The **Libraries and Documentation Service (SBD)** aims to meet the expectations of their users, providing them the best personalised services and guaranteeing the equality of opportunities in the use thereof by persons with disabilities.

Despite that our offer is universal, to all type of users, mainly it is addressed to all members of the university community, professors, and researchers (PDI), students and administrative and services staff (PAS) and all those institutions and, collectives and authorised persons under the agreements concluded: all these assuming a commitment of social integration.

We provide the human, material, and financial resources necessary, so the library staff can carry out effectively and efficiently the functions related to accessibility.

The management of the **Library and Documentation Service**, assumes and applies the Universal Accessibility Policy which has been disseminated to all levels of the Organisation and which are included as follows:

The strategic objective included, in the University Plan of Valencia and **its Library and Documentation Service (SBD)** is described as follows:

“To manage libraries for improving users’ satisfaction by achieving the maximum quality in the provision services and specialised resources needed for research, technological innovation, teaching and new ways of learning of users. Likewise, to get an organisation accessible to users, which plans, innovates and guarantees the efficient use of resources”.

To achieve this we set a series of **principles** which regulate the behaviour of the **Libraries and Documentation Service** as an institution, beyond any relevant circumstance or temporary change:

*To improve the Quality of the Service and Users’ Satisfaction.*

As a first priority, we direct our efforts towards the members of the university community who visit us.

*To expand the support resources and services of research, technological innovation, teaching and new ways of learning of users.*

*To expand the offer of digital services of quality specially for researchers.*

Even those resources necessary and support elements for our users with disabilities.

Our commitment with the university community, require us to place universal accessibility as one of our priorities, so all people may enjoy the services we offer.

Since its inception the **Libraries and Documentation Service** has contracted the commitment of achieving universal accessibility in all the fields of our activity. This commitment is based on the implementation of a Management System of Accessibility under the norm UNE 170001. For achieving this goal is necessary the collaboration of all people who work in the **Library** and especially those closely related to the user, with the support of the **Unit for the Integration of People with Disabilities (UPD)**. Below there are some of the fundamental aspects of our Management System, which affect all library users in the performances of its activities:

1. The SBD will obey the applicable law regarding to accessibility coming from all the areas of legislation, as well as the obligations arising from permits, licenses, etc. given by official organisations and other commitments which the center sings.
2. The SBD will establish and maintain a Management System of Universal Accessibility that allow improving continuously in this field. This System will be adapted to what indicates the norm UNE-170001.

3. All SBD staff will collaborate in the achievement of the goals of the Management System in the specific tasks which are assigned to them and all those professional activities that present aspects related to accessibility.

4. An internal Management System of Universal Accessibility for making the aspects in which each one has to act in this subject and the support given from the UPD known.

5. The System is a dynamic instrument permanently in progress, both regarding to structure (documentation, organisation, etc.) and to specific goals proposed each year. All people from the SBD and the UPD can propose initiatives in this regard, which will be carefully studies and evaluated.

6. In the new projects to be developed we will take into account the aspects regarding to Universal Accessibility.

Therefore, the coordination and all the organisation is involved in achieving the improvement of the accessibility of our services, guaranteeing the compliance of all the requirements of our users, the DALCO criteria of universal accessibility and legal and regulatory requirements. These basic principles are specified and deployed in specific goals of accessibility which are regularly evaluated for verifying its compliance and establishing the necessary measures in the event that these compliance is threatened.

The Management System developed by the SBD, is based on the application and monitoring of the guidelines which are in its Manual and the documents therein.

The guidelines reflected in the documentation of the System are binding on all library levels. The knowledge of this Policy and the participation of all in its implementation is an indispensable requirement for meeting our mission and reaching the goals planned.

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Universitat de Valencia.