SERVICE CHARTER MONITORING REPORT
YEAR 2024

Servei de Biblioteques i Documentació
Universitat de València

COMMITMENT C1

To guarantee access to the basic bibliography recommended for students, provided these are available for sale, and 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 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: 4,08
>
>Target: 3.5 or more
>
>Deviation: 0,58 (scale from 1 to 5)

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: 4,32
>
>Target: 3.5 or more
>
>Deviation: 0,82 (scale from 1 to 5)

COMMITMENT C2

To perform the loan of documents in the collection efficiently and easily.

Associated service S2. To provide an effective loan service (general, interlibrary, intercampus, al despatx, Buval, etc.) according to current regulations.

INDICATOR IND3. 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: 4,38
>
>Target: 4 or more
>
>Deviation: 0,38 (scale from 1 to 5)

INDICATOR IND4. 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: 4,74
>
> Target: 4 or more
>
> Deviation: 0,74 (scale from 1 to 5)

COMMITMENT C3

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

Associated service S3. To offer the university community training activities and materials on library resources and services and on digital skills, both online and face-to-face.

INDICATOR IND5. 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: 4,24
>
> Target: 3.5 or more
>
> Deviation: 0,74 (scale from 1 to 5)

COMMITMENT C4

To address in an appropriate and professional manner all the concerns of the library's users.

Associated service S4. To answer questions raised by any user about the operation of the library services, in person, by telephone and online (La Biblioteca Respon, e-mail, XatUV or social networks).

INDICATOR IND6. 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: 4,48
>
> Target: 3.8 or more
>
> Deviation: 0,68 (scale from 1 to 5)

INDICATOR IND7. 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: 4,77
>
> Target: 3.8 or more
>
> Deviation: 0,97 (scale from 1 to 5)

COMMITMENT C5

To provide adequate space in each library for individual study, group work and user training activities.

Associated service S5. 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 IND8. 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: 4,41
>
> Target: 3.5 or more
>
> Deviation: 0,91 (scale from 1 to 5)

COMMITMENT C6

To publish the extended opening hours for exam periods 10 days in advance on the SBD website.

Associated service S6. 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. In addition, the Humanities Library will be open on weekends from October to June.

INDICATOR IND9. Degree of compliance with the publication of the extended opening hours on the website 10 days in advance.

> 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 C7

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

Associated service S7. To provide the following services through the SBD website: - Access to the library collections through the Trobes catalogue. - Book purchase requests and suggestions. - Book reservations. - Loan renewals. - Interlibrary and intercampus loan requests. - Inquiries to library staff about the library and its collections and services (La Biblioteca Respon). - Access to recommended reading by subjec - Requests for articles in PDF format from print journals housed in the UV library collections for research purposes only. - Requests for training sessions and access to self-learning materials. - Scanning/digitalisation requests for documents housed in the Rare Books Collection to be included in the SOMNI digital library.

INDICATOR IND10. 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: 4,34

Target: 3.5 or more

Deviation: 0,84 (scale from 1 to 5)

INDICATOR IND11. 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: 4,35

Target: 3.5 or more

Deviation: 0,85 (scale from 1 to 5)

COMMITMENT C8

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 S8. To disseminate documents housed in the Rare Books Collection of the UV libraries through the SOMNI digital library, in accordance with applicable law

INDICATOR IND12. Number of documents added to the SOMNI database per year

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

Value: 47 documents

Target: A minimum of 100 per year

Deviation: -53 documents

Cause of negative deviation: Update of the Repository software. The upload process did not work during the last months of the year.

COMMITMENT C9

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

Associated service S9. To collect, conserve, and disseminate digitalized scientific, institutional, or teaching documents written by members of the university community through the RODERIC repository.

INDICATOR IND13. Number of documents added to RODERIC per year

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

Value: 12.359 documents

Target: A minimum of 3000 per year

Deviation: 9.359 documents

COMMITMENT C10

Update the information related to people with disabilities in the Accessibility section of the SBD website.

Associated service S10. 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 IND14. Degree of compliance with the quarterly review of the Accessibility section of the SBD website.

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 C11

To address 100% of the requests for analysis reports on publications for the recognition of research merits within the deadline established by the SBD.

Associated service S11. To provide specialised support services to UV research staff: - To support the management of personal bibliographies: bibliography management tools, international citation standards, etc. - To provide articles in PDF format of printed journals from the UV library collections. - To provide guidance for publication and dissemination. - To participate in the DIALNET cooperative project (cataloguing of journal articles, chapters of collective works and conference proceedings, citations and review of profiles). - To advise on accreditation and evaluation processes. Drawing up reports on scientific publications for six-year periods. - To advise on accreditation and evaluation processes. - To produce bibliometric reports. - To develop research evaluation reports. - Development and maintenance of journal selection tools. - To maintain the Research Support Portal. - To manage grants for open access publishing.

INDICATOR IND15. Percentage of sexennial reports prepared

Formula: (Number of reports prepared within the deadline/ Total number of reports requested) × 100

Value: 100 %

Target: 100%

Deviation: 0 %

COMMITMENT C12

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

Associated service S12. To provide support services for scientific publishing: - To provide support for the electronic publication of scientific journals produced by the UV through the OJS (Open Journal System). - To inform UV publishers about the ISSN identification system. - To manage DOI assignment of UV journal articles published through OJS. - To provide guidance to publishers on how to disseminate an electronic journal. - To inform about the quality criteria of scientific journals and their inclusion in evaluation indexes.

INDICATOR IND16. Number of articles published through the OJS per year

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

Value: 1.135 articles

Target: Increase in values
Deviation: Not available