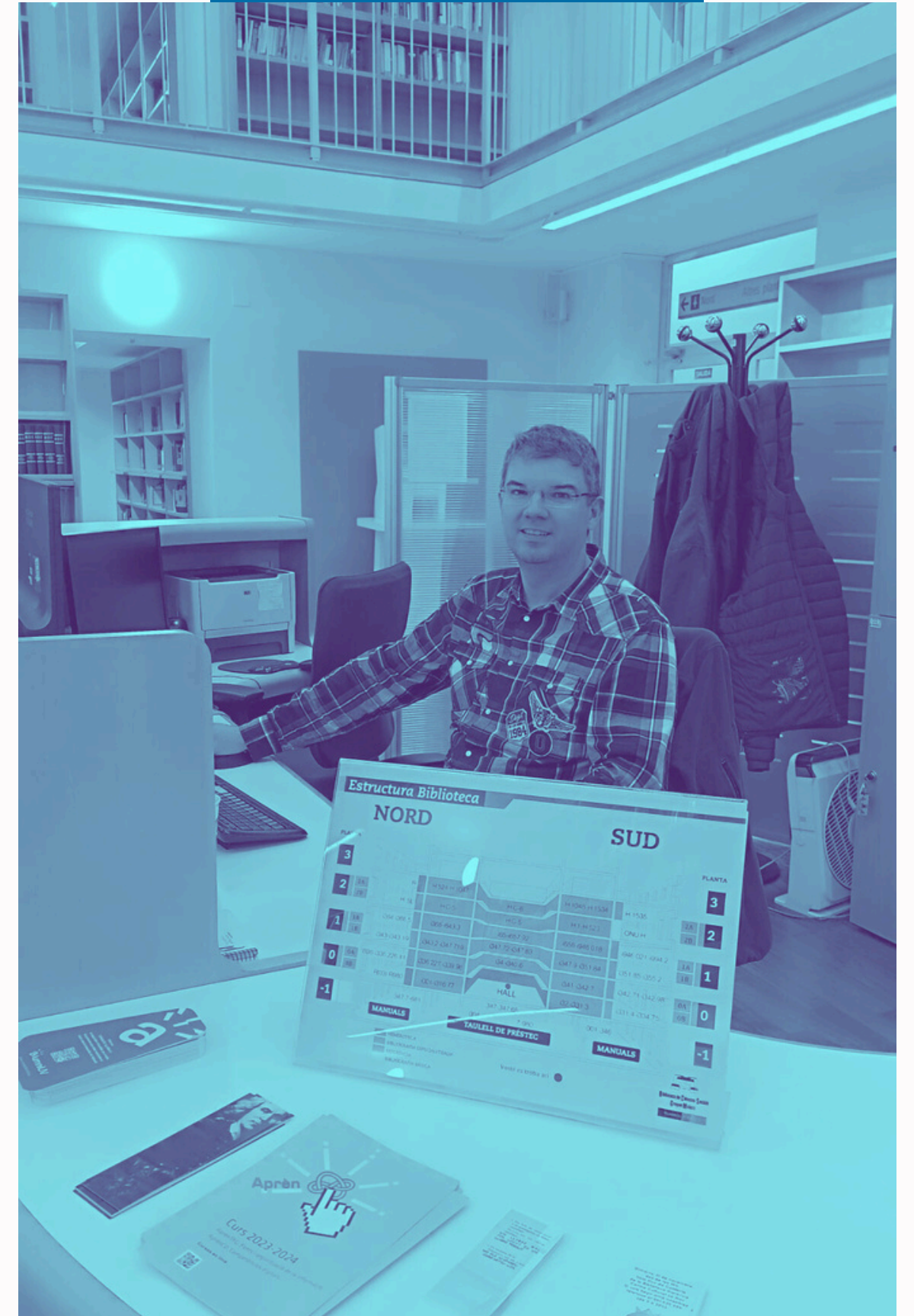


# CODE OF ETHICS

of the Servei de Biblioteques i  
Documentació de la Universitat de València

Approved at the Technical Meeting on 25 June, 2024



# PURPOSE

This document was created with the purpose of establishing a reference framework that encompasses ethical principles, standards and values of conduct. These elements define the commitments that guide our professional work as members of the Servei de Biblioteques i Documentació de la Universitat de València. It also contributes to strengthen the sense of belonging both to the staff and to the organization as a whole.



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# PREAMBLE

Individuals and organizations in charge of information and documentation management must be aware of the responsibility we bear for the social, economic, cultural, political and environmental impact of our actions.

As SBD professionals, we consider it necessary and appropriate to establish guidelines that guide decision-making, service delivery and relations with all stakeholders.

SBD staff will be guided in their actions by democratic and social values. We adopt this code of ethics and communicate the principles that guide us to the university community, the professionals and society as a whole.

This Code is aligned with the values of the UV and, specifically, with the UV Strategic Plan, the Strategic Plan of the Spanish University Libraries Network (REBIUN), the Strategic Plan of the Conference of Spanish University Archives (CAU), the SBD Director Plan and the SBD Sustainability Plan.

Our first Code of Ethics was drafted in 2017 and revised in 2021. This new code involves a revision of the criteria, standards and values that guide our work.

# DEFINITION AND SCOPE OF APPLICATION

The code of ethics is a set of rules for a responsible and high quality professional practice, the result of a reflection on the principles and values that should guide our profession.

This code applies to all SBD staff in their interactions with colleagues, with members of the university community and with society in general. We should all be aware of its content and apply it in the performance of our daily duties.



# PRINCIPLES, VALUES AND THEIR APPLICATIONS

The SBD recognizes the Universal Declaration of Human Rights as the fundamental ethical document guiding our professional practice. We assume the United Nations Sustainable Development Goals, as well as the ethical guidelines of the International Federation of Library Associations and Institutions (IFLA) and the International Council on Archives (ICA).

The ethical principles of moral autonomy, justice, respect, honesty, responsibility and social usefulness inspire this code. Based on these principles, SBD staff apply the following ethical values in the performance of their duties.



# ETHICAL VALUES

01

**COMMITMENT.** We are committed to sustainability, social responsibility, non-discrimination, recognition of cultural and ideological diversity, as well as the co-official languages.

02

**PROFESSIONALISM.** We work with professionalism by delivering high-quality service, maintaining privacy and confidentiality, respecting the profession, our users, and colleagues, and by sharing our knowledge and skills.

03

**PUBLIC SERVICE.** We are a public service and we work for free access to information, protection of copyright and intellectual and industrial property rights, as well as for the conservation and preservation of our heritage.

04

**INTEGRITY.** We are guided by integrity, ensuring intellectual freedom and working with transparency and respect for the institution.





# AREAS OF APPLICATION

**01**

COMPLIANCE WITH LEGISLATION

**02**

ACCESS TO INFORMATION

**03**

PROPER USE OF PUBLIC RESOURCES

**04**

NEUTRALITY, PROFESSIONALISM AND INTEGRITY

**05**

DIGNIFIED AND RESPECTFUL TREATMENT OF PEOPLE

**06**

SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY





# 1 COMPLIANCE WITH LEGISLATION

**We know and comply with** the legislation and regulations that affect our work.

**We inform** the competent bodies of the institution of any action we are aware of that is contrary to current legislation.

# 2 ACCESS TO INFORMATION

**We ensure access** to information for all, without censorship.

**We provide access** to collections and services to the public at zero cost, whenever possible.

**We promote and publicize** our collection and services so that people are aware of their existence and availability.

**We favor** open science, in accordance with institutional policy.

**We use** the most effective means to make material accessible.

**We ensure** that library and archive websites comply with international accessibility standards and are barrier-free.

**We offer** updated, plural, balanced, relevant and gender-sensitive information that responds to the needs of our users.

**We apply** the necessary measures for the protection and preservation of documents from physical damage, deterioration, or theft.



# 3 PROPER USE OF PUBLIC RESOURCES

**We are responsible** for the efficient use and care of the institution's assets, funds and resources, avoiding any improper use that conflicts with the general interest.

**We use** the resources at our disposal only for the performance of our work, guaranteeing their responsible and austere use, and we promote this procedure.

**We manage** information resources with transparency, responsibility and criteria of economic sustainability. We take into account the principles of quality, rigor, use, impartiality and appropriateness to the disciplines of study, learning and research.

# 4 NEUTRALITY, PROFESSIONALISM AND INTEGRITY

**We distinguish** between personal convictions and professional duty, ensuring that private interests or personal beliefs do not take precedence over neutrality.

**We develop** our work seeking excellence, oriented to satisfy the expectations, needs and demands for information and services of our stakeholders, keeping our training updated.

**We work** with professionalism, responsibility and efficiency, always aiming at continuous improvement and communicating any situation that may affect the quality of service.

**We make** the SBD's Service Charter available to the university community, where the services and quality commitments undertaken are listed.

**We maintain** professional secrecy about confidential information obtained in the exercise of our functions.

**We establish** alliances that help us progress in the provision of our services.



# 4 NEUTRALITY, PROFESSIONALISM AND INTEGRITY (2)

**We encourage** cooperation and the exchange of knowledge and best professional practices among colleagues and library and archival associations.

**We avoid** any practices that could be considered less than exemplary and promote individual responsibility and personal example.

**We do not accept** or grant any privileges or preferential treatment arising from our professional position.

**We do not accept** or offer gifts, favors, services or payments from suppliers or users, except for customary courtesies, that could influence our decisions.

**We take the utmost care** of the external image that we project in our professional activities, always demonstrating integrity, honesty, and impeccable behavior.

**We use** the name and corporate image of the institution for the proper development of our professional activities.

# 5 DIGNIFIED AND RESPECTFUL TREATMENT OF PEOPLE

Our interpersonal relationships, both at an internal and at an external level, must be based on mutual respect, dignified treatment and non-discrimination.

**We do not tolerate** any action that implies contempt and/or harassment of another person, whether based on sexual, moral, gender, religious, ethnic, racial, national, sickness, disability or any other personal, family or social circumstance.

**We promote** a work environment where trust, dialogue and mutual support are a reality.



# 6 SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY

**We contribute** to sustainability through the responsible use of energy, technologies, resources and equipment.

**We reduce** our impact by minimizing waste generation through reduction, reuse and recycling systems.

# COMMUNICATION CHANNELS

The **Servei de Biblioteques i Documentació** urges its staff to comply with this Code of Ethics and to communicate any fact that may contravene it, the internal regulations or the applicable legislation. For this purpose, the Universitat de València offers the following channels:

**01**

**Bústia de suggeriments, queixes i felicitacions (BSQiF).** Communication channel to express suggestions, complaints and congratulations related to the functioning of our university,

**02**

**Psychosocial Risks Committee.** Committee for mediation on psychosocial factors that may affect the health of workers.

**03**

**Equality Unit.** Channel for reporting situations of gender-based violence, sexual or gender-based harassment and other types of discriminatory harassment.

**04**

**Internal whistleblowing channel.** Channel for reporting potential irregular practices constituting fraud, corruption or fraudulent or illegal conduct that may be committed at the Universitat de València.

**05**

**Síndic de Greuges de la Universitat de València.** Collegiate body that ensures the respect and defence of the rights and freedoms of all members of the university community. Its main function is to prevent any kind of discrimination or arbitrariness, as well as to respond to inappropriate or disrespectful behavior.





# CODE COMMITMENTS

It is the responsibility and obligation of everyone who works at the SBD:

**To know** this Code and collaborate in its dissemination.

**Comply with** and enforce the Code of Ethics.

**To notify** through the established channels any irregularities or non-compliance of which we may become aware.

Those responsible for managing other people must **actively** promote compliance with the Code in their work teams, providing support and assistance and leading by example.

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