

# FRANCESE

1	<p><b>LES RESSOURCES ÉLECTRONIQUES</b></p> <p>La bibliothèque propose de nombreuses ressources électroniques (périodiques, monographies, bases de données, Gallica ainsi que les Archives de l'internet), accessibles selon différentes modalités, sur place et à distance.</p> <p><u>Via le Wifi</u> Connectez-vous simplement au réseau BNF WIFI, depuis votre ordinateur, tablette, ou téléphone, pour accéder à une sélection de ressources électroniques. Ces ressources sont également accessibles dans les espaces ne nécessitant pas de titre d'accès: halls, déambulatoires, café...</p> <p><u>Sur les postes informatiques</u> Les postes informatiques en salles de lecture donnent accès à l'intégralité des ressources électroniques auxquelles la bibliothèque est abonnée.</p> <p><u>Sur votre ordinateur portable, en salle de lecture</u> Accédez, sur votre ordinateur portable, en salle de lecture, à l'intégralité des ressources électroniques, à l'exception de quatre bases de données protégées (Euromonitor, Frost &amp; Sullivan, Orbis et Xerfi).</p> <p><u>À distance</u> Une partie des ressources électroniques est consultable à distance, hors des murs de la bibliothèque.</p>
2	<p>La Bibliothèque nationale de France dispose de différentes aides techniques pour la lecture utiles aux lecteurs non ou malvoyants.</p> <p><b>LOUPES ÉLECTRONIQUES PORTABLES</b> Des loupes électroniques portables sont mises à la disposition des lecteurs ou visiteurs. Elles peuvent être empruntées pour la journée sur présentation d'une carte d'identité et utilisées dans les salles d'expositions comme en salle de lecture.</p> <p><b>VIDÉO AGRANDISSEURS</b> Des vidéo agrandisseurs permettent d'agrandir des textes imprimés ou manuscrits tout en modifiant les contrastes.</p> <p><b>CABINES DE LECTURE ADAPTÉES</b> Ces cabines équipées en matériel adapté sont réservables. Les équipements disponibles offrent les services suivants:</p> <ul style="list-style-type: none"><li>- Consultation des ouvrages au moyen de vidéo agrandisseurs et de machines à lire (numérisation et restitution d'un texte en différentes langues)</li><li>- Accès au catalogue et accès à Internet depuis un poste informatique équipé d'un logiciel synthèse vocale (Jaws) et d'un logiciel de grossissement de caractères (Zoomtext)</li><li>- Prise de notes (logiciel de traitement de texte Word)</li><li>- Impressions braille et impressions en caractères ordinaires</li></ul>

3	<p><b>SERVICE DE VISIO-INTERPRÉTATION EN LANGUE DES SIGNES ET SOUS-TITRAGE EN TEMPS RÉEL</b></p> <p>La BnF facilite les relations par téléphone entre les personnes sourdes et malentendantes et ses différents services.</p> <p>À l'occasion du 3 décembre, journée internationale des personnes en situation de handicap, la BnF, soucieuse d'apporter à tous la même qualité d'accueil, déploie pour l'ensemble de ses lecteurs ou visiteurs ayant une absence ou une baisse d'audition un service de visio-interprétation en langue des signes et transcription instantanée de la parole.</p> <p>Ce service innovant dans le secteur culturel facile d'utilisation leur permet de communiquer en toute autonomie avec le personnel d'accueil ou les bibliothécaires par téléphone.</p> <p>Désormais, les personnes sourdes ou malentendantes peuvent appeler pour poser directement leurs questions aux différents services de la BnF : le service accessibilité/handicap, le service d'information des bibliothécaires à distance et le service d'information sur les activités culturelles de la bibliothèque.</p> <p>Selon les besoins du lecteur ou du visiteur, deux modes de communication sont disponibles à distance et en temps réel via internet : la Transcription Instantanée de la Parole e la visio-interprétation en Langue des Signes Française</p> <p>Comment appeler? Plus besoin de téléphone, seul un ordinateur avec webcam connecté à internet suffit! Depuis le site internet <a href="http://www.bnf.fr">www.bnf.fr</a>, la personne sourde ou malentendante est mise en relation avec un opérateur et ensemble ils pourront échanger avec un interlocuteur BnF .</p>
4	<p><b>Les missions de la BnF</b></p> <p><b>DÉVELOPPER LA COOPÉRATION NATIONALE ET INTERNATIONALE</b></p> <p>Sur le plan national, la politique de coopération de la Bibliothèque s'appuie sur le réseau des pôles associés de dépôt légal imprimeur et des pôles associés documentaires, sur le Catalogue collectif de France (CCFr), outil de coopération en matière de signalement des collections et de mise en réseau, et sur Gallica, qui donne aujourd'hui accès aux documents numérisés de plus de 300 bibliothèques partenaires et constitue une véritable bibliothèque numérique de France.</p> <p>La BnF contribue par son action internationale à la politique culturelle extérieure de la France. Les collections nationales constituent le socle d'une coopération fondée sur l'idée de solidarité et de partage d'un patrimoine documentaire exceptionnel. La valorisation et l'accroissement des capacités d'expertise et d'innovation de l'établissement est le second axe autour duquel se construit une action internationale de long terme, qui s'inscrit tant dans un cadre multilatéral que dans des partenariats bilatéraux.</p> <p>Par sa contribution à l'élaboration de normes, par la diffusion de ses données dans les grandes bases internationales, par sa capacité à porter la voix de la France dans l'écosystème numérique mondial, la BnF contribue à la construction de la société mondiale de la connaissance et plus particulièrement de l'Europe de la culture et de l'innovation.</p>

# INGLESE

1

## **Family history: a guide to sources**

You'll find sources for genealogy research in the British Library's Reading Rooms, other institutions and online. If you have no experience of family history research, we recommend you read one of the many introductions to the subject before you make a start.

There are some excellent introductions to genealogy which are available online. The websites of GenUKI and the Society of Genealogists have links to information leaflets.

Some general manuals on genealogy are listed below, with further references by types of records (births, marriages and deaths, census, etc.). Shelves in the Humanities Reading Room hold many genealogical reference works.

Primary genealogical material such as letters and diaries can also be found in the Manuscripts collections, including those compiled by antiquaries such as Davy's Suffolk Collection. Please check the Archives and Manuscripts Catalogue when planning a visit to the Manuscripts Reading Room.

The British Library's India Office Records has genealogical records of British families in India. You can find these in the Asian & African Studies Reading Room. The records include certificates of baptisms, marriages and burials from 1698 to 1947.

2

## **Researching newspapers**

There are few published subject indexes available to newspapers. The only UK newspaper with a published index covering its entire run is The Times. The full published index to The Times is available on the Newsroom reference shelves.

Do you know which newspaper titles you want to see?

Newspapers are listed in our main catalogue, which offers both 'simple' and 'advanced' search functions. Newspaper records can be searched by title, word from title, place (e.g. the city/town, region or country of publication or distribution) or any word in the catalogue record or by shelfmark. The advanced search enables you to select and combine specific fields. For example, if you know the title and the place of publication of a newspaper, use the advanced search option of combining a search of the 'Main title' field and the 'Place Name' field. This will present a list of the newspaper titles. To make it easier to identify relevant titles, you can re-sort the list of titles into date order by choosing the sort options 'date-newest' or 'date-oldest'.

Most newspapers are held in store and will be delivered to you by staff. Print copies of the vast majority of newspapers are held in offsite stores and will take at least 48 hours to be delivered. Microfilms of newspapers are stored onsite and will be delivered within 70 minutes. A small number of high-use London national newspapers such as The Times, the Daily Telegraph, The Guardian and several others are held in self-service cabinets in the Newsroom and are immediately available.

Need further help and advice on newspaper research? If you need help, just ask our staff at the Reference Enquiry Desk. If you are outside the Library, you can contact the News Reference Team via Ask the Reference Team

We also offer a series of workshops to help you make the best use of our collections.

**Access to Reading Rooms**

1. A valid Reader Pass is required to enter a Reading Room. A charge will be levied for replacement of a lost or forgotten pass.
2. A Reader Pass is for the exclusive use of the individual to whom it was issued.
3. Your Reader Pass must be shown to any member of staff who requests to see it.
4. Should your name or address change or if your pass is lost or stolen you must inform the Library immediately.
5. No bag larger than 29x21x10cm may be taken into the Reading Rooms.
6. In addition to the above, only one clear plastic bag may be taken into the Reading Rooms and, if required, a clear bag for a laptop computer.
7. Outdoor coats and jackets must not be taken into the Reading Rooms.
8. All personal possessions taken into a Reading Room may be subject to opening and inspection by Library staff.
9. All emergency procedures must be followed, including the evacuation of the site in the event of a fire, or fire drill.
10. If you are a Reader who may need special assistance to use the Reading Rooms, please speak to a member of staff.

**Consideration of others**

The British Library is an environment in which both staff and Readers must be able to work without disturbance or fear of abuse. Therefore:

1. Please treat staff and other Readers with courtesy and respect at all times.
2. Consider other Readers and behave in a way that does not disturb them and respects their privacy. If it is necessary to talk, please do so quietly.
3. When using the internet, please ensure that others are not exposed to extreme or unpleasant visual material that may either offend or distress.
4. Mobile phones must either be turned off or on silent mode. Calls must not be made or received and texting kept to a minimum.
5. All other equipment such as laptop computers, cameras and pagers must be on silent and headphones inaudible to other Readers.

4	<p><b>Computers and other technical equipment</b></p> <ol style="list-style-type: none"><li>1. Any personal devices such as laptops must not be connected to the Library network.</li><li>2. To avoid disrupting other readers please turn all sounds and alerts off before taking devices into a Reading Room.</li><li>3. Headphones may be used if the sound is inaudible to other Readers. If the use of personal equipment of any kind disturbs other Readers, you will be asked to stop using it or to move to another desk.</li><li>4. Portable storage devices or software must not be used on the Library network or with the Library's computers.</li><li>5. Under no circumstances may the Library's electronic collections be photographed, viewed on or downloaded onto external networks or personal equipment.</li><li>6. The Library may undertake safety checks of your technical equipment at any time.</li></ol> <p>Complaints and Disclaimers</p> <ol style="list-style-type: none"><li>1. The British Library aims to provide an excellent service. Should you wish to comment on or complain about anything please do so using our service improvement procedure, details of which are available in the Reading Rooms and on our website.</li><li>2. The Library does not accept liability for the loss of, or damage to, personal property or equipment, however caused.</li><li>3. The Library reserves the right to add to or amend these Conditions of Use as required.</li></ol>
5	<p><b>Looking after and copying the collections</b></p> <p>The British Library has an obligation to preserve its collection for the users of today, the future and the nation. Damage to or theft of Library material is a criminal offence and may result in prosecution. British Library procedures for copying its collections have been developed both in accordance with relevant UK legislation and to help preserve its collection by reducing the risk of damage. The Library reserves the right to restrict copying to reduce the risk of damage to collection items or to comply with applicable laws. Please take note of the following when using collection material:</p> <ol style="list-style-type: none"><li>1. Utmost care must be taken of all material in the Library's collections. All use increases wear and tear to collection items so please reduce the risk by limiting copying to what you need for reference purposes only and handling items as little as possible.</li><li>2. Pencils only must be used once inside the Reading Rooms. No pens are permitted.</li><li>3. Writing in or marking collection material is not permitted in any form.</li><li>4. Items that could harm the collections are not allowed in the Reading Rooms. These include, but are not limited to: pens, "Post-It" notes, food, drink, sweets (including cough sweets), chewing gum, glue, bottles of ink, correction fluid, cleaning liquids, scissors, knives (including craft knives and razor blades), highlighter pens, scanner pens, portable scanners, adhesive tape and umbrellas.</li><li>5. Double page' photocopies are not permitted of any item from the collections. Copying via other means such as overhead scanning and self-service photography may be permitted (condition permitting).</li></ol>

6	<p><b>Can I take photographs of British Library material myself?</b></p> <p>Yes, you are allowed to use your compact camera, tablet and or mobile phone to photograph some of our collections</p> <p>Not all items are available to photograph and preservation restrictions still apply. Photographs taken in the Reading Rooms are still subject to copyright, privacy and data protection legislation. The photographs must only be used for personal reference purposes, not for commercial purposes.</p> <p>You can find out more information about applicable restrictions in the information about copying services at the St Pancras Reading Rooms. If in doubt, ask a member of Library staff for guidance. They will be on hand to advise if you are able to photograph something and help you take a photo without damaging the item.</p> <p>Download our Self-service Photography Handout for more information and guidelines on how to take photographs of British Library collection material.</p> <p><b>Ask the Reference Enquiry Team</b></p> <p>Our Reference Enquiry Team can help you with short research enquiries</p> <p>Use our Quick Chat service for short research enquiries and get an instant reply.</p> <p>Quick Chat is available: Monday to Friday: 10:00–16:00</p> <p>When Quick Chat is unavailable, you can contact the Library via the 'Ask the Reference Team' enquiry contacts.</p>
7	<p><b>Researching television and radio news</b></p> <p>We have been recording television and radio news programmes broadcast in the UK since May 2010. These programmes are available on the Broadcast News service, which is only accessible in our Reading Rooms.</p> <p><u><a href="#">How do I find a television or radio news programme?</a></u></p> <p>You can search Broadcast News by keyword, channel or date. The search box on the front page is for keyword searches. This will search across the programme descriptions and subtitles, where available. Please note that not all of the channels that we record make subtitles available, and where there is a programme description only this will usually have a generic description (e.g. “The latest headlines from around the world”) taken from the electronic programme guide. For searches by channel or date, or for combined searches, use the Advance Search option. Please note it is not possible to combine keyword searching with other search options.</p> <p>When you have entered a search, a page of results will appear. The most recent programmes will appear first, but the Sort By option lets you re-order results by title, oldest date first, or relevance. The Refine option on the left-hand side of the Results page lets you refine your search by date, date range, channel or medium. Clicking on a thumbnail image will take you to the selected programme. Clicking on Jump to Reference will take you to the point where a particular word is spoken (where subtitles are available). The positions of further instances of the keyword in the programme appear as yellow markers on the timeline at the bottom of the player.</p>

# BIBLIOTECONOMIA

1	La biblioteca multiculturale.
2	La biblioteca digitale.
3	La comunicazione e la promozione in biblioteca.
4	La revisione delle raccolte della biblioteca.
5	La misurazione e la valutazione in biblioteca.
6	Gli eventi culturali in biblioteca.
7	La tecnologia in biblioteca.
8	Volontariato e associazionismo in biblioteca.

# INFORMATICA

1	Cosa si intende per “browser”?
2	Cosa si intende per “intranet”?
3	Quali sono le differenze fra i software contenuti nella suite di Microsoft Office e software come OpenOffice o LibreOffice?
4	Cosa si intende per “sistema operativo”? Può fare qualche esempio?
5	Cosa si intende per “deframmentare” un disco rigido?
6	In Excel, cosa si intende per “funzione”?
7	Cosa si intende per “cloud”?
8	Cosa si intende con “URL” e “permalink”?



# DIRITTO

1	La normativa più recente relativa all'accesso documentale (il tradizionale accesso agli atti).
2	Le forme di gestione associata delle funzioni e dei servizi comunali (finalizzate a superare le difficoltà legate alla frammentazione dei piccoli comuni).
3	Determinazione, Deliberazione e Ordinanza: caratteristiche e differenze fra i tre tipi di atto amministrativo.
4	Il DUVRI - Documento Unico di Valutazione dei Rischi da Interferenza: che cosa è e in quali casi occorre farlo.
5	Il M.E.P.A. è il Mercato Elettronico della Pubblica Amministrazione: cos'è, a cosa serve e quando si usa.
6	Entrata e Spesa nel bilancio comunale.
7	Le fasi annuali del Bilancio di un Ente.
8	Le forme giuridiche mediante le quali un ente locale può gestire (in modo diretto o indiretto) una biblioteca o un gruppo di biblioteche.