



Biblioteca Nazionale Centrale Firenze

Annual report 2002-2003

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Collections

Printed books.....	5,500,439
Manuscripts.....	24,970
Letters and autographs.....	more than 1,000,000
Graphics materials.....	41,660
Multi-media materials.....	1,229

Services to readers

Readers.....	233,938
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Items consulted.....	709,407
Local lending.....	18,573
Interlibrary lending.....	906

Resources

Staff.....	272
Budget:	8498,642,46 euro

Improvement of the Quality System

During the year 2002 the Library has been deeply involved in the improvement of the Quality System adopted in the previous years. An optimisation of all operating procedures and the acquisition of a planning methodology were reached. The activities realized through the Quality System guidelines concurred in a 2% decreasing of total Library's costs. About the half of the whole staff of the BNCF was involved in training sessions. In December 2002 the final version of the "Charter of Services" was presented during the meeting

"Quality in the Library" (<http://www.bncf.firenze.sbn.it/notizie/testi/cartadeiservizi.htm>)

and afterwards it was available for the users. With this Charter, accessible on the website of the BNCF, the Library committed itself to fix a Code for users' rights, for methods-time supply of services and for quality standards to respect. In the last months a customer satisfaction survey on a trial users' sample has been started: the future results will be the basis to elaborate a large-scale survey to undertake at the end of the year.

In November 2001 the BNCF obtained the ISO 9002 certification released by the International Organism of Certification DNV (Det Norske Veritas): during 2002 the Library received two planned inspections of the DNV. These controls obtained positive and encouraging results, especially for the involvement of the staff in the new procedures. During the second visit in May 2002 the BNCF committed itself to conform its Quality System in the following year to the UNI-N ISO 9001: 2000.

In cooperation with the UNI (Ente Nazionale Italiano di Unificazione), the BNCF realized the guidelines to the application of UNI-N ISO 9001: 2000 to the Italian libraries.

Safety

Great efforts have been concentrated on taking safety measures for the staff and users, for the building and collection. By means of targeted projects were realized:

- - a new check-point for external partners and suppliers, where a new switchboard and a centralized control room for fire-fighting and alarm systems have been installed;
- - an automatic fire-fighting system for the basement areas;
- - a Faraday cage for the main building was projected and contracted out to prevent atmospheric electric discharges;
- - a general survey control and adjustment on all safety measures adopted by the Library in the last years.

Buildings

Because of the permanent lack of space, the Library has been engaged in looking for new available areas during the whole year. The best solution to this problem could be certainly given by the acquisition of the barracks “Curtatone e Montanara”, a very large building located near to the Library, under the property of the Ministry of Defence. Contacts are currently running between the BNCF and the Ministry of Defence: the growing consensus of opinion on this acquisition among civil and military authorities, institutions and press, can induce the expectation of a positive result.

Projects

The project on the creation of an **electronic catalogue of the Magliabechi’s manuscripts** (about 6,000 manuscripts) continued all over the year, as well as the project on the **digitalization of the Palatino card catalogue** (a project concerning about 210,000 catalogue’s cards and running from several years, but now entering into its last step). As in the near future the results of both these projects will be accessible through the Internet, a relevant advance in knowledge of the importance of the collections of the Library will be produced.

The BNCF completed the **digitalization of the card catalogue for Collections of Letters**, constituted by 90.000 units: on this database researches are possible by name of sender or addressee. Furthermore it was completed the cataloguing and electronic publishing of the **“Efemeridi” of Giuseppe Pelli Bencivenni**, a project concerning 80 handwritten volumes describing

the chronologically ordered relevant events occurred in Tuscany of the XVIII century. The "Efemeridi" will be soon accessible by the BNCf web site.

The activities of the **TEL** project (The European Library) are in progress: the main aim of TEL is to create a "virtual digital library" allowing remote access to the collections and resources of the partner institutions. At the moment the records of the digitalized documents are available on the testing database of the TEL project.

The BNCf promoted the elaboration of **RES** (<http://www.bncf.firenze.sbn.it/progetti/RES/index.html>), a new project focused on the indexing of the Italian periodicals in the area of human and social sciences. The purpose of the RES project is to verify the possibility of setting up a new Italian Central Service, under the coordination of the BNCf, operating at the same time as a gateway of the existing resources and as a starting point of future implementations. Assigned to an external company, a feasibility study is in progress.

One of the last research lines, in which the BNCf is concerned, is the contacting of other National Libraries in order to constitute a consortium to attend to the problems of **web-archiving**.

The activity of electronic retrospective conversion of data from the card catalogues or from other supports to the OPAC has been continuing all over the year. The whole set of records of the doctoral dissertation theses (about 30.000 records updated to the first half of 2001) recently migrated to the OPAC.

In the first months of 2003 the prosecution of the **ArsBNI** project produced 50,000 new digital images of front-pages, tables of contents and indexes, linked to the relative records of monographies of the BNI (Italian National Bibliography).

Statistic of the web server

Daily hits passed from 75.000 of 2001 to 98.000 of 2002, reaching an average of 138.000 in the first half of 2003. The increasing traffic and the years that have passed from the creation of the web site of the BNCF, induce to plan a new version of the site.

Exhibitions and meetings

As in the past years, the BNCF attended the presentation of several new books and periodicals, and organized successful exhibitions as “Mundus novus - Amerigo Vespucci and the methodology of geographical and historical research”, “Vincenzo Bellini”, “Gli Alinari Editori – the iconographic contribution of the Alinari to the global publishing”.

In October 2002 the BNCF organized, in cooperation with other institutions, the annual international meeting on the Dublin Core standard (papers of the conference are now available at the address <http://www.bncf.net/dc2002>). In February 2003 the BNCF organized an international congress on Authority Control, with the aim of comparing the main national and international experiences.