

**The loan of documents**

For access to this service the user must register with the Library. Books are borrowed for 30 days, while periodical articles are borrowed for 7 days. Popular repertoires, rare or valuable works, and the last number of periodicals are excluded from loan.

Tapes and films can be borrowed with the same modalities as books, for a maximum period of 3 days.

The material on loan can be reserved telephonically. The user will be notified when the book returns, and it must be picked up within 3 days from notification.

**Interlibrary Loan (ILL and DD)**

This service allows to consult and also take out volumes and documents that are present in other libraries through the Municipal Library of Roncade.

Interloan between libraries of the Province adhering to the Provincial Services Centre are free of charge to the user. Delivery time: maximum 4 days.

Interlibrary Loan and Document Delivery at a national and international level are services provided on payment (€ 8,00 for Italian Interloan and € 12,00 for international loans)

**Photocopies and bag deposit**

It is possible to reproduce material owned by the library and not on loan, in real time, and according to the abiding laws.

Backpacks and bags can be deposited in the available lockers.



**The digital Library always available**

Digit <http://tvb.bibliotechetrevigiane.it> and discover free contents: newspapers, e-books, audio books, movies, musics and all the "Biblioteche trevigiane" (Treviso libraries) entertainments.

**Relations with users**

The policy of library personnel is to provide respect, courtesy and helpfulness towards users. The personnel may ask people to leave the library or they may suspend them from using the services if they disturb other users, or if they treat documents and library furniture incorrectly or in the case of disrespectful behaviour to library personnel.

The person in charge of the library can make exceptions to the services provided, in the case of particular circumstances or special needs.

**Information and participation**

The Library obtains feedback on the users' evaluations concerning the quantity and quality of the single services provided and in general on the quality of the service provided.

Users can suggest the purchase of documents not already owned by the Library through the Desiderata Register available and they may present any other proposals for improving the services.

**Complaints**

Users have the rights to complain about any inobservances concerning the commitments assumed by the Library in the Service Charter. Complaints must be presented in writing or sent by fax or e-mail to the General Manager including details, address and telephone number of the person presenting the complaint.

The Person in charge will look into the matter, guaranteeing an answer within 30 days of presentation of the complaint, activating procedures to eliminate any causes of problems.

**Opening times**

The library is open in the following hours:

MON	9.00 – 13.00	15.00 -19.30
TUE		15.00 -19.30
WED	9.00 – 13.00	15.00 -19.30
THU		15.00 -19.30
FRI		15.00 -19.30
SAT	9.00 – 12.00	



MUNICIPAL LIBRARY OF RONCADE

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<http://www.bibliotecaroncade.it>



BibliotecaRoncade



BiblioRoncade



CITTA' DI RONCADE

The Municipal Library of Roncade is an institution that works to guarantee citizens the rights to obtain free access to culture, documents, information, expressions of human thought and creativity, according to the principles of the Italian Constitution on the fundamental rights of civil society and democratic living. The Library of Roncade, a fundamental and primary access point for citizens to information and documents, supports education over the entire lifespan, constituting a reference point for different cultures and at the same time contributing to increase awareness of cultural heritage, by passing it down to future generations, evaluating and motivating documentation services at the local level.

The Library proposes itself as a patrimony to the community, open to everybody and free of charge.



### **Consultation, reading and studying on site**

The Library has spaces especially for studying and reading. It is therefore possible to consult the library repertoire of dictionaries, encyclopaedias, manuals and other fundamental aids for research in a direct and immediate manner.

The consultation of catalogues and the relative bibliographical and documentary heritage of the Library can also be consulted directly and spontaneously by the user.

The bibliographical patrimony amounts to approximately 33.000 volumes. The library also owns about 3.000 photographic documents and a section of around 2.000 film and advertising posters.

### **Information services**

The Library offers a service of bibliographical consultancy and assistance in the consultation of catalogues, informative and documentary research, and research on local or remote databases.

The library personnel instructs and orientates the user to utilize the resources and bibliography and documentary matter of the library in an independent manner, offering competence and qualified assistance for identifying more complex informative material.

### **Computerized and multimedia services**

The Library has documents and information on all kinds of supports, including video/audio and multimedia documents (compact-discs, videocassettes, DVD, VHS, CD-ROM).

The Municipal Library of Roncade has an internet and multimedia point for up to 6 people in order to access informative resources present on the web and also a Wi-Fi service (on payment).

### **Video and sound section**

This room has over 3500 films in VHS and DVD. The database of titles is filed by film director, actors, kind and themes, and it is available on paper and computer supports. The users may ask for a copy in digital format. The sound section is currently composed of 300 audio documents.

### **Children's section**

The Library has two rooms dedicated to Children: one for the 0-6 age group and the other from 7-14 where younger users can stop to read, study, work on research, or to choose books to take on loan.

Parents are responsible for the choices and correct use of the services and materials by their children.

The Library collaborates with schools on the territory and with other institutes, organizations and associations for the realization of projects for diffusing literature among children and it organizes guided tours and workshops for students.

The Library also has approximately 350 table games, which, at present, may only be used on site.

### **The section on local history**

The Municipal Library of Roncade collects documents of various kinds that are a testimony to the history and culture of the local community (at a provincial level).

### **Periodical section**

At the time of printing the present Charter, a total of 60 periodicals are available to users. Back years and periodicals out of print are partly kept in the library storehouse.

### **Cultural promotion and activities, evaluation and research**

The municipal Library of Roncade organizes meetings, debates presentations and other initiatives for promoting the knowledge and use of services, reading, information, literacy, the fruition of cultural expressions through various means, permanent formation, and dialogue between different cultures and knowledge.

The Library promotes study and research activities with the aim of further appreciation and knowledge of documentary collections and on aspects of local history and culture.