

SERVICE CHARTER MONITORING REPORT YEAR 2024

**Servei de Biblioteques i Documentació
Universitat de València**



EVOLUTION OF INDICATORS DURING THE LIFE OF THE SERVICE CHARTER

Indicator	2024	2025	2026	2027
1 Student satisfaction index regarding the availability of faculty-recommended library materials.	4,08			
2 Researcher and faculty satisfaction index regarding the adequacy of the library collection for their research needs	4,32			
3 Student satisfaction index regarding library loan services	4,38			
4 Researcher and faculty satisfaction index regarding library loan services	4,74			
5 Student satisfaction index regarding information received on the use of the library and its resources	4,24			
6 Student satisfaction index regarding the attention and treatment received from the library staff	4,48			
7 Researcher and faculty satisfaction index regarding the attention and treatment received from the library staff	4,77			
8 Student satisfaction index regarding the adequacy of the academic and study spaces	4,41			
9 Degree of compliance with the publication of the extended opening hours on the website 10 days in advance.	Yes			
10 Student satisfaction index regarding online library services	4,34			
11 Researcher and faculty satisfaction index regarding the online library services	4,35			
12 Number of documents added to the SOMNI database per year	47 documents			
13 Number of documents added to RODERIC per year	12.359 documents			
14 Degree of compliance with the quarterly review of the Accessibility section of the SBD website.	Yes			
15 Percentage of sexennial reports prepared	100 %			
16 Number of articles published through the OJS per year	1.135 articles			

* In the case of deadlines, a positive deviation indicates that the deadline has been met and a negative deviation indicates that the deadline has been exceeded.

LIBRARY COLLECTIONS

Service 1

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

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.

INDICATORS:

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

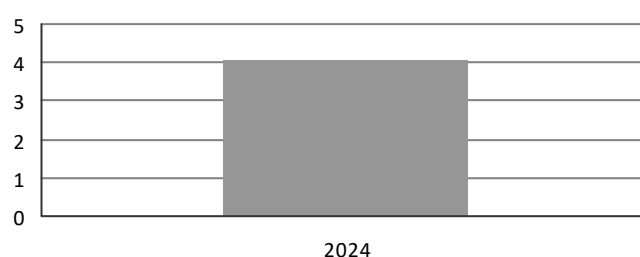
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	4,08		0,58	

Formula: Satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)

Target: 3.5 or more

Unit: scale from 1 to 5

Indicator evolution



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

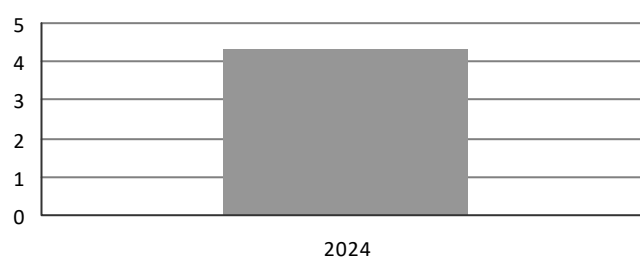
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	4,32		0,82	

Formula: Satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)

Target: 3.5 or more

Unit: scale from 1 to 5

Indicator evolution



LOAN SERVICES

Service 2

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

Commitment 2

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

INDICATORS:

3. Student satisfaction index regarding library loan services

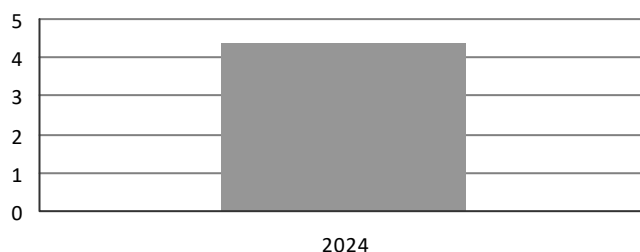
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	4,38		0,38	

Formula: Satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)

Target: 4 or more

Unit: scale from 1 to 5

Indicator evolution



4. Researcher and faculty satisfaction index regarding library loan services

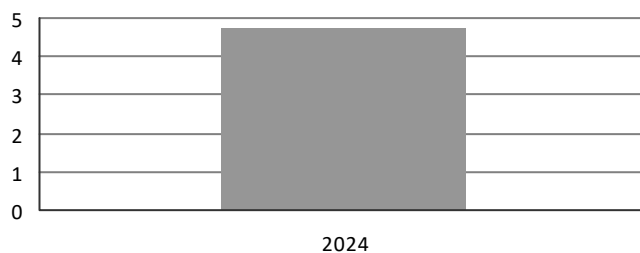
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	4,74		0,74	

Formula: Satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)

Target: 4 or more

Unit: scale from 1 to 5

Indicator evolution



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.

INDICATORS:

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

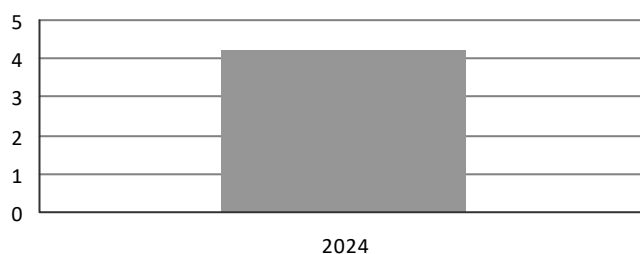
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	4,24		0,74	

Formula: Satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)

Target: 3.5 or more

Unit: scale from 1 to 5

Indicator evolution



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.

INDICATORS:

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

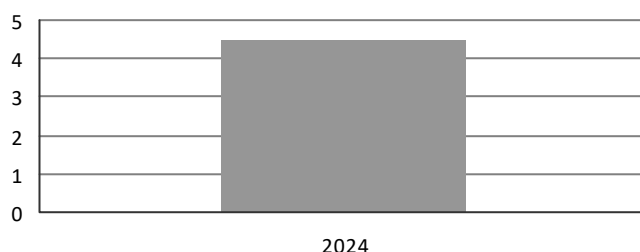
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	4,48		0,68	

Formula: Satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)

Target: 3.8 or more

Unit: scale from 1 to 5

Indicator evolution



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

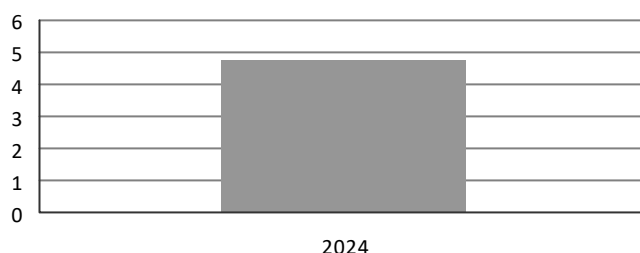
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	4,77		0,97	

Formula: Satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)

Target: 3.8 or more

Unit: scale from 1 to 5

Indicator evolution



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.

INDICATORS:

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

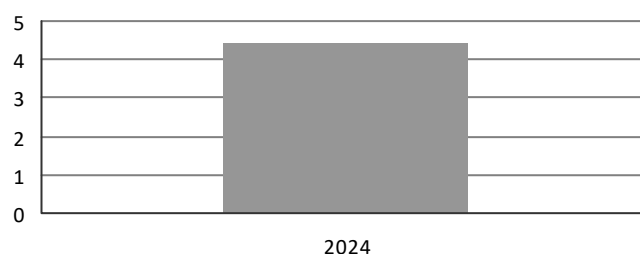
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	4,41		0,91	

Formula: Satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)

Target: 3.5 or more

Unit: scale from 1 to 5

Indicator evolution



INSTALLATIONS, FACILITIES, AND OPENING HOURS

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.

Commitment 6

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

INDICATORS:

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

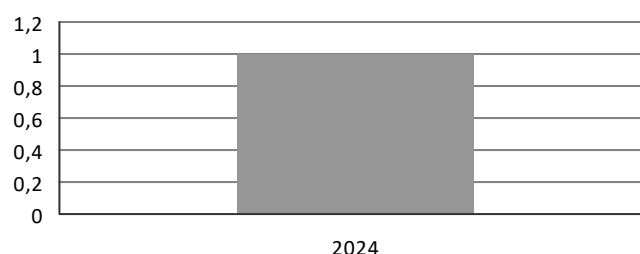
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	1		0	

Formula: Yes / No (Yes = 1, No = 0)

Target: Value = 1 (yes = 1)

Unit: Yes = 1, No = 0

Indicator evolution



WEB-BASED SERVICES

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.

Commitment 7

To provide services through the UVLDS website in a user-friendly manner.

INDICATORS:

10. Student satisfaction index regarding online library services

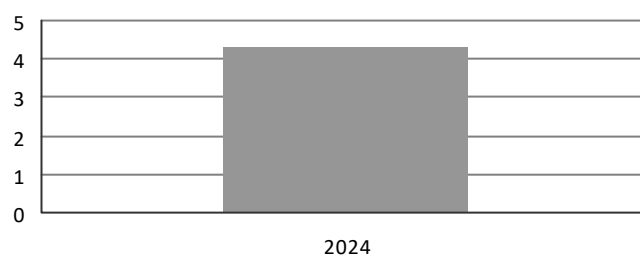
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	4,34		0,84	

Formula: Satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)

Target: 3.5 or more

Unit: scale from 1 to 5

Indicator evolution



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

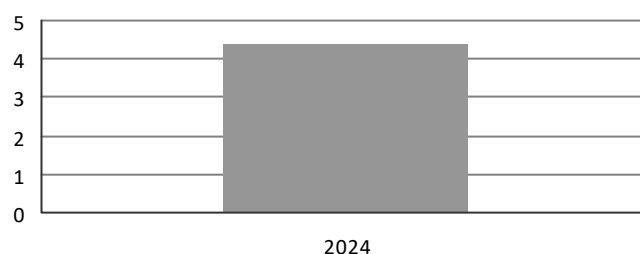
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	4,35		0,85	

Formula: Satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)

Target: 3.5 or more

Unit: scale from 1 to 5

Indicator evolution



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.

INDICATORS:

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

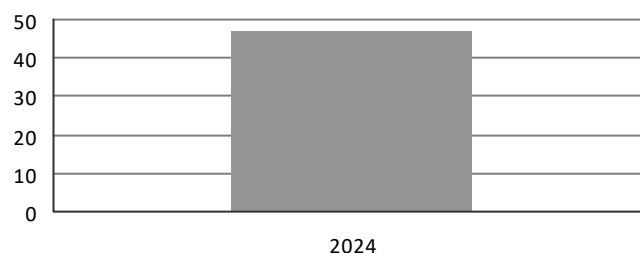
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	47		-53	Update of the Repository software. The upload process did not work during the last months of the year.

Formula: Calculation of the number of scanned documents included in SOMNI annually

Target: A minimum of 100 per year

Unit: documents

Indicator evolution



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.

INDICATORS:

13. Number of documents added to RODERIC per year

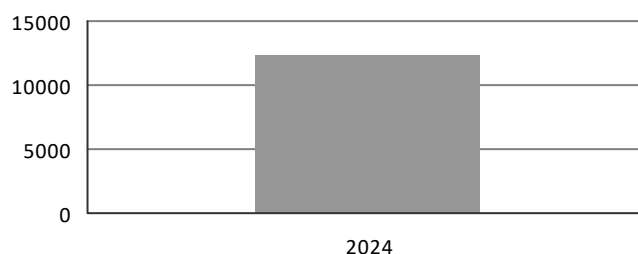
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	12.359		9.359	

Formula: Calculation of the number of scanned documents added to RODERIC annually

Target: A minimum of 3000 per year

Unit: documents

Indicator evolution



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.

INDICATORS:

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

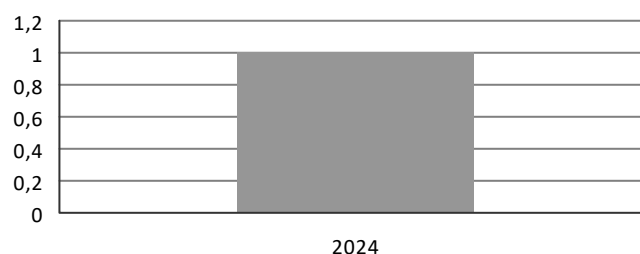
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	1		0	

Formula: Yes / No (Yes = 1, No = 0)

Target: Value = 1 (yes = 1)

Unit: Yes = 1, No = 0

Indicator evolution



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.

INDICATORS:

15. Percentage of sexennial reports prepared

Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	100	384/384	0	

Formula: $(\text{Number of reports prepared within the deadline} / \text{Total number of reports requested}) \times 100$

Target: 100%

Unit: %

Indicator evolution



SUPPORT FOR RESEARCH AND SCIENTIFIC PUBLISHING

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)

INDICATORS:

16. Number of articles published through the OJS per year

Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	1.135			

Formula: Calculate the number of articles published through the OJS annually

Target: Increase in values

Unit: articles

Indicator evolution

