



# SERVICE CHARTER

**Servei de Biblioteques i  
Documentació [SBD]**



VNIVERSITAT  
ID VALÈNCIA



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# SERVICE CHARTER

Servei de Biblioteques i  
Documentació



## Mission

The Library of the University of Valencia is a resource center for learning, teaching, research, and culture formed by a team of professionals committed to the continuous improvement of its services.

Its mission is to manage the information resources and the historical bibliographic heritage of the University, facilitate access to our holdings and their dissemination, and collaborate in the process of the creation and transfer of knowledge. The services provided are intended to contribute to the achievement of the institution's objectives and are aimed at the university population and society as a whole.

## Services, commitments and quality indicators

### Library collections

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*Service 1 To offer an array of information resources suited to the teaching, learning, and research needs of the university community.*

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Commitment 1 To guarantee access to the basic bibliography recommended for students, provided these are available for sale, and to the bibliographic resources needed for research.

Indicator 1 Student satisfaction index regarding the availability of faculty-recommended library materials.

Indicator 2 Researcher and faculty satisfaction index regarding the adequacy of the library collection for their research needs

### Loan services

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*Service 2 To provide an effective loan service (general, interlibrary, intercampus, al despatx, Buval, etc.) according to current regulations.*

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Commitment 2 To perform the loan of documents in the collection efficiently and easily.

Indicator 3 Student satisfaction index regarding library loan services

Indicator 4 Researcher and faculty satisfaction index regarding library loan services

## Training

*Service 3 To offer the university community training activities and materials on library resources and services and on digital skills, both online and face-to-face.*

Commitment 3 To offer students training in the use of the library and its resources in a manner suited to their information needs.

Indicator 5 Student satisfaction index regarding information received on the use of the library and its resources

## User services

*Service 4 To answer questions raised by any user about the operation of the library services, in person, by telephone and online (La Biblioteca Respon, e-mail, XatUV or social networks).*

Commitment 4 To address in an appropriate and professional manner all the concerns of the library's users.

Indicator 6 Student satisfaction index regarding the attention and treatment received from the library staff

Indicator 7 Researcher and faculty satisfaction index regarding the attention and treatment received from the library staff

## Installations, facilities, and opening hours

*Service 5 To provide suitable, well-equipped (e.g. with computers, internet access, Wi-Fi, laptop loans, etc.) areas for individual study and group work, depending on the available resources.*

Commitment 5 To provide adequate space in each library for individual study, group work and user training activities.

Indicator 8 Student satisfaction index regarding the adequacy of the academic and study spaces

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*Service 6 To offer a regular 12-hour schedule, Monday through Friday during the school period, with the exception of the Botanical Garden Library, the Historic Medical Library, and the Ontinyent Campus Library. In addition, the Humanities Library will be open on weekends from October to June.*

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Commitment 6 To publish the extended opening hours for exam periods 10 days in advance on the SBD website.

Indicator 9 Degree of compliance with the publication of the extended opening hours on the website 10 days in advance.

### **Web-based services**

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*Service 7 To provide the following services through the SBD website:*

- *Access to the library collections through the Trobes catalogue.*
  - *Book purchase requests and suggestions.*
  - *Book reservations.*
  - *Loan renewals.*
  - *Interlibrary and intercampus loan requests.*
  - *Inquiries to library staff about the library and its collections and services (La Biblioteca Respon).*
  - *Access to recommended reading by subject*
  - *Requests for articles in PDF format from print journals housed in the UV library collections for research purposes only.*
  - *Requests for training sessions and access to self-learning materials.*
  - *Scanning/digitalisation requests for documents housed in the Rare Books Collection to be included in the SOMNI digital library.*
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Commitment 7 To provide services through the UVLDS website in a user-friendly manner.

Indicator 10 Student satisfaction index regarding online library services

Indicator 11 Researcher and faculty satisfaction index regarding the online library services



### Dissemination of materials from the Rare Books Collection

*Service 8 To disseminate documents housed in the Rare Books Collection of the UV libraries through the SOMNI digital library, in accordance with applicable law*

Commitment 8 To increase the collection in the SOMNI digital library by at least 100 documents a year, including all user requests for scanned documents no longer subject to copyright, if their condition allows.

Indicator 12 Number of documents added to the SOMNI database per year

### Institutional repository

*Service 9 To collect, conserve, and disseminate digitalized scientific, institutional, or teaching documents written by members of the university community through the RODERIC repository.*

Commitment 9 To increase the contents in the RODERIC repository by at least 3000 documents per year.

Indicator 13 Number of documents added to RODERIC per year

*Service 10 To offer accessible library spaces along with personalized services, special loan conditions, and equipment adapted to the specific needs of people with functional diversity/disabilities in order to guarantee equal opportunity.*

Commitment 10 Update the information related to people with disabilities in the Accessibility section of the SBD website.

Indicator 14 Degree of compliance with the quarterly review of the Accessibility section of the SBD website.

## Support for research and scientific publishing

*Service 11 To provide specialised support services to UV research staff:*

- To support the management of personal bibliographies: bibliography management tools, international citation standards, etc.*
- To provide articles in PDF format of printed journals from the UV library collections.*
- To provide guidance for publication and dissemination.*
- To participate in the DIALNET cooperative project (cataloguing of journal articles, chapters of collective works and conference proceedings, citations and review of profiles).*
- To advise on accreditation and evaluation processes. Drawing up reports on scientific publications for six-year periods.*
- To advise on accreditation and evaluation processes.*
- To produce bibliometric reports.*
- To develop research evaluation reports.*
- Development and maintenance of journal selection tools.*
- To maintain the Research Support Portal.*
- To manage grants for open access publishing.*

Commitment 11 To address 100% of the requests for analysis reports on publications for the recognition of research merits within the deadline established by the SBD.

Indicator 15 Percentage of sexennial reports prepared

*Service 12 To provide support services for scientific publishing:*

- To provide support for the electronic publication of scientific journals produced by the UV through the OJS (Open Journal System).*
- To inform UV publishers about the ISSN identification system.*
- To manage DOI assignment of UV journal articles published through OJS.*
- To provide guidance to publishers on how to disseminate an electronic journal.*
- To inform about the quality criteria of scientific journals and their inclusion in evaluation indexes.*

Commitment 12 To increase the number of articles published through the OJS (Open Journal System)

Indicator 16 Number of articles published through the OJS per year

## User rights

Users of the services provided by the UV Library and Documentation Services have all the rights set forth in Article 35 of Law 30/1992, dated November 26, on the legal status of public administrations and common administrative procedure, specifically:

- To have optimal areas and facilities available for consultation, study, and work, both individually and in groups, and to have access to library services according to current regulations and as available resources allow.
- To have access to the library during ample opening hours.
- To have access to updated, high-quality informational resources with content suited to their learning, teaching, research, and cultural needs.
- To receive guidance and training on how to locate, access, and use the library's information resources and services.
- To be able to borrow documents from the library's collections as well as those of other institutions (Interlibrary Loan).
- To use the library's electronic resources in accordance with the conditions set forth in the contracts and licensing agreements adhered to by the UV.
- To receive basic training in the use of library resources and services as well as in the acquisition of information skills.
- To receive proper, professional service from library personnel.
- To have the confidentiality of their personal data guaranteed, in accordance with applicable law.
- To enjoy all other rights deriving from applicable laws and regulations.

## User duties

- Users of the services provided by the UV Libraries and Documentation Service have the duties set forth in the article 53 from Law 39/2015 and, in particular:
- To respect the library's physical plant, equipment, and facilities, helping to maintain an appropriate environment, and to avoid any activity or behavior that could disrupt the activity of other users.

- To make responsible use of the information services that the library offers and to respect copyright law when using or copying documents.
- To understand and comply with the provisions governing the various services offered by the library, especially those regarding lending policies, the use of consultation and group work areas, and the use of electronic resources.
- To help maintain the proper operation of library services, showing appropriate behavior towards library staff and following their instructions.
- To protect their personal belongings. The library assumes no responsibility for loss or theft of personal items.
- To show proof that they are members of the university community when requested to do so by library staff. The use of the University ID is personal and non-transferable.
- To use all electronic resources appropriately, respecting the conditions set forth in the respective contracts and licensing agreements.
- To read the notifications sent by the library to users' personal University email accounts (...@alumni.uv.es), (...@uv.es).
- To fulfill any other responsibilities deriving from applicable norms and regulations.

## Applicable legislation

### General Regulations

- Law 39/2015, dated October 1, on the common administrative procedure within public administrations.
- Organic Law 3/2018, dated December 5, on the protection of personal data and digital rights guarantees.
- Royal Decree 1720/2007, dated December 21, approving the regulation of changes to Organic Law 15/1999, dated December 13, on privacy and personal data protection.
- Organic Law 4/2007, dated April 12, modifying Law 6/2001.
- Statutes of the Universitat de València [approved by Decree 128/2004, dated July 30, of the Consell de la Generalitat (Government Council of the Autonomous Region of Valencia) and modified by Decree 45/2013, dated March 28]
- Law 19/2013, dated December 9, on transparency, public data access, and good governance.
- Organic law 3/2007, dated March 22, on the effective equality of women and men.
- Legislative Royal decree 1/2013, dated November 29, which approves the recast text of the general law on the rights of persons with functional diversity/disabilities and their social inclusion.
- Law 31/1995, dated November 8, on the prevention of occupational hazards and accidents.
- Law 16/1985, dated June 25, on Spanish historical heritage.
- Royal decree 1708/2011, dated November 18, establishing the Spanish data archive system and regulating the general administrative archive system for the national government and its public agencies, including norms for regulating access to the system.

- Law 4/1998, dated June 11, on Valencian cultural heritage.
- Law 3/2005, dated June 15, of the Generalitat (Government of the Autonomous Region of Valencia) on archives.
- Decree 50/2018, dated April 27, of the Consell (Government Council of the Autonomous Region of Valencia), on the regulation of the documentary management, organization, and operations of the archives of the Generalitat (Government of the Autonomous Region
- Law 23/2006, dated July 7, modifying the recast text within the Law of Intellectual Property.

### Specific Regulations

- Internal operating regulations for the Universitat de València Library and Documentation Services (UV Governing Council, 5th of April 2011).
- Loan service norms for all Universitat de València libraries (UV Governing Council, 24th of November 2015).
- Loan service norms for works housed in the Rare Books Collection for exhibition purposes (UV Governing Council, 4th of March 2003. ACGUV 34/2003).
- Norms for access to the Historical Library and consultation of the Universitat de València Rare Books Collection (UV Governing council, 4th of March 2003).
- Article 38 "Acquisition of library holdings by management units" of the Budgetary Operations Regulations of the Universitat de València.
- Library and Documentation Services Policy 2.0 (March 2013).
- Style and Usage Guide 2.0 (March 2013).
- Procedure for the creation and operation of work groups (10th of July 2013).
- "The Library Responds" service regulations.
- The Universitat de València Strategic Plan IV for 2023-2026.
- The Rebuin Strategic Plan IV for 2020-2023.

## Participation and collaboration


To help improve the services offered, the users may do the following:

- Receive special attention to their information needs, concerns, questions, etc. with regard to the services offered by the unit.
- Give their opinion on the quality of the services offered by the unit.
- Make suggestions for improvement.
- Make a formal complaint when services provided prove unsatisfactory.

Complaints and suggestions received in the unit will be answered within one month.


### Contact

 **Telephone:** 96 398 31 40

 **Mailing address:** C/ de la Universitat, 2. 46003 València

 **Fax:** 963864833

 **E-mail:** biblioteca@uv.es

 **Help desk:** Personal attention: Timetables available on the website  
Online attention: 24 hours La Biblioteca Respon  
<<https://www.uv.es/uvweb/libraries-documentation-service/en/support-/ask-box/contactar-1285867215066.html>>

 **Complaints, suggestions and compliments mailbox:**<http://www.uv.es/bustia>

 **Surveys:**



## Complaints

Those users who feel that the commitments outlined in this Service Charter are not being met can submit their complaints and comments through the UV Suggestions, complaints, and compliments mailbox (<http://www.uv.es/bustia>) or to the Registry of the Universitat de València.

In cases of non-compliance, the unit will inform the complainant about the reasons for the breach and of the measures put in place to fix the problem. Failure to comply with the commitments outlined in these guidelines shall not result in any fiscal liability on the part of the administration.

## Validity

This Charter has been approved by Carlos Hermenegildo Caudevilla, Vice-Principal for research.

The validity of this Charter is four years, starting from 01/01/2024, unless important changes in its contents make an earlier revision advisable.

This Charter will be available on the unit's website: <http://biblioteca.uv.es/>

## Location

Address: C/ de la Universitat, 2 - 46003 València  
Telephone: 96 398 31 40  
E-mail: [biblioteca@uv.es](mailto:biblioteca@uv.es)  
Webpage: <http://biblioteca.uv.es/>

## Opening hours

- Personal attention: Timetables available on the website  
- Online attention: 24 hours La Biblioteca Respon  
<<https://www.uv.es/uvweb/libraries-documentation-service/en/support-/ask-box/contactar-1285867215066.html>>

## Public transport

Metro: <https://www.metrovalencia.es/en/timetables-journeys/>  
Valenbisi: <https://www.valenbisi.es/es/mapping>  
Bus: <https://geoportal.emtvalencia.es/visor?lang=es>



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