

# CHARTER OF SERVICES

## Introduction

University of Navarra Library Service, part of the Office of the Vice President for Research, was founded in 1961. It now boasts several sections: the Main Library, the Science Library, the Architecture Library and the Clínica Universidad de Navarra Library.

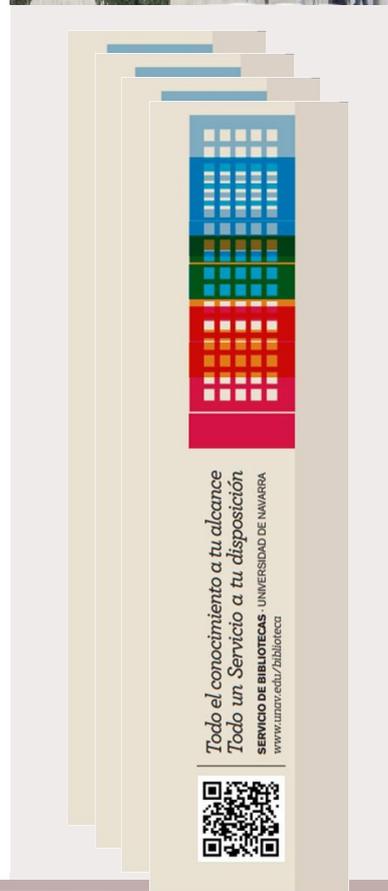
With a staff of over 60, the University of Navarra Library provides its users with a collection that exceeds one million volumes and includes a considerable number of electronic resources. It is open for long hours and its facilities are perfectly equipped for work and study.

## Mission Statement

Library Service mission is to serve the university community by selecting, acquiring and organizing the collection and providing access to the academic information found in the University's bibliographic, documentary, electronic and audiovisual collection in order to support the University's teaching and research.

## Vision

The Library is intended as a meeting place for all members of the university community to acquire, share and transmit knowledge through study and discussion. It is fitted with all of the installations and technology required by the knowledge society, including ample spaces for group work, hundreds of study and research stations, bibliographic collections accessible in multiple formats and, moreover, personalized attention from service staff.





## Services

**Find, access and manage information** through different channels: :

- The catalogue (books, CD's, journals, etc.)
- UNIKA (articles, e-books, lectures, etc.)
- SABIO (databases and digital journals)
- DADUN (institutional repository)
- Mendeley (reference management)

**Access** the library's collection and use group work rooms

**Check out** items from the collection through a standard loan, interlibrary loan or reserve loan.

**Publishing Service**

**Bibliometrics Unit**

**User support and information service:**

- \* Personalized information
- \* FAQs and suggestion box
- \* Subject resource guides
- \* User training
- \* Subject librarians
- \* Blogs, tutorials and newsletters

**Other services**

- \* Dissemination of new additions to the collection
- \* Wi-Fi network
- \* Acquisition suggestions
- \* Copy center for document scanning and printing
- \* Dissemination of the collection through exhibitions

*“University of Navarra Library Services houses 1,200,000 volumes and provides access to over 50,000 digital journals.”*

## Libraries

### 1. THE MAIN LIBRARY

- Research Room (Researchers)
- Newspaper—Media Room (Press and Audiovisual Materials)
- Special collections
- The Reference Room (Dictionaries, Encyclopedias, etc.)
- Group Work Rooms
- Study Rooms
- Training Room
- Seminar Rooms

### 2. MAIN LIBRARY (South Entrance)

- Undergraduate Room (for students)

### 3. SCHOOL OF ARCHITECTURE

- Library Services

### 4. SCIENCE LIBRARY

- Library Services
- Group Work Rooms
- Researcher Room
- Computer Room

### 6. CLÍNICA UNIVERSIDAD DE NAVARRA

- Library (for researchers)

## Library Service's Commitments

- I. Provide members of the university community access to bibliographic information.
- II. Offer users personalized attention and the assistance of subject librarians at research information and loan counters.
- III. Keep the collection up to date. To consider and make decisions on all acquisition requests from users.
- IV. Acquire items recommended by the academic staff and to update collection every year.
- V. Process acquired items and make them available to the user (within two weeks).
- VI. Process interlibrary-loan requests (within 48 hours).
- VII. Provide users with the equipment necessary to access all items in the collection, regardless of the format.
- VIII. Provide an environment that is amenable to individual study, as well as spaces for group work.
- IX. Enable academic staff and researchers to include their own academic output in the institutional repository. To provide academic staff and researchers with the training necessary for this purpose. To answer any questions and to solve any technical problems that may arise.
- X. Keep all of Library Service's communication channels up to date; this includes the website, mobile apps, newsletters and printed notices.
- XI. Address any questions, suggestions and/or complaints received.
- XII. Address any requests from the teaching staff for advice on accreditation processes and personal applications for assessment of six-year research periods via email or telephone within 48 hours.
- XIII. Train users (new members of the university community) in an organized fashion, whenever a new product is offered or when users request such training (customized training).
- XIV. Provide Library Service staff members with continuing education.
- XV. Publish regular and special Library Service schedules in advance.



## Room use rules

[RESEARCH ROOM](#)  
[NEWSPAPER / MEDIA ROOM](#)  
[SPECIAL COLLECTIONS](#)  
[REFERENCE ROOM](#)  
[GROUP WORK ROOMS](#)  
[READING ROOM](#)  
[ARCHITECTURE LIBRARY](#)  
[SCIENCE LIBRARY](#)  
[CLÍNICA UNIVERSIDAD DE NAVARRA](#)

*“Everyone associated with the University of Navarra is a user of Library Service (students, professors, researchers and service personnel), as are members of the Alumni Association, members of institutions with which Library Services has an agreement and visiting scholars who obtain permission to access the collection.”*

## User Rights

- \* Get free access to the bibliographic collection available in the free access rooms and to electronic resources, based on the rights granted to each user profile.
- \* Get personalized attention from library staff.
- \* Get training on how to use library services and how to access bibliographic resources.
- \* Enjoy a space that is perfect for study and research.
- \* Check out items through standard, interlibrary and reserve loans (available to members of the university community).
- \* Protect your privacy when using the library collection.
- \* Receive respectful and considerate treatment.

## User Responsibilities

- \* Treat Library Service staff and other users with respect and consideration.
- \* Use Library Service facilities and the bibliographic collection properly.
- \* Access only those services for which you are authorized.
- \* Follow the rules of each separate room.
- \* Return bibliographic materials taken away from the Library through the checkout or self-checkout systems on time and in the same condition as you received them.
- \* Use information ethically, in compliance with current legislation on intellectual property (RD 1/1996, Law 23/2006 and Law 21/2014).
- \* Be silent in library rooms and entrance areas.
- \* Do not eat, drink or smoke in any Library Service areas.
- \* Keep cell phones on silent at all times and use them only in designated areas.

## Publishing Service

The Publishing Service has reported to Library Services since 2012, though it remains autonomous and acts as an independent service. It is responsible for publishing the University of Navarra's academic journals and collections, in addition to handling legal deposit requests, the ISBN procedure, the Open Journal System (OJS) and subscriptions and the sale of single issues.

## Bibliometrics Unit

The Bibliometrics Unit was created in 2014 and acts through Library Services. The Bibliometrics Unit is responsible for managing científicacvn (the University of Navarra's scientific and academic information system). It also does research analysis, determines the research prospects and advises professors and researchers on accreditation processes and applications for assessment of six-year research periods.



## Services for users with special needs

Library Services works with the Unit for Assistance to People with Special Needs (UAPNE) to help people with motor or sensory impairments by providing them with the following special services:

### Access to documents

- Location and delivery of documents.
- Extended loans for people registered with the UAPNE.
- Interlibrary loans.

### Training and support

- A specialized library has been made available to people registered with the UAPNE so that they can locate the information that they need.
- Digitalization for users with visual disabilities.

### Adapted study stations and equipment

#### Main Library

- \* 3 reserved study stations.
- \* Equipment for people with visual, hearing and motor disabilities (OCR, large screens, headphones, webcam, microphone, A3 printer, lectern, reading lamp, etc.).

#### Science Library

- \* 1 reserved study station.
- \* Equipment for people with visual, hearing and motor disabilities (headphones, webcam, lower desk etc.).

#### Architecture Library

- \* 1 reserved study station.
- \* Equipment for people with visual disabilities (OCR, A3 scanner and headphones).

### Software in the study stations with adapted computer facilities

Jaws, OpenBook, MICE, CmapTools, Mindono, Hangouts.

*An accessible library*  
[www.unav.edu/web/biblioteca/biblioteca-accesible](http://www.unav.edu/web/biblioteca/biblioteca-accesible)

### Board of Management

#### Director:

Víctor Sanz Santacruz

#### Deputy Directors:

José Félix Villanueva Baquedano

Rubén González Martín

Isabel Iribarren Maestro

#### Management Secretary:

Isabel Bonet Farriol

## Opening Hours

LIBRARY SERVICES	NORMAL OPENING HOURS
ARCHITECTURE	Mon-Fri 8:30 a.m. - 8 p.m. / Sat 10 a.m. - 2 p.m.
SCIENCES	Mon - Sat 8 a.m. - 9 p.m. / Sun 10 a.m. - 2 p.m.
CLÍNICA UNIVERSIDAD DE NAVARRA	Mon - Fri 9 a.m. - 7 p.m.
MAIN LIBRARY	
Reference and Reading Rooms	Mon - Sat 8 a.m. - 9 p.m. / Sun 10 a.m. - 2 p.m.
Newspaper Library / Media Library	Mon - Fri 8 a.m. - 9 p.m.
Reference and Reading Room	Mon - Fri 8 a.m. - 9 p.m. / Sat 8 a.m. - 2 p.m.
Group Work Rooms	Mon - Fri 8 a.m. - 9 p.m. / Sat 8 a.m. - 2 p.m.
Special Collection	Mon - Fri 8:30 a.m. - 3 p.m.
<b>SPECIAL SCHEDULES AND HOLIDAYS</b>	

## Contact information

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