

UNIVERSITAT DE VALÈNCIA

SERVICE CHARTER



LIBRARY

AND

DOCUMENTATION

SERVICES

[LDS]

SERVICE CHARTER



LIBRARY AND DOCUMENTATION SERVICES [LDS]

UNIVERSITAT DE VALÈNCIA

INTRODUCTION

The Service Charters serve as the instrument through which each department of the University of Valencia informs the university community – as well as the community at large – about the services for which they are responsible, the conditions under which they are provided, the rights of the users with regard to these services, and the commitment to quality assumed in their delivery.

The department of Library and Documentation Services prepared the first version of its Service Charter in 2010, and in 2015 the UV Board of Governors passed the second version. As its validity ended in May of 2019, the Service Charter Monitoring Committee has reviewed the services, commitments, and indicators, with the objective of offering a new version that fits the current situation of the LDS.

With this third edition, the LDS department wishes to inform users about the main services it offers along with the quality assurances it provides, taking into account user expectations.

The present Service Charter is thus an internal instrument to improve the quality of services, which in turn helps orient both university users and citizens in general.

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 OFFERED

The main activities developed by the Library and Documentation Services Department are as follow:

Library collections

- S 1. To offer an array of information resources suited to the teaching, learning and research needs of the university community.
- S 2. To provide access to the UVLDS collection of information resources through the Trobes+ search engine and the Trobes catalog.

Loan services

- S 3. To offer an effective loan service (also between campuses for researchers and faculty, staff, and disabled students) that additionally provides access to documents not housed in the Universitat de València libraries through interlibrary loan (for whomever requires it), in accordance with applicable law.

Training

- S 4. To provide both face-to-face and online training in library resources and services as well as in information technology, computer skills, and C12 (search, selection, evaluation, and use), and to elaborate both basic and specialized self-study materials.

User services

- S 5. To offer guidance and help our users answer questions and resolve issues regarding the services and information resources provided by the University libraries. This may be accomplished in person, over the telephone, or online via any of the following: “The Library responds” website, email, and social networking sites.

Installations, facilities, and opening hours

- S 6. 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.
- S 7. 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.

Web-based services

S 8. To provide the following services to the University community through the LDS webpage:

- Exclusive access to the library collection using the Trobes+ search engine.
- Access to electronic resources for which the LDS has a subscription from any computer within the UV network and, for members of the University community, from personal private computers through the virtual private network (VPN).
- Book acquisition requests and suggestions (desiderata).
- Book reservations.
- Loan renewals.
- Interlibrary loan requests.
- Intercampus loan requests.
- Loan related problems or incidents.
- Consultations with library staff about the library and its collections and services (“The Library responds”).
- Access to recommended readings and documents.
- Requests for items in PDF format from print journals housed in the UV library collections (for research purposes).
- Requests for training sessions.
- Access to self-study materials.
- Scanning/digitalization requests for documents housed in the Rare Books Collection to be included in the SOMNI digital library.

Dissemination of materials from the Rare Books Collection

S 9. To disseminate documents housed in the Rare Books Collection of the UV libraries through the SOMNI digital library, in accordance with applicable law.

Institutional repository

S 10. To collect, conserve, and disseminate digitalized scientific, institutional, or teaching documents written by members of the University community through the RODERIC repository for the benefit of society as a whole.

Accessibility

S 11. 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.

Support for research and scientific publishing

S 12. To provide support services to the UV research staff.

- To help manage personalized bibliographies: bibliographic management tools, international reference forms, etc.
- To handle requests for articles in PDF format from print journals housed in the Universitat de València collection.

- To offer guidance on the publication and dissemination of research papers.
- To provide guidance in accreditation and assessment processes.

S 13. To provide support services for scientific publishing.

- To provide support for electronic publishing of UV scientific journals through the OJS (*Open Journal System*)
- To inform UV editors about the ISSN identification system.
- To manage the allocation of digital object identifier (DOI) numbers within the UV.
- To advise editors on how best to publicize electronic journals.
- To report on the quality criteria of various scientific journals as well as on their impact factor rankings.

COMMITMENTS

Library collections

- C1. To ensure the availability of the basic texts recommended in the university course syllabi, provided these are available for purchase. [S1]
- C2. To guarantee subscriptions to the bibliographic resources necessary for research. [S1]
- C3. To make available to the university community a unique search engine (Trobes+) that allows users to easily consult both printed and digital bibliographic resources within the LDS, including those from the UV's Rare Books Collection. [S2]

Loan services

- C4. To facilitate loans of documents in the collection efficiently and easily, either with the aid of library staff or through check-out automats located in the reading rooms. [S3]
- C5. To respond to requests for intercampus and interlibrary loans efficiently and promptly. [S3]

Training

- C6. To offer students training in the use of the library and its resources in a manner suited to their information needs. [S4]

User services

- C7. To address in an appropriate manner all the concerns of the library's users, maintaining or increasing the level of satisfaction obtained in the latest surveys regarding the treatment and services provided by library staff. [S5]

Installations, facilities, and opening hours

- C8. To ensure an adequate number of desktop computers for consultation as well as a certain number of laptops for lending to users. The ratio should be 1.5 computers per 100 registered UV students. [S6]
- C9. To offer in each library adequate spaces for individual study, group projects, and user training. [S6]
- C10. To guarantee extensive opening hours during exam periods and to inform the university community in a timely manner. [S7]

Web-based services

- C11. To provide on-line library services easily and amicably. [S8]

Dissemination of materials from the Rare Books Collection

C12. To increase the collection of 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.

Institutional repository

C13. To increase the contents in the RODERIC repository by at least 3000 documents per year. [S10]

C14. To elaborate a personalized researcher profile in RODERIC for all UV researchers with more than 10 documents deposited in the repository. [S10]

Accessibility

C15. To guarantee that there is at least one library equipped with adapted gear (e.g. lecterns, magnifiers, magnetic hearing aid loops, etc.) on each campus. [S11]

Support for research and scientific publishing

C16. To provide UV researchers with specialized services that respond to their specific needs. [S12]

C17. To email scanned articles from the print journal collection (for research purposes only and always in accordance with applicable law) within a maximum of 2 work days. [S12]

C18. To maintain a good collaboration with the DIALNET project. [S12]

C19. To increase the number of articles published through the OJS (*Open Journal System*). [S13]

DIRECTING COMPLAINTS

Those users who feel that the commitments outlined in this Service Charter are not being met should direct their complaints and comments through the following channels:

- ▶ The UV message board for suggestions, complaints, and other comments: <http://www.uv.es/bustia>
- ▶ Message submitted to the UV Registry, addressed to the Library and Documentation Service.

In cases of non-compliance, the UVLDS Administration will inform the complainant in writing of the reasons for the breach and of the measures put in place to correct the detected error. Failure to comply with the commitments outlined in these guidelines shall not result in any fiscal liability on the part of the administration.

QUALITY INDICATORS

- IND1.** Student satisfaction index regarding the availability of faculty-recommended library materials. [C1]
- IND2.** Researcher and faculty satisfaction index regarding the adequacy of the library collection for their research needs. [C2]
- IND3.** Student satisfaction index regarding the user-friendliness of the Trobes+ search engine. [C3]
- IND4.** Researcher and faculty satisfaction index regarding the user-friendliness of the Trobes+ search engine. [C3]
- IND5.** Student satisfaction index regarding library loan services. [C4]
- IND6.** Researcher and faculty satisfaction index regarding library loan services. [C4]
- IND7.** Researcher and faculty satisfaction index regarding interlibrary loan services. [C5]
- IND8.** Researcher and faculty satisfaction index regarding intercampus loan services. [C5]
- IND9.** Student satisfaction index regarding information received (online or in person) on the use of the library and its resources. [C6]
- IND10.** Percentage of undergraduate students trained in using Cl2 with respect to the total number of undergraduates. [C6]
- IND11.** Student satisfaction index regarding the attention and treatment received from library staff. [C7]
- IND12.** Researcher and faculty satisfaction index regarding the attention and treatment received from library staff. [C7]
- IND13.** The ratio of personal computers and laptops available to library users with respect to the total number of registered students. [C8]
- IND14.** Student satisfaction index regarding the adequacy of spaces for study and learning. [C9]

- IND15.** Student satisfaction index regarding library opening hours. [C10]
- IND16.** Student satisfaction index regarding online library services. [C11]
- IND17.** Researcher and faculty satisfaction index regarding online library services. [C11]
- IND18.** Number of documents added to SOMNI per year. [C12]
- IND19.** Number of documents added to RODERIC per year. [C13]
- IND20.** Number of researcher profiles prepared per year. [C14]
- IND21.** Total number of adapted facilities in the university libraries. [C15]
- IND22.** Researcher and faculty satisfaction index regarding research support services. [C16]
- IND23.** Researcher and faculty satisfaction index regarding delivery of articles in PDF format. [C17]
- IND24.** Degree of compliance in the collaboration between the LDS department and the Dialnet project. [C18]
- IND25.** Number of articles published per year through the OJS. [C19]

Summary table of the essential components of the service charter.

Below is a summary table that includes all the aforementioned content: the services provided, followed by the commitments assumed and the indicators used to measure the degree of compliance for each commitment along with the formula for calculating compliance and the goals set forth.

Library collections
Serv. I. To offer an array of information resources suited to the teaching, learning, and research needs of the university community.
C1. To ensure the availability of the basic texts recommended in the university course syllabi, provided these are available for purchase.
IND1. Student satisfaction index regarding the availability of faculty-recommended library materials. [C1] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)
C2. To guarantee subscriptions to the bibliographic resources needed for research.
IND2. Researcher and faculty satisfaction index regarding the adequacy of the library collection for their research needs [C2] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)
Serv. II. To provide access to the UVLDS collection of information resources through the Trobes+ search engine and the Trobes catalog.
C3. To make available to the university community a unique online search tool (Trobes+) that allows users to consult all print and electronic bibliographic resources in the UVLDS, including those housed in the UV Rare Books Collection.
IND3. Student satisfaction index regarding the user-friendliness of the Trobes+ search engine [C3] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree) IND4. Researcher and faculty satisfaction index regarding the user-friendliness of the Trobes+ search engine [C3] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)

Loan services
Serv. III. To offer an effective loan service (also between campuses for researchers and faculty, staff, and disabled students) that additionally provides access to documents not housed in the Universitat de València libraries through interlibrary loan (for whomever requires it), in accordance with applicable law.
C4. To facilitate loans of documents in the collection efficiently and easily, either with the aid of library staff or through check-out automats located in the reading rooms.
IND5. Student satisfaction index regarding library loan services [C4] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree) IND6. Researcher and faculty satisfaction index regarding library loan services [C4] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)
C5. To respond to requests for intercampus and interlibrary loans efficiently and promptly.
IND7. Researcher and faculty satisfaction index regarding interlibrary loan services [C5] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree) IND8. Researcher and faculty satisfaction index regarding intercampus loan services [C5] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)
Training
Serv. IV. To provide both face-to-face and online training in library resources and services as well as in information technology, computer skills, and C12 (search, selection, evaluation, and use), and to elaborate basic and specialized self-study materials.
C6. To offer students training in the use of the library and its resources in a manner suited to their information needs.
IND9. Student satisfaction index regarding information received on the use of the library and its resources [C6] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree) IND10. Percentage of undergraduate students trained in using C12 with respect to the total number of undergraduates. [C6] Quality standard: Increase in values Formula: $\frac{\text{Number of undergraduate students who received C12 training during the academic year} \times 100}{\text{Total number of undergraduate students during the academic year}}$

User services
Serv. V. To offer guidance and help our users answer questions and resolve issues regarding the services and information resources provided by the University libraries. This may be accomplished in person, over the telephone, or online via any of the following: “The Library Responds” website, email, or social networking sites.
C7. To address in an appropriate and professional manner all the concerns of the library’s users, maintaining or increasing the level of satisfaction obtained in the latest surveys regarding the treatment and services provided by library staff.
IND11. Student satisfaction index regarding the attention and treatment received from the library staff. [C7] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)
IND12. Researcher and faculty satisfaction index regarding the attention and treatment received from the library staff. [C7] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)
Installations, facilities, and opening hours
Serv. VI. 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.
C8. To ensure an adequate number of desktop computers for consultation as well as a certain number of laptops for lending to users. The ratio should be 1.5 computers per 100 registered UV students.
IND13. The ratio of personal computers and laptops available to library users with respect to the total number of registered students. [C8] Quality standard: 1.5/100 Formula: $\frac{\text{Total number of personal computers and laptops available to users}}{\text{Number of students registered at the UV}} \times 100$
C9. To offer in each library adequate spaces for individual study, group projects, and user training and information.
IND14. Student satisfaction index regarding the adequacy of the academic and study spaces. [C9] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)
Serv. VII. 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.
C10. To guarantee extensive opening hours during exam periods and to inform the university community in a timely manner.
IND15. Student satisfaction index regarding the library opening hours. [C10] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)

Web-based services
<p>Serv. VIII. To provide the following services through the UVLDS website:</p> <ul style="list-style-type: none"> • Exclusive access to the library collections through the Trobes+ online search engine • Access to electronic resources for which the UVLDS have a subscription from any computer within the UV network and, for members of the university community, from personal computers through the Virtual Private Network (VPN) • Book acquisition requests and suggestions (<i>desiderata</i>) • Book reserves • Loan renewals • Interlibrary loan requests • Intercampus loan requests • Loan-related problems or incidents • Consultations with library staff about the library and its collections and services (“The Library Responds” website) • Access to recommended readings and documents • Requests for items in PDF format from print journals housed in the UV library collections (for research purposes only) • Requests for training sessions • Access to self-study materials • Scanning/digitalization requests for documents housed in the Rare Books Collection to be included in the SOMNI digital library
C11. To provide services through the UVLDS website in a user-friendly manner.
<p>IND16. Student satisfaction index regarding online library services [C11] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)</p> <p>IND17. Researcher and faculty satisfaction index regarding the online library services [C11] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)</p>
Dissemination of materials from the Rare Books Collection
Serv. IX. To disseminate documents housed in the Rare Books Collection of the UV libraries through the SOMNI digital library, in accordance with applicable law
C12. 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.
<p>IND18. Number of documents added to the SOMNI database per year. [C12] Quality standard: a minimum of 100 per year Formula: calculation of the number of scanned documents included in SOMNI annually</p>
Institutional repository
Serv. X. To collect, conserve, and disseminate digitalized scientific, institutional, or teaching documents written by members of the university community through the RODERIC repository.
C13. To increase the contents in the RODERIC repository by at least 3000 documents per year.
<p>IND19. Number of documents added to RODERIC per year. [C13] Quality standard: a minimum of 3000 per year. Formula: calculation of the number of scanned documents added to RODERIC annually</p>
C14. To elaborate a personalized researcher profile in RODERIC for all UV researchers with 10 or more documents deposited in the repository.

<p>IND20. Number of researcher profiles prepared per year [C14] Quality standard: increase in values Formula: calculation of the number of researcher profiles prepared per year</p>
<p>Accessibility</p>
<p>Serv. XI. 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.</p>
<p>C15. To guarantee that there is at least one library equipped with adapted gear (e.g. lecterns, magnifiers, magnetic hearing aid loops, etc.) on each campus.</p>
<p>IND21. Total number of adapted facilities in the university libraries [C15] Quality standard: proper maintenance of facilities and/or an increase in their number Formula: calculation of the total number of adapted facilities functioning properly in the specified libraries</p>
<p>Support for research and scientific publishing</p>
<p>Serv XII. To provide specialized support services to UV researchers.</p> <ul style="list-style-type: none"> • To help manage personalized bibliographies: bibliographic management tools, international reference norms, etc. • To handle requests for articles in PDF format from print journals housed in the Universitat de València collections • To offer guidance on the publication and dissemination of research papers • To participate in the DIALNET cooperative project (production of journals, book chapters, conference presentations and posters, etc.) • To provide guidance in accreditation and assessment processes
<p>C16. To provide UV researchers with specialized services that respond to their needs.</p>
<p>IND22. Researcher and faculty satisfaction index regarding research and support services [C16] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)</p>
<p>C17. To email scanned articles from the print journal collection (for research purposes only and always in accordance with applicable law) within a maximum of 2 work days.</p>
<p>IND23. Researcher and faculty satisfaction index regarding delivery of articles in PDF format [C17] Quality standard: ≥ 3.5 Formula: satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)</p>
<p>C18. To maintain a good collaboration with the DIALNET Project.</p>
<p>IND24. Degree of compliance in the collaboration between the LDS department and the DIALNET project. [C18] Quality standard: Yes Formula: Yes/No</p>

Serv. XIII. To provide support services for scientific publishing.

- To provide support for electronic publication of scientific journals produced by the UV through the OJS (*Open Journal System*)
- To inform editors about UV research through the ISSN identification system
- To manage the allocation of digital object identifier (DOI) numbers within the UV
- To advise editors on how best to publicize electronic journals
- To report on the quality criteria of various scientific journals as well as on their impact factor rankings

C19. To increase the number of articles published through the OJS (*Open Journal System*)

IND25. Number of articles published through the OJS per year [C19]

Quality standard: Increase in values

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

LEGISLATION APPLICABLE TO THE ACTIVITIES OF THE LIBRARY AND DOCUMENTATION SERVICES DEPARTMENT

GENERAL REGULATIONS

- ▶ Law 39/2015, dated October 1, on the common administrative procedure within public administrations. Available at: <https://www.boe.es/eli/es/l/2015/10/01/39/con>

- ▶ Organic Law 3/2018, dated December 5, on the protection of personal data and digital rights guarantees. Available at: <https://www.boe.es/eli/es/lo/2018/12/05/3/con>

- ▶ 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. Available at: <https://www.boe.es/eli/es/rd/2007/12/21/1720/con>

- ▶ Organic Law 6/2001, dated December 21, on universities, and Organic Law 4/2007, dated April 12, modifying Law 6/2001. Available at: <https://www.boe.es/eli/es/lo/2007/04/12/4/con>

- ▶ 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] Available at: http://www.uv.es/sgeneral/epub/estatutos_UV_2013_cas_ebook.pdf

- ▶ Law 19/2013, dated December 9, on transparency, public data access, and good governance. Available at: <https://www.boe.es/eli/es/l/2013/12/09/19>

- ▶ Law 2/2015, dated April 2, of the Generalitat (Government of the Autonomous Region of Valencia) on transparency, good governance, and citizen participation in the Autonomous Region of Valencia. Available at: <https://www.dogv.gva.es/eli/es-vc/l/2015/04/02/2/>

- ▶ Organic law 3/2007, dated March 22, on the effective equality of women and men. Available at: <https://www.boe.es/eli/es/lo/2007/03/22/3/con>

- ▶ 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. Available at: <https://www.boe.es/eli/es/rdlg/2013/11/29/1>

- ▶ Law 31/1995, dated November 8, on the prevention of occupational hazards and accidents. Available at: <https://www.boe.es/eli/es/l/1995/11/08/31>

- ▶ Law 16/1985, dated June 25, on Spanish historical heritage. Available at: <https://www.boe.es/eli/es/l/1985/06/25/16/con>
- ▶ 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. Available at: <https://www.boe.es/eli/es/rd/2011/11/18/1708>
- ▶ Law 4/1998, dated June 11, on Valencian cultural heritage. Available at: <https://www.boe.es/eli/es-vc/l/1998/06/11/4>
- ▶ Law 3/2005, dated June 15, of the Generalitat (Government of the Autonomous Region of Valencia) on archives. Available at: <https://www.boe.es/eli/es-vc/l/2005/06/15/3/con>
- ▶ 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 of Valencia). Available at: <https://www.dogv.gva.es/eli/es-vc/d/2018/04/27/50/spa/>
- ▶ Law 23/2006, dated July 7, modifying the recast text within the Law of Intellectual Property. Available at: <https://www.boe.es/eli/es/l/2006/07/07/23>

SPECIFIC REGULATIONS

- ▶ Internal operating regulations for the Universitat de València Library and Documentation Services (UV Governing Council, 5th of April 2011). Available at: <https://www.uv.es/websbd/normativa/reglamento2011.pdf>
- ▶ Loan service norms for all Universitat de València libraries (UV Governing Council, 24th of November 2015). Available at: <https://www.uv.es/websbd/normativa/prestec2013.pdf>
- ▶ Loan service norms for works housed in the Rare Books Collection for exhibition purposes (UV Governing Council, 4th of March 2003. ACGUV 34/2003). Available at: <http://www.uv.es/sgeneral/Reglamentacio/Doc/Serveis/l10b.pdf>
- ▶ Norms for access to the Historical Library and consultation of the Universitat de València Rare Books Collection (UV Governing council, 4th of March 2003). Available

at: https://www.uv.es/websbd/normativa/fons_antic_acces_2003_v.pdf

- ▶ Article 38 “Acquisition of library holdings by management units” of the Budgetary Operations Regulations of the Universitat de València. Available at: <https://www.uv.es/uvweb/servicio-comptabilitat-pressupost/ca/documentos/pressupost/pressupost-actual-1285948487074.html>
- ▶ Library and Documentation Services Policy 2.0 (March 2013). Available at: http://www.uv.es/websbd/normativa/politica20_v.pdf
- ▶ Style and Usage Guide 2.0 (March 2013). Available at: http://www.uv.es/websbd/normativa/guia_v.pdf
- ▶ Procedure for the creation and operation of work groups (10th of July 2013) Available at: http://sbdint.uv.es/intranet/calidad/grups_treball.pdf
- ▶ “The Library Responds” service regulations. Available at: <https://www.uv.es/fatwirepub/Satellite/servicio-biblioteques-documentacio/ca/normativa/normativa-bibliotec-respon-1286016339904.html>
- ▶ The Universitat de València Strategic Plan for 2016-2019. Available at: https://www.uv.es/corporate/peuv/PEUV_2016-19_v2.pdf
- ▶ The Rebuin Strategic Plan III for 2020. Available at: http://www.uv.es/websbd/normativa/3_Plan_Estrategico_REBIUN

USER RIGHTS AND RESPONSIBILITIES

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.

RESPONSIBILITIES

- ▶ 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.

MEANS OF PARTICIPATION AND COLLABORATION

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

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

Available communication methods:

	Telephone	963983140
	Mailing address	c/ de la Universitat, 2. 46003 Valencia
	Fax	963864833
	E-mail	biblioteca@uv.es
	Personal attention	At any of the library help desks and in the Central Offices
	Online attention	The Library Responds
	Mailbox for complaints, suggestions and comments.	http://www.uv.es/bustia
	Surveys	You may participate in the opinion and satisfaction surveys the LDS provides every academic year

Additional commitments

1. We are committed to responding to complaints and suggestions within 30 calendar days.

2. We are committed to informing anyone making a suggestion of the effects this may have on improving the services offered by the library.

LOCATIONS AND OPENING HOURS

1. ADMINISTRATION AND CENTRAL OFFICES

MANAGING DIRECTOR: María Victoria García Esteve

BRANCH MANAGEMENT:

Communication and training	Cristina Barbé Furió
Information Resource Management	Ana Ferrer Romero
Interlibrary Loan and Digital Resources	Rosario García García
Technology, standardization, and systems	José Enrique Ucedo Vela

ADDRESS: c/ de la Universitat, 2. 46003 Valencia

HOURS: 9:00 am – 3:00 pm (Monday through Friday)

TELEPHONE: 963983140

E-MAIL: biblioteca@uv.es

WEBPAGE: <http://biblioteca.uv.es/>

LOCATION MAP OF THE UVLDS ADMINISTRATION AND CENTRAL OFFICES



MEANS OF PUBLIC TRANSPORT



Line 3 (Station: Colón)
Line 5 (Station: Colón)



Lines 4, 6, 8, 9, 10, 11, 16, 26, 28, 31, 32, 70,
71, and 81



Valenbisi station locations map

Station no. 13: Alfonso el Magnánimo-
Nave

Station no. 12: Salvá-Poeta Querol

2. ARCHIVES

HISTORICAL ARCHIVE

SUPERVISOR: Irene Manclús Cuñat

ADDRESS: Avda. de Blasco Ibáñez, 30. 46010 Valencia (building: *Fac. de Filosofía y Ciencias de la Educación/School of Philosophy and Educational Sciences*).

HOURS: 9:00 am – 2:30 pm (Monday through Friday)
4:00 pm – 6:15 pm (Mondays and Wednesdays)
Closed in August

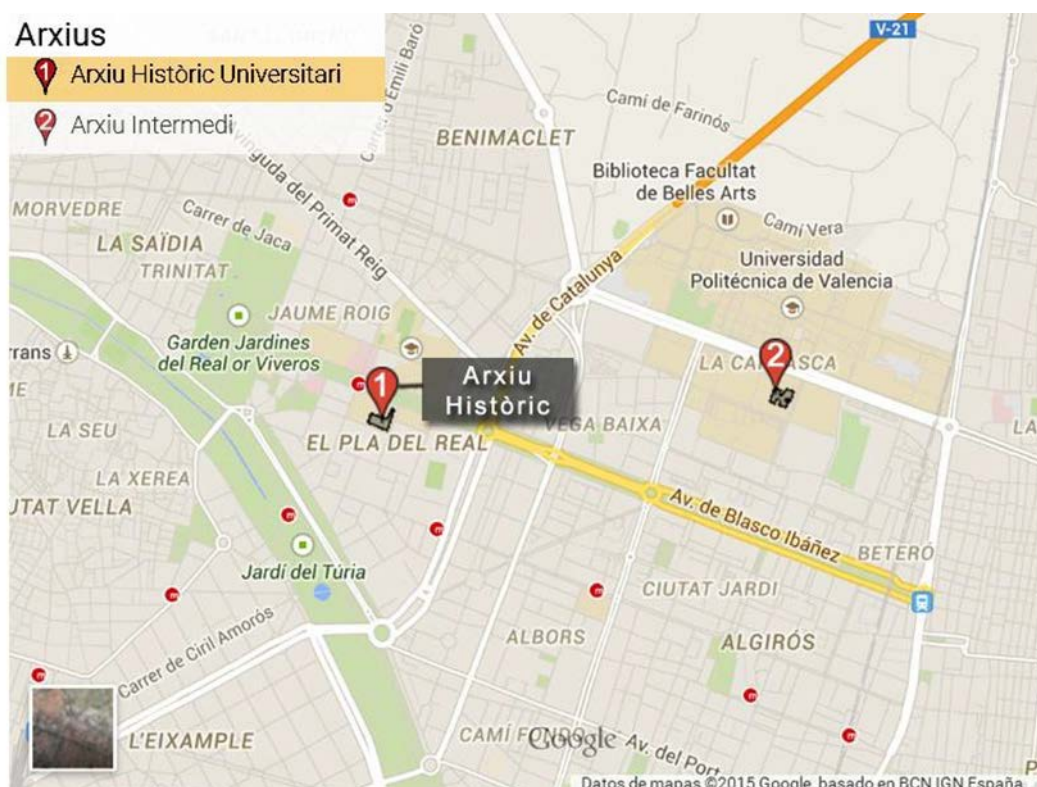
TELEPHONE: 963864515

FAX: 963864774

EMAIL: arxiu.historic@uv.es

WEBPAGE: <https://www.uv.es/arxiuhistoric>

LOCATION MAP OF THE UNIVERSITAT DE VALÈNCIA HISTORICAL ARCHIVE



MEANS OF PUBLIC TRANSPORT



Line 3 (station: Facultades)



Lines 12, 30, 31, 71, 80, and 81



Valenbisi station locations map

Station no. 81: Micer Mascó-Rodríguez
Fornos

Station no. 88: Blasco Ibáñez, 28 (*Fac. de Geografía e Historia/School of Geography and History*)

Station no. 90: Blasco Ibáñez, 32 (*Fac. de Filología/School of Language Arts and Communication*)

INTERMEDIATE ARCHIVE

SUPERVISOR: Dídac Margaix Arnal

ADDRESS: Avda. dels Tarongers, s/n. 46022 Valencia (building: *Biblioteca de Ciències Socials/Social Sciences Library*)

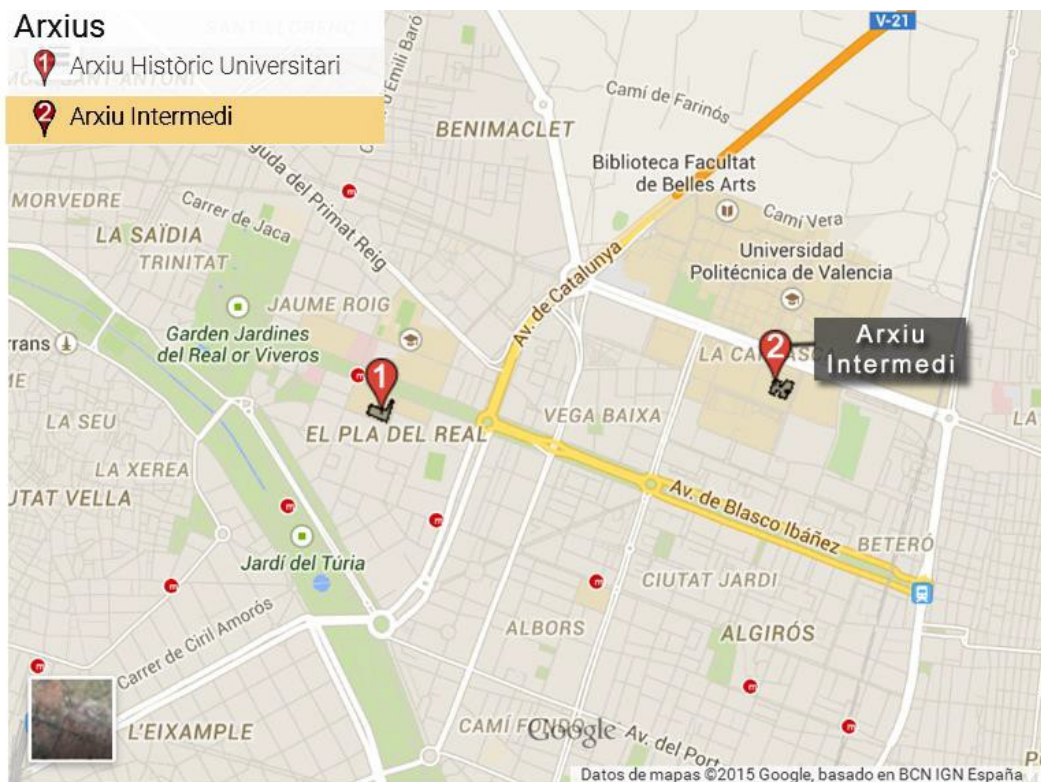
HOURS: 9:00 am – 2:00 pm (Monday through Friday)

TELEPHONE: 963828955

EMAIL: arxiu.intermedi@uv.es

WEBPAGE: <https://www.uv.es/arxiuintermedi>

LOCATION MAP OF THE UNIVERSITAT OF VALENCIA INTERMEDIATE ARCHIVE



MEANS OF PUBLIC TRANSPORT



Line 4 (stations: la Carrasca and Tarongers)

Line 6 (stations: la Carrasca and Tarongers)



Lines 18, 40, 71, 93, and 98



Valenbisi station locations map

Station no. 105: *aularios*/classroom buildings of the Universitat de València

Station no. 106: Albalat dels Tarongers-Profesor Ernest Lluch

Station no. 112: Manuel Broseta and Pont-Tarongers

3. LIBRARIES

THE EDUARDO BOSCA SCIENCE LIBRARY

DIRECTOR: Rosario Ferre Sanchis

ADDRESS: c/ del Dr. Moliner, 50. 46100 Burjassot

HOURS: 8:15 am – 9:00 pm (Monday through Friday)
9:00 am – 2:00 pm (Saturdays, except the Pharmacy Library)

LOAN HOURS: from 8:30 am – 8:30 pm (Monday through Friday)
from 9:15 am – 1:30 pm (Saturdays, except the Pharmacy Library)

SPECIAL HOURS: During exam periods and holidays
More information at: <http://biblioteca.uv.es>

TELEPHONE: 963543392

EMAIL: cieninfo@uv.es

WEBPAGE: <https://www.uv.es/bibliotecaciencias>

LOCATION MAP OF THE EDUARDO BOSCA SCIENCE LIBRARY



MEANS OF PUBLIC TRANSPORT



Line 4 (stations: Campus and Vicent
Andrés Estellés)



Line 63

THE PELEGRÍ CASANOVA LIBRARY OF MEDICINE AND HEALTH SCIENCES

DIRECTOR: Blanca Salom Carrasco

ADDRESS: Avda. de Blasco Ibáñez, 15. 46010 Valencia. *Fac. de Medicina/ School of Medicine*

HOURS: 8:15 am – 9:00 pm (Monday through Friday)

9:00 am – 1:45 pm (Saturday)

LOAN DESK HOURS: 8:30 am – 8:30 pm (Monday through Friday)

9:15 am – 1:30 pm (Saturday)

SPECIAL HOURS: During exam periods and holidays

More information at: <http://biblioteca.uv.es>

TELEPHONE: 963864013

EMAIL: infosalud@uv.es

WEBPAGE: <https://www.uv.es/bibliotecasalut>

LOCATION MAP OF THE PELEGRÍ CASANOVA LIBRARY OF MEDICINE AND HEALTH SCIENCES



MEANS OF PUBLIC TRANSPORT



Line 3 (station: Facultades)



Lines 12, 31, 71, 79, and 81



Valenbisi station locations map

Station no. 85: Blasco Ibáñez-Jaume Roig

Station no. 87: Blasco Ibáñez-Doctor
Gómez Ferrer (H. Clínico/University
Hospital)

THE GREGORI MAIANS SOCIAL SCIENCES LIBRARY

DIRECTOR: Blanca Llopis Carles

ADDRESS: Avda. dels Tarongers, s/n. 46022 Valencia

HOURS: 8:15 am – 9:00 pm (Monday through Friday)

9:00 am – 2:00 pm (Saturdays)

LOAN DESK HOURS: 8:30 am – 8:30 pm (Monday through Friday)

9:15 am – 1:30 pm (Saturdays)

SPECIAL HOURS: During exam periods and holidays

More information at: <http://biblioteca.uv.es>

TELEPHONE: 963828969

FAX: 963828735

EMAIL: infobibsoc@uv.es

WEBPAGE: <https://www.uv.es/bibliotecasociales>

LOCATION MAP OF THE GREGORI MAIANS SOCIAL SCIENCES LIBRARY



MEANS OF PUBLIC TRANSPORT



Line 4 (stations: la Carrasca and Tarongers)

Line 6 (stations: la Carrasca and Tarongers)



Lines 18, 40, 71, 93, and 98



Valenbisi station locations map

Station no. 105: *aularios* (classroom buildings) de la Universitat de València

Station no. 106: Albalat dels Tarongers - Profesor Ernest Lluch

Station no. 112: Manuel Broseta and Pont -Tarongers

THE UN REPOSITORY LIBRARY (ONUBIB)

SUPERVISOR: María Consuelo Pons Pons

ADDRESS: Avda. dels Tarongers, s/n. 46022 Valencia. The Gregori Maians Social Sciences Library (2nd floor, southern side)

HOURS: 9:00 am – 2:00 pm (Monday through Friday)

LOAN DESK HOURS: from 9:00 am – 2:00 pm (Monday through Friday)

TELEPHONE: 963828742

FAX: 963828743

EMAIL: onubib@uv.es

WEBPAGE: <https://www.uv.es/bibliotecaonu>

LOCATION MAP OF THE UN DEPOSITORY LIBRARY (ONUBIB)



MEANS OF PUBLIC TRANSPORT



Line 4 (stations: la Carrasca and Tarongers)

Line 6 (stations: la Carrasca and Tarongers)



Lines 18, 40, 71, 93, and 98



Valenbisi station locations map

Station no. 105: *aularios* (classroom buildings) de la Universitat de València

Station no. 106: Albalat dels Tarongers - Profesor Ernest Lluch

Station no. 112: Manuel Broseta and Pont - Tarongers

THE MARÍA MOLINER EDUCATION LIBRARY

SUPERVISOR: Silvia Giner Rivelles

ADDRESS: c/ de Ramon Llull, s/n. 46021 Valencia. Tarongers Campus

HOURS: 8:30 am – 9:00 pm (Monday through Friday)
Closed Saturdays

LOAN DESK HOURS: 8:30 am – 8:30 pm (Monday through Friday)

SPECIAL HOURS: During exam periods and holidays
More information at: <http://biblioteca.uv.es>

TELEPHONE: 963864488

FAX: 963828863

EMAIL: edubib@uv.es

WEBPAGE: <https://www.uv.es/bibliotecaeducacio>

LOCATION MAP OF THE MARÍA MOLINER EDUCATION LIBRARY





Line 4 (stations: la Carrasca and Tarongers)

Line 6 (stations: la Carrasca and Tarongers)



Lines 18, 40, 71, 93, 98



Valenbisi station locations map

Station no. 95: Tarongers
(Magisterio/School of Primary Education)

Station no. 104: Albalat dels Tarongers-
Paseo de Facultades

Station no. 105: *aularios* (classroom
buildings) de la Universitat de València

THE JOAN REGLÀ HUMANITIES LIBRARY

DIRECTOR: Ana Barbeta Márquez

ADDRESS: c/ de las Artes Gráficas, 13. 46010 Valencia

HOURS: 8:15 am – 9:00 pm (Monday through Friday)
9:00 am – 2:00 pm (Saturday)

LOAN DESK HOURS: 8:30 am – 8:30 pm (Monday through Friday)
9:15 am – 1:30 pm (Saturdays)

SPECIAL HOURS: During exam periods and holidays
More information at: <http://biblioteca.uv.es>

TELEPHONE: 963864419

FAX: 963864558

EMAIL: humainfo@uv.es

WEBPAGE: <https://www.uv.es/bibliotecahumanitats>

LOCATION MAP OF THE JOAN REGLÀ HUMANITIES LIBRARY



MEANS OF PUBLIC TRANSPORT



Line 3 (station: Facultades)



Lines 12, 30, 31, 71, 80, and 81



Valenbisi station locations map

Station no. 81: Micer Mascó-Rodríguez Fornos

Station no. 88: Blasco Ibáñez, 28 (*Fac. de Geografía e Historia*/School of Geography and History)

Station no. 90: Blasco Ibáñez, 32 (*Fac. de Filología*/School of Language Arts and Communication)

MAP ROOM

SUPERVISOR: José Rueda Murria

ADDRESS: Avda. de Blasco Ibáñez, 28. 46010 Valencia (*Facultad de Geografía e Historia/ School of Geography and History, first floor*)

HOURS: 9:00 am – 2:30 pm (Monday through Friday)
4:00 pm – 6:30 pm (Tuesdays and Thursdays)

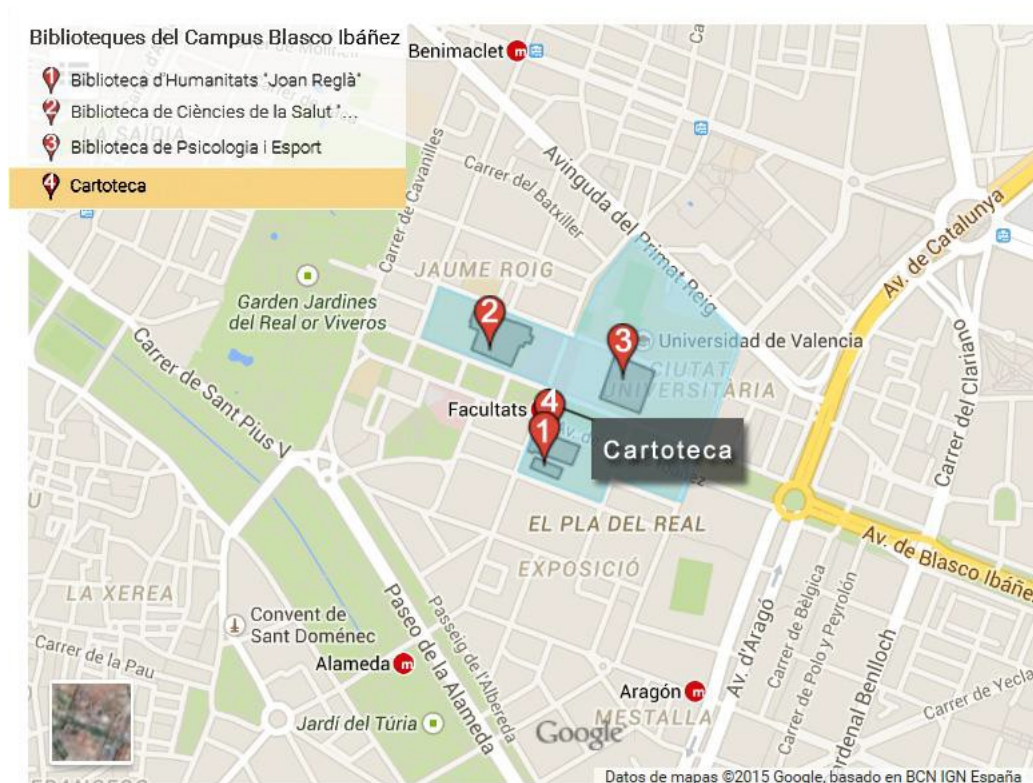
LOAN DESK HOURS: 9:00 am – 2:30 pm (Monday through Friday)
4:00 pm – 6:30 pm (Tuesdays and Thursdays)

TELEPHONE: 963864924

EMAIL: cartoteca@uv.es

WEBPAGE: <https://www.uv.es/cartoteca>

LOCATION MAP FOR THE MAP ROOM



MEANS OF PUBLIC TRANSPORT



Line 3 (station: Facultades)



Lines 12, 30, 31, 71, 80, and 81



Valenbisi station locations map

Station no. 81: Micer Mascó-Rodríguez Fornos

Station no. 88: Blasco Ibáñez, 28 (*Fac. De Geografía e Historia/School of Geography and History*)

Station no. 90: Blasco Ibáñez, 32 (*Fac. De Filología/School of Language Arts and Communication*)

ONTINYENT CAMPUS LIBRARY

SUPERVISOR: M. José Chafer Asencio

ADDRESS: Avda. del Compte de Torrefiel, 22. 46870 Ontinyent

HOURS: 8:30 am – 2:00 pm (Monday through Friday)
4:00 pm – 9:00 pm (Monday through Friday)
Closed Saturdays

LOAN DESK HOURS: 8:30 am – 2:00 pm (Monday through Friday)
4:00 pm – 9:00 pm (Monday through Friday)

STUDY HALL: 8:00 am – 9:30 am (Monday through Friday)

SPECIAL HOURS: During exam periods and holidays
More information at: <http://biblioteca.uv.es>

TELEPHONE: 962917531

FAX: 962380942

EMAIL: ontinyent@uv.es

WEBPAGE: <https://www.uv.es/bibliotecaontinyent>

LOCATION MAP FOR THE ONTINYENT CAMPUS LIBRARY



THE JOAN LLUÍS VIVES LIBRARY OF PSYCHOLOGY AND SPORT SCIENCE

SUPERVISOR: Juan Carlos Palancas Castañón

ADDRESS: Avda. de Blasco Ibáñez, 21. 46010 Valencia

HOURS: 8:15 am – 9:00 pm (Monday through Friday)
Closed Saturdays

LOAN DESK HOURS: 8:30 am – 8:30 pm (Monday through Friday)
Closed Saturdays

SPECIAL HOURS: During exam periods and holidays
More information at: <http://biblioteca.uv.es>

TELEPHONE: 963864955

EMAIL: psicoesp@uv.es

WEBPAGE: <https://www.uv.es/bibliotecapsicologia>

LOCATION MAP OF THE JOAN LLUÍS VIVES LIBRARY OF PSYCHOLOGY AND SPORT SCIENCE



MEANS OF PUBLIC TRANSPORT



Line 3 (station: *Facultades*)



Lines 12, 31, 71, 79, 81, and 89



Valenbisi station locations map

Station no. 89: Blasco Ibáñez, 23 (*Fac. de Filosofía y Psicología/School of Philosophy and Psychology*)

Station no. 87: Doctor Gómez Ferrer (*H. Clínico/University Hospital*)

THE VICENT PESET LLORCA HISTORY OF MEDICINE LIBRARY

SUPERVISOR: M. Pilar Aguiló Llucià

ADDRESS: Palacio de Cerveró. Plaza de Cisneros, 4. 46003 Valencia

HOURS: 8:00 am - 8:00 pm (Monday through Friday)

LOAN DESK HOURS: 8:30 am – 8:00 pm (Monday through Friday)

SPECIAL HOURS: During holidays:

More information at: <http://biblioteca.uv.es>

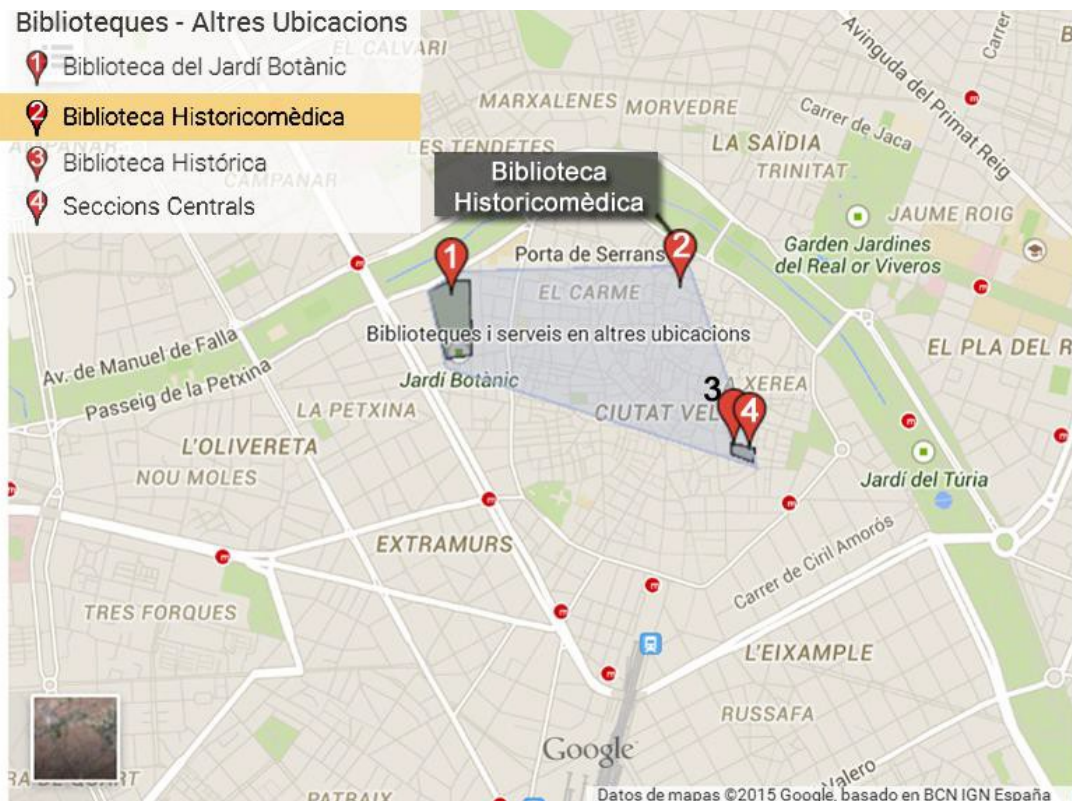
TELEPHONE: 963926263

FAX: 963919691

EMAIL: bibhismed@uv.es

WEBPAGE: <https://www.uv.es/bibliotecahcomedica>

LOCATION MAP OF THE VICENT PESET LLORCA HISTORY OF MEDICINE LIBRARY



MEANS OF PUBLIC TRANSPORT



Line 3 (station: Colón)
Line 5 (station: Colón)



Lines 1, 5, 6, 8, 11, 16, 26, 28, 29, 36, 80,
and 95



Valenbisi station locations map

Station no. 4: Plaza de la Virgen-Bailía
Station no. 36: Plaza de los Fueros-
Conde de Trénor.

THE JOSÉ PIZCUETA BOTANICAL GARDEN LIBRARY

SUPERVISOR: Maria Josep Borràs Lorente

ADDRESS: c/ de Quart, 80. 46008 Valencia (Botanical Garden building, second floor)

HOURS: 8:30 am – 2:30 pm (Monday through Friday)
4:00 pm – 7:00 pm (Mondays and Wednesdays)

LOAN DESK HOURS: 8:30 am – 2:30 pm (Monday through Friday)
4:00 pm – 7:00 pm (Mondays and Wednesdays)

SPECIAL HOURS: During holidays
More information at: <http://biblioteca.uv.es>

TELEPHONE: 963156807

EMAIL: bibjardi@uv.es

WEBPAGE: <https://www.uv.es/bibliotecajardi>

LOCATION MAP OF THE JOSÉ PIZCUETA BOTANICAL GARDEN LIBRARY



MEANS OF PUBLIC TRANSPORT



Line 1 (station: Turia)

Lines 3 and 5 (station: Ángel Guimerá)



Lines 1, 2, 5, 7, 60, 61, 62, 63, 73, 79, 80, 81,
and 95



Valenbisi station locations map

Station no. 20. Quart-Fernando el
Católico

HISTORICAL LIBRARY

DIRECTOR: M. Jesús García Mateu

ADDRESS: c/ de la Universitat, 2. 46003 Valencia

HOURS:

- GENERAL
 - 8:30 am – 8:30 pm (Monday through Friday)
 - 9:00 am – 1:30 pm (Saturdays)

- THE PÉREZ BAYER RESEARCH ROOM
 - 9:00 am – 2:00 pm and 3:30 pm – 8:30 pm (Monday through Friday)
 - 9.00 – 1:30 pm (Saturdays)

- THE THESAURUS ROOM (special space designated for group or computer work for the purpose of consulting electronic resources.)
 - 8:30 am – 9:00 pm (Monday through Saturday)
 - 9.30 am – 1:45 pm (Sundays and holidays)

SPECIAL HOURS: During holidays

More information at: <http://biblioteca.uv.es>

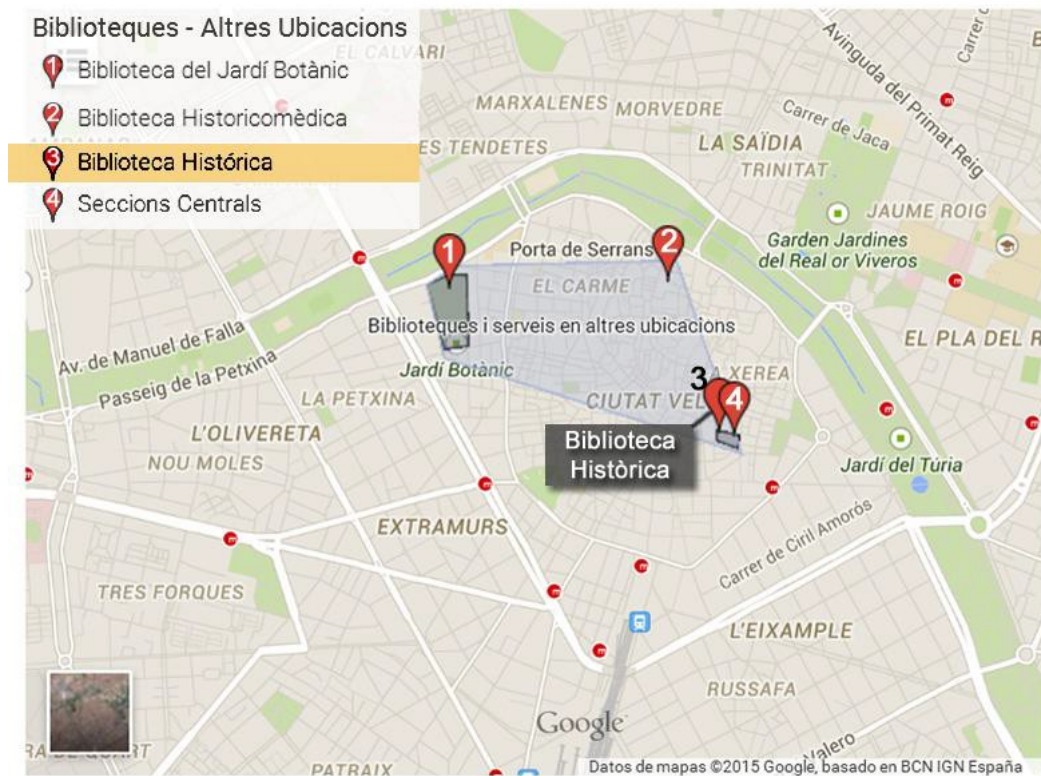
TELEPHONE: 961625586

FAX: 963983454

EMAIL: bibhistorica@uv.es

WEBPAGE: <https://www.uv.es/bibliotecahistorica>

LOCATION MAP OF THE HISTORICAL LIBRARY



MEANS OF PUBLIC TRANSPORT



Line 3 (station: Colón)
Line 5 (station: Colón)



Lines 4, 6, 8, 9, 10, 11, 16, 26, 28, 31, 32, 70,
71, and 81



Valenbisi station locations map

Station no. 13: Alfonso el Magnánimo-
Nave

Station no. 12: Salvá-Poeta Querol

REPOSITORY LIBRARY

SUPERVISOR: Celia Martín Palomar

ADDRESS: Avda. dels Tarongers, s/n. 46022 Valencia (The Gregori Maians Social Science Library building)

HOURS: 8:00 am – 3:00 pm (Monday through Friday. NO direct service)

ACCESS TO THE COLLECTION: in order to access the collection, users must either:

- Request materials at the Loan Desk of the University library to which the materials should be sent for consultation
- Request materials by reserving them through OPAC:
<http://trobes.uv.es>

SPECIAL HOURS: During holidays
More information at: <http://biblioteca.uv.es>

TELEPHONE: 963828956

FAX: 963828748

EMAIL: bibdepo@uv.es

WEBPAGE: <https://www.uv.es/bibliotecadiposit>

LOCATION MAP OF THE UNIVERSITY DEPOSITORY LIBRARY



MEANS OF PUBLIC TRANSPORT



Line 4 (stations: la Carrasca and Tarongers)

Line 6 (stations: la Carrasca and Tarongers)



Lines 18, 40, 71, 93, and 98



Valenbisi station locations map

Station no. 105: *aularios* (classroom buildings) de la Universitat de València

Station no. 106: Albalat dels Tarongers - Profesor Ernest Lluch

Station no. 112: Albalat dels Tarongers - Manuel Broseta and Pont-Tarongers

VALIDITY

This document constitutes the full text of the Service Charter for the Universitat de València Library and Documentation Services. The condensed version of the Charter and the informational triptych can be found on the LDS website here: <https://www.uv.es/uvweb/servicio-biblioteques-documentacio/es/sbd/carta-servicios/presentacio-1285926479813.html>

The validity of this Charter is for a duration of four years, counted from the day following its approval, unless important changes in its contents make an earlier revision advisable.

Approved by the Vice Chancellor for Culture and Sports.

Antonio Ariño Villarroya
Valencia, 23th of July, 2019