at no additional charge. Some also offer e-book collections on WorldCat. For instance, Wouter van der Velde and Olaf Ernst (2009) describe Springers' options. Since such resources can be accessed on publishers' sites, aggregators sites, or agents, etc., depending on single contracts, librarians also add detailed access information, the number of concurrent users, format, possible restrictions regarding print, download, and other data. To avoid frustration and ensure access and user satisfaction, users can access such details – which are as important as the bibliographic information – via a link. The e-resources cataloguing staff can also deal with single titles. Updates and periodical checking of links are ensured as well.

Centralised cataloguing of printed materials except for serials

The University has a central office which catalogues part of the print bibliographic material. Although most of the material is catalogued in libraries, an office has been set up for cataloguing above all retrospective materials, large donations, and current acquisitions that libraries cannot catalogue on site. Some years ago, the University carried out an important project, spread over several years, of retrospective cataloguing of modern and ancient bibliographic material.

The modern material has been entirely catalogued, and the ancient material – in a high proportion.

Cataloguing serials

The University of Bologna manages, develops, and maintains the Italian union catalogue of serials named ACNP (https://acnpsearch .unibo.it/).[2] The catalogue was created in the 1970s by ISRDS-CNR.[3] In 1988, the University of Bologna and ISRDS-CNR decided that the University of Bologna would make the catalogue available online and that each library would update its records. The catalogue has an administrator, staff, and a governing board. They work on the development of the services, ensure assistance and monitoring, propose projects, and can propose the activation of working groups on specific subjects.

The catalogue contains over 2,000,000 records and 1,325,131 holdings in about 2,500 public, private, and research Italian libraries.

ACNP is a catalogue derived from the ISSN Register: librarians capture records from the ISSN international register and add their holdings. Librarians can also add shelfmark information, links to webpages, and other relevant information. Citti (2003, p. 170) adds that "if the record is not present in the ISSN Register, a library makes a proposal which is then validated by the Italian ISSN Centre and finally sent to the International ISSN Centre for registration into the ISSN International Register."

The University of Bologna also deals with granting support to librarians and training them to update the catalogue. Training was initially organised and offered by the staff of the University of Bologna, but as adhesions increased and the catalogue grew, it has been decided to train other trainers in different Italian towns with a view to the shared commitment and responsibility for such activities.

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[2] ACNP is the acronym of Archivio collettivo nazionale dei periodici.
[3] ISRDS stands for Istituto di Studi sulla Ricerca e Documentazione Scientifica (Institute of Studies on Scientific Research and Documentation) and CNR stands for Consiglio nazionale delle Ricerche. ISRDS is a department of CNR (https://www.cnr.it/).

The online catalogue of monographs – new services

The online catalogue has recently been graphically renewed and enhanced with new services. It is available at https://sol.unibo.it /SebinaOpac/SebinaYOU.do#0.

As in any modern OPAC, users can find a Google-like search bar for simple searches and the advanced search (Ricerca avanzata) option to specify the fields to be searched. On the left, filters aid greater focus for the search (see Figure 1).

Figure 1. OPAC of Polo Bolognese
Source: https://sol.unibo.it/SebinaOpac/query/europe+italy.

For each title, users can see the cover or – when that is not available – the icon representing the kind of document (music, printed text, cartographic material) and, once a title is selected, the bibliographic description, abstract, and libraries holding it. They can also check whether the title is available or on loan. Records can have links to electronic resources – "Risorse digitali": either full texts of books or tables of contents (TOCs). Links to the full texts are provided if the University has acquired the licence for the e-resource.

Users can access full text resources from the University or off-campus using the proxy service. A link with conditions of access, format, and licence information is also provided.

Once users have found a title of interest, they can also use the virtual shelf to see which books are near that title in the real shelf in the library if the books are arranged on the shelves according to a classification or similar criteria (Figure 2).

Figure 2. A virtual shelf
Source: OPAC of Polo Bolognese: https://sol.unibo.it/SebinaOpac/resource/elementi-di-storia -dellarcheologia/UBO234954l (the shelf appears when one clicks on "Scaffale" / "shelf").

Another feature enriching the OPAC is the inclusion of table of contents information. John D. Byrum, Jr. (2005) points out the importance of including TOCs and other information in the catalogues. Librarians upload digitalised TOCs of some books, their metadata, and OCR, using the platform called Digitoc. Digitoc is fully integrated with the OPAC: once TOCs have been uploaded and validated, a hypertextual link is created and TOCs can be seen from the OPAC. Since Digitoc includes not only TOCs, but also OCR, users can start from bibliographic records to see TOCs or can search any word present in a TOC from the OPAC and retrieve the related bibliographic record. The project is described at http://www.sba.unibo.it/it/almadl/servizi-almadl/digitocs-arricchire-l -opac-con-indici-e-sommari.

Users can see titles recently acquired in the Polo Bolognese or in single libraries and refine them by intervals of time.

The search can be broadened by using the link "search in other catalogues."

The user must log in to access the virtual shelf and use services such as:
– request / book a title (once the title is returned to the library, the user is notified via email);
– extend a loan;
– propose a title to be acquired;
– check the deadlines of loans; and
– save a bibliography, for instance, of a list of interesting books.

The University and public libraries have not only a single catalogue, but also some shared services and activities. For instance, all students at the University can borrow books from the public libraries even if they do not live in Bologna, and they can request the interlibrary loan of a book present in an academic library from a public library free of charge and vice versa. This is especially useful when such libraries are distant from each other.

An app of the catalogue is also available for Android and iOS.

Online catalogue of serials ACNP – an access point to services

Since 2016/2017, the catalogue has been enriched with new services and its graphic form has been revised (Verniti, 2017). ACNP is not just a catalogue of periodicals, but also an access point to services related to serials. Within the catalogue it is possible to search for a periodical, read the bibliographic description, see serial holdings, and, through an OpenResolver, be directed to other services: the electronic version (if subscribed), a database, etc.

The catalogue also offers updated detailed information about single issues held in the library intended for libraries which have adopted the service (Figure 3). The serial check-in system is fully integrated with the catalogue. "This information reduces user frustration in coming to the library to browse an issue and being informed that it has not been received yet, or requesting articles published in issues not yet received. Information about single issues is also a tool for librarians working in document delivery departments because they have updated information about issues actually received in other libraries" (Citti, 2003, p. 171).

Receiving status of: Das *Mittelalter (Berlin)
Akad.-Verl.
ISSN: 0949-0345
CNR Code: P 221578
Frequency: Semiannual

STATUS	VOLUME	ISSUE	DATE/DESCRIPTION	YEAR
Expected	23	2	01.07.2018	2018
Received	23	1	2018 Mass und Masslosigkeit im Mittelalter.	2018

all issues ▼

Figure 3. ACNP OPAC: issues recently received
Source: https://acnpsearch.unibo.it/amm/2042880/BO218.

Serial records are often linked to TOCs (Figure 4). Users can shift from serials to TOCs and back. TOCs include 9,000,000 records

from Current Contents by ISI and some created by librarians of the University of Bologna. Each serial is linked to some databases quoting it: SHERPA/ROMEO, Scimago, WorldCat, CrossRef, Google Scholar, and PubMed.

Figure 4. Print and e-journals, and related services
Source: https://acnpsearch.unibo.it/advancedsearch.

From the virtual space restricted to librarians, other services are available:
– an access to the ISSN Register,
– an offer of issue duplicates, and
– a search of issue duplicates (Figure 5).

Figure 5. A service of exchange of issue duplicates (only for registered users)
Source: https://acnpsearch.unibo.it/advancedsearch.

Recently, exchange of duplicates can also be sent to the European list Euroback using ACNP. Euroback is a project fostering exchange of duplicates of serials and monographs between libraries. Libraries or single libraries have to subscribe (free of charge) to receive a daily list of issues available for exchange. Libraries in Euroback are from Belgium, France, Germany, and Italy. This increases the opportunity of finding useful issues which can fill in the gaps of libraries' holdings. The service can be used by all librarians provided that they log in, even if they do not work in Italian libraries, and it is free of charge.

As well as library holdings, users can find information about libraries, opening hours, services, and document delivery terms and procedures.

Digital reference: "Ask a librarian"

"Ask a librarian" is a centralised virtual reference service (VRS), developed and managed in a collaborative way by the libraries at the University of Bologna. It has been set up by a working group who has studied different international VRS and has evaluated different options. It is compliant with IFLA Digital Reference Guidelines (IFLA, 2002).

The libraries aim to satisfy readers' needs for information about the use of library services, using digital and asynchronous communication. They also wish to train users to increase and improve the use of the library and its resources and services. Short answers about library services, research strategies, sources to be used, databases, and digital or paper resources or sites can be provided. Localisation of books and periodicals at the libraries, bibliographic checks of events, dates, statistical data, and biographical checks can be requested as well. No article supply or advanced reference service is offered: for such services, users have to go to their library. Finally, complete and exhaustive bibliographies, in-depth bibliographic research, medical advice or legal opinions, including research and localisation of case law data, and technical information on hardware and software are not provided.

A centralised service model was considered the most cost-effective solution. An important decision concerned how to staff and run the service. It was decided that a service administrator (and a deputy) would filter irrelevant requests and assign questions to the librarians of the different disciplines in which the libraries specialised. An automatic filtering of requests was not feasible due to the disciplinary overlapping between the departments and therefore the libraries. For instance, questions about history can be sent to the library of the Department of History and Cultures, to the library of Humanities, or to the library of Politics, depending on the way users need to treat the matter.

The service administrator and/or deputy are also responsible for:
– supporting colleagues with doubts or technical problems;
– dealing with emergencies:
  – unexpected absence of colleagues (with consequent reassignment of requests),

  – technical problems with the software or the infrastructure and the
    need to contact the application experts; and
– guaranteeing and monitoring the quality of the services.
  Users can access the service starting from the www.biblioteche
.unibo.it page by clicking on the icon "Ask a librarian," from the cata-
logue, or, finally, from the direct link http://www.chiedialbibliotecario
.unibo.it/. Before starting, they can read the service policies.
  "Ask a librarian" is addressed above all to students, professors, and
staff. However, any user of the network can use the service free of charge.
  Users have to fill in a form with their question and possibly
the aim of it, e.g. an exam, a final dissertation, private interest, since the
aim implies different answers.
  The service administrator monitors respect for the deadlines for the
answers: three working days maximum. If the question is open, before
the deadline expires, the library is contacted or the question is redirected
to another library in the network.
  Librarians must stick to the guidelines:
– answers must be clearly worded;
– answers must not contain excessive jargon, and if acronyms are used,
  librarians will also quote the terms by their full name;
– the principle of users' education must be ensured, so the answer will
  include information about how to search for or find the solution;
– answers will be compliant with copyright and all other applicable
  legal restrictions (e.g. the University licences for electronic resources
  must be carefully respected);
– no value judgment must be made; and
– sources must always be mentioned and complete citations supplied.
The VRS staff also has content guidelines to offer quality and homo-
geneous answers.
  Using the platform, the librarian who has been assigned the request
can ask the user for additional information to limit or expand the scope
of the answer, or to better understand the context.
  The monitoring of the performance of the service is therefore es-
sential in order not to disregard user expectations and to ensure compli-
ance with the deadlines guaranteed by the service. The working group
has referred to Charles R. McClure (2003) in order to identify the best
indicators.
  The service is appreciated and well-used. Some students' questions
highlight the need to make some services or some research techniques
better known. This type of information also helps librarians work on
the quality of services.

University digital library: AlmaDL

AlmaDL (http://www.sba.unibo.it/it/almadl) was created in 2001 to achieve some objectives which can be summarised in three main areas:
– developing digital collections by both acquiring digital content and freely available content, and uploading electronic publications produced at the University for teaching and research; digital content also includes digitisation of public domain documents held at the University;
– organising and developing technology for collecting, managing, and preserving digital collections in compliance with international standards; and
– developing services such as web procedures for self-archiving in repositories and linking systems among digital contents and information services (more details can be read in Simone Sacchi (2005) and at https://sba.unibo.it/it/almadl).

The materials are grouped by content into the following sections:
– teaching materials (interlinked from and to professors' web pages). Over the last ten years, 188,221 teaching materials have been uploaded by 3,843 professors and 34,000,589 downloads have been carried out;
– research contents;
– open access journals (38 at the moment);
– public domain publications; and
– first cycle degree theses and doctoral theses.

They can be searched using a search form (see Figure 6).

Figure 6. AlmaDL search page
Source: http://almadlsearch.unibo.it/collezioni/search?r=x.

The AlmaDL staff organises training sessions for librarians working in the various libraries, since these employees must be able to support professors in uploading their materials. Moreover, AlmaDL staff can be contacted for doubts, technical problems, and requests for personalisations of some masks.

Librarians' training

The University ensures the training of librarians regarding the knowledge of the applications and the standards to be used, with an annual planning. Courses of high professional specialisation on organisational aspects and on the management of human resources are organised for project managers and complex structures such as interdepartmental libraries as well. The library system also organises cultural seminars on the evolution of the profession and on library services. Each seminar course has a webpage with links to materials.

Librarians have a dedicated section on the intranet with instructions on specific aspects, manuals, FAQs, etc.

The University of Bologna is a member of the Italian library association (AIB – Associazione italiana biblioteche), so librarians are encouraged to participate in its seminars.

Finally, the library system ensures support for any doubts about all aspects of library life: services, activities, cataloguing, bibliographic material conservation, projects, etc. An administrative office specialised in libraries-related duties supports all their needs.

Information literacy

Users' training is ensured not only by individual libraries but also centrally, through services and projects.

The University also offers a tutorial in Italian and English to ensure the skills necessary to locate, evaluate, and use information effectively and to learn how to use the information resources available on the Internet and in libraries, as suggested by Jesús Lau (2015) in "Guidelines on Information Literacy for Lifelong Learning." This tutorial is available at https://sba.unibo.it/en/services/training/tutorial-di -information-literacy-1. It includes five units: "Defining and formulating your research project," "Identifying what resources to use," "Research strategies," "Assessing the resources," and "Using your research results."

Recently, it has been decided to provide all students who choose to attend seminars about information literacy with some basic skills. Should the University Governing Bodies wish so, these seminars will become compulsory. The seminars aim at teaching students how to select the most suitable bibliographic resource (catalogues, databases, repositories, search engines) and use the services the University offers them (off-campus access to e-resources, local loans, interlibrary loans, booking services, tutorials). Practical examples are used to show how to approach and solve problems. Librarians use simulations and short videos and carry out some exercises to encourage students to participate actively.

In 2018, several editions of this seminar were offered. Librarians who were teaching students met and defined the teaching methods and shared some materials in order to offer the similar contents in all seminars.

Monitoring the quality of services

The library system monitors the quality of services: for each library, annual statistics enable vertical benchmarking (i.e. comparisons of data referring to different years) and horizontal benchmarking (i.e. comparisons of data from different libraries having similar characteristics) in order to offer evaluation tools to the libraries and the system. A statistical survey is also performed annually.

The University is a member of the national group GIM (Gruppo interuniversitario per il monitoraggio dei sistemi bibliotecari di Ateneo, i.e. The Interuniversity Group for Monitoring Academic Library Systems). Libraries upload their data onto the platform Simonlib at http://www.simonlib.com/. The platform allows librarians to extract data, statistics, reports, graphics, and information for benchmarking.

Projects involving several libraries

The library system supports and favours projects involving all or some libraries. One of the latest projects was a survey of user satisfaction, administered online to all University staff members, aimed at identifying strengths and weaknesses in order to offer evaluation tools to the libraries and to the system. Starting from these results, the libraries will identify actions to improve their services.

Conclusions

The library system is a living and articulated reality which coordinates 60 libraries. They work together, discuss and share information, and set up projects together, thanks to the library system. Librarians also work with their scientific boards to understand and meet professors' requirements concerning teaching and research. Collaboration between professors and technical staff is very effective.

The activities carried out centrally, such as purchases, cataloguing, management of complex contracts, etc., involve some library colleagues, since the perspective and knowledge of many individual realities is necessary. Even colleagues not directly involved in the activities are regularly informed about new activities, services, and opportunities for users and for professional staff. Important communication efforts are sustained since knowledge of contracts and licences is necessary to provide all services: loans, reference services, interlibrary loans, digital services, information literacy, etc. Only effective communication and sharing knowledge and expertise increase the cohesion of the system and guarantee the quality of services.

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System biblioteczny na Uniwersytecie Bolońskim: rola współpracy

Abstrakt: Celem artykułu jest zarysowanie misji, zarządzania i działania systemu bibliotecznego na Uniwersytecie Bolońskim. Pieczę nad systemem ma komitet naukowy składający się z profesorów i bibliotekarzy, którym przyświecają wspólne cele i którzy wspólnie podejmują decyzje. Z jednej strony, współpraca ta umożliwia bibliotekarzom lepsze zrozumienie potrzeb nauczycieli akademickich związanych z pracą naukową i dydaktyczną. Z drugiej strony, profesorowie mają szansę wyrazić swoje potrzeby i zrozumieć różne wybory natury technicznej.

Niektóre działania podejmowane są centralnie (nabywanie i katalogowanie źródeł elektronicznych czy zarządzanie włoskim systemem OPAC przeznaczonym do wydawnictw ciągłych i bolońskim systemem OPAC do monografii). Do innych działań centralnych zaliczają się usługa cyfrowa „Ask a librarian" („Spytaj bibliotekarza") oraz uniwersytecka biblioteka cyfrowa. Co więcej, system umożliwia bibliotekarzom dostęp do szkoleń i telefonicznego centrum pomocy, a przysposobienie czytelnicze wspierane jest przez konkretne projekty. Monitorowanie systemu to kolejne ważne działanie zapewnione przez system. W końcu system biblioteczny na Uniwersytecie Bolońskim ma własny zespół pracowników, którzy nie tylko komunikują się z bibliotekarzami, ale również angażują pracowników z innych dziedzin, tak, aby rozwijali umiejętności i poszerzali swoją wiedzę. Dzięki tym działaniom system zyskuje na spójności, a tym samym utrzymuje wysoką jakość usług.

Słowa kluczowe: System biblioteczny. Uniwersytet Boloński