SESSIONE DEL 25.10.2022

PROVA 1

- Modalità di acquisto e sottoscrizione di risorse elettroniche.

- Project Counter e la sua importanza per la gestione delle risorse elettroniche.

- Il professore X contesta il rifiuto di mettere in rete la scansione di un articolo protetto da copyright che ha inviato alla biblioteca con la richiesta di renderlo accessibile in rete ai suoi studenti. Sostiene che negli Stati Uniti d'America dove ha insegnato è prassi comune. Come risponde al docente?

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Critics of the 2015 film *Star Wars: Episode VII – The Force Awakens* have called the film unoriginal and predictable because the story so closely mirrors the very first *Star Wars* film in 1977. But, in fact, both films follow a structure that pre-dates all Hollywood films, that of the 'hero myth'. That's because director George Lucas based Star Wars on the ideas in Joseph Campbell's 1949 book, *The Hero with a Thousand Faces*.

In his book, Campbell analyses myths from all over the world to describe the 'monomyth' – a pattern that you can see in myths from every culture. In short, a hero sets off from home on a journey, where he overcomes obstacles and defeats enemies to return with a prize. It's a tale that has been told for thousands of years, from the Ancient Greeks with *The Odyssey* to JK Rowling's *Harry Potter* books.

George Lucas was one of the early film directors to directly base his story on the 17 stages of the hero's journey. Typically the hero starts the story living an ordinary life, but something happens that calls them to an adventure that changes everything. At the beginning of Star Wars, Luke lives an ordinary life with his aunt and uncle, repairing robots. When he finds Princess Leia's message to Obi-Wan Kenobi inside the robot R2D2, it is 'the call to adventure' that starts the hero on his journey.

According to Campbell, the hero at first refuses the call to adventure, but a mentor (Obi-Wan) appears who helps them and they decide to 'cross the threshold' and travel into the 'special world' where the adventure happens. The next stage consists of passing tests, fighting enemies (Darth Vader) and meeting friends (Han Solo and the robots R2D2 and C3PO) as the hero prepares to face their biggest challenge.

Next, the hero overcomes obstacles on the way to facing their greatest challenge. There often comes a moment when they face death or loss and that experience gives them the strength to finally defeat the enemy. Luke loses his mentor when he sees Darth Vader kill Obi-Wan, which helps him find the strength he needs later on. When heroes succeed, they return from the special world, changed by their experiences forever. Until adventure calls once again.

What do we have in common with Luke Skywalker, Harry Potter, and Frodo? We're human, just like them. The Hero's Journey myth exists in all human cultures and keeps getting updated, because we humans reflect on our world through symbolic stories of our own lives. You leave your comfort zone, have an experience that transforms you, and then you recover and do it again. You don't literally slay dragons or fight Voldemort, but you face problems just as scary. Joseph Campbell said, "In the cave you fear to enter lies the treasure you seek." What is the symbolic cave you fear to enter? An exam? A job interview? Love?

PROVA 2

- Gli e-books: caratteristiche, vantaggi e problematiche della loro gestione.

- Modalità di accesso alle risorse elettroniche in abbonamento.

- Deve chiedere a un collega del gruppo di lavoro di cui è responsabile, con cui non è ancora riuscito a instaurare un buon rapporto, di dedicarsi a un'attività che sa non essergli gradita, pena il ritardo nel conseguimento di un risultato atteso dal suo Dirigente. Come pensa di ottenere la sua collaborazione?

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Social media, magazines and shop windows bombard people daily with things to buy, and British consumers are buying more clothes and shoes than ever before. Online shopping means it is easy for customers to buy without thinking, while major brands offer such cheap clothes that they can be treated like disposable items – worn two or three times and then thrown away.

In Britain, the average person spends more than £1,000 on new clothes a year, which is around four per cent of their income. That might not sound like much, but that figure hides two far more worrying trends for society and for the environment. First, a lot of that consumer spending is via credit cards. Also, not only are people spending money they don't have, they're using it to buy things they don't need. Britain throws away 300,000 tons of clothing a year, most of which goes into landfill sites.

People might not realise they are part of the disposable clothing problem because they donate their unwanted clothes to charities. But charity shops can't sell all those unwanted clothes. 'Fast fashion' goes out of fashion as quickly as it came in and is often too poor quality to recycle; people don't want to buy it second-hand. Huge quantities end up being thrown away, and a lot of clothes that charities can't sell are sent abroad, causing even more economic and environmental problems.

However, a different trend is springing up in opposition to consumerism – the 'buy nothing' trend. The idea originated in Canada in the early 1990s and then moved to the US, where it became a rejection of the overspending and overconsumption of Black Friday and Cyber Monday during Thanksgiving weekend. On Buy Nothing Day people organise various types of protests and cut up their credit cards. Throughout the year, Buy Nothing groups organise the exchange and repair of items they already own.

The trend has now reached influencers on social media who usually share posts of clothing and make-up that they recommend for people to buy. Two friends in Canada spent a year working towards buying only food. For the first three months they learned how to live without buying electrical goods, clothes or things for the house. For the next stage, they gave up services, for example haircuts, eating out at restaurants or buying petrol for their cars.

The changes they made meant two fewer cars on the roads, a reduction in plastic and paper packaging and a positive impact on the environment from all the energy saved. If everyone followed a similar plan, the results would be impressive. But even if you can't manage a full year without going shopping, you can participate in the anti-consumerist movement by refusing to buy things you don't need. Buy Nothing groups send a clear message to companies that people are no longer willing to accept the environmental and human cost of overconsumption.

PROVA 3

- L'adesione a consorzi e associazioni e i relativi vantaggi per lo sviluppo delle collezioni elettroniche delle biblioteche.

- La funzione del Link Resolver all'interno di un'infrastruttura per l'accesso ai contenuti online.

- Nel gruppo di lavoro a cui partecipa, una persona con competenze professionalmente avanzate preme per adottare soluzioni molto innovative. Il resto del gruppo è più prudente e incerto. Si crea una divergenza di opinioni sulla scelta finale e Lei sa che, una volta adottata, la scelta non sarà reversibile in tempi brevi. Cosa farebbe, se fosse il responsabile del gruppo?

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If we look around us at the things we have purchased at some point in our lives, we would no doubt notice that not everything we own is being put to good use: the thick woollen coat which we thought looked trendy despite the fact that we live in a tropical country, the smartphone that got put away when we bought ourselves the newest model, the car that only gets used at the weekends, or even the guest room in our house that somehow got turned into a storeroom.

Those underutilised items may seem useless to some, but could be an asset to others. With the advent of the internet, online communities have figured out a way to generate profit from the sharing of those underused assets. Using websites and social media groups that facilitate the buying and selling of second-hand goods, it is now easier than ever for peer-to-peer sharing activities to take place. And this is known as the sharing economy.

These democratised online platforms are providing a chance for people to make a quick buck or two. To give an example, busy parents previously might not have bothered with setting up a stall at the local market or car boot sale to sell their children's old equipment, but with online marketplaces, parents are now able to sell on those hardly worn baby clothes that their children have outgrown and the expensive pushchairs and baby equipment they have invested in, so as to put some cash back into their pockets.

Businesses have also caught on to the profitability of the sharing economy and are seeking to gain from making use of those underutilised resources. A business model that has rapidly risen in popularity sees companies providing an online platform that puts customers in contact with those who can provide a particular product or service. Companies like Airbnb act as a middleman for people to cash in on their unused rooms and houses and let them out as lucrative accommodation. Another example is Uber, which encourages people to use their own personal cars as taxis to make some extra cash in their free time.

This move towards a sharing economy is not without criticisms. Unlike businesses, unregulated individuals do not have to follow certain regulations and this can lead to poorer and inconsistent quality of goods and services and a higher risk of fraud. Nevertheless, in the consumerist society we live in today, the increased opportunities to sell on our unwanted and underused goods can lead to a lesser impact on our environment.

PROVA 4

- Le attività che caratterizzano le fasi di creazione accessi e valutazione delle risorse elettroniche.

- Il ruolo della biblioteca nella promozione dell'accesso aperto alla letteratura scientifica.

- È stato incaricato di rappresentare il Sistema bibliotecario di ateneo nell'ambito di un gruppo di lavoro creato per elaborare proposte per integrare l'accesso alle risorse elettroniche nel portale web dell'ateneo. Coordina il gruppo di lavoro il Direttore dei sistemi informativi, persona di grande esperienza e incline a far valere la le sue competenze per imporre le proprie soluzioni. Lei teme che queste possano mettere in difficoltà il sistema bibliotecario. Come imposterebbe la sua partecipazione ai lavori del gruppo?

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There is increasing evidence that health is linked to personality. However, until now, the relationship has not affected the way health care is delivered. There are several reasons for this. Some health workers doubt whether there is a direct link between health and personality or whether it's just a coincidence. Some feel it is their professional duty to treat all patients in the same way. Others argue that delivering health services according to patients' personalities will have minimal impact and therefore isn't worth the effort. However, some psychologists believe that applying different procedures to people with different personalities could have a significant, positive effect on health.

Research into personality has, in recent years, focused on the Big Five model of personality types. This model measures how neurotic, extrovert, open to experience, agreeable and conscientious a person is. Some of these personality types have been studied in relation to health. For example, conscientious people tend to be less likely to smoke, drink too much alcohol or be inactive. However, in other cases, the relationship is less clear. Neurotic behaviour, for instance, has been found in some studies to increase the risk of death, in others to protect people from illness and in others to have no link to health at all.

Even so, if health workers applied an understanding of personality to the services they provide, they could influence the extent to which patients act on advice and follow their treatment. For example, high sensation-seeking individuals, who are extroverts and unconscientious in the Big Five model and tend to take part in risky activities, respond to drama, energy and emotion. Thus, to encourage those people to follow health advice, health promotions can be designed to incorporate those factors. Of course, this approach isn't always possible. It is often impractical and expensive to create several versions of a campaign to reach different personality types. However, recent developments in computer technology, cookies and targeted advertising may allow this approach to be used more in future.

Personality could also be considered when sending messages, information and guidance to specific patients. Already, health information is usually available in various forms – printed, digital, audio, and so on – to be suitable and accessible for different users, such as the blind, the elderly, and people with reading difficulties. Research has also shown that, by identifying different patients' motivations for treatment and then corresponding with them in a way that reflects their motivations, patients will become more involved in their treatment, compared to when the same messages are sent to everyone. Correspondence could, therefore, be adapted to reflect patients' personality type, too.

Until now, the focus of personality-health research has been to explore the link between personality and health and has had very little practical application. Thus, health workers have not engaged deeply with it. However, by suggesting, trialling and implementing practices to engage patients with different personalities, the relationship between psychology researchers and health workers could improve, along with the health of the general public.

PROVA 5

- I criteri per valutare l'acquisizione di un database bibliografico disciplinare con contenuti a testo pieno (fulltext).

- La Golden Road all'accesso aperto.

- L'associazione dei laureati dell'Università di Bergamo chiede che i propri affiliati possano accedere alle risorse elettroniche sottoscritte dal Sistema bibliotecario di ateneo. Le licenze non autorizzano l'accesso agli alumni e per l'accesso a Internet dalla rete dell'ateneo è necessario disporre di un account istituzionale. Quale mediazione pensa possibile per soddisfare la richiesta?

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What's the difference between a medical student and a convict? The answer: A convict doesn't pay $50,000 a year for the privilege of being fingerprinted and patted down. I am referring, of course, to the increasingly stringent security measures that have come to characterize modern educational testing. As student evaluation techniques have migrated from face-to-face assessment to computer-based exams administered in dedicated testing centers, evaluators have become less and less likely to know examinees, leading to heightened precautions around exam security.

I recently interviewed a group of fourth-year medical students who had just taken Step 2 of the United States Medical Licensing Clinical Knowledge Examination at test-administration centers. Each of the students had paid $560 for the privilege, and had devoted nine hours to the single-day exam, which consists of eight sections of 40 to 45 questions each. Over the day, they received a total break time of 45 minutes. Students must pass the exam to obtain a medical license, and scoring well is an important factor in gaining admission to competitive medical specialties. So anxiety tends to run high.

This inevitable anxiety is compounded by Checkpoint Charlie-esque security measures. IDs are checked. Each student wears a unique number on his or her shoulder throughout the day. Students are fingerprinted each time they enter and exit the testing room (up to 16 times). They are patted down and asked to roll up their pants legs and pull their pockets inside-out. If they wear a jacket or sweater into the exam room, they cannot take it off. They are warned that they will be under constant camera surveillance.

Of course, these techniques are not merely for medical students. Aspiring accountants and architects, students sitting for the GRE, and prospective employees of Silicon Valley companies are all subjected to these medieval measures.

Some might say that a high-security approach to testing students is not only necessary but laudable. In the case of medical testing, the health of the nation is a vital resource, and we cannot afford to place it in the hands of physicians who might have succeeded through academic dishonesty. Who would want a loved one to be cared for by a physician who had cheated on the medical-licensing exam? As public policy, exam hawks argue, we should demand the very highest security in all such testing.

But perhaps we have gone overboard. After all, the core of the patient-physician relationship is trust. The Hippocratic Oath, which has shaped the ethics of medicine for many centuries, enjoins the physician to respect patients' privacy and dignity and to always put each patient's interests first. We entrust to our physicians all sorts of matters we would not share with anyone else. We want to trust our physicians. No one is arguing that security is unnecessary, but perhaps we haven't quite yet found the sweet spot.

PROVA 6

- Le attività che caratterizzano le fasi di selezione e acquisizione delle risorse elettroniche.

- La Green Road all'accesso aperto.

- La sua attività di consulenza agli studenti ha confermato che l'offerta di contenuti e servizi online, sebbene documentata ed esplorabile sul sito web del Sistema bibliotecario, è spesso a loro ignota. Quali iniziative ritiene utili per migliorare questa situazione?

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A survey has found that one in three men wouldn't tell anyone they were on a diet. So why is there so much shame surrounding this issue?

Before they even start dieting, men have difficulty accepting that they have a problem in the first place.

When you're trying to diet in secret in a busy office, says Dave Briscoe (not his real name), a researcher from Surrey, the trick is to accept each treat that is offered – but only one chocolate, and the smallest piece of cake. Accept less, and you'll be suspect. Accept more, and your plan will fail. "That was the rule I kept to," he says, "to avoid people asking awkward questions."

Briscoe isn't the only man who has dieted in secret. A survey of more than 600 men, conducted for the home delivery brand Diet Chef, found 90% wanted to lose weight, but almost one in three wouldn't tell anyone about their diet plans – even friends and family. It seems that too much shame still exists around weight and a good proportion of people at any one time are likely to be dieting secretly. But this issue seems to affect men and women in different ways.

Phil Mundy, a food and diet writer says many men are unwilling to say they are on a diet because it involves admitting they have a problem in the first place. He thinks there might be more willingness among younger men to discuss weight in public – but the problem is, if they do, says Briscoe, it's still considered acceptable "to make fun of them, in a way you never would with women. It's seen as just a part of office banter, but for men it's equally upsetting. Why wouldn't it be?"

Bob Baker (again, not his real name), from Brighton, says the moment it becomes possible to discuss weight is often when a secret dieter has shifted a good few stone, and feels proud of their achievement. At that stage, Briscoe agrees, men will often start talking about it, "but in my experience they'll make it sound simpler, more sensible and easier than it probably was. They just cut out a certain food, or stopped eating after a certain time. They won't be telling the whole truth; just a version. They won't be saying: 'Actually, this has been quite a big part of my everyday thoughts'. They want to portray it like a DIY problem. 'There was a problem, and I fixed it."

There are mixed outlooks on whether it is healthier to be open; support from family and friends can, of course, be helpful, but divulging your diet to anyone who might respond with fat jibes could prompt a sorry descent into comfort eating, says Mundy. When it comes to this subject, we probably all just need to grow up, so it can be discussed honestly and clearly. It's not an uncommon problem – and it shouldn't be an unspeakable one.

PROVA 7

- I principali aspetti regolati dalle licenze d'uso delle risorse elettroniche.

- Gli indicatori per la misurazione e la valutazione delle collezioni elettroniche.

- Durante l'emergenza Covid, l'accesso alla biblioteca è stato riservato ai soli utenti iscritti. Sulla casella della biblioteca è arrivata una email di reclamo che contesta l'incoerenza con la carta dei servizi, che prevede che l'accesso in biblioteca sia libero. Come risponderebbe?

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Around the world, people are realising the significant problems caused by plastic waste. In the last 65 years, we have become increasingly dependent on plastic. It's easy to understand why: it's cheap to produce, light – therefore easy and cheap to transport – and incredibly strong and durable. But it's these advantages which also make it so harmful. Plastic never fully degrades by bacteria, so it must be gradually broken down into tiny pieces by the wind, sun or water. The micro-plastics that result from these processes are harmful to the environment. It is also very difficult to recycle: some is burnt, but the majority goes to landfill.

One popular solution to the problem is to prohibit single use plastics. In the UK, supermarkets are being encouraged to set up plastic-free aisles, in which the food is displayed loose, and shoppers are encouraged to make more environmentally-friendly choices in packing and transporting their food. A tax has already been placed on plastic carrier bags, which has cut their use by 90%. Schemes for reducing the use of plastic bottles are also being considered, including paying people to return bottles to shops and increasing the number of public drinking fountains.

Such plans are well-intentioned, but it may not be beneficial to eliminate the use of single-use plastic altogether. One of the fields where single-use plastic has a vital role is medicine. This is not just because of its low cost. It's also because, by using dishes, vials, syringes and so on just once, infection and cross-contamination are minimised. Although glass products are a potential alternative, cleaning them would be extremely expensive in terms of time, money and environmental resources, while increasing the risk to health. Plastic packaging is also crucial in the food industry, as it ensures that food is safe for consumers. The provision of bottled water in poor regions and in emergency situations has reduced the spread of water-borne diseases and saved many lives.

Another issue is that alternative materials to plastic are often more environmentally harmful than plastic. Take paper bags, for example. Research by the Northern Ireland Assembly shows four times more energy is required to manufacture a paper bag than a plastic bag. The process requires cutting trees, the emission of greenhouse gases and the production of toxic chemical waste. Even more, pollution is created when paper bags degrade, in fact, they generate 70% more air and 50 times more water pollutants than plastic bags. They are also very fragile and rarely reusable, unlike plastic.

Clearly there is a need to reduce plastic waste and its impact on the environment. However, simply banning their single use may not be the best option. Industries that rely on single-use plastics for people's health and safety must be accommodated. Moreover, alternative materials must be evaluated strictly regarding their own environmental impact. A better solution to banning all plastics might be to invest in redesigning plastics that can be readily broken down and remanufactured, and better recycling technology.

PROVA 8

- Modalità di acquisto e fruizione degli e-books.

- Open Access e diritto d'autore.

- Nel corso di processo di valutazione previsto dal piano delle performance per l'anno 2021, un suo collaboratore ha contestato il punteggio ricevuto, ritenendo di meritarne uno più alto. Per l'anno 2022 come intende procedere con la valutazione e con il colloquio di restituzione?

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Music - we know we love it, but we don't know why. That could change, however, with the discovery of an area in the brain devoted to picking up musical sounds. What do a hip-hop beat, a drum recital and the sound of your dad whistling in the shower have in common? They are all, technically speaking, music. That may seem obvious – but until recently, it was not.

What is music? The definition of the word eludes us. We think we know it when we hear it, yet experts have struggled to explain how the brain recognises and interprets it. That is set to change; neuroscientists at Massachusetts Institute of Technology have isolated a part of the brain that reacts when it is played music, and otherwise stays dormant.

Volunteers were played an array of everyday sounds; some musical, such as pop songs and classical pieces, some not, like tires squealing, flags flapping. Using brain imaging techniques, scientists found that a certain group of neurons in the auditory cortex were activated almost exclusively by the music clips. Another group responded to sounds of speech.

Researchers have long suspected that humans are equipped with a 'music room', that is, a place in the brain dedicated to detecting music. This study presents the strongest evidence so far. The cut-off point between music and ordinary sounds may sometimes be unclear to us, but never to our brains.

This is a momentous finding. Yet far from settling anything, it only throws up more questions. We know that the brain can differentiate between properties of sound, such as pitch and frequency; but these are not consistent across all types of music. So what do our brains hear in common between, say, a banjo solo and a Disney tune?

Also, does music serve an evolutionary purpose, or is it just a bit of fun? If it disappeared overnight, would humanity get by?

Yes it would, say some. Music is no more than the accidental by-product of other faculties, such as speech and motor functions. We practise it because we like it, not because we need it. Psychologist Steven Pinker famously compared music to cheesecake: it exists because of evolutionary necessities - in the cake's case, fats and sugars - but it is not necessary in itself. It merely pleases us.

Hang on, others counter. There are plenty of ways in which music could help you pass on your genes. It gives groups a sense of identity; it is a powerful way to communicate emotions; and if you believe Darwin, it can find you a mate. In other words, music helps societies to survive. The theory that it bestows an evolutionary advantage is backed up by the MIT study, which shows that musical sensitivity is deeply embedded in our circuitry. It isn't just a superficial feature of our culture.

PROVA 9

- Differenze tra una rivista scientifica Open Access e una Subscription-based.

- Patron driven acquisition.

- Le viene riferito che un suo collega addetto ai servizi al pubblico assume di frequente atteggiamenti scostanti e scortesi nei confronti degli studenti che si rivolgono a lui per informazioni e assistenza. Riterrebbe opportuno fare qualcosa? Che cosa?

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All work and no play is never good. But what happens when the distinction gets blurred? 'Gamification' is the new buzzword for thinkers who want to make work into a game.

The hours passed by, and Seungseob Lee didn't move from his seat. His face, illuminated by the blue flickering of the screen, was a mask of concentration; all his energy was focused obsessively on a single goal: to play and win more battles in StarCraft, a popular online videogame.

Lee's addiction to online gaming cost him his life. After two full days and nights without food, sleep or breaks from the game, he went into cardiac arrest and died in hospital soon afterwards.

This is just one extreme example of a phenomenon which is fascinating scientists: videogames can inspire extraordinary levels of dedication and effort in players, even when the tasks that are being set are relatively boring.

In World of Warcraft, a popular and addictive multiplayer online video game, players can spend hours and days in the virtual environment performing the same repetitive actions in the hope of reaching the next level up in order to achieve power and status within the game.

Of course, many jobs in real life are repetitive and boring too. But while hard tasks in videogames keep us hooked, hard tasks at work or at school tend to make us switch off.

So what makes gaming so much more addictive than real work? Psychologists think there are several elements that come together to make games so appealing.

First, there's competition; we're willing to make great efforts to get ahead. Second, games provide an immediate sense of progress by giving players 'experience points' and 'progress bars' to show how much each action contributes towards a set goal. Third, games reward effort with status. Those who do the most work achieve the highest levels and earn the respect of other players.

As the power of videogames becomes clearer than ever, excitement is spreading through the worlds of business and education. People are starting to think: what if we could take advantage of some of the things that make videogames addictive and use them to help us do real-world tasks? If we put as much energy into learning or working as we do into virtual entertainment, the results would be phenomenal.

Already, game elements are being applied to useful purposes, from inspiring customer loyalty to helping with scientific tasks or saving energy. But not everyone is comfortable with this trend. After all – isn't 'gamification' really just a new term for the old art of psychological manipulation: do we really want to live our lives as puppets of an endless invisible game?

PROVA 10

- Principali tipologie di banche dati comprese nelle collezioni di una biblioteca accademica.

- Le licenze Creative Commons.

- Sul giornale locale viene pubblicato un articolo molto critico riguardo i servizi al pubblico della biblioteca: gli utenti si lamentano dell'orario di apertura, in particolare della chiusura anticipata delle sedi il venerdì pomeriggio decisa dall'ateneo per contenere i costi energetici, della rumorosità della sala lettura e della scortesia del personale. Nel contesto generale molto insoddisfacente, l'articolo sottolinea, (indicandola per nome e cognome) la sua professionalità, competenza e disponibilità. Ne sarebbe felice e soddisfatta? Suggerirebbe al Responsabile di rispondere alle critiche? Come?

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A new study suggests that the Buddhist-inspired practice of mindfulness is as effective as medication in treating depression. Do religious ideas have a place in modern medicine?

A decade ago, few people would have heard of the word 'mindfulness'. Now it has its own industry, with mobile apps, yoga lessons and even adult colouring books which aim to help people connect to the technique. Although the practice has its roots in ancient Buddhist meditation, doctors have found that mindfulness-based cognitive therapy (MBCT) is as effective as medication when it comes to treating depression.

Nigel Reed, who participated in the study, said that MBCT had allowed him to 'take control' of his future and to spot when he was 'at risk' of relapsing before it was too late. In total, 44% of the patients who were trained in mindfulness experienced a relapse, as opposed to 47% of those who stayed on medication. For patients with traumatic events such as child abuse in their past, it may even be more effective, as it provides skills which address the 'underlying mechanisms' of relapses into depression.

This is not the first scientific study which shows the positive effects of meditation and mindfulness. MRI scans have shown that regular practice can reduce the size of the 'stress' area of the brain, while strengthening the pre-frontal cortex which is associated with concentration and awareness. There is also promising evidence that it does not only benefit those with depression, but can also be used to treat other conditions such as anxiety, addiction, and even physical disorders such as chronic pain.

Mindfulness is one of the key aspects of Buddhist meditation, which aims to train the mind to focus on the present moment instead of becoming fixated on the past or the future. In this way, Buddhists hope to 'free' the mind from thoughts of desire, judgement and self-image in order to find peace.

Meditation is found at the core of many of the world's religions. It was practised by early Christian monks and it is a key part of Hindu tradition. The prophet Muhammad would often go to the mountains to meditate.

Anything which helps people to cope with the symptoms of mental illness is great, say more sceptical psychiatrists; but the brain is a physical structure — the nervous system's central organ — which runs on chemicals, hormones and electricity. If we want to find real cures, we will find them in conventional medicine.

Mental illness is not like physical illness, proponents of mindfulness respond, and it can't always be approached in the same way. For centuries the mind has been seen as something separate from the body, although the two are obviously linked. It is narrow-minded to dismiss older, more traditional approaches to mental health.

PROVA 1

- La descrizione bibliografica delle risorse elettroniche.

- Le F.A.Q. per la promozione dell'uso delle risorse elettroniche.

- Nell'ambito di un progetto si crea un forte conflitto tra l'elemento particolarmente competente e molto preparato e gli altri componenti che hanno minori competenze. Il primo ha spesso atteggiamenti di superiorità, attacca le opinioni e le proposte degli altri enfatizzandone limiti e controindicazioni. Gli altri componenti nelle riunioni evitano di prendere la parola ed esprimere proposte, e alcuni chiedono di abbandonare il gruppo. Cosa farebbe, quale responsabile del gruppo?

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"Tourism-phobia" is raging across Europe's hotspots as locals from Venice to Barcelona protest against the effects of millions of visitors. Is tourism always good?

In several of Europe's most popular holiday destinations, locals have organised protests against the huge number of tourists visiting their cities, and the subsequent pollution, noise and rising rents that come with it.

The pioneering city of such protests is the place that sees more visitors per square mile than any other in Europe: Venice. A couple of years ago, the city even considered to set a limit to tourist numbers. The city sees a daily influx of 70,000 tourists in summer; its population is just 55,000. Recently posters have appeared around the city with the words: "Tourists go away!!! You are destroying this area."

The protests have now spread to certain touristy destinations in Spain. In Barcelona, one the most popular Spanish destinations, tensions have risen, with radicals attacking a tourist bus and slitting its tyres.

Anti-tourism supporters say "Today's model of tourism expels people from their neighbourhoods and harms the environment." A focal point of the protests has been the impact of sharing economy services such as AirBnb on the local housing market.

There have also been protests in Majorca and San Sebastian.

The World Tourism Organisation has vigorously defended the sector, but accepted tourism needs to be managed responsibly. Taleb Rifai, the secretary general, said: "Ensuring tourism is an enriching experience for visitors and hosts alike demands strong, sustainable tourism policies." He added that tourism can be the best ally to conservation and preservation.

There seems little prospect of the number of visitors declining as more and more countries develop a strong middle-class. But as you stand in a long queue for a museum or see your area become unaffordable, is it right to stand there and curse that "There are too many tourists"?

"You should take it as a compliment that people want to visit your city," say some. Tourism has huge economic benefits: several countries rely on it almost completely. And it is a great method of cultural exchange. If you want to go on holiday yourself, you should be kind and welcoming to people who come to your town.

"Some tourism is good, but not in unlimited numbers," reply others. If there are too many tourists in a small area, the things that made the destination special become spoiled. The environmental cost is enormouly damaging. If some nature reserves are allowed to limit visitor numbers, why should the same not be true for cities?

PROVA 2

- I contratti trasformativi.

- Le statistiche d'uso delle risorse elettroniche.

- L'RPCT di Ateneo chiede a tutte le strutture di individuare un referente per i relativi adempimenti. Il suo Responsabile le propone di assumere questo incarico, che comporta acquisire competenze specifiche e dedicare tempo ad attività per quali non si sente portato. Accetterebbe l'incarico? Sulla base di quali considerazioni?

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Rainforests cleared. Oceans poisoned. Animals dying. These are the disastrous effects that humans are having on nature — with the subsequent consequences for humanity.

Humans are cutting down trees faster than they can regrow, catching fish faster than the oceans can restock, and emitting more carbon dioxide than the planet can absorb. And this frenetic activity is having an alarming impact on the world's wildlife.

As a result of our massive demand on the Earth's resources, animal populations have more than halved in the last 40 years. Freshwater fish species are particularly badly hit.

Populations of elephants in central Africa have tumbled, while the destruction of habitat has left gibbons in Bangladesh and European snakes at serious risk. In the UK, some bird species are declining, with partridge numbers halved since 1970.

Human activity is causing the natural world to decline at a staggering rate, which has never been seen on Earth before. Reversing the effects is possible, but it will take "transformative change" in everything we do. If we continue to do nothing, however, the crisis will put human life at risk too.

The human population has doubled since 1970, and the world's economy has grown four times. This rapid growth is putting pressure on Earth's resources as forests are cleared and cities expand. Natural ecosystems have lost half their area to make way for humans and their livestock.

But all life is interconnected. Insects, plants, and animals all depend on each other to survive. Losing one species may not make a difference, but lose too many and the whole system begins to collapse. And human activity has now put one million species at risk of extinction.

Agriculture is the number-one cause of nature's decline. Around 25% of Earth's non-ice land is now used for grazing cattle. Together, agriculture and deforestation make up a quarter of greenhouse gas emissions.

As for the oceans, only 3% of the world's waters are free from human pressure. A third of fish populations are exploited by overfishing. Two out of five amphibians are at risk of extinction, as are a third of coral reefs. Meanwhile, 80% of wastewater is pumped into oceans, streams and lakes, along with 300-400m tons of metals and toxic industrial chemicals.

Is there time to reverse the disaster? The scale of change needed is difficult to imagine. It will involve governments and people all around the world putting the environment before everything else — including growing economies and lifting people out of poverty.

We must try anyway. Luckily, the solutions are often the same as those needed to fight climate change: planting billions of trees; switching to renewable energy, and eating less meat. Humans must learn that a good life is not about consuming more, but living in balance with nature.

PROVA 3

- Differenze tra biblioteca digitale e biblioteca ibrida.

- Le risorse elettroniche nel Discovery tool.

- La direzione della biblioteca ha deciso di costituire un Gruppo di lavoro per l'aggiornamento della carta dei servizi in particolare nella parte relativa ai servizi legati alle risorse elettroniche e ai servizi erogati a distanza e le chiede di assumere il ruolo di Coordinatore e di individuare i componenti. Come procederebbe?

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A quarter of British children do nothing to help around the house, a survey finds. 'Mean parenting' gurus say parents who overindulge children are creating a generation of spoiled brats.

All parents want the best for their children, and some will do almost anything to ensure they get it.

These 'helicopter parents' - so called because they are constantly hovering in the background of their children's lives - spend what seems like all their time and energy working towards one overriding objective: the complete comfort and happiness of their beloved offspring.

But more and more parents now think the helicopter method has gone too far. Parents who are too nice, the thinking goes, bring up children who have the opposite problem: they are mean, thoughtless, spoiled brats.

This is strong stuff, but the theory is not without scientific backing. Two anthropologists at the University of California compared notes from their studies of two very different groups of children.

One set of children were growing up in Peru, members of the remote Matsigenka tribe, living deep in the Amazon Jungle. These children were strictly brought up but polite and well-behaved. The anthropologists were struck by one girl who happily joined in with the hard tasks of everyday life, fishing for supper, preparing food, cleaning sleeping mats, tidying up and generally making herself useful, without complaining or asking for anything. She was just six years old.

The second set of children came from Los Angeles, one of the richest cities in the world. But although these children had toys, food, gadgets of which a Matsigenka child could hardly dream, they were noticeably less well-behaved, fighting with their parents, and refusing to do even simple things to help.

This recent trend towards 'mean parenting' taps into an old and painful dilemma. On the one hand, parents love their children and want to do nice things for them. Parents hate to see their children sad because they cannot get what they want. They are reluctant to restrain their children's creativity with discipline.

On the other hand, 'mean mums' say a little hardship and frustration in childhood is actually good for children. It helps build patience and character, it teaches manners and respect and it prepares children for the day when they have to deal with the tough realities of the adult world.

People should, of course, make up their own minds about what parenting style works best. Parenting trends come and go, and they can't all be right. The best parenting method is probably (as usual) somewhere in the middle. The key message from the 'mean parenting' movement is probably that parents should learn to relax a little, and take a little more time to look after themselves, rather than just their children.

PROVA 4

- La gestione delle risorse elettroniche nel sistema di gestione bibliotecario.

- Prestito digitale: strumenti, modalità di erogazione e di fruizione.

- Nel suo ufficio, due colleghi non sono in buoni rapporti e fanno di tutto per evitarsi. Entrambi hanno chiesto di essere trasferiti ad altro ufficio senza ancora aver ricevuto risposta. Pur non essendo coinvolto direttamente nel conflitto, ritiene che una delle due parti abbia la maggior parte delle ragioni. Come si comporterebbe?

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A billionaire inventor has announced detailed plans to establish a colony on Mars. The risk of death be high. But for our species to survive, he says, we must become 'interplanetary'.

The event felt like an Apple product launch, or even a rock concert. After years of talking about sending people to Mars, billionaire inventor Elon Musk was finally going to give some details.

Musk has strong claims to be taken seriously. He has run successful businesses which have made him, by the age of 45, the 83rd richest person in the world.

Humanity has two options, he claims: stay on Earth and wait for an 'extinction event'; or become a 'space travel civilisation'. Clearly, the latter is preferable, so he and his team at SpaceX have been trying to make it happen.

A large spaceship attached to an even larger rocket will travel to Mars and deposit its 100-200 passengers on the planet's surface. Initially the trip will take some 150 days, then later 30 — but don't worry, it will not be 'boring or cramped'. Passengers can enjoy zero-G games, films and a restaurant.

Musk says the first of these trips will be in five years' time. At first, there will only be one trip every 26 months, but eventually there will be thousands at once for just £200,000 per person. In order to colonise the planet, they will also have to send everything from iron foundries to pizza.

Musk's fans are entranced by his vision, but many scientists are sceptical. 'Possible but not probable,' said one; 'bonkers' said others.

But then, Galileo was ridiculed for declaring that the Earth moved around the Sun. His fellow scientists refused to look through his telescope. Four hundred years later, the Wright brothers announced they had invented a flying machine, and were quickly branded 'the lying brothers'.

And in 1933 a scientist called Fritz Zwicky — 'Crazy Fritz' to his colleagues — insisted that most mass in the universe came from an unknown source. No one believed him but today 'dark matter' is one of the most studied areas of physics.

So should we try harder to avoid dismissing ideas that sound a little 'unusual'?

No, say some. There are famous exceptions, but most 'revolutionary' ideas turn out to be wrong. We must be skeptical of the things that self-declared visionaries tell us, or we will be fooled into believing almost anything. If they prove us wrong later, good for them. But let's not forget to take Elon Musk's words with a pinch of salt.

Lighten up, say others. It is far better to be open-minded about interesting new ideas which challenge our expectations and stretch our imagination. Even if they do not work in the end, then we will still have learned something in the process. The worst we can do is close ourselves off to the people who dare to think differently. Instead, why not reach for the stars?

PROVA 5

- Caratteristiche dell'offerta di contenuti e servizi di editori e aggregatori.

- Utenti autorizzati dalle licenze delle risorse elettroniche.

- Nell'ambito di un progetto due elementi tendono sistematicamente a ridurre i propri carichi di lavoro lasciando scoperte alcune attività cruciali che devono essere ridistribuite sugli altri componenti del gruppo per evitare ritardi. Cosa farebbe, quale responsabile del progetto?

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What determines who we are - nature or nurture? Identical triplets were separated at birth and raised by very different families. Years later, the three strangers met for the first time. Within weeks, the triplets had forged an instant bond.

However, this incredible story has a dark side. After their birth, the triplets were separated in a highly controversial experiment to test if a person's life is decided by nature or nurture. Psychologist Peter Neubauer assigned each boy to a different family: one upper-class, another middle-class and the last a working-class family.

Despite their different upbringings, striking similarities emerged once they were reunited; the boys had the same taste in films, enjoyed wrestling in college, and smoked the same brand of cigarettes.

Details like this support the idea that a person's genes have the greatest impact on life experience. Professor Robert Plomin claims that DNA can tell your fortune from the moment of your birth — determining factors like intelligence, personality and the risk of mental illness.

However, environmental factors matter too, as shown by the separate fates of Robert, Eddy and David. Cracks soon appeared in their relationship, they drifted apart, and worked different jobs.

So, does nature or nurture determine who we are?

Nature is the most powerful, some argue. Scientists are finding an increasing amount of evidence which links our genes to countless aspects of our lives. Soon genetic tests may even predict what a baby's future personality will be like. Experiences are important, but genes make the most difference.

Not so fast, others respond. If we accept that genes determine everything, we give up control over our lives. Furthermore, the different fates of these three brothers prove that even those with the same DNA can have radically different lives. Upbringing and experiences are crucial factors.

PROVA 6

- La transizione all'online nell'offerta bibliotecaria è stata spesso sintetizzata come passaggio dal "possesso all'accesso". Le principali conseguenze di questo passaggio.

- Risorse elettroniche e document delivery

- Nell'ambito di un gruppo di lavoro che Le è stato assegnato, un componente molto abile nel suo campo prende delle iniziative spontanee verso terzi senza consultarsi con Lei. Si tratta di interventi che si dimostrano utili per gli obiettivi del gruppo, e Lei si chiede se richiamarlo, con il rischio di avere da lui minore collaborazione. o lasciarlo fare. Come pensa di agire?

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An essay criticizing the busy, ambitious lives of city professionals has gone viral in the USA. It argues we should give up being busy – and spend time in blissful idleness instead.

Ask a few people how they are today, and it is likely that some will respond with the same word: busy. For this growing crowd, life is a mad dash between crucially important tasks. Whether at work or home, there are not enough hours in the day for each of their pressing commitments.

That, at least, is what one writer thinks. In the New York Times, Tim Kreider has argued that successful, city dwelling people are caught in a 'busy trap'. Stuck in a merry-go-round of to-do lists, they are left with no time for leisure or reflection.

What is more, he argues, being constantly on the go is completely unnecessary. People cram their lives with tasks because they are worried about achieving success. They constantly check their smartphones for new emails to be reassured that they are important. Busyness is a 'hedge against emptiness,' Kreider writes. 'Obviously your life cannot possibly be silly or trivial or meaningless if you are so busy.'

His observations struck a chord. The article quickly went viral, and within days, columnists everywhere were busily opinionating on the epidemic of busyness.

It has been a nagging worry for a long time. Today's economy is based on hard work: with millions of people fighting for high-status jobs, success depends on being the most productive person in the pile. And thanks to smartphones, laptops and the internet, many of us are expected to be connected to work 24/7.

It wasn't always going to be like this. In the 1930s, economist John Maynard Keynes predicted that citizens of the future would work 15-hour weeks. The rest of the hours would be reserved for leisure: spending time with family and friends, on books or hobbies, or just contemplating the world.

Kreider thinks this is the good life – and that it could be within everyone's reach. He recommends prioritising leisure over success and status; spending time on pleasant, if 'pointless', activities instead of 'constructive' self-improvement.

But not everyone agrees. They say busy people make the most of their time. In order to achieve all that we are capable of, it is necessary to squeeze as much as possible out of every hour. That is why the busiest, most driven people are usually the most fulfilled.

If someone's life is an endless cycle of stress and busyness, however, does it matter how successful they are? Many argue these ambitious characters chase the wrong goals. They should not be striving for achievement, but finding contentment in the things they have already.

PROVA 7

- Le risorse elettroniche per il servizio di reference.

- Usi autorizzati dalle licenze delle risorse elettroniche.

- In vista dell'avvio di un nuovo servizio è stato costituito dalla Direzione un gruppo di lavoro ad hoc. Lei ha ricevuto la nomina quale responsabile del progetto, ma è consapevole che uno dei componenti, più anziano e con maggiore esperienza della sua, era certo di ricevere l'incarico che invece è stato conferito a Lei. Quali azioni intende intraprendere?

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Can you imagine life without the personal computer? Well, without two of Bill Gates's high school teachers, that could be our world today. Gates's maths teacher, Fred Wright, asked him to push himself just a little bit harder. Maybe that's why the founder of Microsoft sometimes slept under his desk in the office instead of going home to relax after work. And his drama teacher, Anne Stephens, helped him discover a love of the spotlight when she made the sometimes withdrawn schoolboy the star of the school play. Gates thanked his teachers, saying, 'There's no way there would be a Microsoft without them doing what they did.'

And he's not the only one. Oprah Winfrey, talk show host, actress and TV producer, was inspired by her fourth grade (age 9–10) teacher, Mrs Duncan. Because of her, Oprah says, 'I felt I could take on the world. You did exactly what teachers are supposed to do. They create a spark for learning that lives with you from then on. It's why I have a talk show today.'

For some children, teachers are the only positively influential people in their lives. Antwone Fisher, a best-selling writer, grew up in foster homes, and didn't have many adults that he could trust. But a primary school teacher, Mrs Profitt, was the first adult he ever trusted. 'She spoke to all of us the same way – with respect. No one spoke to me that way before. I think that being with her for three years made all the difference.'

There are thousands more stories like this, from famous people and ordinary people all across the world. That's why UNESCO celebrates teachers on 5 October every year. UNESCO wants us to remember that education is a basic human right and every child should have free education. UNESCO hopes to train 69 million new teachers by 2030 so that everyone can go to school, because, sadly, 264 million children in the world today are not in school because there aren't enough teachers. Those children are often in places where life is already very difficult because they live in poor areas or far away from cities and towns, or they are escaping war in their own countries.

So, if you have a teacher, you're one of the lucky ones. One day, you'll probably look back at your life, your successes, the dreams you've made come true or the difficult things you've survived. The chances are high that you'll find a teacher's words have helped you achieve these things. Perhaps you already know who that teacher will be.