

UAB

Universitat Autònoma
de Barcelona

SERVICE CHARTER

Library Services

January 2023



SERVICE CHARTER

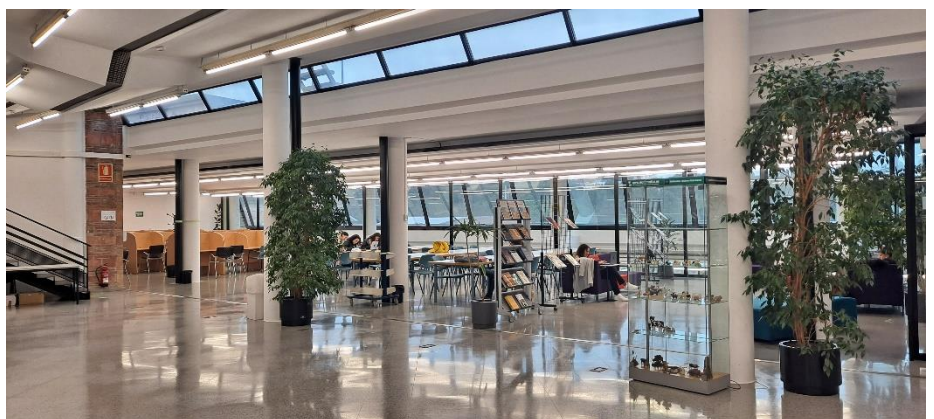
LIBRARY SERVICE

UNIVERSITAT AUTÒNOMA DE BARCELONA


Approved on 15 December 2022 by the General Committee of UAB Library Users, and by the UAB Quality Committee on 12 January 2023.

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PRESENTATION



We are pleased to present the Service Charter of the UAB Library Service which defines our commitments to the university community and users in general, lists services available in the libraries and provides the tools for monitoring the fulfilment of the aforementioned commitments.

Satisfaction of our users' needs and expectations form the central axis of our activities. We offer a broad range of resources, spaces and qualified personnel, to attend your demands with the highest level of quality.

We also provide channels for participation so that you can give us your opinion on the services we offer, which will contribute to the continuous improvement of the UAB Libraries.

Núria Casaldàliga Rojas
Director of the Library Service



SERVICE IDENTIFICATION DATA

The UAB Library Service is composed of large units according to thematic or territorial criteria and is made up of six libraries on the Bellaterra Campus and on the Sabadell Campus, in addition to those located in the teaching units of hospitals in the Metropolitan Area of Barcelona. The libraries depend organically on the administrative offices of the centres and functionally on the Library Service Management.

The services we offer are generally free of charge, but in the case that they involve a cost, the user will be informed in advance.

The UAB libraries are open from Monday to Friday for 12 hours a day. You can consult the addresses and opening hours throughout the year on the Library Service website. There is also the UAB Study Room in the Social Sciences Library, which is also open at weekends with extended opening hours.

Universitat Autònoma de Barcelona
Library Service
93.581.10.15
s.biblioteques@uab.cat
www.uab.cat/biblioteques

MISSION AND VALUES

The UAB libraries contribute to the achievement of the goals of the university community by providing services with added value and information of the highest quality, both in digital environments and in physical spaces that facilitate learning, research and co-creation.

The values of the UAB Library Service are:



USER ORIENTATION

Satisfaction of the needs and expectations of our users is the central axis of our activities.



CONTINUOUS IMPROVEMENT

We achieve excellence through teamwork, cooperation, and the systematic search for improvement in efficiency and effectiveness.



RESPONSABILITY AND SOCIAL COMMITMENT

We act ethically and with institutional integrity; we ensure maximum respect for diversity, inclusion, and sustainability in all our actions.

WHAT DO WE OFFER?

The services we offer can be found on the Library Service website (www.uab.cat/biblioteques) as follows:

INFORMATION RESOURCES

- Access to an up-to-date and relevant collection of documents for learning, teaching and research.
- Browse the digital collection online.
- Digitization and preservation of special and patrimonial collections and institutional documentation in the Digital Document Repository of the UAB (DDD).

SPACES AND EQUIPMENT

- Spaces for individual and group learning.
- Flexible and modular spaces for collaborative learning and co-creation.
- Technological equipment suited to the needs of users.

LOANS AND OBTAINING DOCUMENTS

- Loan of documents and technological equipment.
- Loan of documents from Catalan university libraries and the Biblioteca de Catalunya (PUC).
- Obtaining documents from other libraries or entities, through interlibrary loans.

INFORMATION AND TRAINING

- Dealing with enquiries for information in person and online.
- Face-to-face, online and distance training in specialized information resources, preparation of academic work or other projects, to promote the acquisition of digital skills.
- Personal face-to-face and online advice on the services, tools and resources of the UAB libraries.

RESEARCH SUPPORT

- Support and advice on open science: intellectual property, publication in open access articles and research data.
- Support for the visibility and creation of the researcher's digital identity.
- Support for the accreditation and evaluation of research.
- Publication of the scientific production of the university community in the Digital Document Repository of the UAB (DDD).
- Support for the use of bibliographic reference managers.

COMMUNICATION AND DISSEMINATION

- Dissemination of accurate and up-to-date information on the website, guides, newsletters and social media.
- Revitalization activities in libraries.





YOUR RIGHTS

- Demand the fulfilment of all the commitments that the library has undertaken.
- Access and receive information about the resources and services needed for learning, teaching and research that the library offers.
- Receive training and advice on the use of the information resources that the library makes available to you in order to expand the acquisition of digital skills.
- Have access to versatile and flexible spaces and suitable infrastructures for consultation, study and co-creation of knowledge.
- Be informed of news, activities and changes that occur in the library.
- Actively participate in the operation of library services through the channels available to you.
- Express your suggestions or complaints about the library and its resources and services, in person or online.
- Have the guarantee of confidentiality of your personal data.
- Be treated with respect and efficiency.

YOUR RESPONSIBILITIES

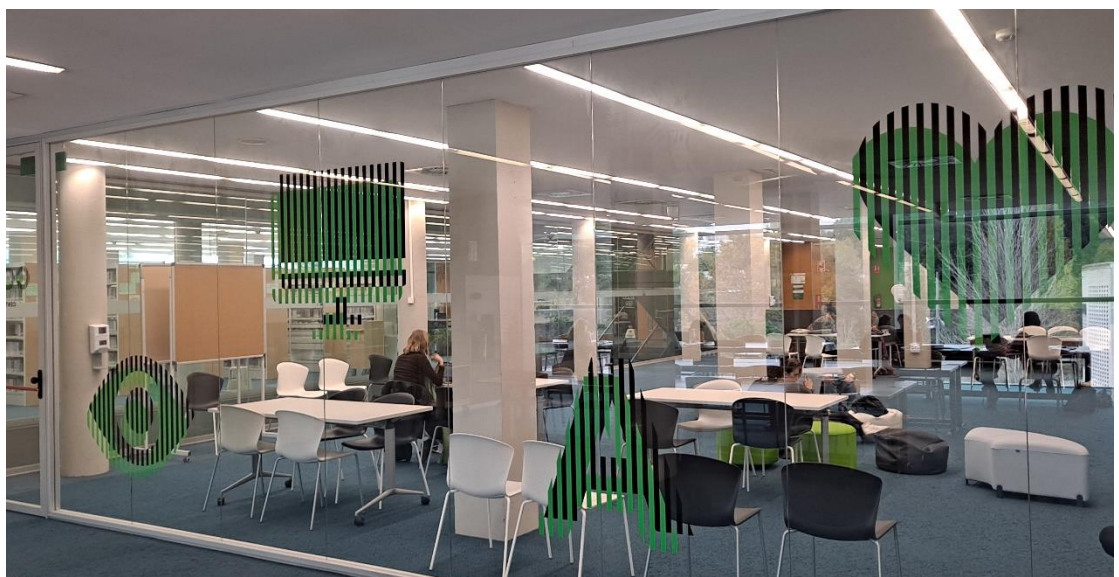
- Contribute to maintaining an appropriate work environment, respect people and avoid any activity that causes inconvenience to other users.
- Use the facilities, equipment and information technologies exclusively for the functions assigned to them.
- Make appropriate use of the bibliographic collections and follow the rules and regulations of the UAB libraries services.
- Show respect to library staff and follow their instructions.
- Leave the facilities when the opening hours are over or at the request of the staff.
- Respect current intellectual property legislation regarding scanning or photocopying, or the use, distribution and copying of digital materials.
- Identify yourself with your UAB card when required and do not lend it to third parties.
- Take care of personal belongings. The Library Service is not responsible for any theft or loss that occurs in the libraries.

REGULATIONS

- Regulations of the UAB Library Service.
- Borrowing procedures of the UAB Library Service.
- Rules for the use of laptops in the UAB libraries.
- General conditions of use and loan of the group work rooms of the UAB libraries.
- Regulations of the document loan service between the libraries that make up the Collective Catalogue of the Universities of Catalonia.
- Regulations of the digital library.
- Regulations of the Digital Document Repository of the UAB (DDD)
- Institutional open access policy at the Universitat Autònoma de Barcelona.
- Institutional open access policy for research data at the Universitat Autònoma de Barcelona.
- Preservation policy of the Digital Document Repository of the UAB (DDD).

You can consult the regulations on the Library Service website.

www.uab.cat/biblioteques



FORMS OF PARTICIPATION



- By sending doubts, suggestions, complaints or congratulations through the following means:

- In person at the library information desks
- By phone, WhatsApp, email or social media
- Using the Pregunt@ service
www.uab.cat/biblioteques/pregunta
- Through the OPINA service <https://opina.uab.cat>

- By making suggestions for the purchase or donation of bibliographic material through the web forms.
- By being part of the library user committees.
- By responding to occasional surveys.
- By participating in evaluation processes as members of working groups.

COMMITMENTS

- We provide access to documentation that allows the development of learning, teaching and research.
- We respond to your purchase suggestions.
- We facilitate access to the digital resources subscribed to by the UAB, from the campus and from outside.
- We offer visibility and preserve scientific production, special and patrimonial collections, teaching resources and institutional documentation in the Digital Document Repository of the UAB (DDD).
- We offer extensive opening hours and during exams periods we guarantee, the opening of at least one library as a study room, every day of the week, including at night.
- We provide well-equipped, versatile and flexible spaces for individual or group learning and co-creation activities.
- We provide appropriate computer equipment.
- We guarantee that 80% of unscheduled incidents are resolved in less than 48 hours.
- We obtain documents from UAB and PUC libraries and we inform you by email of the receipt of the documents you have requested.
- We process interlibrary loan requests within a maximum of 48 hours and supply the requested document within 3 days for digital documents and 6 days for physical documents.
- We respond individually to queries, suggestions or complaints received both in person and online through the different channels available.
- We guarantee broad training provision on an annual basis in specialized information resources, citations and academic works.
- We offer personalized sessions on the services, tools and resources of the UAB libraries.
- We accompany you in the publication of research data in the CORA RDR repository.
- We offer advice on author identification systems.

- We offer information about the bibliometric indicators in the research accreditation and evaluation processes.
- We review and improve the quality of your research results in EGRETA.
- We facilitate open access publishing with transformative agreements and discounts with academic publishers.
- We offer advice on the use of bibliographic reference managers.
- We offer a platform with FAQs about intellectual property and open access.
- We maintain and update our web pages and disseminate information in other communication channels.
- We offer a range of activities to promote the relationship, interaction and cohesion with the university community and also activities aimed at disseminating the Sustainable Development Goals (SDGs).
- We measure and evaluate your perceptions in relation to the services offered.



INDICATORS

INFORMATION RESOURCES

SERVICE	COMMITMENT	INDICATOR
<i>Access to an up-to-date and relevant document collection for learning, teaching, and research.</i>	We provide access to documentation that allows the development of learning, teaching and research.	Level of user satisfaction equal to or greater than 3, on a scale of 5, in relation to the document collection.
<i>Browse the digital collection online.</i>	We respond to your purchase suggestions.	Average articles downloaded per user. Minimum 30.
<i>Digitization and preservation of special and patrimonial collections and institutional documentation in the Digital Document Repository of the UAB (DDD).</i>	<p>We facilitate access to the digital resources subscribed to by the UAB, from campus and from outside.</p> <p>We offer visibility and preserve scientific production, special and patrimonial collections, teaching resources and institutional documentation in the Digital Document Repository of the UAB (DDD).</p>	Percentage equal to or greater than 95% in availability on the DDD platform.

SPACES AND EQUIPMENT

SERVICE	COMMITMENT	INDICATOR
Spaces for individual and group learning.	We offer extensive opening hours and during exams periods we guarantee the opening of at least one library as a study room, every day of the week, including at night.	Level of user satisfaction equal to or greater than 3, on a scale of 5, in relation to workspaces.
Flexible and modular spaces for collaborative learning and co-creation.	We provide well-equipped, versatile and flexible spaces for individual or group learning and co-creation activities.	Level of user satisfaction equal to or greater than 3, on a scale of 5, in relation to the IT equipment.
Technological equipment suited to the needs of users.	We provide the appropriate computer equipment. We guarantee that 80% of unscheduled incidents are resolved in less than 48 hours.	Percentage equal to or greater than 80% of unscheduled incidents resolved within 2 working days.

LOANS AND OBTAINING DOCUMENTS

SERVICE	COMMITMENT	INDICATOR
Loan of documents and technological equipment.	We obtain documents from other UAB libraries and PUC libraries and we inform you by email of the receipt of the documents you have requested.	Level of user satisfaction equal to or greater than 3, on a scale of 5, in relation to the loan.
Loan of documents from Catalan university libraries and the Biblioteca de Catalunya (PUC).		
Obtaining documents from other libraries or entities through interlibrary loan.	We process interlibrary loan requests within a maximum of 48 hours and serve the requested document within 3 days for digital documents and 6 days for physical documents.	Average of 3 days for receipt of digital documents requested by the UAB from external libraries.

INFORMATION AND TRAINING

SERVICE	COMMITMENT	INDICATOR
Dealing with enquiries for information in person and online.	We respond individually to queries, suggestions or complaints received in person and online through the different channels available.	Level of user satisfaction equal to or greater than 3.5, on a scale of 5, in relation to the attention received from the staff.
Face-to-face, online and distance training on specialized information resources, preparation of academic work or other projects, to promote the acquisition of digital skills.	We guarantee a broad training provision on an annual basis in specialized information resources, citations and academic works.	Level of user satisfaction equal to or greater than 3, on a scale of 5, in relation to the resolution of doubts and queries.
Personal face-to-face and online advice on the services, tools and resources of the UAB libraries.	We offer personalized sessions on the services, tools and resources of the UAB libraries.	Level of user satisfaction equal to or greater than 3, on a scale of 5, in relation to training courses. Number of users who attend training activities.

RESEARCH SUPPORT

SERVICE	COMMITMENT	INDICATOR
Support and advice in open science: intellectual property, publication in open access articles and research data.	We accompany you in the publication of research data in the CORA RDR repository.	Level of user satisfaction equal to or greater than 3, on a scale of 5, in relation to research support.
Support for the visibility and creation of the researcher's digital identity.	We offer advice on author identification systems.	Percentage equal to or greater than 95% in the availability of the DDD platform.
Support for the accreditation and evaluation of research.	We offer information about the bibliometric indicators in the research accreditation and evaluation processes.	
Publication of the scientific production of the university community in the Digital Document Repository of the UAB (DDD).	We review and improve the quality of your research results in EGRETA.	
Support for the use of bibliographic reference managers.	We facilitate open access publishing with transformative agreements and discounts with academic publishers.	

We offer advice on the use of bibliographic reference managers.

We offer a platform with FAQs about intellectual property and open access.

COMMUNICATION AND DISSEMINATION

SERVICE	COMMITMENT	INDICATOR
Dissemination of accurate and up-to-date information on the website, guides, newsletters and social media.	We maintain and update our web pages and disseminate information in other communication channels.	Number of web pages viewed.
Revitalization activities in the libraries.	We offer a range of activities to promote the relationship, interaction and cohesion with the university community and also activities aimed at disseminating the Sustainable Development Goals (SDGs).	Number of activities carried out.
	We measure and evaluate your perceptions in relation to the services offered.	Twitter engagement rate: minimum 1%. User satisfaction level in relation to the overall assessment of the provision of the service equal to or greater than 3, on a scale of 5.

MEASURES FOR IMPROVEMENT

To submit claims for non-fulfilment of the commitments made in the Service Charter, use the same channel as for complaints and suggestions, the OPINA service: <https://opina.uab.cat>

When any of the commitments assumed in this Service Charter is breached, the Library Service Management will analyse the causes and will put in place the necessary corrective actions so that it does not occur again, considering the circumstances and the due competences.

The Library Service Management will send you a letter of explanation or apology through the OPINA service where it will also inform you of the measures taken to correct the deficiency in the service provided, within a period not exceeding 15 days.

Failure to comply with service commitments will not affect the University's patrimonial responsibility.

CONTACT

Science and Technology Library

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

Social Science Library

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

Social Science Library. European Documentation Centre

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

Communication Library and General News Archive

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

Humanities Library

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

Humanities Library. General Map Library

Tel. 93 581 20 45 cartoteca@uab.cat

Medicine Library. Bellaterra

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

Vall d'Hebron University Library of Medicine and Nursing

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

Josep Laporte Library

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

Sabadell Campus University Library

Tel. 69 991 04 20 bib.sabadell@uab.cat

Veterinary Library

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

UAB Library Service

Tel. 93 581 10 15 s.biblioteques@uab.cat

SERVICE CHARTER

Library Services



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