



Sala de treball
en grup 3



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, MANAGEMENT COMMITMENTS AND QUALITY INDICATORS

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 ensure the availability of the basic texts recommended in the university course syllabi, provided these are available for purchase.

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

Commitment 2. To guarantee subscriptions to the bibliographic resources needed for research.

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

Service 2. To provide members of the university community access to the SBD collection of information resources through the Trobes+ search engine and the Trobes catalog.

Commitment 3. 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.

Indicator 3. Annual number of users accessing the Trobes+ search engine.

Indicator 4. Student satisfaction index regarding the user-friendliness of the Trobes+ search engine.

Indicator 5. Researcher and faculty satisfaction index regarding the user-friendliness of the Trobes+ search engine.

Loan Services

Service 3. 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.

Commitment 4. 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.

Indicator 6. Student satisfaction index regarding library loan services.

Indicator 7. Researcher and faculty satisfaction index regarding library loan services.

Indicator 8. Percentage of renewals carried out via OPAC with respect to the total number of renewals.

Commitment 5. To respond to requests for intercampus and interlibrary loans efficiently and promptly.

Indicator 9. Researcher and faculty satisfaction index regarding interlibrary loan services.

Indicator 10. Researcher and faculty satisfaction index regarding intercampus loan services.

Training

Service 4. 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.

Commitment 6. To offer students training in the use of the library and its resources in a manner suited to their information needs.

Indicator 11. Student satisfaction index regarding information received on the use of the library and its resources.

Indicator 12. Percentage of undergraduate students trained in using CILS with respect to the total number of undergraduates.

Commitment 7. To augment and continuously update the number of self-study materials available on the SBD website under the section entitled: Information Skill Training and Acquisition [*Formació i aprenentatge en competències informacionals (Fàcil)*].

Indicator 13. Number of self-study materials available on the SBD website.

User services

Service 5. 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.

Commitment 8. 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.

Indicator 14. Student satisfaction index regarding the attention and treatment received from the library staff.

Indicator 15. Researcher and faculty satisfaction index regarding the attention and treatment received from the library staff.

Installations, facilities, and opening hours

Service 6. 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 available resources.

Commitment 9. 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.

Indicator 16. The ratio of personal computers and laptops available to library users with respect to the total number of registered students.

Commitment 10. To increase the number of group work areas with respect to the number of reading and individual study carrels.

Indicator 17. The number of group work areas with respect to the number of reading and individual study carrels.

Service 7. To guarantee ample opening hours throughout the academic year, with more extensive opening hours for the university community during exam periods.

Commitment 11. 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.

Indicator 18. Student satisfaction index regarding library opening hours.

Indicator 19. Annual number of days with special 24-hour opening times.

Web-based services

Service 8. 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.

Commitment 12. To provide services through the SBD website in a user-friendly manner.

Indicator 20. Student satisfaction index regarding online library services.

Indicator 21. Researcher and faculty satisfaction index regarding online library services.

Dissemination of material from the Rare Books Collection

Service 9. 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.

Commitment 13. 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 22. Number of documents added to SOMNI per year.

Institutional repository

Service 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 the general public.

Commitment 14. To increase the contents in the RODERIC repository by at least 2000 documents per year.

Indicator 23. Number of documents added to RODERIC per year.

Commitment 15. To elaborate a personalized researcher profile in RODERIC for all UV researchers with 20 or more documents deposited in the repository.

Indicator 24. Number of researcher profiles prepared per year.

Accessibility

Service 11. 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.

Commitment 16. 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.

Indicator 25. Total number of adapted facilities in the subject libraries.

Commitment 17. To maintain the necessary conditions for renewal of the

certificate of universal accessibility for those libraries that already have it (the Education and Humanities libraries) and to apply for this certificate for as many of the UV libraries as the physical plant allows.

Indicator 26. Number of UV libraries with the certificate of universal accessibility.

Support for research and scientific publishing

Service 12. 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.

Commitment 18. To provide UV researchers with specialized services that respond to their needs.

Indicator 27. Researcher and faculty satisfaction index regarding research support services.

Commitment 19. 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.

Indicator 28. Researcher and faculty satisfaction index regarding delivery of articles in PDF format.

Indicator 29. Percentage of requests for articles scanned from the print collection carried out within the established timeframe.

Commitment 20. To increase the number of documents downloaded onto the DIALNET system and to facilitate access to these resources.

Indicator 30. Number of documents added to DIALNET by the UV libraries annually.

Indicator 31. Number of DIALNET consultations made by members of the UV community annually.

Service 13. 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.

Commitment 21. 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.

Indicator 32. Number of articles published per year through the OJS.

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 26 November, 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 all 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 RESPONSABILITIES

- 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 recourses 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.

FORMS OF PARTICIPATION AND COOPERATION

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:



Email: biblioteca@uv.es



Telephone: (+34) 96 398 31 40 / Fax: (+34) 96 386 48 33



Mailing address: 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.

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 suggestion box for complaints, suggestions, and other comments: <https://webges.uv.es/uvEntreuWeb/entradaSEU.jsp>
- Office of the Director, SBD.

In cases of non-compliance, the SBD 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.

PERIOD OF VALIDITY

This document constitutes the full text of the Service Charter for the Universitat de València Library and Documentation Services.

There are also two condensed versions in triptych form: a general version for all library users and another specifically for researchers. These brochures are available both on the website and in print at all the University libraries listed here.

This Service Charter was approved by the Directorate Council (*Consell de Direcció*) in May, 2015, and will remain in force until May, 2019, unless important changes in its contents make an earlier revision advisable.

OPENING HOURS

Usual opening hours of the libraries on Campus:

12 hours a day, Monday through Friday.

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

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

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

Usual opening hours of other centers of the SBD:

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

The 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).

Usual opening hours of the Central Offices of the SBD (La Nau):

Technology, Standardization, and Systems:

from 8:30 a.m. to 8:00 p.m. (Monday through Friday).

Interlibrary Loan,

Information Resource Management,

Communication and Training:

from 9:00 a.m. to 3:00 p.m. (Monday through Friday).

LOCATIONS

SBD. ADMINISTRATION AND CENTRAL OFFICES

C/ Universitat, 2 (Building La Nau) - 46003 Valencia, Spain - <http://biblioteca.uv.es/>

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 IBÁÑEZ

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

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

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

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

CAMPUS DE BURJASSOT

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

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

CAMPUS DELS TARONGERS

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

Biblioteca 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

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

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 (Economics, sport science and education collections): Av. Compte Torrefiel, 22 - 46870 Ontinyent (Valencia), Spain - ontinyent@uv.es - (+34) 96 291 74 50

Biblioteca Històricomèdica *Vicent Peset Llorca*: Palacio de Cerveró - Plaza Cisneros, 4 - 46003 Valencia, Spain - bihhismed@uv.es - (+34) 96 392 63 20

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

Biblioteca Històrica: C/ Universitat, 2 - 46003 Valencia, Spain - bihistorica@uv.es - (+34) 96 386 41 18

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