

**Concorso pubblico per esami, con eventuale preselezione, per la copertura di n. 1 posto di personale categoria C - posizione economica 1, area biblioteche, prioritariamente riservato ai volontari delle Forze armate ai sensi del D.lgs. n. 66 del 15 marzo 2010, articoli 678 e 1014, da assumere con rapporto di lavoro subordinato a tempo indeterminato, part-time al 50%, presso l'Area biblioteche dell'Università degli Studi di Udine (2021\_PTA\_TIND-C-BIB\_002)**

Ai sensi, per gli effetti e per gli adempimenti previsti dall'art. 19 del D.Lgs. 33/2013, n. 33 (*"Riordino della disciplina riguardante il diritto di accesso civico e gli obblighi di pubblicità, trasparenza e diffusione di informazioni da parte delle pubbliche amministrazioni"*) e successive modificazioni e integrazioni, la Commissione, nominata con Provvedimento Dirigenziale n. 316 del 31/08/2021, è così composta:

|            |                            |  |
|------------|----------------------------|--|
| Presidente | Dott. SCLIPPA Pier Giorgio | Cat. D – Area biblioteche – AMCE -ABIB -<br>Università degli Studi di Udine  |
| Componente | Dott.ssa PASSONE Antonella | Cat. C – Area biblioteche – AMCE -ABIB -<br>Università degli Studi di Udine  |
| Componente | Dott.ssa STARC Tiziana     | Cat. D – Area amministrativa-gestionale -<br>Dipartimento di scienze agroalimentari, ambientali e<br>animali - Università degli Studi di Udine |
| Segretaria | Dott.ssa DE LUCA Daniela   | Cat. C – Area biblioteche – AMCE -ABIB -<br>Università degli Studi di Udine  |

### COMUNICA

di aver formulato i seguenti quesiti per la prova orale:

#### BUSTA N. 1

1. Cosa sono ACNP e NILDE e a cosa servono
2. Com'è organizzato il Sistema bibliotecario di Ateneo, quali sono i suoi organi e le loro funzioni

#### ACCERTAMENTO CONOSCENZA LINGUA INGLESE

Later in each focus group, the participants were asked, "Have there been times when you did not use a library (university/college, public, etc.) and used other source(s) instead?" In the case of this second question, the three academic groups did display somewhat different kinds of information behaviors, but convenience (including temporal contexts) again factored into their responses. Undergraduates offered specific criticisms of the library catalog as difficult to use in this instance, though they claimed they will use online reserves from the library—after the library closes, a clear convenience choice. They and graduate students both commented with some frequency on how easy the web is to use, especially in comparison to library systems: "I don't go into the [library] system unless I have to because there's like 15 logins, you have to get into the research databases. Then it takes you out of that to [the local consortium] ..." (FG-6) Graduate students in one focus group interview provided further data regarding their perceptions of the convenience of online books ("And plus they don't get overdue!" FG-8). Faculty again mentioned web searches as easy to use, though these searches often next lead them to the library for authoritative and credible information, an evaluation they make in spite of convenience factors.

Excerpt from

"If it is too inconvenient I'm not going after it." Convenience as a Critical Factor in Information Seeking Behaviours.

Lynn Silipigni Connaway, Ph.D., Timothy J. Dickey, Ph.D., Marie L. Radford, Ph.D., 2011

#### ACCERTAMENTO CONOSCENZA EXCEL

Accedere alla tabella presente sul pc denominata "Tabella\_A" ed eseguire le seguenti istruzioni:

- Trasformare i valori della colonna "Prezzo" in formato valuta (euro) con due cifre decimali
- Fare un filtro per "Biblioteca" selezionando solo "Economica e Giuridica"
- Fare il totale della colonna "Prezzo"

- Salvare sul desktop il file elaborato secondo le indicazioni denominandolo con il proprio Cognome e Nome in questa forma: Cognome\_Nome

## **BUSTA N. 2**

1. Descrivere il servizio di document delivery di una biblioteca di università, a cosa serve e come può essere organizzato
2. Qual è la composizione del Consiglio del Sistema bibliotecario di Ateneo e quali sono i suoi compiti

### **ACCERTAMENTO CONOSCENZA LINGUA INGLESE**

It can be argued that in the not too distant past, resources were scarce and libraries were one of the only sources for trustworthy information. Users were obliged to conform to library practices and standards in order to successfully meet their information needs. Now users' attention is scarce and resources are abundant with the development of the Internet, web browsers and services (blogs, chat, social media sites, etc.) and easily accessed, abundant digitized content. This article provides an overview of findings from two multi-year grant-funded projects for which the authors were principal investigators that address the questions: Why do people choose one information source instead of another? and What factors contribute to their selection of information sources? Specifically, the emergence of the concept of "convenience" as a critical factor in information-seeking choices among a variety of different types of people, across a period of several years, and in a variety of contexts is explored below.

Excerpt from

"If it is too inconvenient I'm not going after it." Convenience as a Critical Factor in Information Seeking Behaviours.

Lynn Silipigni Connaway, Ph.D., Timothy J. Dickey, Ph.D., Marie L. Radford, Ph.D., 2011

### **ACCERTAMENTO CONOSCENZA EXCEL**

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- Trasformare i valori della colonna "Prezzo" in formato valuta (euro) con due cifre decimali
- Fare un filtro per "Biblioteca" selezionando solo "Scientifica Rizzi"
- Fare il totale della colonna "Prezzo"
- Salvare sul desktop il file elaborato secondo le indicazioni denominandolo con il proprio Cognome e Nome in questa forma: Cognome\_Nome

## **BUSTA N. 3**

1. Come può essere organizzata la presentazione dei servizi delle biblioteche del Sistema bibliotecario di Ateneo alle matricole
2. Quali sono le diverse funzioni e ruoli del Presidente del Sistema bibliotecario di Ateneo e del Responsabile delle strutture del Sistema bibliotecario di Ateneo

### **ACCERTAMENTO CONOSCENZA LINGUA INGLESE**

Librarians are finding that they must compete with other, often more convenient, familiar, and easy-to-use information sources. The user once built workflows around the library systems and services, but now, increasingly, the library must build its services around user workflows. In the current information environment, there is anecdotal evidence that people will sacrifice content for the convenience of accessing information sources. However, there has been little documented evidence to support this assumption. This paper provides evidence that convenience is a major factor for selecting information sources. The American Heritage Dictionary of the English Language (2000) defines convenience as "something that increases comfort or saves work." In terms of information seeking, aspects of convenience include familiarity with a resource, perceived ease-of-use, and physical proximity, though information-seeking studies to date have tended only to deal with convenience in passing. Bawden and Vilar (2006), for example, review the literature on the ease of use of the web and the difficulty of library systems, concluding that "Users believe that web search is fast and easy, providing immediate access to information and giving them what they want"

Excerpt from

"If it is too inconvenient I'm not going after it." Convenience as a Critical Factor in Information Seeking Behaviours.

Lynn Silipigni Connaway, Ph.D., Timothy J. Dickey, Ph.D., Marie L. Radford, Ph.D., 2011

#### ACCERTAMENTO CONOSCENZA EXCEL

Accedere alla tabella presente sul pc denominata "Tabella\_A" ed eseguire le seguenti istruzioni:

- Trasformare i valori della colonna "Prezzo" in formato valuta (euro) con due cifre decimali
- Fare un filtro per "Biblioteca" selezionando solo "Umanistica Mantica"
- Fare il totale della colonna "Prezzo"
- Salvare sul desktop il file elaborato secondo le indicazioni denominandolo con il proprio Cognome e Nome in questa forma: Cognome\_Nome

#### BUSTA N. 4

1. A cosa serve la carta dei servizi del Sistema bibliotecario di Ateneo e com'è strutturata
2. Come viene individuato il Direttore Generale dell'Ateneo, chi gli affida l'incarico, quanto dura in carica e quali sono le sue funzioni

#### ACCERTAMENTO CONOSCENZA LINGUA INGLESE

When Ranganathan proposed his Five Laws of Library Science, he came out with a comprehensive framework and guideline for evaluating library programmes, library activities, and for formulating library policies and strategies. This is clearly indicated by the fact that these statements continue to be extensively cited even today, more than eight decades after their publication. Not only this, there have even been attempts at reformulating these laws to suit the present context of the Web, e-resources, multimedia resources and the resulting developments in information services. Despite the fact that even at the time these laws were formulated, books were not the only kind of resources—magazines, newspapers, films, audiorecordings and even microfiche were already in use—Ranganathan stated his first law as "Books are for use." This only suggests that he used the term 'books' as a substitute for all kinds of media that existed at that time and those that might come into existence in future. "Books are for use" is simply too powerful a statement and too succinct to warrant much improvement.

Excerpt from

Reordering Ranganathan: Shifting User Behaviours, Shifting Priorities

Lynn Silipigni Conway, Ph.D., Donna M. Lanclos, Ph.D., Ixchel M. Faniel, Ph.D. 2015

#### ACCERTAMENTO CONOSCENZA EXCEL

Accedere alla tabella presente sul pc denominata "Tabella\_A" ed eseguire le seguenti istruzioni:

- Trasformare i valori della colonna "Prezzo" in formato valuta (euro) con due cifre decimali
- Fare un filtro per "Numero fattura" selezionando solo "54PA/2019"
- Fare il totale della colonna "Prezzo"
- Salvare sul desktop il file elaborato secondo le indicazioni denominandolo con il proprio Cognome e Nome in questa forma: Cognome\_Nome

#### BUSTA N. 5

1. Come può essere organizzata la presentazione delle risorse elettroniche di Ateneo per gli studenti
2. Il Senato Accademico dell'Università di Udine: composizione e attribuzioni

#### ACCERTAMENTO CONOSCENZA LINGUA INGLESE

Twelve- to 18-year-old Millennials are referred to here as "screenagers" because of their affinity for electronic communication via computer, phone, television, etc. screens (see Rushkoff, 1996). Agosto and Hughes-Hassell (2005) found: "when these teenagers have information needs, they turn to telephones, televisions, computers, and radios before turning to print resources such as newspapers, books, and magazines. In fact, books and magazines, still staples of many public and school libraries, were listed at the bottom of their list of resources" (p. 161). Screenagers are at home in instant messaging and chat environments to a degree unmatched by preceding generations, and exhibit Millennial characteristics to a greater degree than the older group (19–27 year olds).

Responding to user demand and technological trends, an increasing number of libraries provide Web-based virtual reference services (VRS) as alternatives to traditional face-to-face (FtF) reference. VRS include asynchronous (e.g., e-mail), and synchronous (e.g., instant messaging/ chat) formats. Information seekers increasingly turn to VRS for anonymity, convenience, (Tenopir, 2004), and extended hours (Ruppel & Fagan, 2002). Yet Braun (2002) noted that libraries have been slow to adopt instant messaging or chat that screenagers find more appealing than e-mail.

Excerpt from

"Screenagers" and Live Chat Reference: Living Up to the Promise,

by Marie L. Radford, Ph.D. and Lynn Silipigni Connaway Ph.D.

#### ACCERTAMENTO CONOSCENZA EXCEL

Accedere alla tabella presente sul pc denominata "Tabella\_A" ed eseguire le seguenti istruzioni:

- Trasformare i valori della colonna "Prezzo" in formato valuta (euro) con due cifre decimali
- Fare un filtro per "Biblioteca" selezionando solo "Medica Colugna"
- Fare il totale della colonna "Prezzo"
- Salvare sul desktop il file elaborato secondo le indicazioni denominandolo con il proprio Cognome e Nome in questa forma: Cognome\_Nome

#### BUSTA N. 6

1. Descrivere il servizio di front office di una biblioteca di università, a cosa serve e come può essere organizzato
2. Il Consiglio di Amministrazione dell'Università di Udine: composizione e attribuzioni

#### ACCERTAMENTO CONOSCENZA LINGUA INGLESE

Millennials have unique approaches to communication and information-seeking that influence their perception and use of libraries. They have "grown up with computers and video games ... accustomed to multimedia environments: figuring things out for themselves without consulting manuals; working in groups; and multitasking" (Lippincott, 2005, p.13.2). Sweeney (2006) believes: "While some in the older generations may adapt quickly, they will always be immigrants and will never be as competent, resourceful, or 'natural' as the Millennial 'natives' born into this new culture" (p. 1). Older generations tend to search the web to complete a given task, but Millennials see the "web as their information universe ... [and] prefer the global searching of Google to more sophisticated but more time-consuming searching provided by the library" (Lippincott, 2005, p. 13.3, see Schacter, Chung, & Dorr, 1998). They want easy access to full-text documents and become impatient with complex searching that yields citations or abstracts and "want not just speedy answers, but full gratification of their information requests on the spot" (p. 13.13, see Connaway and Prabha, Forthcoming)

Excerpt from

"Screenagers" and Live Chat Reference: Living Up to the Promise,  
by Marie L. Radford, Ph.D. and Lynn Silipigni Connaway Ph.D

#### ACCERTAMENTO CONOSCENZA EXCEL

Accedere alla tabella presente sul pc denominata "Tabella\_A" ed eseguire le seguenti istruzioni:

- Trasformare i valori della colonna "Prezzo" in formato valuta (euro) con due cifre decimali
- Fare un filtro per "Biblioteca" selezionando solo "Umanistica Margreth"
- Fare il totale della colonna "Prezzo"
- Salvare sul desktop il file elaborato secondo le indicazioni denominandolo con il proprio Cognome e Nome in questa forma: Cognome\_Nome

#### BUSTA N. 7

1. **Quali tipologie di risorse sono descritte nella piattaforma Teche.uniud dell'Università degli studi di Udine?**
2. Quando una condotta è definita scorretta nell'ambito della ricerca scientifica secondo il Codice etico e di comportamento dell'Università degli studi di Udine?

#### ACCERTAMENTO CONOSCENZA LINGUA INGLESE

Several common themes emerged across all three groups. These screenagers prefer to use Google, other search engines, browse the web, ask friends, or find information themselves, rather than ask a librarian for help (see also Agosto & Hughes-Hassell, 2005, 2006). Urban and rural teens trusted Google results above advice from librarians (see also Schacter, Chung & Dorr, 1998). A rural teen voiced the majority opinion: "I wouldn't really trust my librarian. I trust Google." Another rural teen said: "I find something on Google and there's enough information on it and it seems logical, I'll just go with it." Another usually used Google results without verification, but would check for research papers: "Especially if it's something like you're doing a paper in class and you already know the subject pretty well and all you're looking for are sources to validate what you, you're putting like your argument on paper. You validate your argument. I really don't double check it. I'm like well 'this is what I'm trying to say. This is the source I'm going to use.' But if it's like a research paper, I'll double check my sources a couple of times just to make sure it's the right information."

Excerpt from  
"Screenagers" and Live Chat Reference: Living Up to the Promise,  
by Marie L. Radford, Ph.D. and Lynn Silipigni Connaway Ph.D.

#### ACCERTAMENTO CONOSCENZA EXCEL

Accedere alla tabella presente sul pc denominata "Tabella\_A" ed eseguire le seguenti istruzioni:

- Trasformare i valori della colonna "Prezzo" in formato valuta (euro) con due cifre decimali
- Fare un filtro per "Biblioteca" selezionando solo "Sede di Gorizia"
- Fare il totale della colonna "Prezzo"
- Salvare sul desktop il file elaborato secondo le indicazioni denominandolo con il proprio Cognome e Nome in questa forma: Cognome\_Nome

#### BUSTA N. 8

1. Discovery tool e metaopac: cosa sono e quali sono le differenze?
2. Quale comportamento deve essere tenuto quando ci si trova in situazione di conflitto d'interesse secondo il Codice etico e di comportamento dell'Università degli studi di Udine?

#### ACCERTAMENTO CONOSCENZA LINGUA INGLESE

During the 1950s, the US experienced prosperity and great economic growth, while the 1960s reflected times of social upheaval and cultural change (Gillon 2004). Although difficult to generalize, Boomers growing up in the 1950s and 1960s display certain characteristics which may be attributed to the social, cultural, and political environments experienced during their development (Campbell 2005). Overall, Boomers are better educated, more technology literate and economically more advantaged than any generation before them (Williamson, et al. 2006). Described as optimists and believers in the American Dream, they are self-absorbed, strive to be the center of attention, and tend towards a desire for self-gratification. Work is very important to them and they have a team orientation, while longing for personal and spiritual growth. Boomers are concerned with their health and believe "aging is optional" (Grossman 2000). Key characteristics are the desire to stay young, keeping their minds busy and maintaining mental agility, to remain active in the workforce longer, and to be in touch with technology (Dempsey 2007).

Excerpt from  
Sense- Making and Synchronicity: Information-Seeking Behaviours of Millennials and Baby Boomers, 2008  
by Lynn Silipigni Connaway Ph.D., Marie L.Radford, Ph.D., Jocelyn DeAngelis Williams and Patrick Confer

#### ACCERTAMENTO CONOSCENZA EXCEL

Accedere alla tabella presente sul pc denominata "Tabella\_A" ed eseguire le seguenti istruzioni:

- Trasformare i valori della colonna "Prezzo" in formato valuta (euro) con due cifre decimali
- Fare un filtro per "Biblioteca" selezionando solo "Sede di Pordenone"
- Fare il totale della colonna "Prezzo"
- Salvare sul desktop il file elaborato secondo le indicazioni denominandolo con il proprio Cognome e Nome in questa forma: Cognome\_Nome

#### BUSTA N. 9

1. Descrivere il servizio di consulenza bibliografica di una biblioteca di università, a cosa serve e come può essere organizzato
2. Quando ci si iscrive al Sistema bibliotecario d'Ateneo vengono forniti i propri dati anagrafici per poter usufruire dei servizi. Per quali finalità sono utilizzati?

#### ACCERTAMENTO CONOSCENZA LINGUA INGLESE

Boomers are heralding a shift in how previous generations approached work and technology. Older individuals are populating the workforce at an increasing rate, exposing them to technology which becomes integrated into daily life. Boomers have different requirements for information, as they read more and use public libraries more than previous generations (Joseph 2006). "The majority (56% of those currently ages 50–64 years, the early Boomers) have Internet access, have used computers and the Internet in their work lives, and report that they would miss the Internet if they could no longer use it" (Willis 2006, p. 44). During a six-year period (2000–2006) there was an increase from 13% to 43% of older individuals having Internet access and actively using it (Willis 2006). For Boomers, information-seeking and e-mail are the most prominent uses for computers and the Internet (Willis 2006).

Increasingly, Boomers engage with technology in libraries. They have high expectations for public libraries to provide the latest and best resources (Kahlert 2000). Their interests and habits bring new demands for information and technology: "... as the World Wide Web increasingly became a central resource for information, Boomer doggedness would shape the culture of that medium as well, turning it into an investigative tool for any citizen or consumer seeking the truth about the policies and products they were asked to consume." (Steinhorn 2006, p. 202).

Excerpt from

Sense- Making and Synchronicity: Information-Seeking Behaviours of Millennials and Baby Boomers, 2008 by Lynn Silipigni Connaway Ph.D., Marie L.Radford, Ph.D., Jocelyn DeAngelis Williams and Patrick Confer

#### ACCERTAMENTO CONOSCENZA EXCEL

Accedere alla tabella presente sul pc denominata "Tabella\_A" ed eseguire le seguenti istruzioni:

- Trasformare i valori della colonna "Prezzo" in formato valuta (euro) con due cifre decimali
- Fare un filtro per "Editore" selezionando solo "Giappichelli"
- Fare il totale della colonna "Prezzo"
- Salvare sul desktop il file elaborato secondo le indicazioni denominandolo con il proprio Cognome e Nome in questa forma: Cognome\_Nome

#### BUSTA N. 10

1. In cosa consiste l'attività di descrizione bibliografica di una monografia?
2. Quando ci si iscrive al Sistema bibliotecario d'Ateneo vengono forniti i propri dati anagrafici per poter usufruire dei servizi. Chi è il titolare del trattamento e quali sono i diritti dell'interessato?

#### ACCERTAMENTO CONOSCENZA LINGUA INGLESE

Ranganathan's Five Laws of Library Science has greatly influenced our thoughts on the work of libraries and librarians. We realized the five laws provide a framework for our research activity area as well as a lens through which to view the information environment. The intent here is to help interpret the five laws in the context of currently available resources and services, and user behaviours when engaging with them. The idea has been to suggest how libraries and librarians can better connect to those behaviours. Our intent here is not to include all user behaviour research, which would be virtually impossible given the significant amount of work done in the area. The objective is to shape the direction of our research and put it within a context that would be timely and relevant for librarians, library researchers and information scientists as they think about making changes in practice and developing an agenda for future research.

Excerpt from

Reordering Ranganathan: Shifting User Behaviours, Shifting Priorities  
Lynn Silipigni Conway, Ph.D., Donna M. Lanclos, Ph.D., Ixchel M. Faniel, Ph.D. 2015

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Accedere alla tabella presente sul pc denominata "Tabella\_A" ed eseguire le seguenti istruzioni:

- Trasformare i valori della colonna "Prezzo" in formato valuta (euro) con due cifre decimali
- Fare un filtro per "Data pubblicazione" selezionando solo "2019"
- Fare il totale della colonna "Prezzo"
- Salvare sul desktop il file elaborato secondo le indicazioni denominandolo con il proprio Cognome e Nome in questa forma: Cognome\_Nome

#### BUSTA N. 11

1. Descrivere il servizio di prestito interbibliotecario di una biblioteca di università, a cosa serve e come può essere organizzato
2. Che cosa si intende per diritto d'autore e come si applica sul servizio di riproduzione in biblioteca?

#### ACCERTAMENTO CONOSCENZA LINGUA INGLESE

Rational choice theory describes a purposive action whereby individuals judge the costs and benefits of achieving a desired goal (Allingham 1999; Cook and Levi 1990; Coleman and Fararo 1992). Humans, as rational actors, are capable of recognizing and desiring a certain outcome, and of taking action to achieve it. This suggests that information seekers rationally evaluate the benefits of information's usefulness and credibility, versus the costs in time and effort to find and access it. Role theory offers a person-in-context framework within the information-seeking situation which situates behaviors in the context of a social system (Mead 1934; Marks 1996). Abercrombie, et al. (1994, p. 360)

state, "When people occupy social positions their behavior is determined mainly by what is expected of that position rather than by their own individual characteristics." Thus the roles of information-seekers in the academic environment influence the expectations for performance and outcomes. For example, faculty would be expected to look for information differently than undergraduate students. Faculty members are considered researchers and experts in their disciplines, while undergraduate students are novices and protégés, roles that place them differently within the organizational structure of the academy (Blumer, 2004; Biddle, 1979; Mead, 1934; Marks, 1996; Marks, 1977).

Excerpt from

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- Trasformare i valori della colonna "Prezzo" in formato valuta (euro) con due cifre decimali
- Fare un filtro per "Data pubblicazione" selezionando solo "2017"
- Fare il totale della colonna "Prezzo"
- Salvare sul desktop il file elaborato secondo le indicazioni denominandolo con il proprio Cognome e Nome in questa forma: Cognome\_Nome

#### BUSTA N. 12

1. In cosa consiste l'attività di classificazione di una monografia con la CDD?
2. Quali sono le finalità del Sistema bibliotecario di Ateneo definite nel Regolamento.

#### ACCERTAMENTO CONOSCENZA LINGUA INGLESE

Graduate students, who overlap between the generations but are principally older Millennials, reveal somewhat different information behaviors for academic situations. Google remains high on their source list for quick searches, followed by human sources, but human sources included academic superiors and friends. They, too, value the Internet for convenience and currency, and access library sources electronically. Their research techniques, however, tend to be more sophisticated and exhaustive, including citation searching, interlibrary loans, and library databases. They may stop searching for information when reaching assignment limits, but also consider the impossibility of truly exhausting topics. Some of the graduate students mentioned parents as sources for personal information-seeking situations. One of the graduate students stated, "... I just go ask my dad, and he'll tell me how to put in a fence, you know? So why sort through all this material when he'll just tell me."

Excerpt from

Sense- Making and Synchronicity: Information-Seeking Behaviours of Millennials and Baby Boomers, 2008 by Lynn Silipigni Connaway Ph.D., Marie L.Radford, Ph.D., Jocelyn DeAngelis Williams and Patrick Confer

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- Trasformare i valori della colonna "Prezzo" in formato valuta (euro) con due cifre decimali
- Fare un filtro per "Numero fattura" selezionando solo "117PA/2019"
- Fare il totale della colonna "Prezzo"
- Salvare sul desktop il file elaborato secondo le indicazioni denominandolo con il proprio Cognome e Nome in questa forma: Cognome\_Nome

Udine, 17.12.2021

Il Presidente Commissione esaminatrice

OPPURE  
per la Commissione esaminatrice

