Bocconi

LIBRARY & ARCHIVES

Report 2024

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History

The history is a timeline.

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

1950s: The Library becomes a focal point for the Social Sciences, thanks to the contributions of professors such as Angelo Sraffa and Luigi Einaudi and the work of the librarian Fausto Pagliari.

1960s - 1990: In the 1960s, services began to be organized more systematically, and in the 1990s, the first investments in electronic resources were made.

1965: The Library moved to its current location at Via Gobbi 5. Between 2013 and 2015, it underwent a complete renovation.

2014: In 1983, the Library became a European Documentation Centre, and in 2014 it also assumed responsibility for the Historical Archives, officially becoming "Library & Archives".

Strategic Plan 2021-2025

Mission:

- Students, Faculty, staff and Alumni are at the core of Library services, without discrimination, in a stimulating environment that can meet learning and research needs.
- L&A develops and preserves its collections, ensuring access to resources. The development follows principles of excellence, sustainability, and inclusion, anticipating community needs and trends.
- L&A ensures proper training for users and includes the international university community to promote scientific knowledge and the Library's cultural heritage.
- L&A connects the University with the outside world by supporting Third Mission activities.

Vision:

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.

Goals:

- Accessibility and communication
- Staff and users education
- Digitization
- Collections meet users
- Sustainability and inclusion
- Third Mission

Community, spaces and staff

Bocconi population

Library & Archives develops and organizes its services based on a well-defined mission and vision, aligned with the University's Strategic Plan. The student community (undergraduate and graduate, PhD and Master), faculty, and the university staff are the primary recipients of the services offered. The student population consists of 15,172 members, of whom 3,367 are international (22.2% of the total). There are 7,937 students enrolled in undergraduate programs, including 1,951 international students. There are 4,349 students enrolled in master's programs, of which 816 are international. There are 1,478 law students, 181 PhD students, and 827 students enrolled in SDA Master's programs. The University faculty includes 437 Core Faculty members and 1,233 Non-Core Faculty members. SDA faculty includes 144 Core Faculty members and 88 Non-Core Faculty members. Administrative staff consists of 752 members. Bocconi population is completed by the Alumni network (146,901) and external users (155) who access dedicated services through paid subscriptions. Library services are aimed at supporting study, teaching, and research, which constitute the institution's primary purposes.

Note: Students data are from A.Y. 2023-2024

Staff, Faculty, Alumni and external users data are updated at 31-12-24

Spaces

In 2024, the Library was open to the public for 319 days, from Monday to Sunday, with opening hours from 8:30 am to 12:00 am for most of the year. It recorded 551,701 visits, with an average of 1,729 people per day. Library & Archives occupy four floors:

- Basement (142 sq. m.): Historical Archives
- Ground floor: open shelves collections, study seats, Information Desk, exhibition area
- First floor: study seats, two rooms dedicated to the European Documentation Center and the Historical Archives
- Second floor (988 sq. m.): staff offices
- Dedicated spaces are: Data Rooms to access Bloomberg, LSEG Workspace and to consult theses, Faculty reserved room

The building also hosts the Main Storage (2,290 sq. m.), organized on four floors, where almost half of the print collection is stored. There is also a Remote Storage located in Rozzano (2,009 sq. m.).

Facilities

The maximum capacity of the Library is 720 people. 632 study seats can be booked through the University YoU@B Pro app. In addition, there are 8 places reserved for users with disabilities.

Staff

The staff consists of 45 people across 8 different services, working together on joint projects. To ensure extended opening hours, the Library relies on 15 external staff members. Additionally, students can participate in the 200 Hours Work-Study Program, which provides them with the opportunity to work and collaborate with Library & Archives.

2024 at a glance

The Library in numbers

Users:

- 551.701 visits
- 814 reference requests
- 8.872 support requests

Learning and research support:

- 28% of students used Leganto
- 16.422 clicks on citation links
- 80 Library workshop and 1.341 participants
- 109 requests for publishing in Open Access through transformative agreements and 96 faculty members involved

Collections are for the 41% digital and for the 59% in paper form.

Risorse:

- 15.108 loans
- 1.046.753 ebook and article download
- Online resources: 184.987 searches
- 750.645 sessions on the L&A website and SearchLib

Survey 2024

The results reported below are drawn from the annual evaluation questionnaires "Faculty and Staff Services Evaluation" and "Services Evaluation: Students and PhD Students", administered by the Quality Assurance & Accreditation Unit to the student community, Faculty and staff.

The faculty rated the overall services offered by the Library at 8.41 out of 10. Specifically, the assistance provided by the Library staff in 2024 was rated 8.73 out of 10, which is 0.41 points higher than in 2023. This result demonstrates the direction in which Library & Archives is heading: improving the necessary skills to provide relevant responses to a demanding and international faculty, delivering services promptly and efficiently.

In 2024, the student population rated the assistance provided by the Library staff at 8.32 out of 10, which is the most significant rating in the questionnaire. Following closely, with scores exceeding 8, are "The value and relevance of the print and online collections" and the Library opening hours. The average rating from students for Library services in 2024 is 8.03.

Good to know:

- L&A regularly monitors volume and quality indicators through monthly statistical surveys.
- L&A also maintains ongoing dialogue with users by providing a [Suggestions and Complaints form](#) available on the website.

Highlights

SI&D – Scientific Information & Data:

In January 2024, the Scientific Information & Data Unit (SI&D) was created to improve access to collections, promote multidisciplinary research, and increase the number of hours we offer specialized assistance at the Information Desk.

Leganto

In 2024, Leganto was integrated with Alma and Blackboard. The tool allows the management of reading lists, improving access to educational materials and offering students an intuitive way to access resources. The implementation of the tool enabled the digitization of internal processes, thanks to the work of a cross-functional team.

Mostre virtuali

In 2024, Library & Archives took on the challenge of enhancing its cultural heritage through virtual exhibitions, made possible by the digitization of photographs and documents. Using the software Movio, two exhibitions were created: one dedicated to the [Bocconi Campus](#) and another featuring the fashion designer [Walter Albini](#). The exhibitions received a total of 5,133 views.

International Open Access Week

On the occasion of Open Access Week 2024, the Library organized an event focused on open research data, their benefits and challenges, to promote accessible knowledge and raise awareness towards research that is "as open as possible, as closed as necessary". The event was attended by 97 people.

Competenze digitali per le digital humanities in Archivio

This seminar presented the application of artificial intelligence to the 17th-century [Saminiati](#) collection. Thanks to a tool developed within the EU Horizon 2020 framework, accessing handwritten texts remotely will now be easier and faster. The seminar was attended by 279 participants.

Staff mobility

Sharing professional experiences and being open to international exchange is essential for development and innovation across all fields. As part of the CIVICA Library Staff Mobility Programme, two librarians from the SI&D team took part in a three-day exchange at other libraries within the network. In June 2024 a librarian took part in a three-day exchange at the Library of the London School of Economics and Political Science (LSE). The experience proved to be a key opportunity for sharing best practices and acquiring new skills, while also reaffirming the importance of promoting multidisciplinary approaches and knowledge exchange among library staff. Moreover, it served as valuable input for the development of a staff training and development plan, coordinated by SI&D, which will be implemented in 2025. In December 2024 a librarian spent three days at the SciencesPo Library in Paris. The program, aimed at improving the user experience of international students, involved the use of various debriefing techniques drawn from design thinking and business innovation to assess positive and negative aspects related to space usage, signage, and access to collections and services. The exchange inspired us to plan structured "user listening sessions" next year to evaluate the navigation experience on our new website, which is set to launch in March 2025. In addition, we will adopt some of the brainstorming techniques learned into our coordination meetings, with the goal of fostering more dynamic and effective discussions. In April 2024, we hosted a librarian from the University of Political Studies and Public Administration in Bucharest. The experience encouraged internal reflection and strengthened our sense of belonging and satisfaction with the goals achieved.

Managing and Developing Collections

Library collections

59% of Library collections are in print format, while 41% are available in digital format. The Library print collections include 453,828 monographs, 1,304 early printed and rare books, 17,340 theses (out of a total of 104,406 theses), and 180,672 periodical issues, of which 161 are current subscriptions. In 2024, 1,798 monographs, 3,435 theses and 1,039 periodical issues were catalogued.

The Library online collections include 329,287 e-books, 118,419 e-journals, and 70 databases. The vast majority of these resources are available off-campus, 24/7.

Only a limited number of resources, such as specific databases (e.g., Bloomberg) and selected e-journals, are accessible exclusively from the Library Data Room

Physical distribution:

- 20% is located in the Reading Rooms (92.310 items)
- 65% is located in the Central Storage (294.512 items)
- 15% Is located in the Remote Storage (67.005 items)

Da Alma Digital a Specto

The Library has been selected, along with a small group of institutions worldwide, to take part as a strategic partner to the development of Specto, the new Ex Libris product that will gradually replace AlmaD.

Specto aims to enhance the management and promotion of digital resources.

Bibliographic Weeding

The Archival and Bibliographic Superintendency of the Lombardy Region oversees the Library collections and authorizes any weeding activities. The weeding process, through regular and systematic reviews of the collections, removes resources that are no longer useful or in poor condition, where restoration or rebinding is not considered necessary. This helps to keep Library collections up-to-date and relevant, while also making better use of the storage space. In 2024, a total of 3,148 items were weeded, including 272 items from the Economics collections, 15 items from the Legal Studies collections, and 2,681 adopted textbooks. With aim of preserving the Library historical heritage and enhancing its usage, in 2024 202 items from donations or significant collections, along with 361 theses discussed between 1906 and 1930, were restored.

Budget and new acquisitions

In 2024, the Library purchased a total of 855 titles: 543 print books and 312 e-books. 62% of the new acquisitions were suggested by Bocconi faculty, students and staff. Most requests (55%) were submitted through the Can't find it? form, introduced in 2023 alongside the migration to Alma

and the digitalization of internal processes. This form allows users to request bibliographic material that is not currently part of the Bocconi Library collections.

When users request a monograph, the Library evaluates each request with reference to acquisition policies. If a request does not meet the criteria or refers to a single journal article, the Library provides access through the Interlibrary Loan service.

The decision on whether to purchase the book or fulfill the request via Interlibrary Loan is made by the Library. This approach ensures that users gain access to the materials they need, while also enabling Library collections to grow in alignment with the University disciplines and the study and research needs expressed by the Bocconi community. 21% of the new acquisitions in 2024 were related to course material adopted by faculty (Course Reserves): the Library provides material in both online and/or print format. The remaining 17% of new acquisitions covered the bound-with titles to be completed, the replacement of damaged items, and the updating of reference materials (such as legal codes, commentaries, etc.). For all new acquisitions, the Library follows a digital-first policy, prioritizing the purchase of digital formats whenever available. Users may also suggest the purchase of online resources and databases; subscription requests are evaluated based on budget availability and alignment with the general academic interests. Resources of exclusive interest of single departments or researchers may be acquired using departmental budgets or faculty research funds. In 2024, we supported the subscription of 16 datasets through research or departmental funding. The three main subject areas of new acquisitions in 2024 remained consistent with the previous year: Law (371 titles), Economics (226), followed by Social Sciences (69) and Political Science (67). These same disciplines were also the most requested in the Interlibrary Loan and Document Delivery service, with Social Sciences ranking above Economics in terms of demand.

Studies Support

Course Reserves and Leganto

By analyzing requests from students and regularly interacting with faculty and staff, both in formal and informal sessions, we identified services that needed improvement. One of the main priorities was enhancing the Course Reserves service, which led to the implementation of the tool Leganto by Ex Libris. Leganto integrates seamlessly into the Library's technological ecosystem (that migrated to Alma in July 2023) and with Blackboard, ensuring a smoother user experience across the University's digital touchpoints.

The implementation project (February – May 2024) provided an opportunity to rethink and digitally redesign internal processes and workflows, involving a cross-functional team of both junior and senior Library staff.

The impact of Leganto became evident at the beginning of the new academic year, as shown by usage data and feedbacks from Faculty members. User support enquiries about the Course Reserves service at the Information Desk dropped from 38% in 2023 to 11% in 2024, while overall engagement increased: 28% of students interacted with Leganto during its first month of implementation. The dedicated Libguide, freely accessible from the Library website, recevied over 3,000 views. In 2024, the total number of full-text views, corresponding to accesses via links included in Leganto citations, amounted to 16,422, of which 14,504 were for accessing physical textbooks. Despite the growing shift towards online resources, print items are still a significant resource for teaching activities and, consequently, for the Course Reserves service. For this reason, in July 2024, the Course Reserves collection, which holds all adopted textbooks for the current academic year and the previous two years (a total of 4,885 volumes), was relocated to the area in front of the Information Desk and near the self-check stations. Along with the reorganization of the collection, new signage was introduced, including QR codes that link to the dedicated guide. Additionally, copies of volumes reserved for on-site consultation only were marked with a color-coded sticker, separating them from those available for short-term loan.

Information Literacy

The Library supports Bocconi Community in discovering and using Library & Archives tools and resources, by organizing dedicated workshops, led by a cross-functional team of 9 librarians.

Every semester, the Library publishes a program of workshops open to the entire student community, covering key areas:

- Library Tools: These sessions provide an overview of the tools available to build an effective search strategy and navigate library resources efficiently.
- Databases: Focused workshops on specific financial databases. Some of these sessions are delivered by representatives from our vendors.
- Citation Management: Guidance on how to correctly cite bibliographic sources.

- Law: Tailored sessions on Library Tools and citation practices specifically designed to support the needs of Law students.

The Library also offers on-demand workshops, organized at the request of Faculty for their classes or by staff members. These workshops are co-designed with the requester, based on specific needs and learning objectives.

In 2024, the Library delivered a total of 80 workshops, including 27 on-demand sessions, involving 1,341 participants. The workshops were tailored to users' needs, encouraging practical learning and open dialogue with librarians, which made them more effective and impactful.

Workshops are held both in person and online, in Italian and English, and typically last between 30 minutes and 90 minutes.

Starting from the 2024-25 academic year, the Library has introduced a new workshop on Open Science, dedicated to Faculty and researchers. The session covers the core principles of Open Science and offers practical advice on how to publish research otuputs in open access, including the use of transformative agreements signed between Bocconi University and major publishers.

Additionally, since 2024, the Library has enhanced its Library tools workshop with a new segment on Artificial Intelligence tools, with the aim of encouraging students to develop a critical approach to AI, discussing appropriate and inappropriate uses, and providing guidance on how to properly cite AI-generated content.

The Library, in collaboration with the University, manages the Financial Markets Data Room, a dedicated learning space with 10 Bloomberg terminals, each with dual screens and a Bloomberg keyboard. This space is used across the University for a variety of teaching activities, and by the Library to deliver workshops focused on financial databases.

In 2024, the Library held 18 workshops in this Data Room, attended by 227 students.

Libguides

Since 2022, Library & Archives has curated and regularly updated Libguides, freely accessible from the Library website. These guides provide an overview on Library & Archives print and online collections, services, and tools. They are organized into four categories: subject area, specific topic, databases, and user instructions. The guides are created with the support of all services within the Library & Archives Division. In 2024, the 50 Libguides published (+8 compared to 2023) generated 138,870 views. The Library also manages the A-Z Database List, where it is possible to discover and access all subscribed databases. In 2024, the A-Z Database List received 229,497 views (with an increase of 129,655 views compared to 2023): this number highlights how frequently users refer to the A-Z Database List both for discovering available databases and accessing the resources.

Top 5 views:

1. LSEG Workspace: 29,212
2. Bloomberg: 23,923
3. Accounting: 12,697
4. Writing your dissertation/ Thesis: 10,152

5. Financial Statements: 6,604

Accessible texts

Ensuring equal opportunities for students, faculty and staff is one of main priorities of Bocconi University: in collaboration with the Inclusion Service, the Library & Archives Unit actively contributes to guarantee everyone's right to study and research. Throughout 2024, the Library provided 47 accessible-format texts to a total of 24 students who used the service.

These texts have enriched **the list of fully accessible texts** available on the website for other Authorized Entities in Italy.

The service is offered exclusively to user groups entitled to receive digital versions of full works, in accordance with European regulations that clearly define the types of disabilities eligible for access.

Impact on Research

Circulation of Print Collections

In 2024, Bocconi Library recorded 15,108 loans. The peak in loans occurred at the start of the second semester of the 2023/2024 Academic Year in February (2,469 loans), and again with the beginning of the new Academic Year in September (1,891).

The time slot with the highest loan activity was between 4 PM (1,585) and 6 PM (1,592); from 7 PM onwards, there was a notable increase in the use of self-checkout machines, which surpassed loans processed at the Information Desk with staff assistance from 8 PM onward. The total number of new loans in 2024 (15,108) shows that the circulation of print material still has a significant impact, although it has been steadily declining for several years. More in specific, there was a 16% decrease in 2024 compared to 2023.

This trend should be seen in relation to the changes introduced in the Library in recent years: namely, more advanced user support at the desk and new acquisition policies that prioritize digital material. The chart represents the categories of "actual" users, meaning those who made at least one reservation or loan in 2024. The students borrowing print material in 2024 accounted for about 20% of the total Bocconi student population. Among them, the most active users were Graduate students (56%) and Undergraduate students (38%), with a small proportion of international students (5%). The second most frequent user group were Alumni, followed by faculty members (316), over half of whom are part of the University's Core Faculty. The department with the highest number of faculty members who used the Library at least once was Legal Studies (35%), whose staff accounts for 15% of the total faculty, proving that this discipline is still closely tied to traditional print material. Legal studies was followed by Social and Political Sciences (27%) and, at a notable distance, Economics and Management and Technology (9%). Looking more closely at the loans of material located in the Reading Rooms (11,742), where the most recent part of the print collection is located, the majority of material consists in textbooks (41%), i.e. titles selected by Bocconi faculty for course reading lists. 33% of the subject areas are related to the field of Economics, which represents the study area of the majority of the potential users of the Library (77%). A significant share of Private Law materials (838 loans) is part of the Law area (17%), even though this group represents only 12% of the total potential users. This confirms the consistent preference for printed bibliographic materials in the Italian legal publishing sector.

The lower engagement of Political and Social Sciences users (11% of the total potential user base) is also confirmed: this user group tends to prefer material from other collections, non-bibliographic resources and the Interlibrary Loan service. The trend for Historical Studies (364 loans) is also consistent. The "other disciplines" category includes: Cultural Heritage, Art and Culture (190 loans), Computer Science (156 loans), followed by Fashion, Healthcare and Multidisciplinary Collections.

InterLibrary Loan

The Interlibrary Loan (ILL) service extends the range of available resources beyond the Bocconi Library's collections, offering access to bibliographic material from a global network of partner libraries. The service is available to all members of the Bocconi community—students, faculty, and staff—and includes both print loans (Interlibrary Loan) and digital documents (Document Delivery).

In the same way, Bocconi Library provides its own resources to external institutions to support their teaching and research needs.

Borrowing: what we ask for our users

In 2024, a total of 555 requests were fulfilled—139 in print format and 416 in digital format, the latter being a significantly faster and more sustainable option. This represents a 24% increase compared to 2023. Students remained the group with the highest number of total requests (56%). However, within this group, requests from PhD and Master's students increased compared to those from undergraduate and graduate students. In 2023, students submitted 50% of the total amount of requests, with PhD and Master's students accounting for 10%. In 2024, these percentages shifted to 32% and 24%, respectively.

Faculty represented the second-largest user group submitting requests (43%), while a small share came from University staff (2%). The bibliographic material requested by our users was primarily received by partner libraries in Italy (66%) and mainly consisted of documents published in English (61%), with a significant share being recently published works: 49% of the items were published from 2011 onward. The top three requested subject areas confirmed the trend observed in 2023 and were consistent across both the Document Delivery and Interlibrary Loan services.

Law remained the most requested subject area (34%), followed by Social Sciences (17% for digital material and 16% for print), and then Economics and Finance (11% and 13%, respectively). Among the requests fulfilled through digital delivery (Chart A), Healthcare stood out with 42 requests, followed by Management and Political Science.

Other disciplines included Historical Studies (13 requests) and Cultural Heritage, Art and Culture (12 requests). For requests fulfilled through Interlibrary Loan, History (19 requests) and Art and Culture (13 requests) were the most prominent areas. Mathematics and Political Science are also included in the remaining subject categories.

Lending: what we send to partner libraries

In 2024, a total of 452 requests were fulfilled for partner libraries, with 81% of these processed via Document Delivery. This represents an overall increase of 11% compared to 2023. The majority of requests originated from libraries located in Italy (63%). However, there was a notable increase in international collaboration: whereas only 23% of requests in 2023 came from outside Italy, this figure rose to 37% in 2024. This international trend is also reflected in the language preferences of the requested documents, with English remaining the predominant language (accounting for 50%

of requests), followed by Italian. In terms of subject areas, legal studies continued to represent the highest proportion of requests (24%), followed by healthcare (16%) and economic-financial disciplines (15%). As in the previous year, the healthcare sector experienced significant growth, with a 25% increase in requests. There was also a marked rise in requests related to cultural heritage, art, and culture, which saw a 58% increase compared to 2023. Requests in the field of history remained stable, with a total of 56 recorded in 2024.

Servizi per la faculty: Intercampus delivery

In 2024, the Library supported faculty members through the following services:

- The digitization and delivery of 298 articles or book chapters, in full compliance with current copyright regulations.
- Fast delivery of 188 print resources to departmental offices

Online Resources

Although 59% of Library collections are in print format, there is an increasing investment in acquiring and maintaining online resources, which now make up 41% of the entire collection.

Online Library resources currently include: 125 databases and collections of e-books and e-journals, most of which are listed and accessible through the A-Z Database List (229,497 views in 2024) and also available off-campus; 329,287 accessible e-books, with 429,994 downloads; and 118,419 accessible e-journals, with 617,019 articles downloaded.

Top 3 consulted ebooks:

1. 94,432 views Brealey, R. (2023), Principles of Corporate Finance, McGraw Hill Education
2. 18,911 views David Hillier, S. R. (2023), Corporate Finance, McGraw Hill libri Italia
3. 15,171 views Schilling, M. (2023), Strategic Management of Technological Innovation, McGraw Hill Education

Top 3 ejournals download:

1. 9,608 views Journal of financial economics, North-Holland
2. 9,247 views Strategic management journal, John Wiley & Sons
3. 7,531 views Journal of cleaner production, Elsevier Science Ltd.

Open Access

A dedicated team within Library & Archives assists Faculty members in publishing Open Access through transformative agreements signed by the University with the main commercial publishers via the CARE-CRUI consortium. Additionally, it provides training on Open Science and the opportunities it offers. In 2024, there was a significant increase in Open Access publishing activities through transformative agreements. Compared to 2023, publications rose from 64 to 109, with an approximate 70% increase. At the same time, the number of Faculty members involved grew from 53 to 96. These figures may reflect both the mandatory nature of open access for publicly funded research and a growing interest within the academic community. The inclusion of Oxford University Press among the participating publishers, alongside the renewal of the contract with Wiley (which now also includes full open access journals starting in 2024) has

expanded available options. These changes are reflected in the rise in publication requests from certain Departments, notably Social and Political Sciences and Economics, as shown by the increase in publication requests, from 10 to 23 and from 9 to 27, respectively. This also demonstrates both a growing interest and greater awareness of topics related to Open Access. Further confirming the commitment to promoting and disseminating Open Access, in 2024, the Library expanded its collections with numerous Open Access scientific publications curated by academic publishers. Over 26,000 titles, including e-journals and e-books, were made available to users through SearchLib.

User Centricity: Users at the Heart of the Library

SI&D and Information desk

Throughout the years, the Library had several separate touchpoints (dedicated to database assistance, loan services, interlibrary loan, and archival material consultation) distributed across different areas, each with different opening hours.

To foster a multidisciplinary approach to academic research, promote the complementarity of the Library print and online collections, and create continuity in the student journey, the new Scientific Information & Data Unit was established in January 2024.

This Unit completes the relaunch of bibliographic information, database support and lending services, started in 2023, and was supported by the renovation of the Information Desk and the two adjacent Data Rooms. Additionally, the new Unit coordinates the Library Information Literacy program.

To support the integration of these services, a shared knowledge base has been created, which covers internal policies and procedures, and serves as access point to internal thematic Libguides on specific resources or services, as well as on the most frequent user inquiries.

The user information service, offered both in person and online, mainly consists of: quick assistance at the Information Desk (Ask a Librarian!), individual meetings by appointment (Library Meeting), and asynchronous support via email.

In-person quick assistance is primarily provided at the Information Desk, which is organized into three dedicated stations (Databases, Bibliographic Information, Loans), each manned by specialized Library staff. A total of 814 requests were handled at the Information Desk, with approximately 42% related to databases support and around 46% concerning bibliographic information. The remaining requests involved the Course Reserves service and, to a much lesser extent, Library workshops and citation support. Among the database support requests, approximately 63% concerned access and use of the resources available in the Data Room: Bloomberg and LSEG Workspace, two of the most used financial databases. Although many of these requests are resolved quickly (within 5 minutes), a significant portion takes between 5 and 20 minutes, indicating more complex needs that require in-depth assistance.

This complexity is also reflected in the Library meetings organized in 2024: of over 140 in-person or remote sessions, 88% focused on support with financial databases or guidance in selecting the most suitable resources for specific research areas. In the context of databases, the preference for individual meetings, often conducted online, can be attributed to the educational benefits of screen sharing, which enhances learning and improves the overall user experience.

As for bibliographic information, over 66% of requests concerned locating individual bibliographic resources (books, articles, journals) through the Library search engine, mainly within the Legal

field. Economics ranked second in the number of requests, followed by Finance, confirming the prominence of these disciplines in the University degree programs. The remaining 33% of requests focused on identifying bibliographic resources on a specific topic or research area, highlighting a strong demand for guidance in the initial stages of a research. In this case as well, the most requested subject areas were Economics and Legal Studies, aligning with the composition of the Library collections. Most of these bibliographic information requests are also resolved quickly, typically within 5 to 10 minutes. This helps explaining why only 4% of Library meetings were dedicated to this type of support: the data suggest that users' needs are effectively met through direct, in-person interaction with Library staff at the Information Desk.

Requests related to citation support and Library workshops were fewer in number (just over 1%). These are generally handled quickly, within 5 to 10 minutes. Regarding individual sessions, 8% of Library meetings were dedicated to citation support. However, these data should be considered in relation to the Library & Archives Information Literacy program, which includes a substantial number of workshops specifically focused on this topic.

Digital touchpoints

Library & Archives promptly joined the University's BinTouch project, by analazying and redesigning its digital touchpoints to enhance communication with users. User inquiries are managed in an integrated way through the Zendesk platform, which ensures cross-channel continuity and delivers innovative support thanks to artificial intelligence and a shared knowledge base. In 2024, the support team included 10 Library staff members, with additional coverage provided by external staff during evening and weekend hours.

A total of 8,872 requests were handled, with an average first response time of 14.4 hours and an average resolution time of 16.9 hours.

The team not only monitors volume of requests, but also tracks their nature.

In 2024, 32% of requests concerned databases, 27% were related to book loans, and 21% involved general inquiries about the Library and its services.

User feedback following interactions with the team was positive in 96% of cases. To ensure quick and easy access to information, users are provided with a knowledge base featuring a collection of frequently asked questions (FAQs).

Designed with a user-centered approach, the knowledge base is regularly reviewed and updated to guarantee accurate and up-to-date content.

As of 2024, 41 FAQs have been published, generating a total of 5,335 views.

The most visited pages on the website are:

- Digital newspaper: 20,691
- Consulting a thesis: 10,833
- Visit and access: 6,252

Library tour

Library staff is available to organize guided tours, providing an overview of its facilities, collections, and available services.

In 2024, a total of 31 Library tours were organized. Most of them took place during the Welcome Weeks for Exchange Incoming students, with 334 participants spending a semester at Bocconi University. The remaining tours were dedicated to Master's program students (2 tours involving 58 participants), external visitors, institutional partners, or potential donors.

Third Mission: Library & Archives for the Community

In 2024, Library & Archives continued to offer Third Mission initiatives that were free of charge and open to both local and international communities. These activities included Campus Tours, which invite the public to explore the University campus while sharing insights on the architecture and history of its buildings, and the active participation of the Bocconi Historical Archives (ASBOC) in events aimed at promoting its historical heritage. These initiatives were carried out without additional budget, with staff members expanding their expertise through in-depth study of the materials preserved in the Library and Historical Archives.

Historical Archives

Bocconi University Archives, due to their public significance, are under the protection and supervision of the Archival and Bibliographic Superintendency of the Lombardy Region. Current archival documents are managed through the institutional PEC (certified email) address. Historical Archives include both Bocconi documents that must be preserved indefinitely for their legal and evidential value, as well as documents produced by the University or other entities that are significant for historical research. According to current regulations, these documents must not only be organized and managed, but also preserved and promoted. These documents, as culturally relevant for research, are also accessible to external users. Over the years, visitors from around the world have been welcomed to explore them.

To increase awareness of the Historical Archives and promote their importance for research, they have been undergoing a digitization process for several years.

In alignment with the Faculty's academic interests, all photographs from various collections have been digitized, along with key historical and modern documents, for a total of 25,311 digitized items.

These items are all accessible online on the ASBOC website, except for those protected by copyright. All the archives held at Bocconi are related to the disciplines taught at the University and reflect various aspects of economic life and management. In addition to documents on the history of Bocconi since its founding, the archives include unique economic papers from the Tuscan Saminiati family, records from the Historical Archive of La Rinascente, and the Archive of the National Chamber of Italian Fashion, which documents the birth of the fashion system in Italy. This collection is rich not only in documents but also in sample books, trend sketches, and photographs.

Some data:

- 244 users who visited the Archives in-person
- 6.827 ASBOC online visitors
- 215 requested items

- 8.613 digitizations in 2024
- 13 guided tours
- 201 guided tours participants

Innovation and Memory: the Role of Donors

In support of the digitization of archival documents and part of the Library's collections, a collaboration project has been developed with the Fundraising Department to secure additional funding for this initiative.

In addition to this project, Bocconi Donors also have the opportunity to associate their name, or that of a loved one, with a space within the Library. These named spaces are easily identifiable by a plaque at the entrance displaying the donor's name and dedication. In 2024, two rooms were named: one in memory of Luca Della Santa, donated by Bocconi Alumni Amsterdam and friends, and another in memory of Gianluigi Matturri, donated by Emanuela and Franca Matturri.

A total of 21 spaces have been named to date.

Historical Archives open the doors to history with the help of Artificial Intelligence: Saminiati Mercantile Correspondence (1627-1630)

In 2024, the Historical Archives service of Library & Archives launched a project applying Artificial Intelligence to the transcription of 17th-century handwritten documents. The initiative focused on the mercantile correspondence of the Tuscan Saminiati family, an archival collection rich in documents of significant value for historical research in the economic and social fields. The project aims to simplify access to primary sources and historical knowledge. Using Transkribus, a European platform developed under the Horizon 2020 program, a dedicated website was created where a selection of handwritten mercantile letters is now searchable by keyword. These letters provide detailed accounts of trade exchanges between the Saminiati family and major Italian and European cities between 1627 and 1630.

European Documentation Centre (EDC)

The European Documentation Centre (CDE) was established in the Library in 1983 and, like the Historical Archives, is also open to external users. The Centre is part of an official European and national network, based on an agreement between the University and the European Commission. Only microdata requests - managed in collaboration with the Research Division team - are restricted to Bocconi faculty, researchers, and PhD candidates with an active contract. These people must submit a research project to obtain this specific type of data from the European statistical office Eurostat or from national statistical institutes. In 2024, seven new requests were received (three for Eurostat and four for Istat), along with 11 renewals and 2 submitted, but then cancelled. Additionally, three events were organized in 2024, with a total of 278 participants.

Virtual Exhibitions

Following the success of the physical exhibition, the first virtual exhibition was dedicated to the Bocconi Campus, a journey through time and space exploring the University buildings and key historical milestones. This was followed by the publication of Walter Albini and Sources on Fashion

[at Bocconi](#), which presents the fashion-related materials preserved at Bocconi and their connection to Milan, along with archival and bibliographic sources that reconstruct the legacy of fashion designer Walter Albini. A new feature introduced with the virtual format is the creation of a timeline for both exhibitions, allowing users to retrace the key stages of the story in chronological order. The software used is Movio, a platform developed by ICCU (Central Institute for the Union Catalogue of Italian Libraries), made available to cultural institutions to support the promotion of their heritage.

Library & Archives open their doors to schools

In 2024 Library & Archives organized three events for 130 students from different schools, as part of the University Third Mission public engagement initiatives. A class of 24 students from middle school visited the Library to see the *Encyclopédie* by Diderot and D'Alembert. Sixty-six students from a high school located in Asti took part in a guided tour of the campus and the Historical Archives. Finally, a class of 40 children from an elementary school located in Milan explored the campus and the Historical Archives, with a special talk by Professor Gimede Gigante on the University's origins and the concept of economics.

Campus tour

As part of the University's Third Mission, since October 2022 Library & Archives has been organizing Campus Tours - guided visits focusing on the buildings and history of the University, its most important characters, and the art works featured in the Bocconi Art Gallery. Tours are offered both in Italian and English, and can be either short (around one hour) or comprehensive (approximately two hours). From the very beginning, the initiative was met with greater interest than expected.

Two years on, Campus Tours continue to attract strong interest from both the local community and specific groups at international level, such as architecture students or professionals. Tours are open to the general public and also organized on demand for associations, schools, architecture studios, Italian and international universities, alumni, donors, and participants in Bocconi and SDA courses or meetings. In 2024 we organized 103 tours (60 in Italian and 43 in English), with a total of 1,990 participants.

Find us!

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