

# **QUALITY IN LIBRARY MANAGEMENT**

May 2024  
Erasmus Week

# La Nau Building

## Central Sections

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**Carmen Lozano**

<https://links.uv.es/yh27cvT>



# Quality Management System

EFFICIENT OPERATIONS AND SERVICES

EFQM standards

**STRUCTURE**

PROCESSES - SUBPROCESSES  
IMPLEMENTATION  
DOCUMENTATION  
ALIGNMENT UNIVERSITY GOALS  
CUSTOMER NEEDS AND EXPECTATIONS

**CONTROL / MEASURE**

Routine Audits

**REVIEW / IMPROVE**

RESULTS  
COMMUNICATION  
GOOD PRACTICES

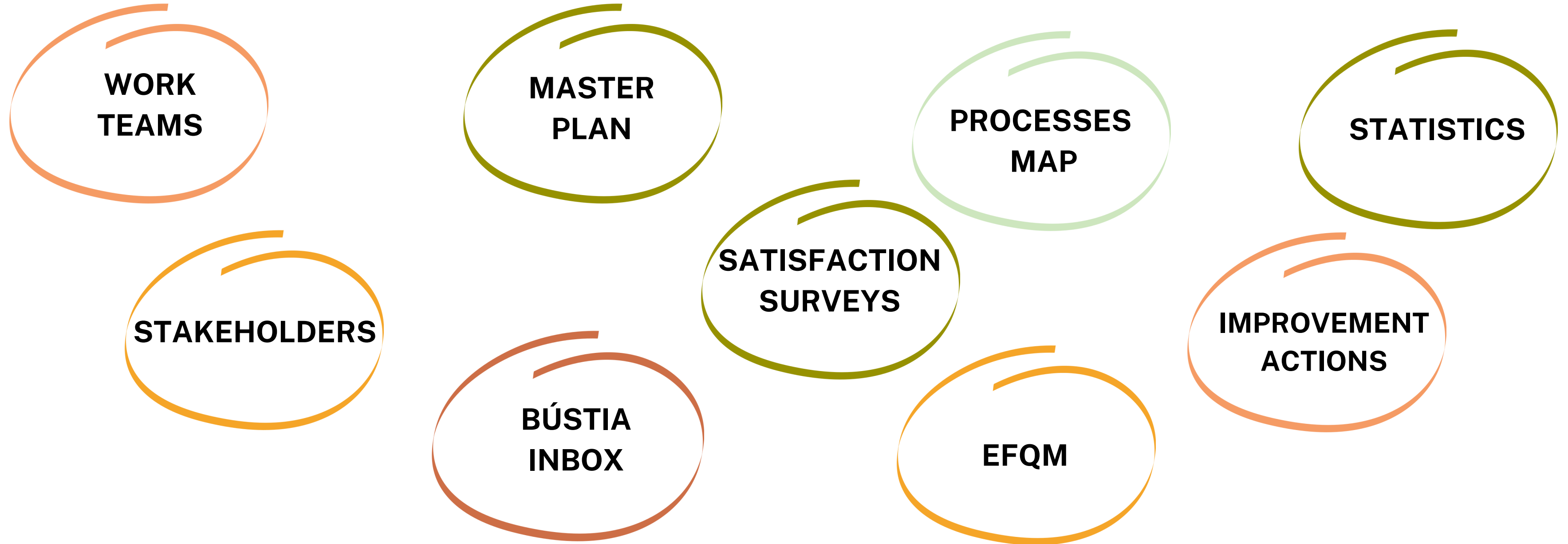


# Quality Management System

How?



# Lines of action



# Work Teams

PM 01 > **STRATEGY**

PM 02 > **CULTURE** AND LEADERSHIP

PM 03 > **STAKEHOLDERS**

PM 04 > **COMMUNICATION** & SDG- Agenda **2030**

PM 05 > **STATISTICS**

COLLECTIONS > **DONATIONS**

LAE 13 > **TRAINING**

# Stakeholders



## 2017

NEEDS  
EXPECTATIONS



USERS  
STAFF  
INVESTORS & REGULATORS  
SOCIETY  
PARTNERS & SUPPLIERS



## 2024

*Tens la paraula  
Grups de treball  
Comisions d'usuaris*

## 2024

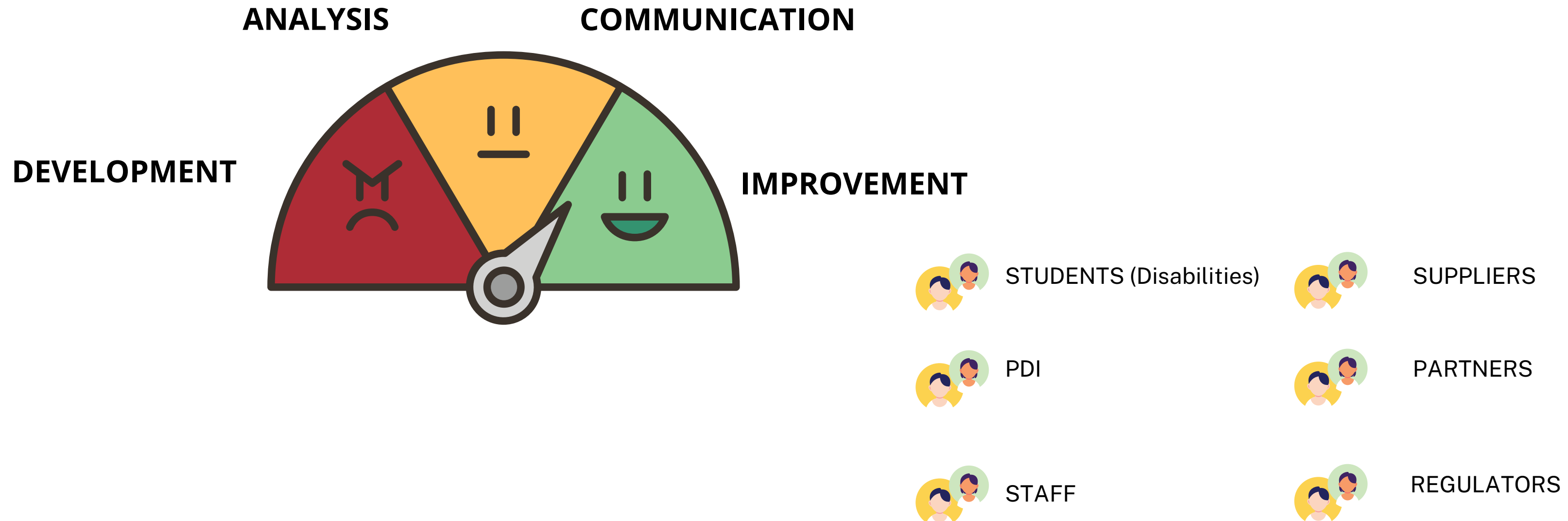
## 2028

## COMMUNICATION CHANNELS



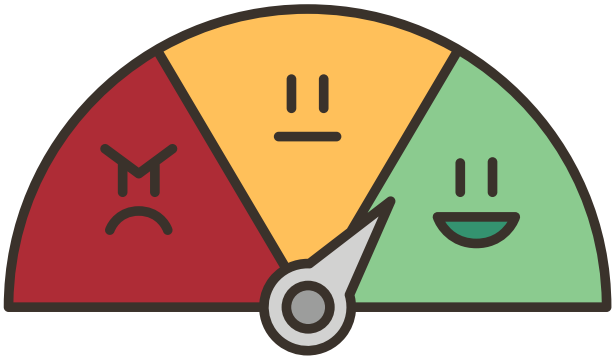
# Satisfaction Surveys

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

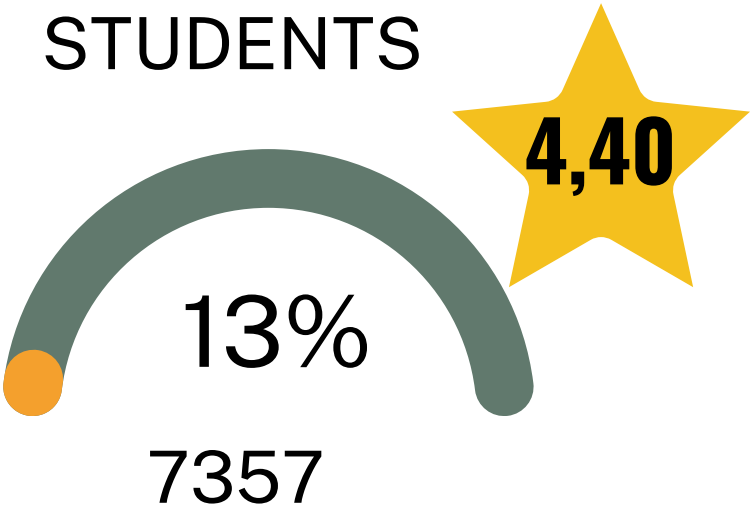




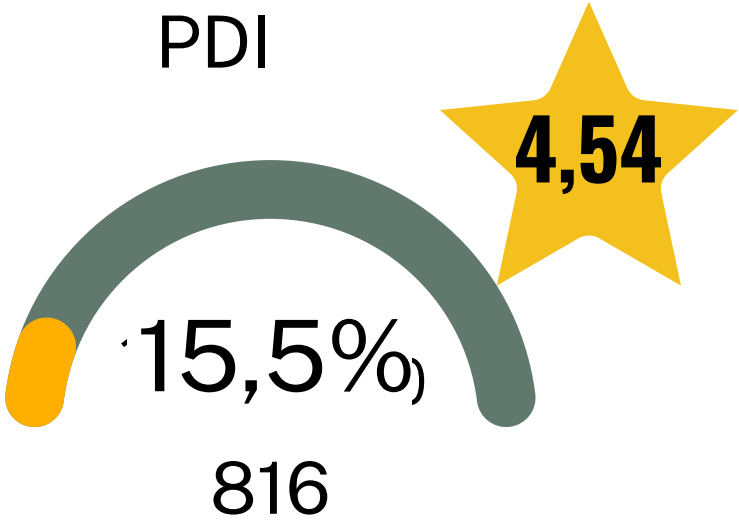
# Satisfaction Surveys



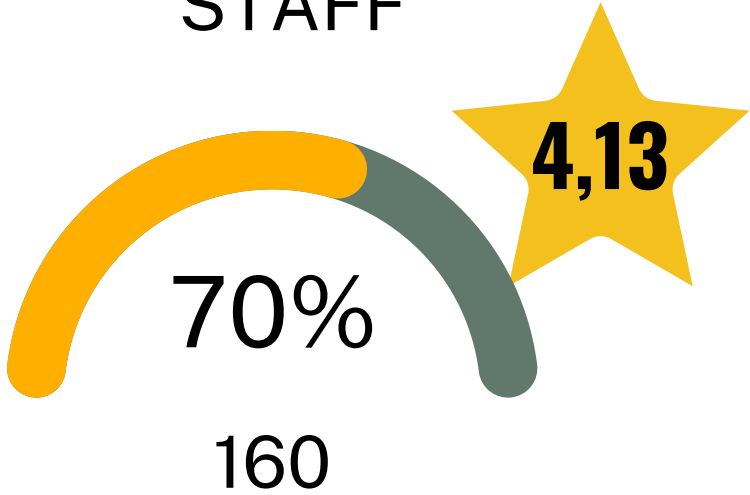
STUDENTS



PDI



STAFF



BOOKS

WEB SERVICES

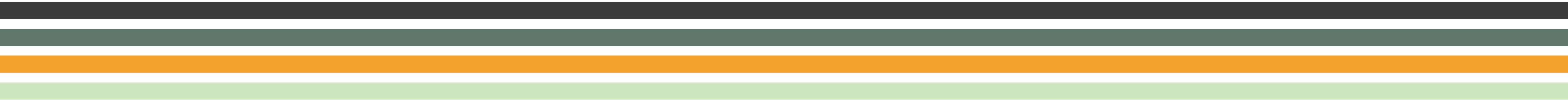
NEEDS

SATISFACTION

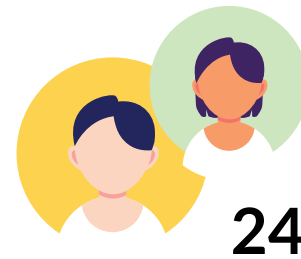
JOURNALS

BUILDINGS

EXPECTATIONS



ANSWER



# Bústia

3/8

## SERVICES

*The possibility of receiving the requested books on loan at our office..."*

## ENVIRONMENT

*The library is very hot and it's unbearable.*

## USERS

*...I've noticed that many of the people studying there are not from the University of Valencia. To make matters 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). This email is to suggest reinstating 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...*

## 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...*

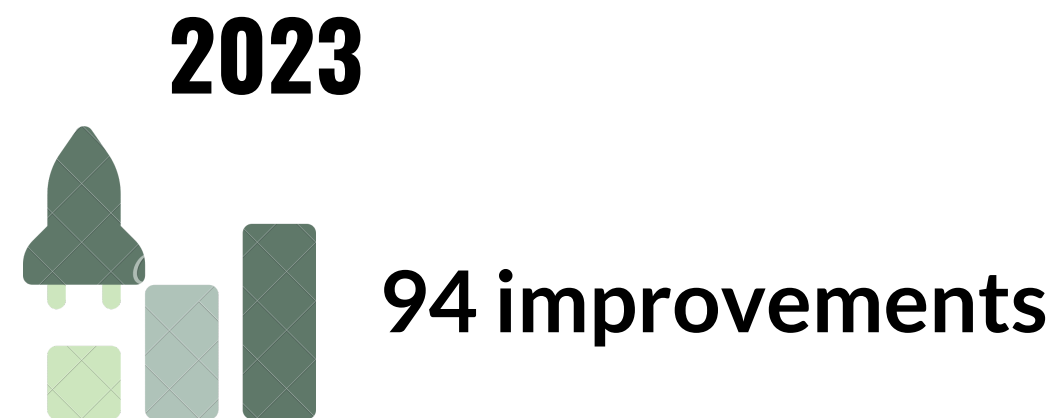
## EXTRA MATERIAL

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

2023  
**62**  
REGISTRES

# Improvement actions

<https://links.uv.es/cMKl8du>



Infrastructure 38  
Collections 21  
Website 2  
Services 23  
People 6  
Processes 4

**78%**



# Improvement actions

<https://links.uv.es/cMKl8du>

**2023**

*Creation of a new space "Waiting Room"  
Health Sciences Library*

*Improvements in the **accessibility** of spaces to achieve the  
ANECA inclusivity seal*

*Servei de Biblioteques i Documentació*

*Publication of the document "**Normalization of  
Scientific Signature**"*

*Servei de Biblioteques i Documentació*

*Launch the **Scientific Production Portal***

*Servei de Biblioteques i Documentació*

# Processes Map

**5** STRATEGY



**26** RESULTS

COLLECTION  
MANAGEMENT SYSTEM  
SUPPORT FOR LEARNING, TEACHING AND RESEARCH

**3** SUPPORT

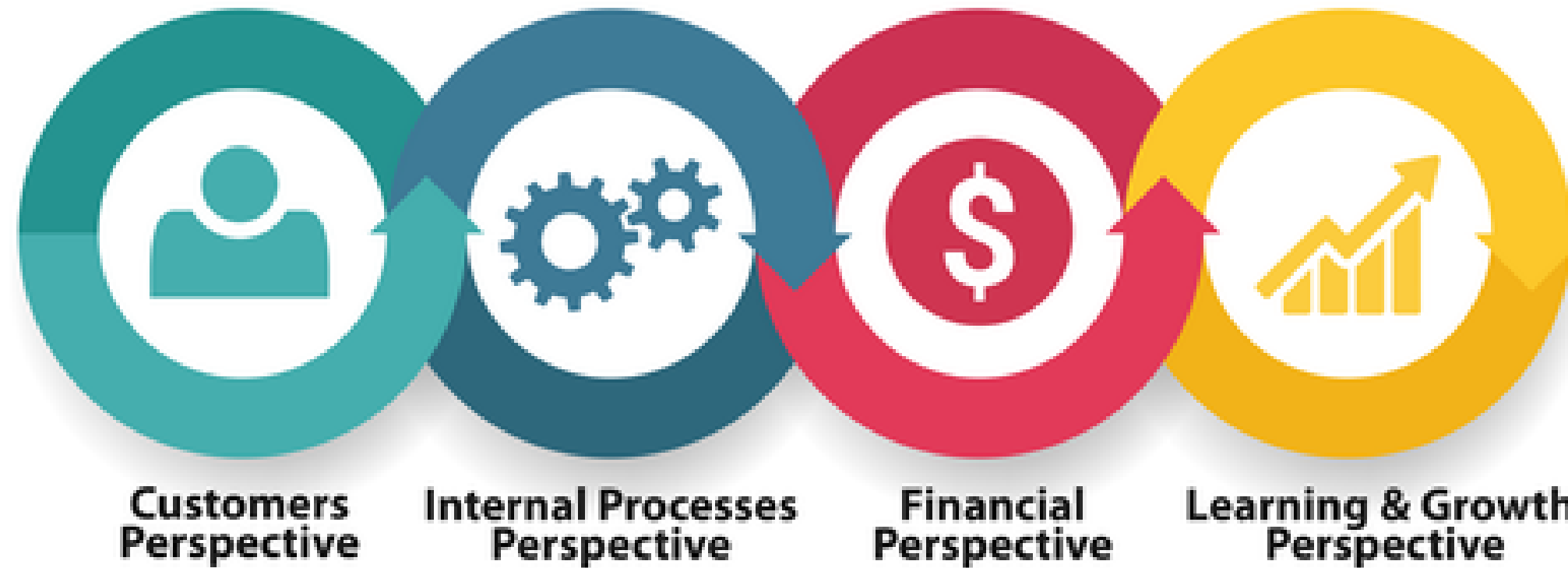


### Relation of the key processes or results of SBD

PR-01. Collection management	PR-03. Support for learning, teaching and research
PR-01.01_V2 Selection and acquisition of information resources	PR-03.01 Lending
PR-01.02 Standardised description and availability of documents	PR-03.02_V2 Interlibrary Loan
PR-01.03 Physical collection management	PR-03.03_V2 Digital skills training
PR-01.04 Electronical collection managment	PR-03.04_V2 Training on demand
PR-01.05_V3_Patrimonial collection management	PR-03.05 Management of group work spaces
PR-01.06 Collection evaluation	PR-03.06 Face-to-face assistance and information
PR-02. Management systems	PR-03.07_V2_ Virtual assistance and information
PR-02.01_V2_ Administration of the library services platform	PR-03.08 Management of Recommended Bibliographies
PR-02.02_V2_Interchange of data in the library services platform	PR-03.09 Electronic delivery of printed journal articles
PR-02.03 Management of the catalogue consultation interface (OPAC)	PR-03.10 Support to the electronic publication of scientific journals of the UV
PR-02.04_V2_Patron management	PR-03.11_V2_Management of the institutional repository RODERIC
PR-02.05 Intranet and internal communication	PR-03.12 Research suport
PR-02.06_V2_Web and public information	PR-03.13 Cooperation in the Dialnet portal
PR-02.07 Management of the discovery tool	PR-03.14_V2_Libraries extraordinary opening

# Performance Indicators <sup>6/8</sup>

## Balanced Scorecard (BSC)



- GOALS
- INDICATORS
- TOOL
- ROLES

COOPERATION WITH OTHER UNIVERSITIES





# Performance Indicators <sup>7/8</sup>

## MONITORING THE IMPLEMENTATION OF THE **SBD STRATEGIC PLAN**



**2021-2023**

**34 INDICATORS**

## MONITORING THE IMPLEMENTATION OF THE **UNIVERSITY STRATEGIC PLAN**



**2023-2026**

**7 INDICATORS**

# EFQM



**2021**

**EFQM +400**

**4-STAR EUROPEAN SEAL OF EXCELLENCE**



*Improvement  
areas*

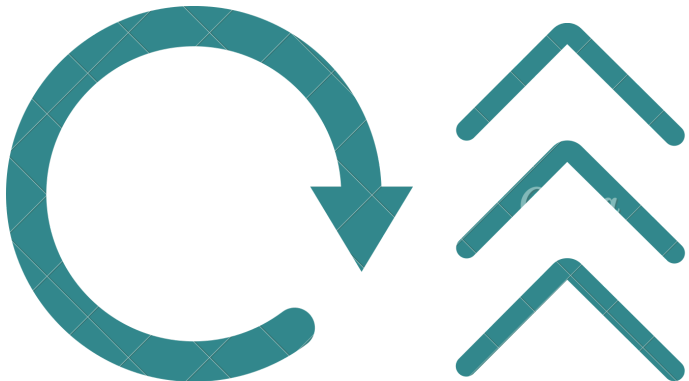
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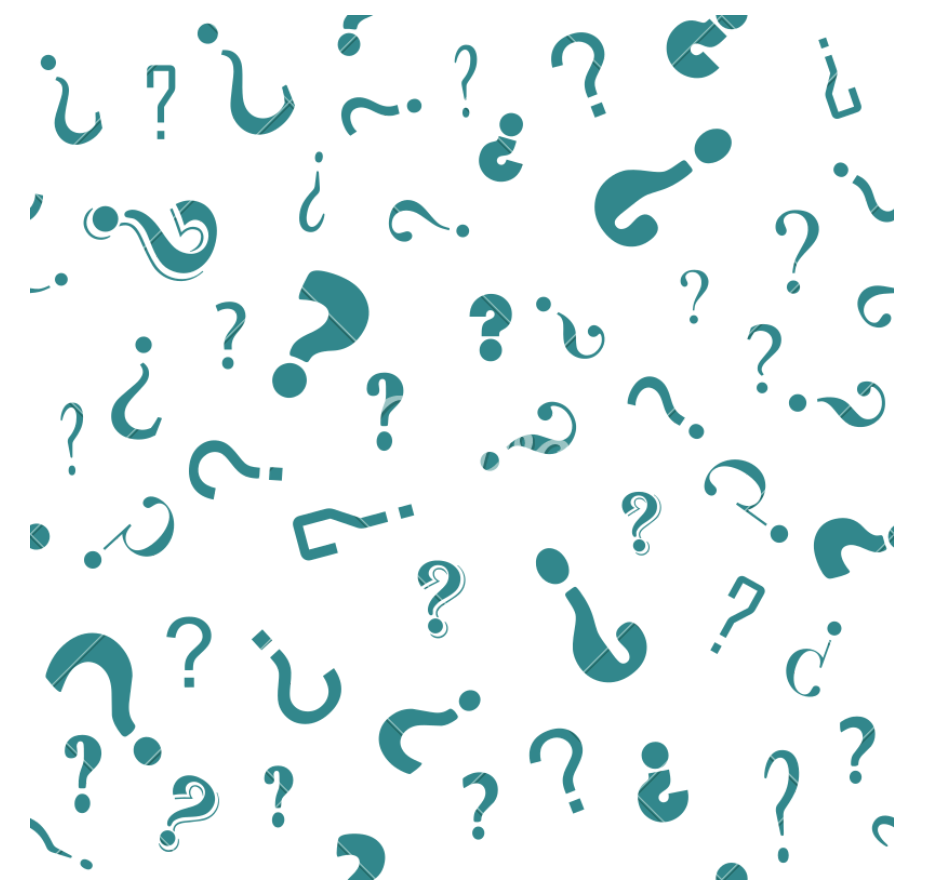


- NEEDS AND EXPECTATIONS
- SERVICE CHART
- UPDATE PROCESSES
- BALANCED SCORECARD
- TECHNOLOGY PLAN
- COLLECTION DEVELOPMENT PLAN

**2024**

**NOVEMBER**





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