LIBRARY & ARCHIVES

Report 2023

Università
Bocconi
MILANO

TABLE OF CONTENT

HISTORY

Bocconi Library opened in 1903, one year after the University was founded, starting from an initial collection donated by the Camera di Commercio (Chamber of Commerce).

Thanks to the contributions from academics such as the legal expert Angelo Sraffa and the economist Luigi Einaudi, together with the efforts of the well-known librarian Fausto Pagliari, in the Fifties the Library already owned specialized collections and played an important role both at national and international level.

In the Sixties, services started to be organised in a more systematic way and in the Nineties the first investments in electronic resources were initiated.

Over the years the Library moved from the original location in Via Statuto to Sarfatti 25 (the first building of the new campus) and finally to the current location in via Gobbi 5. The Library was completely refurbished between 2013 and 2015.

In 2014, the Library became responsible for the Historical Archives and was officially nominated "Library & Archives".

In addition, the Library became a European Documentation Centre in 1983.

Archivi Storici Bocconi (ASBOC), Archivio fotografico Resti, AER 10.2-fasc. 1, Veduta dell'edificio sede della Biblioteca, 1965

VISION

In November 2021 Library & Archives developed its strategy 2021/2025 in line with the University strategic plan.

The Library will be a real and ideal agora, a magnetic catalyst where creative and meticulous research, innovative teaching and multi-disciplinary learning will meet and generate a forward-looking knowledge, more open and inclusive, visionary and rational, that will have a positive impact both inside the University and outside on the community.

Library & Archives

✓ Stakeholders (students, Faculty, staff and Alumni) are at the core of Library services, without discrimination, in a stimulating environment that can meet all learning and research needs.

✓ Library & Archives develops and preserves its collections, focusing on the development of digital resources, guaranteeing and facilitating access to resources. Collection development is based on the principles of excellence, sustainability and inclusion, anticipating the needs of the community and trends in the subjects taught.

✓ Library & Archives guarantees appropriate training to users and the inclusion of the international University community, in order to promote scientific knowledge and the cultural heritage of the Library.

✓ Library & Archives connects the University with the outside world, developing Third Mission projects to engage civil society.

MISSION

Accessibility and communication

Staff and users education

Digitization

Collections meet users

Sustainability and inclusion

Third Mission

GOALS

BOCCONI POPULATION

Library & Archives develops its services according to the mission and vision of the University Strategic Plan.

The student community (undergraduate and graduate, PhD and Master students), the core Faculty and staff are the main target of the services.

The student community consists of 15,152 members, 3,370 of which are foreigners (22.2%). There are 7,999 students enrolled in undergraduate programs (1,852 are international students). There are 4,267 students enrolled in Master's degree programs (991 international students), 1,405 law students, 179 PhD students and 808 students enrolled in SDA Master programs.

The University core Faculty includes 424 members, while the SDA Core Faculty counts 150 professors. Administrative staff consists in 727 people.
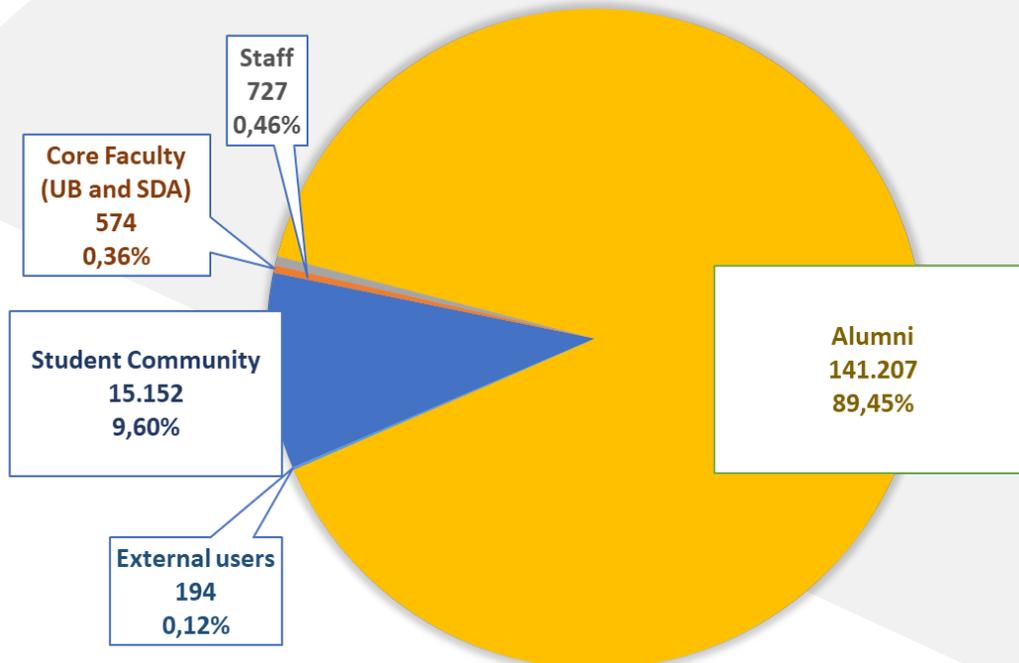
Bocconi population is completed by the Alumni network (141,207 people) and external users (194 people) who can subscribe to the Library and access dedicated services (Library membership card).

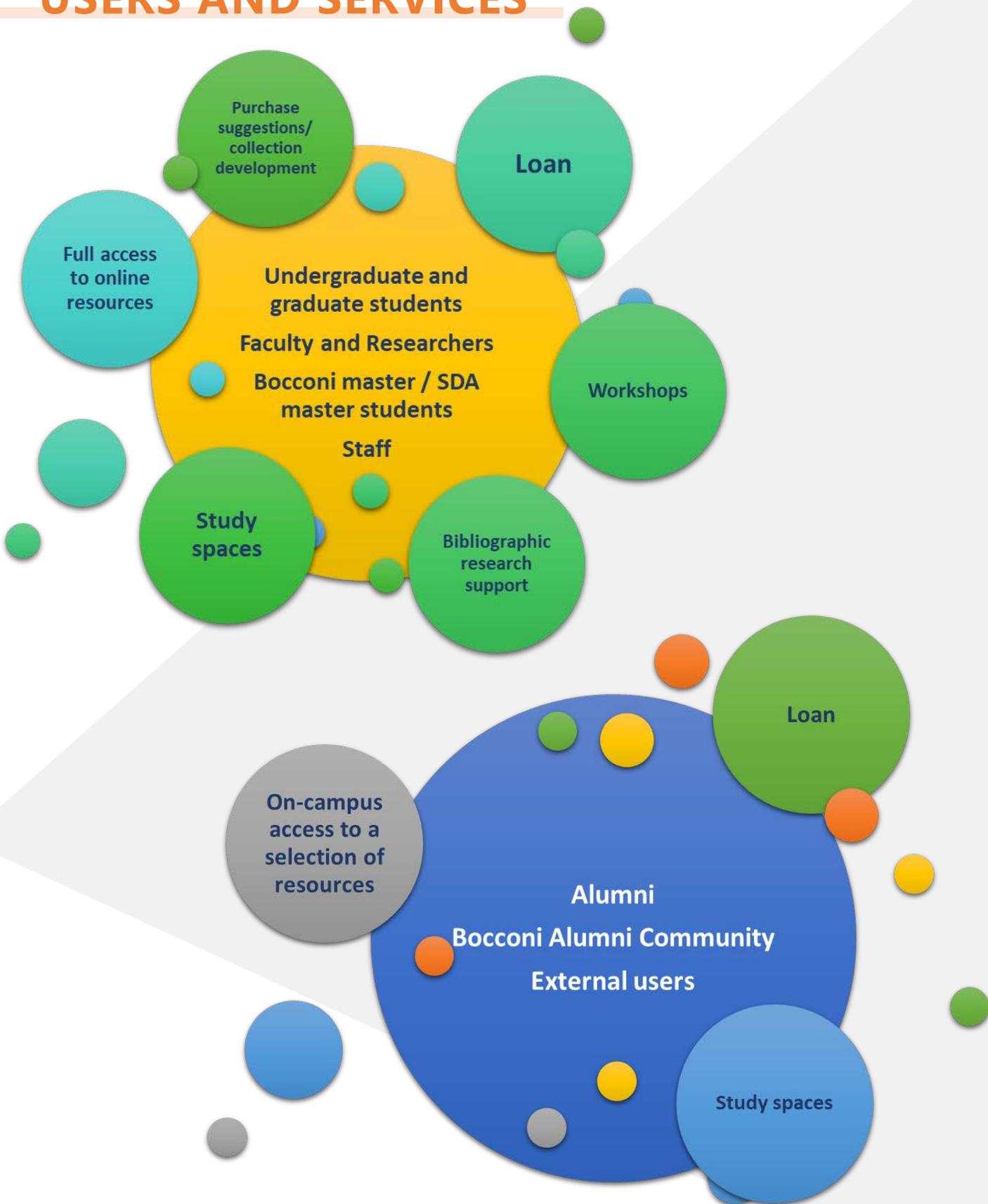Services are developed to support study, teaching and research, which represent the main purposes of the institution.

Note:
Student data are from A.Y. 2022-23
Staff, Faculty e Alumni data are updated at 31-12-23

BOCCONI POPULATION

Staff
727
0,46%

Core Faculty
(UB and SDA)
574
0,36%

Student Community
15.152
9,60%

External users
194
0,12%

Alumni
141.207
89,45%

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USERS AND SERVICES

Purchase suggestions/ collection development

Loan

Full access to online resources

Undergraduate and graduate students

Faculty and Researchers

Bocconi master / SDA master students

Staff

Workshops

Study spaces

Bibliographic research support

On-campus access to a selection of resources

Loan

Alumni

Bocconi Alumni Community

External users

Study spaces

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WHO WE ARE

The Library is open Monday to Sunday, from 8:30 a.m. to midnight, for most of the year. In 2023, it was open 318 days.

The Library develops on four floors: two floors are open to users (3,194 sq m), one is reserved to staff offices (988 sq m) and one hosts the Historical Archives (142 sq m).

On the ground floor it is possible to find the open shelf collections (3,193 lm), the Information Desk (renovated in 2023 with an accessible workstation dedicated to users with disabilities), part of the study seats and the exhibition area.

Other study rooms, two rooms dedicated to the European Documentation Center and the Historical Archives, the Databases room and the break area are located on the second floor.

The building also hosts the Main storage (2,290 sq. m.), organized on four floors, where almost half of the paper collections are stored. There is also a Remote storage located in Rozzano (2,009 sq. m.). In 2023, following numerous user requests and thanks to the renovation of a section of the Main storage, 130,000 volumes were moved from the Remote storage to the Main storage.

Main storage: 2,290 sq.m.

Exhibition area: 102 sq.m.

9,410 sq.m.

Remote storage: 2,009 sq.m.

Public areas: 3,197 sq.m.

Offices: 988 sq.m.

Dedicated Spaces

Databases Room
7 workstations dedicated to Financial Databases

3 workstations for consulting Master's theses

Archives Reading Room

Faculty Reserved Room

Room dedicated to the European Documentation Centre

External users Reserved Room

Exhibition Area

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MILANO

Strategic Plan goals

In 2023 we recorded 544,146 accesses to the Library, with an average daily attendance of 1,638 users.

The maximum capacity of the library is 720 people.

Study seats can be booked through the University YoU@B Pro app, updated in 2023. In addition, there are 8 places reserved for users with disabilities.

Finally, the European Documentation Center and the Historical Archives are open to the general public and can be accessed upon reservation: in 2023 there were 158 visitors for the Historical Archives.

Priority seats: 8

Study seats: 640

Maximum capacity: 720

Staff front office workstations: 8
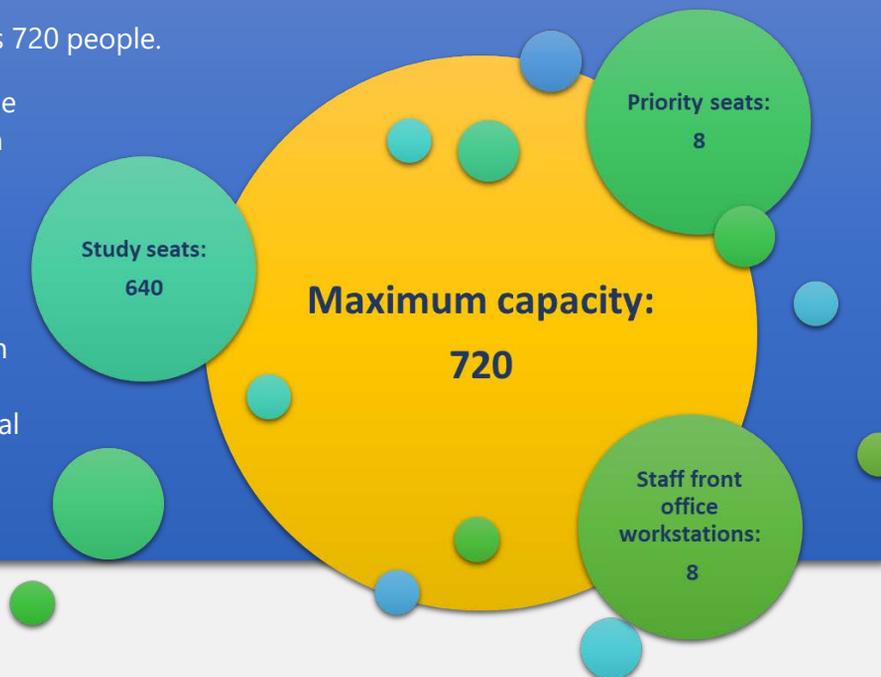
Staff

The staff consists of 45 people belonging to 8 different services, but working together on joint projects.

To ensure extended opening hours, the Library relies on external staff (15 people).

In addition, students can participate to 200 Hours Work-Study Program, that gives them the opportunity to work and collaborate with Library & Archives: two collaborations were activated in 2023.

SOME NUMBERS

Users

544,146 accesses

1,156 reference requests

9,881 support requests
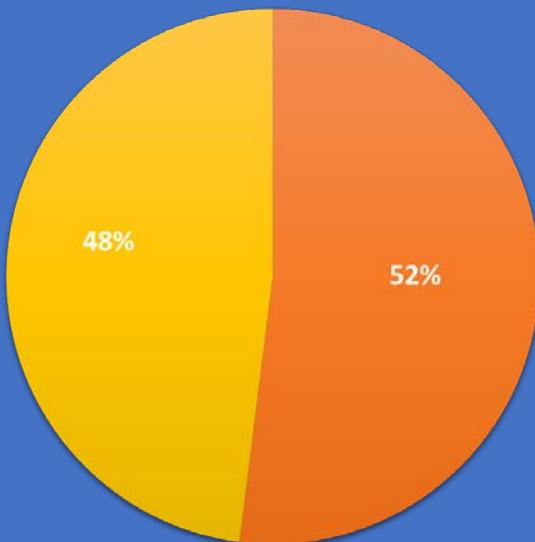
Research support

561 reading lists

110 Library workshops and 1,943 participants

64 requests for publishing in Open Access through transformative agreements and 53 faculty members involved

Collections

48%

52%

■ Paper collections   ■ Online collections

Resources

49,523 loans and consultations

821,593 full-text downloads of e-books and e-journal articles

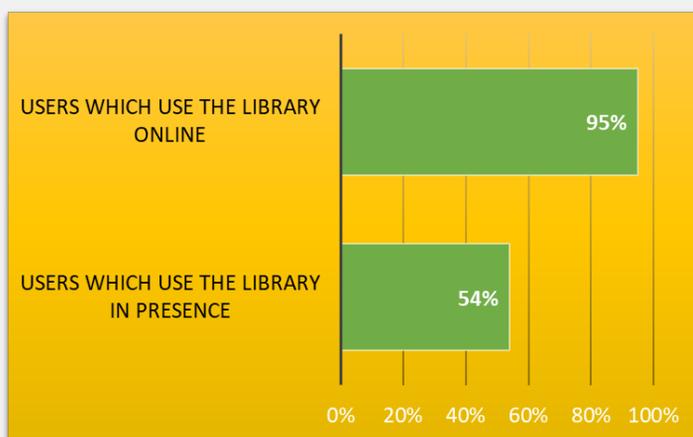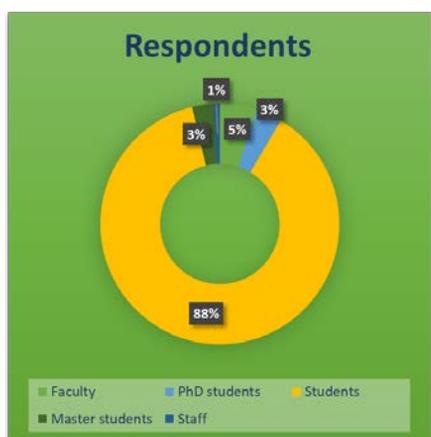Electronic resources: 271,436 searches

538,574 website sessions
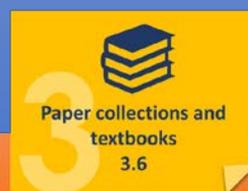
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SURVEY 2023

In addition to the reports "Valutazione dei servizi universitari: indagine presso gli studenti. Report generale dei risultati. Ed. 2022-23" (distributed by the QA&Accreditation Office on behalf of the Evaluation Board which annually submits the report on student opinions to ANVUR), "Valutazione dei servizi alla Faculty e allo Staff 2023" and "Teaching Evaluation Survey Phd programs. A.Y. 2022-2023," (which were also distributed by the QA&Accreditation Office), in November and December 2023 Library & Archives launched its annual satisfaction survey (initiated in 2021) open to all users, with the aim of better understanding the level of satisfaction with the different services.

The average rating was 3.8 out of 5. In particular, user support was evaluated 4.4 by the Faculty and 4.1 by students: more in details, 4.1 for in-person support and 4.04 for online support.
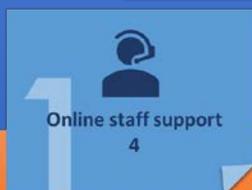
All surveys, both the QA&Accreditation Office ones and the Library & Archives one, confirm the high standards of services, with a particular appreciation for: opening hours, assistance with bibliographic research and up-to-date electronic and paper collections.

Respondents

- Faculty
- PhD students
- Students
- Master students
- Staff

1%
3%
3%
5%
88%

USERS WHICH USE THE LIBRARY ONLINE — 95%

USERS WHICH USE THE LIBRARY IN PRESENCE — 54%

0% 20% 40% 60% 80% 100%

Survey results

TOP 3 Library services in presence

1. Staff support in the Reading rooms — 4.1
2. Opening hours — 3.9
3. Paper collections and textbooks — 3.6

TOP 3 Library services online

1. Online staff support — 4
2. Online collections and access off campus — 3.8
3. Library workshops — 3.6

HIGHLIGHTS

Library & Archives manages the University Campus Tours. The tours, which are open to the general public, introduce visitors to the architecture, history and main characters of the University, sharing anecdotes and curiosities. In 2023, we delivered 83 tours attended by 1,910 people.

In addition, in September 2023 the exhibition "The Bocconi campus: from dream to realization" was opened in the dedicated space at the entrance of the Library, displaying documents and photographs preserved in the Archives from 1940 to present.

In the framework of the Open Access Week, on October 25, 2023 the Library organized a webinar dedicated to the potential of open access textbooks.

The webinar was attended by 60 people, including librarians, Faculty members and publishers.

In April 2023, the Break Area on the second floor of the Library was completely renovated. The new space, *Oasi Terra Bio*, is equipped with sound-absorbing panels, air purifiers, stabilized greenery and is made of totally recycled material, helping to make the Library an increasingly sustainable space that meets the necessary standards of silence and quiet!

ENHANCEMENTS

In 2023, Library & Archives introduced the management platform Alma and PrimoVE. In addition to the migration of all Library data (515,622 bibliographic records), all the processes involving different teams became digital. SearchLib, the new search engine, browses across print and digital collections, IRIS (the catalog of scientific research produced in the University) and Bocconi Historical Archives (ASBOC) in an integrated way.
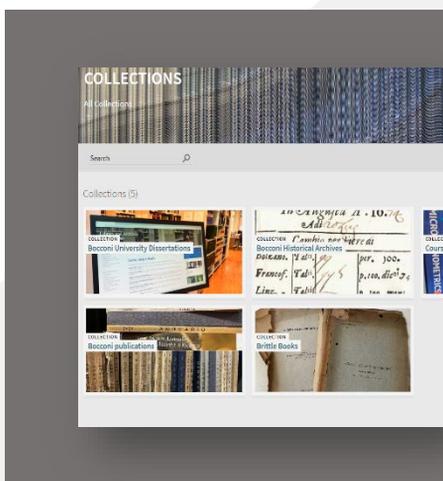
The Digital Library, implemented in December 2023, provides immediate access to digitized or born digital documents from the Library collections and Historical Archives such as theses, Bocconi publications and archival images and documents. The Digital Library allows collections, including special collections, to be accessible without compromising their preservation and will help us develop our Third Mission. In 2023, 63,816 theses and 1,140 archival documents were digitized.

In April 2023, the Library Information Desk was renovated: architectural barriers were removed and spaces and furniture were adapted to create an open, dynamic and easily accessible environment for all.

MANAGING AND DEVELOPING COLLECTIONS
Collections

Bocconi Library collections consist of paper collections (48%) and electronic collections (52%).

Our paper collections consist of: 456,008 monographs, 1,304 early printed books, 98,576 dissertations and 172,269 years of serials (including our 342 current serial subscriptions).

In 2023, the Library team cataloged 564 volumes, 2,327 dissertations and 729 serial issues.

Our paper collections are housed in three different locations: the open-shelf reading rooms, directly accessible by users, a Main Storage in Via Gobbi 5 and a Remote Storage in Rozzano, accessible only by Library staff.

After a qualitative analysis of loans and requests and the renovation of the Main Storage, from June 2023 more than 130,000 volumes have been moved from the Remote storage to the Main one, noticeably improving the delivery time of requested items while rationalizing the expenses of moving books.

Our online collections consist of 266,652 e-books, 87,295 e-journals and 75 databases and were acquired upon direct requests of Faculty and students.

Most of our online collections are also accessible off-campus, 7 days a week, 24 hours a day.

A few numeric databases (Bloomberg, Refinitiv Workspace and SDC) are accessible in the Library Databases Room.

In 2023 more than 4,000 users accessed the workstations in the Databases Room.

In 2023 we also implemented a new single sign-on authentication system, OpenAthens, for most of our electronic resources that allow federated or IP address authentication.

This new configuration allowed us to improve the user experience of our community of students and Faculty and ensured a stricter access control.

Paper collections

Reading rooms	**13%**	3,193 linear meters
Central storage	**45%**	10,202 linear meters
Remote storage	**42%**	9,935 linear meters

Online collections

- + 266,000 E-books
- + 87,000 E-journals
- 75 Databases

Lex get digital! To strength the continuity between paper and online collections, in 2023 we launched the new project *Lex get digital!*. Thanks to *ad hoc* signage, users can use Qrcodes to access online legal collections that cover the subjects of the volumes on the shelves.

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Strategic Plan goals

Acquisitions and budgeting

Library acquisition policies were recently oriented towards two main directions:

The Library collections must support our community's research and learning needs, therefore should be developed upon their explicit requests. Exceptions to this rule are teaching materials, that are found, evaluated and made available online by librarians (i.e. subscriptions to platforms for online textbooks, such as Cambridge Textbook Full Collection, Pandoracampus, Vitalsource, Digitabook), and bound-with titles to be completed.

1. The Library has a digital-first policy and purchases electronic resources whenever possible. Print format is acquired when an online version is not available.

2. The acquisition of specific electronic resources is also requested by users and evaluated by budget availability.

The cost allocation depends on the target users: databases that benefit a wider user base are purchased with the Library budget, those that are relevant for one or more Departments are purchased with their budget, while datasets that satisfy a single user's research needs are purchased with the project funds of the researcher.

Budget distribution

6%

94%

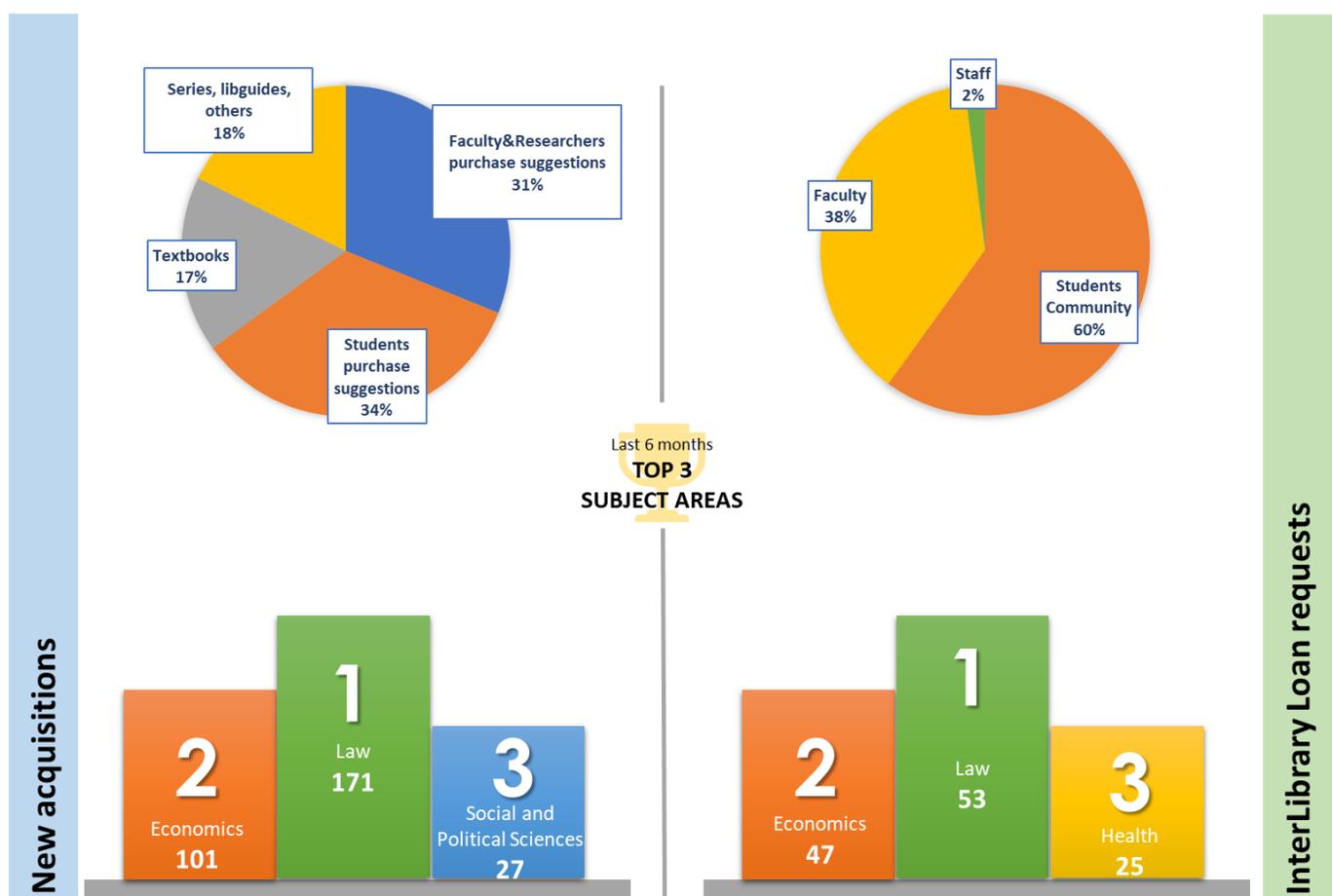■ Paper collections   ■ Online collections
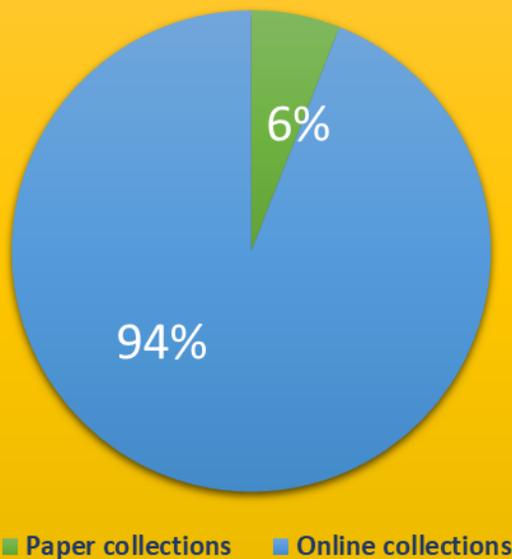
Can't find it?

Students, Faculty, researchers and staff can suggest new acquisitions through the *Can't find it?* service.

The Library team evaluates whether to purchase requested resources or provide them via Inter-Library Loan, taking into consideration the main subject areas of our collections and the collection development policy.

In 2023 we purchased 978 monographs and provided 448 resources via Inter-Library Loan.

The *Can't find it?* service perfectly reflects our acquisition policies. Most of the requests come from students, Faculty and researchers: on one hand, the Library continues to develop its collections in the University research fields, on the other hand it supports the community's learning and research needs. This is evident in the TOP 3 Subject areas for Inter-Library Loan, where "Health" is in the 3rd position.

Thanks to the *Can't find it?* service, Library collections grow coherently, prioritizing online resources.

New acquisitions

- Series, libguides, others 18%
- Faculty&Researchers purchase suggestions 31%
- Textbooks 17%
- Students purchase suggestions 34%

InterLibrary Loan requests

- Staff 2%
- Faculty 38%
- Students Community 60%

Last 6 months
TOP 3 SUBJECT AREAS

New acquisitions:
- 2 Economics 101
- 1 Law 171
- 3 Social and Political Sciences 27

InterLibrary Loan requests:
- 2 Economics 47
- 1 Law 53
- 3 Health 25

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Strategic Plan goals

Collection weeding

The bibliographic collections of the University are protected by the Soprintendenza Archivistica e Bibliografica della Lombardia, which needs to authorize every weeding intervention.

Through the process of weeding, librarians withdraw those resources that are no longer relevant for our community's research and learning needs or those that are in bad condition, but not suitable for restoration.

Therefore, weeding practices keep the Library collections updated and coherent with the effective circulation of resources, and also help to rationalize the storage space.

In 2023, 724 items were withdrawn.
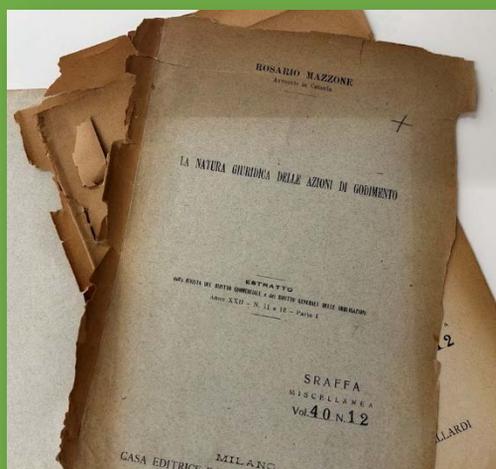
Digital Library - Donors

Bocconi Digital Library was created to preserve special collections (such as dissertations, historical yearbooks and rare books) and archival material, making these resources easily accessible to users both in campus and from home.

To support this project, the Library collaborated with the Fundraising Unit to get the required funds for digitizing those items.

Thanks to this cooperation, in 2023 the Library digitized 800 archival documents and 517 dissertations, for a total of 66,800 pages.

Strategic Plan goals

USER OPPORTUNITIES FOR SKILLS DEVELOPMENT

Course reserves

To support teaching and learning, the Library Course Reserves service provides student access to the academic resources, assigned by instructors in the online course syllabi.

Every academic year, at the beginning of each semester, the Library makes sure that our Course Reserves (Textbooks) Collection is up-to-date and that the volumes are still in good condition, by going through all course syllabi, checking the availability of teaching materials in the Library collections and purchasing not owned resources.

In 2023, the Library went through 561 syllabi and assigned 1,263 citations to the online reading lists. The Library also provided access to 980 teaching materials, requested by 120 University courses. The Bocconi SDA School of Management requested 442 teaching materials for 95 courses.

The Library Course Reserves applies a digital-first policy, in line with the acquisitions policies, preferably purchasing resources in electronic format in order to ensure access to all study materials for students and Faculty, both on campus and from home.

If online versions of titles required for exams cannot be purchased, print volumes will be purchased and made available to users in a special open-shelf collection in the Library: the Course Reserves (Textbooks) Collection.

Volumes placed in the Course Reserves (Textbooks) Collection have special call numbers and follow a color-coding scheme to make them easy to find: all adopted texts have red stickers on their spines, while recommended readings are placed, according to the corresponding classification scheme, in the Reading rooms. They can be easily identified by green stickers.

Strategic Plan goals
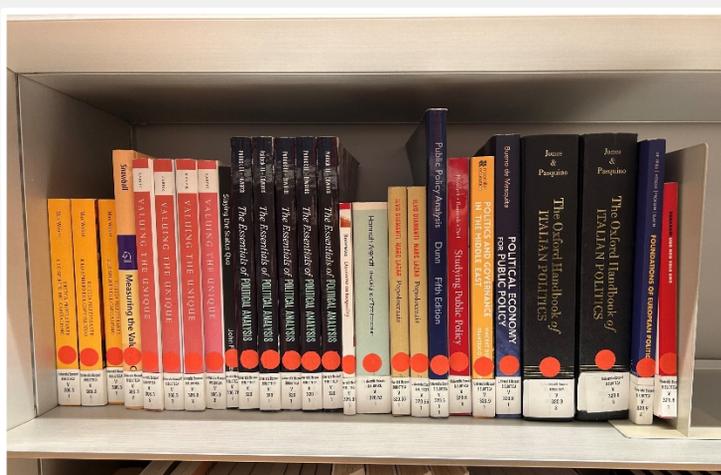
Information Literacy

The Library organizes specific workshops to support the community in using Library & Archives resources and tools. The team includes 9 librarians that belong to different services.

In 2023 the Library introduced a more interactive approach based on the learning-by-doing methodology to engage users and help them developing their research skills and critical thinking.

Every semester the Library organizes a series a workshops open to all students on the following topics:

- Library tools to perform literature search and find resources

- Databases, with a focus on financial databases

- Citing and referencing

- Legal resources

The Library also organizes on-demand workshops requested by academics for their students and for staff. Workshops are designed together with the requesters to meet specific needs and objectives.

In 2023 the Library delivered 110 workshops (among these, 38 were on demand) that were designed to respond to users' real needs and involved an active interaction between librarians and users, generating effective results.

Workshops are delivered either in person or online, in Italian or English and can last between 30 and 90 minutes.
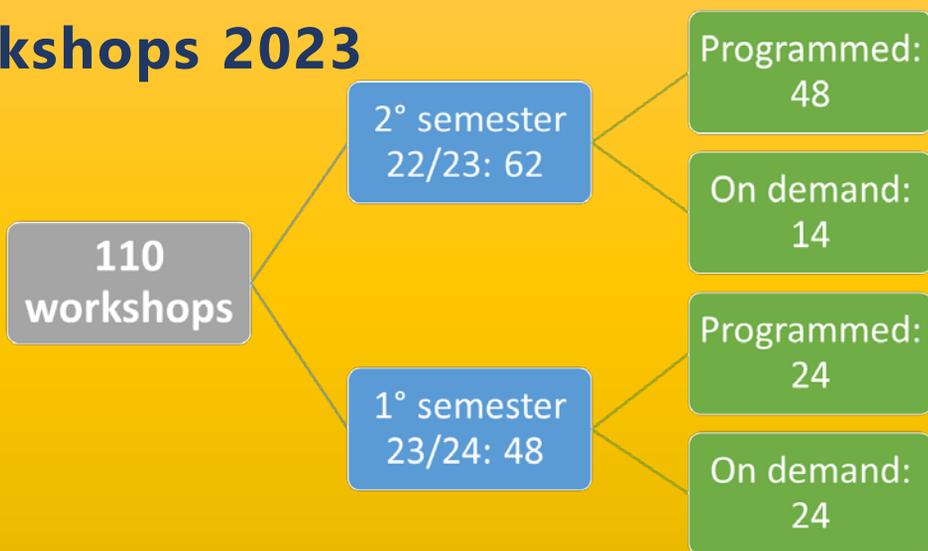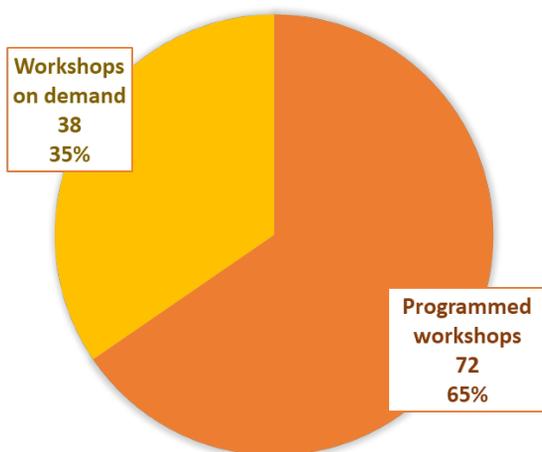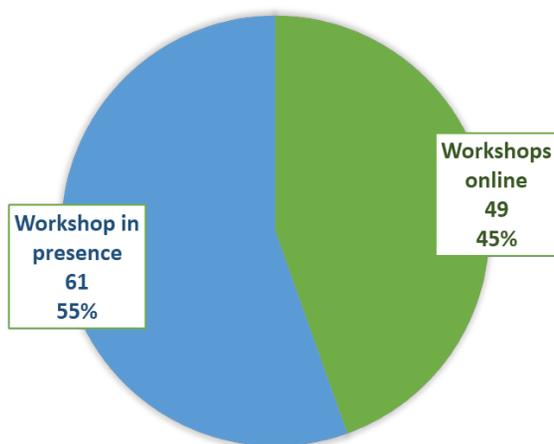
How do you rate…

| 4.6/5 | Workshops content |
| 4.7/5 | Trainers |

Workshops 2023

```
                              ┌─ Programmed: 48
          ┌─ 2° semester ─────┤
          │   22/23: 62       └─ On demand: 14
110 ──────┤
workshops │                   ┌─ Programmed: 24
          └─ 1° semester ─────┤
              23/24: 48       └─ On demand: 24
```

PROGRAMMED / ON DEMAND

- Workshops on demand 38 35%
- Programmed workshops 72 65%

IN PRESENCE / ONLINE

- Workshops online 49 45%
- Workshop in presence 61 55%

TYPE OF WORKSHOPS

- Legal resources 9 12%
- Library tools 23 32%
- Citations 15 21%
- Databases 25 35%

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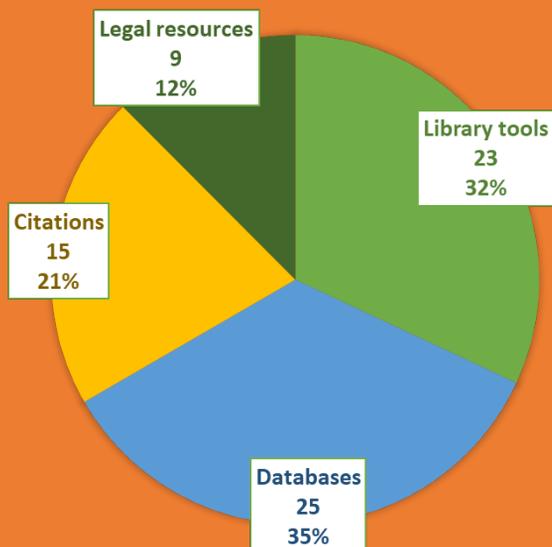
Libguides e A-Z database list

In March 2022 Library & Archives launched its own Libguides, that are freely accessible online from the Library website. Libguides offer an overview on paper and online collections, services and tools. They are divided into four groups: subject guides, topic guides, databases and how-to guides. All Library & Archives services contribute to the guides. In 2023 Libguides received 80,310 views.

In addition, we created an A-Z database list where users can discover and access all subscribed databases. In 2023 the A-Z database list was viewed 99,842 times.

n. guide: 44

| Subject guides : 20 |
| Topic guides: 13 |
| Databases: 3 |
| How to: 8 |

17 published in 2023

Most read guides

1	LSEG Workspace	13,356
2	Bloomberg	11,994
3	Writing your Dissertation / Thesis	7,528
4	Accounting	6,771
5	Finance	6,332

Financial Markets Data Room

In collaboration with the University, the Library manages the Financial Markets Data Room, a learning space with 10 Bloomberg terminals with double screen and Bloomberg keyboards. The space is used by the University for teaching activities and by the Library for workshops on financial databases. In 2023 we delivered 17 workshops in the room, with 279 participants.

Bloomberg Challenge

In 2023, for the first time, we organized the event "Bloomberg: Stock Market Challenge" in collaboration with two Bloomberg campus ambassadors. 26 students took part to the event, which was divided in two different parts: an introduction to financial markets and Bloomberg functionalities and a challenge where different teams had to identify interesting stocks to invest in and explain their choice.

Strategic Plan goals

Inclusion and accessibility

Ensuring equal opportunities for students, Faculty and staff is one of Bocconi University's main priorities: in collaboration with the Inclusion Service, the Library & Archives Unit actively contributes to guarantee everyone's right to study and research.

Bocconi University is considered an "authorized body" by the Italian Ministry of Culture, therefore the Library can digitize full-text resources exclusively for specific categories of users defined by the UE regulations (users with visual impairment, learning disorders or with some motor impairments that compromise the usage of paper resources).

In 2023 the Library team digitized and made fully accessible 35 texts (1,510 pages), helping 10 students. A list of fully accessible texts (almost 100 titles) is published on the Library website to improve cooperation with the other Italian "authorized bodies".

HELPING TO INCREASE THE IMPACT OF RESEARCH

Circulation

In 2023 circulation of paper books was still remarkable (17,989 loans).

Compared to 2022 circulation rate, we noted a decrease in the number of loans, thanks to the new acquisition policies, the redesigning of the facilities and by improving the librarians' information literacy skills:

• Requalification of front-office workstations, that are now managed by specialized librarians that can help users finding more relevant and updated resources and making the most of online collections (e-book platforms)

• Renovation of the main touchpoint, that now features cozy and comfortable seats, dedicated to high-quality assistance.
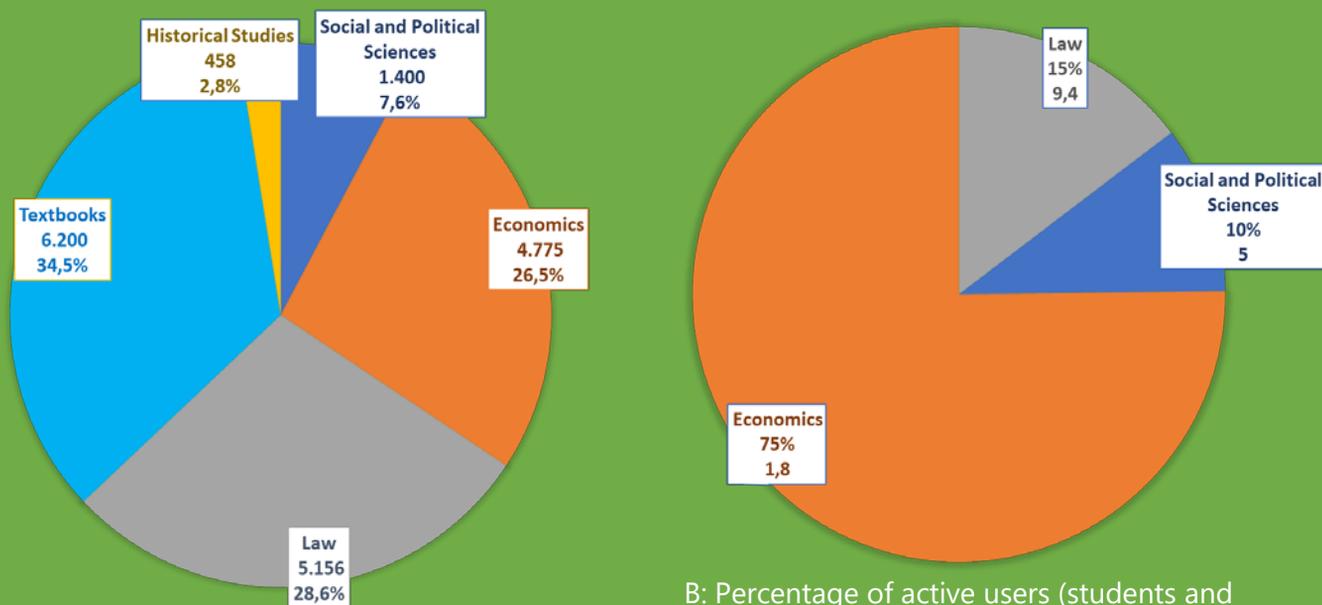
A: Borrowed books by subject area

B: Percentage of active users (students and Faculty) by degree programs and average of borrowed books

*Data from Alma Analytics at 31-12-23

Chart A represents circulation statistics, correlating the number of loans to subject areas. Textbooks and the Course Reserves collection are the highest in circulation (34.5%).

The usage percentage of Economics and Legal studies are respectively 26.5% and 28.6%.

The circulation data are almost balanced, but legal resources are slightly preponderant, due to the Italian legal publishing preference for paper resources.

Political Sciences is the less relevant subject area in circulation (7.6%), because the Degree program in Bocconi was introduced more recently than Economics and Legal Studies, and because the learning needs of Political Sciences students are often satisfied with resources related to other social sciences (such as Economics and Legal Studies) available in the Library collections or provided via Inter-Library Loan. It should be noted that, in addition to the course reading list, other non-bibliographic material, such as interviews, podcasts, multimedia content, etc. are relevant for the teaching and study of these disciplines.
Finally, the circulation percentage of resources related to Historical Studies is 2.8% (for more than 400 titles).

Chart B represents the average number of borrowed books by subject area compared to the active Library population, which means the number of users who actively used the service.

The average circulation for Law students (about 15% of the total active population) is 9.4 books, the average circulation for Political Sciences students (about 10% of the total active population) is 5 books and for Economics students is 1.8 (about 75% of the total active population).

Circulation statistics must be related to the Library target population: the predominant target user base consists of Economics students (84% of the total target population, including SDA Bocconi School of Management students), but comparing with the other main target user bases, the first one doesn't seem to use Library paper resources massively. This confirms that most of the disciplines related to Economics preferably use online resources. In particular, the use of databases is predominant in the fields of Statistics and Finance.

The target population of Law (8% of the total target population) is still using traditional resources for learning and research.

SERVICES FOR FACULTY: INTERCAMPUS DELIVERY
Bocconi Library supports Faculty members by offering an Intercampus delivery service, which allows them to:
- receive paper volumes requested through SearchLib in their office
- receive the digital version of articles or chapters via e-mail, within the limit of 15% of the total pages according to current copyright.
During 2023, Library staff sent 284 paper documents to Departments and fulfilled 313 digitization requests.
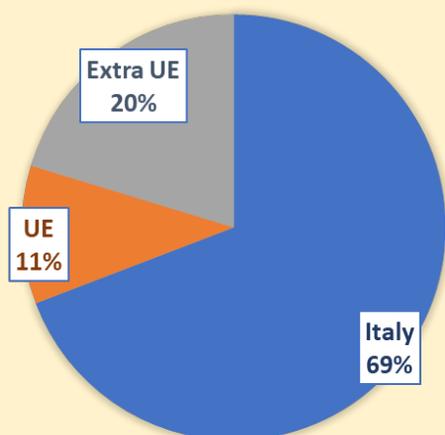
Strategic Plan goals

Inter-Library Loan

The Inter-Library Loan service is designed to share resources among libraries and is available both for our users, so they can access resources not owned by the Library, and our network of international partners. Through Inter-Library Loan users can request both paper material and digital format, as journal articles or book chapters (in this case, the service is called Document Delivery).
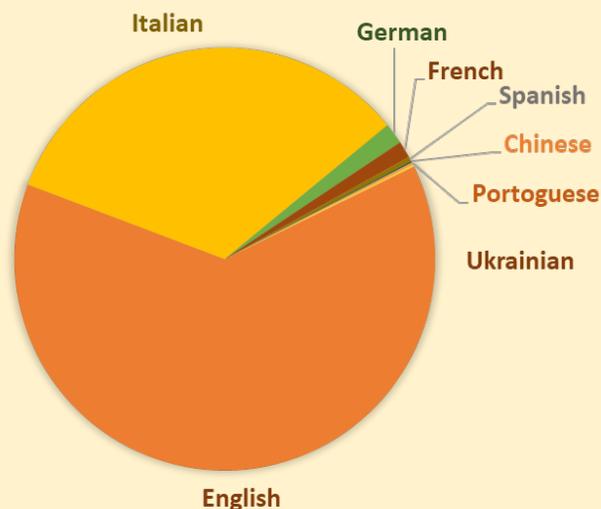
Borrowing: requests from our users

In 2023 we received 4,448 Inter-Library Loan requests: 60% from students (50% undergraduate and graduate students, 10% PhD and postgraduate students) and 38% from Faculty.
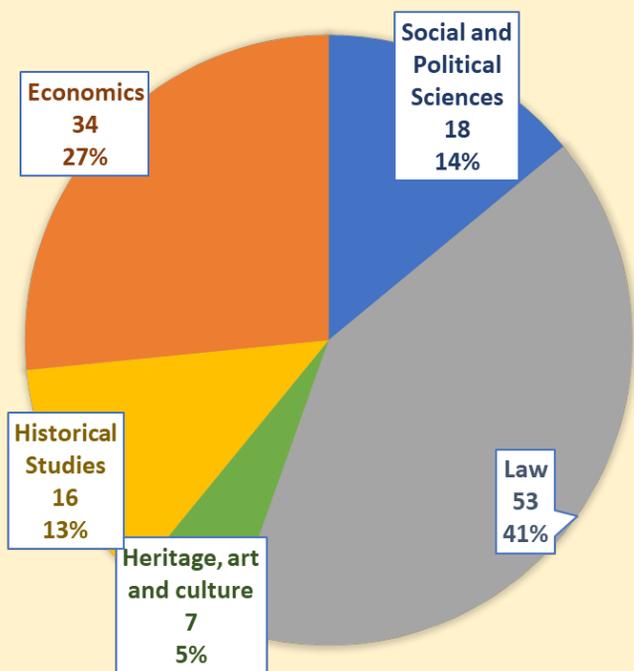
To better support our users in their study and learning activities, we reached out to libraries around the world asking for documents in different languages:
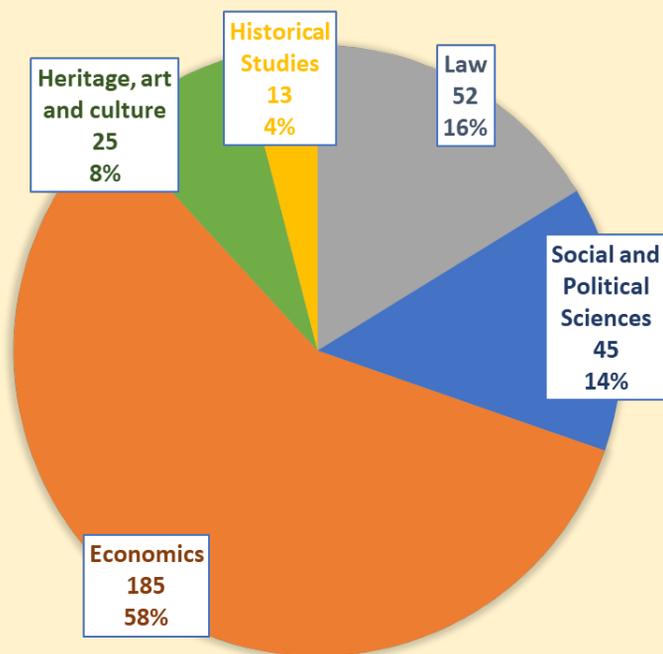
GEOGRAPHICAL AREAS

Extra UE 20%
UE 11%
Italy 69%

DOCUMENTS LANGUAGE

Italian
German
French
Spanish
Chinese
Portoguese
Ukrainian
English

A: Subject areas of documents in paper form

B: Subject areas of documents in digital form

Chart A represents the total Inter-Library Loan materials provided in paper format to allow their requesters to access them integrally.

The borrowing requests for paper resources (29% of the total requests) were mostly about the Legal field (41%), while 27% covered Economics subjects (particularly relevant, in this field, the subject area of Fashion with 10 requests).

Finally, Political and Social Sciences and Historical Studies have very similar percentages of borrowing requests (14% and 13% respectively).

Chart B shows the total borrowing requests (71%) fulfilled through the delivery of digital documents (Document delivery).

The most predominant subject area is Economics (58%): it should be noted that, in this field, most requests cover subjects related to Health (54 requests that can be linked to the activity of the Research Center CERGAS) and Fashion (18 requests).

The second relevant subject area is Legal Studies (16%). Comparing the percentage of requests for the two major subject areas, it is evident that Legal Studies are still very much paper-based.
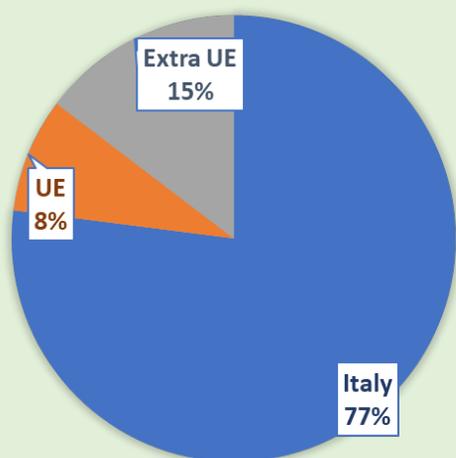
In addition to Political and Social Sciences (14%), the Heritage, Art and Culture field is also emerging, thanks to the recent creation of a new Degree program.

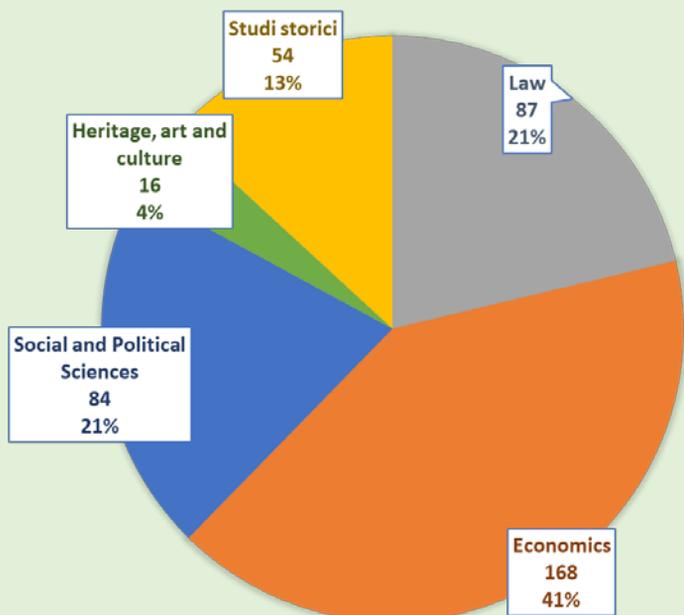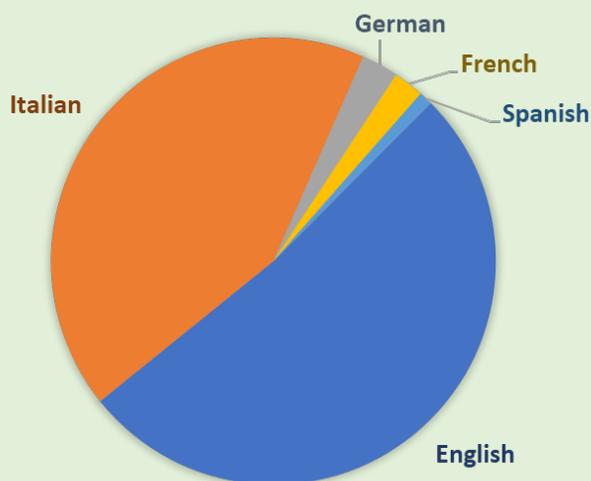# *Lending*: requests from our partner libraries

The Library has developed an international network of partners from all over the world.

In 2023, we shipped 409 resources to other national and international libraries:

GEOGRAPHICAL AREAS

- Extra UE 15%
- UE 8%
- Italy 77%

DOCUMENTS LANGUAGE

- German
- French
- Spanish
- Italian
- English

- Studi storici 54 13%
- Heritage, art and culture 16 4%
- Social and Political Sciences 84 21%
- Law 87 21%
- Economics 168 41%

This chart represents the disciplinary coverage of resources that were requested by our partners in 2023: 23% of requests were fulfilled shipping physical items and 77% were fulfilled through Document delivery.

The predominant subject area is Economics (41%). Once again, Health plays an important role with 54 requests, related to the Library special collection of CERGAS. Perfectly balanced are the percentages of Legal studies and Social and Political Sciences (21%). Finally, to be noted is the subject area of Historical Studies.
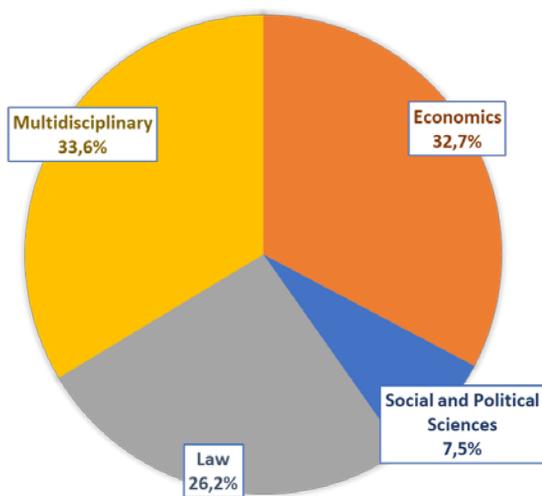
Online collections: access and downloads

The Library encourages the use of electronic and digital resources contributing to a more inclusive and sustainable academic culture.

In 2023 we registered more than 800,000 downloads of e-books and e-journal articles and more than 4,000 accesses to the Databases Room to use financial databases (Bloomberg, Refinitiv Workspace and SDC).

821,593 Full-text downloads of e-books and e-journal articles

372,485 Accesses via OpenAthens

4,134 Accesses in the Databases room

TOP 3: E-books download

1	Penrose, E. (1995), *The theory of the growth of the firm*, Oxford University Press	1,616
2	Reimann, M., & Zimmermann, R. (2019). *The Oxford handbook of comparative law*, Oxford University Press	1,315
3	Allen, R. C. (2009). *The British industrial revolution in global perspective*, Cambridge University Press	1,258

TOP 3: E-Journals consulted

1	*Journal of financial economics*, North-Holland	11,140
2	*Strategic management journal*, John Wiley & Sons	8,878
3	*The journal of finance*, Blackwell Publishers for the American Finance Association	8,666

Strategic Plan goals

Electronic resources

SUBJECT AREAS

Data show that online multidisciplinary resources are the most used, followed by Economics resources, which represent the majority of resources. These data, tough, need to take into account the potential University population, considering that Economics users represent more than 80% of the University community.

Law users still prefer paper material both for studying and researching, but, starting from the pandemic, we have noticed a slight increase in requests and usage of online Legal databases.

We noticed that Political Sciences users rely on multidisciplinary resources. We are still implementing Political Sciences online resources in response to the recent creation of a related degree. A similar process applies to Computer Sciences users, who rely both on interdisciplinary and Economics resources as the Library is still expanding a collection in the field.

There has been a slight decrease in database usage in 2023 compared to 2022: we recorded 271,436 searches in 2023 (21,085 less than 2022) and 259,777 sessions (12,953 less compared to 2022). The number of document downloads increased: 821,593 in 2023, which is 36,684 more downloads compared to 2022.

Most popular electronic resources
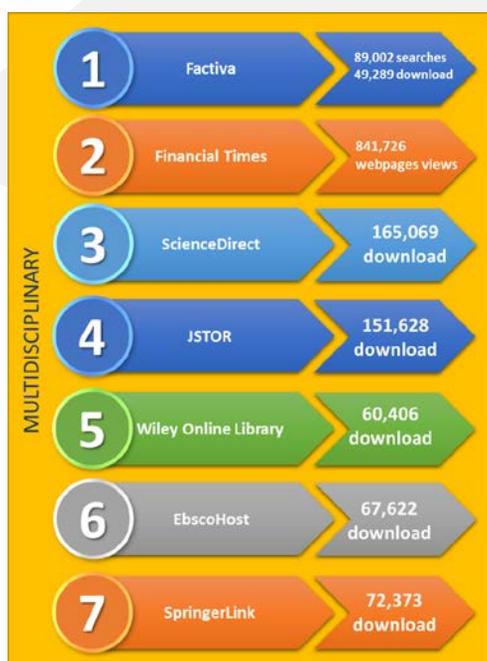
Data show that even if database access numbers decreased, the real usage of databases increased. We believe that a more effective use of databases is a consequence of the improvement in the quality of our support service in explaining our tools and databases to our users.

Università Bocconi
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Strategic Plan goals

Open Access

Library & Archives supports the Faculty in publishing Open Access thanks to the Transformative Agreements signed by the University with the main commercial publishers through the CARE-CRUI consortium. The team approves the requests that the Faculty upload on the publishers' platforms and provides training on the opportunities of Open Access.

In 2023 64 papers were published in Open Access through Transformative Agreements, with 53 academics involved.

The majority of Open Access publication requests came from academics from the following departments:

Social and Political Sciences
10 requests

Economics
9 requests

Decision Sciences
9 requests

The team supports Faculty and researchers who need to access datasets not subscribed by the Library. In 2023 we helped researchers subscribing 20 contracts to acquire datasets with research or department funds.

Intellectual property

Library & Archives offer advice to all users on intellectual property issues related to Library activities such as teaching material, reproduction and citing.

For teaching material, Library & Archives support University and SDA Faculty in verifying that the material they want to use can be distributed without infringing the intellectual property of a third party.

If necessary, Library & Archives deal with license requests and the acquisition of case studies.

In addition, in 2023 Library & Archives was chosen to coordinate and give organizational support to the University Intellectual Property Team, a group where members from all Bocconi organizational units regularly meet and discuss institutional issues related to intellectual property.
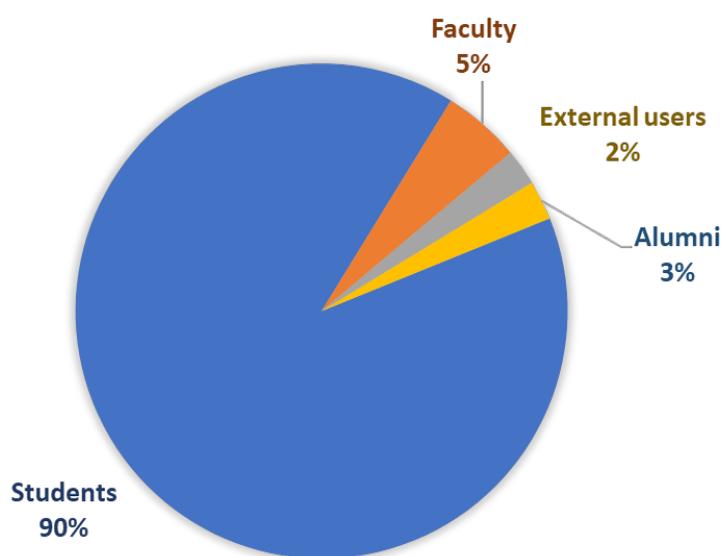
USERS AT THE HEART OF THE LIBRARY

User support in the Reading rooms:
Ask a Librarian!

In 2023 we activated the *Ask a Librarian!* service. The project involved 11 librarians taking turns at the Information Desk to provide support to bibliographic information requests. The purpose of the project was to provide users with more comprehensive information about collections and research strategies, while giving the chance to staff who usually deal with back office activities to become familiar with user requests and needs.
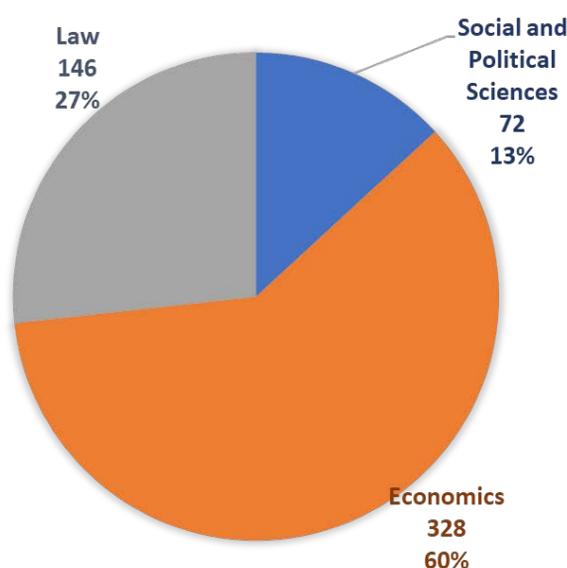
In 2023 we received 546 requests, 488 of them from students. Most of the support requests were related to the area of Economics (328), which include Finance (76) and Management and Technology (33), followed by Law (146) and Political and Social Sciences (72), where Sociology (19) and Computer Sciences (15) emerged.

In 2024, the one-year experimental project turned into the new Scientific Information & Data service.

USERS

Faculty
5%

External users
2%

Alumni
3%

Students
90%

REQUESTS SUBJECT AREAS

Law
146
27%

Social and Political Sciences
72
13%

Economics
328
60%

Università Bocconi
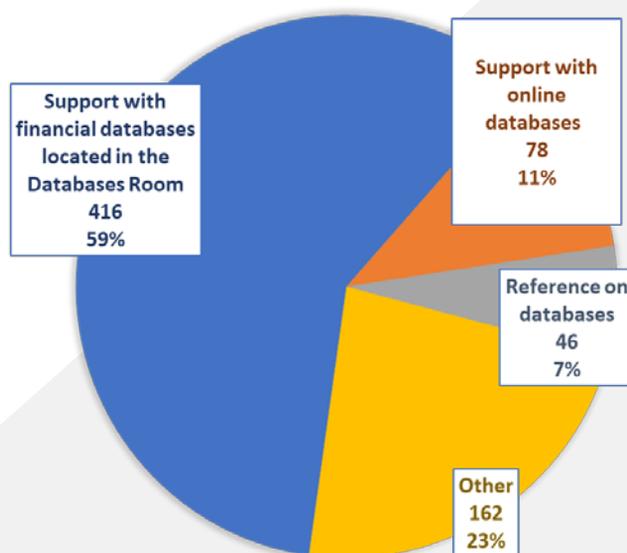MILANO

Strategic Plan goals
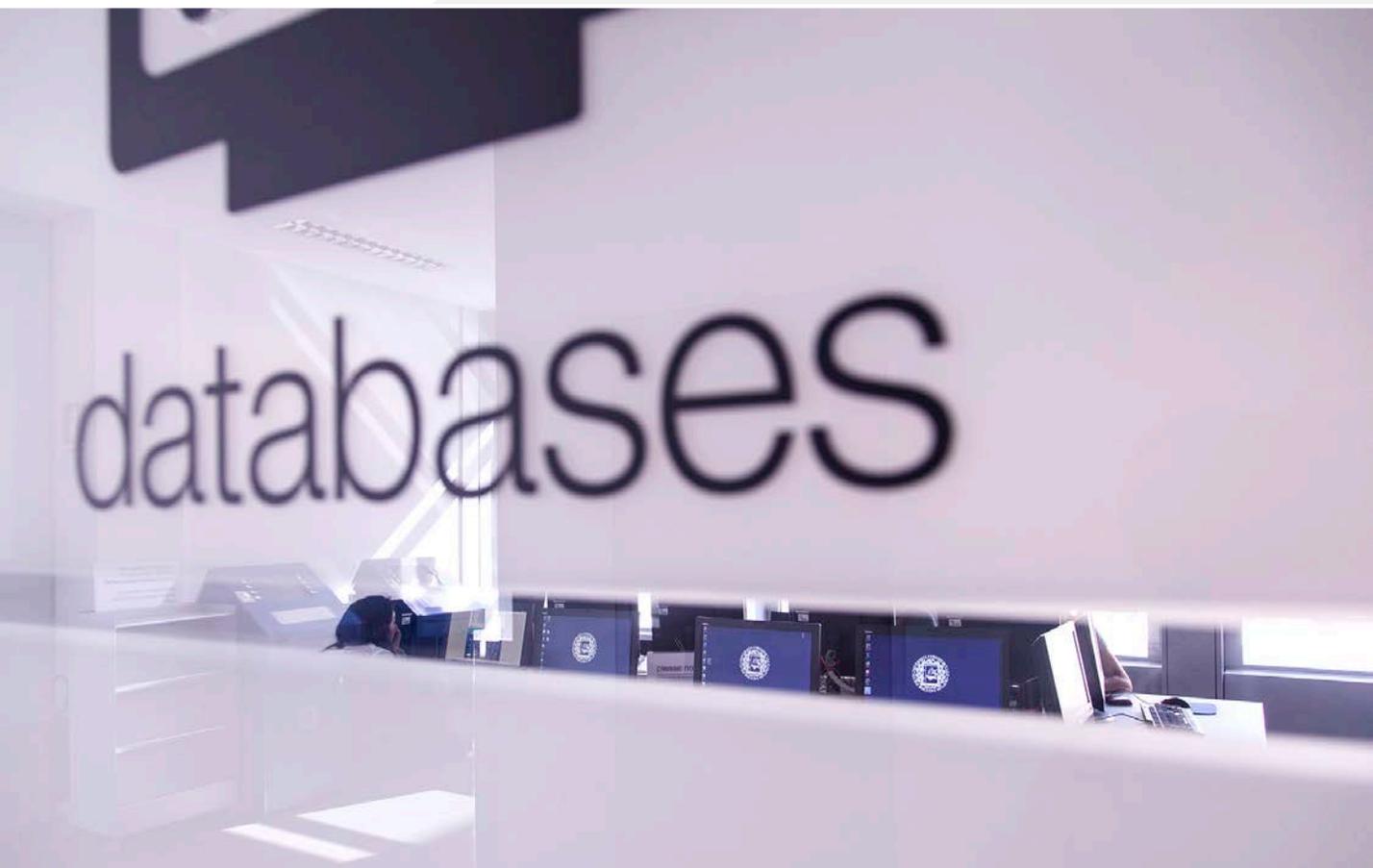
User support in the Databases room

In the Databases room there are two staff workstations offering user support.

In 2023, the staff handled 610 requests: 540 were related to databases, in particular financial databases.

TYPE OF REQUESTS

Support with financial databases located in the Databases Room
416
59%

Support with online databases
78
11%

Reference on databases
46
7%

Other
162
23%

Data related to March – December 2023

Strategic Plan goals

Online support

Library meeting: *Book a Librarian!*

To better support users, staff is available for one-to-one meetings, both in-person and online.

In 2023, we organized 814 meetings:

- 711 for theses consultation
- 77 for support on specific databases (usage and problem solving)
- 22 for reference and advice on databases
- 5 support on bibliographic citation and Refworks

The number of theses consultation is predominant because until 2023 theses were only available for in-person consultation from dedicated workstations in the reading rooms. As a result of the pandemic and to facilitate access, a remote theses consultation service was introduced. During the meetings, on top of facilitating the consultation, when needed staff provided research support, giving information about collections and services offered by Library & Archives that could be useful to users.

Support with databases
77
9%

Reference on databases
22
3%

Theses consultations
711
87%

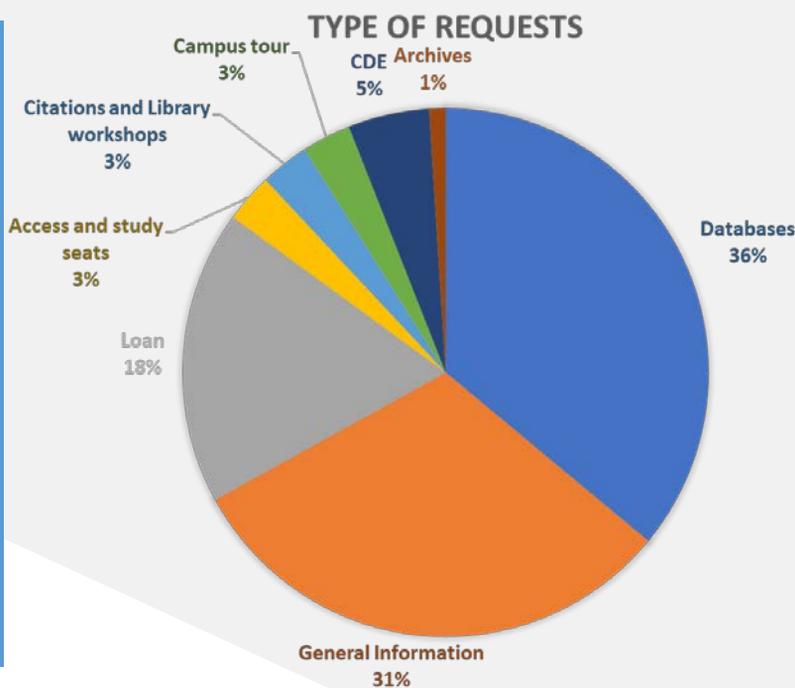Support on bibliographic citations and RefWorks
5
1%
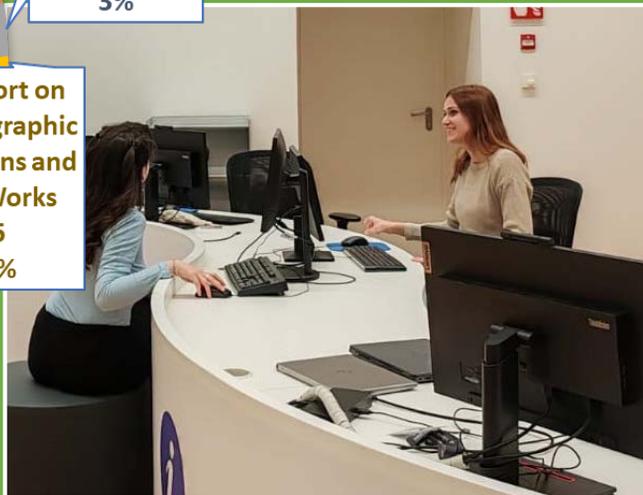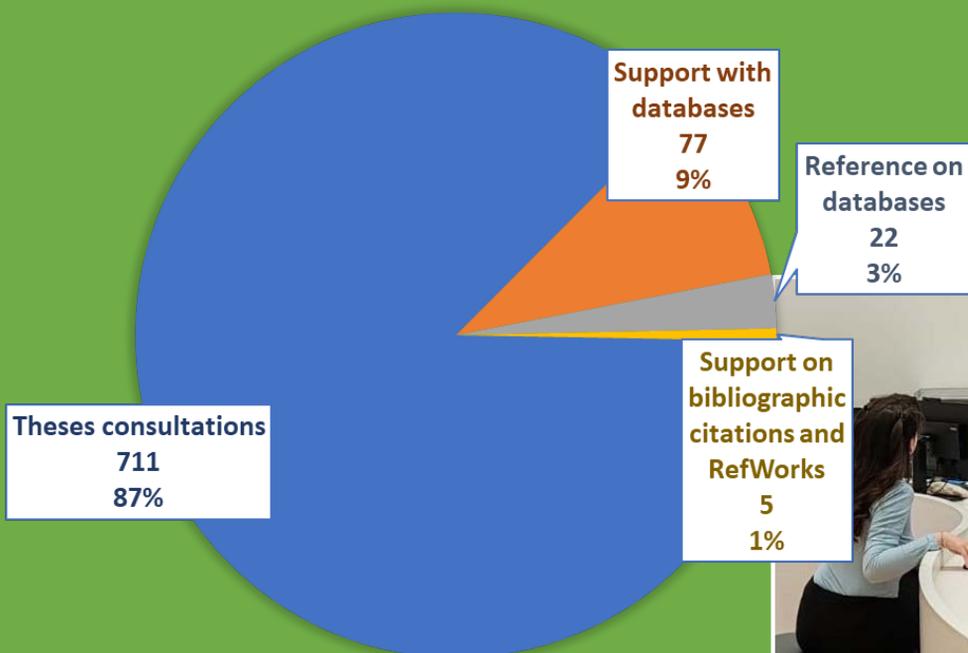
Digital touchpoints

User centricity: users at the centre

As the University launched a project to redesign student user experience, Library & Archives decided to analyse, map and redefine its own digital touchpoints. Library & Archives took part with enthusiasm to the University project, that was eventually named B in Touch and became a fundamental part of the Library & Archives strategy, aiming at improve communication with users.

Contact with users through indirect channels is managed in an integrated way thanks to the platform Zendesk, chosen by the University as a functional tool to guarantee a cross-channel continuity in a logic of self-help based on a shared knowledge base and including artificial intelligence as element of innovation. The project included the creation of a dashboard to collect and share data based on common indicators to ensure that data can be compared and interpreted by the whole University, but at the same time reflecting the peculiarities of each service, such as Library & Archives.

A team of 10 librarians was created to take care of user experience, with external support during evening hours and weekends. In 2023 the team managed 9,881 requests (27 a day calculating 365 days per year). On average, users waited 15.7 hours to see their query fully solved and 8.2 hours for a first feedback. If they want to, users can leave a feedback on the platform: 94% of feedbacks were positive.

9,881 — Requests

8.2 hours — First response awaiting time*

157 hours — Waiting time for resolution*

94% — Good score/ feedback positive*

*waiting hours are calculated by including evenings, holidays and weekends

TYPE OF REQUESTS

- Campus tour 3%
- CDE 5%
- Archives 1%
- Citations and Library workshops 3%
- Access and study seats 3%
- Loan 18%
- Databases 36%
- General Information 31%

Strategic Plan goals

Digital touchpoints
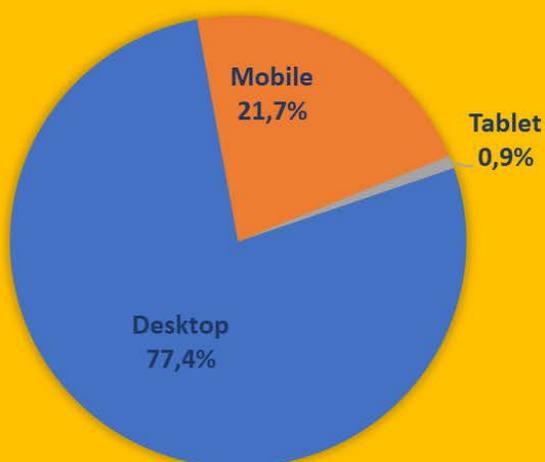
User centricity: the user journey

To ensure a smooth and easy experience to all users, we built a knowledge base that covers frequent questions and answers and gets constantly updated. The knowledge base can be explored using a search bar (used in 20% of searches) or a navigating menu that suggests the main services and activities.

Content has been designed on the principles of user centricity, considering user needs and reasoning. In 2023 we published 38 FAQs (19 in Italian and 19 in English) that were viewed 2,327 times (71.2% in Italian and 28.8% in English). 77.4% of views came from a laptop, 21.7% from mobile.
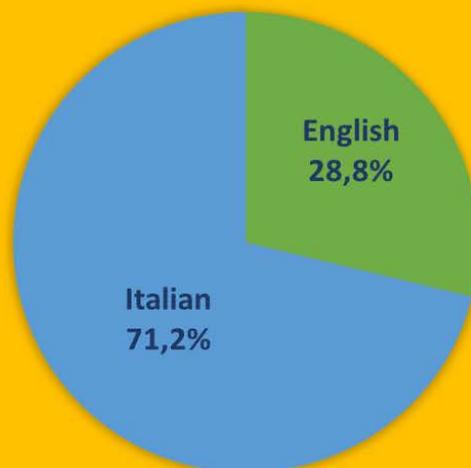
Users can submit a request related to the specific FAQ they are reading straight from the knowledge base platform using an embedded form. This feature allows us to map the user journey and tailor our reply according to the user profile. Requests from users represent a precious input for updating and improving our knowledge base.

38	Published FAQs

2,327	FAQs views

DEVICE

Mobile 21,7%
Tablet 0,9%
Desktop 77,4%

LANGUAGE

English 28,8%
Italian 71,2%

Library website

Our website is the privileged access point for all information, collections and services. Our webpages are dedicated to our activities, while on the homepage users can find our search tool Searchlib, the links to Libguides and the A-Z database list and a carousel of new acquisitions.

The website is constantly updated by staff. We pay a particular attention to news, that can be related to collections and services or maintenance works and closures. In 2023 there were 538,574 sessions on our website and we published 39 news.

Most visited webpages

1	Online news sources	44,115
2	Opening hours	16,427
3	Visit and Access	12,381

Library tours

During the Welcome Weeks organised by the University to host exchange incoming students, in 2023 the Library organized library tours, that were attended by more than 200 students, to give an overview of Library services. On top of this activity organized together with the University, staff is always available for organizing tours for users and visitors who want to discover Bocconi Library spaces and collections.

LIBRARY & ARCHIVES FOR THE COMMUNITY

Our Third Mission activities, consisting in the active engagement of local and international communities in our Campus Tours and events aimed at promoting our Historical Archives, recorded an unexpected participation: we welcomed 1,910 people in our Campus Tours and 212 participants for the 12 events organized by the Historical Archives, for a total amount of 2,122 visitors in 2023, the first year we launched these activities.

Third Mission activities were organized with no additional budget and the staff acquired new skills and knowledge by identifying and studying literature preserved in our Library collections and Archives.

Historical Archives

Bocconi University Archives lie under the protection of the regional regulating body Soprintendenza Archivistica e Bibliografica della Lombardia. For the current archive, we manage the documents that arrive to the Bocconi PEC email address: the documents are delivered to the final recipients, managed in an online registry and archived in a specific repository for documents that are not currently in use, but need to be stored for a number of years.

When the period is over, Library & Archives withdraws the documents that lost their legal value and are not considered historically relevant, following a specific procedure.

Archives in numbers

158	Archives visitors in presence
3,209	Archives visitors ASBOC (*online*)
352	Requested items
16,698	Digitizations
12 tours 212 participants	Archives guided tours

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Strategic Plan goals

Historical Archives cover both documents that need to be preserved for their legal value and documents that are considered relevant for research purposes: according to the regulation, these documents not only need to be stored and managed, but also preserved and promoted.

For this reason, this type of material is open to external users as well: over the years, we received requests by researchers from different parts of the world.

To make our collections more and more open, we started a digitization project. In line with the interests of the Faculty, we digitized all pictures and the most important historical and modern documents for a total amount of 16,770 digitizations, all available online on the ASBOC website (with the exception of material covered by copyright).

All our archives are related to the subjects taught at Bocconi and witness all different aspects of the life of economics and management.

On top of the documents on the history of the University from its foundation, we preserve, among others, documents of the Tuscan family Saminiati, the historical archive of La Rinascente and the archive of the National Chamber for Italian Fashion, that attests the birth of the fashion system in Italy and includes not only documents, but also samples, sketches and photographs.

European Documentation Center (EDC)

The EDC was established in 1983 and, as the Historical Archives, is open to external users: the Center forms part of an official European and national network based on an agreement between the University and the European commission.

Requests for microdata, managed in collaboration with the Research Division, are reserved exclusively to academics, researchers and PhD students who currently work at Bocconi and can present a research project to get access to these specific data from Eurostat, the statistical office of the European Union, or from specific national statistical institutes.

In 2023 the EDC organized 2 events with the participation of 104 people.

Strategic Plan goals

Campus tours

To develop its third mission, from October 2022 Library & Archives have been curating guided tours (Campus tours) dedicated to the to the University historical buildings and history, and the artworks of the Bocconi Art Gallery.

Tours are either in Italian or English and can be short (1 hour) or extended (2 hours).

Since the very beginning, the project turned out to be successful and to respond to an existing interest, both from the local community and at international level, to know more about the campus and its architecture.

We have organized tours opened to the general public and, upon request, for organizations, schools, architecture firms, Italian and foreign universities, Alumni, Donors, Bocconi and SDA students and visitors.

More in detail, in 2023 we had 1,1910 visitors for a total of 83 tours (47 in Italian and 36 in English). We offered 9 dates for tours open to the public with the participation of 285 visitors.

About us...

I'd like to reiterate that the staff is wonderful and I've found them to be very helpful

I love the new LibGuides! very useful and functional to find resources.

The staff is always incredibly nice and welcoming, and anytime I find myself needing their help they always provide it with no problem! Thank you for all your work!

It is a very nice place and well organized

The campus library is way too small to handle this many students

They improved the user experience

Library staff is great, thank you