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Queries, suggestions and complaints

Should you have any queries, suggestions or complaints you can send them to us using the mailbox s.biblioteques@uab.cat and also through *UAB Digueu*: <http://www.uab.cat/uab-digueu/>

We periodically carry out surveys on user satisfaction regarding our services. Thanks to your answers we are able to know your opinions and improve the service.

You can find us at:

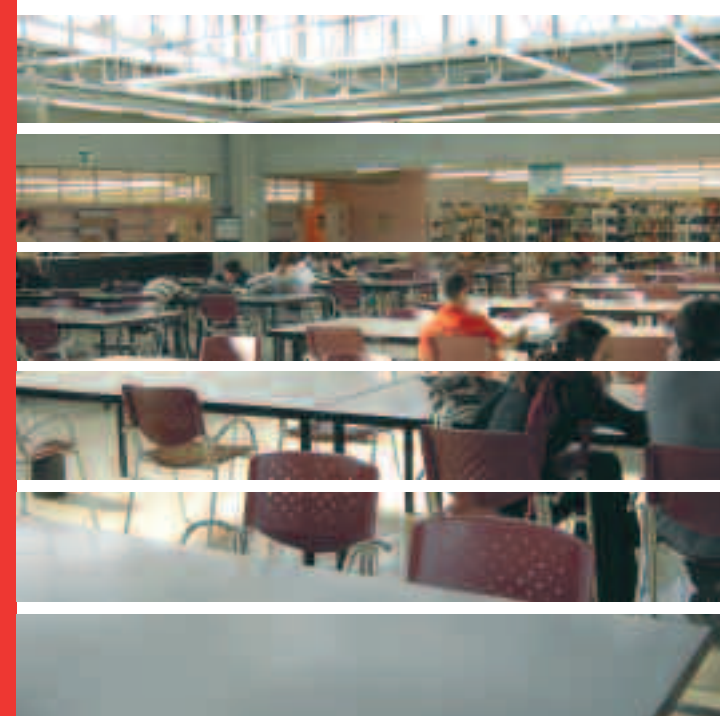
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Servei de Publicacions de la UAB



Service Charter

UAB Libraries

UAB
Universitat Autònoma de Barcelona
Servei de Biblioteques

The *Universitat Autònoma de Barcelona* Library Service has an important collection of documents and our well-equipped libraries offer facilities catering for learning, teaching and research. Our qualified library staff is on hand to assist and advise you in the use of the information services.

Our resources (more than one million documents, 600 data bases, 50,000 collections of periodicals—in paper and digital format—, about five thousand library seats, etc) are organized in order to offer the services demanded by our users. The following chart of services is a formal commitment to guarantee the provision of these services at the highest level of quality. We review the chart of services periodically, along with the corresponding quality control indicators.

We regularly audit the libraries by passing internal and external controls. As a result, we have obtained several quality accreditations (ISO 9001, AQU evaluation, ANECA certification, etc).

We are open and committed not only to serving our users, but also to listening to them and to taking into account their demands, suggestions, criticisms and proposals.

Joan Ramon Gómez Escofet
Director of the UAB Library Service

What we offer

- **Consultation** of documentary resources needed for learning and research.
- **Space and equipment** for individual or group work, rooms for training and equipment to facilitate viewing video and listening to audio resources.
- Attending enquiries and providing **information** by specialized staff on documentary questions.
- Home **loan** of most of the documentary resources.
- **Obtaining documents** that are not in the UAB libraries.
- **Training sessions** to learn about the services, the resources and facilities of the libraries and learning the best way to use them.
- **Acquisition** of books and documents for the libraries of the UAB, also from your own requests.
- **Remote access** to a wide collection of digital resources.
<http://www.bib.uab.cat>

We are committed to quality

The certificate ISO 9001, which the Library Services has held since 2000, sets the quality standards of our service and guarantees our compliance with these commitments:

- We answer all queries about library services and resources in a personalized way either at the counter, by electronic mail or by telephone.
- We guarantee access to the basic bibliography that has been facilitated by academic staff and we answer your proposals on purchases.
- We inform monthly about new acquisitions on our web site.
- We make documents available from libraries on other campuses (Bellaterra, Sabadell or hospital teaching units) on request.
- We answer all complaints, queries or suggestions that you make by mail, telephone or through *UAB Digueu*.
- We offer personalized training courses for all, on demand. Academic staff can ask for tailored courses about information resources for their students.
- Material requested by interlibrary loan from external libraries will be available at the UAB, on average, after eleven days.
- We notify programmed changes and news by means of posters and/or on the web site, at least 5 days in advance.
- We keep our web site permanently up-to-date and with content of interest for the University community.

Our compliance with these commitments can be reviewed along with a series of indicators that measure these on our web site.