

ITALY

BIBLIOTECA NAZIONALE CENTRALE di FIRENZE

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Annual Report 2005-2006

QUALITY MANAGEMENT SYSTEM

In December 2001, the Library's Quality Management System was accredited by Det Norske Veritas, an independent foundation and a leading international provider for certifying management systems, and maintained by recurrent auditing inspections, last of them in March 2005. In May 2004 the BNCF carried out a user satisfaction survey aimed to collect information on the user evaluation of the BNCF and its individual services. Between the 24th and 29th May 2004, 1,352 questionnaires were distributed to a partially randomized sample of users. The results, elaborated and assessed by a working group, expressly created within the Library, are presented in a document available on the Library's web site. The data highlight some aspects that have been considered as significant, such as the characteristics of the interviewees, how they use the Library's services and its resources, their evaluation on individual services and how that has contributed to give a satisfying assessment on the BNCF, and lastly the user's suggestions. The BNCF was given an average valuation of 3.49 on a scale of 1 to 5 by its users. The data resulting from the survey brought to light various criticisms, that the BNCF will resolve in the near future. In order to improve the relationship with its users, the BNCF has published the Second Edition of the "Services Chart" (valid for the next two years), available on our website and every second year will repeat the user survey to enquire into client needs and satisfaction. The Library has also begun to hold meetings with its users in which the representatives of the Library staff and experts from outside the Library can participate. Matters to discuss include those problems and malfunctions arising from the survey; the main purposes and tasks of the Library according to the Library's mission, and its area of responsibility; the BNCF user services and electronic services (such as Internet access, use of library website, OPACs etc.)

PROJECTS

THE PROTOTYPE OF THE NUOVO SOGGETTARIO

This project, developed from a two-year Feasibility Study on the revision of the "Soggettario per i cataloghi delle biblioteche italiane", the tool for subject indexing used by the Italian National Bibliography and by the majority of Italian libraries since 1958, began at the library in October 2004. Completion is expected by December 2005. The project was financed in September 2004 by the National Heritage and Culture Ministry and a private funding body. Thanks to these funds the project will continue in 2006, completing further stages.

RES

The Library has recently completed a Feasibility Study on the **RE**pertorio degli **Sp**ogli dei periodici italiani, a project undertaken in collaboration with other organizations to guarantee the access to information contained in the serial publications owned by the BNCF. The Feasibility Study was also presented during a Seminar held in Florence in September 2004.

BIBLIOTECA DIGITALE ITALIANA

The Library is actively working in digitalization projects of three important collections: Magliabechi,

Maps (old cartographic material) and the Journals by foreigners travelling in Eighteenth century in Tuscany from the Fondo Palatino-Lorenese. About 405.000 items, will be digitize. The cataloguing procedure of the digitised documents, the production of metadata and the realization of the hardware and software have been planned.

TEL

The BNCF is continuing its engagement in the TEL Project. It is also planning the operational procedures. The Library is actively participating in the TEL Project working Group during 2004. Thanks to that TEL began operative during 2004.

EXHIBITIONS AND MEETINGS

Over the last year, the BNCF organized several exhibitions. The most important of which:

Luigi Cherubini: images and notes (February 2005)

This exhibition, devoted to Luigi Cherubini, the Florentine composer, emphasized his life and career throughout the rich collection of illustrated printed scores and librettos of his works from the collections of the Music Department of the BNCF and of the Archivio Storico del Teatro del Maggio Musicale Fiorentino.

Chocolate: a delicious kindness (March-April 2005)

The exhibition focused on the history of chocolate, since its introduction and dissemination in Europe during the Sixteenth and Seventeenth centuries, through manuscripts, printed books and engravings from the collections of Magliabechiano and the Palatino-Lorenese funds and paintings and utensils from the Florentine public collections.

Shakespeare's Sonnets in Florence (May-June 2005)

The exhibition of rare Italian and English editions of Shakespeare's Sonnets, in collaboration with the British Institute of Florence and the Gabinetto Scientifico-Letterario G. P. Vieusseux of Florence. Through special events, held in conjunction with the exhibition such as lectures, workshops, conversations, readings and receptions, we were able to offer greater insight into Shakespeare's work.

ACQUISITIONS, CATALOGUING, LIBRARY SERVICES AND PRESERVATION

LEGAL DEPOSIT AND ACQUISITIONS

The National Library of Florence is the centre that holds the national bibliographic heritage of Italy, according to legal deposit laws. In 1886 the BNCF was given the institutional duty of producing a bibliography of all publications received and since then the Library has carried out that task. Its bibliographic collection has been enriched by purchases, auctions, exchanges and donations. In 2004 the BNCF added 66,356 items.

CATALOGUING

The BNCF's Cataloguing Department and the Italian National Bibliography Department catalogued 84,976 during 2004, entering them in the Online Union Catalogue (Servizio Bibliotecario Nazionale). The two Departments also participated in national meetings to discuss the new statement of cataloguing principles and the revision of the Italian cataloguing code (Regole Italiane di Catalogazione per Autore).

PRESERVATION

The amount of preservation and restoration activities undertaken by the Restoration Department during 2004 was:

108 bindings, 123 gildings, 8,906 leafs and tables inside books and 40 complete restoration operations on books and manuscripts.

STATISTICS OF THE WEB SERVER

In 2004, the BNCF's new website became available. Daily hits passed from 142,000 in 2003 to 169,217 in 2004, with 61,934,030 satisfied requests.

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