

SERVICE CHARTER MONITORING REPORT YEAR 2021

**Servei de Biblioteques i Documentació
Universitat de València**



EVOLUTION OF INDICATORS DURING THE LIFE OF THE SERVICE CHARTER

Indicator	2019	2020	2021	2022
1 Student satisfaction index regarding the availability of faculty-recommended library materials.	3,87	3,97	3,93	
2 Researcher and faculty satisfaction index regarding the adequacy of the library collection for their research needs	3,80	3,89	3,93	
3 Student satisfaction index regarding the user-friendliness of the Trobes+ search engine	3,82	3,84	3,73	
4 Researcher and faculty satisfaction index regarding the user-friendliness of the Trobes+ search engine	3,94	4,03	3,73	
5 Student satisfaction index regarding library loan services	4,10	4,18	4,15	
6 Researcher and faculty satisfaction index regarding library loan services	4,39	4,58	4,60	
7 Researcher and faculty satisfaction index regarding interlibrary loan services	4,43	4,60	4,53	
8 Researcher and faculty satisfaction index regarding intercampus loan services	4,50	4,61	4,64	
9 Student satisfaction index regarding information received on the use of the library and its resources	3,90	4,00	4,00	
10 Percentage of undergraduate students trained in using C12 with respect to the total number of undergraduates	1,27 %	1,26 %	0,74 %	
11 Student satisfaction index regarding the attention and treatment received from the library staff	3,99	4,11	4,31	
12 Researcher and faculty satisfaction index regarding the attention and treatment received from the library staff	4,61	4,62	4,68	
13 The ratio of personal computers and laptops available to library users with respect to the total number of registered students	0,02 computers per 100 students enrolled	0,02 computers per 100 students enrolled	0,02 computers per 100 students enrolled	
14 Student satisfaction index regarding the adequacy of the academic and study spaces	4,08	4,11	4,26	
15 Student satisfaction index regarding the library opening hours	3,84	3,92	3,71	
16 Student satisfaction index regarding online library services	4,23	4,26	4,22	
17 Researcher and faculty satisfaction index regarding the online library services	4,17	4,16	4,10	
18 Number of documents added to the SOMNI database per year	681 documents	383 documents	98 documents	
19 Number of documents added to RODERIC per year	4.009 documents	3.738 documents	3.350 documents	

Indicator	2019	2020	2021	2022
20 Number of researcher profiles prepared per year	8 researcher profiles	20 researcher profiles	18 researcher profiles	
21 Total number of adapted facilities in the university libraries	133 adapted facilities	210 adapted facilities	305 adapted facilities	
22 Researcher and faculty satisfaction index regarding research and support services	4,35	4,39	4,39	
23 Researcher and faculty satisfaction index regarding delivery of articles in PDF format	4,54	4,61	4,62	
24 Degree of compliance in the collaboration between the LDS department and the DIALNET project	Yes	Yes	Yes	
25 Number of articles published through the OJS per year	833 articles	933 articles	995 articles	

* In the case of deadlines, a positive deviation indicates that the deadline has been met and a negative deviation indicates that the deadline has been exceeded.

Service 1

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

Commitment 1

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

INDICATORS:

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

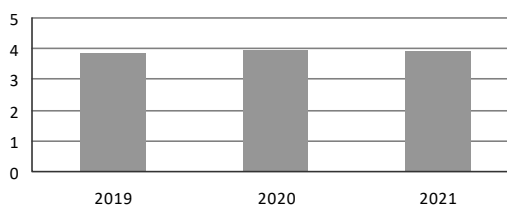
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	3,87		0,37	
2020	3,97		0,47	
2021	3,93		0,43	

Indicator evolution

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

Target: 3.5 or more

Unit: scale from 1 to 5



Service 1

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

Commitment 2

To guarantee subscriptions to the bibliographic resources needed for research.

INDICATORS:

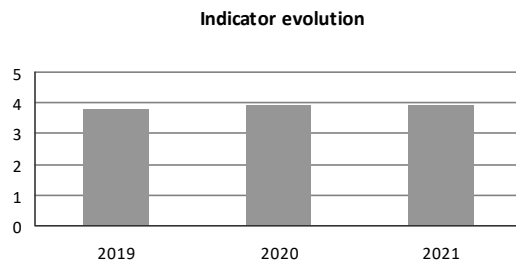
2. Researcher and faculty satisfaction index regarding the adequacy of the library collection for their research needs

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	3,80		0,30	
2020	3,89		0,39	
2021	3,93		0,43	

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

Target: 3.5 or more

Unit: scale from 1 to 5



Service 2

To provide access to the UVLDS collection of information resources through the Trobes+ search engine and the Trobes catalog.

Commitment 3

To make available to the university community a unique online search tool (Trobes+) that allows users to consult all print and electronic bibliographic resources in the UVLDS, including those housed in the UV Rare Books Collection.

INDICATORS:

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

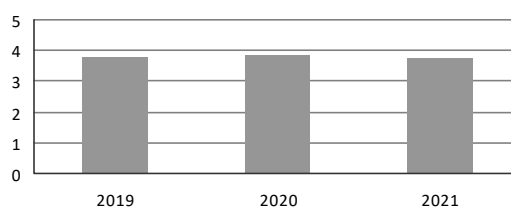
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	3,82		0,32	
2020	3,84		0,34	
2021	3,73		0,23	

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

Target: 3.5 or more

Unit: scale from 1 to 5

Indicator evolution



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

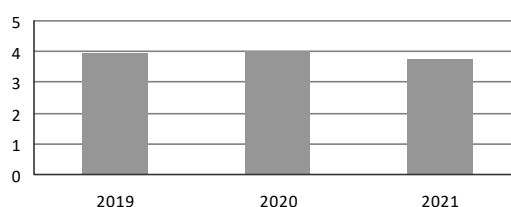
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	3,94		0,44	
2020	4,03		0,53	
2021	3,73		0,23	

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

Target: 3.5 or more

Unit: scale from 1 to 5

Indicator evolution



Service 3

To offer an effective loan service (also between campuses for researchers and faculty, staff, and disabled students) that additionally provides access to documents not housed in the Universitat de València libraries through interlibrary loan (for whomever requires it), in accordance with applicable law.

Commitment 4

To facilitate loans of documents in the collection efficiently and easily, either with the aid of library staff or through check-out automats located in the reading rooms.

INDICATORS:

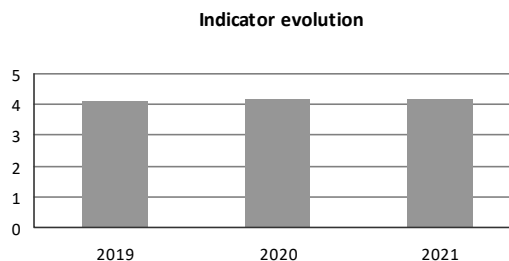
5. Student satisfaction index regarding library loan services

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	4,10		0,60	
2020	4,18		0,68	
2021	4,15		0,65	

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

Target: 3.5 or more

Unit: scale from 1 to 5



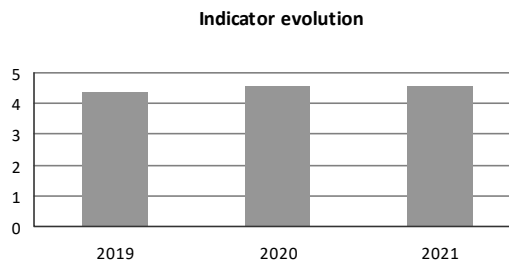
6. Researcher and faculty satisfaction index regarding library loan services

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	4,39		0,89	
2020	4,58		1,08	
2021	4,60		1,10	

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

Target: 3.5 or more

Unit: scale from 1 to 5



Service 3

To offer an effective loan service (also between campuses for researchers and faculty, staff, and disabled students) that additionally provides access to documents not housed in the Universitat de València libraries through interlibrary loan (for whomever requires it), in accordance with applicable law.

Commitment 5

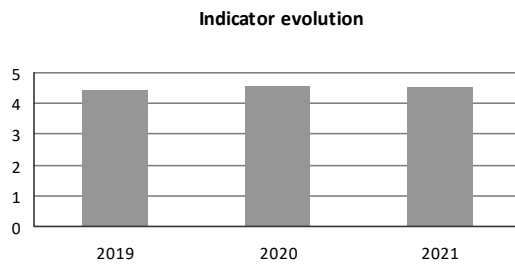
To respond to requests for intercampus and interlibrary loans efficiently and promptly.

INDICATORS:

7. Researcher and faculty satisfaction index regarding interlibrary loan services

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	4,43		0,93	
2020	4,60		1,10	
2021	4,53		1,03	

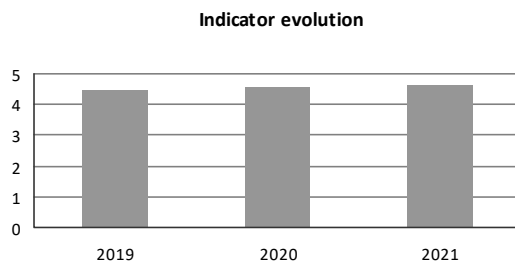
Formula: Satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)
 Target: 3.5 or more
 Unit: scale from 1 to 5



8. Researcher and faculty satisfaction index regarding intercampus loan services

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	4,50		1,00	
2020	4,61		1,11	
2021	4,64		1,14	

Formula: Satisfaction survey item assessment on a LIKERT scale from 1 to 5 (1: totally disagree; 5: totally agree)
 Target: 3.5 or more
 Unit: scale from 1 to 5



Service 4

To provide both face-to-face and online training in library resources and services as well as in information technology, computer skills, and CI2 (search, selection, evaluation, and use), and to elaborate basic and specialized self-study materials.

Commitment 6

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

INDICATORS:

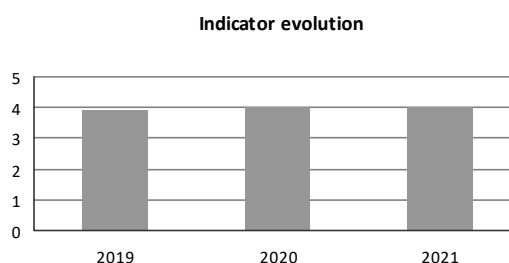
9. Student satisfaction index regarding information received on the use of the library and its resources

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	3,90		0,40	
2020	4,00		0,50	
2021	4,00		0,50	

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

Target: 3.5 or more

Unit: scale from 1 to 5



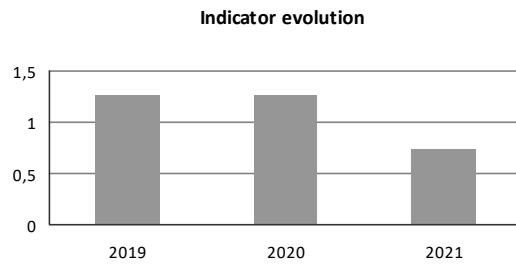
10. Percentage of undergraduate students trained in using CI2 with respect to the total number of undergraduates

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	1,27	512/40.383	0,09	
2020	1,26	484/38.351	-0,01	
2021	0,74	286/38.723	-0,52	Only one edition of the courses is held, instead of the usual two editions. Since with the implementation of the new service platform, the contents of the courses must be updated.

Formula: (Number of undergraduate students who received C12 training during the academic year × 100) / Total number of undergraduate students during the academic year

Target: Increase in values

Unit: %



Service 5

To offer guidance and help our 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: "The Library Responds" website, email, or social networking sites.

Commitment 7

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.

INDICATORS:

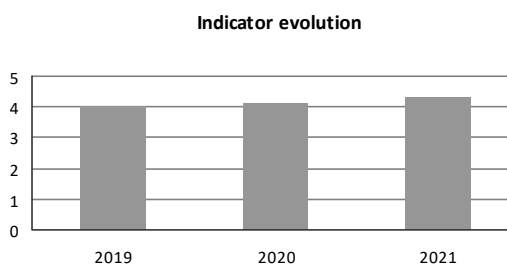
11. Student satisfaction index regarding the attention and treatment received from the library staff

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	3,99		0,49	
2020	4,11		0,61	
2021	4,31		0,81	

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

Target: 3.5 or more

Unit: scale from 1 to 5



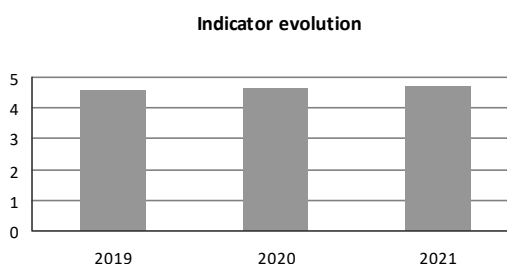
12. Researcher and faculty satisfaction index regarding the attention and treatment received from the library staff

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	4,61		1,11	
2020	4,62		1,12	
2021	4,68		1,18	

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

Target: 3.5 or more

Unit: scale from 1 to 5



Service 6

To provide suitable, well-equipped (e.g. with computers, internet access, Wi-Fi, laptop loans, etc.) areas for individual study and group work, depending on the available resources.

Commitment 8

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.

INDICATORS:

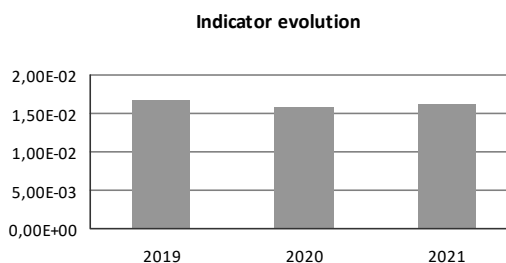
13. The ratio of personal computers and laptops available to library users with respect to the total number of registered students

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	0,02	898/53.842	0,00	
2020	0,02	871/54.766	0,00	
2021	0,02	866/53.317	0,00	

Formula: $(\text{Total number of personal computers and laptops available to users} / \text{Number of students registered at the UV}) \times 100$

Target: 1.5/100

Unit: computers per 100 students enrolled



Service 6

To provide suitable, well-equipped (e.g. with computers, internet access, Wi-Fi, laptop loans, etc.) areas for individual study and group work, depending on the available resources.

Commitment 9

To offer in each library adequate spaces for individual study, group projects, and user training and information.

INDICATORS:

14. Student satisfaction index regarding the adequacy of the academic and study spaces

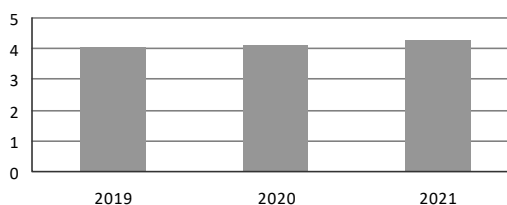
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	4,08		0,58	
2020	4,11		0,61	
2021	4,26		0,76	

Indicator evolution

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

Target: 3.5 or more

Unit: scale from 1 to 5



Service 7

To offer a regular 12-hour schedule, Monday through Friday during the school period, with the exception of the Botanical Garden Library, the Historic Medical Library, and the Ontinyent Campus Library.

Commitment 10

To guarantee extensive opening hours during exam periods and to inform the university community in a timely manner.

INDICATORS:

15. Student satisfaction index regarding the library opening hours

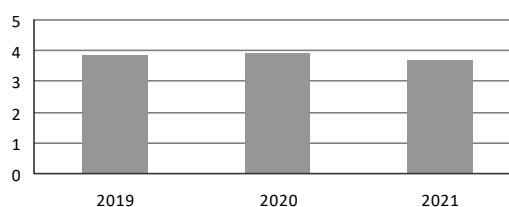
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	3,84		0,34	
2020	3,92		0,42	
2021	3,71		0,21	

Indicator evolution

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

Target: 3.5 or more

Unit: scale from 1 to 5



Service 8

To provide the following services through the UVLDS website: - Exclusive access to the library collections through the Trobes+ online search engine. - Access to electronic resources for which the UVLDS have 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 ("The Library Responds" website). - Access to recommended readings and documents. - Requests for items in PDF format from print journals housed in the UV library collections (for research purposes only). - 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.

Commitment 11

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

INDICATORS:

16. Student satisfaction index regarding online library services

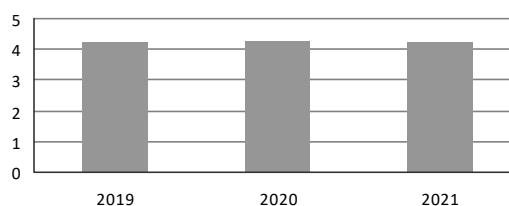
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	4,23		0,73	
2020	4,26		0,76	
2021	4,22		0,72	

Indicator evolution

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

Target: 3.5 or more

Unit: scale from 1 to 5



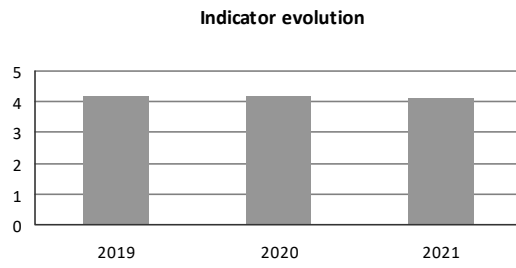
17. Researcher and faculty satisfaction index regarding the online library services

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	4,17		0,67	
2020	4,16		0,66	
2021	4,10		0,60	

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

Target: 3.5 or more

Unit: scale from 1 to 5



Service 9

To disseminate documents housed in the Rare Books Collection of the UV libraries through the SOMNI digital library, in accordance with applicable law

Commitment 12

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.

INDICATORS:

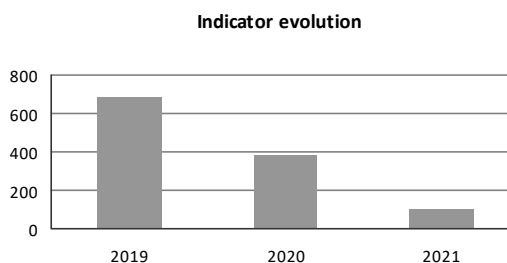
18. Number of documents added to the SOMNI database per year

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	681		581	
2020	383		283	
2021	98		-2	Due to the change in the library management system, we have had to modify the internal procedures for uploading documents to Somni and this has slowed down the tasks.

Formula: Calculation of the number of scanned documents included in SOMNI annually

Target: A minimum of 100 per year

Unit: documents



Service 10

To collect, conserve, and disseminate digitalized scientific, institutional, or teaching documents written by members of the university community through the RODERIC repository.

Commitment 13

To increase the contents in the RODERIC repository by at least 3000 documents per year.

INDICATORS:

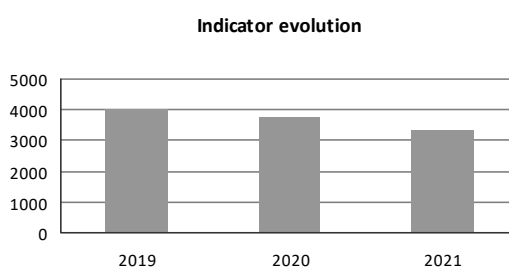
19. Number of documents added to RODERIC per year

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	4.009		1.009	
2020	3.738		738	
2021	3.350		350	

Formula: Calculation of the number of scanned documents added to RODERIC annually

Target: A minimum of 3000 per year

Unit: documents



Service 10

To collect, conserve, and disseminate digitalized scientific, institutional, or teaching documents written by members of the university community through the RODERIC repository.

Commitment 14

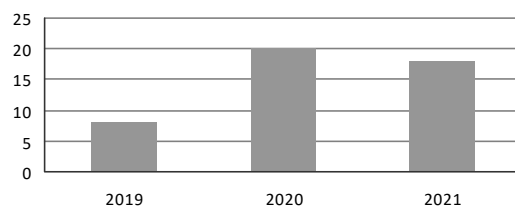
To elaborate a personalized researcher profile in RODERIC for all UV researchers with 10 or more documents deposited in the repository.

INDICATORS:

20. Number of researcher profiles prepared per year

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	8		-2	
2020	20		12	
2021	18		-2	All incoming requests have been resolved.

Indicator evolution



Formula: Calculation of the number of researcher profiles prepared per year

Target: Increase in values

Unit: researcher profiles

Service 11

To offer accessible library spaces along with personalized services, special loan conditions, and equipment adapted to the specific needs of people with functional diversity/disabilities in order to guarantee equal opportunity.

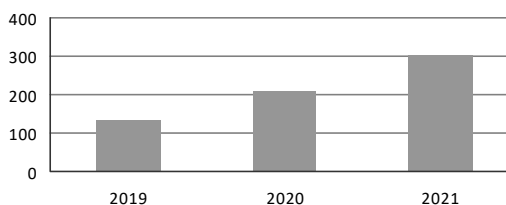
Commitment 15

To guarantee that there is at least one library equipped with adapted gear (e.g. lecterns, magnifiers, magnetic hearing aid loops, etc.) on each campus.

INDICATORS:**21. Total number of adapted facilities in the university libraries**

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	133		-152	
2020	210		77	
2021	305		95	

Indicator evolution



Formula: Calculation of the total number of adapted facilities functioning properly in the specified libraries

Target: Proper maintenance of facilities and/or an increase in their number

Unit: adapted facilities

Service 12

To provide specialized support services to UV researchers: - To help manage personalized bibliographies: bibliographic management tools, international reference norms, etc. - To handle requests for articles in PDF format from print journals housed in the Universitat de València collections. - To offer guidance on the publication and dissemination of research papers. - To participate in the DIALNET cooperative project (production of journals, book chapters, conference presentations and posters, etc.). - To provide guidance in accreditation and assessment processes.

Commitment 16

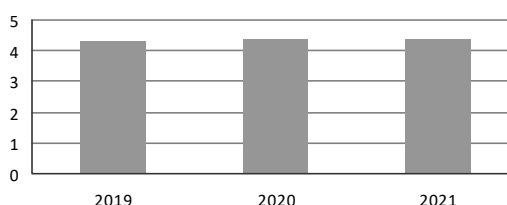
To provide UV researchers with specialized services that respond to their needs.

INDICATORS:

22. Researcher and faculty satisfaction index regarding research and support services

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	4,35		0,85	
2020	4,39		0,89	
2021	4,39		0,89	

Indicator evolution



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

Target: 3.5 or more

Unit: scale from 1 to 5

Service 12

To provide specialized support services to UV researchers: - To help manage personalized bibliographies: bibliographic management tools, international reference norms, etc. - To handle requests for articles in PDF format from print journals housed in the Universitat de València collections. - To offer guidance on the publication and dissemination of research papers. - To participate in the DIALNET cooperative project (production of journals, book chapters, conference presentations and posters, etc.). - To provide guidance in accreditation and assessment processes.

Commitment 17

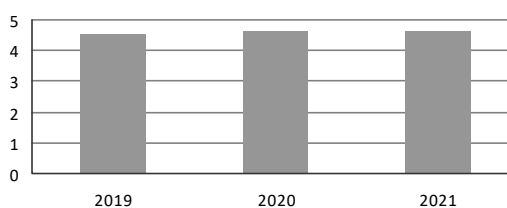
To email scanned articles from the print journal collection (for research purposes only and always in accordance with applicable law) within a maximum of 2 work days.

INDICATORS:

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

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	4,54		1,04	
2020	4,61		1,11	
2021	4,62		1,12	

Indicator evolution



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

Target: 3.5 or more

Unit: scale from 1 to 5

Service 12

To provide specialized support services to UV researchers: - To help manage personalized bibliographies: bibliographic management tools, international reference norms, etc. - To handle requests for articles in PDF format from print journals housed in the Universitat de València collections. - To offer guidance on the publication and dissemination of research papers. - To participate in the DIALNET cooperative project (production of journals, book chapters, conference presentations and posters, etc.). - To provide guidance in accreditation and assessment processes.

Commitment 18

To maintain a good collaboration with the DIALNET Project.

INDICATORS:

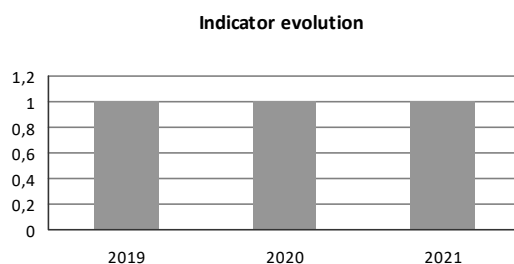
24. Degree of compliance in the collaboration between the LDS department and the DIALNET project

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	1		0	
2020	1		0	
2021	1		0	

Formula: Yes / No (Yes = 1, No = 0)

Target: Value = 1 (yes = 1)

Unit: Yes = 1, No = 0



Service 13

To provide support services for scientific publishing. - To provide support for electronic publication of scientific journals produced by the UV through the OJS (Open Journal System). - To inform editors about UV research through the ISSN identification system. - To manage the allocation of digital object identifier (DOI) numbers within the UV. - To advise editors on how best to publicize electronic journals. - To report on the quality criteria of various scientific journals as well as on their impact factor rankings.

Commitment 19

To increase the number of articles published through the OJS (Open Journal System)

INDICATORS:

25. Number of articles published through the OJS per year

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	833		181	
2020	933		100	
2021	995		62	

Indicator evolution

Formula: Calculate the number of articles published through the OJS annually

Target: Increase in values

Unit: articles

