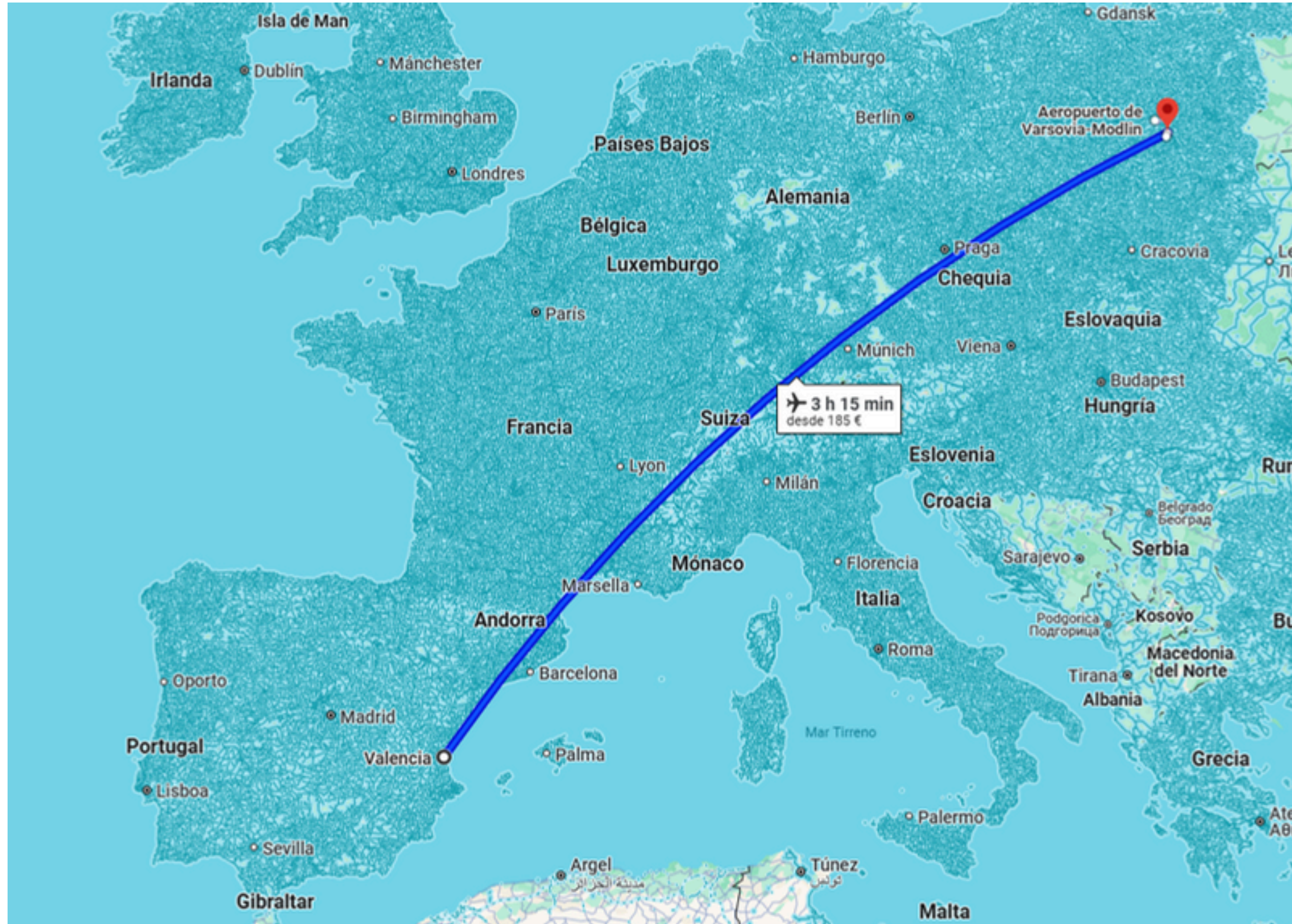


Concha González

UNIVERSITY OF VALENCIA. SPAIN

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50.852

STUDENTS

4.569

TEACHERS

199

STAFF

11

LIBRARIES

5M €

BUDGET SPENT ON
COLLECTION

434

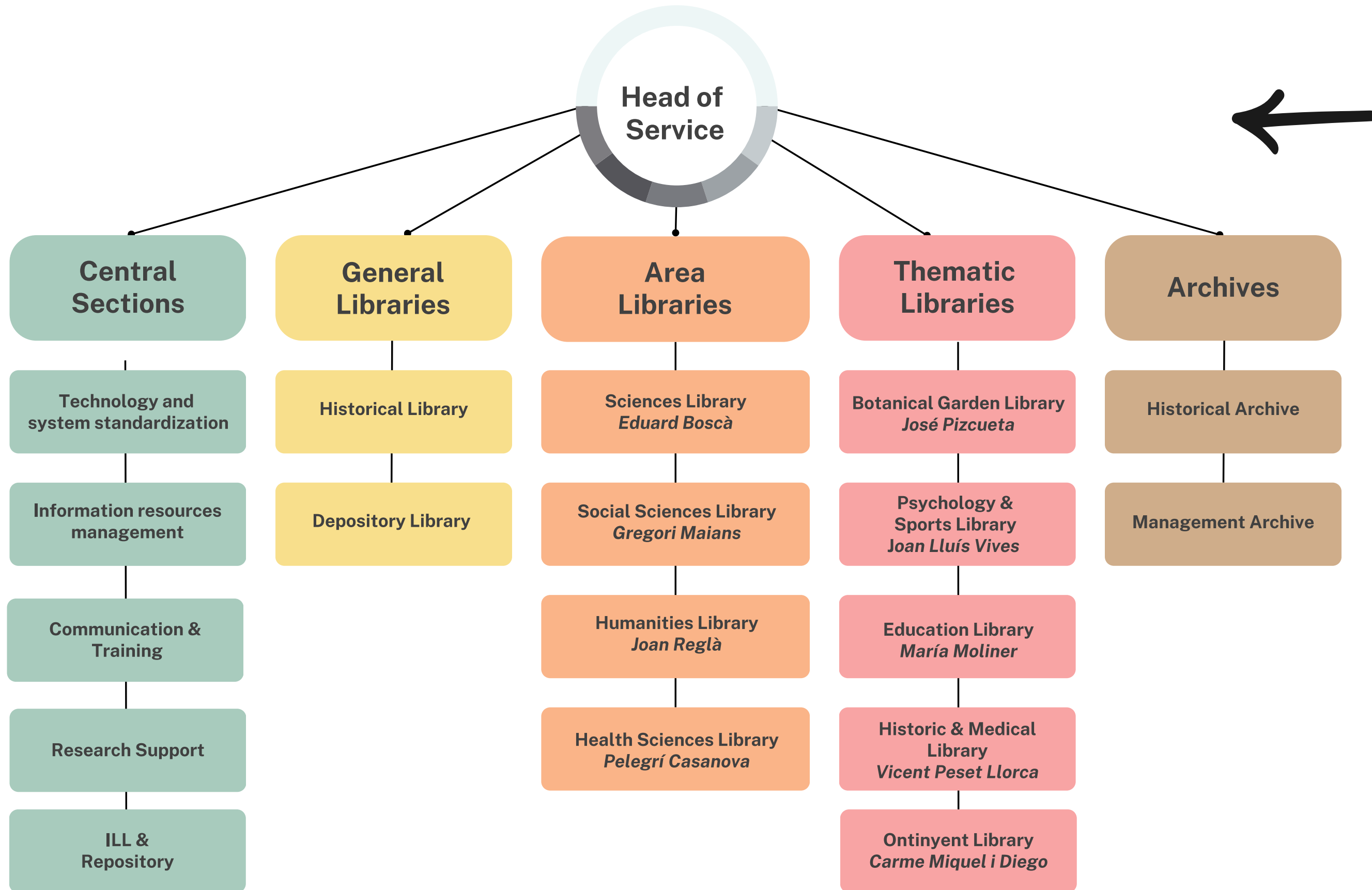
TRAINING COURSES

+2.500

ILL

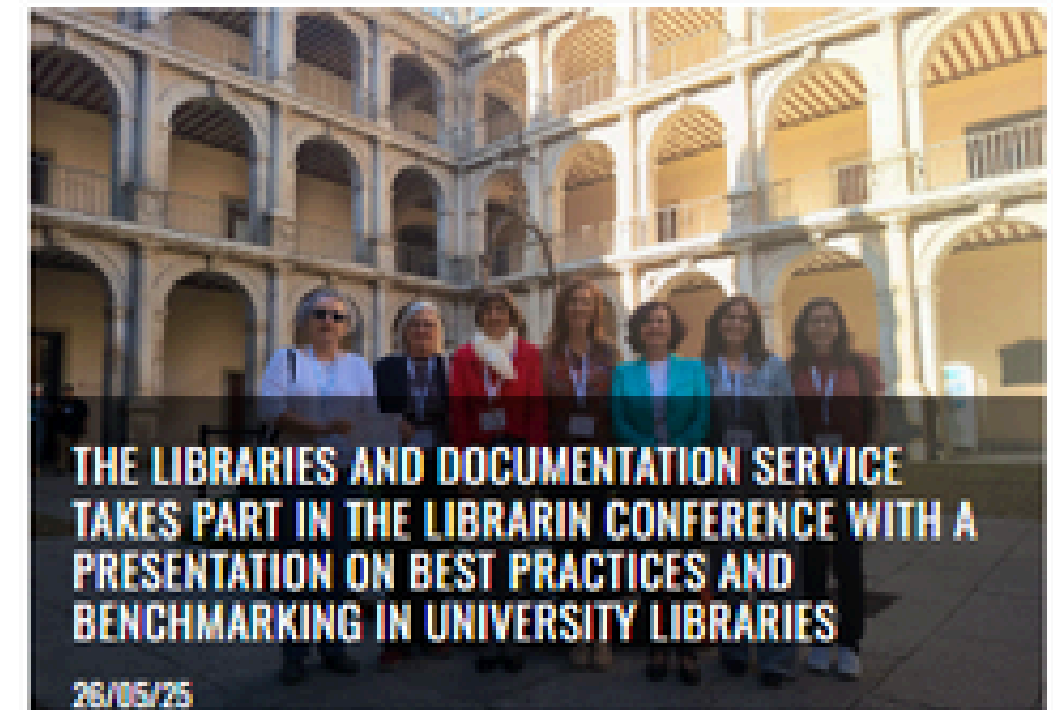
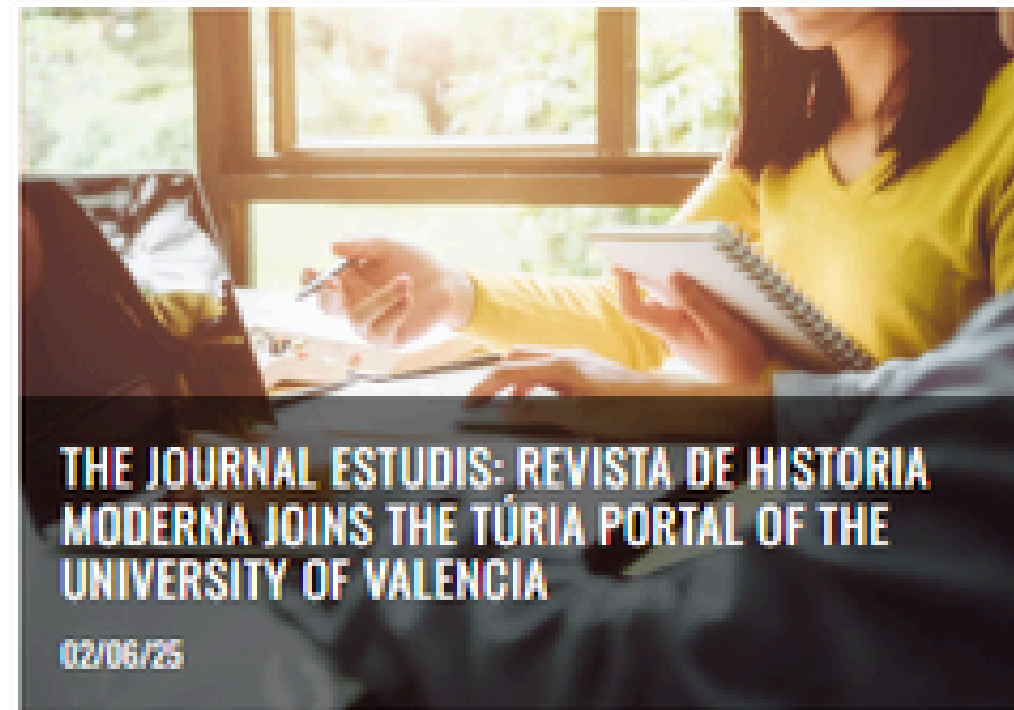
319

ANNUAL OPENING DAYS



Quality Department
Restoration Shop
W&M

News



Tools

Institutional repository. DSPACE

RODERIC

Diamond OA journal manager. OJS



Scientific Production Portal. CRIS

UNIVERSITAT ID VALÈNCIA Portal de Producció Científica UV SIGN IN

GROUPS RESEARCHERS RESULTS

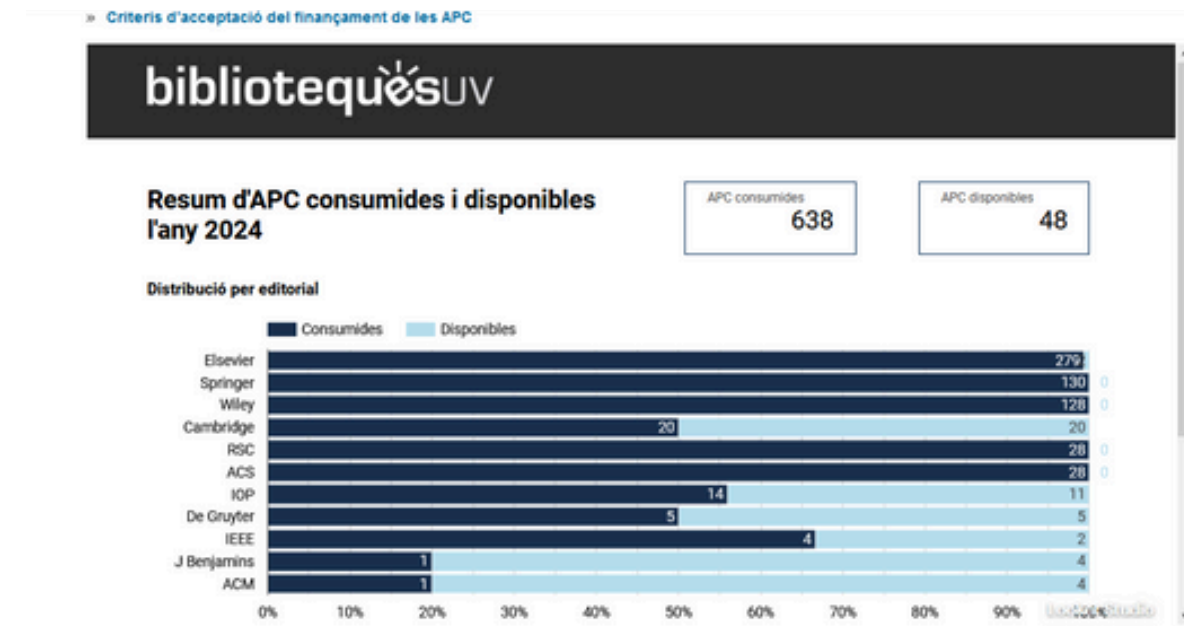
What is the UV Scientific Production Portal?
This portal collects the scientific production of the University of Valencia, giving visibility and transparency to its research activity through the results and the analysis of its impact, facilitating consultation by Departments, Faculties or Researchers.

Search scientific production

6,135	560	945	226,466	14,578	91,969
Researchers	Groups	Projects	Publications	Theses	Open access

Tools

Online APCs Manager. Data Studio



Journal selectors



ON PUBLICAR



Llistat de revistes diamant

International Staff Week



2024. Pilot project. 5 librarians



2025. 1st Staff week. 22 librarians

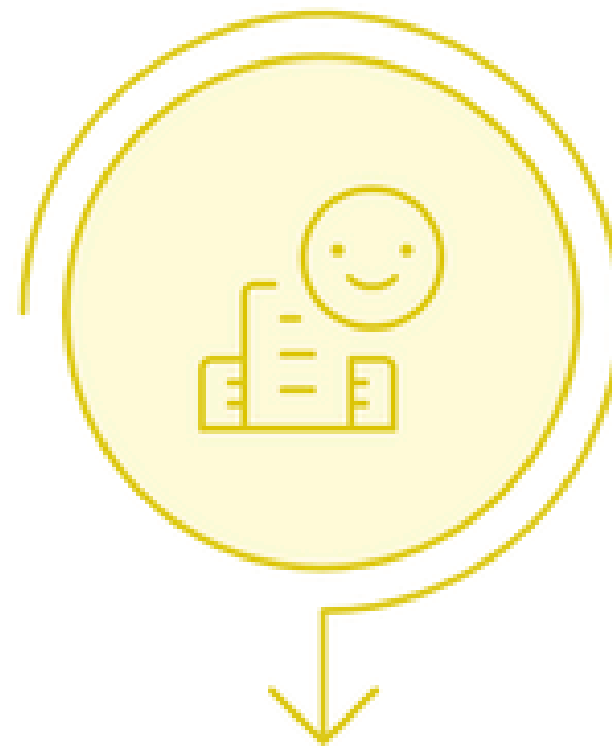
Spaces



bibliotequèsUV
JARDÍ BOTÀNIC
"JOSÉ PIZCUETA"



Quality Management Department



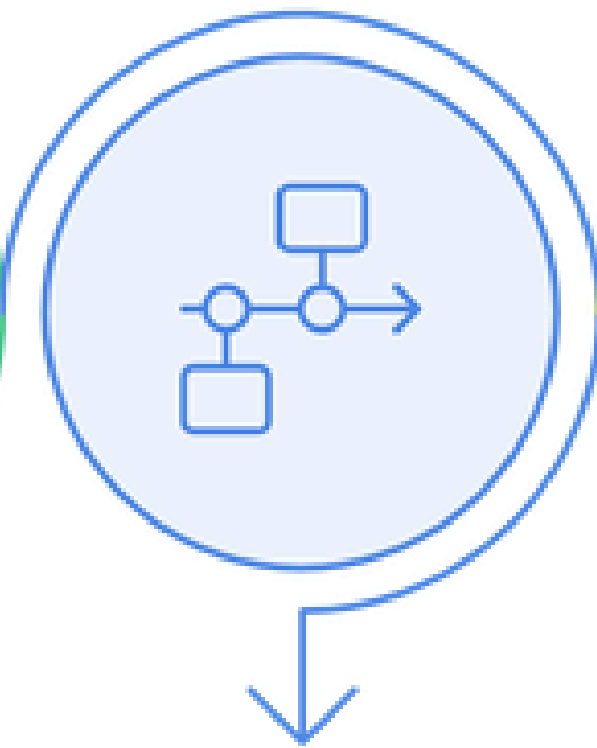
Satisfaction Surveys

Measure customer satisfaction through surveys.



Improvement Actions

Implement actions for continuous improvement.



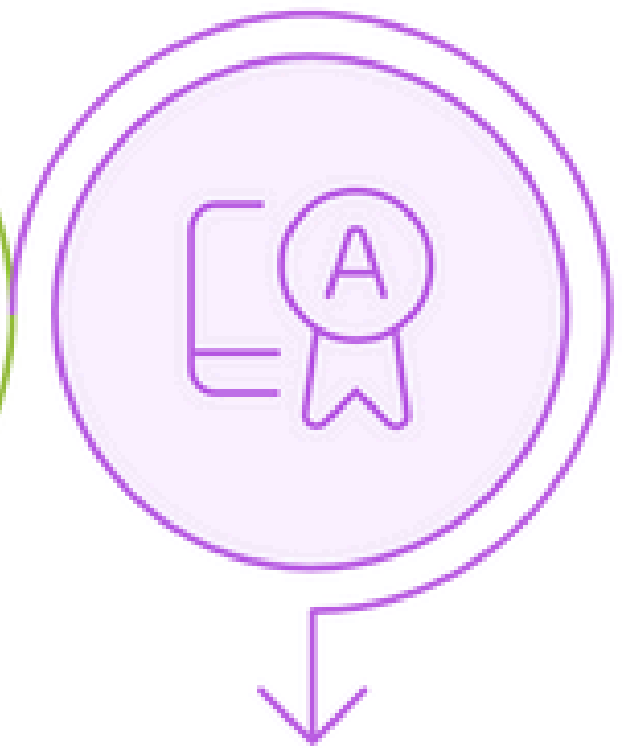
Processes

Define and manage quality processes.



Performance Indicators

Track key performance indicators (KPIs).



EFQM

Implement the EFQM excellence model.

Satisfaction Surveys

Identify
Stakeholders

Distribute
Surveys

Plan
Improvements



Design
Surveys

Analyze
Results

Publish
Results

Enquestes
d'Opinió del
PTGAS de l'SBD
2023/2024
Maig 2024



Enquestes de
Satisfacció i
Opinió del PDI
2023/2024
Maig 2024



Enquestes de
Satisfacció i Opinió
Estudiants
2023/2024
Maig 2024

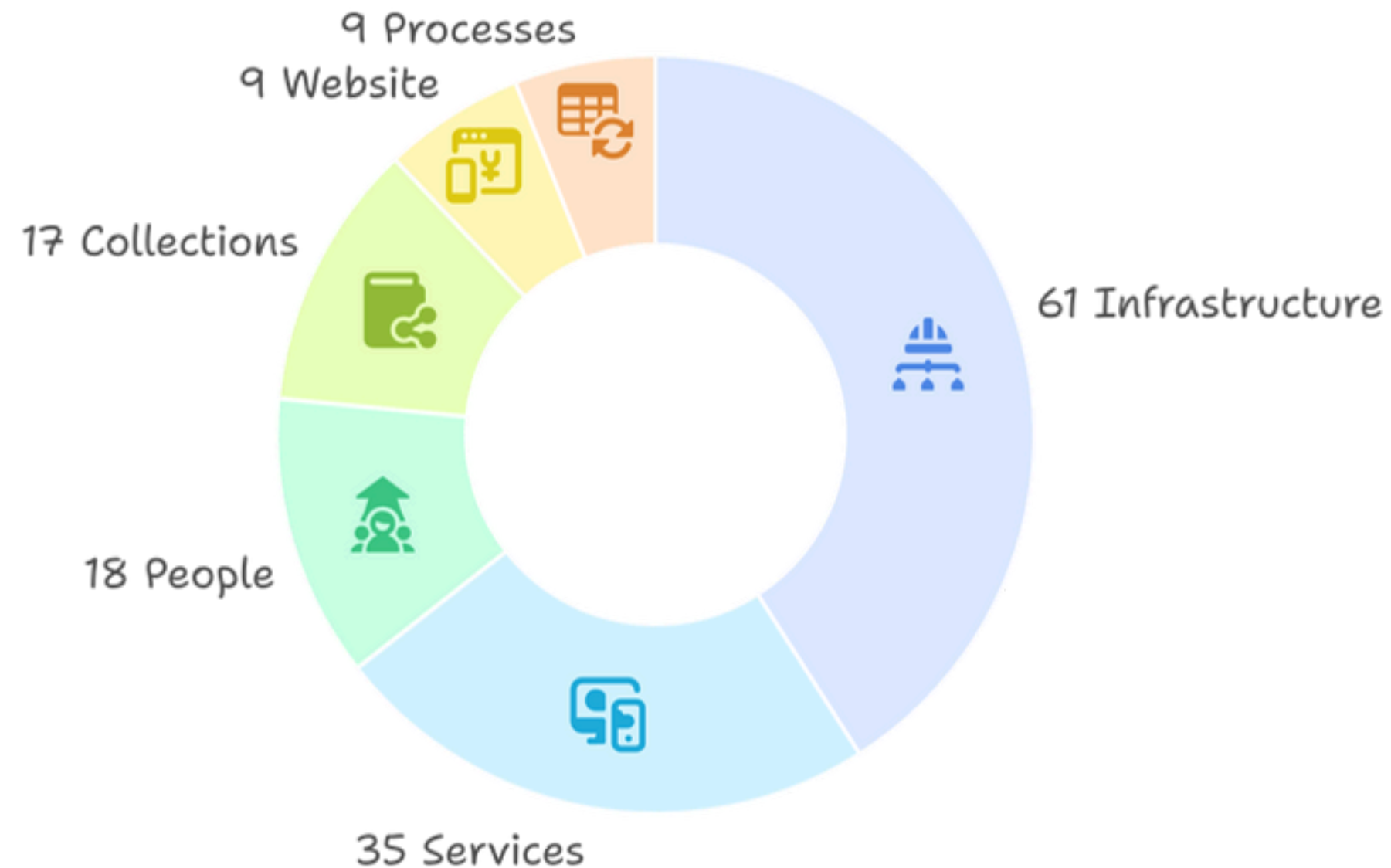


<https://links.uv.es/XpQ89iT>

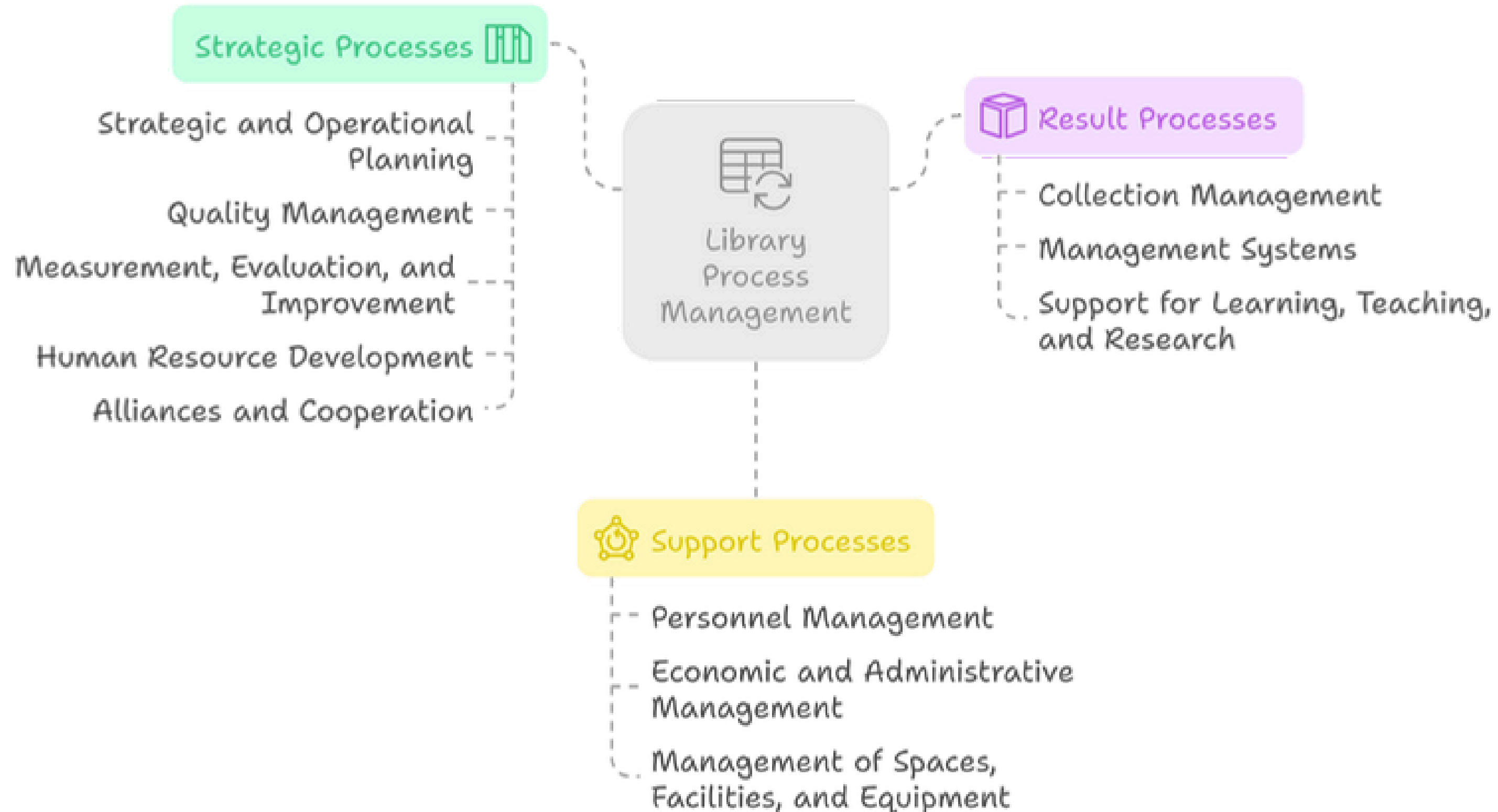
Improvement Actions

<https://links.uv.es/cMKI8du>

Distribution of 2024 Improvement Actions



Processes



Suggestions, complaints, and compliments

2024
71
REGISTERS

ENVIRONMENT

The library is very hot and it's unbearable.

SEATS

...the rooms were overcrowded to the point where staying there felt overwhelming, face masks weren't fully respected, and I believe it would be beneficial to open at least another floor...

EXTRA MATERIAL

...the library has always had a service that offers headphones for UV students, and this year such service is not operational due to a lack of headphones...

USERS

...I've noticed that many students here are not from the University of Valencia. To make things worse, they reserve seats for each other and spend a lot of time outside the library...

CLEANING

...my classmates and I have seen garbage (such as soda cans, juice cartons, crumpled paper balls) thrown on the floor of library room 1.6. Moreover, one of the books that 'has been used' was on the floor of this same room...

BIBLIOGRAPHIC RESOURCES

...the library no longer has a subscription to Le Monde Diplomatique (French edition). I'd like to suggest that the library reinstates the subscription.

STAFF

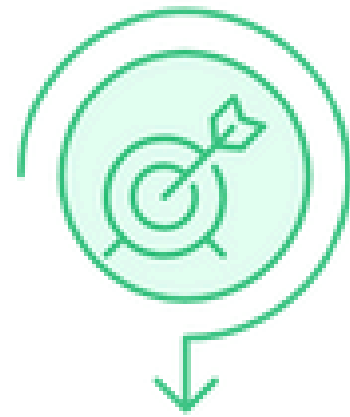
...I want to express gratitude to the professionals who have taught us about the library for their attention and patience, clarity in explaining the contents, passion for their work, and level of kindness and education...

Performance Indicators



Indicators

Measurable factors showing performance



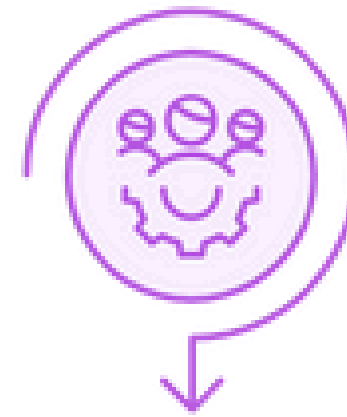
Goals

Desired outcomes to be achieved



Tool

Instrument used for achieving goals



Roles

Responsibilities in achieving goals



Cooperation

Collaboration with other universities

scrumtegy

Power BI

EFQM



2021
EFQM +400



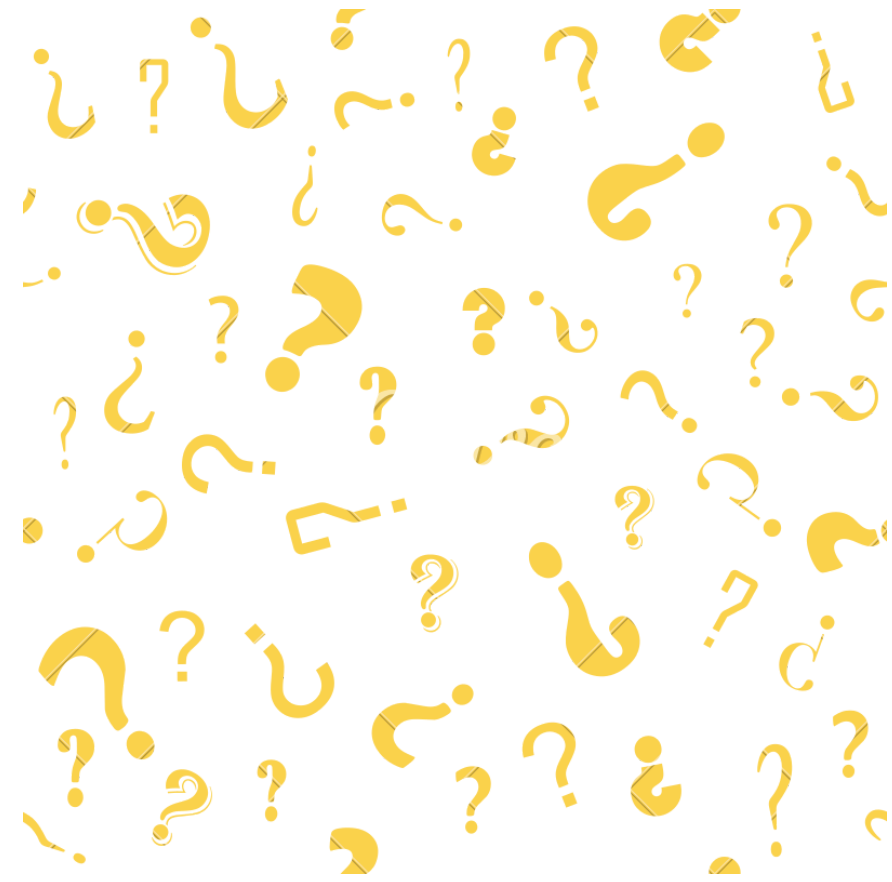
2025
EFQM +500



*Improvement
areas*

86

IMPLEMENT A SPECIFIC METHODOLOGY TO MANAGE THE VALUE PROPOSAL
EXPAND AND SEGMENT PERCEPTION MECHANISMS FOR ALL STAKEHOLDERS
STRENGTHEN STAFF INTEGRATION AND INTERNAL COMMUNICATION
DEVELOP A MARKETING STRATEGY TO REINFORCE BRAND AND POSITIONING



THANK
you

Concha González

CONCEPCION.GONZALEZ@UV.ES