Regular opening hours: 12 hours, from monday to friday.

In exam periods: 24h and weekends for the university community.

More information: check the website (http://biblioteca.uv.es).

Other Centres

Historical archive: Avda. Blasco Ibáñez, 30 (School of Philosophy and Education Sciences). 46010 València - arxiu.historic@uv.es 96 386 45 15

Intermediate File: Avda. dels Tarongers, s/n (The Gregori Maians Social Science Library). 46022 València - arxiu.intermedi@uv.es 96 382 89 55

The Vicent Peset Llorca History of Medicine Library: Palacio de Cerveró - Plaza Cisneros, 4. 46003 València - bibhismed@uv.es 96 392 62 63

The José Pizcueta Botanical Garden Library: C/ Quart, 80 (Botanical Garden building, second floor). 46008 València - bibjardi@uv.es - 96 315 68 07

Historical Library: C/ Universitat, 2. 46003 València bibhistorica@uv.es - 96 162 55 86

Deposit Library: Avda. dels Tarongers, s/n (The Gregori Maians Social Science Library building). 46022 València - bibdepo@uv.es - 96 382 87 48

The Thesaurus Room (La Nau Building): from 8:30 to 21:00 h (monday to saturday - from 9:30 to 13:45 h (sundays and holidays).

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.
- Receive special attention to their information needs, concerns, questions, etc. with regard to the services offered by the UVLDS.

Available communication methods:

@ E-mail: biblioteca@uv.es

☎ Telephone: (+34) 96 398 31 40
Fax: (+34) 96 386 48 33

✉ Mailing address: c/ Universitat, 2 - 46003 València

👥 Personal attention: at any of the library help desks and in the Central Offices

⚠ Mailbox for complaints, suggestions and comments: https://www.uv.es/bustia

💬 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 triptych can be found on the LDS website here: http://biblioteca.uv.es

Valencia, 23rd of july of 2019

Administration and central offices
C/ Universitat, 2. 46003 València

Blasco Ibáñez Campus

The Pelegrí Casanova Library of Medicine and Health Sciences: Av. Blasco Ibáñez, 15 (School of Medicine). 46010 València infosalud@uv.es - 96 386 40 13

The Joan Reglà Humanities Library: C/ Artes Gráficas, 13. 46010 València. humainfo@uv.es - 96 386 45 58

Map Room: Av. Blasco Ibáñez, 28 (School of Geography and History, first floor). 46010 València - cartoteca@uv.es - 96 386 49 24

B. de Psicología y Deporte Joan Lluís Vives: Av. Blasco Ibáñez, 21. 46010 València - psicoesp@uv.es - 96 386 49 55

Burjassot Campus

The Eduardo Boscà Science Library: C/ Dr. Moliner, 50. 46100 Burjassot (València) - cieninfo@uv.es - 96 354 33 92

Sala de Farmacia: Av. Vicent Andrés Estellés, s/n. 46100 Burjassot (València) - 96 354 48 76

Tarongers Campus

The Gregori Maians Social Sciences Library: Av. dels Tarongers, s/n. 46022 València - infobibsoc@uv.es - 96 382 89 69

The UN Repository Library (ONUBIB): Tarongers Campus s/n. The Gregori Maians Social Sciences Library (2nd floor, southern side). 46022 València - onubib@uv.es - 96 382 87 42

The Maria Moliner Education Library: C/ Ramón Lluch, s/n. Tarongers Campus. 46021 València - edubib@uv.es - 96 386 44 88

Ontinyent Campus

The Ontinyent Library: Av. del Compte de Torrefiel, 22. 46870 Ontinyent - ontinyent@uv.es - 96 291 75 31

SERVICE CHARTER

Libraries and Documentation Service (SBD)

VNIVERSITAT ID VALÈNCIA

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.

Its mission is to manage the information resources and the historical bibliographic heritage of the University, facilitate access to our holdings and and their dissemination, and collaborate in the process of the creation and transfer of knowledge. The services provided are intended to contribute to the achievement of the institution's objectives and are aimed at the university population and society as a whole.

Services offered

Library collections
S1. To offer an array of information resources suited to the teaching, learning and research needs of the university community.
S2. To provide access to the UVLDS collection of information resources through the Trobes+ search engine and the Trobes catalog.

Loan services
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.

Training
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 both basic and specialized self-study materials.

User services
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, and social networking sites.

Installations, facilities, and opening hours
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.
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.

Web-based services
S8. To provide the following services to the University community through the LDS 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 private computers through the virtual private network (VPN).
• 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/digitalization 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
S9. 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
S10. 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
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.

Support for research and scientific publishing
S12. To provide support services to the UV research staff.
• To help manage personalized bibliographies: bibliographic management tools, international reference forms, etc.
• To handle requests for articles in PDF format from print journals housed in the Universitat de València collection.
• To offer guidance on the publication and dissemination of research papers.
• To provide guidance in accreditation and assessment processes.
S13. To provide support services for scientific publishing.
• To provide support for electronic publishing of UV scientific journals through the OJS (Open Journal System)
• To inform UV editors about 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.

Commitments

Library collections
C1. To ensure the availability of the basic texts recommended in the university course syllabi, 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 LDS, including those from the UV's Rare Books Collection.

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

Training
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 latest surveys regarding the treatment and services provided by library staff.

Installations, facilities, and opening hours
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.
C9. To offer in each library adequate spaces for individual study, group projects, and user training.
C10. To guarantee extensive opening hours during exam periods and to inform the university community in a timely manner.

Web-based services
C11. To provide on-line library services easily and amicably

Dissemination of materials from the Rare Books Collection
C12. To increase the collection of 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.

Institutional repository
C13. To increase the contents in the RODERIC repository by at least 3000 documents per year.
C14. To elaborate a personalized researcher profile in RODERIC for all UV researchers with more than 10 documents deposited in the repository.

Accessibility
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.

Support for research and scientific publishing
C16. To provide UV researchers with specialized services that respond to their specific needs.
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.
C18. To maintain a good collaboration with the DIALNET project.
C19. To increase the number of articles published through the OJS (Open Journal System).

Quality indicators

1. Student satisfaction index regarding the availability of faculty-recommended library materials.
2. Researcher and faculty satisfaction index regarding the adequacy of the library collection for their research needs.
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. Researcher and faculty satisfaction index regarding interlibrary loan services.
8. Researcher and faculty satisfaction index regarding intercampus loan services.
9. Student satisfaction index regarding information received (online or in person) on the use of the library and its resources.
10. Percentage of undergraduate students trained in using CI2 with respect to the total number of undergraduates.
11. Student satisfaction index regarding the attention and treatment received from library staff.
12. Researcher and faculty satisfaction index regarding the attention and treatment received from library staff.
13. The ratio of personal computers and laptops available to library users with respect to the total number of registered students.
14. Student satisfaction index regarding the adequacy of spaces for study and learning.
15. Student satisfaction index regarding library opening hours.
16. Student satisfaction index regarding online library services.
17. Researcher and faculty satisfaction index regarding online library services.
18. Number of documents added to SOMNI per year.
19. Number of documents added to RODERIC per year.
20. Number of researcher 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 LDS department and the Dialnet project.
25. Number of articles published per year through the OJS.