

The background of the slide features a photograph of the Universitat Autònoma de Barcelona (UAB) building, characterized by its four tall, twisted, metallic towers. The building is partially obscured by lush green trees in the foreground. The sky is blue with scattered white clouds.

Library Services

Service Charter

Approved on 4 June 2025, by the General Committee of Users of the Library Service, and on 18 June 2025 by the UAB Quality Committee

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01

Introduction. Scope of Action and Organisational Data

Introducction

The UAB Libraries are your ally in the academic and research fields. We promote the creation, transfer, and preservation of the university's knowledge, and we are committed to advancing open science at the UAB. Our dedicated team of professionals is committed to supporting the university community by providing high-quality services that enhance the user experience. We focus on delivering personalized support, organising dynamic activities, and ensuring access to sustainable and well-equipped infrastructures.

This Service Charter is an exercise in transparency to inform you about the commitments we make, the monitoring tools that will help us ensure the quality of all the services we offer, as well as the participation channels we provide so that you can share your feedback with us – something that will contribute to the continuous improvement of the UAB Libraries.

Núria Casaldàliga, Director of the UAB Library Service

Scope of Action and Organisational Data

The UAB Library Service supports the university community in the areas of learning, teaching, and research. It is structured into major thematic units or based on territorial criteria and consists of six libraries on the Bellaterra campus and one on the Sabadell campus, in addition to those located in teaching units at hospitals in the Barcelona Metropolitan Area.

UAB libraries are open from Monday to Friday for around 12 hours a day. You can check the addresses and year-round opening hours on the service's website. Additionally, the UAB Study Room in the Social Sciences Library is open at weekends and has extended hours.

Universitat Autònoma de Barcelona

Library Service

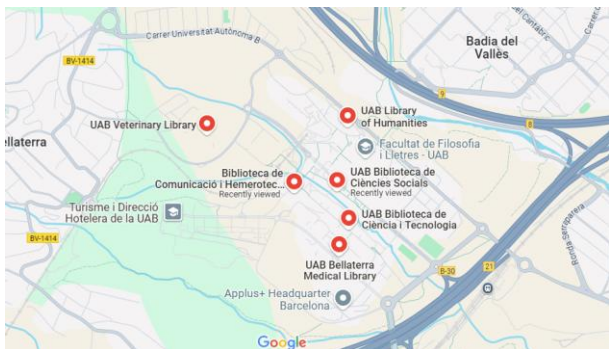
93.581.10.15

s.biblioteques@uab.cat

<https://www.uab.cat/en/libraries>

Scope of Action and Organisational Data

Location map of the Bellaterra Campus



Science and Technology Library

Social Sciences Library

Social Sciences Library. European Documentation Centre

Communication Library and General Newspaper Archives

Humanities Library

Medical Library

Veterinary Medicine Library

Vall d'Hebron Hospital Campus Library. [Location on Google Maps](#)

Josep Laporte Library. [Location on Google Maps](#)

Sabadell University Library. [Location on Google Maps](#)

02

Mission and Values

Mission and Values

UAB libraries encourage the creation, dissemination, preservation, and transfer of knowledge to ensure it is open and accessible.

With our expertise, we contribute to the university's success and promote inclusion and sustainability.



Mission and Values

Library Service Values:

- We focus our activities and services on user's needs.
- We integrate the principles of diversity, equality, and inclusion into all our actions.
- We are committed to sustainability.
- We act ethically, respectfully and with institutional responsibility.
- We are open-minded, forward-looking and embrace innovation.
- We encourage cooperation aimed to join forces and achieve shared goals.

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What Do We Offer?

What Do We Offer?

The services we offer can be found on the Library Service website (<https://www.uab.cat/en/libraries>) and are the following:

Information resources

- Access to an updated and relevant collection for learning, teaching, and research.
- Online access to the digital collection.
- Digitization and preservation of special and heritage collections, as well as institutional documentation, in the UAB Digital Document Repository (DDD).

What Do We Offer?

Spaces and equipment

- Spaces for individual and group learning.
- Flexible and modular spaces for collaborative learning and co-creation.
- Technological equipment suitable for the needs of the university community.

What Do We Offer?

Loans and document acquisition

- Loan of documents, technological equipment, and other materials.
- Loan of documents from Catalan university libraries and the Library of Catalonia (PUC).
- Acquisition of physical documents, electronic articles, and chapters from other libraries, entities, or international academic institutions.

What Do We Offer?

Information and training

- Support for information enquiries both in person and online.
- In-person and online training on specialised information resources, academic work preparation, and digital competencies.
- Personalised advice, both in person and online, on services, tools, and resources of the UAB libraries.

What Do We Offer?

Support for teaching

- Offer of courses on tools and information resources from the libraries to be included in teaching plans.
- Use of library collections for teaching sessions.
- Support for the creation, management, and use of open educational resources (OER).
- Preservation of teaching materials and final year projects (TFE) in the UAB Digital Document Repository (DDD).
- Multifunctional spaces for teaching.

What Do We Offer?

Support Services for Research

- Support and guidance for open science: intellectual property, open access publication of protected content or content with open licences, and research data.
- Support for the visibility and creation of the digital identity of research staff.
- Support for research accreditation and evaluation: scientific impact, social impact, and contribution to open science.
- Support for the publication of the scientific production of the university community in the UAB Digital Document Repository (DDD) and research data in the CORA.RDR data repository.
- Support in the use of reference management tools.
- Management of funding for open access publishing.

What Do We Offer?

Communication and dissemination

- Dissemination of accurate and up-to-date information through the website, guides, newsletters, and social media.
- Promotion of outreach and engagement activities within the libraries and in collaboration with the local community.

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Rights and Responsibilities

Rights and Responsibilities

You have the right to...

- Require the fulfillment of all the commitments undertaken by the library.
- Access and receive information about the resources and services necessary for learning, teaching, and research that the library offers.
- Receive training and guidance in the use of the information resources made available by the library in order to enhance the acquisition of digital skills.
- Have access to versatile and flexible spaces and appropriate infrastructures for consultation, study, and co-creation of knowledge.
- Be informed about news, activities, and changes that occur in the library.

Rights and Responsibilities

You have the right to...

- Actively participate in the functioning of library services through the channels available to you.
- Express your suggestions or complaints about the library and its resources and services, either in person or virtually.
- The guarantee of confidentiality regarding your personal data.
- Be treated with respect and efficiency.

Rights and Responsibilities

Your responsibilities are to...

- Contribute to maintaining an appropriate working environment, respect others, and avoid any activity that may cause inconvenience to others.
- Use the facilities, equipment, and information technologies exclusively for their assigned functions.
- Make proper use of the library collections and comply with the regulations governing the services of the UAB libraries.
- Behave respectfully towards library staff and follow their instructions.

Rights and Responsibilities

Your responsibilities are to...

- Leave the premises when the opening hours end or upon request by staff.
- Respect current intellectual property legislation regarding scanning, photocopying, and the use, distribution, and copying of digital materials.
- Identify yourself with your UAB ID card when requested and not lend it to third parties.
- Take care of your personal belongings. The Library Service is not responsible for any theft, loss, or damage that may occur within the library premises.

A photograph of a modern university study hall. Students are seated at long wooden tables with teal chairs, working on papers and books. Large windows on the right side offer a view of greenery outside. A large white number '05' is overlaid on the left side of the image.

05

Applicable Regulations

Applicable Regulations

- General terms of use and loan of the UAB libraries' group study rooms.
- Open Science Strategy at UAB and commitments.
- Rules for the use of UAB libraries' laptops.
- General collection plan.
- Preservation policy of the UAB Digital Document Repository (DDD).
- Institutional Open Access Policy of the Universitat Autònoma de Barcelona.
- Institutional Open Access Policy for Research Data at the Universitat Autònoma de Barcelona.
- Loan procedures of the UAB Library Service.

Applicable Regulations

- Regulations for use and access to the UAB Digital Library.
- Regulations of Research Data Repository (CORA.RDR).
- Regulations of the UAB Digital Document Repository (DDD).
- Regulations of the UAB Library Service.
- Regulations of the interlibrary loan service among libraries that are part of the Collective Catalogue of Catalan Universities.

You can consult the regulations on the Library Service website:

<https://www.uab.cat/en/libraries/rules-policies>

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Participation Mechanisms

Participation Mechanisms

You can participate...

- By sending enquiries, suggestions, complaints, or praise
 - In person at the library information desks.
 - By phone, WhatsApp, email, or social media.
 - Through 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 using 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.

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Quality Commitments and Indicators

Quality Commitments and Indicators

Commitments

INFORMATION RESOURCES

- We provide access to a wide range of documentation that supports effective learning, teaching, and research.
- We welcome and respond to your suggestions for the purchase of bibliographic materials.
- We facilitate access to the digital resources subscribed to by the UAB, both on and off campus.
- We ensure the availability of the Digital Repository of Documents (DDD), which preserves and disseminates scientific output, final degree projects (TFE), special and heritage collections, teaching materials, and institutional documentation.

Quality Commitments and Indicators

SPACES AND EQUIPMENT

- We offer extended opening hours and, during the exam periods, we guarantee that at least one library will be open every day of the week as a study room, including night-time opening hours.
- We provide well-equipped, versatile, and flexible spaces for individual or group learning, co-creation activities, and teaching.
- We provide computer equipment suited to the needs of the university community.
- We guarantee the resolution of unplanned incidents within a maximum of two working days.

Quality Commitments and Indicators

LOANS AND DOCUMENT DELIVERY

- We provide access to documents available from the UAB libraries, Catalan university libraries and the Library of Catalonia (PUC), notifying you by email when the requested documents have arrived.
- We process interlibrary loan requests within a maximum of 48 hours and deliver the requested documents within 3 working days for digital documents and 6 working days for physical documents.

Quality Commitments and Indicators

INFORMATION AND TRAINING

- We provide personalised responses to enquiries, suggestions, or complaints received in person or virtually through the various available channels.
- We guarantee a broad annual offer of training on specialised information resources, citations, and academic work.
- We offer personalised sessions on UAB library services, tools, and resources, both for students and for teaching and research staff.

Quality Commitments and Indicators

TEACHING SUPPORT

- We provide training materials on tools and information resources for integration into course content.
- We offer our collections for use in teaching sessions.
- We provide guidance on the creation, management, and use of open educational resources (OER).
- We ensure that the Digital Document Repository (DDD), which showcases and preserves scientific output, final degree projects (TFE), special and heritage collections, teaching resources, and institutional documentation, is always available.
- We provide well-equipped, versatile, and flexible spaces for individual or group learning, co-creation activities, and teaching.

Quality Commitments and Indicators

RESEARCH SUPPORT

- We support you in publishing research data in the CORA.RDR repository.
- We provide guidance on author identification systems.
- We advise you on scientific impact, social impact, and contribution to open science in the context of research accreditation and evaluation processes.
- We offer a [research accreditation and evaluation support website](#), which includes information on accreditations, research periods, sources, indicators, narrative, and social impact.
- We review and improve the quality of publications in the EGRETA research information management system.

Quality Commitments and Indicators

RESEARCH SUPPORT

- We facilitate open access publishing through transformative agreements and discounts with academic publishers.
- We provide guidance on the use of reference management tools.
- We offer a platform with frequently asked questions about intellectual property and open access.
- We coordinate the UAB open science web portal and ensure it is kept up to date.

Quality Commitments and Indicators

COMMUNICATION AND DISSEMINATION

- We maintain and update our web pages and share information through other communication channels.
- We offer various activities to promote connection, interaction, and cohesion within the university community, as well as activities aimed at spreading the Sustainable Development Goals (SDGs)
- We measure and assess your perception of the services offered.

Quality Commitments and Indicators

Indicators

INFORMATION RESOURCES		
SERVICE	COMMITMENT	INDICATOR
Access to an updated and relevant collection for learning, teaching, and research.	We provide access to a collection of documents that supports the proper development of learning, teaching, and research.	User satisfaction level equal to or higher than 3.5 out of 5 regarding the library collection.
	We welcome your purchase suggestions.	
Online access to the digital collection.	We provide access to the digital resources subscribed to by the UAB, both on campus and remotely.	Average number of articles downloaded per user. Minimum 30.
Digitisation and preservation of special and heritage collections and institutional documentation in the UAB Digital Document Repository (DDD).	We ensure that the DDD, which showcases and preserves scientific production, final degree projects (TFE), special and heritage collections, teaching resources, and institutional documentation, is always available.	Annual availability of the DDD equal to or greater than 95%.

Quality Commitments and Indicators

SPACES AND EQUIPMENT

SERVICE	COMMITMENT	INDICATOR
Spaces for individual and group learning.	We offer extensive opening hours and during exam periods guarantee the opening of at least one library as a study room every day of the week, including night hours.	User satisfaction level regarding the overall assessment of the service provided equal to or higher than 3.5 out of 5.
Flexible and modular spaces for collaborative learning and co-creation.	We provide well-equipped, multipurpose, and flexible spaces for individual or group learning, co-creation activities, and teaching	User satisfaction level equal to or greater than 3.5 on a scale of 5 regarding the computer equipment.
Technological equipment adequate to user needs.	We provide computer equipment suited to the needs of the university community.. We guarantee resolution of unscheduled incidents within less than 2 working days. User satisfaction level equal to or greater than 3.5 on a scale of 5 regarding the computer equipment.	User satisfaction level equal to or greater than 3.5 on a scale of 5 regarding the computer equipment. Percentage equal to or greater than 80% of unscheduled incidents resolved within the established timeframe.

Quality Commitments and Indicators

LOANS AND DOCUMENT DELIVERY

SERVICE	COMMITMENT	INDICATOR
Loan of documents and technological equipment. Loan of documents from the Catalan university libraries and the Library of Catalonia (PUC).	We facilitate documents available from UAB libraries and the PUC, notifying by email when requested documents are received	User satisfaction level equal to or above 3.5 out of 5 regarding loans.
Acquisition of physical documents, articles, and electronic chapters from other libraries, entities, or international academic institutions.	We deliver requested documents within 3 working days for digital documents and 6 working days for physical documents.	At least 90% of documents delivered within the established timeframe.

Quality Commitments and Indicators

INFORMATION AND TRAINING

SERVICE	COMMITMENT	INDICATOR
Information enquiries attended both in person and online.	We provide personalised responses to enquiries, suggestions, or complaints received in person and virtually through various channels.	User satisfaction level equal to or above 3.5 out of 5 regarding staff attention. User satisfaction level equal to or above 3.5 out of 5 regarding resolution of enquiries and questions (help desks, WhatsApp, Pregunt@, etc.).
In-person and online training on specialised information resources, academic work preparation, and digital competencies.	We guarantee a broad annual training offer on specialised resources, citations, and academic works.	User satisfaction level equal to or above 4 out of 5 regarding training courses.
Personalised advice, in person and online, on UAB library services, tools, and resources.	We offer personalised sessions on services, tools, and resources.	User satisfaction level equal to or above 3.5 out of 5 regarding personalised advice.

Quality Commitments and Indicators

TEACHING SUPPORT		
SERVICE	COMMITMENT	INDICATOR
Offer of courses on tools and information resources from the libraries to be included in teaching plans.	We provide training materials on library tools and information resources to be incorporated into courses.	User satisfaction level equal to or higher than 3.5 out of 5 regarding information, training, and communication.
Use of library collections for teaching sessions.	We offer our collections for teaching sessions.	User satisfaction level equal to or higher than 3.5 out of 5 regarding the library collection.
Support for the creation, management, and use of open educational resources (OER).	We provide guidance on the creation, management, and use of open educational resources (OER).	User satisfaction level equal to or higher than 3.5 out of 5 regarding information, training, and communication.

Quality Commitments and Indicators

TEACHING SUPPORT

SERVICE	COMMITMENT	INDICATOR
Preservation of teaching materials and final degree projects (TFE) in the UAB Digital Document Repository (DDD).	We ensure that the DDD, which makes visible and preserves scientific production, final degree projects (TFE), special and heritage collections, teaching resources, and institutional documentation, is always available.	Annual availability of the DDD platform equal to or greater than 95%.
Multifunctional spaces for teaching.	We provide well-equipped, versatile, and flexible spaces for individual or group learning, as well as for co-creation and teaching activities.	User satisfaction level equal to or higher than 3.5 out of 5 regarding the workspaces.

Quality Commitments and Indicators

RESEARCH SUPPORT

SERVICE	COMMITMENT	INDICATOR
Support and guidance in open science: intellectual property, open access publication of protected content or content with open licenses, and research data.	<p>We offer you a platform with frequently asked questions about intellectual property and open access.</p> <p>We coordinate the UAB open science web portal and ensure its updating.</p>	User satisfaction level equal to or higher than 3.5 out of 5 regarding support for research and open science.
Support in the visibility and creation of the digital identity of research staff.	We provide guidance on authorship identification systems.	User satisfaction level equal to or higher than 3.5 out of 5 regarding information, training, and communication.
Support for the publication of the scientific production of the university community in the UAB Digital Document Repository (DDD) and research data in CORA.RDR.	<p>We review and improve the quality of publications in EGRETA.</p> <p>We offer support for publishing research data in the CORA.RDR repository.</p>	User satisfaction level equal to or higher than 3.5 out of 5 regarding support for research and open science.

Quality Commitments and Indicators

RESEARCH SUPPORT

SERVICE	COMMITMENT	INDICATOR
Support for research accreditation and evaluation: scientific impact, social impact, and contribution to open science.	We provide guidance on the scientific impact, social impact, and contribution to open science of your contributions in research accreditation and evaluation processes.	User satisfaction level equal to or higher than 3.5 out of 5 regarding information, training, and communication.
	We offer a support website for research accreditation and evaluation that includes information about: accreditations, research premiums, sources, indicators, narrative, and social impact.	User satisfaction level equal to or higher than 3.5 out of 5 regarding support for research and open science.
Support in the use of reference management tools.	We provide guidance on the use of reference management tools.	User satisfaction level equal to or higher than 3.5 out of 5 regarding information, training, and communication.
Management of funding for open access publishing.	We facilitate open access publishing through transformative agreements and discounts with academic publishers.	User satisfaction level equal to or higher than 3.5 out of 5 regarding support for research and open science.

Quality Commitments and Indicators

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 through other communication channels.	User satisfaction level equal to or higher than 3.5 out of 5 regarding the library website.
Promotion of outreach activities in the libraries and in collaboration with the local community.	We offer various activities to promote connection, interaction, and cohesion within the university community, as well as activities aimed at spreading the Sustainable Development Goals (SDGs).	User satisfaction level regarding the overall assessment of the service provided equal to or higher than 3.5 out of 5.
	We measure and evaluate your perception regarding the services offered.	User satisfaction level regarding the overall assessment of the service provided equal to or higher than 3.5 out of 5.

08

Complaints Channels and Corrective Measures

Complaints Channels and Corrective Measures

To submit complaints regarding the failure of the commitments outlined in this Service Charter, use the same channel as for complaints and suggestions: the OPINA service – <https://opina.uab.cat>.

If any of the commitments made in this Service Charter are not fulfilled, the Library Service Management will analyse the causes of the failure and implement the necessary corrective actions to ensure it does not happen again, taking into account the circumstances and the scope of their competences.

The Library Service Management will send you a written explanation or apology, including information on the measures taken to correct the service deficiency, via the OPINA service, within a maximum period of 15 days.

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



09

Validation, Approval, and Updating of the Charter

This Service Charter has been reviewed and validated by a joint committee composed of representatives from the Library Service, service users, and staff from the Digital Transformation and Organisation Area, and has been approved by the Legal Office of the UAB.

The Quality Committee of the UAB, by delegation of the Governing Council, approved the Service Charter on 18 June 2025.

This Service Charter must be updated at least every two years, or whenever there are changes in the services provided or other substantial modifications. The procedure followed for updating is the same as that for approval.





Library Service

Service Charter 2025

