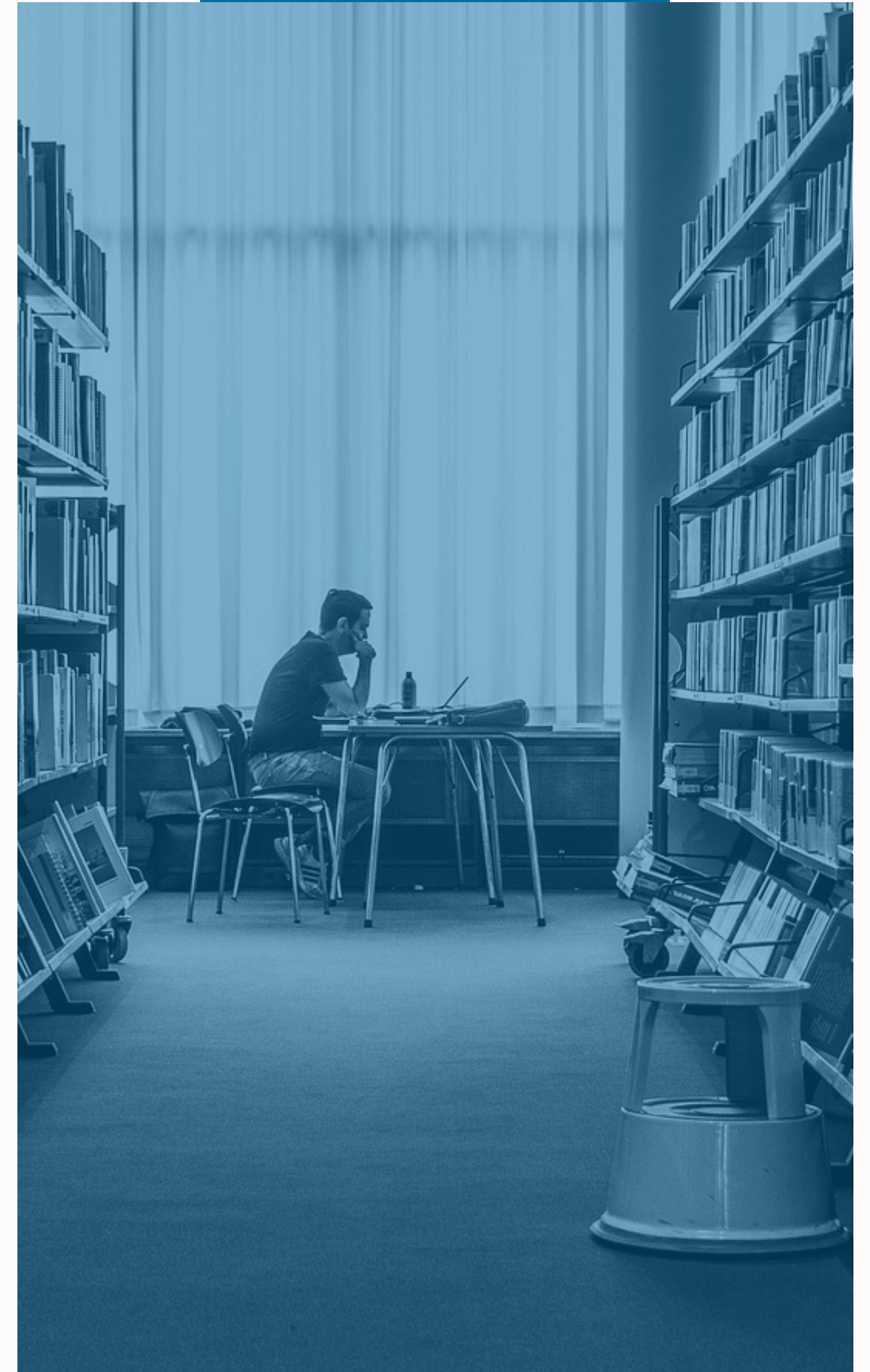


CULTURE GUIDE

of the Servei de Biblioteques i
Documentació-Universitat de València

Approved by technical board on October 14, 2024



01

What is the culture of an organization?

02

What is the purpose of this guide?

03

How is our identity defined?

04

What are our ethical principles?

05

What are our values?

06

How do we proceed?

07

How do we achieve it?

08

Who inspires us?

09

What are our key documents?



WHAT IS THE CULTURE OF AN ORGANIZATION?

The culture of an organization is the set of values, beliefs, rules and behaviors shared and applied by its people and teams.

An organizational culture guide is the basis for creating an environment that supports the organization's strategic and operational goals and promotes the staff's well-being and commitment.

WHAT IS THE PURPOSE OF THIS GUIDE?

The purpose of this culture guide is to define the identity of the Servei de Biblioteques i Documentació of the Universitat de València and to communicate the ethical principles, values and behaviors that govern our activity.

HOW IS OUR IDENTITY DEFINED?

Our identity is defined through:

- **Purpose.** To provide excellent and sustainable information resources, spaces and services for learning, teaching, research and culture contributing to the achievement of the strategy of the Universitat de València.
- **Mission.** To manage the information resources and bibliographic and documentary heritage of the University, facilitate its access and dissemination, and collaborate in the process of knowledge creation and transfer. The services we provide contribute to achieving the institution's objectives and are aimed both at the university community and at society.
- **Vision.** To be recognized by our stakeholders as an excellent public service, innovative, sustainable and of high value for the University and Society.

WHAT ARE OUR ETHICAL PRINCIPLES?

The ethical principles, set out in our Code of Ethics, guide our operations and behavior. They are the essential framework to ensure that we act in accordance with our objectives and values.

Our core principles are moral **autonomy, justice, respect, honesty, responsibility and social usefulness.**

WHAT ARE OUR VALUES?

Commitment

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

Professionalism

We work with professionalism, observing the quality of service, privacy and confidentiality with respect for the profession, users and colleagues, sharing our knowledge and skills.

Public service

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

Integrity

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

HOW DO WE PROCEED?

- We comply with legislation.
- We facilitate access to information.
- We make responsible use of public resources.
- We are neutral, professional and honest.
- We treat people with dignity and respect.
- We contribute to sustainability and are socially responsible.

HOW DO WE ACHIEVE IT?

Leadership

- **Focused on management, customers, society and the ecosystem**
- **Shared leadership**

Participation

- Listening to stakeholders
- Work teams

Communication

- Team meetings
- Newsletters

Training

- Confidence, motivation and responsibility
- Personal and professional development
- Boosting professional talent

WHO INSPIRES US?

We are inspired by institutions and organizations that stand out for their values, behaviors, best practices and for having a strong and effective organizational culture.

We are inspired by those in charge, by those who perform a positive and inclusive leadership, and by those who collaborate and contribute with their efforts and support as the basis of an organizational culture.

The benefits this brings us are continuous improvement, innovation, competitiveness, creativity, staff satisfaction, cooperation, efficiency and productivity.

WHAT ARE OUR KEY DOCUMENTS?

The following documents serve as support for understanding the values, principles and approaches that form the basis of our culture:

- Code of Ethics
- Leadership Guide
- Master Plan
- Sustainability Plan
- Service Charter
- Communication Plan
- Accessibility Policy
- Training Plan
- Activity Report

To measure the effectiveness of our organizational culture, we use various evaluation tools that allow us to obtain valuable information. These include the working climate survey, the user satisfaction survey and the monitoring of compliance with the Service Charter. These tools help us identify areas for improvement and ensure that our established values and principles are reflected in our daily operations and in the quality of the services we offer.

VNIVERSITAT
D' VALÈNCIA **Servei de Biblioteques
i Documentació**