



UAB

**Universitat Autònoma
de Barcelona**

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



Library Service

Monographs	1.208.697
• online	34.054
Periodicals	65.429
Current journal collections	25.847
On-line subscriptions	19.819
Non book materials	190.790

2012 data

Library Service

Documents used in-house

2012

258.567



Library Service

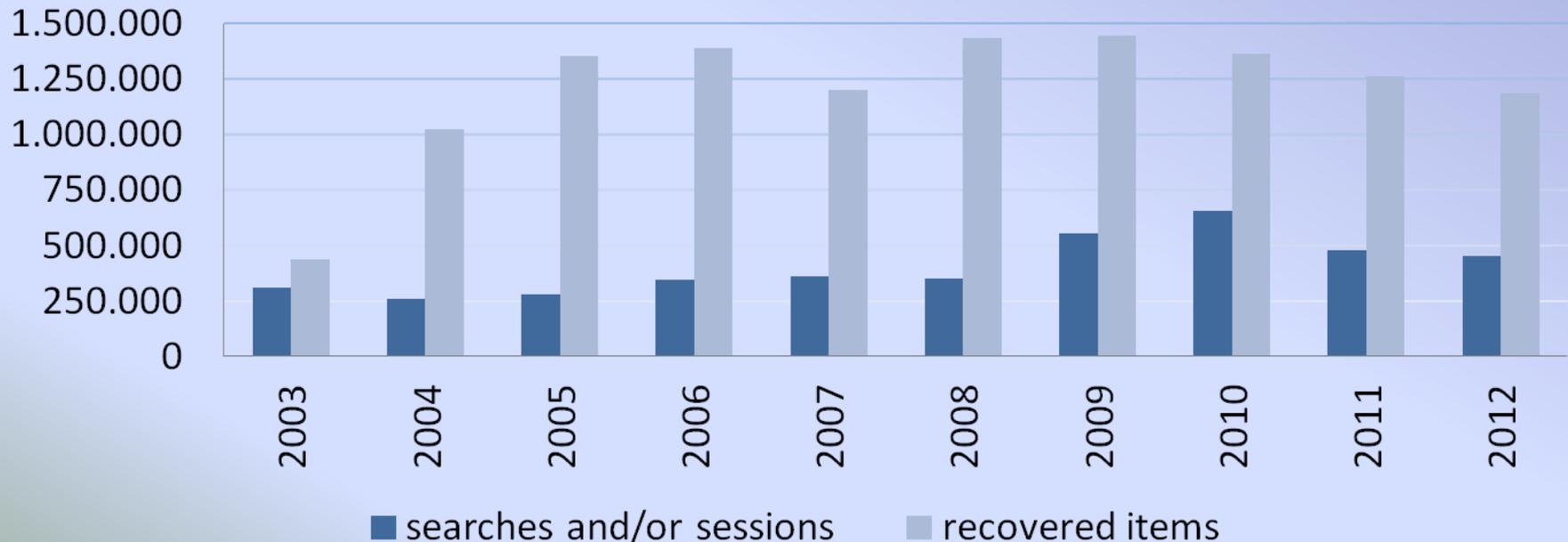
DIGITAL LIBRARY SEARCHES FOR PERIODICALS

Searches and / or sessions

451.180

Recovered items

1.187.677



Library Service

LOANS 2012

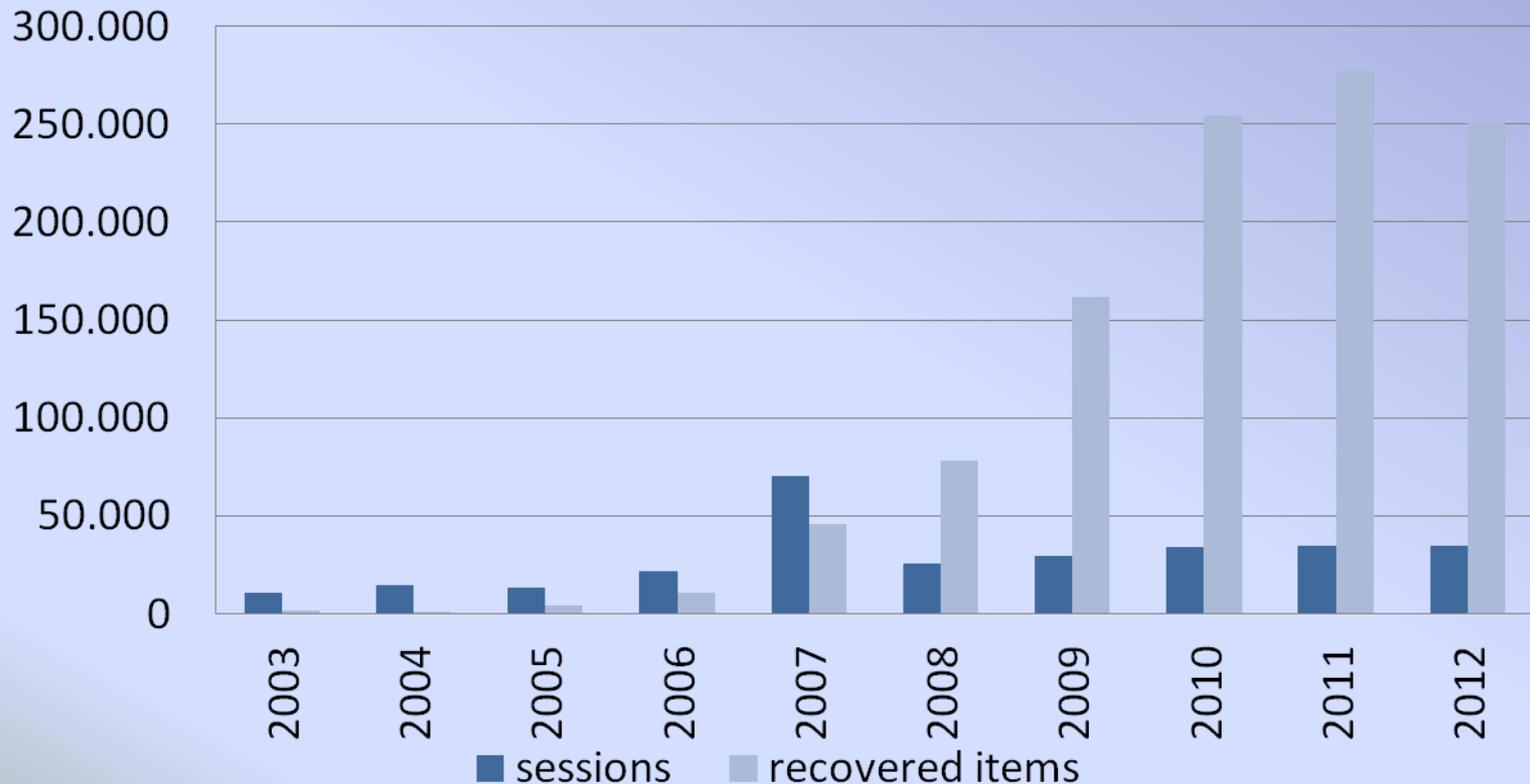
512.655



Library Service

CONSULTATION OF DIGITAL BOOKS

250.553



Library Service

STAFFING

Librarians A+B	76
Support Staff C+D+LG4	86
Other technical staff	3
TOTAL	165

And 33 Incorpora programme

Libraries organization

Head of the library

Collection
Management

Users
support

Teaching and
Research
support

UAB Libraries' journey towards excellence

	1990	2	4	6	8	2000	2	4	6	8	2010	12
European projects												
Quality groups												
ISO 9000 quality system certification												
AQU evaluation												
ANECA Quality Certification												

Library Service

<http://www.uab.cat/biblioteques>

The screenshot displays the UAB Library Service website. At the top, there is a navigation bar with options for 'Contrast +/-', 'Castellano | English', 'Mapa web', 'Directori', and a search bar labeled 'CERCADOR' with the placeholder 'Introdueix el text'. Below this is a header banner for 'UAB Universitat Autònoma de Barcelona' and 'Servei de Biblioteques' with a background image of books. A secondary navigation bar contains links for 'Biblioteques', 'Recursos', 'Serveis', 'Gestió en línia', 'Ebooks i temàtics', and 'Fons i equipaments'. The main content area features a central article titled 'E-books gratuïts d'Elsevier durant el 2012' with a sub-headline 'De noves biblioteques digitalitzades en un dia'. To the right is a 'Catàleg' section with a search box and buttons for 'UAB' and 'CCUC'. Below the main article are three columns: 'Biblioteques' (Ciència i Tecnologia, Ciència i Socials, Caràcters), 'Estudiants' (Eidmenç i Programeç, Cateç d'a Juda, Reno va el c teu ç preçbeç), and 'Professors' (Trobadoreç de dadeç, re vi steç digitalç s...), Indoadoreç d'Impacteç, Reourçoç per a la reeoreç). A bottom navigation bar includes icons for 'Ajuda', 'DDD', 'Exàmens', 'Expo', 'Horaris', 'Mapes', 'Prensa digital', 'Tesis', 'Trobadoreç', and 'Videos'. The footer contains the address 'Adreça: Edifici N (Plaça Cívica) Planta 1 08193 Bellaterra (Cerdanyola del Vallès)', 'Telèfons de Contacte', and a 'pregunt@' logo for the 'Servei d'Informació de les biblioteques - UAB'.

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 (Bellaterra, 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

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

How to contact us

Biblioteca de Ciència i Tecnologia

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

Biblioteca de Ciències Socials

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

Biblioteca de Ciències Socials–

Centre de Documentació Europea

Tel. 93 581 16 81 ce.doc.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. Bellaterra

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

Biblioteca de l'Hospital Universitari

Germans Trias i Pujol

Tel. 93 497 88 99 bib.hugtip@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.fbjl@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

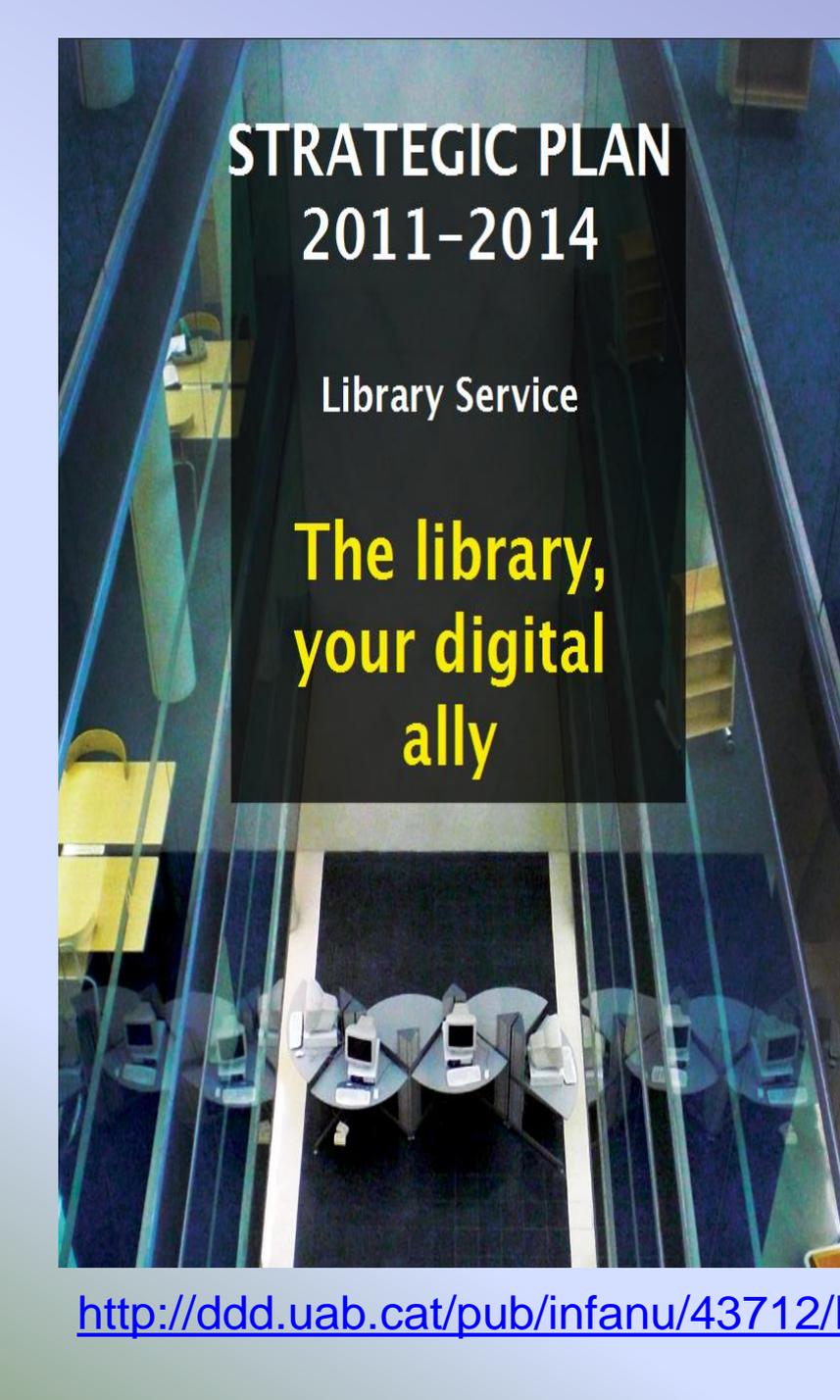
Tel. 93 581 10 15 s.biblioteques@uab.cat

www.uab.cat/bib



SERVICE CHARTER





STRATEGIC PLAN 2011-2014

Library Service

**The library,
your digital
ally**

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.

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

STRATEGIC AXES

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

USERS

1. Bring innovation to services, and publicize them, in accordance with the varying needs of users

OBJECTIVES

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

STRATEGIC PLAN 2011-2014

INFRASTRUCTURES

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

OBJECTIVES

2.1. To adapt spaces and their use to the needs deriving from learning methodologies

2.2. To collaborate with the University in the creation of the Knowledge Management Centre of Science and Technology (Science and Technology Library)

2.3. To evaluate how collections are used

STRATEGIC PLAN 2011-2014

ALLIANCES

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

OBJECTIVES

3.1. To establish an alliance map

3.2. To carry out joint projects with other UAB areas and periodically evaluate the results

3.3. To create a sponsorship program

STRATEGIC PLAN 2011-2014

MANAGEMENT

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

4.1. To implement the new organizational model

4.2. To improve channels and processes

4.3. To train staff in the necessary competences to achieve strategic objectives

4.4. To give visibility to actions and achievements of the Library Service

Library Service

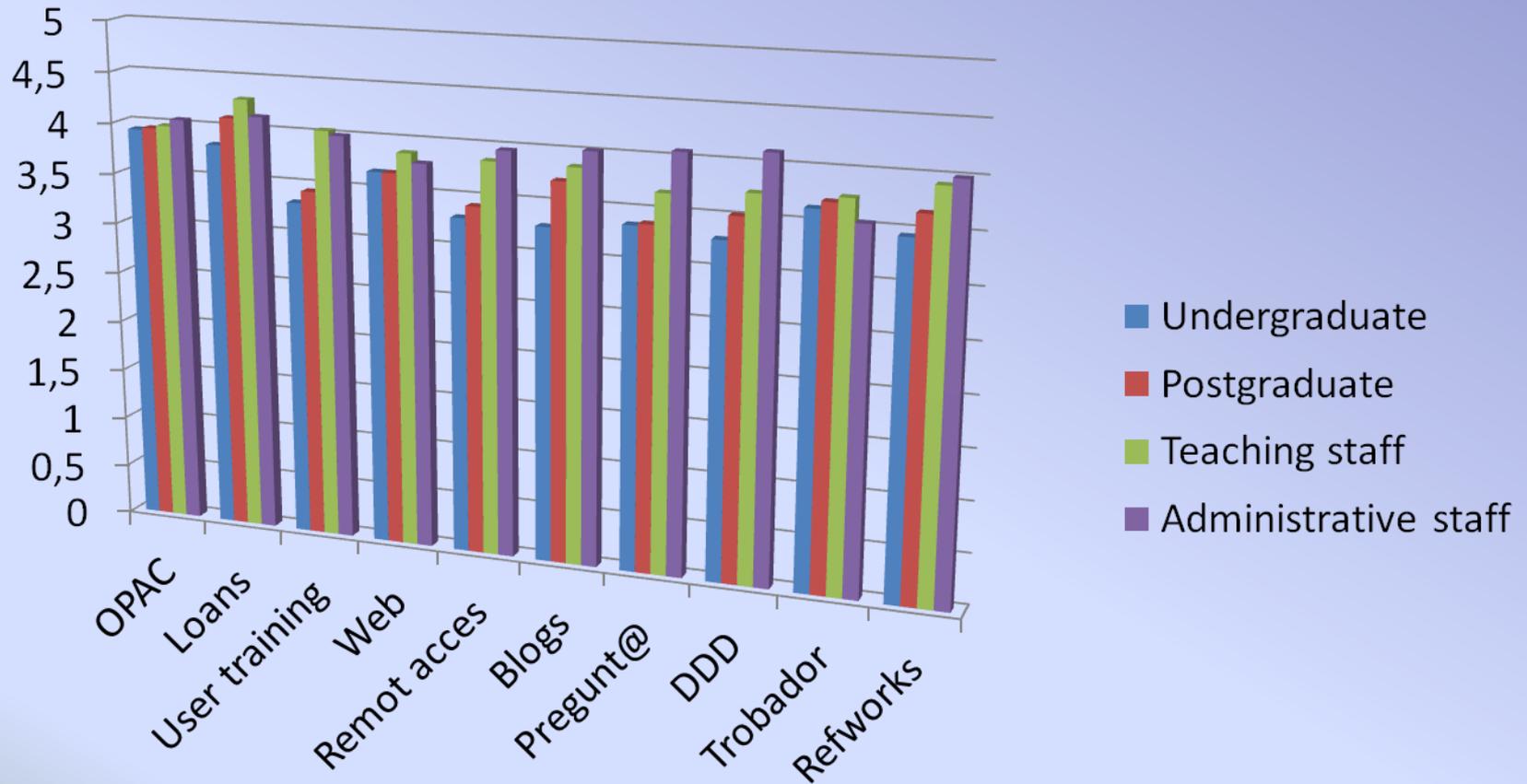
User satisfaction
survey
2010
(next October 2013)

Enquesta 2010
Servei de Biblioteques



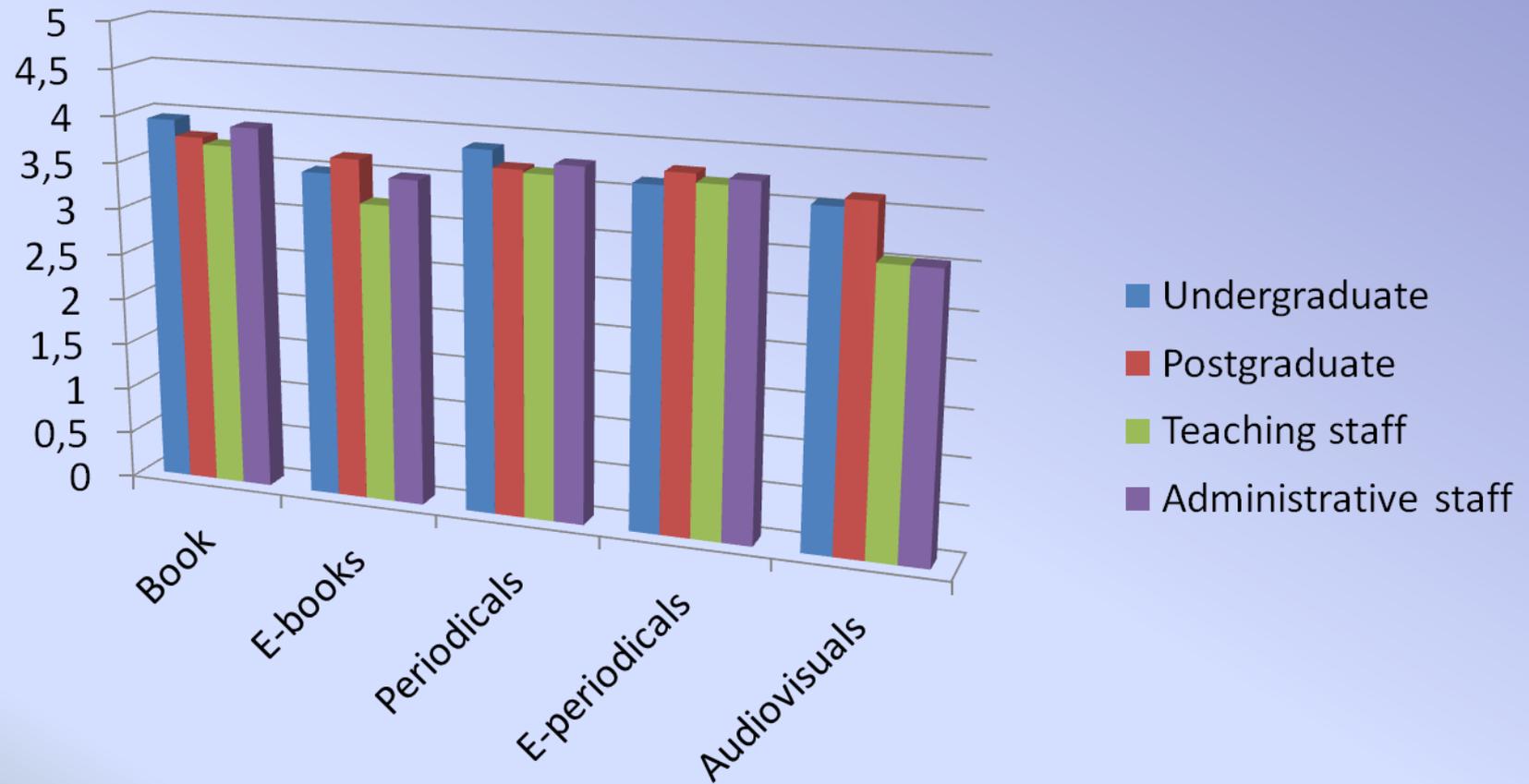
User satisfaction survey 2010

Evaluation of service



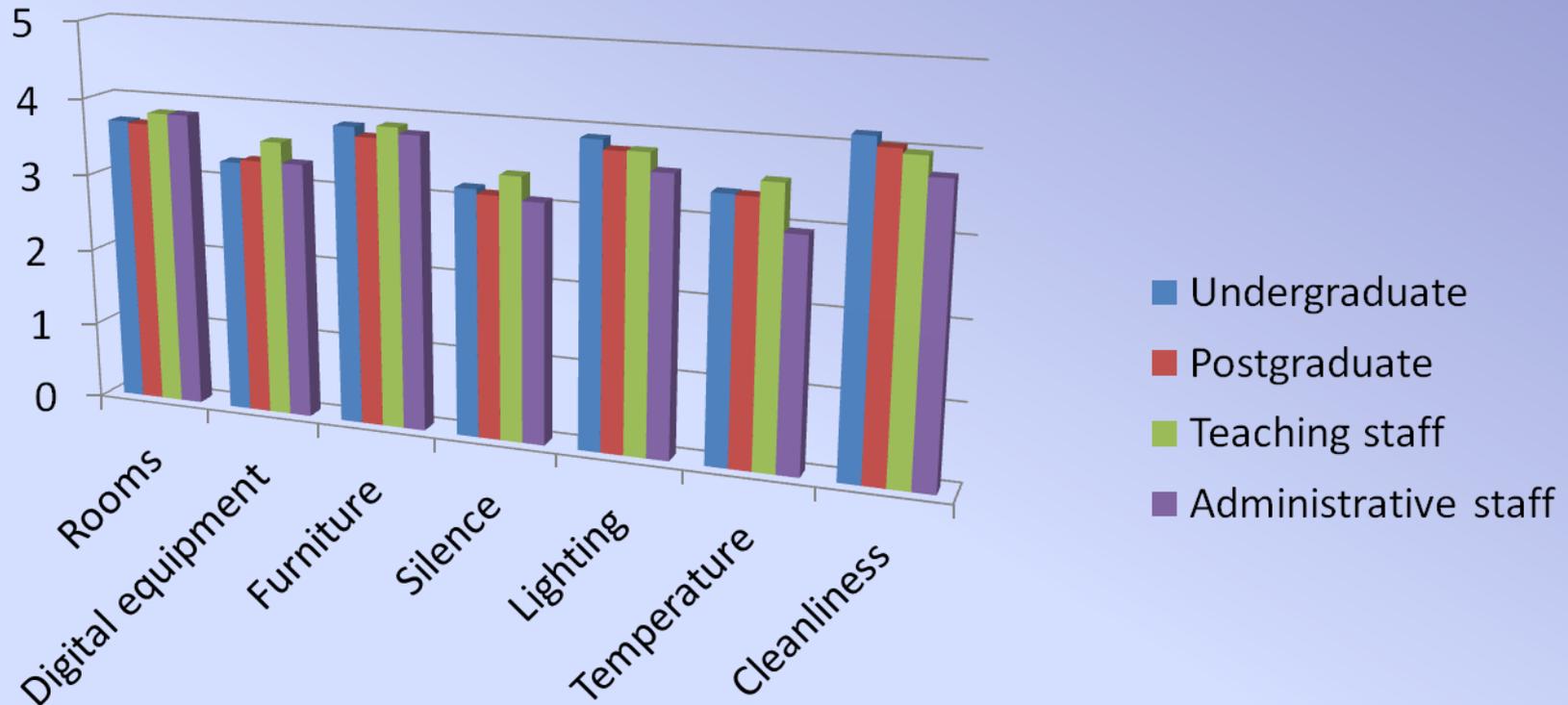
User satisfaction survey 2010

Evaluation of collections



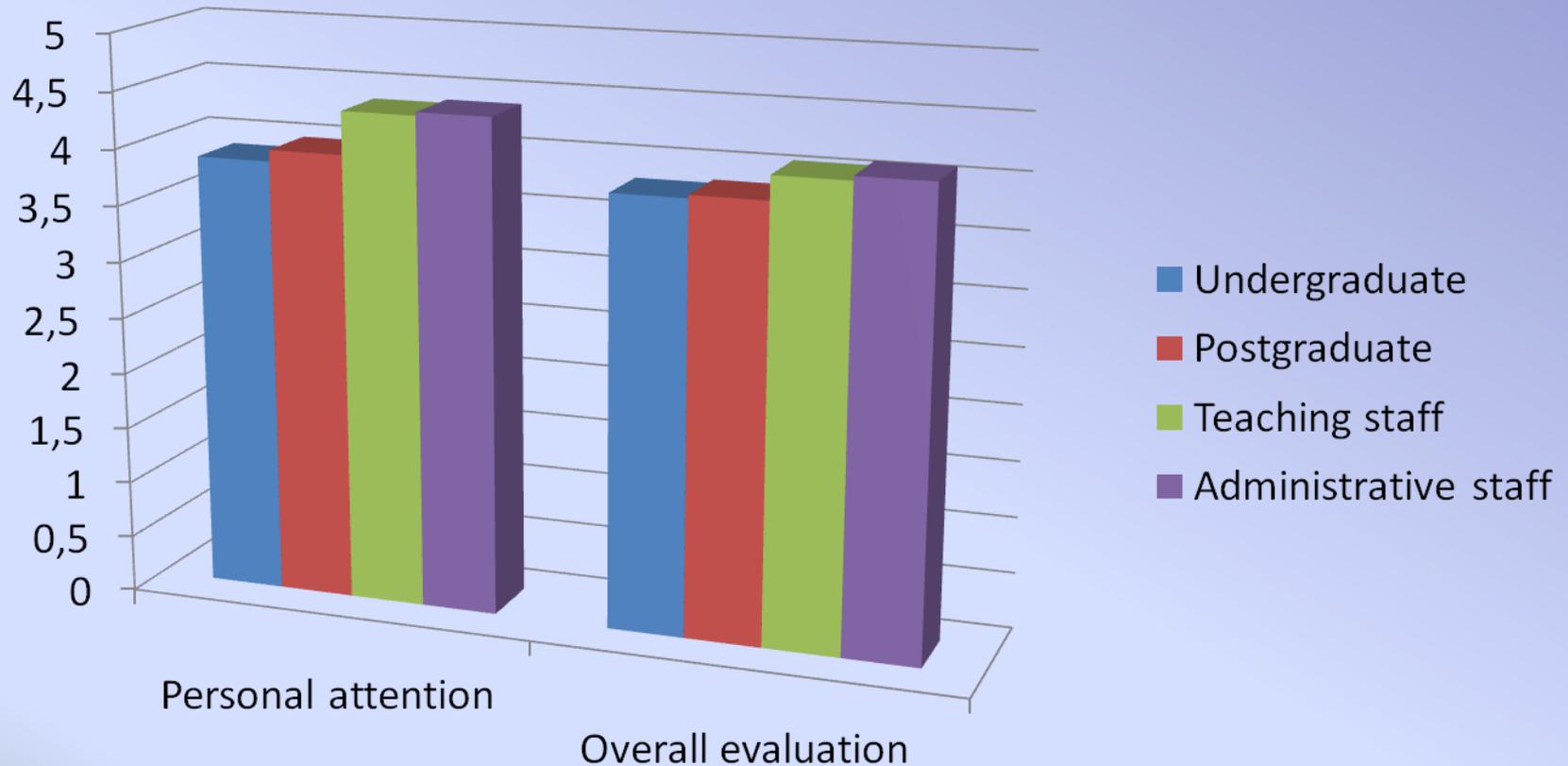
User satisfaction survey 2010

Evaluation of equipment



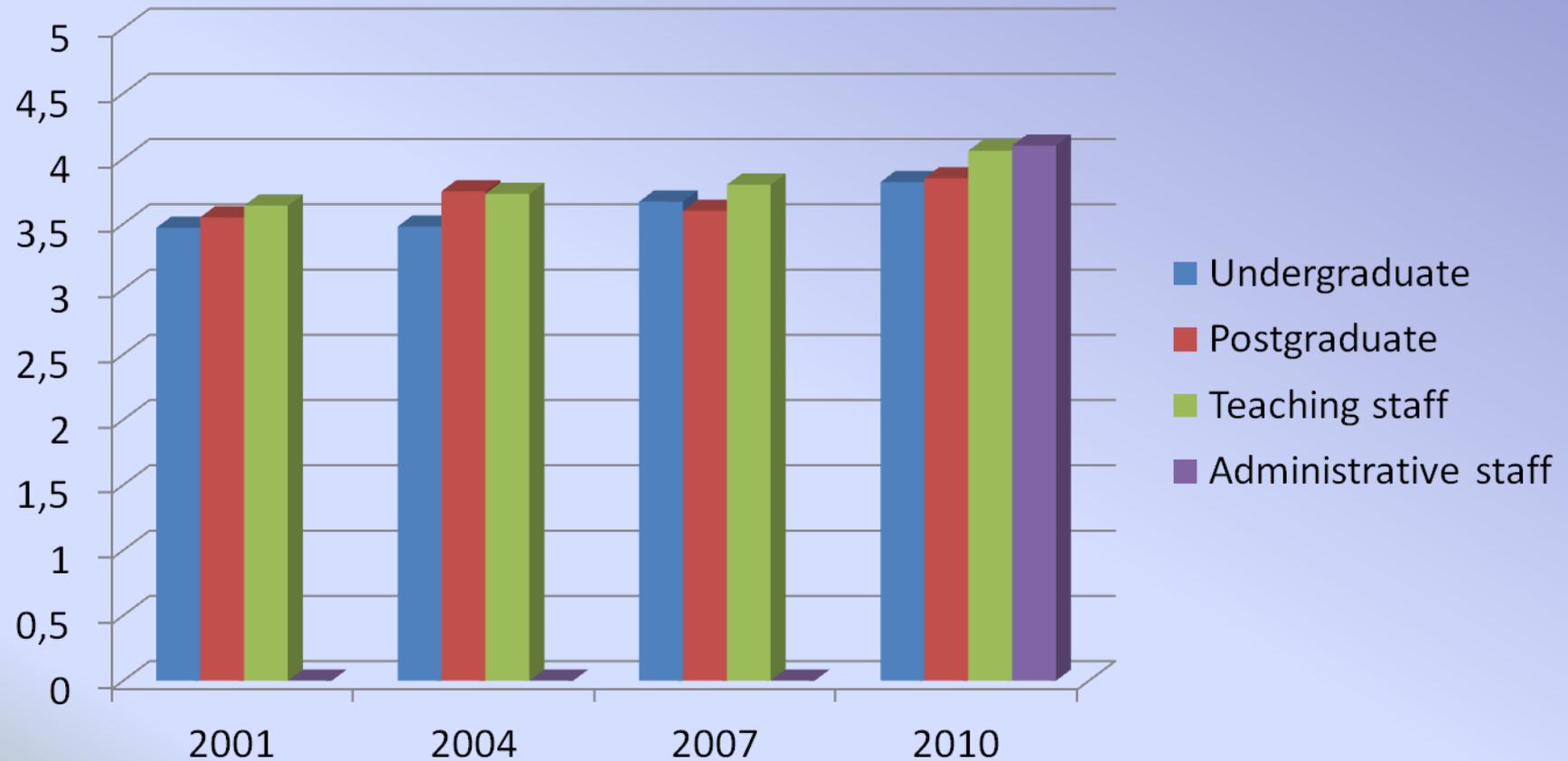
User satisfaction survey 2010

General Evaluation

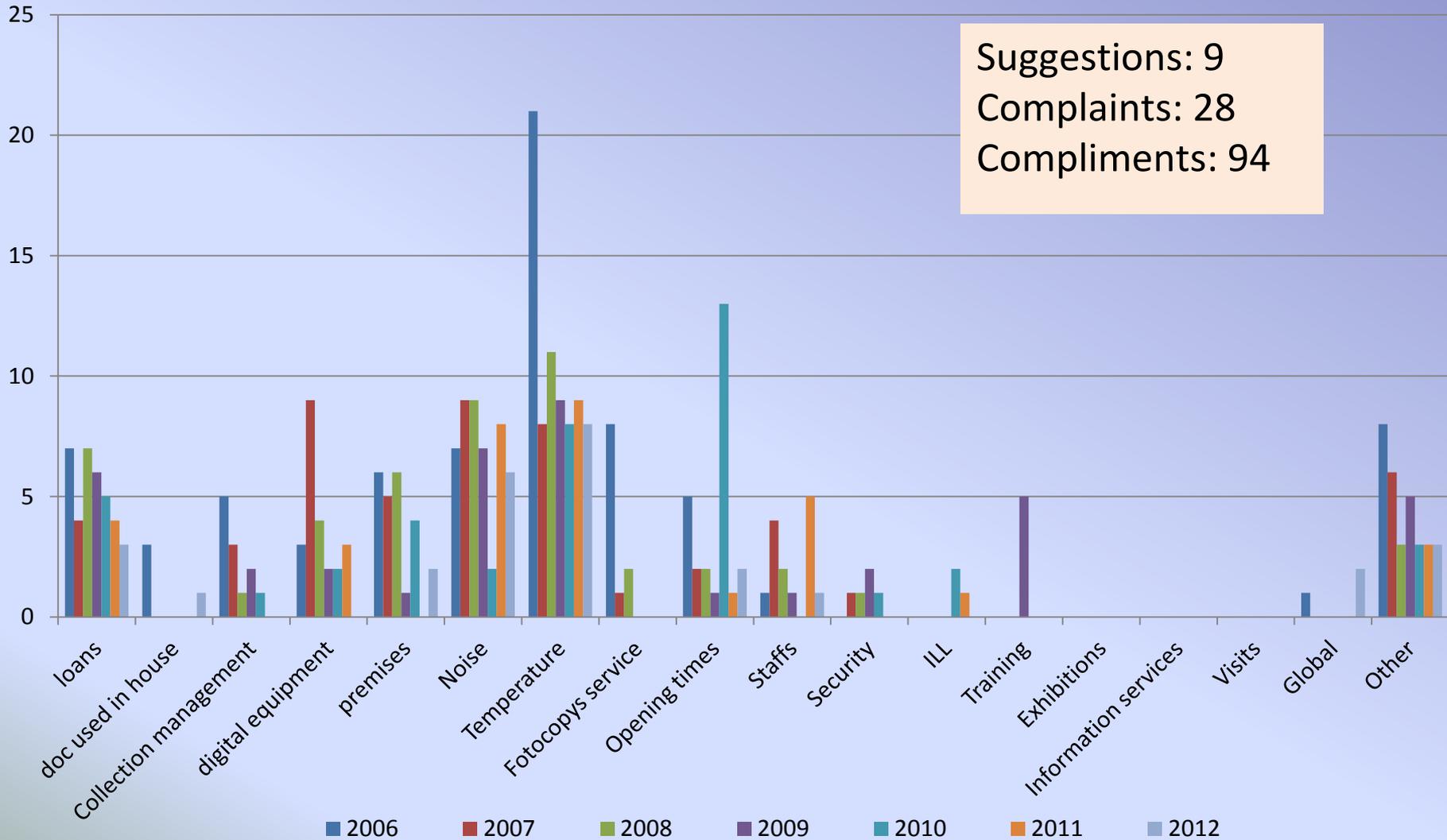


User satisfaction survey 2010

Growth in overall satisfaction



SUGGESTIONS, COMPLAINTS AND COMPLIMENTS



SUGGESTIONS, COMPLAINTS AND COMPLIMENTS

Pregunt@

PREGUNT@

Català | Castellano



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](#)

Make your consultation

Revise my Questions and Answers

Name and surname:

E-mail:

¿Are you a user of the UAB?:

Yes No

Categories of users:

Select a category

Library:

Select Library or Service

Subject of the enquiry:

Select subject

- 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

UAB ISO 9001

DII, 16/04/2012 | CONTACTAR | LA CARPETA | SBUAB

SISTEMA DE GESTIÓ DE QUALITAT

Documentació bàsica >

Documents de referència >

Documents d'ajuda >

PROCESSOS

Fitxes >

Indicadors >

Mapa >

FORMULARIS

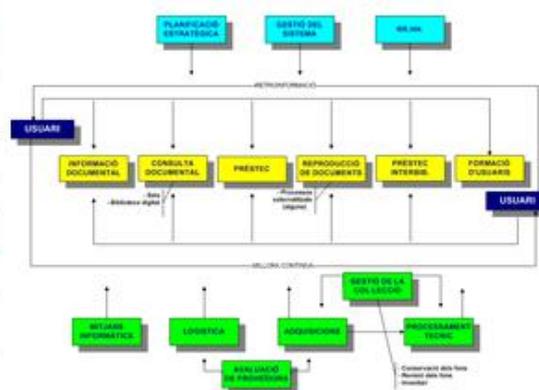
Accions de millora >

Documents no localitzats > 📄

Gestió de locals i adquisicions no documentals > 📄

Incidències informàtiques > 📄

Objectius i Projectes > 📄



TAULELL

▶ Recordeu que si es modifica algun document de referència, cal fer arribar les noves versions al Responsable de Qualitat

NOVETATS

▶ Documentació recentment aprovada: PG-21

ALTRES INFORMACIONS

Informes

- > Avaluació ISO 9001
- > Auditories
- > Condicions ambientals
- > Enquesta ISO 2005

Comitè de Qualitat

- > Actes del Comitè

Formació

- > Documentació



Feu propostes de millora i suggeriments!

Quality Management System

Applus⁺



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-08193 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 10 d'abril de 2012
Cardanyola del Vallès, 30 d'abril de 2009
Renovació de la certificació inicial de data 6 de març de 2000

Director General

Ramon Capellades i Font

Director Tècnic Certificació Sistemes

Miquel Sitges Cabanas

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., s/n, 08193 Bellaterra, Barcelona

Ed. 1

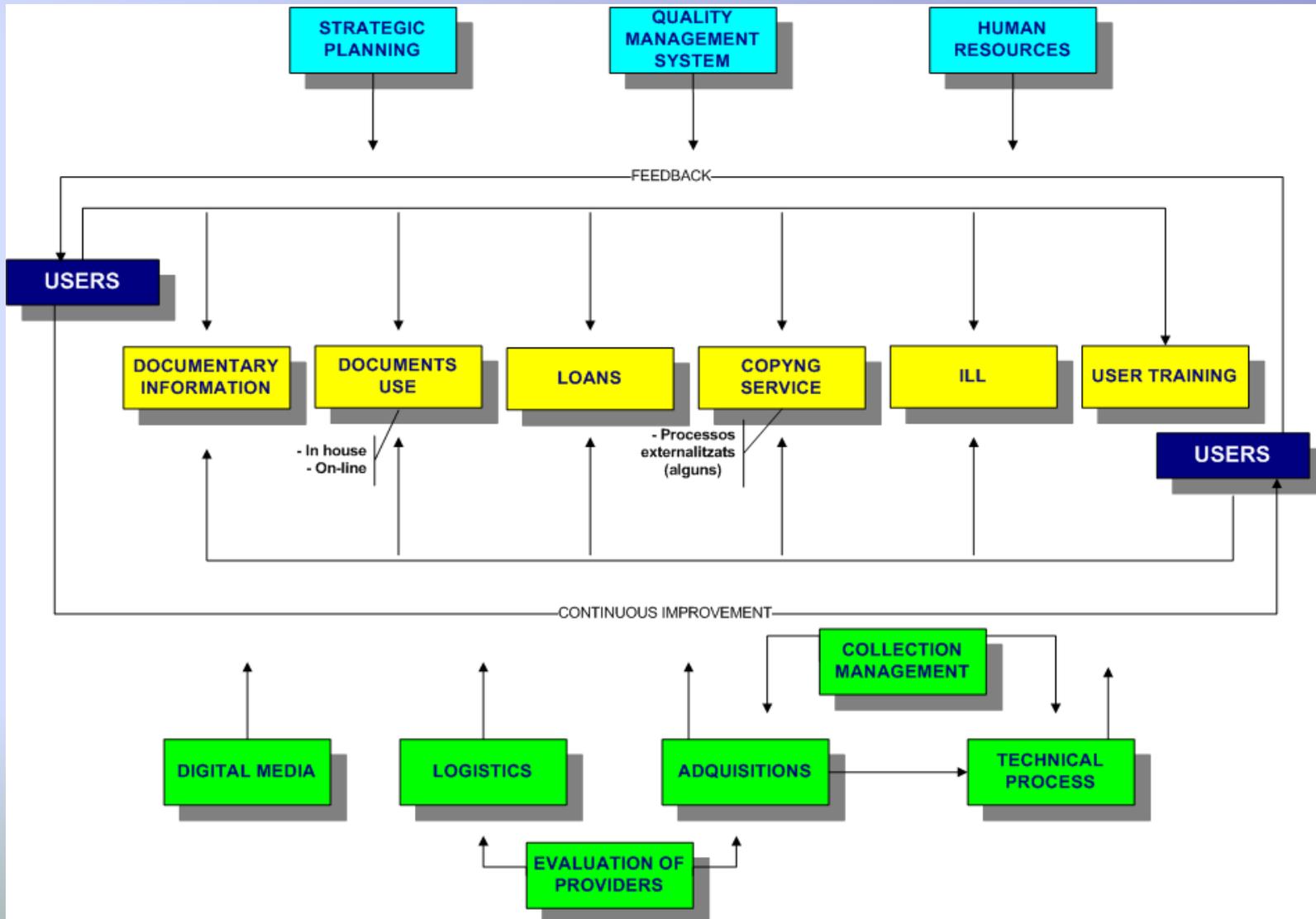
Quality Management System

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	
QUALITY MANUAL	
working procedures	27
work instructions	14

60
REFERENCE
DOCUMENTS

91
QUALITY RECORDS

Quality Management System

ACTIONS FOR IMPROVEMENT 2012

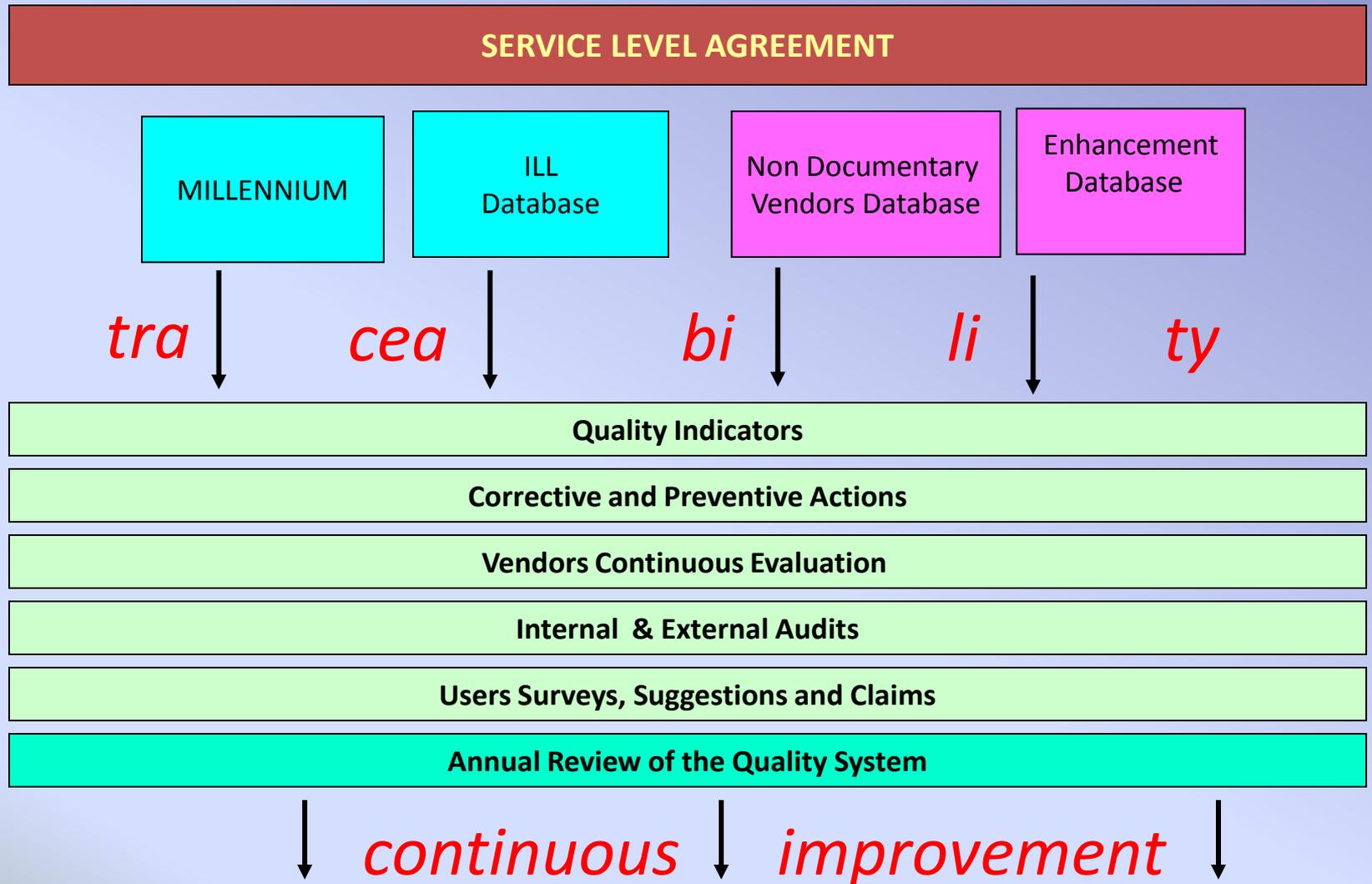
ORIGIN OF THE ACTION FOR IMPROVEMENT	Number
Agreement of the quality committee	20
External audit	14
Internal audit	16
Evaluation of suppliers	0
Nonconformance report	1
New proposals	89
Suggestions and complaints	8
Others	20
Total	168

Quality Management System

ACTIONS FOR IMPROVEMENT 2012

Action Type	Number
Corrective action	52
Preventive action	10
Observation	25
New proposal	80
Total	168

UAB Libraries ISO 9001 Quality System



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