

Opening hours: 12 hours a day, from Monday through Friday.

During exam periods: 24 hours opening times and weekends for the university community.

More information: check the library website (<http://biblioteca.uv.es>).

Other locations

Arxiu Històric: Av. Blasco Ibàñez, 30 (Faculty of Philosophy and Educational Sciences). 46010 Valencia, Spain
arxiu.historic@uv.es - (+34) 96 386 45 15

Arxiu Intermedi: Av. dels Tarongers, s/n (Biblioteca de Ciències Socials Gregori Maians). 46022 Valencia, Spain
arxiu.intermedi@uv.es - (+34) 96 382 89 55

Biblioteca d'Extensió d'Ontinyent: Av. Compte Torrefiel, 22. 46870 Ontinyent (Valencia), Spain - ontinyent@uv.es
(+34) 96 291 74 50

B. Historicomèdica Vicent Peset Llorca: Palacio de Cerveró - Plaza Cisneros, 4. 46003 Valencia, Spain - bibhismed@uv.es
(+34) 96 392 63 20

B. del Jardí Botànic José Pizcueta: C/ Quart, 80 (Botanical Garden, 2nd floor). 46008 Valencia, Spain - bibjardi@uv.es
(+34) 96 315 68 07

B. Històrica: C/ Universitat, 2 (Building La Nau). 46003 Valencia, Spain - bibhistorica@uv.es
(+34) 96 386 41 18

B. Dipòsit: Av. dels Tarongers, s/n (Biblioteca de Ciències Socials Gregori Maians). 46022 Valencia, Spain - bibdepo@uv.es
(+34) 96 382 89 56

Opening hours: check the library website (<http://biblioteca.uv.es>).

Thesaurus Room (Building La Nau): from 8:30 a.m. to 9:00 p.m. (Monday through Friday) - from 9:00 a.m. to 9:00 p.m. (Saturdays) from 9:30 a.m. to 1:45 p.m. (Sundays and holidays).

Forms of participation and collaboration

To help improve the services offered, library users may:

- Give their opinion on the quality of the services offered by the SBD.
- Make suggestions for improvement.
- Make a formal complaint when the services provided prove unsatisfactory.
- Receive special attention to their information needs, concerns, questions, etc. with regard to the services offered by the SBD.
- To participate in any of the representative bodies involving Library and Documentation Services (SBD).

To contact the SBD, please use any of the following:

- @ E-mail: biblioteca@uv.es
- ☎ Telephone: (+34) 96 398 31 40
Fax: (+34) 96 386 48 33
- ✉ Mailing address: Universitat de València. SBD
C/Universitat, 2. 46003 Valencia, SPAIN
- 👤 Personal attention: at any of the library help desks and in the Central Offices
- ⚠ Mailbox for complaints, suggestions, and comments:
<https://webges.uv.es/uvEntreuWeb/entradaSEU.jsp>
- 💬 Surveys: <http://links.uv.es/DoE0xr9>

Additional commitments:

- We are committed to responding to complaints and suggestions within 30 calendar days.
- We are committed to informing anyone making a suggestion of the effects this may have on improving the services offered by the library.

Period of validity

This Service Charter is a shortened version of the approved by the Directored Council (Consell de Direcció) in May 2015, and remains valid until May 2019.

The full text can be consulted at: <http://biblioteca.uv.es>

Valencia, May 2015

Locations and opening hours

SBD. Administration and Central Offices

C/ Universitat, 2 (Building La Nau). 46003 Valencia, Spain

Management and Administration:
direcciosbd@uv.es - (+34) 96 398 31 40

Technology, Standardization, and Systems:
cataleg@uv.es - (+34) 96 398 31 22

Interlibrary Loan:
prestamo@uv.es - (+34) 96 398 30 16

Information Resource Management:
revistas@uv.es - (+34) 96 386 47 01

Communication and Training:
websib@uv.es - (+34) 96 386 41 27

Campus Blasco Ibàñez

B. de Ciències de la Salut Pelegrí Casanova: Av. Blasco Ibàñez, 15 (Faculty of Medicine). 46010 Valencia, Spain - pisalud@uv.es
(+34) 96 386 40 13

B. d'Humanitats Joan Reglà: C/ Artes Gráficas, 13. 46010 Valencia, Spain - bibhuma@uv.es - (+34) 96 386 45 57

Map room (Cartoteca): Av. Blasco Ibàñez, 28 (Faculty of Geography and History, 1st floor). 46010 Valencia, Spain - cartoteca@uv.es - (+34) 96 386 49 24

B. de Psicologia i Esport Joan Lluís Vives: Av. Blasco Ibàñez, 21. 46010 Valencia, Spain - psicoesp@uv.es - (+34) 96 386 49 55

Campus Burjassot

B. de Ciències Eduard Boscà: C/ Dr. Moliner, 50. 46100 Burjassot (Valencia), Spain - cieninfo@uv.es - (+34) 96 354 33 92

Pharmacy library: Av. Vicent Andrés Estellés, s/n. 46100 Burjassot (Valencia) - (+34) 96 354 48 76

Campus Tarongers

B. de Ciències Socials Gregori Maians: Av. dels Tarongers, s/n. 46022 Valencia, Spain - infobibsoc@uv.es - (+34) 96 382 89 69

B. Dipositària de l'ONU (ONUBIB): Campus dels Tarongers s/n. Biblioteca de Ciències Socials Gregori Maians (2nd floor, southern side). 46022 Valencia, Spain - onubib@uv.es
(+34) 96 382 87 42

B. d'Educació María Moliner: C/ Ramón Lluch, s/n. Campus dels Tarongers. 46021 Valencia, Spain - edubib@uv.es
(+34) 96 398 31 23

SERVICE CHARTER

Servei de Biblioteques i
Documentació (SBD)



Mission statement

The Universitat de València Library is a resource center for learning, teaching, research, and culture. Our staff is comprised of a team of professionals committed to the continual improvement of the services offered.

Our mission is to manage both modern information resources as well as the University's historical patrimony, to facilitate access to and dissemination of these materials, and to collaborate in the generation and transfer of knowledge. The final goal of the services rendered is to contribute to the achievement of our institutional objectives, both for the university community and the community at large.

Services provided

Library collections

S1. To offer an array of information resources suited to the teaching, learning, and research needs of the university community.

S2. To provide members of the university community access to the SBD collection of information resources through the Trobes+ search engine and the Trobes catalog.

Loan services

S3. To offer the university community an effective loan service (also between campuses) that additionally provides access to documents not housed in the Universitat de València libraries through interlibrary loan (ILL), in accordance with applicable law.

Training

S4. To provide UV students with face-to-face and/or online training in library resources and services as well as in computer and information literacy skills [CILS] (search, selection, evaluation, and use), and to elaborate basic and specialized self-study materials.

User services

S5. To offer guidance and help all library 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: "Ask Library Services" (La Biblioteca Respon) website, email, or social networking sites.

Installations, facilities, and opening hours

S6. To provide the university community with suitable, well-equipped areas (e.g. with computers, Internet access, Wi-Fi, laptop loans, etc.) for individual study and group work, depending on the availa-

ble resources.

S7. To guarantee ample opening hours throughout the academic year, with more extensive opening hours for the university community during exam periods.

Web-based services

S8. To provide the university community the following services through the SBD website:

- Total access to the library collection through the Trobes+ online search engine.
- Access to electronic resources for which the SBD has 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 (desiderata).
- 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 ("Ask Library Services" [La Biblioteca Respon]).
- Access to recommended readings and documents.
- Requests for items in PDF format from print journals housed in the Universitat de València library collections (for research purposes).
- Requests for training sessions.
- Access to self-study materials.
- Digitalization requests for documents housed in the Rare Books Collection to be included in the SOMNI digital library.

Dissemination of material from the Rare Books Collection

S9. To offer the general public access to documents housed in the Rare Books Collection of the UV libraries through the SOMNI digital library, in accordance with applicable law.

Institutional repository

S10. 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 the general public.

Accessibility

S11. To provide accessible areas in the University libraries along with personalized services and equipment adapted to the specific needs of people with functional diversity in order to guarantee equal opportunities.

Management commitments

C1. To ensure the availability of the basic texts recommended in the university course syllabi, provided these are available for purchase. [S1]

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 SBD, including those housed in the UV Rare Books Collection. [S2]

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]

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

C8. 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. [S5]

C9. 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]

C10. To increase the number of group work areas with respect to the number of reading and individual study carrels. [S6]

C11. To ensure extensive, 24-hour opening times (including at weekends) for at least one library per campus during exam periods, informing the university community in advance. Throughout the rest of the academic year, all University libraries will be open 12 hours a day from Monday to Friday, except the Botanical Garden and Medical History libraries. [S7]

C12. To provide services through the SBD website in a user-friendly manner. [S8]

C13. 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. [S9]

C14. To increase the contents in the RODERIC repository by at least 2000 documents per year. [S10]

C16. To ensure that each campus has at least one library with appropriately adapted equipment (e.g. lecterns, magnifiers, magnetic hearing aid loops, etc.) and to offer special loan conditions for users with functional diversity. [S11]

Quality indicators

I1. Student satisfaction index regarding the availability of faculty-recommended library materials. [C1]

I3. Annual number of users accessing the Trobes+ search engine. [C3]

I4. Student satisfaction index regarding the user-friendliness of the Trobes+ search engine. [C3]

I6. Student satisfaction index regarding library loan services. [C4]

I8. Percentage of renewals carried out via OPAC with respect to the total number of renewals. [C4]

I11. Student satisfaction index regarding information received on the use of the library and its resources. [C6]

I12. Percentage of undergraduate students trained in using CILS with respect to the total number of undergraduates. [C6]

I14. Student satisfaction index regarding the attention and treatment received from the library staff. [C8]

I16. The ratio of personal computers and laptops available to library users with respect to the total number of registered students. [C9]

I17. The number of group work areas with respect to the number of reading and individual study carrels. [C10]

I18. Student satisfaction index regarding library opening hours. [C11]

I19. Annual number of days with special 24-hour opening times. [C11]

I20. Student satisfaction index regarding online library services. [C12]

I22. Number of documents added to SOMNI per year. [C13]

I23. Number of documents added to RODERIC per year. [C14]

I25. Total number of adapted facilities in the subject libraries. [C16]

TO GENERALISE SERVICE CHARTERS PROMOTES
TRANSPARENCY IN LOANING SERVICES AND USER
PARTICIPATION FOR ITS IMPROVEMENT

STRATEGIC PLAN OF THE
UNIVERSITAT DE VALÈNCIA