

UNIVERSITAT DE VALÈNCIA

SERVICE CHARTER



SERVEI DE BIBLIOTEQUES I DOCUMENTACIÓ

UNIVERSITAT DE VALÈNCIA Servei de Biblioteques
i Documentació



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SERVICE CHARTER

VNIVERSITAT Servei de Biblioteques
E VALÈNCIA i Documentació



LIBRARY AND DOCUMENTATION SERVICE

UNIVERSITAT DE VALÈNCIA

1. INTRODUCTION

The decision to write this Service Charter comes directly from the University's Strategic Plan 2008-2011, which follows strategic point 121 establishing the need to implement this management tool in various university units.

In view of this institutional idea and proposal from the Management, the Service Charter Editorial Committee (listed below) has drawn up this document for the Servei de Biblioteques i Documentació under the terms listed below.

The Service Charter is a written document through which organisations publicly inform citizens and users about services, commitments to quality and users' rights and responsibilities (AENOR Regulation RP A58).

SERVICE CHARTER DEVELOPMENT COMMITTEE: MEMBERS OF THE EDITORIAL COMMITTEE

Coordinator: Victoria García Esteve

Members:

- | | | |
|-----------------|------------------------|----------------|
| • Blanca Salom | • Juan Carlos Palancas | • Elisa Millás |
| • Isabel Soler | • Justo Giner | • Pilar Mata |
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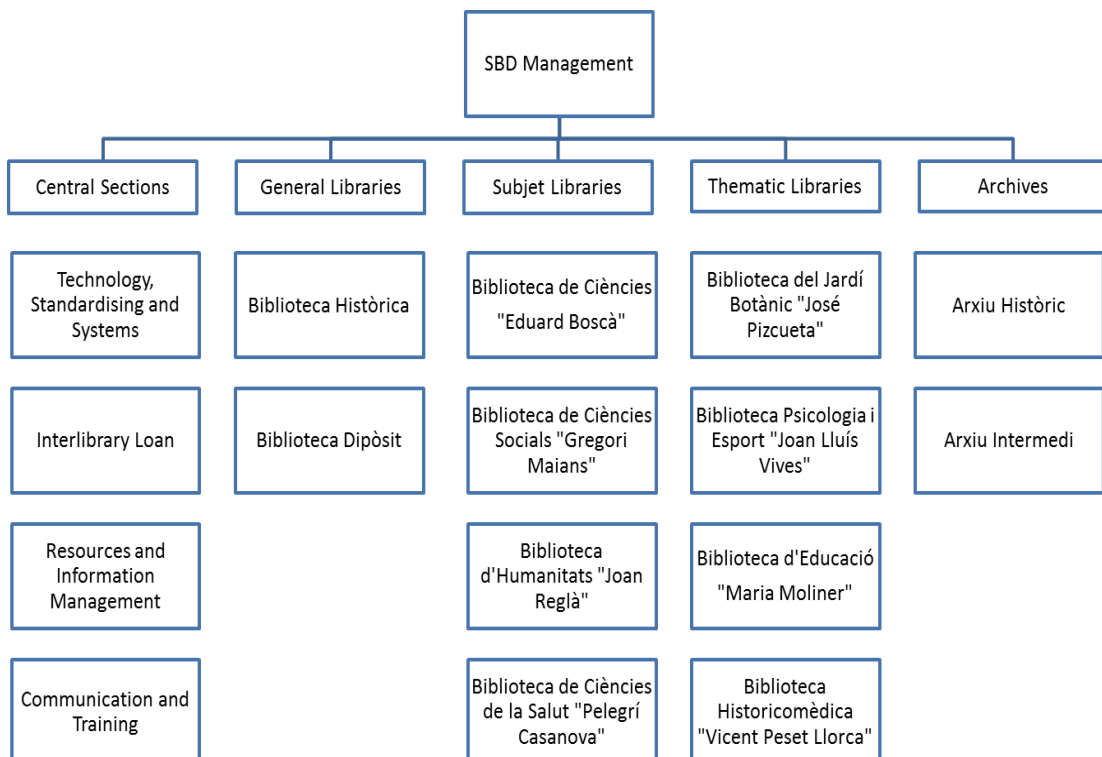
2. MISSION

The university library is a resource centre for learning, teaching, research, culture and other activities related to the operation and management of the University.

Its mission is to manage resource information and the University's bibliographic heritage, facilitate access and dissemination, collaborate in the process of creating knowledge and provide services that contribute to achieving the institution's objectives, all of which are aimed at the university community and society in general.

3. ORGANISATIONAL CHART

The Library and Document Service (SBD) organisational chart at the time of writing this Charter is the following:



4. SERVICES PROVIDED

The main activities developed by the SBD:

- I. Offer, disseminate and facilitate access to a collection of resources conducive to the needs of teaching, learning, research and culture
- II. Provide quality loan services which are quick and accessible, in accordance with current regulations and provide documents that are not found in the UV library collection.
- III. Offer training in basic and specialised information skills
- IV. Help users in a friendly, professional manner
- V. Offer extensive opening hours and provide support services for studying and learning
- VI. Provide reproduction services (subject to restrictions under current law)
- VII. Provide personalised service tailored to the specific needs of users with a disability
- VIII. Provide support services which are quick, accessible and specialised for teaching, research and scientific publication
- IX. Disseminate information to the university community regarding services provided by the Universitat de València Library.
- X. Assess service quality

5. MANAGEMENT COMMITMENTS¹

I. OFFER, DISSEMINATE AND FACILITATE ACCESS TO A COLLECTION OF RESOURCES CONDUCTIVE TO THE NEEDS OF TEACHING, LEARNING, RESEARCH AND CULTURE

1. Study new resources and services that are considered of interest to purchase, offering trial periods published on the web.
2. Study and respond to all the purchase orders received.
3. By using the *Trobes* catalogue, users can:
 - Be informed on the status of the purchase process.
 - Receive updated information of interest on their DSI (Selective Dissemination of Information).
4. Report monthly on new additions to the collection in the *Trobes* catalogue

¹NOTE: In all cases, time frames indicated refer to working days.

5. Update the library collection taking into account various subject matters and formats:
 - Maintain the number of serial publications and databases for university faculty members.
 - Maintain or increase the ratio of books per student.
6. Maintain or increase the number of freely accessible books available in the libraries.
7. Make new purchases available to users within ten days of receiving the document in the library.
8. Disseminate the UV printed and manuscript bibliographic heritage through the catalogue.
9. Maintain or increase the current library area and the number of seats for reading and studying.
10. Increase the number of desktop and laptop computers available to users.
11. Provide the university community with 24-hour access to e-library resources through the *Trobes* catalogue and the library website from any computer connected to the UV network or VPN (Virtual Private Network).
12. Improve access to the collection of printed formats available in the reading rooms.
13. Report changes or scheduled shutdowns of services via the web with a minimum advanced notice of two days. In cases of unforeseen incidents users will be informed as soon as possible.

II. PROVIDE QUALITY LOAN SERVICES WHICH ARE QUICK AND ACCESSIBLE, IN ACCORDANCE WITH CURRENT REGULATIONS AND PROVIDE DOCUMENTS THAT ARE NOT FOUND IN THE UV LIBRARY COLLECTION.

14. Ensure that loaning from the free-access collection is quick and efficient by the library staff or self-loan machines available in the reading rooms.
15. In accordance with current regulations, members of the university community can reserve bibliographic and documentary material.
16. Users shall receive requested documents from intercampus loans and the Biblioteca Dipòsit within a maximum of six days provided they are not on loan.
17. Respond to all enquiries regarding interlibrary loans within a maximum of two working days.
18. Increase the number of laptops available for loan to members of the university community, maintaining a minimum of one laptop for every 100 students.

III. OFFER TRAINING IN BASIC AND SPECIALISED INFORMATION SKILLS

19. Respond to requests from any member of the university community regarding general and specialised training sessions for information skills (tailored courses).
20. Provide basic training sessions geared to new students during the first term of the academic year.
21. The Library shall offer training in information skills within the framework of the new undergraduate courses.

IV. HELP USERS IN A FRIENDLY AND PROFESSIONAL MANNER

22. Address all enquiries received by any means with the following commitments:

- Basic face-to-face and telephone enquiries: immediately.
- Basic electronic enquiries: within a maximum period of one working day.
- Specialised enquiries: within a maximum period of two working days.
- Specialised enquiries on old collections: within a maximum period of five working days.

23. Implement a single mailbox service for users to respond to incidents (enquiries, suggestions, claims, complaints and greetings) within a maximum of eight working days.

V. OFFER EXTENSIVE OPENING HOURS AND PROVIDE SUPPORT SERVICES FOR STUDYING AND LEARNING

24. Maintain public access facilities in all the libraries in working order.

25. Keep libraries open 300 days a year, and in the case of the Biblioteca d'Humanitats *Joan Regla*, at least 325 days. For the Jardí Botànic Library *José Pizcueta* and the Biblioteca Històrico-Mèdica *Vicent Peset Llorca*, this period shall be 250 days a year.

26. Ensure that at least one library per campus is open 24 hours a day and all weekend during examination periods (with a 10-day advance notice).

27. Offer on-site consultation services and access to electronic resources during special opening hours.

28. Ensure that members of the university community have the possibility of using a WiFi connection from any library.

29. Provide support to students, in collaboration with Servei d'Informàtica, in the use of international electronic resources (Virtual Classroom, WiFi, email, Virtual Secretary), in at least one library per campus.

30. Provide group study rooms in at least one library per campus.

VI. PROVIDE REPRODUCTION SERVICES (SUBJECT TO RESTRICTIONS UNDER CURRENT LAW)

31. Provide reproduction equipment in all libraries.

32. Provide copies of documents from historic collections within a maximum of ten days.

33. Meet the requests for digitisation of printed documents that are not currently copyrighted and include them in the SOMNI collection.

VII. PROVIDE PERSONALISED SERVICE TAILORED TO THE SPECIFIC NEEDS OF USERS WITH A DISABILITY

34. Increase the number of adapted computers available for members of the university community maintaining a minimum of one computer to every 100 students with some type of declared disability.
35. Offer special loan conditions to members of the university community with some type of declared disability, in accordance with current regulations.

VIII. PROVIDE SUPPORT SERVICES WHICH ARE QUICK, ACCESSIBLE AND SPECIALISED FOR TEACHING, RESEARCH AND SCIENTIFIC PUBLICATION

36. Make available 100% of the recommended bibliography listed in the course syllabi provided by the faculty each academic year.
37. Offer teachers the possibility of including recommended bibliography for each subject in the catalogue and the Virtual Classroom.
38. Ensure access, training, and support in the use of management programs for personal bibliographies.
39. Offer access to abstracts from a wide collection of national and international journals.
40. Provide digitised articles from the printed collection within two working days, in accordance with current regulations.
41. Provide information on the electronic publication of high-quality scientific journals published by the Universitat de València via the OJS (Open Journal System).
42. Inform UV researchers about the processes of accreditations and evaluations in the assessment of their publications.
43. Assist in filing the UV scientific production using the institutional repository RODERIC, organising and ensuring access, dissemination and preservation.

IX. DISSEMINATE INFORMATION TO THE UNIVERSITY COMMUNITY REGARDING SERVICES PROVIDED BY THE UNIVERSITAT DE VALÈNCIA LIBRARY

44. Inform via the web about new developments related to library resources and services.

X. ASSESS SERVICE QUALITY

45. Collaborate with REBIUN (Network of Spanish University Libraries) in the development, revision and annual dissemination of statistics.
46. Establish, revise and disseminate annually the degree to which the objectives of the library sector plan have been met.
47. Establish, revise and disseminate annually the degree to which the objectives of the SBD Service Charter have been met.

Specification of the measures to be taken in case of non-fulfilment of these management commitments:

Complaints and claims for non-fulfilment of these commitments can be submitted to Management of the service by the means indicated. Response shall be in written form and shall detail reasons why it has occurred and measures to be taken and sent to the person that has made the claim or complaint.

6. QUALITY INDICATORS

1. Number of incidences grouped into types: consultations, suggestions, claims, complaints and greetings received by webmail regarding each management commitment [C1 a C47]
2. Number of trials of new products in use by the university community [C1]
3. Number of serial publications by faculty members [C5]
4. Number of databases accessible through the web [C5]
5. Number of books per student [C5]
6. Number of linear metres of free access [C6]
7. Number of printed documents and manuscripts from the old catalogued collection [C8]
8. Number of m² destined to the Library per student [C9]
9. Number of students per reading area [C9]
10. Number of computers per student [C10]
11. Total number of hits (downloads and searches) to e-library subscriptions [C11]
12. Percentage of interlibrary loans processed within the agreed upon time frame [C17]
13. Number of tailored training sessions given [C19]
14. Percentage of new students who have received basic training on the use of the library [C20]
15. Percentage of undergraduate degrees with integrated training compared to the total number of undergraduate degrees [C21]
16. Number of days each library is open annually [C25]
17. Percentage of requests for reproducing documents from the old collection processed within the agreed upon time frame [C32]
18. Number of copies published with the budget for basic bibliography [C36]
19. Number of bibliographies included in the catalogue [C37]
20. Number of annual sessions carried out using the personal bibliography manager [C38]
21. Percentage of requests for digitised articles from the printed collection processed within the agreed upon time frame [C40]
22. Number of UV journals that are published using OJS (Open Journal System) [C41]
23. Number of hits to RODERIC [C43]
24. Number of total hits to the library website [C44]


NOTA: In each indicator the linked commitment code is given between brackets. []

7. APPLICABLE LAW


General Regulation

-  Law 30/1992, 26 November, on the legal regime of public administrations and common administrative procedures.
-  Law 31/1995, 8 November, on occupational risk prevention.
-  Organic Law 15/1999, 13 December, on protection of personal data.
-  Royal Decree 1720/2007, 21 December, regulations were approved from Law 15/1999, 13 December, on protection of personal data.
-  Organic Law 6/2001, 21 December, universities and Organic Law 4/2007, 12 April, which modifies Law 6/2001.
-  Decree 128/2004, 30 July, from the Consell de la Generalitat Valenciana, which approved the UV Statutes.
-  Law 16/1985, 25 June, on Spanish historic heritage.
-  Law 5/2007, 9 February, modifying Law 4/1998, 11 June, Valencian cultural heritage.
-  Royal Decree 1/1996, 12 April, which approved the revised text of the intellectual property law, in which existing legislation on the subject is standardised, clarified, and linked together.
-  Law 23/2006, 7 July, which modifies the text of the intellectual property law.
-  Law 30/2007, 30 October, on public sector contracts.
-  Law 11/2007, 22 June, on electronic access to public services for citizens.


Internal regulations and strategic planning

-  Internal regulations of the UV Servei de Biblioteques i Documentació (Junta de Govern, 5 April 2011).


Available at: <http://www.uv.es/~sgeneral/Reglamentacio/Doc/Serveis/l3.pdf>

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Admission regulations for consulting UV historic libraries and old collections (Consell de Govern, 4 March 2003; last amended by the Consell de Govern, 27 June 2006).

Available at: <http://www.uv.es/~sgeneral/Reglamentacio/Doc/Serveis/l10c.pdf>
- 


Regulations for home loans for all UV libraries (ACGUV 34/2003, approved by the Consell de Govern, 4 March 2003; last amended in ACGUV 137/2006, 27 June 2006).

Available at: <http://www.uv.es/~sgeneral/Reglamentacio/Doc/Serveis/l10a.pdf>
- 


Regulations for loaning from the old collections (ACGUV 34/2003, approved by the Consell de Govern, 4 March 2003).

Available at: <http://www.uv.es/~sgeneral/Reglamentacio/Doc/Serveis/l10b.pdf>
- 


Procedure for the reproduction of Servei d'Informació Bibliogràfica historic collections for carrying out research (Junta de Govern, 30 July 1986).

Available at: <http://www.uv.es/~sgeneral/Reglamentacio/Doc/Serveis/l2.pdf>
- 


Procedure for the reproduction of Library Information Service historic collections for publishing. (Junta de Govern, 30 July 1986).

Available at: <http://www.uv.es/~sgeneral/Reglamentacio/Doc/Serveis/l1.pdf>
- 


Procedure for the purchase of bibliographic material to bibliographic information units affiliated to the centres (Board of Governors 11 April 1989).

Available at: <http://www.uv.es/~sgeneral/Reglamentacio/Doc/Serveis/l5.pdf>
- 

The UV Strategic Plan 2008-2011.

Available at: <http://www.uv.es/plaestrategic/v/index.htm>
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Rebiun Strategic Plan II 2007-2010.



















Available at: <http://www.rebiun.org/doc/plan.pdf>
- 

Operational plan 2010: university policy guidelines and annual budget. Chapter 9, Library sector plan.









Available at: <http://www.uv.es/otpe/v/pouv.htm>




8. USERS RIGHTS AND RESPONSIBILITIES

RIGHTS:

-   Have suitable space and facilities for consulting and studying as well as access to all library services in reasonable conditions, in accordance with current regulations.
-   Have access to extensive opening hours of the library.
-   Have quality information resources with suitable contents for learning, teaching, research and culture.
-   Receive information and guidance on the location and access to library resources.
-   Obtain documents on loan from the university collection as well as collections from other institutions.
-   Receive basic training in the use of services and resources, and acquire information skills.
-   Be treated correctly and professionally by all library staff.
-   Be guaranteed confidentiality of personal data under current law.
-   Have any other right resulting from current regulations.









RESPONSIBILITIES:

-   Respect areas, equipment and facilities, contributing to maintaining a suitable environment.
-   Avoid any behaviour that disturbs the activity of other users.
-   Make good use of library resources.
-   Respect the regulation concerning intellectual property when copying documents.

-  Know and comply with regulations of the various services that the library offers, especially lending rules, use of consulting rooms and use of electronic resources.
-  Help to maintain smooth operation of the service, behave in a proper manner with library staff and follow their instructions.
-  Have any other responsibility resulting from current regulations.

9. FORMS OF PARTICIPATION AND COLLABORATION

In order to help improve library service, library users can:

-   Make suggestions that help us to improve and give opinions on services
-   Make complaints and claims when service is unsatisfactory
-   Participate in the Servei de Biblioteques i Documentació representative bodies
-   Participate in library activities

Communication channels of UV libraries for this purpose are:

Formalised communication channels:

Web mailbox for suggestions, complaints and claims: <http://biblioteca.uv.es>

Open communication channels:

	Email address	biblioteca@uv.es
	Telephone	96 398 31 40
	Address	Serveis Centrals C/ Universitat 2- 46003 VALÈNCIA
	Personal assistance	At library desks and the offices of Serveis Centrals

Related management commitments:

Response to complaints, claims and suggestions within 8 working days

10. LOCATION AND OPENING HOURS

10.1. SERVEIS CENTRALS

Address: C/ Universidad, 2 - 46003 València

How to get there:

- Bus lines: 4, 6, 9, 10, 11, 28, 31, 32, 36, 70, 71, 80, 81
- Underground: line 3 (station: Colón)
line 5 (station: Colón)

Fax: 96 386 48 33

ADDRESS

Technical director: María Victoria García Esteve

Telephone: 96 398 31 40

Email: Victoria.Garcia@uv.es

TECHNOLOGY, STANDARDISING AND SYSTEMS

Telephone numbers:

- **Coordination:** 96 386 47 55
- **Technical enquiries:** 96 386 41 28 - 96 398 31 19
- **Enquiries about users:** 96 398 31 22

Email: cataleg@uv.es

Regular hours: 8:30 - 20:00 (Monday to Friday)

INTERLIBRARY LOANS

Telephone numbers:

- **Coordination:** 96 386 41 99
- **Information:** 96 398 30 16 - 96 398 33 59
- **Administration:** 96 386 41 98

Email: prestamo@uv.es

Regular hours:

- 9:00 - 15:00 and 16:00 - 18:00 (Monday to Thursday)
- 9:00 - 15:00 (Friday)

MANAGEMENT OF INFORMATION RESOURCES

Telephone numbers:

- **Coordination:** 96 386 47 56
- **Information:** 96 386 47 01

Email: revistas@uv.es

Regular hours: 9:00 to 15:00 (Monday to Friday)

COMMUNICACION AND TRAINING

Telephone number: 96 386 41 27

Email: websib@uv.es

Regular hours: 9:00 - 15:00 (Monday to Friday)

RESTAURATION

Telephone number: 96 398 30 22

Email: Luciano.Pardo@uv.es

Regular hours: 8:00 - 15:00 h (Monday to Friday)

10.2. ARCHIVES

ARXIU HISTÒRIC

Address: Av. Blasco Ibáñez, 30 (Building: Facultat de Filosofia i Ciències de l'Educació)
46010 València

Telephone number: 96 386 45 15

Fax: 96 386 47 74

Email: arxiu.historic@uv.es

Person in charge: Irene Manclús Cuñat

Opening hours:

- 9:00 - 14:30 (Monday to Friday)
- 16:00 - 18:15 (Monday to Friday)
- August: closed

How to get there:

- Bus lines: 9, 12, 29, 30, 40, 41, 71, 79, 80, 81
- Underground: line 3 (station: Facultats)

ARXIU INTERMEDI

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

Telephone number: 96 382 89 55 – 96 162 51 69

Fax: 96 382 89 54

Address: arxiu.intermedi@uv.es

Person in charge: Cristina Barbé Furió

Opening hours: 9:00 - 14:00 (Monday to Friday)

How to get there:

- Bus lines: 9, 18, 29, 30, 40, 41, 71
- Underground: line 4 (stations: La Carrasca and Tarongers)

10.3. LIBRARIES

BIBLIOTECA DE CIÈNCIES *Eduard Boscà* (includes the Sala de Farmàcia)

Address: C/ Dr. Moliner, 50 - 46100 Burjassot (València)

Telephone numbers:

- **Loan desk:** 96 354 33 92
- **Management:** 96 354 41 58
- **Acquisitions:** 96 354 45 26
- **Newspapers and periodicals:** 96 354 33 92 – 96 354 44 83
- **Loans:** 96 354 33 62
- **Technical process:** 96 354 45 26
- **Bibliographic information:** 96 354 33 62

Fax: 96 354 47 98

Emails:

- **Management:** rosario.ferre@uv.es
- **Acquisitions:** adquisiciones.ciencias@uv.es
- **Newspapers and periodicals:** cienrev@uv.es
- **Loans:** pciencias@uv.es
- **Technical process:** proteccien@uv.es
- **Bibliographic information:** cieninfo@uv.es

Director: Rosario Ferre Sanchis

Opening hours:

- 8:15 - 20:45 (Monday to Friday)
- 9:00 - 14:00 (Saturday)

Loaning hours:

- 8:30 - 20:30 (Monday to Friday)
- 9:00 - 13:30 (Saturday)

Special opening hours (exam periods and holidays)

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

How to get there:

- Bus line: 63
- Underground: line 4 (stations: Campus de Burjassot and Vicent Andrés Estellés)

SALA DE FARMÀCIA

Address: Av. Vicent Andrés Estellés, s/n - 46100 Burjassot (València)

Telephone numbers:

- **Loan desk:** 96 354 48 76
- **Management:** 96 354 41 58
- **Acquisitions:** 96 354 45 26
- **Newspapers and periodicals:** 96 354 48 76 – 96 354 33 62
- **Loans:** 96 354 33 62
- **Technical process:** 96 354 45 26
- **Bibliographic information:** 96 354 33 62

Fax: 96 354 47 98

Emails:

- **Management:** rosario.ferre@uv.es
- **Acquisitions:** adquisiciones.ciencias@uv.es
- **Newspapers and periodicals:** cienrev@uv.es
- **Loans:** pciencias@uv.es
- **Technical process:** proteccien@uv.es
- **Bibliographic information:** cieninfo@uv.es

Director: Rosario Ferre Sanchis

Opening hours:

- 8:15 - 20:45 (Monday to Friday)
- Saturday: closed

Loaning hours:

- 8:30 - 20:30 (Monday to Friday)

Special opening hours (exam periods and holidays)

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

How to get there:

- Bus line: 63
- Underground: line 4 (stations: Campus de Burjassot and Vicent Andrés Estellés)

BIBLIOTECA DE CIÈNCIES DE LA SALUT *Pelegrí Casanova*

Address: Av. Blasco Ibáñez, 15 (Facultat de Medicina) - 46010 València

Telephone numbers:

- **Desk:** 96 386 41 53 (ext. 52228)
- **Management:** 96 386 41 53 (ext. 52804)
- **Administration:** 96 386 41 53 (ext. 52827)

- **Acquisitions:** 96 398 39 59
- **Newspaper and periodicals administration:** 96 386 41 53
- **Newspapers and periodicals desk:** 96 386 41 53 (ext. 55122)
- **Newspapers and periodicals:** 96 398 39 60
- **Loans:** 96 398 32 79
- **Technical process:** 96 398 39 59
- **Bibliographic information:** 96 398 32 79

Fax: 96 386 41 74

Emails:

- **Management:** regina.pinilla@uv.es
- **Acquisitions:** pasalud@uv.es
- **Newspapers and periodicals:** hemesalud@uv.es
- **Loans:** pisalud@uv.es
- **Technical process:** pasalud@uv.es
- **Bibliographic information:** pisalud@uv.es

Director: Regina Pinilla Pérez de Tudela

Opening hours:

- 8:15 - 20:45 (Monday to Friday)
- 9:00 - 13:30 (Saturday)

Loaning hours:

- 8:30 - 20:00 (Monday to Friday)
- 9:00 - 13:15 (Saturday)

Special opening hours (exam periods and holidays)

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

How to get there:

- Bus lines: 9, 12, 29, 30, 70, 71, 79, 80, 81, 89
- Underground: line 3 (station: Facultats)

BIBLIOTECA DE CIÈNCIES SOCIALS *Gregori Maians*

Address: Av. dels Tarongers, s/n - 46022 València

Telephone addresses:

- **Information desk:** 96 382 89 69
- **Management:** 96 382 87 34
- **Acquisitions:** 96 382 87 61
- **Newspapers and periodicals:** 96 382 87 41 – 96 162 51 26
- **Technical process:** 96 382 87 38
- **Loans:** 96 382 87 39
- **Loan desk:** 96 382 87 60
- **Bibliographic information:** 96 382 87 37
- **Bibliographic information desk:** 96 382 89 14

Fax: 96 382 87 35

Emails:

- **Management:** blanca.llopis@uv.es
- **Acquisitions:** adquibibsoc@uv.es
- **Newspapers and periodicals:** revbibsoc@uv.es
- **Loans:** prestecbibsoc@uv.es
- **Technical process:** procesbibsoc@uv.es
- **Bibliographic information:** infobibsoc@uv.es

Director: Blanca Llopis Carles

Opening hours:

- 8:15 - 21:00 (Monday to Friday)
- 9:00 - 14:00 (Saturday)

Loaning hours:

- 8:30 - 20:30 (Monday to Friday)
- 9:00 - 13:30 (Saturday)

Special opening hours (exam periods and holidays)

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

How to get there:

- Bus lines: 9, 18, 29, 30, 31, 40, 41, 71
- Underground: line 4 (stations: La Carrasca and Tarongers)

BIBLIOTECA DIPOSITÀRIA DE NACIONS UNIDES (ONUBIB)

Address: Campus dels Tarongers. Biblioteca de Ciències Socials Gregori Maïans (2nd floor, South Zone) - 46071 València

Telephone number: 96 382 87 42

Fax: 96 382 87 43

Email: onubib@uv.es

Person in charge: M. Consuelo Pons Pons

Opening hours:

- 9:00 - 14:00 (Monday to Friday)
- 16:00 - 18:30 (Tuesday)

How to get there:

- Bus lines: 9, 18, 29, 30, 31, 40, 41, 71
- Underground: line 4 (stations: La Carrasca and Tarongers)

BIBLIOTECA D'EDUCACIÓ

Address: Campus dels Tarongers, s/n – 46021 València

Telephone numbers:

- **Management:** 96 398 31 23
- **Acquisitions:** 96 386 44 41
- **Newspapers and periodicals:** 96 1625110
- **Loans:** 96 386 44 88
- **Technical process:** 96 398 31 23
- **Bibliographic information:** 96 398 31 23

Email: edubib@uv.es

Person in charge: Silvia Giner Rivelles

Opening hours: (September to June)

- 8:30 - 21:00 (Monday to Friday)
- 9:00 - 13:30 (Saturday)

Loaning hours:

- 8:30 - 20:30 (Monday to Friday)
- 9:00 - 13:30 (Saturday)

Special opening hours (holidays)

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

How to get there:

- Bus lines: 9, 18, 29, 30, 40, 41, 71
- Underground: line 4 (station: La Carrasca)

BIBLIOTECA D'HUMANITATS *Joan Reglà (includes the Cartoteca)*

Address: C/ Artes Gráficas, 13 - 46010 València

Telephone numbers:

- **Desk:** 96 386 44 19 – 96 386 45 57
- **Management:** 96 386 40 10
- **Acquisitions:** 96 386 44 26 – 96 398 32 70 – 96 398 36 73
- **Newspapers and periodicals:** 96 386 47 77
- **Loans:** 96 386 44 95
- **Technical process:** 96 386 45 63
- **Bibliographic information:** 96 386 48 10

Fax: 96 386 45 58

Emails:

- **Management:** isabel.soler@uv.es
- **Acquisitions:** humadqui@uv.es
- **Newspapers and periodicals:** humarevistas@uv.es
- **Loans:** humaprestamo@uv.es
- **Technical process:** humaproceso@uv.es
- **Bibliographic information:** humainfo@uv.es

Director: Isabel Soler Ferrer

Opening hours:

- 8:15 - 20:45 (Monday to Friday)
- 9:00 - 21:00 (Saturday and Sunday, except holidays and long weekends)

Loaning hours:

- 8:30 - 20:30 (Monday to Friday)
- 9:00 - 13:45 (Saturday)

Special opening hours (exam periods and holidays)

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

How to get there:

- Bus lines: 9, 12, 29, 30, 40, 41, 79, 80, 81
- Underground: line 3 (station: Facultats)

CARTOTECA

Address: Av. Blasco Ibáñez, 28 (Facultat de Geografia i Història, first floor) - 46010 València

Telephone: 96 386 49 24

Email: cartoteca@uv.es

Person in charge: José Rueda Muria

Opening hours:

- 9:00 - 14:30 (mornings, from Monday to Friday)
- de 16:00 a 18:00 h (afternoons, Tuesday and Thursday)

Loaning hours:

- 11:30 - 13:30 (Monday to Friday)
- 16:00 - 18:00 (Tuesday)

How to get there:

- Bus lines: 9, 12, 29, 30, 40, 41, 71, 79, 80, 81
- Underground: line 3 (station: Facultats)

BIBLIOTECA DE PSICOLOGIA I ESPORT *Joan Lluís Vives*

Address: Av. Blasco Ibáñez, 21 - 46010 València

Telephone numbers:

- **Loan desk:** 96 386 49 55
- **Management:** 96 386 45 34
- **Acquisitions:** 96 386 46 66
- **Newspapers and periodicals:** 96 386 49 81
- **Loans:** 96 386 45 34
- **Technical process:** 96 386 49 80
- **Bibliographic information:** 96 386 49 80

Fax: 96 386 49 56

Email: psicoesp@uv.es

Person in charge: Juan Carlos Palancas Castañón

Opening hours:

- 8:15 - 20:45 (Monday to Friday)
- 9:00 - 13:45 (Saturday)

Loaning hours:

- 8:30 - 20:30 (Monday to Friday)
- 8:30 - 13:30 (Saturday)

Special opening hours (holidays)

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

How to get there:

- Bus lines: 9, 12, 29, 31, 71, 79, 81, 89
- Underground: line 3 (station: Facultats)

BIBLIOTECA HISTÒRICO-MÈDICA *Vicent Peset Llorca*

Address: Palau de Cerveró – Plaza de Cisneros, 4 - 46003 València

Telephone numbers:

- **Acquisitions and technical process:** 96 392 62 63
- **Loans and newspapers and periodicals:** 96 392 63 20

Fax: 96 391 96 91

Email: bibhismed@uv.es

Person in charge: José Enrique Ucedo Vela

Opening hours for the reading room:

- 8:30 - 14:00 (mornings, Monday to Friday)
- 15:00 - 20:00 (afternoons, Monday to Friday)

Open to the public and loans:

- 8:30 - 14:00 (Monday, Tuesday, Thursday and Friday)
- 15:00 - 20:00 (Wednesday)

Special opening hours (holidays)

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

How to get there:

- Bus lines: 1, 5, 6, 8, 11, 16, 26, 28, 29, 36, 80, 95

JARDÍ BOTÀNIC *José Pizcueta*

Address: C/ Quart, 80 (Jardí Botànic, second floor) - 46008 València

Telephone numbers:

- **Desk:** 96 315 68 07
- **Management:** 96 315 68 38

Fax (centre): 96 315 68 26

Email: bibjardi@uv.es

Person in charge: María Josep Borràs Lorente

Opening hours:

- 8:30 - 14:30 (Monday to Friday)
- 16:00 - 18:30 (Monday and Wednesday)

Loaning hours:

- 8:30 - 14:30 (Monday to Friday)
- 16:00 a 18:30 (Monday and Wednesday)

Special opening hours (holidays)

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

How to get there:

- Bus lines: 5, 7, 81
- Underground: line 1 (station: Túria)

BIBLIOTECA HISTÒRICA

Address: C/ Universitat, 2 - C/ la Nau, 2 - 46003 València

Telephone numbers:

- **Management:** 96 386 45 59
- **Acquisitions:** 96 386 45 56
- **Newspapers and periodicals:** 96 386 41 18
- **Loans:** 96 386 41 18
- **Technical process:** 96 386 41 18
- **Bibliographic information:** 96 386 41 18
- **Sala Pérez Bayer and desk:** 96 386 40 74

Fax: 96 398 34 54

Email: bibhistorica@uv.es

Director: María Cruz Cabeza Sánchez Alborno

Opening hours:

- Reference room: 8:30 - 20:30 (Monday to Friday)
9:00 - 13:30 (Saturday)
- Sala Pérez Bayer: 9:00 - 14:00 and 15:30 - 20:30 (Monday to Friday)
9:00 - 13:30 (Saturday)

Loaning hours:

- 8:30 - 20:30 (Monday to Friday)
- 9:00 - 13:30 (Saturday)

Special opening hours (holidays):

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

How to get there:

- Bus lines: 4, 6, 9, 10, 11, 28, 31, 32, 36, 70, 71, 80, 81
- Underground: line 3 (station: Colón)
line 5 (station: Colón)

BIBLIOTECA DIPÒSIT

Address: Av. Tarongers, s/n (Biblioteca de Ciències Socials Gregori Maïans) - 46022 València

Telephone number: 96 382 89 56

Fax: 96 382 87 48

Email: bibdepo@uv.es

Director: María Victoria Sanz

Opening hours:

- 8:00 - 15:00 (Monday to Friday. There is no direct service)

Access to collections: to access collections users need to:

- Apply at the loan desks of other libraries, where requests are reviewed
- Make a reservation at: <http://trobes.uv.es>

How to get there:

- Bus lines: 9, 18, 29, 30, 31, 40, 41, 71
- Underground: line 4 (stations: La Carrasca and Tarongers)

11. VALIDITY

This is the full text of the Service Charter for the Servei de Biblioteques i Documentació.

There are two shortened versions in a leaflet format: a general version for all users of our libraries and one aimed at UV researchers, available in electronic format at the Servei de Biblioteques i Documentació website and in print at all the libraries.

This Service Charter was approved by the Consell de Govern in October 2010 and remains valid until December 2013, unless significant content changes warrant revision.

València, October 2010



The Universitat de València Strategic Plan establishes the need to generalise service charters to promote transparency in loaning services and user participation for its improvement