Means of participation and collaboration
To help improve the services offered by the LDS, library users may do the following:
- Give their opinion on the quality of the services offered by the LDS
- Make suggestions for improvement
- Make a formal complaint when services provided prove unsatisfactory.
- Provide special information to their information needs, concerns, questions, etc., with regard to the services offered by the LDS.

Available communication methods:

- **Email:** biblioteca@uv.es
- **Telephone:** (+34) 96 398 51 40
- **Fax:** (+34) 96 398 69 33
- **Mailing addresses:** c/ Universitat, 2 - 46003 Valencia
- **Personal attention:** at any of the library help desks and in the Central Office
- **Emails for complaints, suggestions and comments:** https://www.uv.es/biblioteca
- **You may participate in the opinion and satisfaction surveys the LDS provides every academic year.**

**Additional commitments**
1. We are committed to responding to complaints and suggestions within 30 calendar days.
2. We are committed to informing anyone making a suggestion of the effects this may have on improving the services offered by the library.

**Validity**
The validity of this Charter is for a duration of four years, counted from the day following its approval, unless important changes in its contents make an earlier revision advisable.

The condensed version of the Charter and the informational tranch can be found on the LDS website: https://biblioteca.uv.es

Valencia, 23rd of July of 2019
The Library of the University of Valencia is a resource center for learning, teaching, research, and culture formed by a team of professionals committed to the continuous improvement of its services.

**Mission**

The Library of the University of Valencia is a resource center for learning, teaching, research, and culture formed by a team of professionals committed to the continuous improvement of its services.

**Services offered**

**Library collections**

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

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

**Loan services**

83. To offer effective loan service (also between campuses for research 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.

**Training**

84. To provide both face-to-face and online training in library resources and services as well as in information technology, computer skills, and D2I [search, selection, evaluation, and use], and to elaborate both basic and specialized self-study materials.

**User services**

85. To offer guidance and help 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, and social networking sites.

**Installations, facilities, and opening hours**

86. To provide suitable, well-equipped (e.g. with computers, internet access, Wi-Fi, laptop loans, etc.) areas for individual study and group work, dedicated and recommended library material.

87. 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.

88. To provide the following services to the University community through the LDB webpage:

- Exclusive access to the library collection using the Trobes+ search engine.
- Access to electronic resources for which the LDS has a subscription from any computer within the UV network and, for members of the University community, from personal or public computers through the virtual proxy server (VPS), provided these are available for purchase.
- Book acquisition requests and suggestions [desiderata].
- Book reservations.
- 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]).
- Access to recommended readings and documents.
- Requests for items in PDF format from print journals housed in the UV library collections (for research purposes).
- Requests for training sessions.
- Access to self-study materials.
- Scanning/digitization requests for documents housed in the Rare Books Collection to be included in the SOMNI digital library.

**Dissemination of materials from the Rare Books Collection**

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

**Institutional repository**

90. To collect, conserve, and disseminate digitalized scientific, institutional, or teaching documents written by members of the University community through the RODERIC repository for the benefit of society as a whole.

**Accessibility**

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

**Support for research and scientific publishing**

92. To provide support services to the UV research staff.

93. To help manage bibliographic bibliography: bibliographic management tools, international reference forms, etc.

94. To handle requests for articles in PDF format from print journals housed in the University of Valencia collection.

95. To offer guidance on the publication and dissemination of research papers.

96. To provide guidance in accreditation and assessment processes.

97. To provide support services for scientific publishing.

98. To provide support for electronic publishing: UV scientific journals through the UVJ (Open Journal System).

99. To inform UV editors about the ISSN identification system.

100. To handle requests for articles in PDF format from print journals housed in the Rare Books Collection.

101. To disseminate digitalized scientific, institutional, or teaching documents written by members of the University community through the RODERIC repository for the benefit of society as a whole.

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

**Support for research and scientific publishing**

103. To provide support services to the UV research staff.

104. To help manage bibliographic bibliography: bibliographic management tools, international reference forms, etc.

105. To handle requests for articles in PDF format from print journals housed in the University of Valencia collection.

106. To offer guidance on the publication and dissemination of research papers.

107. To provide guidance in accreditation and assessment processes.

108. To provide support services for scientific publishing.

109. To provide support for electronic publishing: UV scientific journals through the UVJ (Open Journal System).

110. To inform UV editors about the ISSN identification system.

111. To manage the allocation of digital object identifier [DOI] numbers within the UV.

112. To add/edit authors on how to best publish electronic journals.

113. To respond to quality criteria of various scientific journals as well as on their impact factor rankings.

**Commitments**

**Library collections**

C1. To ensure the availability of the basic texts recommended in the university course syllabus, provided these are available for purchase.

C2. To guarantee subscriptions to the bibliographic resources necessary for research.

C3. To make available to the university community a unique search engine [Trobes+] that allows users to easily consult both printed and digital bibliographic resources within the UV, including those from the UV’s Rare Books Collection.

C4. To facilitate loans of documents in the collection efficiently and readily either with the aid of library staff or through check-out automat located in the reading rooms.

C5. To respond to requests for intercampus and interlibrary loans efficiently and promptly.

C6. To offer students training in the use of the Library and its resources in a manner suited to their information needs.

**User services**

C7. To address in an appropriate manner all the concerns of the library’s users, maintaining or increasing the level of satisfaction obtained in the last surveys regarding the treatment and services provided by library staff.

C8. To ensure the availability of the basic texts recommended in the university course syllabus, provided these are available for purchase.

C9. To offer extended opening times during exam periods and to inform the university community in a timely manner.

**Web-based services**

C10. To provide online library services easily andatics.

**Dissemination of materials from the Rare Books Collection**

C11. To increase the collection of the SOMNI digital library by at least 3000 documents per year.

C12. To increase the collection of the UV libraries through the SOMNI digital library, in accordance with applicable law.

C13. To increase the collection of the SOMNI digital library by at least 3000 documents per year.

C14. To disperse documents housed in the Rare Books Collection.

C15. To ensure that there is at least one library equipped with adapted gear (e.g. lecterns, magnifiers, magnetic hearing aid loops, etc.), on each campus.

**Support for research and scientific publishing**

C16. To provide UV researchers with specialized services that respond to their specific needs.

**Quality indicators**

1. Student satisfaction index regarding the availability of faculty- and staff-related services.
2. Researcher and faculty satisfaction index regarding the adequacy of services provided by library staff.
3. Student satisfaction index regarding the user-friendliness of the Trobes+ search engine.
4. Researcher and faculty satisfaction index regarding the user-friendliness of the Trobes+ search engine.
5. Student satisfaction index regarding library loan services.
6. Researcher and faculty satisfaction index regarding library loan services.
7. Student satisfaction index regarding intercampus loan services.
8. Student satisfaction index regarding information received [online or in person] on the use of the library and its resources.
9. Percentage of undergraduate students trained in D2I with respect to the total number of undergraduates.
10. Student satisfaction index regarding the attention and treatment received from library staff.
11. Researcher and faculty satisfaction index regarding the attention and treatment received from library staff.
12. The ratio of personal computers and laptops available to library users with respect to the total number of registered students.
13. Student satisfaction index regarding the adequacy of spaces for study and learning.
14. Student satisfaction index regarding library opening hours.
15. Student satisfaction index regarding online library services.
16. Researcher and faculty satisfaction index regarding online library services.
17. Student satisfaction index regarding library opening hours.
18. Number of documents added to SOMNI per year.
19. Number of documents added to RODERIC per year.
20. Number of research profiles prepared per year.
21. Total number of adapted facilities in the university libraries.
22. Researcher and faculty satisfaction index regarding research support services.
23. Researcher and faculty satisfaction index regarding delivery of articles in PDF format.
24. Degree of compliance in the collaboration between the LDB department and the Dialnet project.
25. Number of articles published per year through the DUS.