Library Service

UNIVERSITAT AUTÒNOMA DE BARCELONA

2013
Library Service

Central Services:
Director, Technical Process & Projects Unit

Libraries:
Bellaterra Campus (7)
Sabadell Campus (1)
Hospital Teaching-Unit (4)
Library Service

Library buildings	12
Number of square meters	36,140
Seats	4,791
Linear shelf meters	59,88 km

2012 figures
Library Service

Users 2012: 3,312,594

Yearly Usage from 2002 to 2012.
<table>
<thead>
<tr>
<th>Library Service</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographs</td>
<td>1,208,697</td>
</tr>
<tr>
<td>• online</td>
<td>34,054</td>
</tr>
<tr>
<td>Periodicals</td>
<td>65,429</td>
</tr>
<tr>
<td>Current journal collections</td>
<td>25,847</td>
</tr>
<tr>
<td>On-line subscriptions</td>
<td>19,819</td>
</tr>
<tr>
<td>Non book materials</td>
<td>190,790</td>
</tr>
</tbody>
</table>

2012 data
Library Service

Documents used in-house  2012  258.567
Library Service

DIGITAL LIBRARY SEARCHES FOR PERIODICALS

Searches and / or sessions 451,180
Recovered items 1,187,677

[Graph showing the number of searches and/or sessions and recovered items from 2003 to 2012]
Library Service

CONSULTATION OF DIGITAL BOOKS 250.553

<table>
<thead>
<tr>
<th>Year</th>
<th>Sessions</th>
<th>Recovered Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2004</td>
<td></td>
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<tr>
<td>2005</td>
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<td>2006</td>
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<td>2007</td>
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<td>2011</td>
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<tr>
<td>2012</td>
<td></td>
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</tr>
</tbody>
</table>
## Library Service

### STAFFING

<table>
<thead>
<tr>
<th>Staff Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Librarians A+B</td>
<td>76</td>
</tr>
<tr>
<td>Support Staff C+D+LG4</td>
<td>86</td>
</tr>
<tr>
<td>Other technical staff</td>
<td>3</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>165</strong></td>
</tr>
</tbody>
</table>

And 33 Incorpora programme
<table>
<thead>
<tr>
<th>Head of the library</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Collection Management</strong></td>
</tr>
<tr>
<td><strong>Users support</strong></td>
</tr>
<tr>
<td><strong>Teaching and Research support</strong></td>
</tr>
</tbody>
</table>
## UAB Libraries’ journey towards excellence

<table>
<thead>
<tr>
<th></th>
<th>1990</th>
<th>2</th>
<th>4</th>
<th>6</th>
<th>8</th>
<th>2000</th>
<th>2</th>
<th>4</th>
<th>6</th>
<th>8</th>
<th>2010</th>
<th>12</th>
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<tbody>
<tr>
<td><strong>European projects</strong></td>
<td></td>
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<tr>
<td><strong>Quality groups</strong></td>
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<td></td>
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</tr>
<tr>
<td><strong>ISO 9000 quality system certification</strong></td>
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<td><strong>AQU evaluation</strong></td>
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</tr>
<tr>
<td><strong>ANECA Quality Certification</strong></td>
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</tbody>
</table>
Library Service

Commitments

- We answer all queries about library services and resources in a personalized way either at the counter, by e-mail or by phone. At Pregunt@, we answer your queries within two working days.
- We offer extensive opening hours.
- We guarantee access to the basic bibliography facilitated by the academic staff.
- We give monthly updates about new acquisitions on our website.
- We provide access to documents from libraries on other campuses (BellaRTA, Sabadell or hospital teaching units) on request.
- We offer introductory sessions on the use of the library and the use of tools and resources on specialized information.
- We provide material requested through interlibrary loans from external libraries within an average of four days, from any Catalan University Library, and after an average of ten days from other libraries around the world.
- We give notifications on programmed changes and news by means of posters and/or on the website, at least five days in advance.
- We keep our website updated.
- We give daily notifications, via e-mail, on requested documents that we've received.

How to contact us

Biblioteca de Ciència i Tecnologia
Tel. 93 581 19 06 bib.cientifica.tecnologia@uab.cat

Biblioteca de Ciències Socials
Tel. 93 581 18 01 bib.sociales@uab.cat

Biblioteca de Ciències Socials–Centre de Documentació Europea
Tel. 93 581 16 81 cde.europea@uab.cat

Biblioteca de Comunicació i Hemeroteca General
Tel. 93 581 40 04 bib.comunicacio@uab.cat

Biblioteca d'Humanitats
Tel. 93 581 29 92 bib.humanitats@uab.cat

Biblioteca de Medicina, BellaRTA
Tel. 93 581 19 18 bib.medicina@uab.cat

Biblioteca de l'Hospital Universitari Germans Trias i Pujol
Tel. 93 497 88 99 bib.htrp@uab.cat

Biblioteca Universitària de Medicina i d’Infermeria de la Vall d’Hebron
Tel. 93 428 50 12 bib.vhebron@uab.cat

Biblioteca Campus Universitari Mar
Tel. 93 316 35 31 bib.mar@uab.cat

Fundació Biblioteca Josep Laporte
Tel. 93 433 50 40 sod фл@uab.cat

Biblioteca Universitària de Sabadell
Tel. 93 728 77 01 bib.sabadell@uab.cat

Biblioteca de Veterinària
Tel. 93 581 15 49 bib.veterinaria@uab.cat

Cartoteca General
Tel. 93 581 20 45 cartoteca@uab.cat

Servei de Biblioteques de la UAB
Tel. 93 581 10 15 s.biblioteques@uab.cat

www.uab.cat/bib

Edition: September 2010

Our compliance with all commitments can be reviewed using a series of indicators that are used to measure it, and which can be found on our website:

www.uab.cat/libraries/services
MISSION
The Library Service’s mission is to provide information resources and top-quality services in line with the UAB’s pursuit of excellence in education, research, innovation and knowledge transfer.

VISION
The UAB libraries are the best digital ally to achieve the UAB’s goals for excellence in education, research, innovation and knowledge transfer.

http://ddd.uab.cat/pub/infanu/43712/PlaestrategicSdB_a2011iENG.pdf
**Users**
- Personalizing *attention and services*
- Simplifying *access to information*
- Communication and visibility of *service*
- Active listening to *their needs*

**Alliances**
- Creating institutional *synergies*
- Cooperating to *achieve sustainability of resources*
- Working in collaboration with *external agents*
- Accountability to *society*

**Infrastructures**
- Spaces and equipment to *meet a diversity of needs*
- Technological *modernization* and *innovation*

**Management**
- Quality and continuous *improvement*
- A highly-trained *staff*
- Optimization of *processes and communication*
## STRATEGIC PLAN 2011-2014

<table>
<thead>
<tr>
<th>USERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Bring innovation to services, and publicize them, in accordance with the varying needs of users</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1. To use suitable communication channels for each kind of user, physically present users and online users</td>
</tr>
<tr>
<td>1.2. To establish the Library Service as the best digital ally, highlighting its reliability, accessibility and broad vision of user needs</td>
</tr>
<tr>
<td>1.3. To give support to UAB open-access policies and facilitate publication in digital repositories</td>
</tr>
<tr>
<td>1.4. To offer tailor-made training: face-to-face or online</td>
</tr>
<tr>
<td>1.5. To improve the offer of online services and procedures</td>
</tr>
</tbody>
</table>
## INFRASTRUCTURES

**2. Rethink spaces and adapt them to the needs of the new educational environment**

## OBJECTIVES

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.1.</strong> To adapt spaces and their use to the needs deriving from learning methodologies</td>
<td></td>
</tr>
<tr>
<td><strong>2.2.</strong> To collaborate with the University in the creation of the Knowledge Management Centre of Science and Technology (Science and Technology Library)</td>
<td></td>
</tr>
<tr>
<td><strong>2.3.</strong> To evaluate how collections are used</td>
<td></td>
</tr>
</tbody>
</table>
## ALLIANCES

3. Promote alliances, external and internal, in order to obtain resources and improve services

## OBJECTIVES

<table>
<thead>
<tr>
<th>3.1.</th>
<th>To establish an alliance map</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.2.</td>
<td>To carry out joint projects with other UAB areas and periodically evaluate the results</td>
</tr>
<tr>
<td>3.3.</td>
<td>To create a sponsorship program</td>
</tr>
</tbody>
</table>
## MANAGMENT

4. Make the organization and its members evolve, in order to face the challenges that derive from the changing role of libraries in relation to their users

## OBJECTIVES

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>To implement the new organizational model</td>
</tr>
<tr>
<td>4.2</td>
<td>To improve channels and processes</td>
</tr>
<tr>
<td>4.3</td>
<td>To train staff in the necessary competences to achieve strategic objectives</td>
</tr>
<tr>
<td>4.4</td>
<td>To give visibility to actions and achievements of the Library Service</td>
</tr>
</tbody>
</table>
Library Service

User satisfaction survey 2010
(next October 2013)
User satisfaction survey 2010

Evaluation of service

- OPAC
- Loans
- User training
- Web
- Remot acces
- Blogs
- Pregunt@
- DDD
- Trobador
- Refworks

Legend:
- Undergraduate
- Postgraduate
- Teaching staff
- Administrative staff
User satisfaction survey 2010

Evaluation of collections

<table>
<thead>
<tr>
<th></th>
<th>Undergraduate</th>
<th>Postgraduate</th>
<th>Teaching staff</th>
<th>Administrative staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book</td>
<td>4.5</td>
<td>4.2</td>
<td>4.3</td>
<td>4.0</td>
</tr>
<tr>
<td>E-books</td>
<td>4.3</td>
<td>4.1</td>
<td>4.2</td>
<td>4.0</td>
</tr>
<tr>
<td>Periodicals</td>
<td>4.4</td>
<td>4.1</td>
<td>4.3</td>
<td>4.0</td>
</tr>
<tr>
<td>E-periodicals</td>
<td>4.3</td>
<td>4.2</td>
<td>4.3</td>
<td>4.0</td>
</tr>
<tr>
<td>Audiovisuals</td>
<td>4.2</td>
<td>4.2</td>
<td>4.3</td>
<td>4.0</td>
</tr>
</tbody>
</table>
User satisfaction survey 2010

Evaluation of equipment

- Rooms
- Digital equipment
- Furniture
- Silence
- Lighting
- Temperature
- Cleanliness

Legend:
- Undergraduate
- Postgraduate
- Teaching staff
- Administrative staff
User satisfaction survey 2010

Growth in overall satisfaction

- **Undergraduate**
- **Postgraduate**
- **Teaching staff**
- **Administrative staff**

![Bar chart showing growth in overall satisfaction from 2001 to 2010.](chart.png)
Pregunt@

The Libraries Information Service of the UAB aims at providing users with personalized attention to solve any doubt related to the operation and use of the library services and resources, as well as helping users in their search for information for their studies or research. You can carry out your enquiry through the following form, or consult the Frequently Asked Questions.

- UAB
- Library Service
- What is PREGUNT@?
- Who can use this service?
- From where can an enquiry be made?
- How does the service work?
- Which type of questions can be asked?
- How and when does the library respond?
- User accounts
- Contact your library
Quality Management System
CERTIFICAT

Núm. EC-0423/00

LGAI Technological Center, S.A.
certifica que el sistema de qualitat de l'organització:

SERVEI DE BIBLIOTEQUES UAB

UNIVERSITAT AUTÒNOMA DE BARCELONA
Servei de Biblioteques–Direcció
Edifici N
E-08913 BELLATERRA

per a les activitats de:
Servei de biblioteques,

és conforme amb els requisits de la norma ISO 9001:2008

Aquest certificat és vàlid fins el 30 d'abril de 2022
Cerdanyola del Vallés, 30 d'abril de 2019
Renovació de la certificació inicial de data 6 de març de 2000

Director General

Ramon Capellades i Font

Director Tècnic Certificació Sistemes

Miquel Sales Cebanis

El present certificat es considerarà vàlid sempre que es compleixin totes les condicions del contracte del qual aquest certificat forma part:
LGAI Technological Center, S.A. Campus U.A.B., n/n, 08193 Bellaterra, Barcelona

Ed. 1
The Library Service’s **Quality Policy** is:

- To meet users’ documentary requirements in accordance with the objectives and parameters established in the Service Charter, and to the highest degree of efficiency and cost efficiency;
- To maintain a Quality Management System that provides the mechanism for satisfying user expectations and commitments made in the Service Charter and that complies with the requirements of UNE EN ISO 9001;
- To ensure continuous improvement of all processes through selection, training and participation of all staff in the implementation of the Quality System.

This policy has been approved by management and staff throughout the organization and is explained to all newly-incorporated members as part of their initial training.
Quality Management System
# Quality Management System

## DOCUMENTATION

<table>
<thead>
<tr>
<th>QUALITY MANUAL</th>
<th>60 REFERENCE DOCUMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>working procedures</td>
<td></td>
</tr>
<tr>
<td>work instructions</td>
<td>91 QUALITY RECORDS</td>
</tr>
<tr>
<td>27</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td></td>
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</tbody>
</table>
## Quality Management System

### ACTIONS FOR IMPROVEMENT 2012

<table>
<thead>
<tr>
<th>ORIGIN OF THE ACTION FOR IMPROVEMENT</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agreement of the quality committee</td>
<td>20</td>
</tr>
<tr>
<td>External audit</td>
<td>14</td>
</tr>
<tr>
<td>Internal audit</td>
<td>16</td>
</tr>
<tr>
<td>Evaluation of suppliers</td>
<td>0</td>
</tr>
<tr>
<td>Nonconformance report</td>
<td>1</td>
</tr>
<tr>
<td>New proposals</td>
<td>89</td>
</tr>
<tr>
<td>Suggestions and complaints</td>
<td>8</td>
</tr>
<tr>
<td>Others</td>
<td>20</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>168</strong></td>
</tr>
</tbody>
</table>
Quality Management System

ACTIONS FOR IMPROVEMENT 2012

<table>
<thead>
<tr>
<th>Action Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corrective action</td>
<td>52</td>
</tr>
<tr>
<td>Preventive action</td>
<td>10</td>
</tr>
<tr>
<td>Observation</td>
<td>25</td>
</tr>
<tr>
<td>New proposal</td>
<td>80</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>168</strong></td>
</tr>
</tbody>
</table>
UAB Libraries ISO 9001 Quality System

SERVICE LEVEL AGREEMENT

MILLENIUM

ILL Database

Non Documentary Vendors Database

Enhancement Database

tra \downarrow cea \downarrow bi \downarrow li \downarrow ty

Quality Indicators

Corrective and Preventive Actions

Vendors Continuous Evaluation

Internal & External Audits

Users Surveys, Suggestions and Claims

Annual Review of the Quality System

\downarrow continuous \downarrow improvement
Learning

Implementation and time

It is extremely important that people have sufficient time to assimilate the ISO philosophy and terminology.

A timetable that is too quick can compromise the whole process.
Dependence and independence

The assistance of consultants is important to start the process but it is necessary to take the lead when the system begins to take shape.
The standard and its interpretation

The standard says what to do but not how to do it.

Although the interpretation of the standard can sometimes seem difficult, you have to believe that there is always a way ... just find it.
Indicators and standards

Indicators should be established only when necessary, and be placed at key points.

The standards must be realistic: not "we would like to offer" but "we can offer ".

Documentation or paperwork

The documentation of processes and the systemization of quality records are not a difficulty, but the best tool for making management decisions.

ISO’s reputation as a heavy bureaucratic system fades when it is managed through the intranet.
Quality system and management team

A quality management system is perfect only if the team feeds, and control and monitors it.
Services and resources

An excellent system, managed by highly qualified staff, can only alleviate to some extent the lack of documentary resources or up-to-date technology.
Optimisation and routine

Operational activity is necessary to maintain rigor without falling into routine.

Never give up thinking about the possibilities for optimization: to a greater or lesser extent, there always exists a path for progress.
challenges

System quality and organizational environment

Relationships within the organization can be altered if it is only the library that has chosen to seek certification.

In most cases certification serves to enhance the prestige of the library among other departments and services.

But there is a danger: in some cases it is interpreted as a sign of excessive perfectionism.
Failure and progress

The forward momentum of the learner overcomes the non-conformities and corrective actions.

Not only temporary solution should be applied. The long-term should always be kept in mind.
System quality and marketing

The ISO 9001 quality certification must be revalidated every day by our users.

Changes to our system must be based on the changing needs of our users. Ideally, the system should be able to anticipate these.
Certification and end of journey

Obtaining certification is not the end of the journey but the beginning of a new stage.
Contact:
Núria Balagué
Deputy Director
Nuria.Balague@uab.es