Library Service Report 2012

Universidad
Carlos III de Madrid
www.uc3m.es

Introduction

 A new period has begun for library service at the UC3M.

After the change in management, in 2012 (in accordance with the new University Strategic Plan for the period 2011-2015) a process of shared reflection for the establishment of a new model was undertaken. Keeping in mind the present difficulties, the model was conceived to allow for growth with greater focus on teaching, research and transfer, and university administration. The goal is to make the service more efficient in a more transverse, more user-oriented organization.

To this end, the entire staff and specific work groups as well as users (students, professors and administrative staff) worked on shaping this new model of organization in the library itself for several months through workshops and surveys with the guidance of an external consulting team. The main thrust of this new model consists of structuring the service around four libraries and some common services.

Servicios transversales

A DOCENCIA

A INVESTIGACIÓN Y TRANSFERENCIA

A LA GESTIÓN DE LA UC3M

DIFUSIÓN Y COMUNICACIÓN | FORMACIÓN | USABILIDAD Y ACCESIBILIDAD

USUARIOS

Professional Training

In the area of professional training, free-of-charge activities are still being promoted, such as attendance at free courses and workshops held in Madrid, or virtual and correspondence courses that save expenses on transportation.

In 2012, there were 111 participants in 25 different courses.

The number of participants in professional training courses thus fell by 20%.

Included in training are professional visits (called "benchmarking") to other universities made in order to obtain insight and ideas for the new model of the library.

As the library has begun a support process for professors applying for accreditation and pay rises, a training workshop on these subjects was offered to staff.

Also of note was the Annual Library Symposium, held in two sessions and attended by the entire library staff and consultant Adela D'Alos, who led a conference titled "Innovación y biblioteca" (Innovation and Libraries). In addtion, the following library projects were presented:

- Integration of Universitas XXI and E-archivo

- Participation in setting criteria for scientific publications

- New user management system

Budget

	2012	2011	Difference 2012/2011	% Difference 2012/2011
Serialized publications : Statistical journals and reviews	**295,178.82**	**448,908.37**	**-153,729.56**	**-34.25%**
Foreign journals	243,035.61	395,138.16	-152,102.55	-38.49%
Spanish journals	52,143.20	52,070.21	72.99	0.14%
	0.00	1,700.00	-1,700.00	-100.00%
Acquisiton via Cooperation : UN				
Electronic resources	**805,195.25**	**494,173.93**	**311,021.32**	**+62.94%**
Electronic resources UC3M	230,754.77	246,991.05	-16,236.28	-6.57%
Acquisition Cooperation/ Consortia:			0	
Madroño	556,768.86	229,888.05	326,880.81	142.19%
Nereus	4,000.00	4,000.00	0.00	0.00%
Rebiun	2,796.62	2,844.83	-48.21	-1.69%
FECYT	10,000.00	10,000.00	0.00	0.00%
Expania/Igelu	450.00	450.00	0.00	0.00%
Liber	425.00	0.00	425.00	100.00%
Monographs	**299,625.93**	**332,917.70**	**-33,291.77**	**-10.00%**
Specialized Information Resources	164,794.26	183,104.74	-18,310.47	-10.00%
Library Monographs	134,831.67	149,812.97	-14,981.30	-10.00%
TOTAL	**1,400,000.00**	**1,276,000.00**	**124,000.00**	**+9.72%**

The 2012 budget for library collections was marked by a considerable increase in the cost of the Madroño Consortia and as such in the cost of electronic resources.

The increase is due primarily to two factors:

- Change in the subscription model for Revistas Elsevier

In the new Madroño license with the editor, subscriptions have changed from the paper form (each university)+ on-line (through the consortium) to only on-line subscription. The total cost of the on-line license (more than 1,800 magazines) is paid through Madroño, and in the distribution agreed upon (according to the percentage of each university), the UC3M Library must pay a quantity visibly greater than in years past. Keep in mind that, every year since Madroño was created, the UC3M library has benefitted from access to all the Elsevier magazines despite keeping few titles in print version, thanks to the fact that other universities spend quite a lot to maintain many titles in print version.

- Increase in the percentage of the cost: from 12.51% to 13.24%

The percentage of each Madroño university is directly proportional to the number of researchers and inversely proportional to spending on electronic resources. The UC3M Library is not near the top in either of the two cases, which is why our percentage remains in an intermediate range of share.

At so critical a moment, this increase in the cost of Madroño 2012 was an additional difficulty that was covered because of the University's understanding regarding this extraordinary need.

Measures that have contributed to being able to balance the budget:

- Keeping the deduction of 100% of the VAT.

- Lastly, it is worth noting that to compensate for the increase in spending established to pay for electronic resources, the library reduced the budget of its transversal projects by 71.8%. These projects concern either improvements in research platforms (E-archivo and Universitas XXI) or projects to improve the catalogue and the search engine.

The budget for Specialized Information is distributed among the departments as follows:

- 90% on the agreed terms and the remaining

- 10% as compensation for budget contributions or research projects.

	Research projects 2012	Research projects 2011	**Research projects Dif 2012/2011**	Incorporations 2012	Incorporations 2011	**Incorporations Dif 2012/2011**
CCSSJJ	79,544.67	71,559.39	+7,985.28	49,348.64	78,602.56	-30,753.92
HUMAN	28,584.66	19,925.80	+8,658.86	0.00	2,044.71	-2,044.71
EPS	5,514.95	6,056.24	-541.29	0.00	1,500	-1,500
	113,644.28	97,541.43	**+16,102.85**	49,348.64	82,147.27	**-34,298.63**

CCSSJJ= Social Sciences and Law
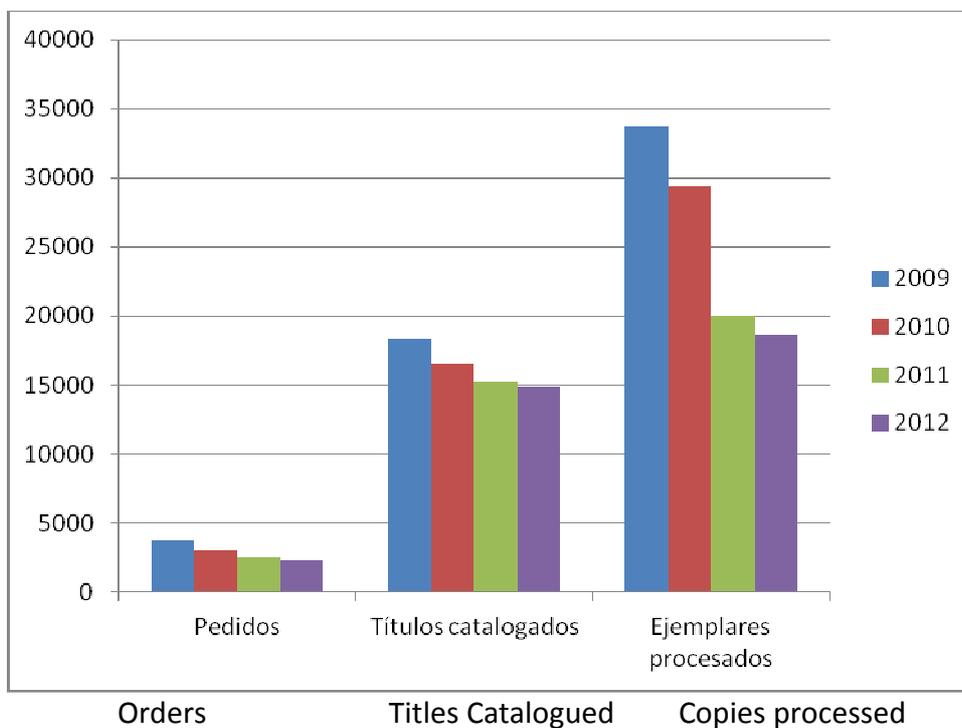HUMAN= Humanities, communication and dcumentation
EPS= Engineering

We see a sharp decline in department incorporations, which fell to zero in Humanities and the School of Engineering and dropped off 41% in the School of Social Sciences and Law. This center, whose departments, especially Law, have continually made contributions for the acquisition of the necessary specialized bibliography, can no longer compensate for it because of its own budget reductions. Only a small measure of compensation is achieved through research projects whose spending on bibliographical acquisitions grew by 10% in Social Sciences and 43% in Humanities.

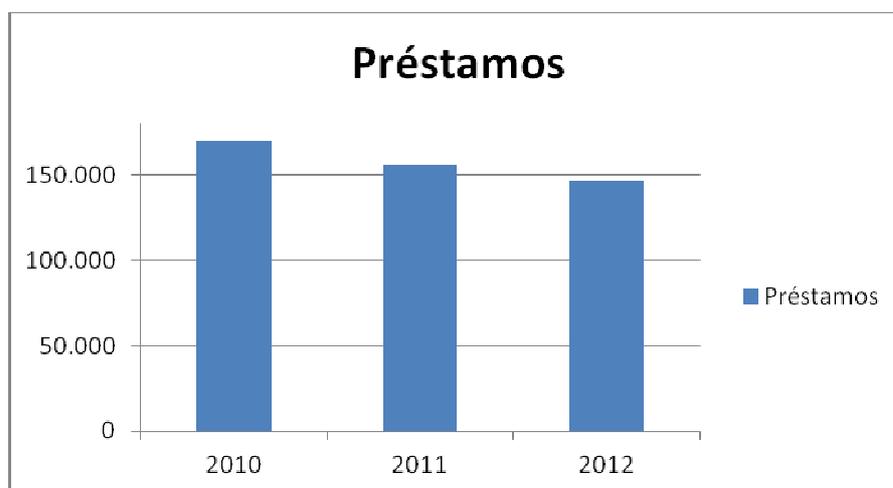This explains why every year the number of new acquisitions in the catalogue is smaller.

In the graph below, one can see the continuous decline of the incorporation of new documents (printed or electronic) between 2009 and 2012 into the University collection, whether for teaching, learning or research.
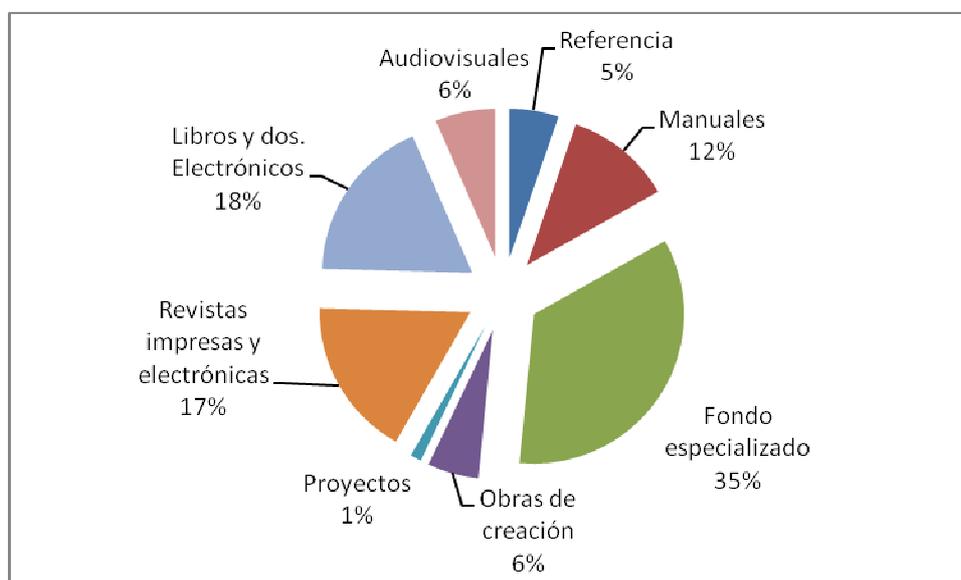
Collection

Bibliographic Entries in the Catalogue 2009-2012

Orders   Titles Catalogued   Copies processed

This also affects the decrease in loans.

Increase in catalogued collection available to users, 2012

The percentage of electronic documents continues to grow. Convenience and access are complete for the UC3M user, who can access these materials from home as well as from the University. Electronic books already exceed printed coursebooks in yearly acquisitions, although they are used much less.

While the purchase of printed books is made one title at a time on the basis of the bibliographies included in the course subject syllabi, subscription to electronic books is processed by packs of thousands of titles, most of them in English with no option to filter because of the global policy of the large multinational publishers of science books.

However, with the acquisition in 2012 of a content search engine that allows one direct access to magazine articles and electronic books through a simple, common search, it is hoped that profitability will increase in terms of the use of these materials.
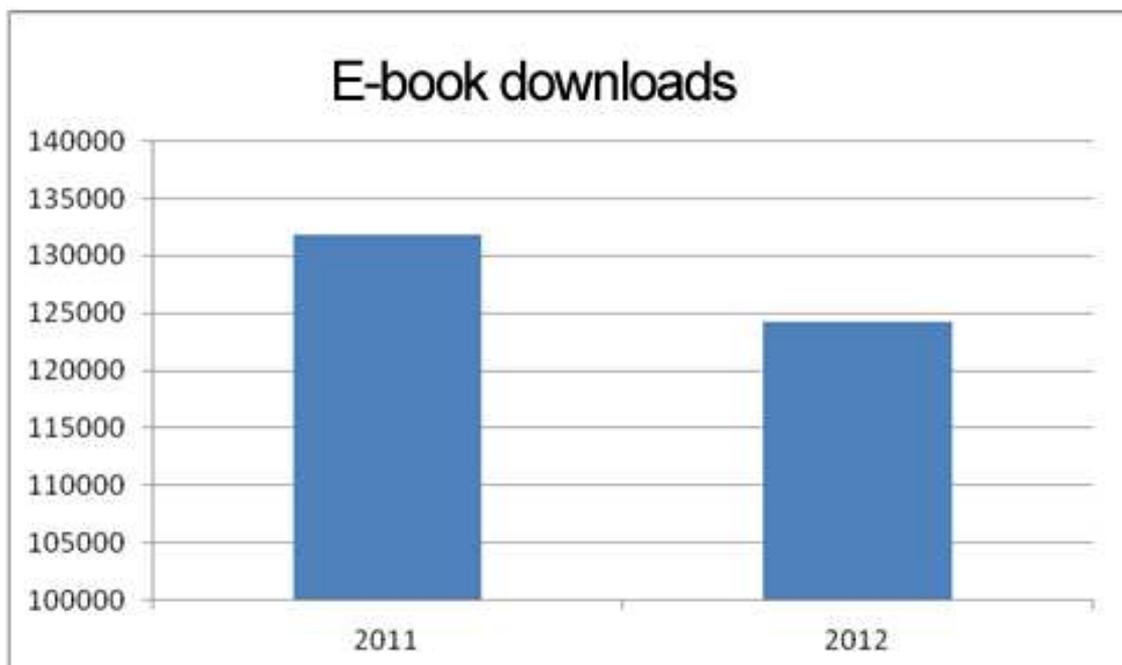
it must be stressed,nevertheless, that the budget reduction and the increase in costs of electronic resources entail a great bias toward the acquisition of specialized resources, to the detriment of course books for students.

At present, the acquisition of coure books is 12% compared to 35% of the specialized collection, to which magazine and projects must be added, materials used especially by researchers and professors.

Subscriptions of electronic books

Decreased 35% from 2011 to 2012

E-books	2011	2012
SAFARI	14.714	14.416
IEEE Proc/Conf.	12.409	12.409
ELSEVIER SD.	8.498	4.564
SPRINGER MP.	9.020	9.020
VLEX	1.684	2.249
ACM Proc.	1.615	1.005
OCDE	13.159	1.258
Ingebook		201
Total	61099	45122

E-book downloads

Servicios

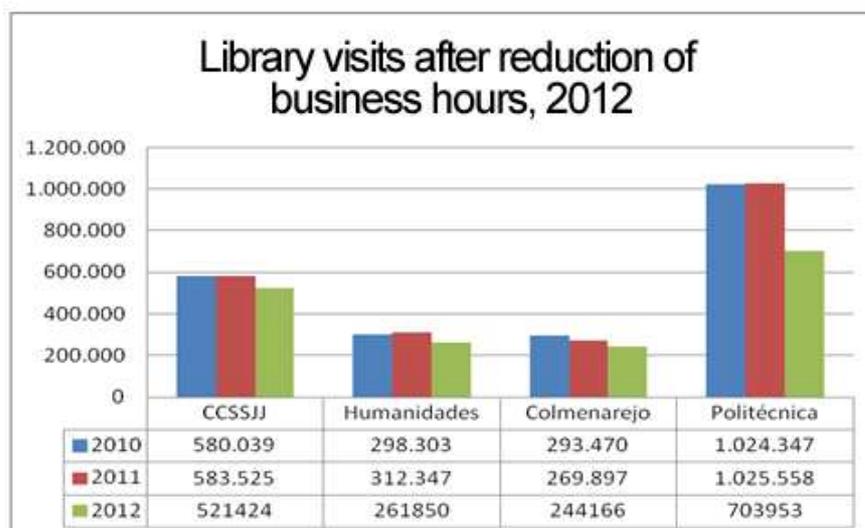| BASIC MANAGED INFRASTRUCTURE				
Buildings M2	Linear meters free Access shelves	Linear meters Restricted access shelves	Computers available for public use	Study/work spaces
20.476	35.553	10.966	380	2.329

Public hours 2012

Because of budget restrictions and the savings plan established by the University, the library has gradually reduced its business hours, especially during exam periods. Logically, this entailed a reduction in the number of visits made to the library.

	2011	2012
Days open	313	282*
Hours open	3.739	3.513

* Average of all the centers

Library visits after reduction of business hours, 2012

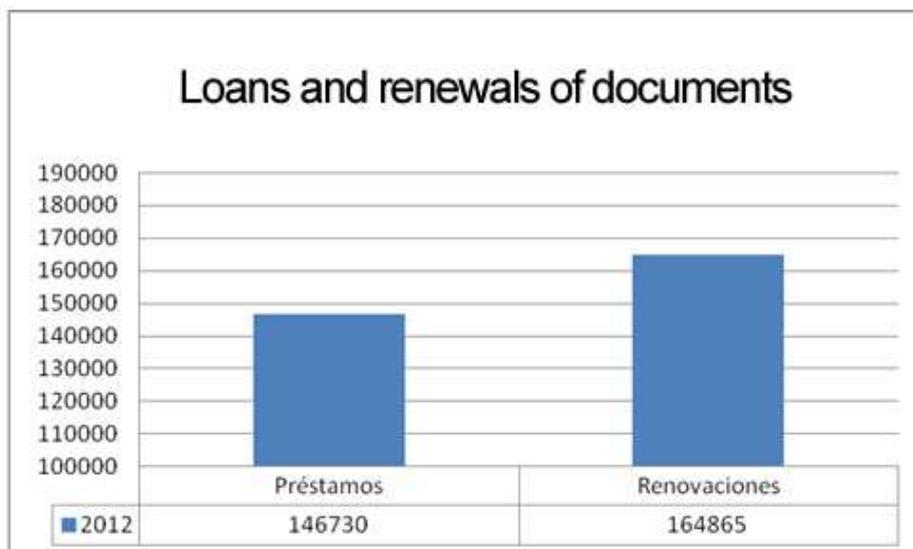|	CCSSJJ	Humanidades	Colmenarejo	Politécnica
2010	580.039	298.303	293.470	1.024.347
2011	583.525	312.347	269.897	1.025.558
2012	521424	261850	244166	703953

Visits to the library decreased by 24% in 2012, which is explained by the reduction that is occurring in all areas: fewer students, fewer hours open, fewer documents purchased, processed and, consequently, available. It is worth noting that the development of the collection is reduced not only in the number of copies for students, but also in the number of different titles acquired and, as such, in the quality of the scientific literature available.

BASIC INFORMATION, SPACES AND EQUIPMENT MANAGED				
User visits	Requests for general information	Requests for specialized information	Reservations and monitoring of Study Rooms	Reservation and loan of laptop PCs
1.731.393	12.282	1.962	17.782	9.975

ACCESS TO DOCUMENTS 2012				
Loan of documents	Administration of reservations in libraries	Direct administration of reservations by users	Documents (re-quested by tea-ching staff) recei-ved from national and international libraries	Loans to other national and international libraries
146.730	11.054	8.296	7.901	3.110

- Given that the library can for the most part be freely accessed by the public, the use made of documents in the Study Rooms is not recorded, since the user freely takes and, in many cases, re-shelves the documents.

- Only by having an investment in an RFID (Radio-frequency Identification) system could what is used "in-situ" be recorded, but given the budget restrictions, it cannot be considered at present.

- What is recorded are the loans through the library management system. The trend since the increase in electronic text is that loans fell by 6% from 2011 to 2012. This is increasing because of the decrease in students and the budget cuts: fewer copies of books recommended by professors to students are purchased, and as a result, fewer loans are made.

Loans and renewals of documents

	Préstamos	Renovaciones
■ 2012	146730	164865

With regard to loans of printed or audiovisual documents, there were a total of 146,935 documents loaned. As we have already mentioned, loans fell 6% relative to the previous year, while the number of students decreased by 2.6%.

But as we already explain when speaking about the budget, the smaller quantity of scientific documentation available to users logically reduces the number of their requests.
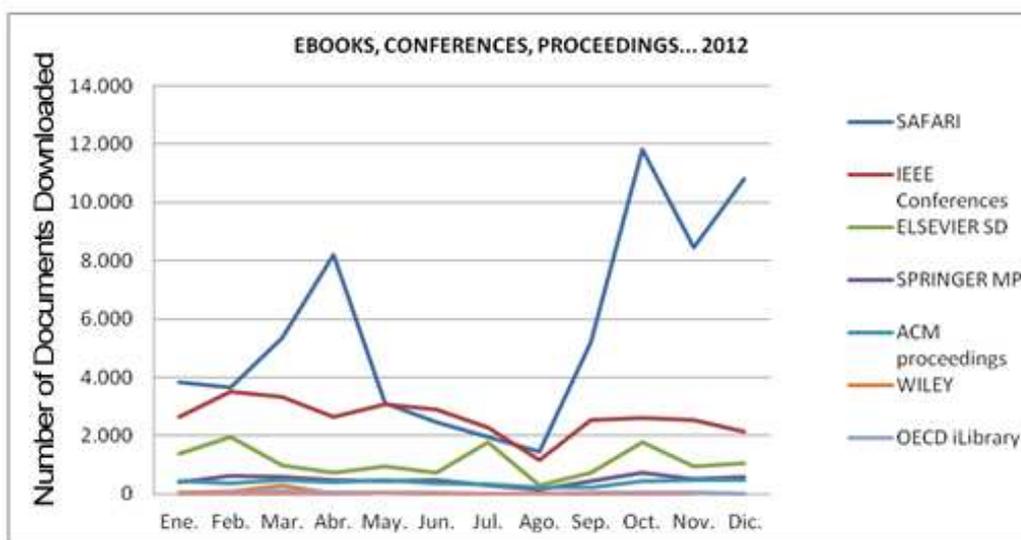
The largest number of loans refers to course books: 65,995. Books from the Specialized Collection were loaned 31,560 times, and audiovisuals, which is the only typology that increases in number of uses, especially in the Faculty of Humanities, Communication and Documentation, were loaned 25,893 times.

Use of Electronic Resources

As for downloads of electronic books, there were a total of 124,290 in 2012 (6% less than in 2011). E-book platforms, used more often by students, had the highest number of downloads, followed by more specialized information.
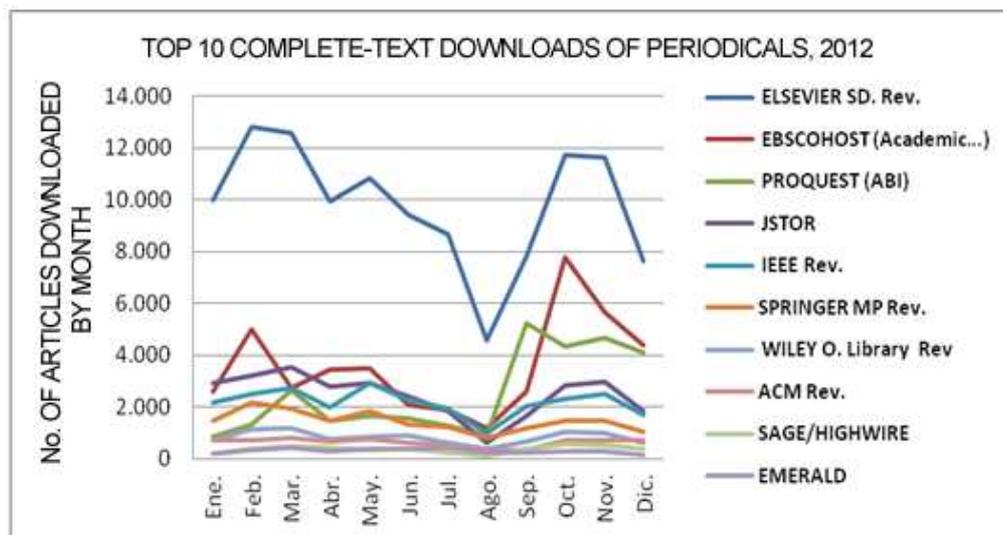
EBOOKS, CONFERENCES, PROCEEDINGS... 2012	TOTAL
SAFARI	66.350
IEEE Conferences	31.385
ELSEVIER SD	13284
SPRINGER MP	5.693
ACM proceedings	4712
WILEY	579
OECD iLibrary	441
PLAZA Valdés	84
INGEBOOKS	1762
TOTAL	124.290

In the graph, we see the peaks that occurred in the e-book platforms that students in particular use (such asSafari), while the curve of more specialized information (such as IEEE Conferences) is more constant throughout the year.

However, the use of periodicals increased by 5.5% in 2012 with regard to downloads of magazine articles in 2011. It is true that certain periodical platforms increased their number, reaching 55,852 active titles (almost 8% more than in 2011), but in any case, the fact that periodicals use is increasingdemonstrates their greater availability and accessibility for the user.

TOP 10 COMPLETE-TEXT DOWNLOADS OF PERIODICALS, 2012	TOTAL
ELSEVIER SD. Rev.	117.721
EBSCOHOST (Academic…)	42.830
PROQUEST (ABI)	30.008
JSTOR	29.529
IEEE Rev.	26.035
SPRINGER MP Rev.	17.297
WILEY O. Library Rev	9.851
ACM Rev.	7.456
SAGE/HIGHWIRE	4.457
EMERALD	3.616
TOTALS	288.800

TOP 10 COMPLETE-TEXT DOWNLOADS OF PERIODICALS, 2012

The platforms and data bases subscribed to by the library and the cortium of Madrid universities (Madroño) also include periodicals, proceedings, jurisprudence and legislation, etc. Below are the most notable downloads made by our users from these platforms, regardless of document type

RANKING OF USE BY PLATFORMS (INCLUDES ALL TYPES OF DOCUMENTS))

TOP 10 PLATFORMS BY NO. OF FULL-TEXT DOCUMENTS DOWNLOADED	2011	2012	Dif. 2001/2012
ELSEVIER SD. Rev. + ebooks	136.539	131.005	-4,05%
SAFARI	81.035	66.350	-18,12%
IEEE Rev. + Proc. + Stand.	61.878	58.322	-5,75%
EBSCOHOST (Academic…)	55.587	42.591	-23,38%
ARANZADI	34.843	41.381	+18,76%
PROQUEST (ABI)	32.096	30.008	-6,51%
JSTOR	24.014	29.525	+22,95%
SPRINGER MP. Rev. + ebooks	17.332	22.990	+32,64%
COUNTRY REPORTS	13.282	15.842	+19,27%
ACM Rev. + Proc		12.168	

2011: 456.606

2012: 450.182

Dif. 2011/2012: - 1,4%

To access this information, users have desktop computers available in different rooms in the library in addition to laptops for loan, for both individual and group work.

These computers available to the public were used 40% less in 2012 than in 2011, with a total of 195,407 accesses to 257 work computers (on which teaching syllabi, Microsoft Office, etc., are available).

Not recorded is the use of computers which only have internet, access to the catalogue and access to the data bases, not specific applications.
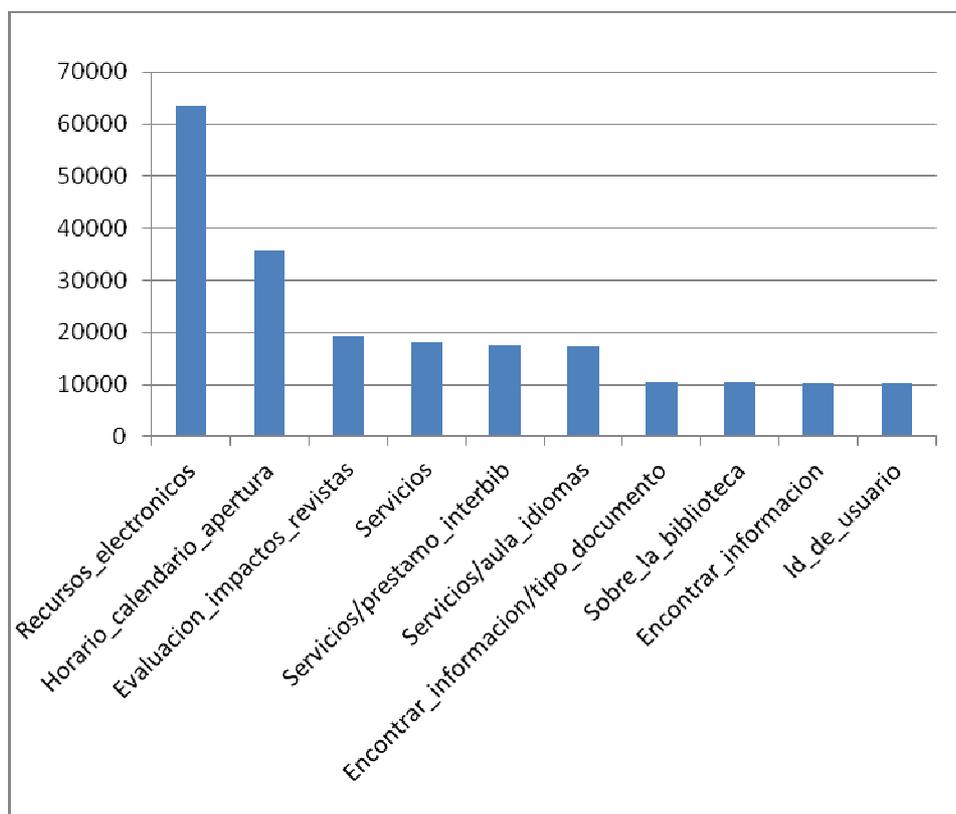
There was an increase in the use of laptop PCs for loan as well as students' own laptops, to the detriment of the use of computer rooms..

Electronic Information Library Webpage

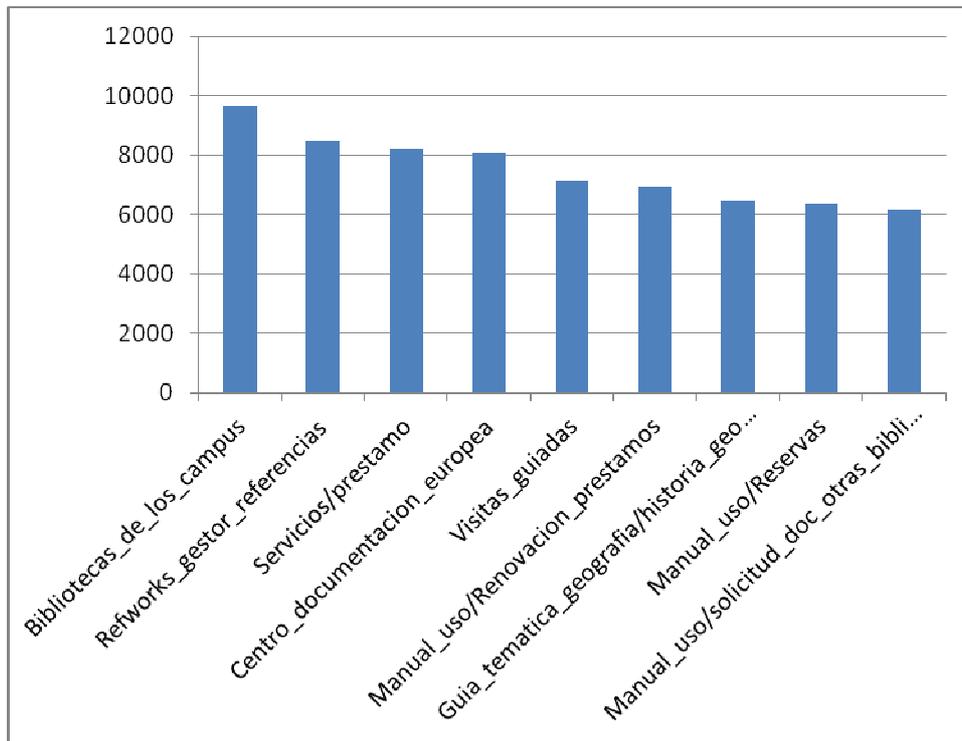The most numerous web page accesses to information about our service in 2012 are shown in the graph.

Leaving aside accesses to the page Cómo citar bibliografía ("How to write a bibliography") (600,000, as for many years now it has been linked by pages outside the UC3M), the most numerous are:

Between 10,000 and 65,000 per year

Only two pages are of a general or time-sensitive nature : those referring to opening hours and user ID cards (or ID card numbers), while the others provide information about services and resources offered.

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This graph combines general or time-sensitive information, like campus libraries or guided visits, with everything related to loans (service, renewal, reservations and requests to other libraries).

Teaching, Learning and Research Support

Teaching Support

Among the services incorporated to support teaching tasks is the Taller del aula ("Classroom Workshop"), where professors can use special equipment and software for multimedia processing of their courses in the teaching platform. The library may also be requested to perform these tasks. In 2012, it received 1,847 such requests from teaching and research staff. The library also offers courses on the use of Aula Global2 for new professors and maintains a support service in Hydra to respond to technical problems.

TEACHING SUPPORT 2012			
Taller Aula Use by Professors	Taller Aula Requests to library	Attendants at Aula Global2 courses	OCW open courses published
722 professors	1847 tasks	27 professors	30 courses

Also, the UC3M OpenCourseWare office in the library manages the announcements for and publishes open courses taught by UC3M professors within this program. These UC3M courses on OCW had 557,000 visits in 2012.

Learning support

Official training 2012	CCSSJJ	COL	EPS	HUM	TOTAL
No. degreess	12	6	11	5	34
No. courses	43	13	38	13	107
No. sessions	86	26	76	25	213
No. hours	176	82	255	71	584
No.attendants	**1830**	**481**	**1796**	**576**	**4683**

The library prepares and gives practical classes of the cross-curricular subject Técnicas de Búsqueda de Información ("Techniques for Information Searches"), in which the student is taught how to use different techniques and access electronic information in particular.

In the students' official training, each course consists of:

- Guided visit: 60'

- 2 practice sessions with data bases: 90' each session (180' en total)

All A1 and A2-category library personnel participate in these classes. The table above shows the number of hours taught.

Unofficial training	CCSSJJ	COL	EPS	HUM	TOTAL
Nº coursess	15	127	14	48	204
Nº attendants	139	157	18	70	384

Apart from official training, the library organizes general or specialized information courses (often on the use of platforms or data bases), which can be complete courses for whole classes (normally on the suggestion of teaching or research staff) or on a personalized basis.

Research Support

Within RESEARCH SUPPORT the service was expanded in 2012:

- The Researcher Support page has improved considerably, including the aspects of publication, intellectual property and accreditation and pay rises.

- This last service was offered for the first time this year as support for teaching and research staff who are in the process of applying for accreditation and pay rises. Without any significant publicity campaign, 86 professors have already used this service.

Apart from the logical orientation about the process, which can be found through the web page link:

http://www.uc3m.es/portal/page/portal/biblioteca/aprende_usar/apoyo_investigacion/acreditacion_sexenios.

The service consists of personalized attention that provides the professor/researcher with assessments of the quality of the scientific publications they present during this process.

With regard to the institutional repository or E-archivo in charge of circulating professors' and researchers' publications, in addition to final projects or theses, there was a 20% increase in the number of documents included in 2012.

E_Archivo	2007	2011	2012
Total number of documents by year		10875	13599

In 2012, besides continuing to add the complete text of open documents produced by teaching and research personnel and the rest of the University community to the institutional repository (E-Archivo), the integration project between the Universitas XXI application and E-Archivo was completed. The Library Service and the Research Service worked together on this project, which has reduced the task

of data entry for professors, administrative personnel and librarians, standardized the terminology and reduced accessibility periods.

- The library has supervised the standardization process of all publications from 2009 and 2010. More than 3,000 documents from the UC3M teaching and research staff have been reviewed:

  - Magazine articles: 2,050

  - Book chapters: .. 851

  - Books: 223

  - Working documents: 257

- In 2013, the library will participate in the inclusion of the curriculum of professors in UXXI and in the automatic exportation to the open repository E-archivo.