

SERVICE CHARTER MONITORING REPORT YEAR 2021

Servei de Biblioteques i Documentació Universitat de València

COMMITMENT C1

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

Associated service S1. To offer an array of information resources suited to the teaching, learning, and research needs of the university community.

INDICATOR IND1. Student satisfaction index regarding the availability of faculty-recommended library materials.

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

Value: 3,93

Target: 3.5 or more

Deviation: 0,43 (scale from 1 to 5)

COMMITMENT C2

To guarantee subscriptions to the bibliographic resources needed for research.

Associated service S1. To offer an array of information resources suited to the teaching, learning, and research needs of the university community.

INDICATOR IND2. Researcher and faculty satisfaction index regarding the adequacy of the library collection for their research needs

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

Value: 3,93

Target: 3.5 or more

Deviation: 0,43 (scale from 1 to 5)

COMMITMENT 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 UVLDS, including those housed in the UV Rare Books Collection.

Associated service S2. To provide access to the UVLDS collection of information resources through

the Trobes+ search engine and the Trobes catalog.

INDICATOR IND3. Student satisfaction index regarding the user-friendliness of the Trobes+ search engine

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

Value: 3,73

Target: 3.5 or more

Deviation: 0,23 (scale from 1 to 5)

INDICATOR IND4. Researcher and faculty satisfaction index regarding the user-friendliness of the Trobes+ search engine

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

Value: 3,73

Target: 3.5 or more

Deviation: 0,23 (scale from 1 to 5)

COMMITMENT 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.

Associated service S3. 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.

INDICATOR IND5. Student satisfaction index regarding library loan services

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

Value: 4,15

Target: 3.5 or more

Deviation: 0,65 (scale from 1 to 5)

INDICATOR IND6. Researcher and faculty satisfaction index regarding library loan services

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

Value: 4,60

Target: 3.5 or more

Deviation: 1,10 (scale from 1 to 5)

COMMITMENT C5

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

Associated service S3. 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.

INDICATOR IND7. Researcher and faculty satisfaction index regarding interlibrary loan services

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

Value: 4,53

Target: 3.5 or more

Deviation: 1,03 (scale from 1 to 5)

INDICATOR IND8. Researcher and faculty satisfaction index regarding intercampus loan services

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

Value: 4,64

Target: 3.5 or more

Deviation: 1,14 (scale from 1 to 5)

COMMITMENT C6

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

Associated service S4. 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.

INDICATOR IND9. Student satisfaction index regarding information received on the use of the library and its resources

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

Value: 4,00

Target: 3.5 or more

Deviation: 0,50 (scale from 1 to 5)

INDICATOR IND10. Percentage of undergraduate students trained in using CI2 with respect to the total number of undergraduates

Formula: $(\text{Number of undergraduate students who received CI2 training during the academic year} \times 100) / \text{Total number of undergraduate students during the academic year}$

Value: 0,74 %

Target: Increase in values

Deviation: -0,52 %

Cause of negative deviation: 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.

COMMITMENT C7

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.

Associated service S5. 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.

INDICATOR IND11. Student satisfaction index regarding the attention and treatment received from the library staff

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

Value: 4,31

Target: 3.5 or more

Deviation: 0,81 (scale from 1 to 5)

INDICATOR IND12. Researcher and faculty satisfaction index regarding the attention and treatment received from the library staff

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

Value: 4,68

Target: 3.5 or more

Deviation: 1,18 (scale from 1 to 5)

COMMITMENT C8

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.

Associated service S6. 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.

INDICATOR IND13. The ratio of personal computers and laptops available to library users with respect to the total number of registered students

Formula: (Total number of personal computers and laptops available to users / Number of students registered at the UV) x 100

Value: 0,02 computers per 100 students enrolled

Target: 1.5/100

Deviation: 0,00 computers per 100 students enrolled

COMMITMENT C9

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

Associated service S6. 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.

INDICATOR IND14. Student satisfaction index regarding the adequacy of the academic and study spaces

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

Value: 4,26

Target: 3.5 or more

Deviation: 0,76 (scale from 1 to 5)

COMMITMENT C10

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

Associated service S7. 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.

INDICATOR IND15. Student satisfaction index regarding the library opening hours

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

Value: 3,71

Target: 3.5 or more

Deviation: 0,21 (scale from 1 to 5)

COMMITMENT C11

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

Associated service S8. 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.

INDICATOR IND16. Student satisfaction index regarding online library services

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

Value: 4,22

Target: 3.5 or more

Deviation: 0,72 (scale from 1 to 5)

INDICATOR IND17. Researcher and faculty satisfaction index regarding the online library services

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

Value: 4,10

Target: 3.5 or more

Deviation: 0,60 (scale from 1 to 5)

COMMITMENT C12

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.

Associated service S9. To disseminate documents housed in the Rare Books Collection of the UV libraries through the SOMNI digital library, in accordance with applicable law

INDICATOR IND18. Number of documents added to the SOMNI database per year

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

Value: 98 documents

Target: A minimum of 100 per year

Deviation: -2 documents

Cause of negative deviation: 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.

COMMITMENT C13

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

Associated service S10. To collect, conserve, and disseminate digitalized scientific, institutional, or teaching documents written by members of the university community through the RODERIC repository.

INDICATOR IND19. Number of documents added to RODERIC per year

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

Value: 3.350 documents

Target: A minimum of 3000 per year

Deviation: 350 documents

COMMITMENT C14

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

Associated service S10. To collect, conserve, and disseminate digitalized scientific, institutional, or teaching documents written by members of the university community through the RODERIC repository.

INDICATOR IND20. Number of researcher profiles prepared per year

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

Value: 18 researcher profiles

Target: Increase in values

Deviation: -2 researcher profiles

Cause of negative deviation: All incoming requests have been resolved.

COMMITMENT C15

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.

Associated service S11. 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.

INDICATOR IND21. Total number of adapted facilities in the university libraries

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

Value: 305 adapted facilities

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

Deviation: 95 adapted facilities

COMMITMENT C16

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

Associated service S12. 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.

INDICATOR IND22. Researcher and faculty satisfaction index regarding research and support services

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

Value: 4,39

Target: 3.5 or more

Deviation: 0,89 (scale from 1 to 5)

COMMITMENT C17

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.

Associated service S12. 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.

INDICATOR IND23. Researcher and faculty satisfaction index regarding delivery of articles in PDF format

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

Value: 4,62

Target: 3.5 or more

Deviation: 1,12 (scale from 1 to 5)

COMMITMENT C18

To maintain a good collaboration with the DIALNET Project.

Associated service S12. 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.

INDICATOR IND24. Degree of compliance in the collaboration between the LDS department and the DIALNET project

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

Value: 1 Yes = 1, No = 0

Target: Value = 1 (yes = 1)

Deviation: 0 Yes = 1, No = 0

COMMITMENT C19

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

Associated service S13. 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.

INDICATOR IND25. Number of articles published through the OJS per year

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

Value: 995 articles

Target: Increase in values

Deviation: 62 articles