

Accessibility Policy

Accessibility Policy is the indispensable means to manifest the Servei de Biblioteques i Documentació (SBD)'s prioritized commitment to achieving the best accessibility conditions to fulfil our purpose and achieve our vision, premised on equality of opportunity and avoiding any difficulties that pose obstacles for our users. To this end, it is essential to create suitable conditions for the staff of the Servei de Biblioteques i Documentació to effectively and efficiently perform the functions entrusted to them in terms of accessibility, and to have the necessary human, material, and financial resources.

In this regard, the SBD **aims** to provide excellent and sustainable information resources, spaces and services for learning, teaching, research and culture, contributing to the achievement of the strategy of the Universitat de València. As stated in its **vision**, it aspires to be recognized by our stakeholders as an excellent public service, innovative, sustainable and of high value to the University and Society.

Specifically, to achieve our purpose, the University of València library's **mission** is to manage the University's information resources and historical bibliographic heritage, facilitate access and dissemination, and collaborate in the process of knowledge creation and transfer. The services it provides aim to contribute to the institution's objectives and are directed towards the university community and society at large.

Furthermore, as a Service of the University of València, we align with the objectives defined in the **UV 2023-2026 Strategic Plan**. Specifically, objective VIDI01 "Promoting a university management model based on the values of equality, sustainability, solidarity, and transparency that reach all our activities" implies that "all UV activity must be imbued with, and at the same time convey and project, the values reflected in its Statutes that the institution explicitly and actively defends and promotes, always with special attention to groups with disabilities, real equality between men and women, and respect for all diversities."

Therefore, the SBD promotes the integration of the university community with disabilities or specific educational support needs through its actions and services as outlined in this document.

An example of our commitment to disability groups is found in the **4th Service Charter of the SBD**, published in January 2024, which highlights its service X: "Offering accessible library spaces, personalized services, special loan conditions, and equipment adapted to the specific needs of people with disabilities to ensure equality of opportunities," and it commits to "keeping updated information regarding people with disabilities in the accessibility section on the SBD website" [C10].

The SBD also declares its responsibility regarding disability groups through its **Deontological Code** published in June 2021, emphasizing among its values "Social responsibility and respect for the environment" and committing to "people with functional diversity having suitable facilities, equipment, and services" and "spaces and websites complying with international accessibility and usability standards."

With the services, commitments, and values of the SBD outlined in this document, its work to align with Goals 4 and 10 of the **2030 Agenda** and achieve targets directly affecting disability groups such as:

- "Build and adapt educational facilities taking into account the needs of children and people with disabilities and gender differences, and offering safe, non-violent, inclusive, and effective learning environments for all" (4a)

- "Eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for vulnerable people, including people with disabilities, indigenous peoples, and children in vulnerable situations" (4.5)
- "Promote and enhance social, economic, and political inclusion of all people, regardless of their age, sex, disability, race, ethnicity, origin, religion, or economic or other status" (10.2)

The SBD has decided to implement a **Universal Accessibility Management System, based on the UNE 170001 standard**, as an indispensable means for all users of our processes and services to exercise their participation rights on equal terms, based on the following **principles**:

- Improve service quality and user satisfaction.
- Expand resources and services that support research, teaching, and learning.
- Expand the range of products or support elements that facilitate the use and consultation of our facilities, resources, and services.

Additionally, it is necessary to highlight the **fundamental aspects of the management system**:

1. The SBD will comply with applicable **legislation** on accessibility issues, as well as with obligations arising from permits, licenses, or other mechanisms granted by official bodies in this matter.
2. The SBD will establish and maintain a Universal Accessibility **Management System** that allows it to improve accessibility by adhering to the UNE 170001-2 Universal Accessibility standard. This system will be dynamic in its structure and objectives to pursue, considering the milestones achieved, proposed improvements, and the needs and expectations identified by all stakeholders in this matter.
3. The Universal Accessibility Management System **will be made known** to SBD staff so that they are aware of both the service policy and the support offered by the Servei de Discapacitat de la Universitat de València.
4. All SBD staff will collaborate in achieving the objective of the Universal Accessibility Management System by conducting specific tasks and proposing service improvements in terms of accessibility.
5. Accessibility universal will be considered in all projects developed in the SBD.

The values and guidelines reflected in the Universal Accessibility Management System are binding for all Service personnel, as well as for all centers that are part of it. Knowledge of this policy and the participation of all in its implementation are essential requirements to fulfill our purpose, thus contributing to the achievement of the institution's objectives.

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