UNIVERSITAT DE VALENCIA

SERVICE CHARTERS

SERVEI DE BIBLIOTEQUES I DOCUMENTACIO

[SBD]

(LIBRARY AND DOCUMENTATION SERVICES)

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SERVEI DE BIBLIOTEQUES I DOCUMENTACIÓ [SBD] (LIBRARY AND DOCUMENTATION SERVICES)

UNIVERSITAT DE VALENCIA

INTRODUCTION

With the completion of the period of validity of the SBD's first Service Charter, approved by the Universitat de Valencia (UV) Board of Governors in October 2010, we have prepared a new version in which we have attempted to provide our users with the best possible service, taking into account the numerous changes in the field and paying special attention to suggestions received through user satisfaction surveys and questionnaires.

The decision to update this Service Charter is a direct result of the Universitat de Valencia's Strategic Plan for 2012-2015, which establishes the need to utilize this management tool throughout the various entities within the University.

With this institutional goal in mind, we at the UV Library and Documentation Services have decided to re-edit this document for our unit, in the terms outlined below.

SERVICE CHARTER ELABORATION COMMISSION: **MEMBERS OF THE EDITING COMMITTEE**

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MISSION STATEMENT

The Universitat de Valencia 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.

GOAL

To achieve a level of excellence in providing the services outlined herein and to become a national reference for university libraries.

ORGANIZATIONAL CHART

At the time of writing, the organizational structure of the UV Library and Documentation Services is as follows:
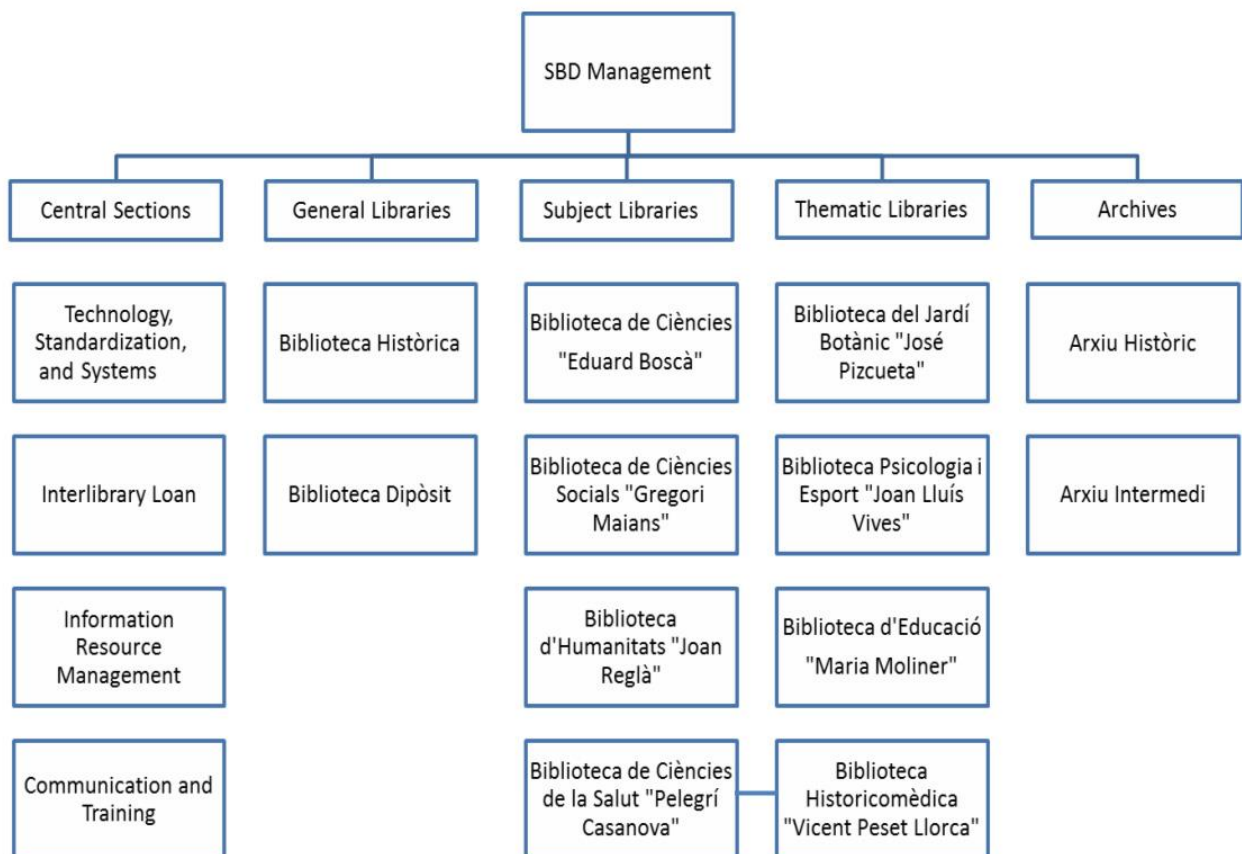
SERVICES PROVIDED

The following section outlines the main activities of the UV Library and Documentation Services.

Library Collections

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

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.

Loan services

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 Valencia libraries through interlibrary loan (ILL), in accordance with applicable law..

Training

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.

User services

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.

Installations, facilities, and opening hours

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.

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

Web-based services

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 Valencia 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 material from the Rare Books Collection

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.

Institutional repository

10. 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

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.

Support for research and scientific publishing

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 Valencia 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](#).

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.

MANAGEMENT COMMITMENTS

SPECIFIC COMMITMENTS BY CONTENT AREA

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.

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

Serv II. To provide members of the university community access to the SBD 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 SBD, including those housed in the UV Rare Books Collection.

Loan services

Serv III. To offer the university community an effective loan service (also between campuses) that additionally provides access to documents not housed in the Universitat de Valencia libraries through Interlibrary Loan (ILL), 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.

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

Training

Serv IV. 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.

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

C7. 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).

User services

Serv V. 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.

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.

Installations, facilities, and opening hours

Serv VI. 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.

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.

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

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

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.

Web-based services

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

- Total access to the library collections 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 Valencia library collections (for resesarch 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.

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

Dissemination of materials from the Rare Books Collection

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

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.

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, for the benefit of the general public.

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

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

Accessibility

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

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

C17. 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 certficiate for as many of the UV libraries as the physical plant allows.

Support for research and scientific publishing

Serv XII. 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 Valencia 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.

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

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.

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

Serv XIII. 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.

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.

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 complainent 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 INDICATOS

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

IND4. Student satisfaction index regarding the user-friendliness of the Trobes+ search engine [C3]

IND5. Researcher and faculty satisfaction index regarding the user-friendliness of the Trobes+ search engine [C3]

IND6. Student satisfaction index regarding library loan services [C4]

IND7. Researcher and faculty satisfaction index regarding library loan services [C4]

IND8. Percentage of renewals carried out via OPAC with respect to the total number of renewals [C4]

IND9. Researcher and faculty satisfaction index regarding interlibrary loan services [C5]

IND10. Researcher and faculty satisfaction index regarding intercampus loan services [C5]

IND11. Student satisfaction index regarding information received on the use of the library and its resources [C6]

IND12. Percentage of undergraduate students trained in using CILS with respect to the total number of undergraduates [C6]

IND13. Number of self-study materials available on the SBD website [C7]

IND14. Student satisfaction index regarding the attention and treatment received from the library staff [C8]

IND15. Researcher and faculty satisfaction index regarding the attention and treatment received from the library staff [C8]

IND16. The ratio of personal computers and laptops available to library users with respect to the total number of registered students [C9]

IND17. The number of group work areas with respect to the number of reading and individual study carrels. [C10]

IND18. Student satisfaction index regarding library opening hours [C11]

IND19. Annual number of days with special 24-hour opening times [C11]

IND20. Student satisfaction index regarding online library services [C12]

IND21. Researcher and faculty satisfaction index regarding online library services [C12]

IND22. Number of documents added to SOMNI per year [C13]

IND23. Number of documents added to RODERIC per year [C14]

IND24. Number of researcher profiles prepared per year [C15]

IND25. Total number of adapted facilities in the subject libraries [C16]

IND26. Number of UV libraries with the certificate of universal accessibility [C17]

IND27. Researcher and faculty satisfaction index regarding research support services [C18]

IND28. Researcher and faculty satisfaction index regarding delivery of articles in PDF format [C19]

IND29. Percentage of requests for articles scanned from the print collection carried out within the established timeframe [C19]

IND30. Number of documents added to DIALNET by the UV libraries annually [C20]

IND31. Number of DIALNET consultations made by members of the UV community annually [C20]

IND32. Number of articles published per year through the OJS [C21]

NOTE: For each indicator, the commitment code to which it is linked is indicated in brackets [ ].

SUMMARY TABLE OF THE MAIN COMPONENTS OF THE SERVICE CHARTER

The following is a summary table listing all the services offered, commitment goals, and indicators measuring the degree to which these goals have been achieved..

Library Collection

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: 3.61 (mean value from 2012-2013 survey)

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: 3.63 (mean value from 2012-2013 survey)

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

Serv II. To provide members of the university community access to the SBD 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 SBD, including those housed in the UV Rare Books Collection.

IND3. Annual number of users accessing the Trobes+ search engine [C3]

Quality standard: increase in values (baseline year: 2014)

Formula: calculation of the annual number of users accessing the TROBES+ search engine

IND4. Student satisfaction index regarding the user-friendliness of the Trobes+ search engine [C3]

Quality standard: baseline year: 2015

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

IND5. Researcher and faculty satisfaction index regarding the user-friendliness of the TROBES+ search engine [C3]

Quality standard: baseline year: 2015

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 the university community an effective loan service (also between campuses) that additionally provides access to documents not housed in the Universitat de Valencia libraries through Interlibrary Loan (ILL), 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.

IND6. Student satisfaction index regarding library loan services [C4]

Quality standard: 3.69 (mean value from 2012-2013 survey)

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

IND7. Researcher and faculty satisfaction index regarding library loan services [C4]

Quality standard: 4.35 (mean value from 2012-2013 survey)

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

IND8. Percentage of renewals carried out via OPAC with respect to the total number of renewals [C4]

Quality standard: increase in values (baseline from 2013= 87.02%)

Formula: (number of renewals carried out via OPAC)/(total number of renewals) ×100

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

IND9. Researcher and faculty satisfaction index regarding interlibrary loan services [C5]

Quality standard: 4.31 (mean value from 2012-2013 survey)

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

IND10. Researcher and faculty satisfaction index regarding intercampus loan services [C5]

Quality standard: 4.36 (mean value from 2012-2013 survey)

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

Training

Serv IV. 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.

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

IND11. Student satisfaction index regarding information received on the use of the library and its resources [C6]

Quality standard: 3.76 (mean value from 2012-2013 survey)

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

IND12. Percentage of undergraduate students trained in using CILS with respect to the total number of undergraduates [C6]

Quality standard: increase in values (value for baseline year 2013= 76.53%)

Formula: (number of undergraduate students who received CILS training during the academic year)/(total number of undergraduate students during the academic year)×100

C7. 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)].

IND13. Number of self-study materials available on the SBD website [C7]

Quality standard: increase in values (value for baseline year 2013= 168)

Formula: number of open access training materials developed by the library

User services

Serv V. 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.

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.

IND14. Student satisfaction index regarding the attention and treatment received from the library staff [C8]

Quality standard: 3.79 (mean value from 2012-2013 survey)

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

IND15. Researcher and faculty satisfaction index regarding the attention and treatment received from the library staff [C8]

Quality standard: 4.50 (mean value from 2012-2013 survey)

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 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.

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.

IND16. The ratio of personal computers and laptops available to library users with respect to the total number of registered students [C9]

Quality standard: 1.5/100

Formula: (Total number of personal computers and laptops available to users)/(number of students registered at the UV)

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

IND17. The number of group work areas with respect to the number of reading and individual study carrels [C10]

Quality standard: increase in values (values from baseline year 2013= 0.102)

Formula: (number of group work areas)/(number of reading and individual study carrels)

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

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.

IND18. Student satisfaction index regarding library opening hours [C11]

Quality standard: 3.68 (mean value from 2012-2013 survey)

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

IND19. Annual number of days with special 24-hour opening times [C11]

Quality standard: a minimum of 85 days

Formula: number of days with special 24-hour opening times per year.

Web-based services

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

- Total access to the library collections 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 Valencia library collections (for resesarch 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.

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

IND20. Student satisfaction index regarding online library services [C12]

Quality standard: 3.96 (mean value from 2012-2013 survey)

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

IND21. Researcher and faculty satisfaction index regarding online library services [C12]

Quality standard: 4.17 (mean value from 2012-2013 survey)

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

Dissemination of materials from the Rare Books Collection

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

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.

IND22. Number of documents added to SOMNI per year [C13]

Quality standard: a minimum of 100 per year.

Formula: calculation of the number of scanned documents included in SOMNI annually.

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, for the benefit of the general public.

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

IND23. Number of documents added to RODERIC per year [C14]

Quality standard: a minimum of 2000 per year.

Formula: calculation of the number of documents added to RODERIC annually.

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

IND24. Number of researcher profiles prepared per year [C15]

Quality standard: increase in values (baseline year: 2014).

Formula: calculation of the number of researcher profiles prepared per year.

Accessibility

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

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

IND25. Total number of adapted facilities in the subject libraries [C16]

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 subject libraries.

C17. 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 certficiate for as many of the UV libraries as the physical plant allows.

IND26. Number of UV libraries with the certificate of universal accessibility [C17]

Quality standard: 2

Formula: calculation of the number of UV libraries with the certificate of universal accessibility

Support for research and scientific publishing

Serv XII. 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 Valencia 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.

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

IND27. Researcher and faculty satisfaction index regarding research support services [C18]

Quality standard: 3.89 (mean value from 2012-2013 survey).

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

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.

IND28. Researcher and faculty satisfaction index regarding delivery of articles in PDF format [C19]

Quality standard: 4.46 (mean value from 2012-2013 survey).

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

IND29. Percentage of requests for articles scanned from the print collection carried out within the established timeframe [C19]

Quality standard: 100%

Formula: (number of requests for scanned articles from the print journal collection delivered within the stablishment timeframe) /(total number of requests for scanned articles from the print journal collection)x100

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

IND30. Number of documents added to DIALNET by the UV libraries annually [C20]

Quality standard: increase in values (values from baseline year 2013= 3.888).

Formula: calculation of the number of documents added to DIALNET by the UV libraries per year.

IND31. Number of DIALNET consultations made by members of the UV community annually [C20]

Quality standard: increase in values (values from baseline year 2013= 89.703).

Formula: calculation of the number of DIALNET consultations made by UV users per year.

Serv XIII. 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.

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.

IND32. Number of articles published per year through the OJS [C21]

    Quality standard: increase in values (values from baseline year 2013= 298).

    Formula: calculation of the number of articles published per year through the OJS.

CURRENT LAW APPLICABLE TO THE ACTIVITIES OF THE SBD

Institutional regulations

► Law 30/1992, dated 26 November, on the judicial framework of public administration and common administrative procedures.

Available at: http://www.uv.es/pas/v/Normativa/L30-92.pdf

► Organic Law 15/1999, dated 13 December, on privacy and personal data protection.

Available at: http://www.uv.es/pas/v/Normativa/Ley%20Organica%2015-1999%20de%20Proteccion%20de%20Datos.pdf

► Royal Decree 1720/2007, dated 21 December, approving the regulation of changes to Organic Law 15/1999, dated 13 December, on privacy and personal data protection.

Available at: http://www.uv.es/pas/v/Normativa/RD%201720-07%20P.Datos.pdf

► Organic Law 6/2001, dated 21 December, on universities, and Organic Law 4/2007, dated 12 April, modifying Law 6/2001.

Available at: http://www.uv.es/pas/v/Normativa/LOU%20(ult.act.%2020.04.2012).pdf

► Statutes of the Universitat de Valencia [approved by Decree 128/2004, dated 30 July, of the Consell de la Generalitat (Government Council of the Autonomous Region of Valencia) (DOGV 3-8-2004) and modified by Decree 45/2013, dated 28 March 2013 (DOCV 2-4-2013)].

Available at: http://www.uv.es/sgeneral/epub/estatutos_UV_2013_cast_ebook.pdf

► Law 11/2007, dated 22 June, on electronic access of citizens to public services.

Available at: http://www.uv.es/pas/v/Normativa/Ley%2011-07%20acc.elect.pdf

► Law 3/2010, dated 5 May, of the Generalitat Valenciana (Government of the Autonomous Region of Valencia) on electronic administration of the Autonomous Region of Valencia.

Available at: http://www.uv.es/pas/v/Normativa/Ley%203-10%20de%20Adm.Elec%20CV.pdf

► Law 31/1995, dated 8 November, on the prevention of occupational hazards.

Available at: http://www.uv.es/pas/v/Normativa/leydeprevencionderiesgoslaborales.pdf

► Law 16/1985, dated 25 June, on the historical patrimony of Spain.

Available at: http://www.boe.es/buscar/pdf/1985/BOE-A-1985-12534-consolidado.pdf

► Royal Decree 1708/2011, dated 18 November, 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/boe/dias/2011/11/25/pdfs/BOE-A-2011-18541.pdf

► Ley 5/2007, dated 9 February, amending Law 4/1998, dated 11 June, on Valencian cultural patrimony.

Available at: http://dglab.cult.gva.es/Legislacion/leypatrimonio09.pdf

► Royal Legislative Decree 1/1996, dated 12 April, approving the revised text of the Copyright Act, regularizing, clarifying, and standardizing the applicable statutory provisions pertaining thereto; and Law 23/2006, dated 7 July, amending the revised text of the Copyright Act.

Available at: https://www.boe.es/boe/dias/1996/04/22/pdfs/A14369-14396.pdf

http://www.boe.es/boe/dias/2006/07/08/pdfs/A25561-25572.pdf

► Royal Legislative Decree 3/2011, dated 14 November, approving the revised text of the Law of Public Service Contracts and repealing Law 30/2007, dated 30 October.

Available at: https://www.boe.es/boe/dias/2011/11/16/pdfs/BOE-A-2011-17887.pdf

► Regulation of the electronic headquarters of the Universitat de Valencia, approved by the Government Council of the Autonomous Region of Valencia on 9 June 2010, modified in the Government Council of the Autonomous Region of Valencia declaration of 27 October 2010.

Available at: http://www.docv.gva.es/datos/2011/01/24/pdf/2011_557.pdf

► Operating regulations of the Universitat de Valencia suggestion, complaint, and comments box (UV Board of Governors, 26 April 2012. ACGUV 80/2012).

Available at: http://www.uv.es/~sgeneral/Reglamentacio/Doc/Adm_Electronica/Y4.pdf

► Organic Law 3/2007, dated 22 March, on the effective equality of women and men.

Available at: http://www.uv.es/pas/v/Normativa/ley%20igualdad.pdf

► Law 51/2003, dated 2 December, on equal opportunity, non-discrimination, and universal accessibility for people with disabilities (consolidated text).

Available at: https://www.boe.es/buscar/pdf/2003/BOE-A-2003-22066-consolidado.pdf

► Decree 114/2010, dated 30 July, of the UV Governing Council, adapting and unifying terminology referring to people with disabilities.

Available at: http://www.uv.es/pas/v/Normativa/AdecuterminologDiscap.pdf

Service Charter Norms

► Decree 62/2010, datd 16 April, of the Government Council of the Autonomous Region of Valencia, establishing a general system and tools for modernizing and improving the quality of public services provided by the public sector entities and organisms dependent on the Valencian Regional Government (Generalitat Valenciana).

Available at: http://www.docv.gva.es/datos/2010/04/21/pdf/2010_4302.pdf

► Decree 165/2006, dated 3 November, of the Government Council of the Autonomous Region of Valencia, regulating the submission of complaints and suggestions in the area of the administration and organizations of the Valencian Regional Government (Generalitat Valenciana).

Available at: http://www.docv.gva.es/datos/2006/11/07/pdf/2006_F12849.pdf

► Royal Decree 951/2005, dated 29 July, establishing the general framework for improving the quality of the services offered by the Administration of the Central Government.

Available at: http://www.boe.es/boe/dias/2005/09/03/pdfs/A30204-30211.pdf

SBD Specific Regulations

► Internal operating regulations for the Universitat de Valencia Library and Documentation Services (UV Consell de Govern [Governing Council], 5 April 2011).

Available at: http://www.uv.es/websbd/normativa/reglamento2011.pdf

► Loan service norms for all Universitat de Valencia libraries (UV Consell de Govern [Governing Council], 24 November 2015).

Available at: http://www.uv.es/websbd/normativa/prestec2013.pdf

► Lending norms for works housed in the Rare Books Collection for exhibition purposes (UV Consell de Govern [Governing Council], 4 March 2003. ACGUV 34/2003).

Available at: http://www.uv.es/websbd/normativa/fons_antic.pdf

► Norms for access to the Historical Library and consultation of the Universitat de Valencia Rare Books Collection (UV Consell de Govern [Governing Council], 4 March 2003).

Available at: http://www.uv.es/websbd/normativa/fons_antic_acces_2003_v.pdf

► Procedure for copying/scanning works from the Rare Books Collection by the Bibliographic Information Services for research purposes (UV Board of Governors, 30 July 1986).

Available at: http://www.uv.es/sgeneral/Reglamentacio/Doc/Serveis/I2.pdf

► Procedure for copying/scanning works from the Rare Books Collection by the Bibliographic Information Services for editorial purposes (UV Board of Governors, 30 July 1986).

Available at: http://www.uv.es/sgeneral/Reglamentacio/Doc/Serveis/I1.pdf

► Procedure for the acquisition of library materials housed in bibliographic information units at other centers (UV Board of Governors, 11 April 1989).

Available at: http://www.uv.es/sgeneral/Reglamentacio/Doc/Serveis/I5.pdf

► Library and Documentation Services Policy 2.0 (March 2013).

Available at: http://www.uv.es/websbd/normativa/politica20.pdf

► Style and Usage Guide 2.0 (March 2013).

Available at: http://www.uv.es/websbd/normativa/guia.pdf

► Procedure for the creation and operation of working groups (10 July 2013).

Available at: http://sbdint.uv.es/intranet/qualitat/grups_treball.pdf

► The Universitat de Valencia Strategic Plan for 2012-2015.

Available at: http://www.uv.es/corporate/peuv/document_public_pla_estrategic_2012_2015.pdf

► The Rebuin Strategic Plan III for 2020.

Available at: https://rebiun-web.sharepoint.com/queesrebiun/Documents/III_Plan%20Estrategico_REBIUN.pdf

USER RIGHTS AND RESPONSABILITIES

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, sudy, 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 insitutions (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 applicaple laws and regulations.

Responsabilities

▶ To respect the library's physical plant, equipment, and facilitites, helping to maintain an appropriate environment, and to avoid any activity or behavior that could desrupt 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

Mailing addres: C/ Universitat, 2 - 46003 VALENCIA, SPAIN

Fax: 96 386 48 33

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:

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

Address: C/ Universitat, 2 – 46003 Valencia

Fax: 96 386 48 33;

Email: http://biblioteca.uv.es/

- **MANAGEMENT AND ADMINISTRATION**

MANAGING DIRECTOR: María Victoria García Esteve

Management Telephone: (+34) 96 398 31 40;

Administration Telephone. (+34) 96 386 48 26;

RODERIC repository:

  o   Telephone: (+34) 96 398 33 59;

  o   Email: roderic@uv.es

Conservation and Restoration:

  o   Telephone: (+34) 96 398 30 22;

  o   Email: luciano.pardo@uv.es

- **TECHNOLOGY, STANDARDIZATION, AND SYSTEMS**

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

Supervisor:

  o   Telephone: (+34) 96 386 47 55;

Queries and customer service:

  o   Telephone: (+34) 96 386 41 28;

  o   Telephone: (+34) 96 398 31 19;

  o   Telephone: (+34) 96 398 31 22;

Email: cataleg@uv.es

SUPERVISOR: Ana Barbeta Márquez

- **INTERLIBRARY LOAN**

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

Supervisor:

  o   Telephone: (+34) 96 386 41 99;

Information:

- o Telephone: (+34) 96 386 30 16;

- o Telephone: (+34) 96 398 37 82;

Administration:

- o Telephone: (+34) 96 386 41 98;

Email: prestamo@uv.es

Supervisor: Fernanda Alcañiz Buceta

- **INFORMATION RESOURCE MANAGEMENT**

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

  Supervisor:

  - o Telephone: (+34) 96 386 47 56;

  Information:

  - o Telephone: (+34) 96 386 47 01;

  Email: revistas@uv.es

  SUPERVISOR: María Jesús García Mateu.

- **COMMUNICATION AND TRAINING**

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

  Supervisor:

  - o Telephone: (+34) 96 386 41 27

  - o Email: websib@uv.es

  Supervisor: Blanca Salom Carrasco.

PUBLIC TRANSPORTATION

Metro lines 3 and 5 (Station: Colón)

Bus lines: 4, 6, 9, 10, 11, 28, 31, 32, 36, 70, 71, 80, 81

2. Archives

- **ARCHIU HISTÒRIC (Historical Archive)**

  ADDRESS: Av. Blasco Ibáñez, 30 (Building: Facultad de Filosofía y Ciencias de la Educación) - 46010 Valencia, Spin

  HOURS: from 9:00 to 14:30 h (Monday through Friday)

                  from 16:00 to 18:15 h (Monday through Friday)

                  Closed in August.

  TELEPHONE: (+34) 96 386 45 15

  FAX: (+34) 96 386 47 74

  EMAIL:

  1. arxiu.historic@uv.es

  2. http://links.uv.es/Mv9iFW3

  SUPERVISOR: Irene Manclús Cuñat

  PUBLIC TRANSPORTATION

  METRO: Line 3 (Station: Facultats).

  Bus lines 9, 12, 29, 30, 40, 41, 71, 79, 80, 81.

- **ARXIU INTERMEDI (INTERMEDIATE ARCHIVE)**

  ADDRESS: Av. dels Tarongers, s/n (Building: Biblioteca de Ciències Socials) - 46022 Valencia

  HOURS: from 9:00 to 14:30 h (Monday through Friday)

  TELEPHONE: (+34) 96 382 89 55 / (+34) 96 162 51 69

  FAX: (+34) 96 382 89 54

  EMAIL:

  1. arxiu.intermedi@uv.es

  2. http://links.uv.es/EOMe8Aw

  SUPERVISOR:: Cristina Barbé Furió

  PUBLIC TRANSPORTATION

  METRO Line 4 (sTATIONS: La Carrasca and Tarongers)

  Bus Lines 9, 18, 29, 30, 31, 40, 41, 71.

3. Libraries

- **BIBLIOTECA DE CIENCIAS Eduard Boscà (The Eduard Boscà Science Library)**

  ADDRESS: C/ Dr. Moliner, 50 - 46100 Burjassot (Valencia)

  PHARMACY LIBRARY: Av. Vicent Andrés Estellés, s/n - 46100 Burjassot (Valencia)

  HOURS: from 8:15 to 20:45 h (Monday through Friday)

                    from 9:15 to 14:00 h (Saturdays, except the Pharmacy Library)

  LOAN DESK HOURS: from 8:30 to 20:30 h (Monday through Friday)

                    from 9:15 to 13:30 h (Saturdays, except the Pharmacy Library)

  SPECIAL HOURS (during exam periods and holidays):

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

  Director:

  - o Telephone: (+34) 96 354 41 58
  - o Email: rosario.ferre@uv.es

  Administration:

  - o Telephone: (+34) 96 354 41 58
  - o Email: ctolosa@uv.es

  Adquisitions:

  - o Telephone: (+34) 96 354 45 26
  - o Email: adquisiciones.ciencias@uv.es

  Technical processing:

  - o Telephone: (+34) 96 354 45 26
  - o Email: proteccien@uv.es

  Periodicals Room:

  - o Telephone: (+34) 96 354 44 83 / (+34) 96 354 33 92
  - o Email: cienrev@uv.es

  Loan Services:

  - o Telephone: (+34) 96 354 33 62
  - o Loan desk:
    - ▪ Telephone: (+34) 96 354 33 92

- Loan desk (Pharmacy Library):

  - Telephone: (+34) 96 354 48 76

- Email: piciencias@uv.es

Information:

- Telephone: (+34) 96 354 33 62

- Email: cieninfo@uv.es

FAX: 96 354 47 98

EMAIL:

1.   http://links.uv.es/KH1TJ2x

2.   http://links.uv.es/5wD6qIT

DIRECTOR: Rosario Ferre Sanchis

PUBLIC TRANSPORTATION

METRO: Line 4 (Station: Vicent Andrés Estellés)

Bus líne 63

- **BIBLIOTECA DE CIÈNCIES DE LA SALUT Pelegrí Casanova (THE Pelegrí Casanova LIBRARY OF MEDICINE AND HEALTH SCIENCES)**

ADDRESS: Av. Blasco Ibáñez, 15 (Facultad de Medicina) - 46010 Valencia, Spain

HOURS: from 8:15 to 20:45 h (Monday through Friday)

              from 9:00 to 13:45 h (Saturdays)

LOAN DESK HOURS: from 8:30 to 20:30 h (Monday through Friday)

              from 9:00 to 13:30 h (Saturdays)

SPECIAL HOURS (during exam periods and holidays):

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

Director:

- Telephone: (+34) 96 398 32 79   (ext. 52804)

- Email: regina.pinilla@uv.es

Administration:

- Telephone: (+34) 96 386 41 53 (ext. 52228)

Acquisitions and Technical Processing:

- Telephone: (+34) 96 398 39 59

- Email: pasalud@uv.es

Periodicals Room Information Desk:

- Telephone: (+34) 96 386 41 53 (ext. 55122)

Periodicals Room:

- Telephone: (+34) 96 398 39 60

- Email: hemesalud@uv.es

Loan Services:

- Telephone: (+34) 96 386 40 13

Resource and Loan Information:

- Telephone: (+34) 96 398 32 79 (ext. 55122)

- Email: infosalud@uv.es

Interlibrary Loan:

- Telephone: (+34) 96 386 41 53

- Email: pisalud@uv.es

FAX: (+34) 96 386 41 74 / (+34) 96 398 39 75

EMAIL: http://links.uv.es/H2xhxFF

DIRECTOR: Regina Pinilla Pérez de Tudela

PUBLIC TRANSPORTATION

METRO: Line 3 (Station: Facultats)

Bus línes 9, 12, 29, 30, 70, 71, 79, 80, 81, 89

- **BIBLIOTECA DE CIENCIES SOCIALS Gregori Maians (THE Gregori Maians SOCIAL SCIENCES LIBRARY)**

  ADDRESS: Av. dels Tarongers, s/n - 46022 Valencia, Spain.

  HOURS: from 8:15 to 21:00 h (Mondays through Fridays)

                      from 9:00 to 14:00 h (Saturdays)

  LOAN DESK HOURS: from 8:30 to 20:30 h (Mondays through Fridays)

                      from 9:15 to 13:30 h (Saturdays)

  SPECIAL HOURS (during exam periods and holidays):

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

Director:

- o Telephone: (+34) 96 382 87 34

- o Email: blanca.llopis@uv.es

Administration:

- o Telephone: (+34) 96 382 87 36

- o Email: Isabel.ortiz@uv.es

Acquisitions:

- o Telephone: (+34) 96 382 51 15

- o Supervisor Telephone: (+34) 96 382 87 41

- o Email: adquibibsoc@uv.es

Help Desk:

- o Telephone: (+34) 96 382 89 69

Periodicals Room:

- o Telephone: (+34) 96 162 51 26

- o Supervisor Telephone: (+34) 96 382 87 41

- o Email: revbibsoc@uv.es

Loan Desk:

- o Telephone: (+34) 96 382 87 60

- o Supervisor Telephone: (+34) 96 382 87 39

- o Email: prestecbibsoc@uv.es

Information:

- o Help Desk Telephone: (+34) 96 382 89 14

- o Supervisor Telephone: (+34) 96 382 87 37

- o Email: infobibsoc@uv.es

Technical Processing:

- o Telephone: (+34) 96 382 87 38

- o Email: procesbibsoc@uv.es

FAX: (+34) 96 382 87 35

EMAIL: http://links.uv.es/RywY1gm

DIRECTOR: Blanca Llopis Carles

PUBLIC TRANSPORTATION

METRO: Line 4 (Station: La Carrasca and Tarongers)

Bus línes 9, 18, 29, 30, 31, 40, 41, 71

- **BIBLIOTECA DIPOSITÀRIA DE L'ONU (ONUBIB) (THE UN DEPOSITARY LIBRARY)**

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

HOURS: from 9:00 to 14:00 h (Mondays through Friday)

TELEPHONE: (+34) 96 382 87 42

FAX: (+34) 96 382 87 43

EMAIL:

1. onubib@uv.es
2. http://links.uv.es/98fneQc

SUPERVISOR: María Consuelo Pons Pons

PUBLIC TRANSPORTATION

METRO: Lines 4 and 6 (Station: La Carrasca and Tarongers)

Bus línes 9, 18, 29, 30, 31, 40, 41, 71

- **BIBLIOTECA D'EDUCACIÓ María Moliner (THE María Moliner EDUCATION LIBRARY)**

ADDRESS: C/ Ramon Llull, s/n. Campus dels Tarongers - 46021 Valencia

HOURS: from 8:30 to 20:45 h (Mondays through Fridays)

Saturdays: closed.

LOAN DESK HOURS: from 8:30 to 20:30 (Mondays through Fridays)

SPECIAL HOURS (during exam periods and holidays):

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

Information and Loan Desk:

- o   Telephone: (+34) 96 386 44 88

- o   Email: edubib@uv.es

Supervisor:

- Telephone: (+34) 96 398 31 23

- Email: silvia.giner@uv.es

Acquisitions:

- Telephone: (+34) 96 386 44 41

- Email: edubib@uv.es

Periodicals Room:

- Telephone: (+34) 96 162 51 10

- Email: edubib@uv.es

Information and Technical Processing:

- Telephone: (+34) 96 398 31 23

- Email: edubib@uv.es

EMAIL: http://links.uv.es/n0APHRt

SUPERVISOR: Silvia Giner Rivelles

PUBLIC TRANSPORTATION

METRO: Lines 4 and 6 (Station: La Carrasca and Tarongers)

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- **BIBLIOTECA D'EXTENSIÓ D'ONTINYENT (EXTENSION LIBRARY – ONTINYENT)**

ECONOMICS, SPORT SCIENCE AND EDUCATION COLLECTIONS

ADDRESS: : Avinguda Compte Torrefiel, 22 - 46870 Ontinyent, Spain

HOURS: from 9:00 a.m. to 14:00 p.m. (Mondays through Fridays)

SPECIAL HOURS (during exam periods and holidays):

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

Economics Collection / Sport Science Collection / Education Collection:

- Telephone: (+34) 96 291 75 30 / (+34) 96 238 09 42

- Email: ontinyent@uv.es

FAX: (+34) 96 238 09 42

EMAIL: http://links.uv.es/gEQ9pYz

- **BIBLIOTECA D'HUMANITATS Joan Reglà (THE Joan Reglà HUMANITIES LIBRARY)**

ADDRESS: C/ Artes Gráficas, 13 - 46010 Valencia

HOURS: from 8:15 a.m. to 9:00 p.m. (Mondays through Fridays)

from 9:00 a.m. to 2:00 p.m. (Saturdays)

LOAN DESK HOURS: from 8:30 a.m. to 8:30 p.m. (Mondays through Fridays)

from 9:15 a.m. to 1:30 p.m. (Saturdays)

SPECIAL HOURS (during exam periods and holidays):

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

Information:

- o   Telephone: (+34) 96 386 44 19 / (+34) 96 386 45 57

- o   Email: bibhuma@uv.es

Director:

- o   Telephone: (+34) 96 386 40 10

- o   Email: isabel.soler@uv.es

Acquisitions:

- o   Telephone: (+34) 96 386 44 26

- o   Email: humadqui@uv.es

Periodicals Room:

- o   Telephone: (+34) 96 386 47 77
- o   Email: humarevistas@uv.es

Loan Desk:

- o   Telephone: (+34) 96 386 44 95

- o   Email: humaprestamo@uv.es

Bibliographic Information:

- o   Telephone: (+34) 96 386 48 10

- o   Email: humainfo@uv.es

Technical Processing:

- o   Telephone: (+34) 96 386 45 63

- o   Email: humaproceso@uv.es

FAX: 96 386 45 58

EMAIL: http://links.uv.es/QIeU3Kq

DIRECTOR: Isabel Soler Ferrer

PUBLIC TRANSPORTATION

METRO: Line 3 (Station: Facultats)

Bus línes 9, 12, 29, 30, 40, 41, 79, 80, 81

- **CARTOTECA (MAP ROOM)**

ADDRES: Av. Blasco Ibáñez, 28 (Building: School of Geography and History, 1st floor) - 46010
Valencia

HOURS: from 9:00 a.m. to 2:30 p.m. (Monday through Friday)

                from 4:00 p.m. to 6:30 p.m. (Tuesday and Thursday)

LOAN DESK HOURS: from 9:00 a.m. to 2:30 p.m. (Monday through Friday)

                  from 4:00 p.m. to 6:30 p.m. (Tuesdays and Thursdays)

TELEPHONE: (+34) 96 386 49 24

EMAIL:

    1.   cartoteca@uv.es

    2.   http://links.uv.es/Hx99zP0

SECTION HEAD: José Rueda Murria:

PUBLIC TRANSPORTATION

METRO: Line 3 (Station: Facultats)

Bus línes 9, 12, 29, 30, 40, 41, 79, 80, 81

- **BIBLIOTECA DE PSICOLOGIA I ESPORT Joan Lluís Vives (THE Joan LLuís Vives LIBRARY OF
  PSYCHOLOGY AND SPORT SCIENCE)**

ADDRESS: Av. Blasco Ibáñez, 21 - 46010 Valencia

HOURS: from 8:15 a.m. to 8:45 p.m. (Monday through Friday)

                Saturdays: closed

LOAN DESK HOURS: from 8:30 a.m. to 8:30 p.m. (Monday through Friday)

Director:

    o   Telephone: (+34) 96 386 45 34

    o   Email: psicoesp@uv.es

Acquisitions:

- o Telephone: (+34) 96 386 46 66

- o Email: psicoespad@uv.es

Administration:

- o Telephone: (+34) 96 386 46 66

- o Email: psicoespad@uv.es

Article pick-up:

- o Telephone: (+34) 96 386 46 66
- o Email: psicoespad@uv.es

Periodicals Room:

- o Telephone: (+34) 96 386 49 80

- o Email: psicoesp@uv.es

Information:

- o Telephone: (+34) 96 386 49 80

- o Email: psicoesp@uv.es

Technical Processing:

- o Telephone: (+34) 96 386 49 80

- o Email: psicoesp@uv.es

User Training:

- o Telephone: (+34) 96 386 49 80

- o Email: psicoesp@uv.es

Information Desk:

- o Telephone: (+34) 96 386 49 55

- o Email: psicoespmp@uv.es

Loan Desk:

- o Telephone: (+34) 96 386 49 55

- o Email: psicoespmp@uv.es

Room Reservations:

- o Telephone: (+34) 96 386 49 55

- o Email: psicoespmp@uv.es

EMAIL: http://links.uv.es/6sAW7dt

SUPERVISOR: Juan Carlos Palancas Castañón

PUBLIC TRANSPORTATION

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Bus línes 9, 12, 29, 30, 40, 41, 79, 80, 81

- **BIBLIOTECA HISTORICOMÈDICA Vicent Peset Llorca (THE Vicent Peset Llorca HISTORY OF MEDICINE LIBRARY)**

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

  READING ROOM HOURS: from 8:00 a.m. to 8:00 p.m. (Monday through Friday)

  LOAN AND INFORMATION DESK HOURS: from 8:30 a.m. to 2:30 p.m. (Monday through Friday)

  Afternoons: from 4:00 p.m. to 6:30 p.m. (Mondays and Tuesdays)

  from 3:00 p.m. to 8:00 p.m. (Wednesdays)

  SPECIAL HOURS (during exam periods and holidays):

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

  Acquisitions:

  - o   Telephone: (+34) 96 392 62 63

  - o   Email: bibhismed@uv.es

  Technical Processing:

  - o   Telephone: (+34) 96 392 62 63

  - o   Email: bibhismed@uv.es

  Loan Desk:

  - o   Telephone: (+34) 96 392 63 20

  - o   Email: bibhismed@uv.es

  Periodicals Room:

  - o   Telephone: (+34) 96 392 62 63

  - o   Email: bibhismed@uv.es

  FAX: 96 391 96 91

  EMAIL: http://links.uv.es/ur7bIJT

  SUPERVISOR: José Enrique Ucedo Vela

PUBLIC TRANSPORTATION

Bus línes 1, 5, 6, 8, 11, 16, 26, 28, 29, 36, 80, 95

- **BIBLIOTECA DEL JARDÍ BOTÀNIC José Pizcueta (THE José Pizcueta BOTANICAL GARDEN LIBRARY)**

  ADDRESS: C/ Quart, 80 (Botanical Garden, 2nd floor) - 46008 Valencia

  HOURS: from 8:30 a.m. to 2:30 p.m. (Monday through Friday)

  From 4:00 p.m. to 7:00 p.m. (Mondays and Wednesdays)

  LOAN DESK HOURS: from 8:30 a.m. to 2:30 p.m. (Monday through Friday)

  from 4:00 p.m. to 7:00 p.m. (Mondays and Wednesdays)

  SPECIAL HOURS (during exam periods and holidays):

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

  Loan Desk:

    o   Telephone: (+34) 96 315 68 07

    o   Email: bibjardi@uv.es

  Director:

    o   Telephone: (+34) 96 315 68 38

    o   Email: bibjardi@uv.es

  FAX (FOR THE BOTANICAL GARDEN): 96 315 68 26

  EMAIL: http://links.uv.es/c14x5Og

  SUPERVISOR: Maria Josep Borràs Lorente

  PUBLIC TRANSPORTATION

  Metro line 1 (station: Túria)

  Metro lines 3 and 5 (station: Àngel Guimerà)

  Bus lines 1, 2, 5, 7, 60, 61, 62, 63, 73, 79, 80, 81, 95

- **BIBLIOTECA HISTÒRICA (HISTORICAL LIBRARY – RARE BOOKS COLLECTION)**

  ADDRESS: C/ Universitat, 2 - C/ la Nau, 2 - 46003 Valencia

  HOURS:

    o   The Pérez Bayer Research Room:

- From 9:00 a.m. to 2:00 p.m. and from 3:30 p.m. to 8:30 p.m. (Monday through Friday)
- from 9:00 a.m. to 1:30 p.m. (Saturdays)
  - The Thesaurus Room (group work area and computer room for consultation of electronic resources):
    - 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)

LOAN DESK HOURS: from 8:30 a.m. to 8:30 p.m. (Monday through Friday)

from 9:00 a.m. to 1:30 p.m. (Saturdays)

SPECIAL HOURS (during holidays):

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

Director's Office:

- Telephone: (+34) 96 386 45 59

- Email: bibhistorica@uv.es

Acquisitions:

- Telephone: (+34) 96 386 45 56

- Email: bibhistorica@uv.es

Periodicals Room:

- Telephone: (+34) 96 386 41 18

- Email: bibhistorica@uv.es

Loan Desk:

- Telephone: (+34) 96 386 41 18

- Email: bibhistorica@uv.es

Technical Processing:

- Telephone: (+34) 96 386 41 18

- Email: bibhistorica@uv.es

Bibliographic Information:

- Telephone: (+34) 96 386 41 18

- Email: bibhistorica@uv.es

Pérez Bayer Room and Help Desk (ground floor):

     o   Telephone: (+34) 96 386 40 74 / (+34) 96 385 12 13

FAX: 96 398 34 54

EMAIL: http://links.uv.es/9KhSNs5

PUBLIC TRANSPORTATION

Metro lines 3 and 5 (station: Colón)

Bus lines 4, 6, 8, 9, 10, 11, 28, 31, 32, 36, 70, 71, 80, 81

- **BIBLIOTECA DIPÒSIT (DEPOSITORY LIBRARY)**

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

HOURS: from 8:00 a.m. to 3:00 p.m. (Monday through Friday. NO direct service)

     o   ACCESS TO THE COLLECTION: 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, or
- Request materials by reserving them through OPAC: http://trobes.uv.es:
  http://trobes.uv.es

TELEPHONE: (+34) 96 382 89 56

FAX: (+34) 96 382 87 48

EMAIL:

1. bibdepo@uv.es
2. http://links.uv.es/45p9JTL

PUBLIC TRANSPORTATION

METRO: Lines 4 and 6 (Station: La Carrasca and Tarongers)

Bus línes 9, 18, 29, 30, 31, 40, 41, 71

PERIOD OF VALIDITY

This document consitutes 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.

Valencia, May 2015