

**Service Charter approved by the UAB Research
Committee on 23 September 2016 and ratified on 8
October 2018, by the General Committee of UAB Library
users**

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PRESENTATION

The mission of the Library Service is to offer information resources and high quality services in accordance with the UAB's objectives of excellence in education, research, innovation and knowledge transfer.

Satisfying the needs and expectations of the people who use our services is of central importance in carrying out our activities. To support studies, teaching, research and knowledge transfer, the libraries of the Universitat Autònoma de Barcelona have a large collection of documentary resources and other materials and qualified staff.

The UAB Library Service is structured in large thematic units or according to territorial criteria, and consists of six libraries in the Bellaterra campus and one in Sabadell, as well as four libraries located in the hospital teaching units in the Metropolitan Area of Barcelona. Libraries are organically dependent on the Centre Administrations and functionally dependent on the Library Service Management.

All the members of the UAB university community can access all the services we offer. Certain services are accessible to users belonging to institutions with which the UAB has established some type of agreement, contract, collaboration or reciprocity.

The services offered are mostly free. If there is a cost, the rates established by the UAB Social Council will be applied.

This service charter is our formal commitment to guaranteeing high quality services.

We regularly monitor quality indicators and our services are subject to internal and external audits and controls.

We are open and committed to serving the library users, listening to them and taking into account their demands, suggestions, criticisms and proposals.

Joan Gómez Escofet

Director of Library Services



IDENTIFYING INFORMATION FOR THE SERVICE

Universitat Autònoma de Barcelona

Servei de Biblioteques

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www.uab.cat/biblioteques

WHAT DO WE OFFER?

Documentary resources

Access to and consultation of the documents necessary for learning, teaching and research.

Access from outside the UAB to the collection of digital resources and online administration (reservations, renewals etc.) from the web page www.uab.cat/biblioteques which is also accessible on mobile devices.

Selection and acquisition of documents on the basis of requests received and new bibliographical releases.



Spaces and facilities

Spaces for working individually or in groups and teaching rooms.

Computer and audiovisual facilities, infrastructure for the use and charging of mobile devices and document reproduction facilities.

Loans and obtaining documents

Loans

Loan of documents and technological equipment.

Consortium loans of documents in the Catalan university libraries and Biblioteca de Catalunya(PUC).

Obtaining documents for inter-library loans from collections that are not available at the UAB libraries or the consortium loans service.

Information and training

Dealing with enquiries personally, by telephone and online using the Pregunt@ service, WhatsApp, Intellectual Property and Open Access blog, OPINA Service, e-mail and social media.

Training for skills in the use and management of information.

Dissemination of information via the website, guides, bulletins, social media and exhibitions.

Support for research

Dealing with enquiries about intellectual property and open access.

Support for Research accreditation and evaluation.

Open access digital publication of scientific and institutional production of the university community in the UAB Digital Repository of Documents (DDD).

YOUR RIGHTS

You have the right to expect the fulfilment of all the commitments that the libraries have made, and also:

- a) To access and to receive information about the resources and services necessary for the learning, teaching and research that the library offers.
- b) To receive training and advice on the use of the information resources that the library makes available to you.
- c) To receive the appropriate training for acquiring informational skills.
- d) To have suitable spaces and infrastructures for the consultation, the study and the work, both individually and in group.
- e) To be informed of the news and changes that takes place in the library in everything that affects you.
- f) To participate actively in the operation of the library services through the channels that are at your disposal.
- g) To make suggestions or complaints about the libraries, their resources and services, either personally or online.
- h) To expect the guarantee of confidentiality for your personal data.
- i) To be attended with respect and efficient service by the libraries staff.

YOUR RESPONSIBILITIES

In accordance with article 25 of the Library Service Regulations users of the Library Service users must comply with the terms of use and the regulations and, specifically, must:

- a) Contribute to maintaining a suitable working environment, show respect towards others and refrain from disturbing other library users.
- b) Take good care of facilities, equipment and bibliographic and documentary collections, and abide by the terms of services provided.
- c) Behave politely towards the library staff.
- d) Follow instructions from the staff on the use of spaces, equipment and resources.
- e) Leave the premises at closing time or when asked to do so by the staff.
- f) Make proper use of ICT tools.
- g) Comply with the formalities for borrowing bibliographic and documentary materials.
- h) Take good care of bibliographic and documentary materials.
- i) Accept responsibility for borrowed documents or technological equipment and return them punctually.
- j) Comply with current legislation on intellectual property, particularly that which governs consulting, scanning and photocopying, and the use, distribution and copying of digital documents.
- k) Show the UAB card when asked to do so and refrain from lending it to others.

- l) Show the contents of bags and folders when asked to do so by staff.
- i) Be responsible for the documents of technological equipment on loan and return them within the due dates.
- j) Respect the prevailing legislation on intellectual property and, particularly that which refers to consultation, scanning and photocopying, and in the case of digital documents, that which refers to their use, distribution and copying.
- k) Identify yourself with your UAB card when required and do not give it to third parties.
- l) Show the content of your bags and folders when required.
- m) Generally respect the regulations and the instructions and rules set by the competent bodies of the UAB as well as the general provisions contained in the prevailing legislation.

RULES & REGULATIONS

- Regulations of the UAB Library Service.
- Loan procedures of the UAB Library Service.
- Rules for the use of the laptop computers of the UAB libraries.
- General terms of the use and loans for the group working rooms.
- Rules of the Interlibrary Loans service.
- Regulations of the Consortium Loan Service (PUC) of the Consortium of University Services of Catalonia (CSUC).
- "In situ" loan service agreement among the libraries of the Consortium of University Services of Catalonia (CSUC).
- Regulations of the Digital Document Deposit (DDD).
- Open Access institutional policy in the Universitat Autònoma de Barcelona (Agreement of the Governing Council of April 25, 2012)
- The preservation policy of the UAB Repository (DDD)

The rules can be consulted on the Library Service website:

www.uab.cat/biblioteques

WAYS TO PARTICIPATE

Sending **questions, suggestions, complaints or congratulations** by the following means:

- Personally at the information desks in the libraries.
- By telephone or e-mail.
- Using the **Pregunt@** service www.uab.cat/biblioteques/pregunta
- Through the **OPINA** service <https://opina.uab.cat/opina/>
- Using social media.

Using the **online forms** (purchase suggestions, donations, etc.).

Becoming a member of the **library user committees**.

Responding to the periodical **surveys**.

Taking part in the **evaluation processes** as members of the working groups.

Making a **donation to the library** of publications resulting from studies, teaching or research carried out as a member of the university or adding them to the DDD.

COMMITMENTS

Access to and consultation of the documents necessary for learning, teaching and research:

- We provide access to the set of documentation that allows the adequate development of teaching and research
- We have long opening hours and during exam periods we guarantee that at least one library is open as a study space every day of the week and also provide night opening hours.

Spaces for working individually or in groups and teaching rooms:

- We provide well-equipped spaces for individual or group study.
- We have spaces and tools adapted for library users with special needs.

Computer and audiovisual facilities, infrastructure for the use and charging of mobile devices and document reproduction facilities:

- We offer computer equipment in line with the criteria of the UAB Computer Service.
- We guarantee access to computer servers and the solution of 80% of incidents within 48 hours.

Dealing with enquiries personally, by telephone and online using the Pregunt@ service, WhatsApp, Intellectual Property and Open Access blog, OPINA service, e-mail and social media.

- We personally answer all enquiries, suggestions or complaints that we receive at the counter, by e-mail or by telephone. In the Pregunt@ service we respond in a maximum period of 2 working days and on the Intellectual Property and Open Access blog in a maximum of 5 days. In the OPINA service within 15 days.

Dissemination of information via the website, guides, bulletins, social media and exhibitions:

- We provide monthly reports on new acquisitions on our website.
- We provide information about changes and new features of our services through posters and the website.
- We keep our website updated and adapted to mobile devices..
- We organise periodic exhibitions to give information about the collections for specific topics.

Loan of documents and technological equipment and Consortium loan of documents of the Catalan University Libraries and the Library of Catalonia (PUC):

- We send daily e-mails to confirm receipt of documents requested
- We enable you to request documents from other library of the UAB and the PUC which you can return to any of the loan counters of the UAB libraries.
- 75% of our collections are available for loan.

Obtaining documents for inter-library loans from collections that are not available at the UAB libraries or the consortium loans service:

- We obtain the material you request through interlibrary loans: from Catalan university libraries in an average of 3 days and from other libraries around the world in an average of 8 days.

Training for skills in the use and management of information:

- We offer introductory sessions on the use of the library and the use of specialised information tools and resources.

Selection and acquisition of documents on the basis of requests received and new bibliographical releases:

- We take note of your suggestions for purchase.

- We review the bibliographies for the academic year and acquire the recommended documents as far as the budget allows.

Access from outside the UAB to the collection of digital resources and online administration (reservations, renewals etc.) from the web page www.uab.cat/biblioteques which is also accessible on mobile devices:

- We offer off-campus access to digital resources subscribed to by the UAB.

Open access digital publication of scientific and insitutional production of the university community in the UAB Digital Repository of Documents (DDD).

- We offer a platform for dissemination and digital conservation of scientific, teaching and administrative production.

Support for Research accreditation and evaluation (SAAR):

- We keep the Research Support, Accreditation and Evaluation website (SAAR) up to date with information about different calls for applications and submissions.

Globally:

- We measure and value your perception of the services we offer.

INDICATORS

The degree of fulfillment of these service commitments can be checked with a series of indicators to measure them which can be consulted on our website: www.uab.cat/biblioteques.

	SERVICE	COMMITMENT	INDICATOR
1	Access to and consultation of the documents necessary for learning, teaching and research:	We provide access to the set of documentation that allows the adequate development of teaching and research	<i>Average of 10 days (maximum) for the technical processing of the purchased documents</i>
			<i>Percentage higher than or equal to 90% of subjects with direct access to the reading lists</i>
		We have long opening hours and during exam periods we guarantee that at least one library is open as a study space every day of the week and also provide night opening hours	<i>User satisfaction level higher than 3, on a scale of 1 to 5, on opening hours</i>
2	Spaces for working individually or in groups and teaching rooms.	We provide well-equipped spaces for individual or group study	<i>User satisfaction level higher than 3, on a scale of 1 to 5, on work spaces</i>
		We have spaces and tools adapted for library users with special needs.	<i>Number of workstations adapted for users with special needs</i>

3	Computer and audiovisual facilities, infrastructure for the use and charging of mobile devices and document reproduction facilities.	We offer computer equipment in line with the criteria of the UAB Computer Service.	<i>User satisfaction level higher than 3, on a scale of 1 to 5, on computer equipment</i>
		We guarantee access to computer servers and the solution of 80% of incidents within 48 hours.	<i>80 percent of incidents resolved within the term of 2 working days</i>
4	Dealing with enquiries personally, by telephone and online using the Pregunt@ service, Whatspp, Intellectual Property and Open Access blog, OPINA service, e-mail and social media.	We personally answer all enquiries, suggestions or complaints that we receive at the counter, by e-mail or by telephone. In the Pregunt@ service we respond in a maximum period of 2 working days and on the Intellectual <i>Property and Open Access</i> blog in a maximum of 5 days. And in the OPINA service within 15 days	<i>Percentage of consultations on Pregunt@ resolved in 2 working days (maximum)</i>
			<i>Percentage of SFQ on OPINA resolved in 15 working days (maximum)</i>
			<i>Percentage of consultations on the IPOA blog resolved in 5 working days (maximum)</i>
5	Dissemination of information via the website, guides, bulletins, social media and exhibitions	We provide monthly reports on new acquisitions on our website.	<i>Number of news items published in the Library Service website</i>
		We keep our website updated and adapted to mobile devices.	<i>User satisfaction level higher than 3, on a scale of 1 to 5, on the website</i>
		We provide information about changes and new features of our services through posters and the website.	<i>Twitter. Trend Indicator: increase of followers compared to the previous year, at least 10%</i>
			<i>Facebook. Talking about this/posts/ Indicator: minimum of 1</i>
		We organise periodic exhibitions to give information about the collections for specific topics.	<i>Annual number of exhibitions organised</i>

6	Loan of documents and technological equipment and Consortium loan of documents from the Catalan university libraries and the Library of Catalonia (PUC).	We send daily e-mails to confirm receipt of documents requested	<i>Annual number of loans libraries and PUC</i>
		We enable you to request documents from other library of the UAB and the PUC which you can return to any of the loan counters of the UAB libraries.	<i>Loan ratio per user per year, minimum 10 loans per user</i>
		75% of our collections are available for loan.	<i>Percentage of the collection available for loan</i>
7	Obtaining documents for inter-library loans from collections that are not available at the UAB libraries or the consortium loans service	We obtain the material you request through interlibrary loans: from Catalan university libraries in an average of 3 days and from other libraries around the world in an average of 8 days.	<i>Average of 3 days to receive requests from the UAB to external libraries</i>
8	Training for skills in the use and management of information.	We offer introductory sessions on the use of the library and the use of specialised information tools and resources.	<i>Annual number of assessment sessions and training activities carried out</i>
			<i>User satisfaction level higher than 3, on a scale of 1 to 5, on training courses</i>
9	Selection and acquisition of documents on the basis of requests received and new bibliographical releases	We take note of your suggestions for purchase.	<i>Number of acquired documents</i>
		We review the bibliographies for the academic year and acquire the recommended documents as far as the budget allows.	<i>Average time for receiving documents purchased to suppliers, up to 6 weeks</i>

10	Access from outside the UAB to the collection of digital resources and online administration (reservations, renewals etc.) from the web page www.uab.cat/biblioteques which is also accessible on mobile devices.	We offer off-campus access to digital resources subscribed to by the UAB.	<i>Number of accesses to digital resources</i>
11	Open access digital publication of scientific and institutional production of the university community in the UAB Digital Repository of Documents (DDD).	We offer a platform for dissemination and digital conservation of scientific, teaching and administrative production.	<i>10 percent growth of the UAB scientific production in the DDD</i>
			<i>7 percent of articles referenced in the scientific production database (CRIS) in the DDD.</i>
12	Support for Research accreditation and evaluation (SAAR).	We keep the Research Support, Accreditation and Evaluation website (SAAR) up to date with information about different calls for applications and submissions.	<i>Number of visits to the website</i>
13	Globally	We measure and value your perception of the services we offer.	User satisfaction levels in relation to the overall assessment of the service higher than 3, on a scale of 1 to 5

RESOLUTION PROCEDURE

Complaints for non-fulfilment of the commitments undertaken in the Service Charter will be handled through the OPINA service: <https://opina.uab.cat>

Failing to fulfill any of the commitments undertaken in this service charter, the Library Service Management will analyze the causes and will implement the corrective actions taken to ensure that it does not occur again, considering the circumstances and the responsibilities.

The Library Service Management will provide a written response to the user, an explanation or apology informing about the measures taken to correct the fault in the service provided, through the OPINA service, for a term not exceeding 15 days.

Failure to comply with the service commitments will not give rise to liability.

CONTACT US

Science and Technology Library

Tel. 93 581 19 06
bib.ciencia.tecnologia@uab.cat

Social Sciences Library

Tel. 93 581 18 01
bib.socials@uab.cat

Social Sciences Library– European Documentation Centre

Tel. 93 581 16 81
ce.doc.europea@uab.cat

Communication Library and General Newspaper Archive

Tel. 93 581 40 04
bib.comunicacio@uab.cat

Humanities Library

Tel. 93 581 29 92
bib.humanitats@uab.cat

Medical Library. Bellaterra

Tel. 93 581 19 18
bib.medicina@uab.cat

Germans Trias i Pujol University Hospital Library

Tel. 93 497 88 99
bib.hugtip@uab.cat

University Library of Medicine and Nursing of the Vall d'Hebron

Tel. 93 428 50 12
bib.vhebron@uab.cat

Mar Campus University Library

Tel. 93 316 35 31
bib.mar@uab.cat

Josep Laporte Library

Tel. 93 433 50 40
bib.laporte@uab.cat

Sabadell Campus Library

Tel. 93 728 77 01
bib.sabadell@uab.cat

Veterinary Library

Tel. 93 581 15 49
bib.veterinaria@uab.cat

General Map Library

Tel. 93 581 20 45
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UAB Library Services

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