LIBRARY SERVICE
REPORT

Universidad
Carlos III de Madrid
www.uc3m.es
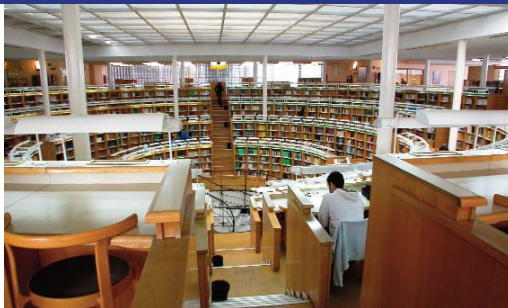
2008

SUMMARY

1. INTRODUCTION

The year 2008 represented a great leap forward in the University's adaptation to the European Space for Higher Education (ESHE), with the implementation of the new Study programs and the Operational Programs and Plans necessary for instigating these changes.

The Library continued to increase its participation in these processes, which commenced some time ago with the transformation of the library service into a Resource Centre for Learning and Research and, in the last few years, have involved redefining spaces, increasing communication with users, circulating information, supporting teaching innovation, accessing research and the integration of services.

The Library participated in the 08/09 Action Program of the Vice-Chancellor's Team through both the **Vice-Chancellery of Infrastructures, Quality and Environment** and with **Administration** through participation in the following objectives:

- Implementation of the SGIC model (Internal System of Quality Guarantee)
- Campus Environmental Management
- Increase in facilities and resources to provide quality tuition
- Digital archives
- Special measures to improve Departmental services
- New forms of publication and protection of research material for open public access.

As a result of the increase in the interdisciplinary nature of university projects, the Library has collaborated with different Services and Units:

- ICT in the UC3M Portal
- Department of Library Science and Teaching Support Service in the Teaching Platform
- Language Centre in the Class Integration Programme
- SERINT in the Erasmus Training Programme and the Tempus Programme
- Students' Space in the Welcome Friends Programme and Summer Campus
- Former Students' Office in the New Programme for Former Students

The Library participated in the Action Program of the Vice-Chancellor's Team in objectives related to the quality, the environmental management, the digital infrastructure improvement, archives and services to researchers

In addition, 2008 also saw the start-up of a new **Strategic Library Plan (2008-2011)** with over 30 working groups involving almost 100% of the Library staff.

The Strategic Library Plan 2008-2011 will be focused on: teaching, research, learning, convergence, visibility, and quality and service organization

After careful planning, **6 areas** were defined for the Plan to focus on: **teaching, research, learning, convergence, visibility, quality** and **service organization** divided as follows:
- Support in the development of research facilities
- Support in the development of teaching facilities
- Support in the development of learning facilities (adaptation to the EHEA)
- Technological convergence
- Library visibility
- Quality and service organization
- Interdisciplinary group on new methods of communication and Library 2.0

Within each area different strategic objectives were set. These are to be achieved over the next 4 years.

As a service centre with the necessary infrastructure and technological resources, a meeting place both real and virtual and an information centre and generator of contents, the Library has also been a protagonist this year in the Start-up and use of **2.0 tools** or the **social web**, developing participation and communication channels of this kind especially with the students. Users of this age are the main users of products such as blogs, social networks and virtual worlds, which are being used to communicate services, information and knowledge.

The start-up and use of 2.0 tools or the social web, is becoming essential in improving communication with students

On an institutional level, the Library also continued its work in coordinating the content of the new University website, which began in January 2008. This is described in more detail in the section on Projects.
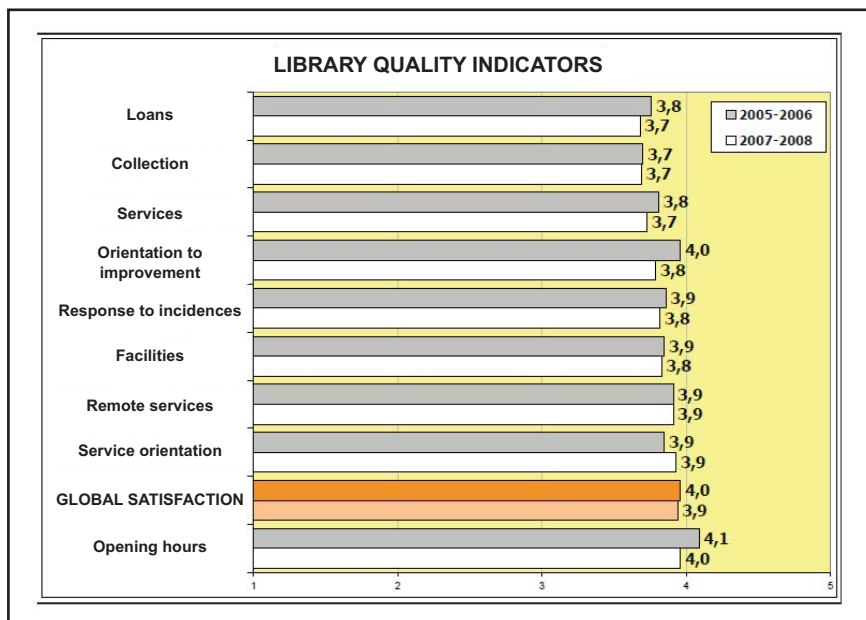
Regarding University publications, as well as making the electronic versions of these journals accessible via the Institutional Open Archive, we collaborated in the production and electronic editing of several Institute and Departmental series.

As for Cooperation, the Library continued to participate in regional, national and international Consortiums and networks. We should mention that during 2008 the Consorcio Madroño was chaired by a representative of the Carlos III University, Carmen Vázquez, Director of Infrastructure, Quality and Environment.

During the year, the University carried out its periodic **Quality Survey** as part of the University Services relating to Teaching and Research Staff. The Library was ranked at a similar level to other years and obtained the highest overall score for satisfaction in the University. The most significant quality features are: Service Orientation, Opening Hours and Electronic Services.

Quality perception of Carlos III University Services SUMMARY Year 2007-2008: Teaching and research staff						
Usage (%)	Frequency	Intensity	Stand out positively	Quality perception (1-5)	Satisfaction	Evolution
2005-2006	80%	16%	Library	2005-2006	3,57	3,32
2007-2008	80%	17%	Reception	2007-2008	3,55	3,24
Evolution	0	1%	Reprography	Evolution	-0,02	-0,08

The Library continues to be one of the most valued services by the University community

LIBRARY QUALITY INDICATORS

| Indicator	2005-2006	2007-2008
Loans	3,8	3,7
Collection	3,7	3,7
Services	3,8	3,7
Orientation to improvement	4,0	3,8
Response to incidences	3,9	3,8
Facilities	3,9	3,8
Remote services	3,9	3,9
Service orientation	3,9	3,9
GLOBAL SATISFACTION	4,0	3,9
Opening hours	4,1	4,0

As is done every year, on November 12th and 13th we celebrated the Annual Library Conference with the attendance of all the library staff. This year, following the implementation of the new strategic plan, the Conference was dedicated to presenting the general situation and projects underway in the Library Service and also the specific Objectives by those responsible. Staff evaluated highly the practical nature of the programme and the importance of receiving this type of information and communication.

We also repeated the bi-annual **Work Environment Surveys**, directed at Service personnel and research fellows. In both areas the level of participation increased over 2006.

Level of Participation

Survey	Participation
2003 Survey	46%
2006 Survey	63%
2008 Survey	67%
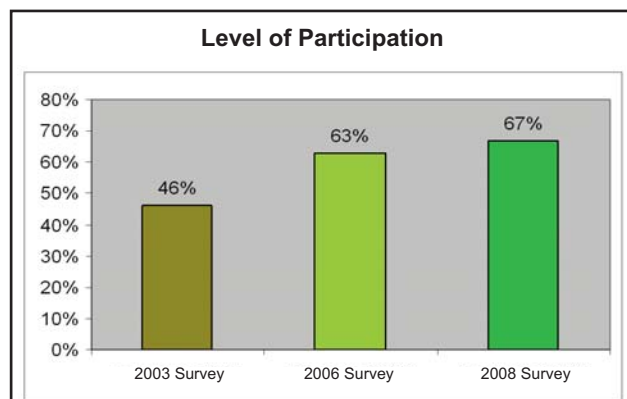
Participation of staff and scholars in the Work Environment Surveys, which help us to know and improve the working environment, is growing

The survey aims to measure the level of satisfaction/dissatisfaction of personnel in aspects such as communication, participation, coordination, resources and working atmosphere.

Good working environment

4
10%

5
4%

1
23%

3
13%

2
50%

1=Agree strongly
5= Totally Disagree
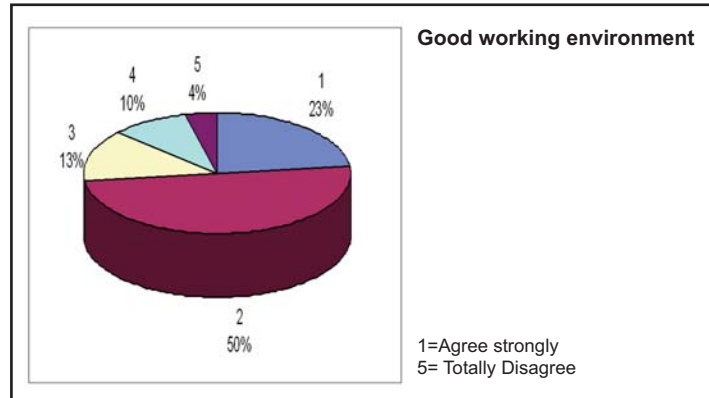
2. GOVERNING BODIES

During 2008 the **Library Committee** received regular information about the Library's Projects and Collaboration Projects, such as:

- Start-up of the new UC3M portal and the new Library pages
- Presentation of the 08/11 Library Strategic Plan
- Cooperation in the areas of Rebiun, Madroño and Nereus

Also, during 2008 we took on the following commitments:

- Modification of the lending policies to ensure better use of students texts and of the special collection for teaching staff and final-year students
- Report on Acquisitions to clarify the schedule for arrival of items and availability for users

Regarding joint projects with Departments and Institutes, we should mention the support line from the WWW Library team for the implementation of the departmental and research groups' Web pages. There were also changes in the regulations governing the deposit of printed copies of Final Projects and Theses for their consultation via the open Archive.

The **Library Management Team**, consisting of Management and Vice-Management and Centre Directors, meets regularly. During 2008, they handled the following matters:

- 2008 Budget Adjustment
- Expenditure
- Needs planning in view of the new RPT
- Collaboration with HR in developing Group B competitive exams
- New version of SIGB (Symphony)
- Collaboration with the new degree levels
- Reviewing of the Strategic Plan
- Calender of activities

The Library Management Team, consisting of Management and Vice-Management and Centre Directors, met regularly to analyze the start-up of the new UC3M portal and the new Library web pages, budget adjustments, modification of the loan policies, collaboration with the new degree levels...

3. LIBRARY BUDGET

The 2008 Budget is a conservative one, in line with the directives of the Governing Bodies, with a 0% increase in Item IV and a 4.2% increase in Item II. Item VI allows us to maintain expenditure on furniture, computer facilities and printed and electronic library resources.

Adjustments in the budget encouraged the Library to examine its policy regarding journals, with an increase in electronic subscriptions over paper which has led to a 4.16% increase in the journals budget.

SUMMARY OF BUDGET 2008

The 2008 Budget is a conservative one, and it has forced to make adjustments in Item II and Item IV

Ordinary Budget		Assigned	Executed
Item II	Ordinary expenses	274.160,00	244.501,37
	Maintenance Madroño and Maleta Viajera	35.958,44	35.958,44
Item IV	Grants	395.000,00	347.715,37
	Total Ordinary Expenses	706.062,44	628.175,18
Item VI	Investments:		
	Furniture	17.677,85	17.659,69
	Computer Adq.	81.651,68	74.781,26
	Bibliographic Adq.	2.424.104,73	2.146.649,91
	Monographic	1.344.494,42	927.935,89
	Magazines	770.134,64	769.996,79
	BB.DD	309.475,67	309.475,67
Item VII	Madroño-RR.EE	139.241,56	139.241,56
	Total Investments	2.523.434,26	2.099.849,3

With regard to the distribution of the Budget for 2008 Library Acquisitions, the following breakdown was approved by the Library Committee:

	2008	2007	Growth
Serial publications: Journals and statistical publications	749.186,83	719.286,05	4,16%
Foreign publications	692.084,34	657.809,68	5,21%
Spanish Journals	51.670,72	55.927,88	-7,61%

(cont.)	2008	2007	Growth
Publicaciones seriadas : Revistas y publicaciones estadísticas	749.186,83	719.286,05	4,16%
Statistical publications	4.000,00	4.300,00	-6,98%
Acquisitions via Cooperation: UN	1.431,77	1.248,50	14,68%
Electronic resources	379.882,22	330.000,00	15,12%
UC3M Electronic resources	231.149,22	190.620,00	21,26%
Acquistions via Cooperation/Consortiums:			
Madroño	139.783,00	130.000,00	7,53%
Nereus	5.800,00	6.380,00	-9,09%
Rebiun	3.150,00	3.000,00	5,00%
Monographics	762.713,95	762.713,95	0,00
Specialized Information resources	419.492,67	419.492,67	0,00
Library Monographics	343.221,28	343.221,28	0,00
TOTAL	1.891.783,00	1.812.000,00	4,40%

This was the first year that the formula approved by the Library Committee for the distribution of Specialized Information resources in the Departments was applied 100%.

The transition period for this formula was 3 years so that those Departments most affected by the change could compensate possible losses through contract-programs.

This formula is applied to 90% of the budget while the remaining 10% is used to compensate those Departments which made a Budget or Research Project contributions in the previous year.

Money spent in bibliographic acquisitions by research projects:

	2008	2007
Social Sciences	104.209,04	49.177,67
Humanities	19.504,47	8.224,23
Polytechnic	7.009,25	11.470,13
TOTAL	130.722,76	68.872,03

Money spent in bibliographic acquisitions by Departments:

	2008
Department Contributions	97.441,79

In those cases where Departments need to acquire publications over and above the annual budget, they make their own contributions so that the Library can meet their requirements. In 2008 this was the case in the five Law Departments.

4. COOPERATION AND AGREEMENTS

Work continued in the context of the **University Libraries Network (Rebiun)** whose 2007-2010 Strategic Plan has served as a reference for the current Library Plan.

Among the work carried out in 2008, we should mention:

- Information literacy project: This relates to the integration of training in information competencies into university studies. Rebiun promotes and supports professional tuition in this type of training, which should be integrated into all university courses by 2010.

- Adaptation of Library space to the EHEA through the re-configuring and reshaping of spaces for different uses.

- The Library continues to participate in the interdisciplinary groups of Statistics, Assessment and Inter-Library Loan.

To increase the dissemination and knowledge of scientific output, as well as taking part in Madrid's **E-Ciencia** portal, the Library also participates in the new **Recolecta** portal sponsored by the Foundation for Science and Technology (Fecyt) and the Spanish Network of University Libraries (Rebiun). As well as a search engine which gives access to the digital collections of Spanish Universities and the Science Research Institute (CSIC), Recolecta aims to promote and extend the adoption of an Open Access policy which will lead to the global, transparent dissemination of the results of scientific enquiry financed with public funds, as established in the "**Scientific Council of Europe's Guidelines for Open Access**" (ERC) and the "**Open Access Pilot Project**" launched under the 7PM by the European Commission.

Regarding the Madrid Universities Consortium "**Madroño**", the Carlos III University Library held the Chair during 2008. This year saw new technical management and work was carried out in the following areas:

- 2009-201New Strategic Plan
- ISO 2001Certification
- Collaboration agreements with the National Library and Rebiun
- Introduction of the new associated members status

The UC3M Library participates in the Statistics Group, which has promoted the production of the data collection application, transfer to Rebiun and the integration of local content.

The Library Service cooperates actively in REBIUN in areas like users training or the adaptation to the EHEA, as well as in the Madroño consortium in its strategic planning or in initiatives on open access

Nereus is working in the European project NEEO, whose aim is to offer open access to publications of researchers in economics

The Library continues working with **Nereus**, the European Consortium of University Economics Libraries. At the end of 2007, following the approval by the European Commission of the Project, Network of European Economists Online (NEEO) by the same consortium, the corresponding working groups were set up.

During 2008 the Central Services and the Social and Legal Science Library worked in the following areas of the project:

- Translation of researcher survey, documentation relating to intellectual property and JEL classification

- Deposit of documents and uploading of metadata (during the year we achieved the sum of 823 metadata and 551 complete documents)

- Design of the interface for the new portal, Economists Online

Group picture with the partners of the Nereus consortium who participate in NEEO.

5. STRATEGIC OBJECTIVES

The year 2008 saw the launch of the new 2008-2011 Strategic Plan. This has six strategic lines of action and an interdisciplinary group as already mentioned.

Great efforts were made to share the objectives and programmes of the Strategic plan with the different areas of the University. The Plan aims to create synergies with other university services and also to enable us to respond to the expectations of the Library's protagonists: faculty, researchers and students. What is more, it should be recognised and supported by the academic authorities.

This plan is carried out with the participation of all the library staff and includes over 30 working groups set up to achieve the strategic and operational targets.

The strategic objectives established are:
- Develop areas of work and collaboration with units which support research
- Support and advise in matters of intellectual property
- Create special value-added services for researchers
- Provide appropriate information for teaching staff
- Support teaching staff in the use of teaching resources
- Promote learning spaces and services
- Integrate the information literacy into the UC3M
- Library 2,0 Develop new communication tools with users
- Improve and increase users' electronic access to information
- Develop new collaborative work tools
- Provide quality ICT resources
- Offer services and collaboration with other University departments
- Increase open access contents
- Cooperation and development
- Adapt the library's communications and marketing plan to an international level
- Progress in the use of new communication tools
- Consolidate and improve the quality and quantity of the library services and offer more personalized services
-Support professional development and foster new skills and competencies
- Participate in the quality plan and indicators such as sup-

2008 saw the launch of the new 2008-2011 Strategic Plan of the Library Service

port to management

- Develop new infrastructures and installations
- Increase sustainability

Among the activities planned for 2008, there were 47 operational objectives, many of which will be continued in the years following the Plan. The documentation of these activities and specific objectives contains all the necessary information to ensure the development and achievement of these objectives: actions to be carried out, schedules, monitoring indicators, resources required, training and related departments.
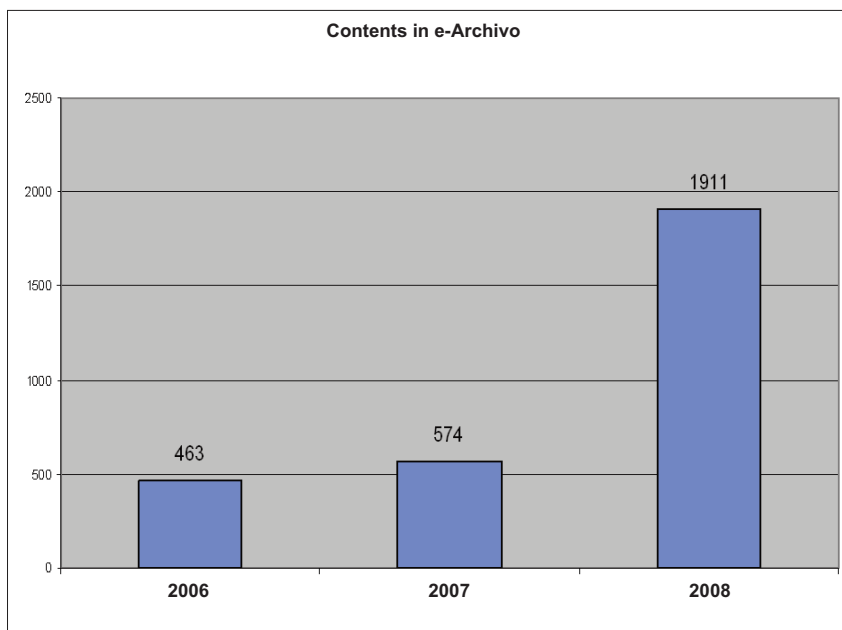
6. PROJECTS

Once the **new Institutional Web Portal** is in operation and all the pages relating to the Library up-dated, this service will continue working to implement and improve the service, particularly in the following aspects:

- Coordination of content and main pages
- Tools and training in web publication
- Implementation of Intranets
- Advice on new Web projects
- Service for publication incidents/problems

To support research infrastructures, some pages for publication have been created by Research groups and training of publishing researchers has commenced.

To facilitate open publication of the University's scientific research via **e-Archivo**, managed by the Library, an auto-archive guide, advanced search engine and copyright has been created for the use of researchers. Regarding the information stored in e-Archivo, it is now possible to access it via Google Scholar.

In 2008 the number of documents in e-Archivo has experimented an increase of 70,6%

Contents in e-Archivo

Year	Value
2006	463
2007	574
2008	1911

The University's scientific output continued to grow in e-Archivo, as did its use. The total number of documents stands at 2,565 from 50 different Departments/Areas of the University, of which 1,811 were uploaded in 2008.

Six scientific journals published by the University are already available in e-Archivo

Following the pilot project carried out in 2007, e-Archivo took charge of the electronic publication of the **University journals** for general access. During the year, six new titles were incorporated:

- Boletín Inflación y Análisis Macroeconómico (BIAM)
- Bulletin EU&US inflation and macroeconomic analysis (BIMA)
- Cuadernos del Instituto Antonio de Nebrija de estudios sobre la Universidad (CIAN)
- Derechos y libertades: revista del Instituto Bartolomé de las Casas
- LITTERAE. Cuadernos sobre Cultura Escrita
- Revista de Historia Económica / Journal of Iberian and Latin American Economic History

Regarding the use of the UC3M e-Archive during the past year, there were 539,956 downloads of documents. The majority of downloads -24.25%- were from the United Status, 19.47% from Spain and 9.0% from Mexico.

The Library has begun to collaborate with the Library Science and Documentation Department in the new degree study programs

From September 2008, the learning program **Proyecto Alfin** became part of the new study programs within the subject *Information skills*. The Library Service collaborates with the Library Science and Documentation Department in three practical sessions offering basic training focused on information sources. In this way, the introduction to the use of information, documentation and library services has a more solid presence among the students by being integrated into the course syllabus, benefiting from the interdisciplinary nature of this type of subject.

In addition, regular training within degree subjects in the first and second cycles has been maintained.

OCW project coordination and planned training in Moodle have been the most important actions in supporting teachers

Regarding Library Visibility, development of the Universia **OpenCourseware Project** continued, coordinated by the Universidad Politécnica de Madrid. The pilot phase was completed in 2007, with the publication of 9 courses in the portal OCW-UC3m and during 2008 43 courses were published from 16 Departments. In December 2008 we announced a second call for proposals for 2009 and another 38 proposals for courses have been presented, representing 19 Departments.

A new strategic objective in this area is to offer support to academic staff in the use of teaching tools. Towards this end, we have increased support with a semi-presence in the Learning resources Workshop and planned training in **Moodle** as a new teaching platform.

As part of the convergence projects with other University Services and the reorganisation of spaces and services for learning, we should highlight the incorporation into the **Aulas de Idiomas** (Language Activity and Resource Centres) of the Libraries from the old language laboratories and language learning collections. This measure has led to the creation of unified spaces and collections with up-to-date facilities together with personal attention and professional guidance.

In 2008 begun the integration of the Language Activity and Resource Centres in the libraries of the three Campuses

Up: the Language Activity and Resource Centre of the Social Sciences Library, inaugurated on 8 September 2008. Down, the one of the Polytechnic School Library, inaugurated on 3 February 2009.

7. COLLECTION

The library collections continue their transformation with an ever-increasing growth in digital resources as opposed to traditional printed documents. This is particularly significant in the case of journals.

During 2008 acquisitions of **printed monographs** were maintained at a similar level, if slightly higher than the previous year:

	Purchases	Donations	Projects	2008	2007
Social Sciences	7.587	1.238	880	9.705	10.281
CDE	661	1.000	-	1.661	1.723
Colmenarejo	5.203	1.278	1	6.482	6.556
Humanities	5.244	495	671	6.410	6.134
Polytechnic	4.663	970	80	5.713	4.394
TOTAL	**23.358**	**4.981**	**1.632**	**29.971**	**29.088**

However, there was a substantial increase in the acquisition of **electronic monographs**. These rose by 43% from 11,935 to 27,625 during 2008.

The majority of these related to the increase and up-dating of major subscription series such as the Springer Books Series from Elsevier E-books, Safari and IEEE.

Following the rise in **donations** in previous years, in 2008 we worked on the processing and **digitization** of part of these collections: ProDerechos Humanos Association, Ruiz-Gimenez Archive, José Manaut Library and Archive…). This is also made possible in part thanks to the subsidies and agreements with the Ministry of Culture and the Madroño consortium.

Specifically, digitization of the Ruíz-Giménez Archive was completed resulting in 250,000 processed images corresponding to 450 physical units of documentary archive and 22 units of photographic archive. These documents refer to the professional, academic and political career of the teacher Ruiz-Gimenez.

The digitization of the Library's old collection, initiated in 2007, was also completed, thanks to a new grant from the Ministry of Culture in 2008 which will enable us to incorporate 4,000 images to those already existing. In addition 1,166 documents more from the Donation by Pro Derechos Humanos Association were added to the Library collection and are now accessible.

In the last years a transformation is taking place in the structure of the collections with the growth of the electronnic books and journals and books the launch of digitization projects

The digitization of the Library's old collection, initiated in 2007, was also completed, thanks to a new grant from the Ministry of Culture in 2008 which will enable us to incorporate 4,000 images to those already existing. In addition 1,166 documents more from the Donation by Pro Derechos Humanos Association were added to the Library collection and are now accessible.
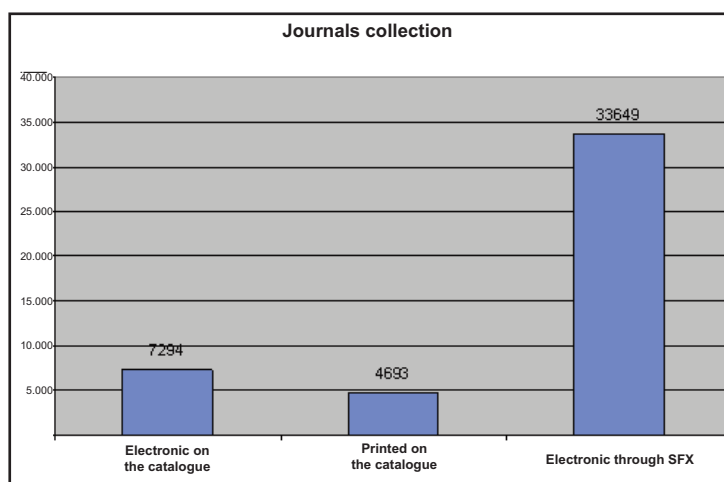
Digitization of retrospective final Projects also commenced. This will be similar to the doctoral theses, providing the possibility of consulting them as electronic documents from the University or as open archives when the authors consider it appropriate. The aim is to continue to increase ease of access to the University's scientific output.

We should also mention the unification of the **language learning support** collections which were previously scattered in different places on the Campuses and are now incorporated into the Social Science Library (Getafe), Escuela Politécnica Superior (Leganés) and the Multidisciplinary Library (Colmenarejo) and which are used in the new Language Activity and Resource Centres incorporated into the Libraries.

Owing to the **continuous growth** of our collection, the Libraries find it necessary to reorganise periodically the collections which are increasing and analyze their use and hence relegate to other spaces and deposits parts of the collection which are consulted the least often. In the Humanities Library 7,000 volumes and duplicates of past journals or those consulted less often were housed in a secondary space, while in Colmenarejo reference collections were unified, obsolete collections or those already digitized removed and in the Social Science Library the least popular part of the specialized collection has been identified for re-housing.

We should also mention the efforts made by the Library Process Units to acquire and update in time for the beginning of the academic year the bibliographies from the new Study programs, as a result of the implementation of the new degree levels in September 2008.

Due to continuous-growth of the collections, the libraries periodically reorganize them relegating documents of lower usage

Journals collection

Electronic on the catalogue	7294
Printed on the catalogue	4693
Electronic through SFX	33649

As for the journals collections, there was a substantial modification in the printed and electronic collections. With regards to the large amount of accessible electronic journals, we should take into account two aspects:

-The library has adopted a necessary cost-reduction policy, opting in the case of dual subscriptions (paper and electronic) for the electronic version.

-The conditions of distributors/editors for purchasing "packets" of electronic resources are, in many cases, pre-determined and do not necessarily suit the relevant needs of the UC3M as much as the selection of titles on an individual basis.

| Printed journals collection		
Libraries	Open Collections	Restricted Collections
CCSSJJ	950	1.627
CDE	102	175
Colmenarejo	215	296
Humanidades	442	190
Politécnica	209	442
TOTAL	1.918	2.730

8. SERVICE USE

Apart from the usual **new users** (students, teaching and administration staff and authorized external users) who use the Library Services every year, from the beginning of the 2008-2009 academic year, the Library –as has all the University– incorporated **former students** into its services.

At December 08 a total of 23,217 new users of this type had joined, with access to the Library's installations, collections and resources on a similar basis as the rest of the university community.

This brought a total of 30,346 new users, representing an increase of 56% in 2008 over 28% in 2007.

These variations can also be perceived in the fall in indicators which appear in the balanced scorecard under users.
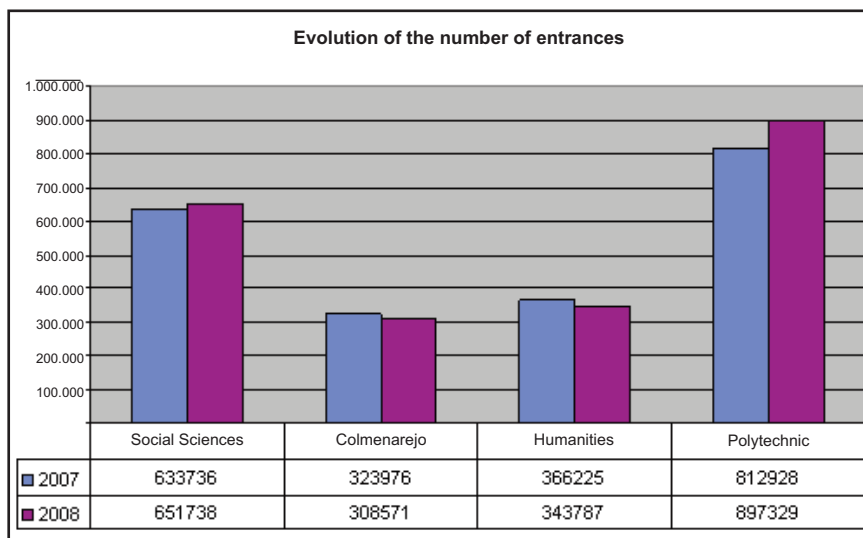
The main 2008 newness has been the integration of more than 23.000 former students as users of the Service of Library

New users 2008

	2007	2008
■ Former students		23217
■ New users	6420	7129
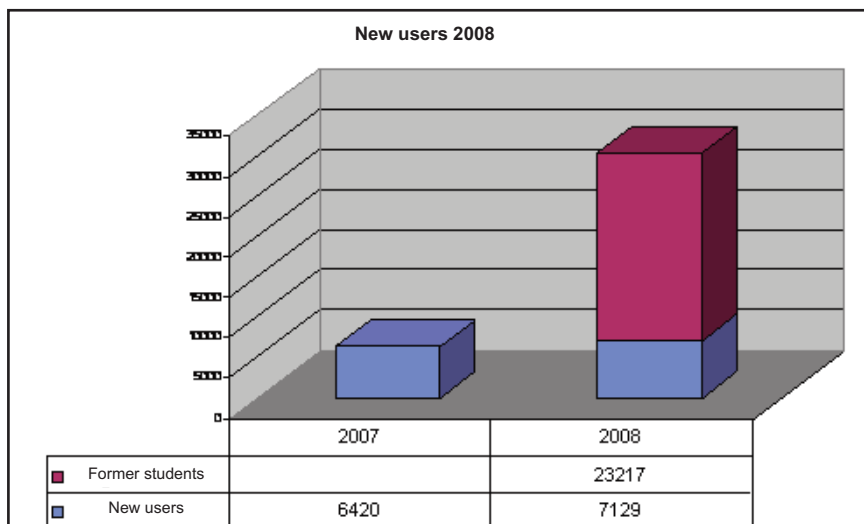
The Library Service saw an increase in the number of visits to the Library in 2008, reaching a total of **2,201,425 user entrances**. This increase was especially significant in the Escuela Politécnica and Social Science libraries, due in part, we believe, to two factors:
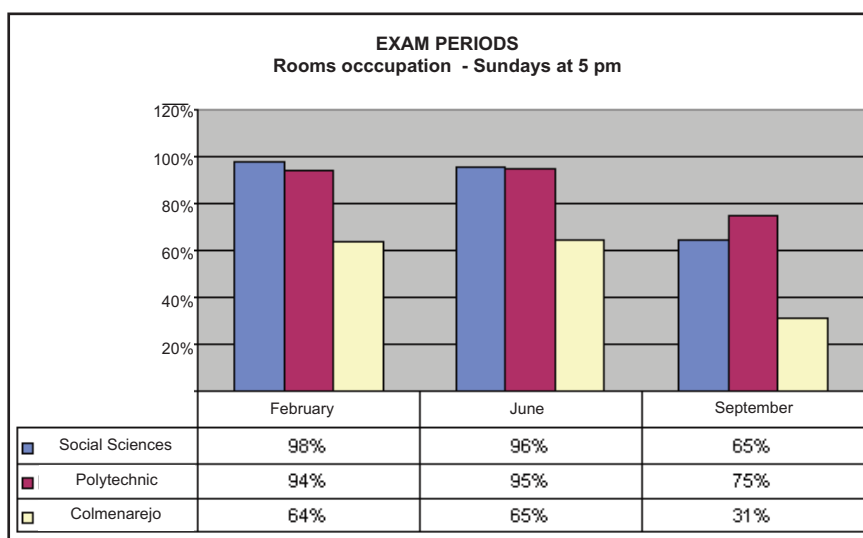
- The bringing forward of the start of the university term to September.

- The new study areas equipped with new facilities and activities which were set up in the two libraries throughout 2007 and 2008: Multimedia Rooms and the Language Activity and Resource Centre in the Social Science Library.

Evolution of the number of entrances

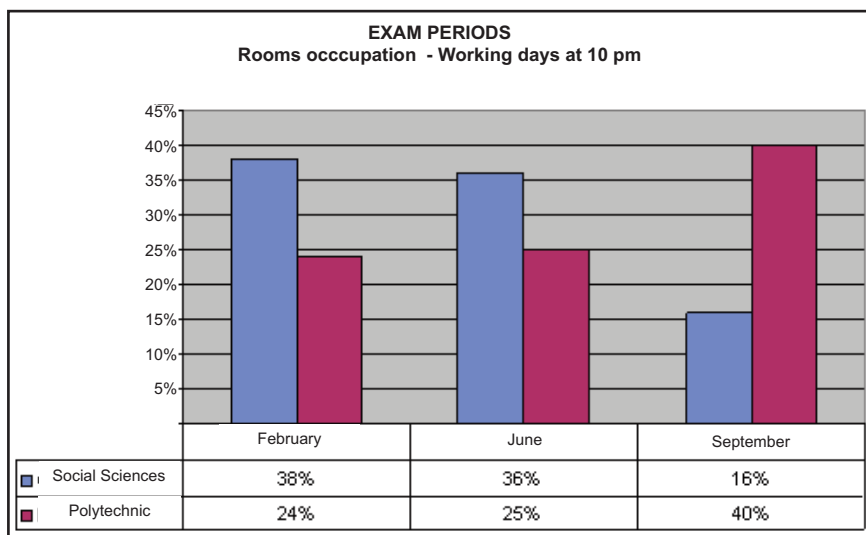|	Social Sciences	Colmenarejo	Humanities	Polytechnic
2007	633736	323976	366225	812928
2008	651738	308571	343787	897329

During the exam periods the levels of occupation of the libraries are higher in week ends than in working days

As for user occupation or library attendance during the **weekend**, this remains very high during the February and June exam periods standing at almost **100%** in the Social Science and Politécnica Libraries but falls to around 30% in September, except in the Escuela Politécnica which holds the highest percentage of occupation. In Colmenarejo occupation stands at around 65% in February and June, but also drops in September.

EXAM PERIODS
Rooms occcupation - Sundays at 5 pm

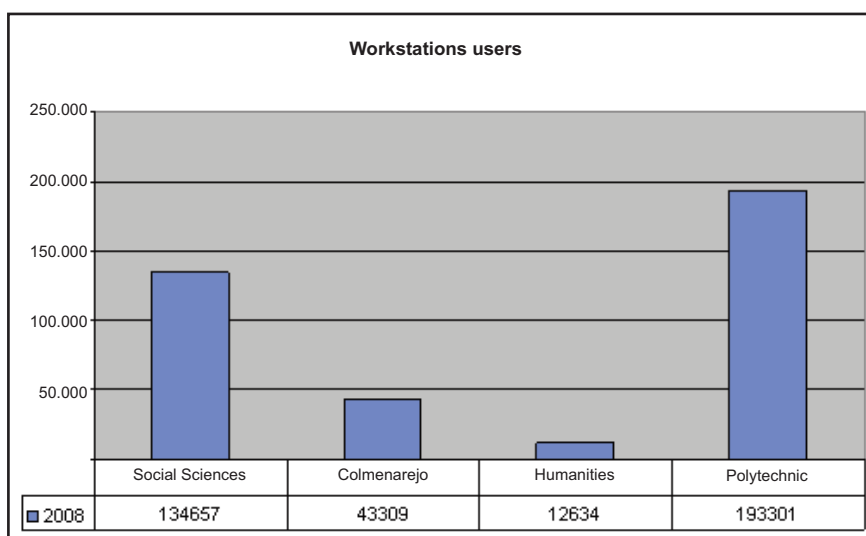|	February	June	September
Social Sciences	98%	96%	65%
Polytechnic	94%	95%	75%
Colmenarejo	64%	65%	31%

Late night occupation (until 01am) during the exam periods is perceptibly lower at the weekend but obtains the highest occupa-

tion levels in February and June in Social Sciences and is higher in September in the Escuela Politécnica.

EXAM PERIODS
Rooms occupation - Working days at 10 pm

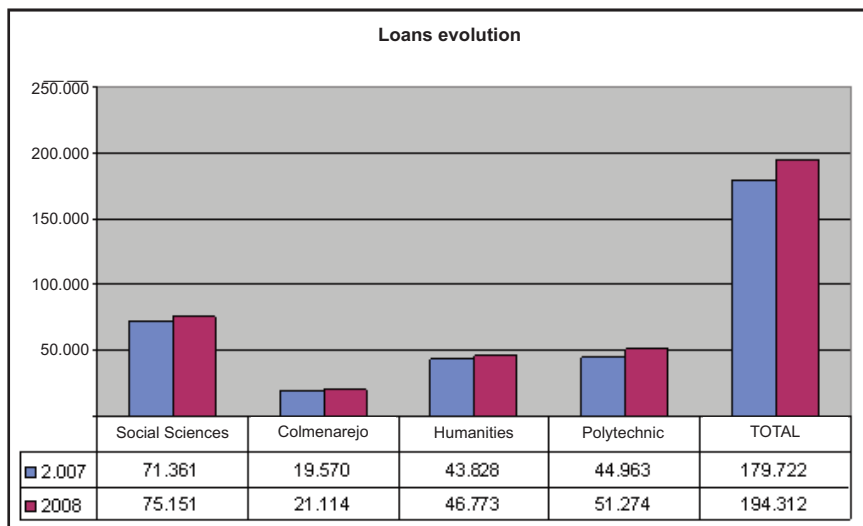|	February	June	September
Social Sciences	38%	36%	16%
Polytechnic	24%	25%	40%

Regarding **computer facilities for teaching and learning**, the Libraries have 386 computers for public use. Services provided by these computers are varied and include work stations, teaching programs, access to the library catalogue (Opacs), special purposes for teaching staff and postgraduates (Learning resources Workshop),language programs and laptops loans. Excluding catalogue use, the number of users employing these facilities as part of their studies or teaching stands at 383,901. The table above shows the use of work stations, special purposes (Learning resources Workshop Room) and languages.

The libraries have 386 computer facilities for academic use

Workstations users

	Social Sciences	Colmenarejo	Humanities	Polytechnic
2008	134657	43309	12634	193301

During 2008 there was an **increase** in the total number of library **Loans** in all the Libraries. This stood at almost 200,000 for the year, **7.5%** more than in 2007.
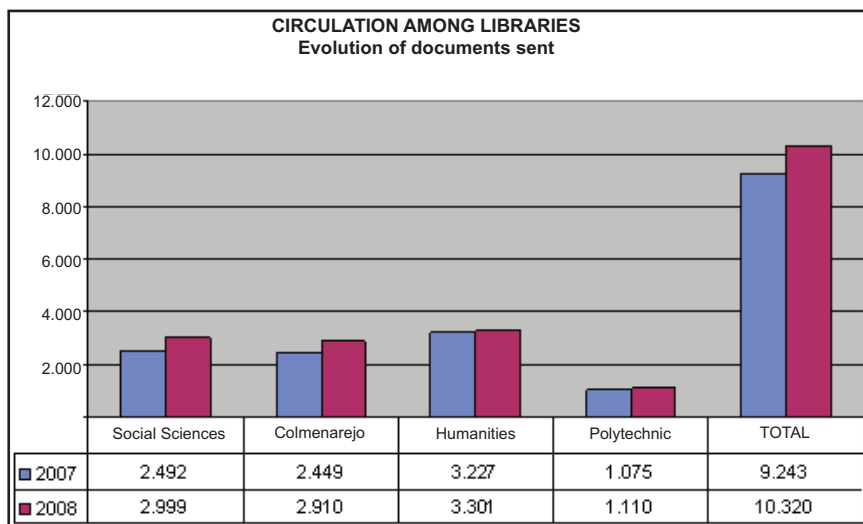
In the last year has increased the number of loans, especially in the form of circulation among the different libraries
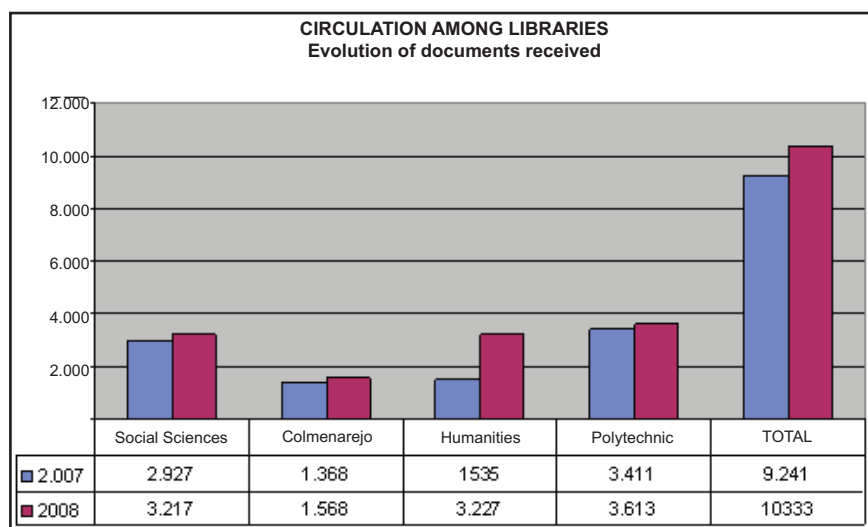
Loans evolution

	Social Sciences	Colmenarejo	Humanities	Polytechnic	TOTAL
2.007	71.361	19.570	43.828	44.963	179.722
2008	75.151	21.114	46.773	51.274	194.312

This also implies an increase in the circulation or **transfer of copies** between one Library and another. Transfers **rose by 10%** % in both directions (sending our copies and receiving copies from other libraries) in all the centres. In total there were 2,169 more transactions over a total of 20,653 although the greatest increase was in:

- Requests from users in Humanities for collections from other branches which doubled.
- Transfers of loans from Social Sciences and Colmenarejo to other libraries.

The Escuela Politécnica library showed the greatest variation between one aspect and another, with its users requesting the most loans from other libraries.

CIRCULATION AMONG LIBRARIES
Evolution of documents sent

	Social Sciences	Colmenarejo	Humanities	Polytechnic	TOTAL
2007	2.492	2.449	3.227	1.075	9.243
2008	2.999	2.910	3.301	1.110	10.320

CIRCULATION AMONG LIBRARIES
Evolution of documents received

	Social Sciences	Colmenarejo	Humanities	Polytechnic	TOTAL
2.007	2.927	1.368	1535	3.411	9.241
2008	3.217	1.568	3.227	3.613	10333

There was also an increase in laptop loans. Especially significant was the high number of loans in Colmenarejo, by far the highest in 2008.

Laptop loans

	Social Sciences	Colmenarejo	Polytechnic
2007	3796	3119	1734
2008	2545	3586	2298
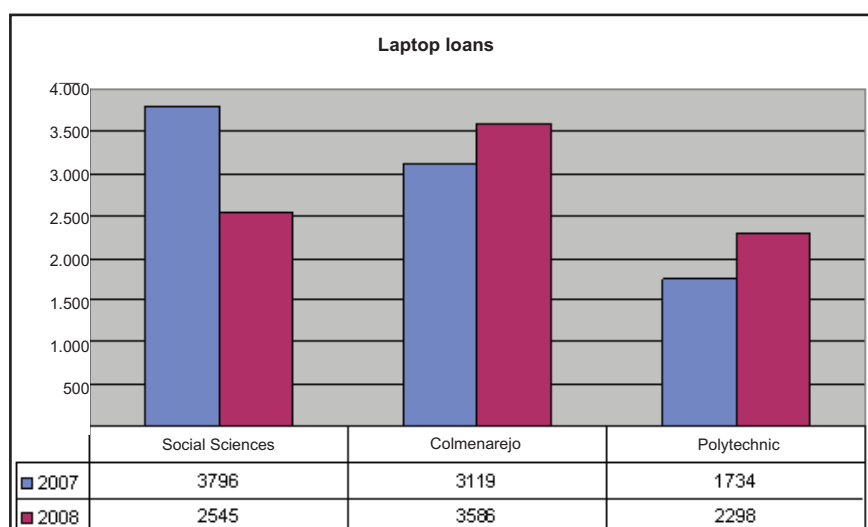
There was a slight drop in **Inter-library loan** over 2007 with processed requests falling from 11,157 to 10,737 in 2008. This fall occurred in the requests made by our UC3M users and we believe it was due to the increase in the access to complete text in electronic resources.

The year 2008 saw an improvement in response time to the sending of our documents to external Libraries requesting them: average positive response to requests took place in less than 24 hours (0.60 days).

The decrease in Inter-library Loan requests can be due to the increase in the access to electronic resources

Total internal requests from UC3M users	62.02%
Requests for copies	74.65%
Requests for loans	25.35%
Positive responses (received documents)	95.83%
Total no. of requests from external Libraries	37.98%
Requests for copies	73,45%
Requests for loans	26.55%
Positive responses (received documents)	84.87%

Postgraduate students use the Learning resources Workshop more and more

There was a sharp increase in the number of the **Learning resources Workshop** service users. They can use both the facilities on a self-service basis or receive guidance and carry out different tasks with the help of the staff in attendance. The increase is due above all to postgraduate students who, especially in the Social Science library, used the service in 2008.

Learning resources Workshop users in 2008

	Faculty staff	Postgraduate students
■ Serie1	477	1051
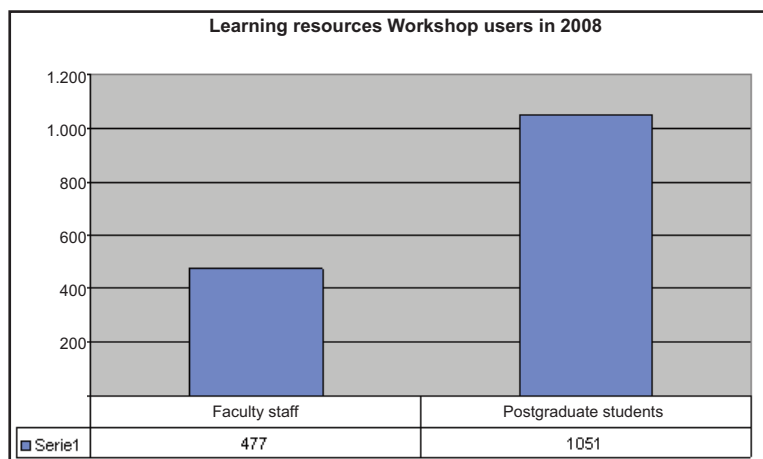
The tasks carried out in the Learning resources Workshop rooms range from digitization of documents to processing of audio-visual material, converting formats, program tutoring, support in Glo-

Tasks carried out in the Learning resources Workshop

|	Social Sciences	Colmenarejo	Humanities	Polytechnic
■ % of tasks carried out by faculty	25%	11%	45%	19%
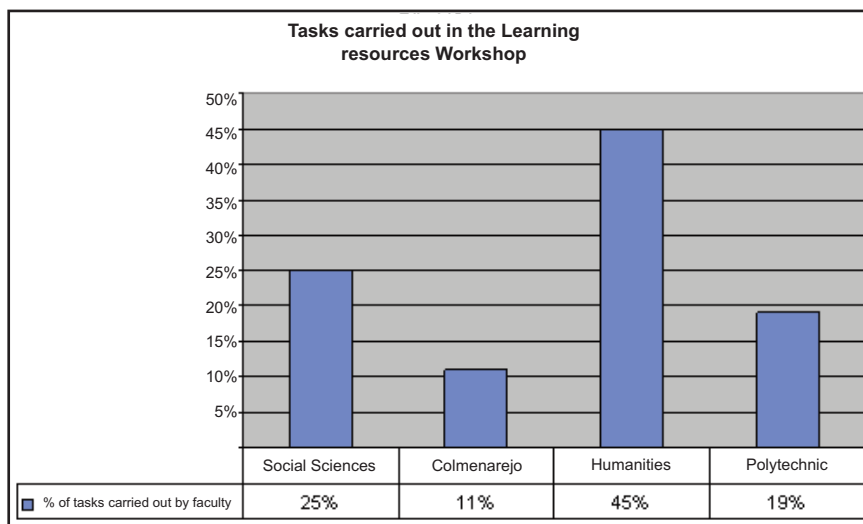
bal Classroom/Moodle, development of applications or selection of data resources.

Regarding work carried out on behalf of faculty, we should mention the use of the Learning resources Workshop in the Humanities Library.

The year 2008 was one of change regarding **User Training**. On the one hand, specialized Training Courses continued in the first semester of the year for students in the 1st and 2nd cycles of the 2007-2008 academic year. On the other, Courses commenced for new students in the interdisciplinary subject Techniques, Search and Information use.

In the academic year 2008-2009 the library has begun to colla-borate in the subject Information skills of the new degree study plans

Courses given to undergraduate students
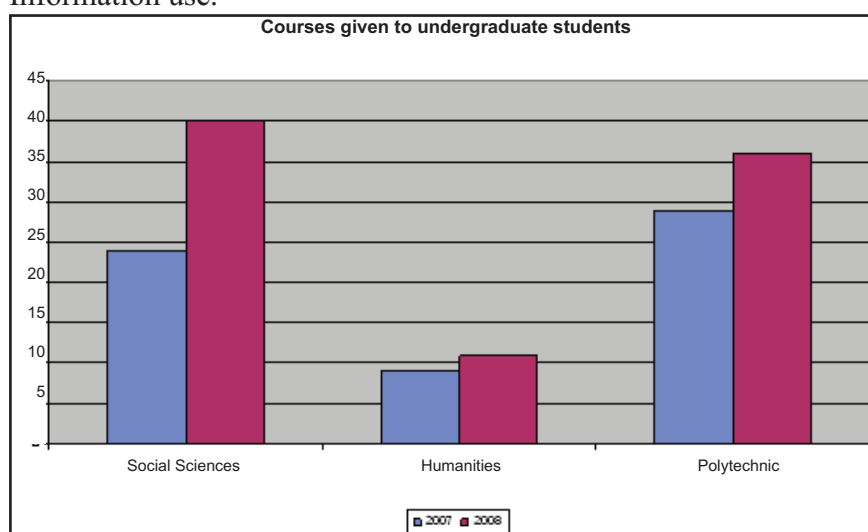
Access to the Library's electronic information is mainly through two channels:
- Library Web Pages
- Library Catalogue (OPAC)

In 2008 consultation figures were as follows:

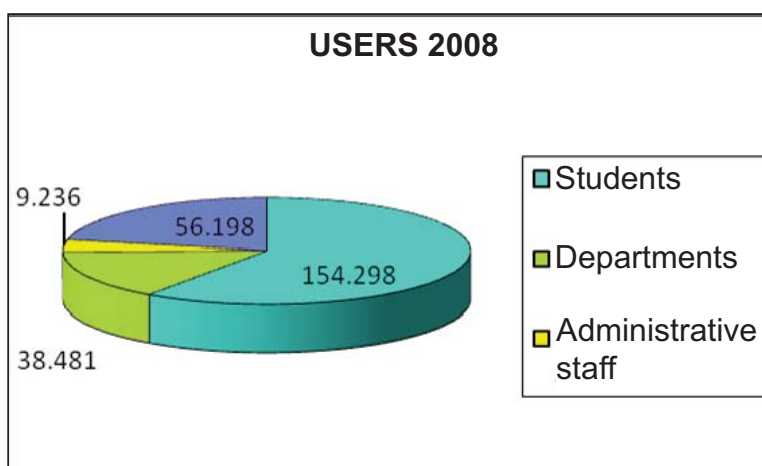| 2008	
Access to Library Web pages	2.281.748
Access to Catalogue (OPAC)	2.100.354

The **use of electronic resources** continues to grow, as regards both access and downloads. Searches and access grew both from the Library's A/Z web List and by using the SFX link manager.

The increase in the access to resources electronic is due to a greater use on the part of the students

Año	Electronic Resouces A-Z List	Access	Annual % increase
2007	140	114.350	59,81%
2008	151	258.213	125,81%

Use of SFX				
year	Searches	Increase	Documents	Increase
2007	140	114.350	114.350	59,81%
2008	151	258.213	114.350	125,81%

Access to these resources from the library pages is much higher in the case of the students.

Regarding the use of electronic subscriptions, the total number of downloads was 1,795, 641. During 2008 downloads from just the 10 most popular products amounted to 1,664,069. These are listed below.

Most popular electronic resources	Downloads
ISI Web of Knowledge - *Multidisciplinary*	893.455
Sabi on line - *Business*	342.395
Aranzadi España - *Legislation -Jurisprudence*	124.979
Elsevier – *Journals and multidisciplinary books*	94.079
Osiris - *Business*	78.727
JSTOR - *Humanities, Social Sciences…,..*	32.875
IEEE - *Engineering*	25.127
ACM Digital Library - *Computer Science*	23.042
ABI Inform -*Economics and Business Adminisgtration*	19.746
Dialnet - *Multidisciplinary*	15.217
Inspec - *Engineering, physics, computer science…*	14.427
TOTAL	1.664.069

9. INSTALLATIONS

During 2008 restructuring of the Library space continued as part of its ongoing transformation into a Resource Centre for Learning and Research (RCLR). This, together with the incorporation of services such as the Language Activity and Resource Centre resulted in the expansion of space and facilities for students on the Ground Floor of the María Moliner Library, where space formerly used for internal operations has been freed up and the use of available hall space has been increased. In addition, 23 new computer work stations were installed.

Similar changes took place on the First Floor of the Politécnica Library to incorporate the Language Activity and Resource Centre from the Leganés Campus inaugurated at the beginning of 2009.

In the Politécnica Library, the Inter.-Library Lending Service was moved to the Ground Floor of the building next to the other counter services and specialized information services.

Also in the Humanities Library, which awaits the new proposed building, more space was allocated in the present building to house the continuing growth in the collection. This consisted of a free access deposit to house the less popular works and retrospective collections of journals. This will be filled immediately and leaves no more room for growth.

In Colmenarejo, collections and furniture in the Reference Library were reorganized to allocate more space for students to work in groups. Isolation and separation partitions were installed to allow for the various uses and noise levels which this involves.

As with all years, facilities and equipment were up-dated and less functional equipment was replaced:
- Intern computer facilities and Social Science catalogue consultation
- Staff computers, 18 new terminals in the group work area and13 for consultation of the catalogue in Colmenarejo.

A new facility also worth mentioning is the installation of auto-print facilities which allow users in the Computer Rooms of the Politécnica Library to print the documents they need without having to move from the building.

As always we must mention the work undertaken in the buildings by the Works and Maintenance Departments improving access,

The buildings of the Service of Library have been changed in order to integrate the Language Activity and Resource Centres and its spaces are being reorganized to favor new uses and to store its collections

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lighting, and decoration as well as carrying out an infinite number of essential jobs which arise as part of the intensive use every year of the buildings.

10. PROFESSIONAL TRAINING

In 2008, the Library Service **training program** was more ambitious in the provision of training activity and participation, despite disposing of practically the same budget as in previous years. This was made possible by planning activities in collaboration with other institutions and using training personnel from our own Libraries and/or University.

The training program of 2008 has been very ambitious and it has been developed in collaboration with other institutions

Training Activities	Nunber	Participants
Organised by HR	7	13
Foreign languages	12	38
Organised by Library	14	145
On request	8	51
Organised by Madroño	1	3
Tuition for B State Exams	5	126
Conferences and Meetings	20	42
TOTAL	**67**	**422**

Budgdget	
Fees	7.224 €
Expenses	4.200 €
Travel	4.093 €
TOTAL	**15.617 €**

In 2008 protagonism as regards training went to the Web 2,0, technologies and environments which facilitate user communication and participation and increase service use, training for content publishers in our Portal and handling of the new Moodle teaching platform.

Our Library continues to have a significant presence in conferences, meetings and assemblies held under Rebiun, Madroño, Nereus, OCW-Universia, Expania, Open Access, etc.

A brief comparison with the 2007 training program shows the following growth:

TRAINING PLAN
Evolution 2007-2008

	Actions	Participants
■ 2007	46	167
■ 2008	67	422
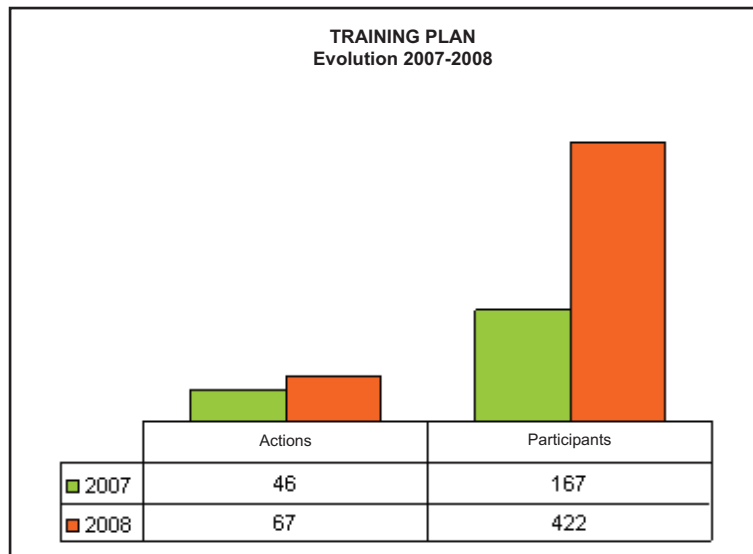
11. EXTENSION ACTIVITIES

The incorporation and development of diverse activities open to user participation with the Web 2.0 tool continued.

The Library is fostering the use of Web 2.0 tools in order to promote the participation of the users

- **365 days of books**: reading blog among the university community. It includes literary works, scientific essays, biographies, books on travel, politics, art and history. Over 111,000 hits between May 2006 and February 2009.

- **Library + Music**: selection and review of the Library's new musical acquisitions. Over 4,800 hits between Mayo 2008 and February 2009.

- **Videodrome**: cinema and television, in collaboration with the Department of Journalism and Audiovisual Communication. Over 50 films and series projected, commented and reviewed and 1,100 hits in the first 2008-09 semester.

- **Book Club**: virtual to a large extent, it includes a forum and mailing list. Carried out in collaboration with the Students Space, it has credit recognition. Since its start-up in 2007-08, 16 books have been read and commented on; there are 65 members.

In Colmenarejo, several book exhibitions were held in celebration of Book Day, the Bicentenary of the War of Independence, International Museum Day, and also on Study Strategies and the US elections in conjunction with the Language Activity and Resource Centre.

In the Social Science Library activities were also held related to Photography and Chess in collaboration with the Students Space Service.

13. APPENDIX: BALANCED SCORECARD

Perspective		Subtotal pro year		Leyend
		2008	**2007**	
Users	Overall satisfaction with the Service	3,94	4,00	Out of 5
	Satisfaction with timetable	4,00	4,00	Out of 5
	Visits to Library/ Total users	104	114,81	Visits users/year
	Users receiving training/ Total users	0,33	0,15	Users
	Access to Electronic Services/ Total users	49	--	Access/users
	Total of Documents Supplied/ Total users	9,21	9,66	Doc, per user
	Non-immediate Loans/ Total Loans	5%	5%	Of total loans
Financial Perspective	Total Expenditure Acquisitions/ Total Library Expenditure	31%	37%	Expenditure acq./total expenditure
	Expenditure Electronic resources / Total Acquisitions	47%	33%	Of total expenditure
	Total Library Expenditure / Total Users	136 €	293 €	Per user
	Total Library Expenditure/ Library entrances	1,30 €	2,55	Per visit
	Total expenditure of Library Staff/Total users	125€	143€	Person per user
Processes and Resources	Nº Documents Acquired/ Total Library Staff	375	378	Doc,adq/person
	Total Documents Supplied/ Total library staff	2,3	2,3	Doc,served/personna
	Nº Collection Copies/ Total Library Staff	6,7	6,3	Copies/person
	Total Square Metres/Total Users	0,97	1,11	m^2/user
	Total Users / Total Reading posts	9	9	User/post
	Nº Collection Copies/ Total users	25	26	Copies/user
	Total users / Total Library staff	274	242	Users/staff
Innovation and Development	Library budget/ University budget	3,1%	4,10%	
	Staff training courses/ Total library staff	0,8	1,2	Courses/staff
	Library staff in work groups/Total library staff	99%	91%	Staff in groups
	Staff satisfaction with work recognition	7,5	--	Out of 10
	Staff satisfaction with working atmosphere	7,7	--	Out of 10

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