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 Ibáñez, 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

VNIVERSITAT DG VALÈNCIA

SERVICE CHARTER
AIMED AT RESEARCHERS
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.

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.

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 respository, 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.

Support for research and scientific publishing

S12. To provide specialized support services to UV researchers.
- 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 library collections.
- To offer guidance on the publication and dissemination of research papers.
- To participate in the DIALNET cooperative project (data extraction from journals, book chapters, conference presentations and posters, etc.).
- To provide guidance in accreditation and assessment processes.

S13. To provide support services for scientific publishing to UV researchers.

- To provide support for electronic publication of scientific journals produced by the UV 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.

Management commitments

C2. To guarantee subscriptions to the bibliographic resources needed for research. [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]

C5. To respond to requests for intercampus and interlibrary loans efficiently and promptly. [S3]

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]

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]

C15. To elaborate a personalized researcher profile in RODERIC for all UV researchers with 20 or more documents deposited in the repository. [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]

C18. To provide UV researchers with specialized services that respond to their needs. [S12]

C19. To email scanned articles from the print journal collection (for research purposes and always in accordance with applicable

law) within a maximum of 2 work days. [S12]

C20. To increase the number of documents downloaded onto the DIALNET system and to facilitate access to these resources. [S12]

C21. To manage the online publication of high-quality scientific journals through the OJS (Open Journal System) in order to augment the number of articles published. [S13]

Quality indicators

I2. Researcher and faculty satisfaction index regarding the adequacy of the library collection for their research needs. [C2]

I5. Researcher and faculty satisfaction index regarding the user-friendliness of the Trobes+ search engine. [C3]

I7. Researcher and faculty satisfaction index regarding library loan services. [C4]

I9. Researcher and faculty satisfaction index regarding interlibrary loan services. [C5]

I10. Researcher and faculty satisfaction index regarding intercampus loan services. [C5]

I15. Researcher and faculty satisfaction index regarding the attention and treatment received from the library staff. [C8]

I21. Researcher and faculty 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]

I24. Number of researcher profiles prepared per year. [C15]

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

I27. Researcher and faculty satisfaction index regarding research support services. [C18]

I29. Percentage of requests for articles scanned from the print collection carried out within the established timeframe. [C19]

I30. Number of documents added to DIALNET by the UV libraries annually. [C20]

I32. Number of articles published per year through the OJS. [C21]