



# Library. 2013 Annual Activity Report



Universidad  
Carlos III de Madrid  
[www.uc3m.es](http://www.uc3m.es)

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# Introduction

In 2013, new Strategic Directions for the Library were put in place, in line with the new model established the previous year.

- Teaching and Learning
- Research
- Management
- Dissemination of Information and Communication
- Usability and Accessibility
- Training and Development

The goals achieved were:

- Teaching and Learning:

- Coordinating the Unit for Education Technology and Teaching Innovation (UTEID in Spanish) which assists in the creation of MOOCS , online *Cursos Cero* and also in the publication of material providing support and best practices for teachers.

-Research:

- Establishment of support service for teaching faculty during the processes of accreditation and *sexenios* (performance-based pay rises) by providing quality indexes of publications.
- Implementation of the ORCID code in order to identify researchers at UC3M.

-Dissemination of Information and Communication:

- Consolidation of support tools provided by the Library Blogs

- Usability and Accessibility:

- Renewal of 1st Phase of the Library Web.

- Training and Development:

- Development of the Support Guide for the Completion of the Master's Degree Final Project

Other achievements have been:

- **Opening of the new building** of the Humanities, Communication and Documentation Library in September 2013 after the re-location and reorganization of its collection. Holding about 100,000 items, this has now been further supplemented with the addition of collections previously held in the Social Sciences Library, such as:
  - Collection of philosopher and professor José Luis Aranguren
  - Collection bequeathed by the poet Leopoldo de Luis and heirs
  - Old collection mostly taken from the Bequest (1993) from the former Institute of Legal Sciences at CSIC.

Opening of the **new collection in the Centre of Advanced Studies in Social Sciences**, donated by the *Fundación Juan March* and held in the Social Sciences Library. Most of these holdings are in the areas of Political and Social Sciences and were published from the 1960s onwards, especially in Europe and the United States. Its 60,000 items have been accessible via the Library catalogue since 2013.

- Opening of a library service in the **new Post-Graduate Campus at Madrid-Pta. de Toledo**. In September, a process was begun to oversee the access to collections of other Libraries and of electronic resources for students studying their Master's degrees on this Campus.
- Coordination of the *Web Refreshing* Project which has enabled a partial upgrade of the UC3M's web.

Due to the increase in buildings, square metres available and service areas, the distribution of space and primary equipment is as follows:

Libraries	Work and study Areas	Surface area M <sup>2</sup>	Multimedia areas	Computer areas open to the public	Amount of shelving in linear metres	
					Open access	Storage
Social Science and Law(Getafe)	776	6,500	71	26	26,040	2,695
Humanities, Communication and Documentation (Getafe)	625	4,460	23	17	3,844	2,517
School of Engineering (Leganés)	838	9.,000	74	41	3,229	5,376
Menéndez Pidal (Colmenarejo)	575	4,200	51	64	2,875	878
Madrid -Pta.Toledo	30	160	10	--	Under construction	--
<b>Total</b>	<b>2,844</b>	<b>24,320</b>	<b>229</b>	<b>148</b>	<b>35,988</b>	<b>11,466</b>
<b>Total areas with computers</b>				<b>377</b>		

With the creation of the Library Service at the Madrid-Puerta de Toledo Campus in 2013, Library Service staff are to be placed from September of this year throughout **five centres** or Libraries (as well as the Documentation Centre which is part of the Social Sciences Library).

A **redistribution of resources** has been implemented in order to be able to manage, with the same staff, not just the new opening but also the shift from the Humanities Library to a new building (which is larger and offers more user services). Between September and December 2013, a total of seven librarians have changed their location and job position.

While buildings and services for library users run continuously from 9 a.m. to 9 p.m., **budget restrictions** have meant that they no longer open on Saturdays, as they did in previous years. On weekends they are open during exam periods, although late-night opening hours from 9:00 p.m. to 12.00 p.m. have been cancelled. For the same reasons, there was a reduction in the number of interns between 2009 and 2013 of 34% (and reduction of 50% in the number of interns in computer rooms at the library).

Also to be noted is the **Annual Library Symposium**, held as always in February and in two sessions which were attended by all staff. The following Library projects were presented:

- New search engine and website for electronic resources
- Updating of the Intranet
- Technology Unit and Teaching Innovation
- Support for Accreditation and *Sexenios* (Performance-based pay rises)
- And without doubt: a new channel of information and communication with users

In the context of collaboration between the university Library Networks (Rebuin) and CRUE (TIC), this year the University Library organized the XI CRAI Conference: *Reflections on the super-convergence of services in the area of higher education in the United Kingdom*, held on May 23 and 24 in Madrid.

# Budget

	2013	2012	Difference 2013/2012	% Difference 2013/2012
Serial publications: journals and statistical publications	226,099.09	295,178.82	-69,079.73	-23.40%
Electronic resources	629,437.57	805,195.25	175,757.68	-21.83%
Library Monographs	269,663.34	299,625.93	-29,962.59	-10.00%
Specialized Information Resources	148,314.84	164,794. 26	-16,479.43	-10.00%
Recommended Bibliography	121,348.50	134,831. 67	-13,483.17	-10.00%
<b>TOTAL</b>	<b>1,125,200.00</b>	<b>1,400,000.0</b>	<b>274.800,00</b>	<b>-19.63%</b>

It has been another year of budget cuts in the acquisitions budget for printed as well as electronic bibliographic holdings, books and journals. The overall **reduction** has been around 20%.

Moreover, the Budgetary Readjustment Plan meant that even more cuts were made to expenses forecasted for this year in the areas of Specialized Information Resources and Library Monographs (recommended bibliography).

If we add the cuts to these two areas to the yearly budget (although this has already been done for spending) we see that there is a reduction 30% with respect to 2012.

	2013	2012	Difference 2013/2012	% Difference 2013/2012
<b>TOTAL</b>	<b>1,125,200.00</b> <b>-131,000.00</b> <b>994,200</b>	<b>1,400,000.0</b>	<b>405,800.00</b>	<b>-29%</b>

It should be also added that for the 2012 academic year there was a 50% reduction in the Funding provided by the Regional Government of Madrid for purchases in the Madroño Consortium of university libraries in Madrid. As a result, purchase planning was based solely on the Universities' own Budgets.

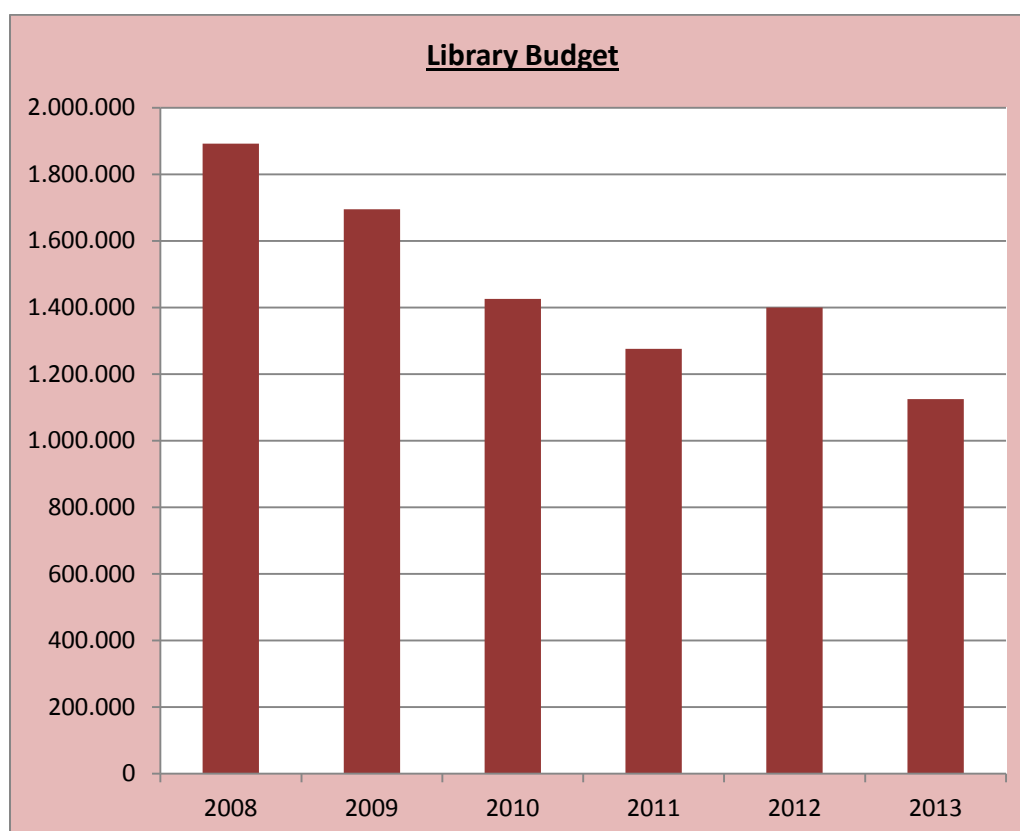
Even though negotiations have been conducted with the suppliers of electronic resources in order to obtain a discount in license prices, it has still been necessary to cancel subscriptions to journals and electronic resources previously available:

- Library Access to the online journals of Springer, Emerald and OECD has been cancelled
- Subscriptions to little-used printed journals have been cancelled

What is more, acquisitions of Bibliographies recommended for students NO longer meet previously established levels.

Also, this year there is less money available for Departments to make contributions toward the Inclusions to Specialized Library Collections and also less money that has been managed in bibliography acquisitions under the funding for research projects.

	Research Projects 2013	Research Projects 2012	Research Projects-Dif 2013/2012	Inclusions 2013	Inclusions 2012	Inclusions-Dif 2013/2012
<b>Total</b>	90,642.23	113,644.28	<b>-23,002.05</b>	35,528.87	49,348.64	<b>-13,819.77</b>



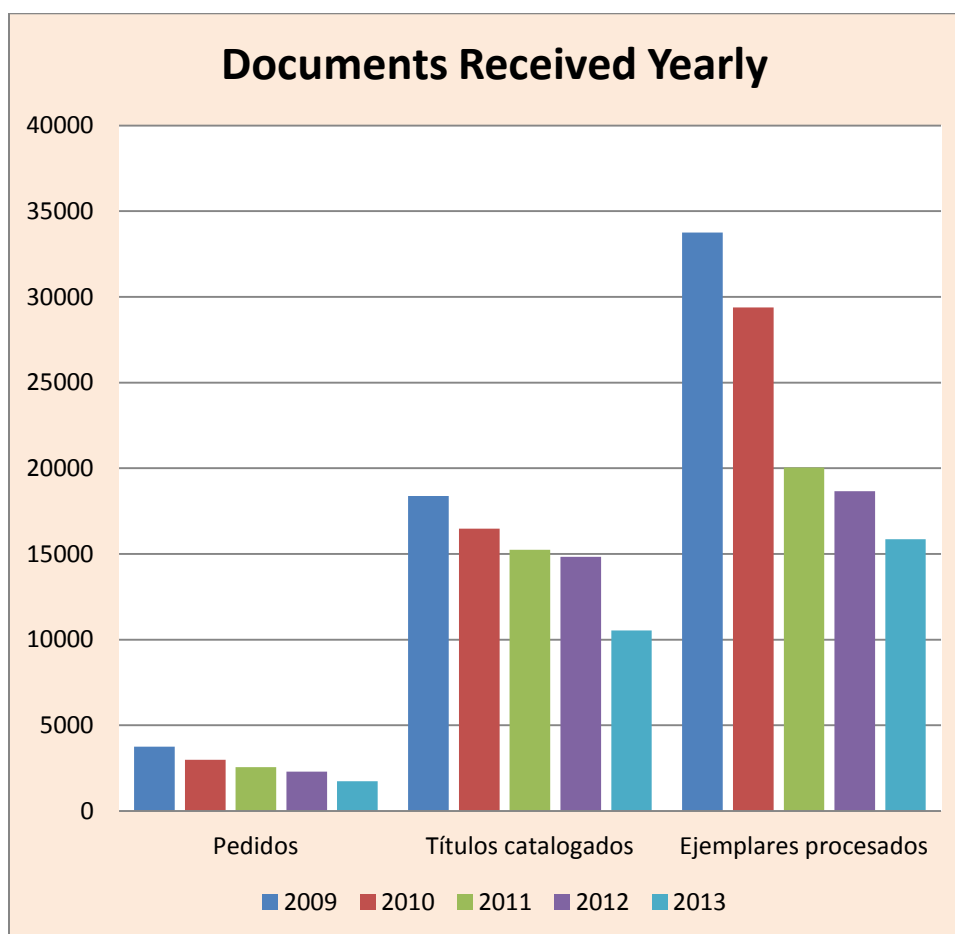
# Collection and use of information

## ACQUISITIONS 2013: LIBRARY-DEPARTMENT BUDGETS AND CURRENT DONATIONS

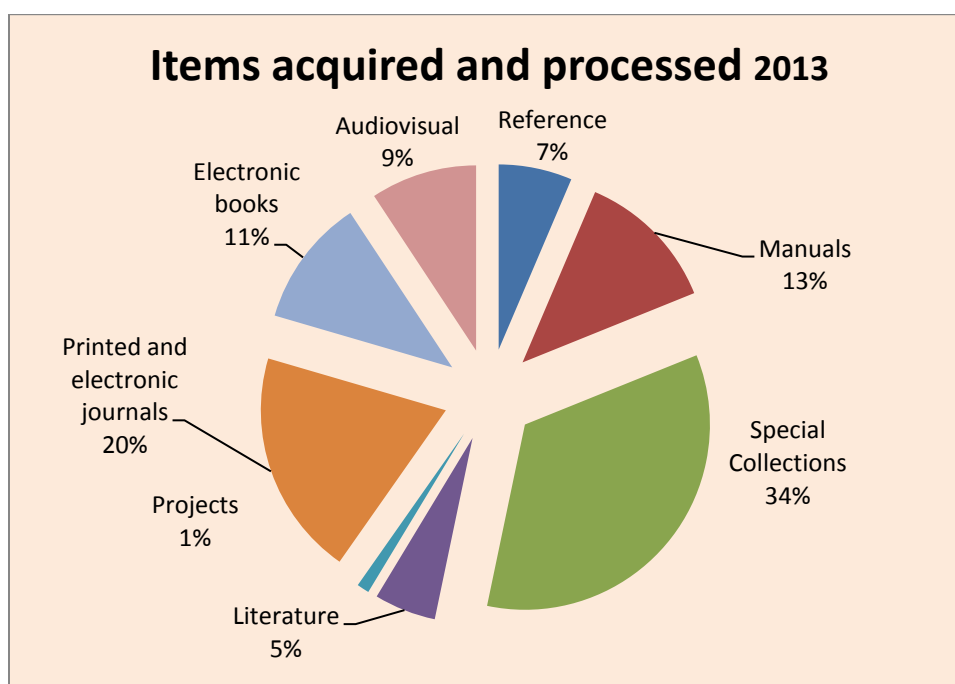
This section covers the mostly printed or audiovisual documentation acquired or received as a current donation during the year. Not included are the 60,000 volumes donated by the *Fundación Juan March*.

Due to ongoing budget cuts, the acquisition of scientific documents continues to decline. This has become especially critical after additional cuts of more than 130,000€ during the 2013 academic year.

Recommended bibliographies on students' reading lists still comprise 95% of printed books and, in the case of the basic bibliography, are acquired (not always the case with complementary bibliographies). The number of available copies for each title, however, no longer satisfies the ratios established for groups of students and only one or two new copies have been acquired.

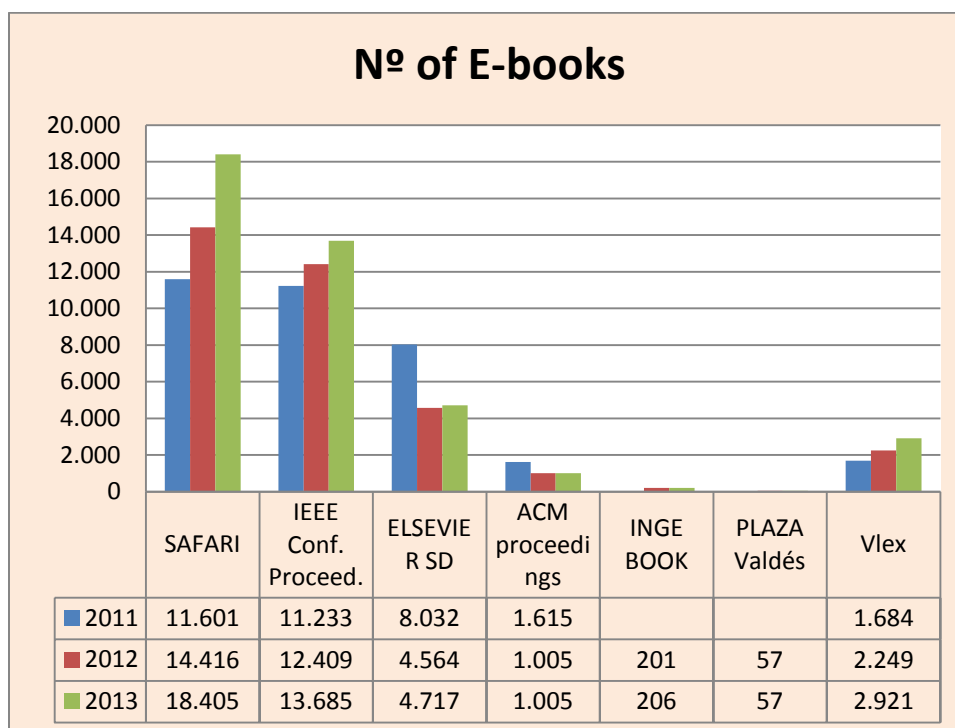




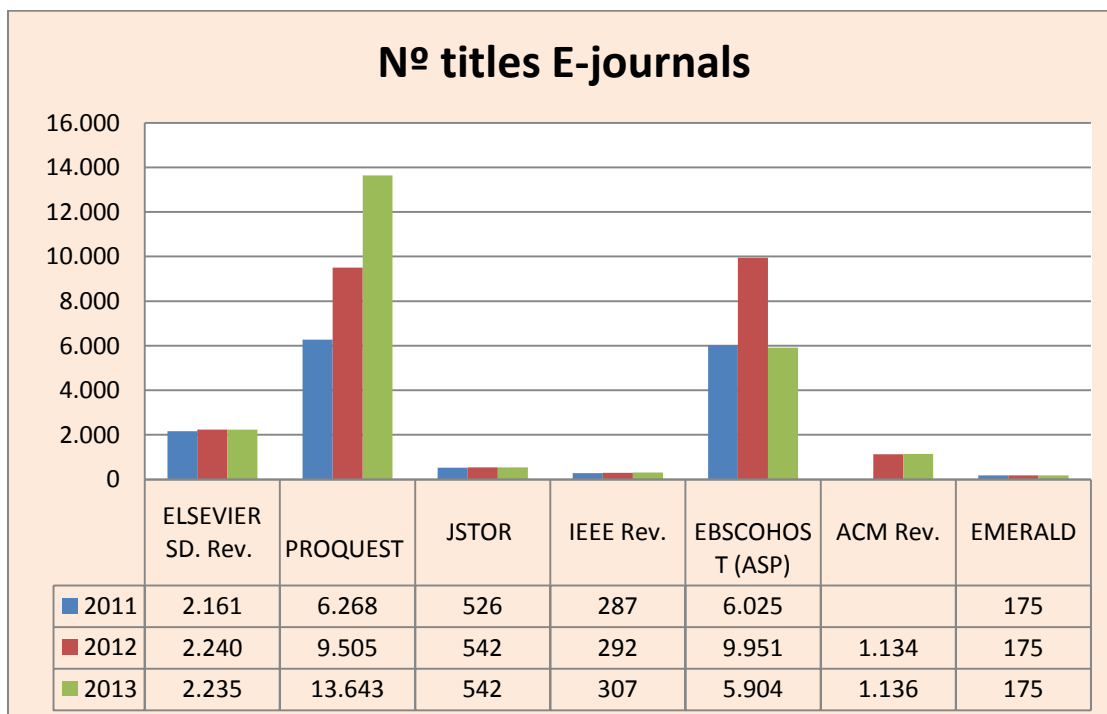
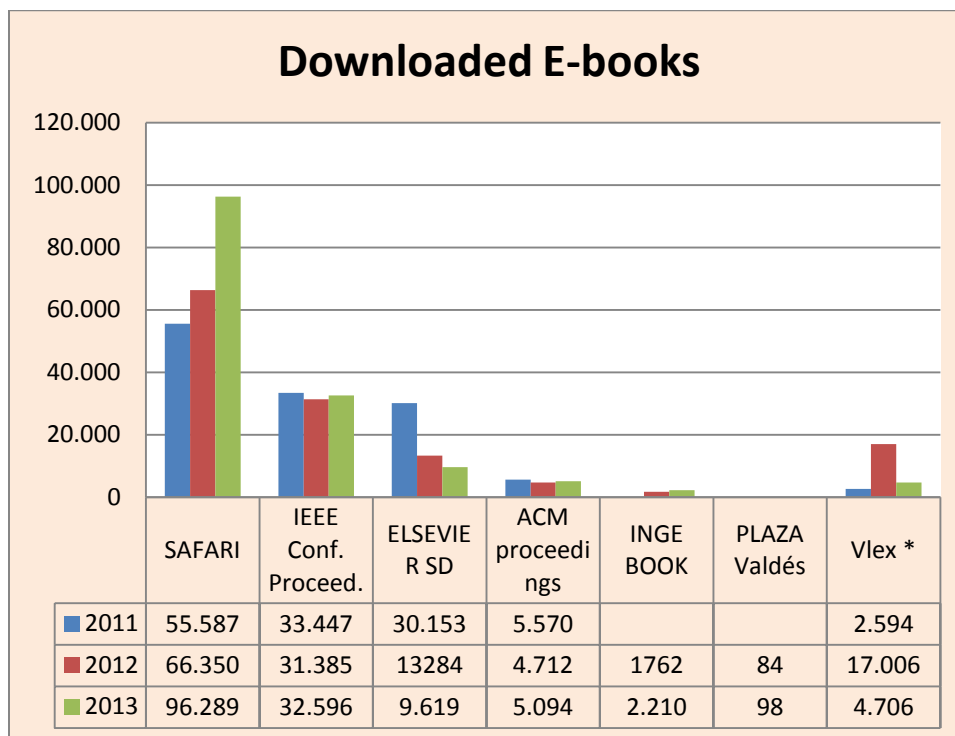


#### ACQUISITIONS 2013: BUDGET FOR ELECTRONIC JOURNALS AND RESOURCES

The following section shows the electronic collections available and their frequency of use (downloads). This is approximate data given that the statistics come from the same publishers who provide varying interpretations of existing standards (Counter). Among those not included, therefore, is Springer (which changed its calculation formula this year), OCDE library, Wiley...

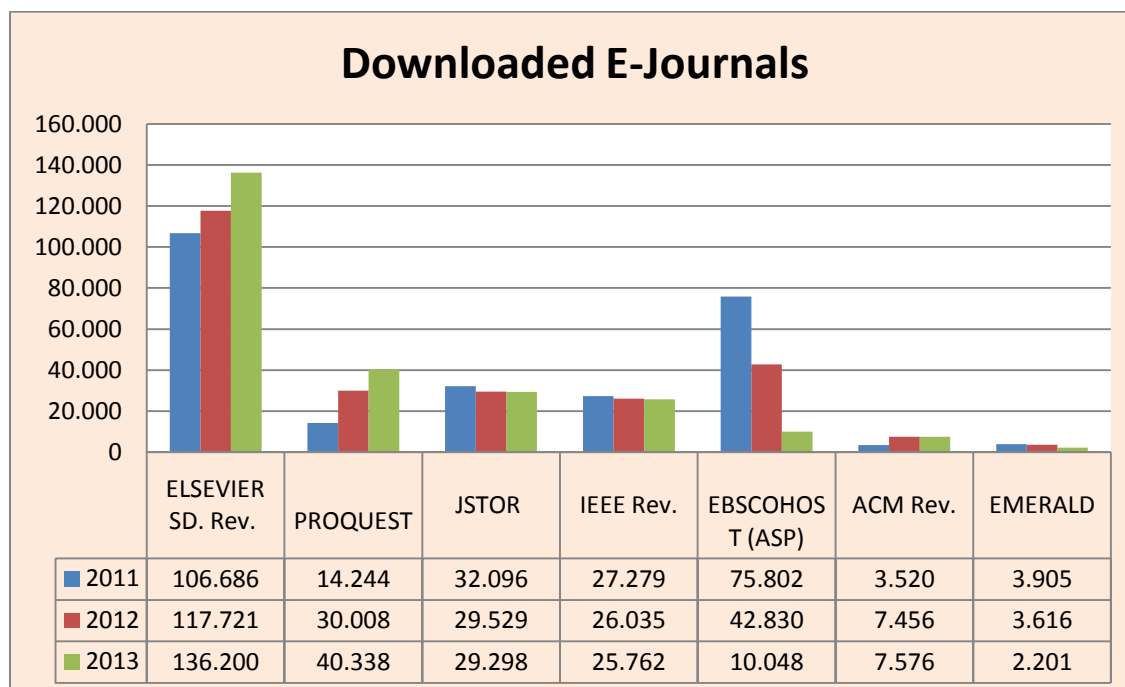


The electronic books which received the most use were scientific-technical and business manuals via the Safari platform, most used by students, and following that, the IEEE standards, norms and Conferences



In both absolute and relative numbers, highest use was made of journals from Elsevier, thus representing a number of downloads almost equal to all other platforms together.

Furthermore, while there was an increase in downloads, the number of titles available remained the same. The case of Proquest and its increased use has to do with the increase of titles and ease of current access via the new Library search engine (distributed by the same company).



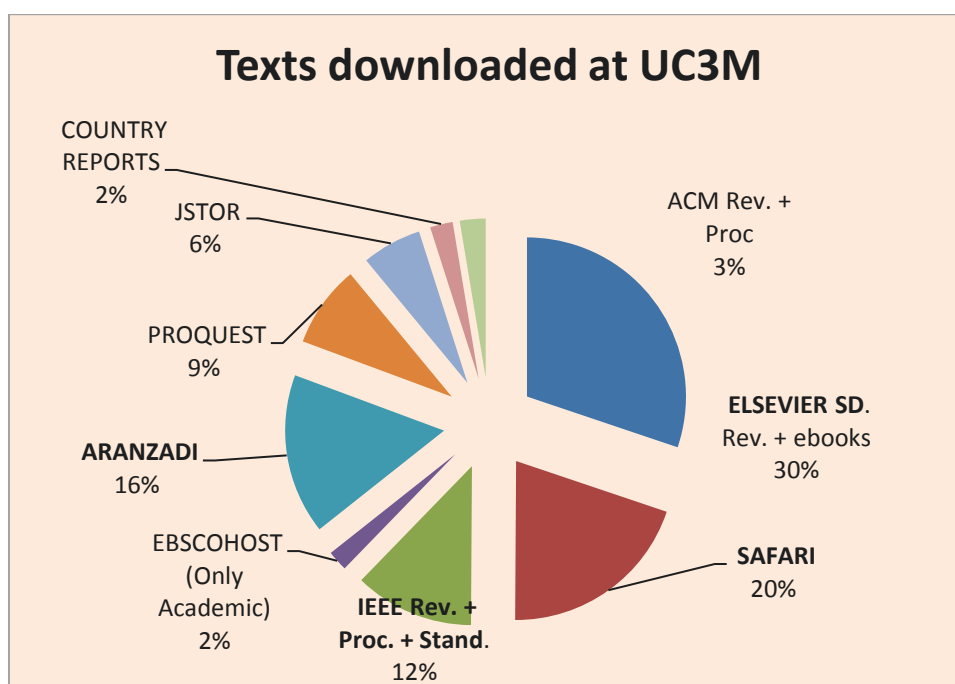
Having different characteristics, the Web of Science is not included in the previous tables. It had 147,129 downloads in 2013.

*Indicator: Average N° downloads by title of e-journals for the year 2013*

- IEEE Rev.: 83 downloads by journal
- Elsevier: 61 downloads by journal
- JSTOR: 54 downloads by journal
- Emerald : 1.5 downloads by journal
- Proquest: 2.9 downloads by journal
- Ebsco: 1.7 downloads by journal
- ACM: 0.1 downloads by journal

**PROPORTIONAL USE OF FEE-BASED ELECTRONIC SCIENTIFIC DOCUMENTATION AT UC3M**

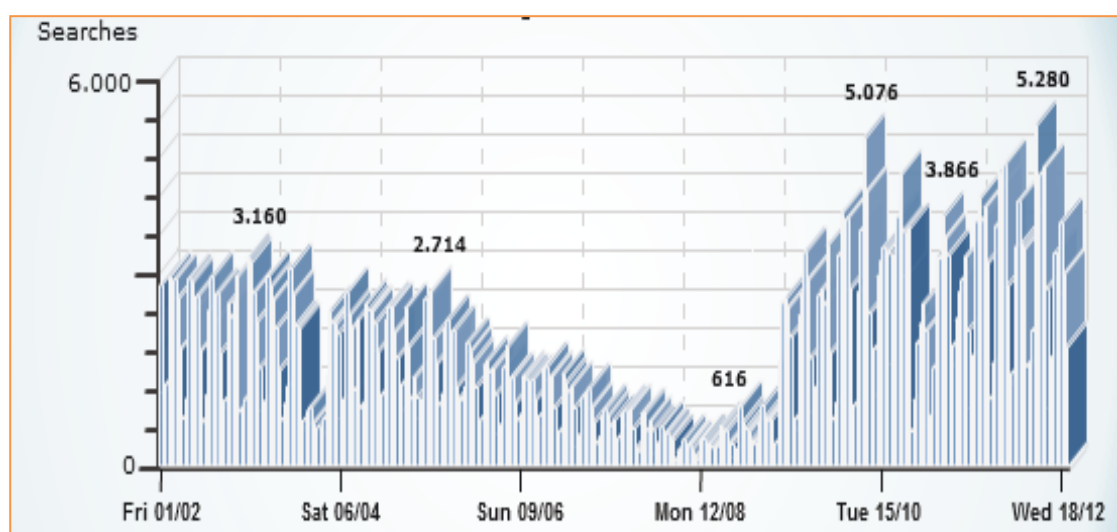
Highest use occurs among those resources most related to research: scientific journals from Elsevier and IEEE, manuals available on the Safari platform used by students, and resources of legislation and jurisprudence at Aranzadi especially utilized by Law students.



In order to consult and search for all this information (audiovisual books and journals held in libraries or digital books, journals or documents), tools are provided such as [the search engine, catalogue, e-resources website and the e-archive](#)

During its first year, the new [Library Search Engine](#) achieved the following results

- *Entries 135,732 - Searches: 559,580*



## Spaces, equipment and uses

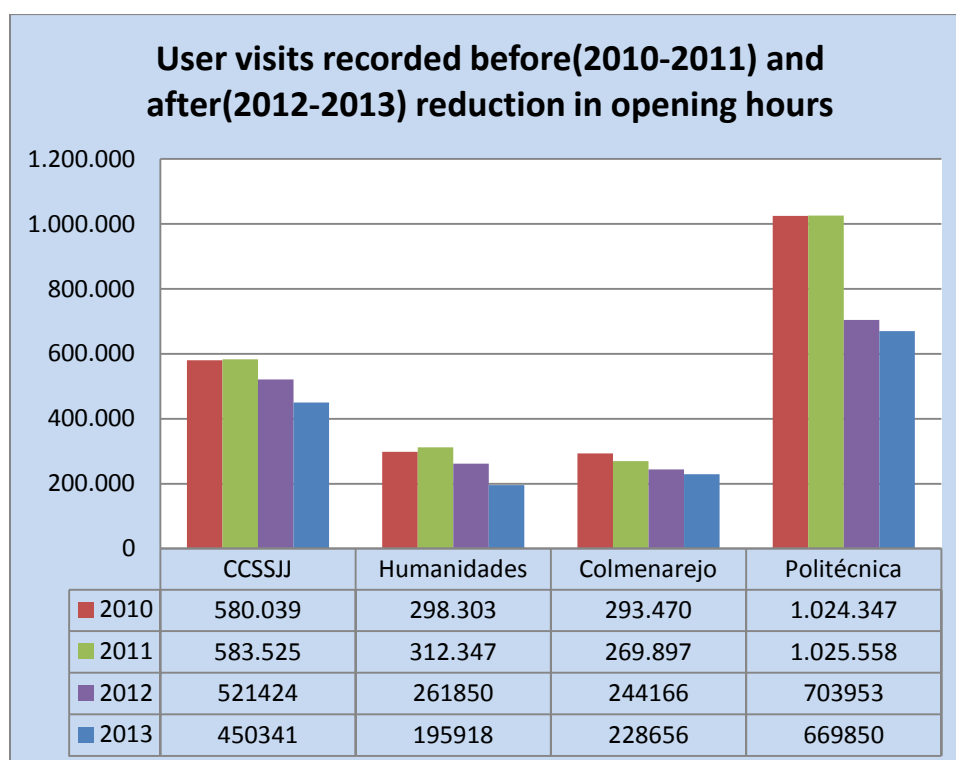
BASIC INFRASTRUCTURE MANAGED by the LIBRARY				
Buildings M <sup>2</sup>	Linear metres Open-Access Shelving	Linear Metres Restricted- Access Shelving	Computers available for public use	Work/study places
24,320	35,988	11,466	426	2,844

Available work and study places have increased with the addition of the new building for Humanities, Communication and Documentation Library. For the academic year of 2012/2013, statistics indicated a shift from **8 to 7 students for every place available**

Student attendance at libraries began to decline in 2012 after budget cuts led to a reduction in opening hours during exam periods. The reduction has continued during 2013 with the closure of libraries on weekends and the elimination of late-night opening hours during exam periods.

	2011	2012	2013
Days open *	313	282	248

\*Average



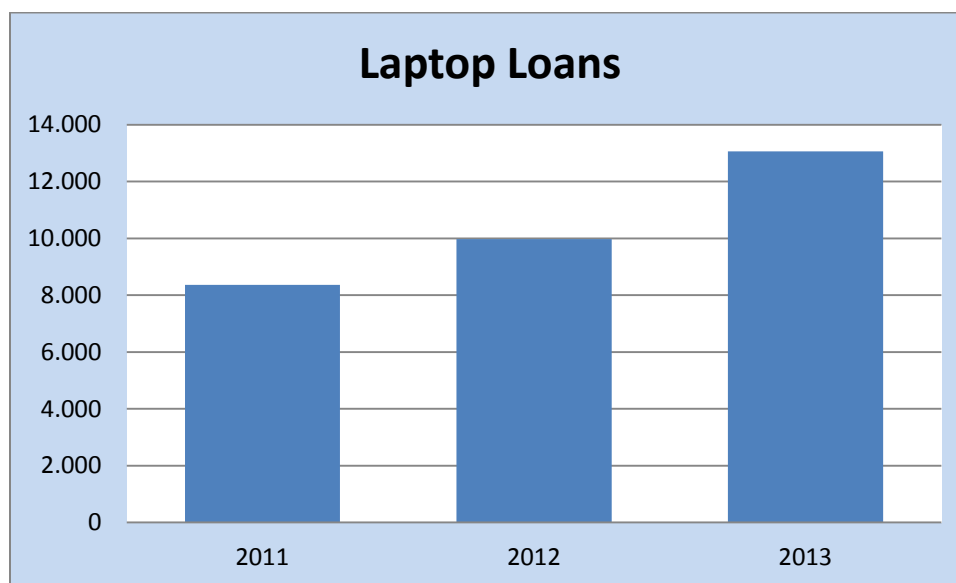
Another influential factor is the decline in total number of students arising from the gradual elimination of the former degree system, as occurred for example, with the cancellation of September exams.

One interesting fact about this part of the Public Service that we belong to is that **despite the increasing decline in spending on the library, each visit from a user is becoming “ more expensive” as there are less people being attended to.**

Despite this decline, the number of users to have visited the library during the year 2013 reached a **Total of 1,120,191**

Management of basic INFORMATION, SPACES and EQUIPMENT				
User visits	Requests General information	Requests Specialized information	Reservations and monitoring of Study Rooms	Reservations and loans of laptop computers
1,120,191	11,722	1,235	16,776	13,062

It is noteworthy that contrary to common perception, there is an ongoing **increase in laptop loans** requested by students. A student spends many hours at university and does not always have access to a computer or cannot bring his or her own, even if there is an ever-increasing need for a computer.

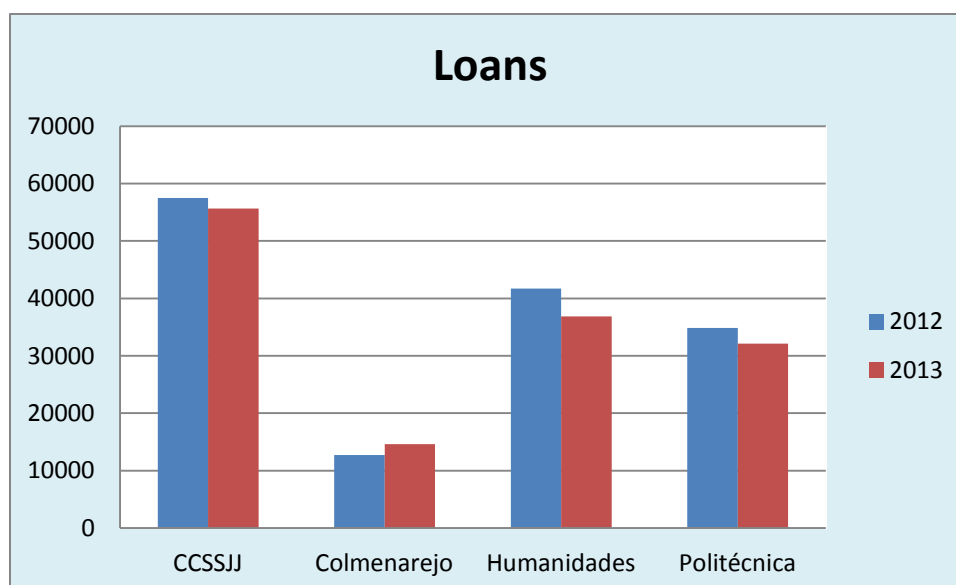


The budget cuts, however, mean that we cannot purchase more of these devices and are not always able to replace them when they break down.

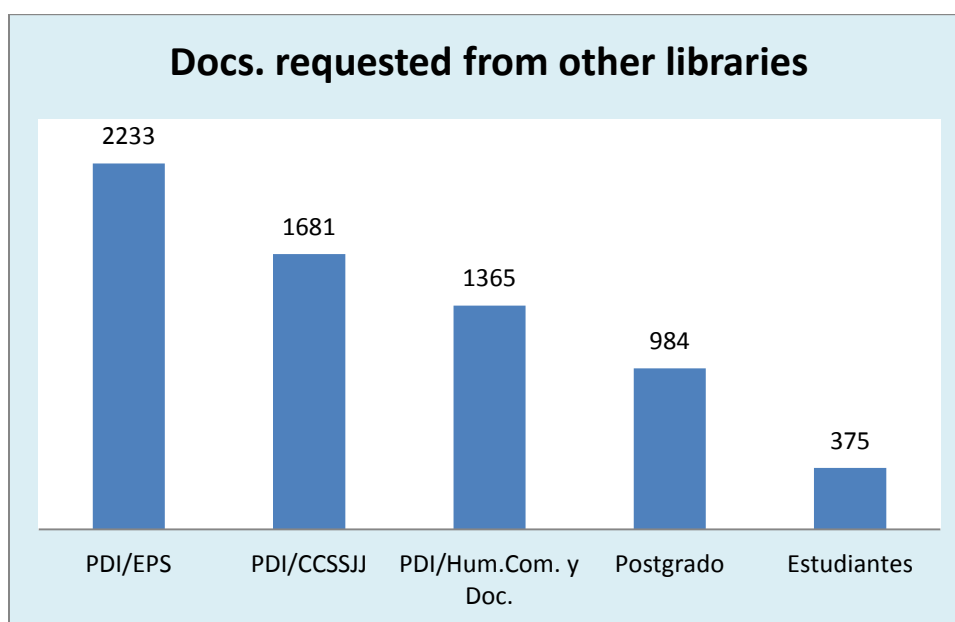
## Loan services

ACCESS TO DOCUMENTS 2013				
Documents loaned	Documents renewed	Documents loaned on reserve	Documents (requested by teaching staff) received from national and international libraries	Loans to other national and international libraries
139,455	154,958	17,407	6,769	3,387

The number of documents loaned has shrunk by 5%, in line with the previously mentioned decline in the total amount of students



The interlibrary loan service provides documents found in other Spanish or foreign centres that are needed by our students. This is a service mainly geared towards the Teaching and Research Faculty(PDI in Spanish) and also Postgraduate students. This material arrives by copy or loan via reciprocal agreements between libraries.



Documents are likewise provided from UC3M to other external libraries as requested.

<b>Total internal requests (Users UC3m)</b>	<b>6769</b>	<b>66.65%</b>
<b>Total external requests (External libraries)</b>	<b>3387</b>	<b>33.35%</b>

The **retrieval rate** for all documents requested by our users was 93.51%. Only 6.49% of requests were not located.

**Average response times** continue to decrease. In 2013, it took an average of four days to locate the material requested by users, order it from external centres, and then receive and deliver it.



# Learning support

## *Student training – Degree level*

Formal training and development provided by the Library to degree-level students is integrated into the subject *Search Techniques and Use of Information* and is compulsory for all students (3 credits ECTS).

This collaboration with the Department of Library Science and Documentation continued throughout 2013.

Formal training and development 2013	CCSSJJ	COL	EPS	HUM	TOTAL
Nº degrees	12	6	17	5	40
Nº courses	39	9	34	13	96
Nº sessions	78	18	70	25	191
Nº hours	117	27	105	37.5	286.5
Nº participants	<b>18,64</b>	<b>413</b>	<b>2,049</b>	<b>679</b>	<b>5,005</b>
Nº participants/session	24	23	29	27	26

## *Student training and development - Postgraduate*

This year has been the first time that the Library has taken part in the introductory presentations about Library services to students enrolled in the Master's degree programs at Madrid Puerta de Toledo Campus. Most of these were given in the classroom, at the teachers' request.

	Official Master's Degree	Doctorate	University's own degrees	TOTAL
<b>Programmed Courses</b>	12		7	19
<b>Personalized Courses</b>		5		5
<b>Nº participants</b>	356	5	179	540
<b>Nº Hours</b>	12	5	7	24

*Training and development in Human Resources Program for teaching, research and administrative staff*

The Library collaborates with the Department of Human Resources in order to provide a selection of professional training and development options for teaching and research faculty.

In general, the results may be regarded as very positive: *15 courses have been given to 215 teachers on subjects as diverse as:*

- *Design of Moocs*
- *Camtasia*
- *Social Web*
- *EU Information*
- *Accreditation and the Evaluation Process for Researchers*
- *Social Networks...*

In order to assist in the Postgraduate students' learning process, web pages have been created for the subject **Master's Degree Final Project**. These pages include recommendations and guidelines in searching for information, its evaluation and organization, as well as academic writing and available applications or tools.

# Teaching support

SUPPORT FOR TEACHING FACULTY 2013			
Classroom Workshop Used by Teachers	Classroom Workshops Developed by the Library	Courses new version Aula Global	OCW new open courses
830 teachers	2246 jobs	22 courses	18 courses

Throughout 2013 there was ongoing support for innovation in teaching such as the creation of Moocs, *Cursos Cero*, as well as recordings of courses or workshops for Aula Global, etc. Together with Computer Services, the Library continued to supervise the development of these activities, carrying out technical control, subtitles and content uploads on the platform.

Recording booths have been set up in the libraries themselves in order to develop these courses. These booths are available in the Social Sciences Library (Getafe) and the School of Engineering Library (Leganes).

UC3M teachers now have 209 courses published in the program Open Course Ware. The Quality Commission for the OCW Project has initiated a validation system for the new courses, one which is based on a series of quality criteria and which uses a peer review process. Of the 30 new courses presented, 18 have passed the evaluation and have been published.

# Research support

The working group for the support of research and transference began to provide services in the year 2012 after identifying a series of specific needs in these two areas. Close collaboration with Research Services has been vital in detecting the priority actions and needs most adequate to these areas and to the present moment.

1. Enable the evaluation of research results in the application processes of **Accreditation and Research-Based Pay Rises**
  - a. Accreditation

Year	Nº applications processed
2012	61
2013	61

- b. Research-Based Pay Rises

Period	Nº applications processed
2012 (launched December 3, 2012)	54
2013 (launched November 13, 2013)	57

2. Participation in preparing the **Research Report** 2011-2012.

The Research Report provides a biennial picture of the progress that Research has made at Carlos III University. The Library Service participated by introducing and validating bibliographic data of activities carried out by this university's researchers during 2011 and 2012 (and which are brought together in the application *Universitas XXI*, Research module).

6,712 activities were reviewed in total, as seen in the following itemization:

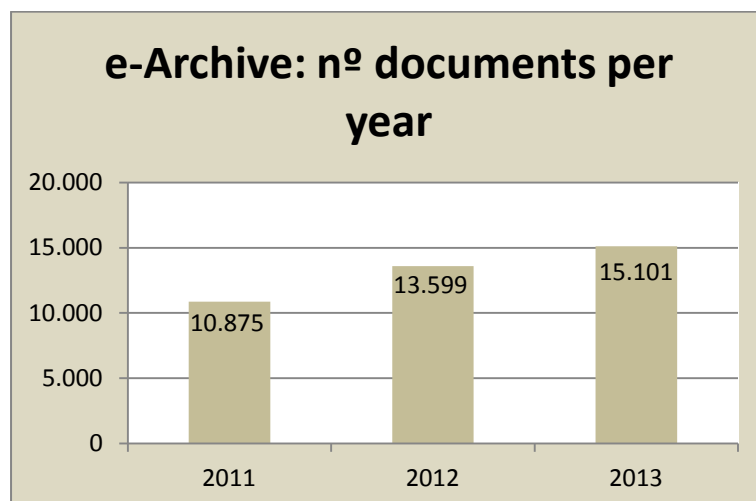
Scientific articles for publication (AR)	2.377
Book chapters (CO)	893
Restricted-access documents (DT)	259
Books (LM)	239
Papers presented at Congress (CC)	2.944

3. Publicizing the research activity

The project to integrate the *Universitas XXI* application with institutional holdings (e-Archive), already mentioned in the *Library Service Report for 2012*, was awarded in

the **2013 Awards for Excellence in the area of Administrative Staff and Services**<sup>1</sup>. Such recognition has been a source of motivation for all participants.

#### Open Access holdings of UC3M's scientific production



# New Library Web page

The screenshot displays the new library web page. At the top, a banner features a close-up of a hand typing on a laptop keyboard. A purple box on the left contains the word "BIBLIOTECA". Below the banner, a white box asks: "¿Quieres renovar tus préstamos, reservar o consultar tu ficha de usuario?" and states: "Ahora es más fácil, puedes hacerlo con tus claves de Campus global...".

The main section is titled "Buscar todo" and includes a search bar with the text "Encuentra libros, artículos, dvd's, y más". A "BUSCAR" button is to the right. Below the search bar is a dropdown menu labeled "Categoría de Criterio más usada". To the right of the search bar are links: "o buscar sólo en el catálogo", "Revistas", "Libros", "Bases de Datos", and "e-Archivos".

Below the search section are four green boxes with white text:

- Investigar**
  - Acreditaciones y acciones
  - Propiedad intelectual e industrial
  - Cómo publicar
  - Trabajo Fin de Máster
  - y además...
- Encontrar información**
  - Recursos electrónicos
  - Nuestro catálogo
  - Buscar por tipo de documento
  - Trabajo Fin de Grado
  - y además...
- Servicios**
  - Mi cuenta
  - Préstamo interbibliotecario
  - Taller del Aula
  - Apoyo a la innovación docente
  - y además...
- Biblioteca**
  - Horarios
  - Quiénes somos
  - Contacto
  - Gestión y organización
  - y además...

Below these boxes are two sections:

- Formación**
  - Tutoriales y guías
  - Citas y referencias bibliográficas
  - Calendario de actividades formativas
  - Solicita cursos de formación de la biblioteca
  - Formación online de los proveedores
- Destacados**
  - e-Archivo: Producción científica de la Universidad
  - Portal de Recursos Electrónicos: Acceso a miles de recursos
  - Revistas u2im: Servicio de edición digital
  - Material de estudio en abierto: OpenCourseWare

Below the "Formación" section is a section titled "Últimas noticias: Aquí Biblioteca" with three news items:

- Préstamo en el CDE**  
¡Más opciones de préstamo! Ahora puedes llevarte a casa...
- En Colmenarejo estrenamos mostrador**  
Durante el mes de agosto se han realizado obras para dotar a la biblioteca...

Below the news section is a video player titled "La Biblioteca en 3 minutos" with a play button icon. Below the video player is a section titled "Fondos Bibliográficos" with a list of links:

- La biblioteca expone
- 365 días de libros
- Club de Lectura
- Biblioteca y + música
- Pensino y +

In the bottom right corner, there is a small blue logo that says "opin@".

In general, the year's indicators serve to highlight the declining performance of those areas that depend on resources effected by cuts.

Not only has service had to be provided to a new centre but also to the extension of another building and with the same amount of Human resources as before. It is, however, a positive indicator that the number of students per work place has decreased from 8 to 7 with the increase of building space.

At the same time, the same number of staff are carrying out more tasks as a result of Library involvement in the area of Educative technology (Moocs, *cursos cero..*) or management of university research: quality of publications in the processes of accreditation or research-based pay rises.

Because less publications are acquired, there are fewer loans or consultations (fewer documents provided). Students also have fewer copies of basic bibliographies. Book/student ratios which were established years ago in the Library are no longer met and, with the cancellation of journals, teachers and researchers have less access to the latest scientific journals.

It is also noteworthy that a reduction in opening times means a decrease in users visiting the library (which is no longer open on weekends and does not have a late-night timetable for the exam period). Curiously, it may be observed that within our area of the public service, while less money is spent on the library, the decreasing number of visits means that every visit costs more money.