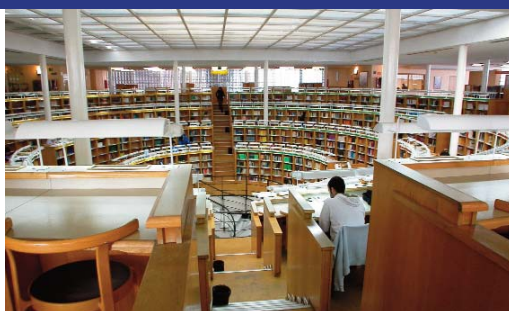


LIBRARY SERVICE REPORT



Universidad
Carlos III de Madrid
www.uc3m.es



2009

CONTENTS

1. Introduction	5
2. Budget and collection	7
3. Objectives	11
4. Services	13
4.1. Spaces and equipment	15
4.2. Circulation	17
4.3. Electronic services and information	20
5. Balanced scorecard	23

1. INTRODUCTION

During the last year, 2009, improvements affecting **Human Resources** in the Library must be highlighted.

In June 2009, nearly ten years after the previous public examination, Group B (or A/2) personnel were strengthened with the resolution of a public examination for access to the level of library and archive management. Through the internal promotion system, six positions were filled as were three free shift positions. Likewise, in accordance with the new RPT (Jobs/Positions Ratio), 8 positions were reclassified; going from level 14 to 16, and a partial retirement was carried out with the new substitution contract (contrato de relevista).

Thus, over the year, 35% of the staff was promoted and four new staff members were hired. The approval of the new RPT will make it possible in 2010 to promote part of the remaining personnel and to establish Group C personnel through a new public examination.

The Library Service **training plan** in 2009 had special influence because it provided support to projects being carried out both at University and Library levels, as well as projects involving publication on the portal, open access publication (e-Archivo) or Moodle.

Moreover Library participation in the transversal subject “Information Skills” led to the organization of training courses for trainers, providing support for library personnel in methodological and pedagogical techniques.

During 2009 the Group B (A2) personnel was strengthened after the last examinations, 35% of the staff was promoted and 4 new staff members were hired

The training plan has focused on reinforcing the participation of the Library in its projects.

Training actions	Nº	Attendees
Language learning	4	14
Programmed by the Library	11	114
By request	7	31
Conferences and meetings	31	66
TOTAL	53	278

A virtual training course has been developed on LibQual, a model for carrying out studies of user satisfaction

Another relevant subject is the **evaluation** of our services, specifically our users' perception of said services and their needs in that respect. This has led to the development of a virtual training course in LibQual, a model for carrying out studies of user satisfaction.

Our library continues to have a **significant presence** at meetings, conferences, assemblies, organized within the framework of consortiums, networks or user groups such as: Rebiun, Madroño, Ne-reus, OCW-Universia, Expania, Open Access, etc.

2. BUDGET AND COLLECTION

Although spending on the acquisition of print journals went down by 7.5%, **spending on electronic resources increased by 32%**. This, together with the budget cut in funding from the Madroño consortium, which required the increased contribution of the seven member universities, and the decrease in the investment budget funding (Library Chapter VI), meant that the 2009 bibliographic acquisitions budget underwent an overall decrease of 10.5%. This primarily affected the budgetary share assigned to Departments for the **specialized collection** and the Library for the acquisition of the **recommended bibliography**, which underwent a 34.6% reduction.

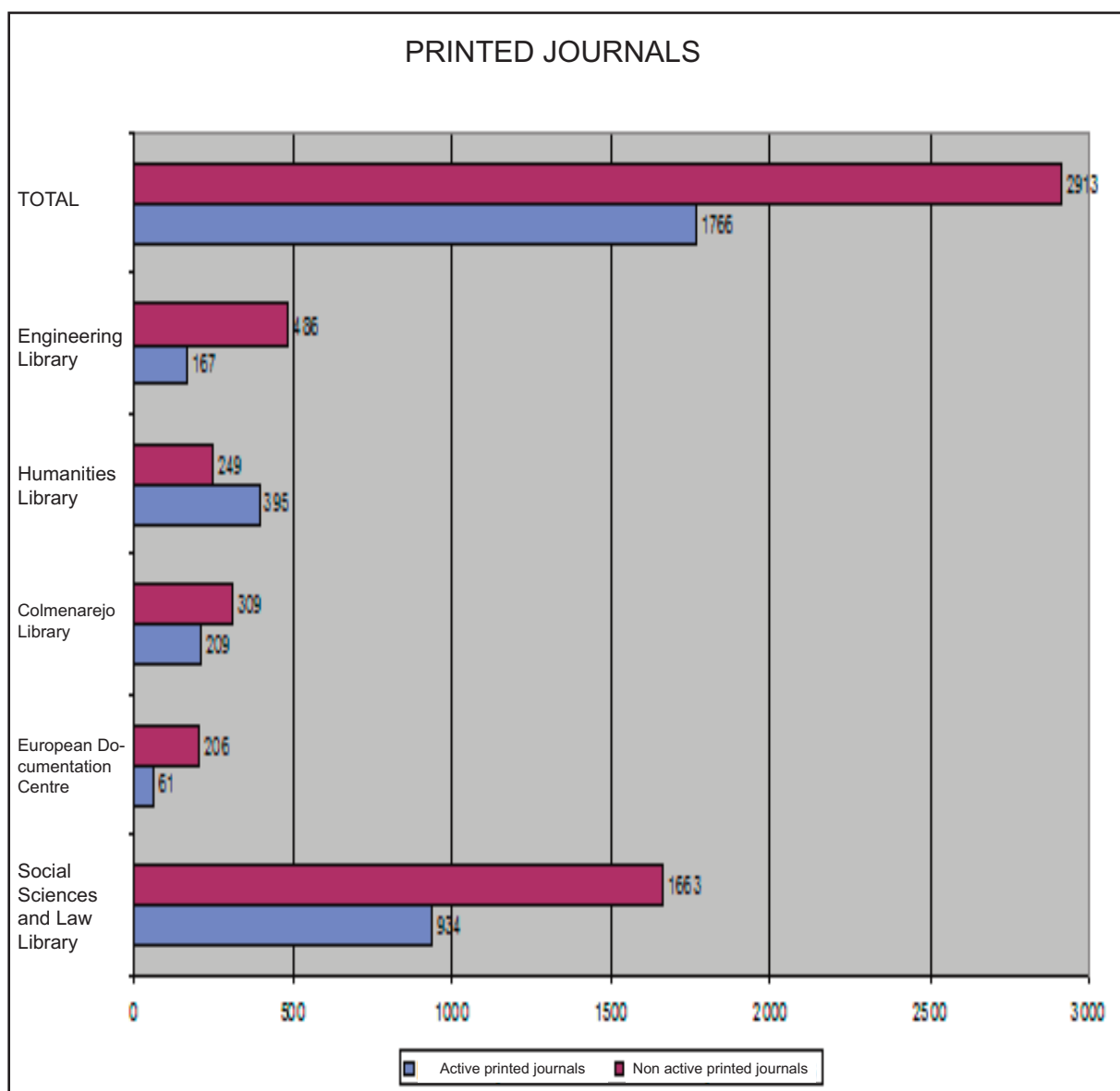
This distribution of the 2009 budget for the acquisition of bibliographic collections was approved by the Library Committee according to the following itemization:

The budgetary cuts have meant a decrease in the money assigned for specialized acquisitions from the Departments and basic bibliography from the library, though it has been possible to increase the spending on electronic resources

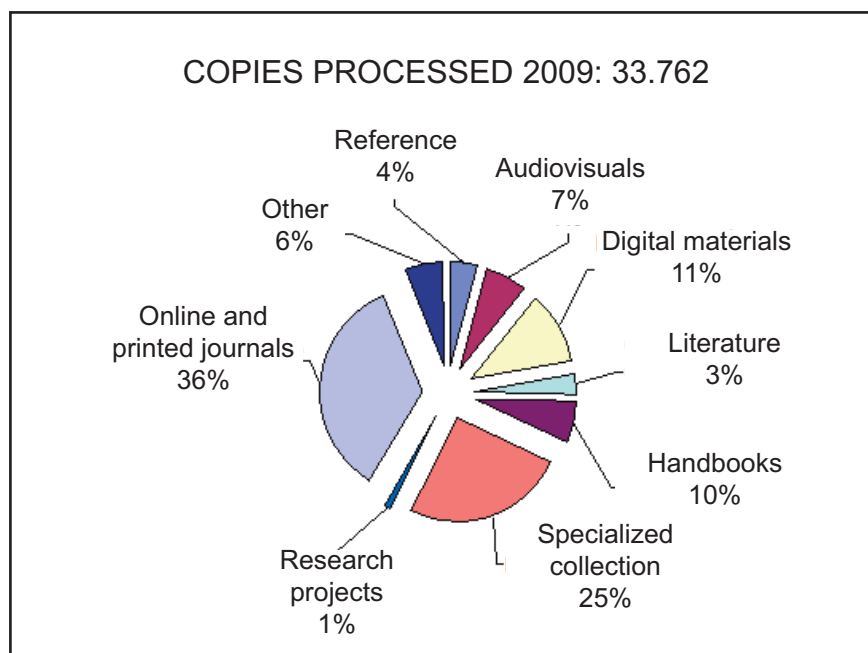
	2009	2008	Increase
Serial publications: Journals and Statistical Publications	694,205.82	749,186.83	-7.34%
Foreign journals	639,536.90	692,084.34	-7.59%
Spanish journals	49,165.56	51,670.72	-4.85%
Statistical publications	4,000.00	4,000.00	0%
Acquisitions via Cooperation: UN	1,503.36	1,431.77	5%
UC3M Electronic Resources	502,517.48	379,882.22	32.28%
Electronic Resources	209,589.48	231,149.22	-9.33%
Acquisition via cooperation / consortiums			
Madroño	283,103.00	139,783.00	102.53%
Nereus	6,525.00	5,800.00	12.50%
REBIUN	3,300.00	3,150.00	4.76%
Monographs	498,379.70	762,713.95	-34.66%
Specialized information resources	274,108.84	419,492.67	-34.66%
Library monographs	224,270.87	343,221.28	-34.66%
TOTAL	1,695,103.00	1,891,783.00	-34.66%

During 2009 the collection of electronic resources and journals has been evaluated in collaboration with the Departments

Given the budgetary situation and the cuts the Library budget underwent, an evaluation project regarding electronic resources and journals was carried out throughout 2009 to analyze their use, cost, cost/use and other parameters, with a view to making decisions about the advisability of continuing to subscribe to these resources or not, as a means of economic savings. During the first semester of the year the Library worked on this with the Departments. As a result, the Library will not renew resources in 2010, which represents a total of 32,000€, in its majority electronic resources which the teaching and research faculty confirm they can do without.



As can be seen, the effort to close out print collections and opt for exclusively electronic use wherever possible is important.



These data have been provided by Symphony, the Library management system.

Budget and Departments

The distribution formula is applied to 90% of the specialized information resources budget while the remaining 10% is itemized compensating the Departments which contributed to the Budget or to Research Projects the previous year.

In 2009 the spending administered was:

** (Except Int. Law, Eccles. Law and Philosophy of Law)*

Contributions	2008	2009	Increase
Law Departments *	97,441.79	74,228.60	-23.82%

** Source: Symphony, Library management system*

Funded by Research projects	2008	2009	Increase
Humanities	19,504.47	29,180.76	49.61%
Engineering Library	7,009.25	6,656.19	-5.04%
Social Sciences Library	104,209.04	75,864.49	-27.20%
TOTAL	130,722.76	111,701.44	-14.55%

In 2009 the Departments have continued contributing money, although less than in 2008

3. OBJECTIVES

In 2009 the Library continued with its 2008-2011 Strategic Plan. The different work groups in different strategic lines progressed toward the achievement of their **objectives**.

The line of **teaching development support** held training modules and workshops for the faculty as part of the renewal and improvement of communication and teaching tools. Especially important are those carried out on the use of Aula Global2 through Moodle, a subject for which the Library has a support line to give advice and solve problems on the use of this tool.

Furthermore, and according to the launch of the blended learning degrees in Colmenarejo, services for these studies were personalized according to type and timetable.

There was collaboration with the Universidad Nacional de Córdoba (Argentina) whose library is beginning to coordinate its OpenCourseWare portal.

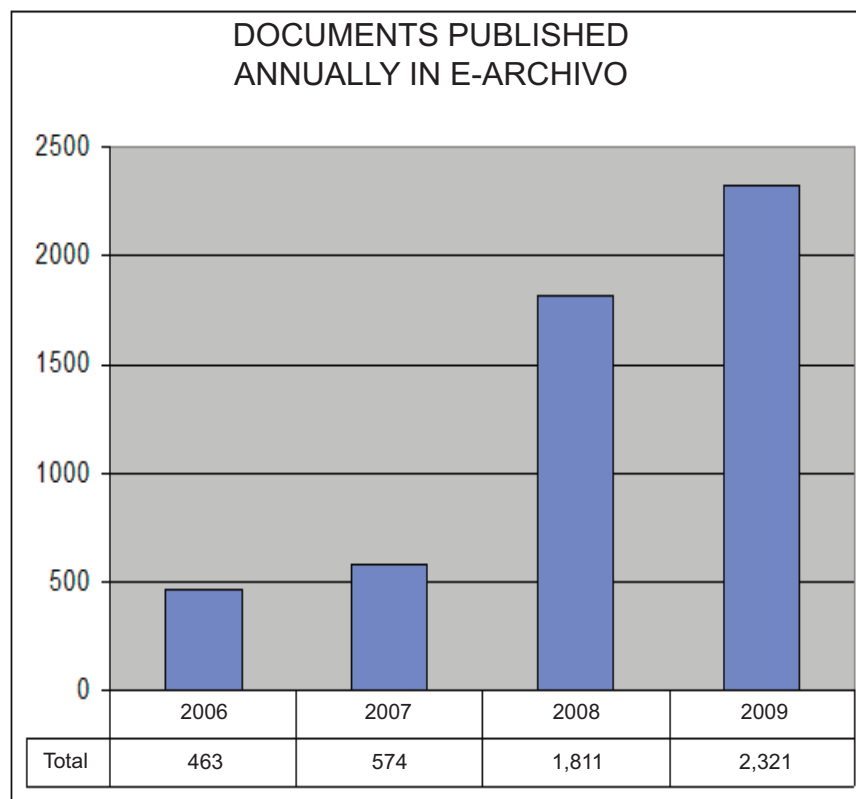
In the area of **research**, work was done on the offer of specialized information via the web, which includes:

- The list of services for research, including those offered by the Library.
- The pages that include the evaluation criteria and tools of the evaluation agencies and publication and research committees.
- Information on intellectual property with a view to publishing research and a line for consultation on the subject.

The institutional repository content on **scientific production** continues to grow as does its use. The total number of documents is 5,169, from 50 different Departments/Areas of the University, of which 2,321 were uploaded in 2009. The retrospective electronic editions of University journals continue to be incorporated into the open archive and this year the final projects, whose authors have given permission, are included (the complete text of the others can be consulted in the catalogue, accessible only from the UC3M domain).

Collaboration continued as well on the current **electronic edition** of various university publications.

The Library has continued developing objectives in various areas such as the support to teaching and research support, open access to scientific publications, the adaptation to EHEA, the reinforcement of the visibility and the improvement of internal organization



Source: e-Archivo, UC3M institutional repository

Support for **learning and adaptation to the European Higher Education Area (EHEA)** centered on completing the integration of the Language Centers into the Libraries on the three campuses with the inclusion of the School of Engineering.

Technological aspects centered on the renewal and maintenance of the University's departmental, institutional, and research group web pages, opening a consultation line run by the Web Team, and on the implementation of communication and collaboration tools for Library personnel.

With regards to **dissemination and visibility**, the Library web page was published in English and work was done on disseminating services adapted to social web and 2.0 channels, such as Facebook, Twitter, Tuenti... while also maintaining blogs and reading and music clubs.

In terms of **internal organization**:

- Work was done to reduce budgetary needs, beginning with the evaluation of the journal and electronic resources discussed in the section on the budget.
- The Library participated in the Institutional Quality Plan within the internal Degree Quality Management System.

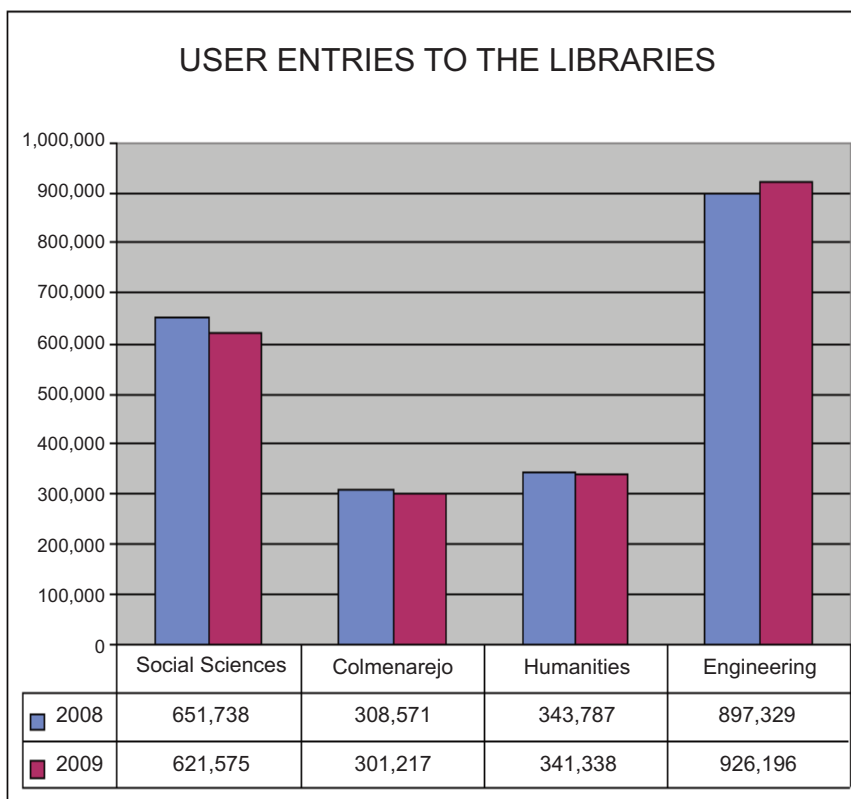
4. SERVICES

Library users make use of the spaces, equipment, document circulation, information and general and specialized training services. Except for the first, the use of many of these services may be in person or distance. We will deal with in-person aspects first.

User entry and occupancy in regular and special timetables

In 2009 the number of user entries to the Library held steady, with slight variations, for a total of 2,190,326. The School of Engineering is the center which has maintained an upwards progression since its degree programs began.

The number of user entries to the Library held steady during 2009



Source: automatic counters at the libraries

The coexistence of two calendars, the one of the degrees and that of the old degrees, has meant more days open with extraordinary schedules

The Libraries opened between three and ten days more than the previous year, depending on the center. This is due to the fact that the days with a special timetable increased because of the varying lengths of degree program exam periods.

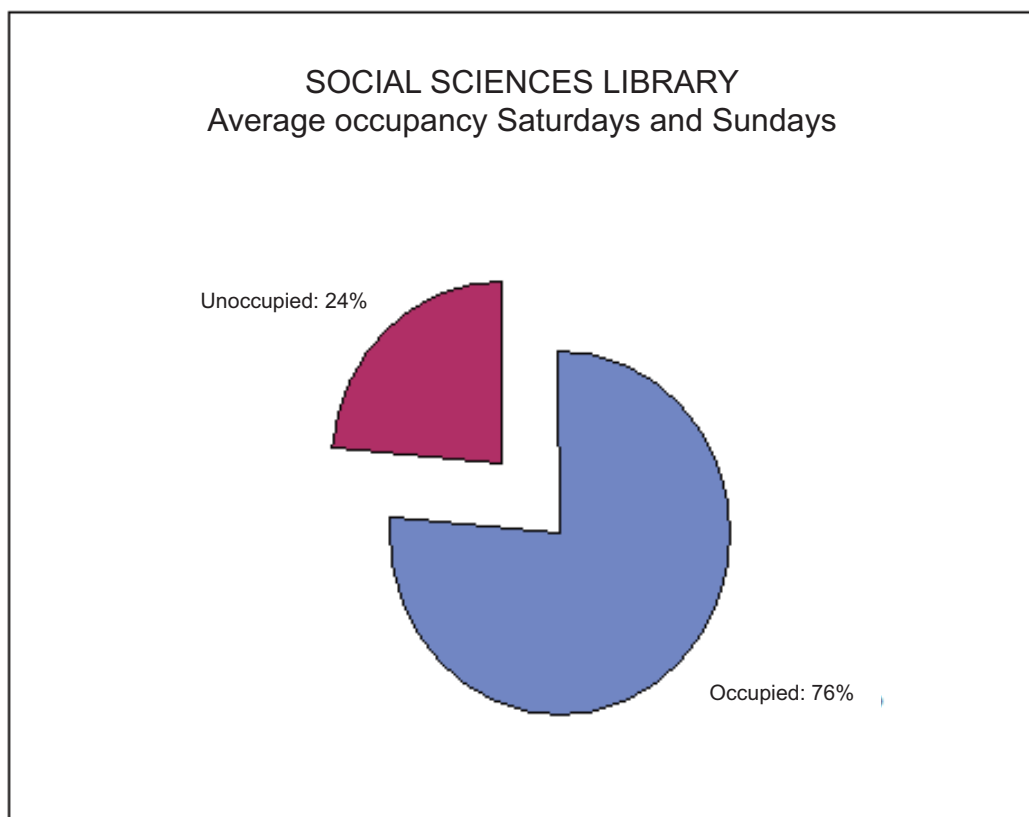
The special timetables include opening until 1 a.m., and Saturdays and Sundays until 9 p.m.:

Until 1.00 am	Saturdays / Sundays
66 days	24 days

The average entries/day remained similar to previous years:

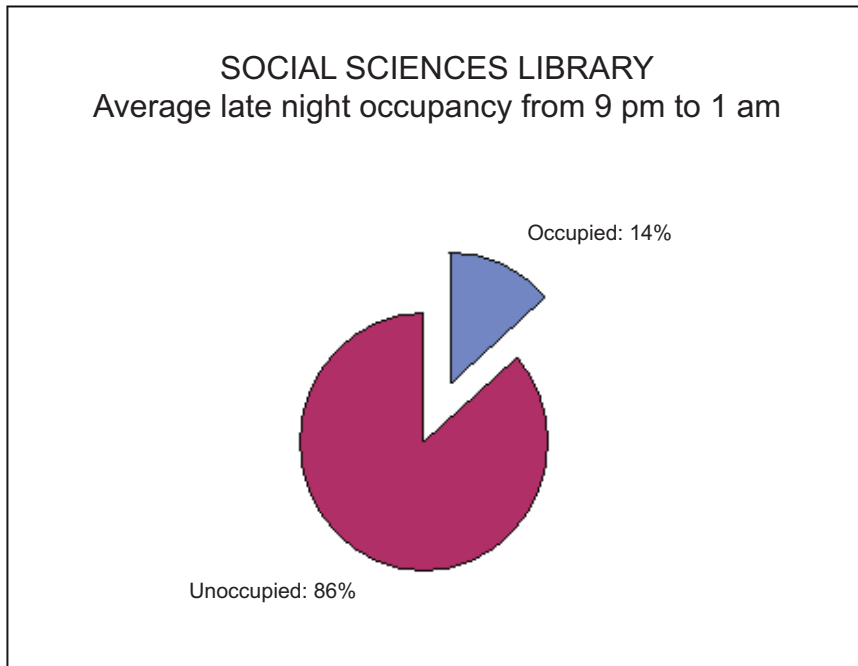
Social Sciences	Colmenarejo	Humanities	Engineering
2.065	1.014	1.201	3.097

However, the occupancy of the rooms in special timetable varies a great deal between nighttime and weekend schedules. Consider the example of the annual average in Social Sciences:



Source: manual daily occupancy count

Whereas weekend occupancy is high (76%), the night-time schedule serves a much lower number of users (14%). Translated to occupancy, 14% means 55 users.



Source: manual daily occupancy count

A restriction in night-time hours in favor of weekend hours is under consideration for 2010 because of the occupancy decrease

Therefore a restriction in night-time hours in favor of weekend hours is under consideration for next year.

4.1 use of space and equipment

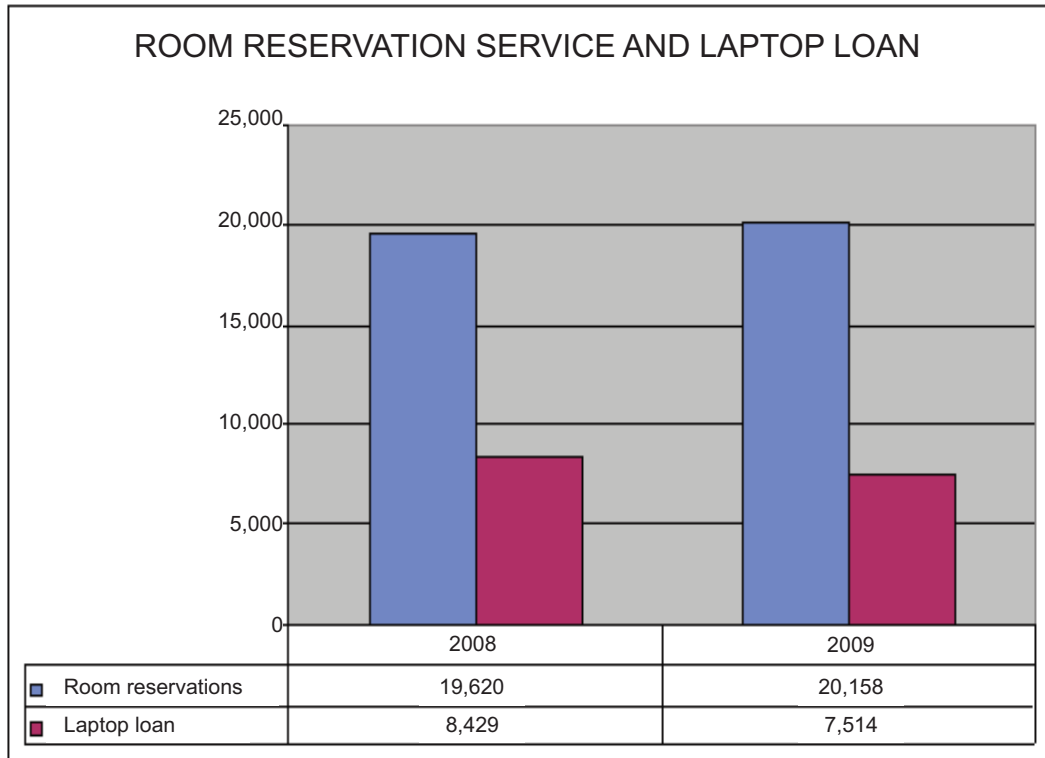
The use of services for making use of certain spaces and equipment which require specific management is similar to that of 2008.

Group or individual workroom reservation increased slightly while laptop loans decreased due to the number of problems caused by the age of the laptops, which are being replaced, especially in Social Sciences.

The number of users who make use of the work computers (that is, eliminating the stations that are only for consultation and do not require validation) was 385,944, 0.4% more than in 2008 (source: Carpa number of accesses).

Classroom Workshops, where professors and third year students can use the equipment on their own and ask for advice or request electronic jobs, carried out 1,141 workshops in 2009:

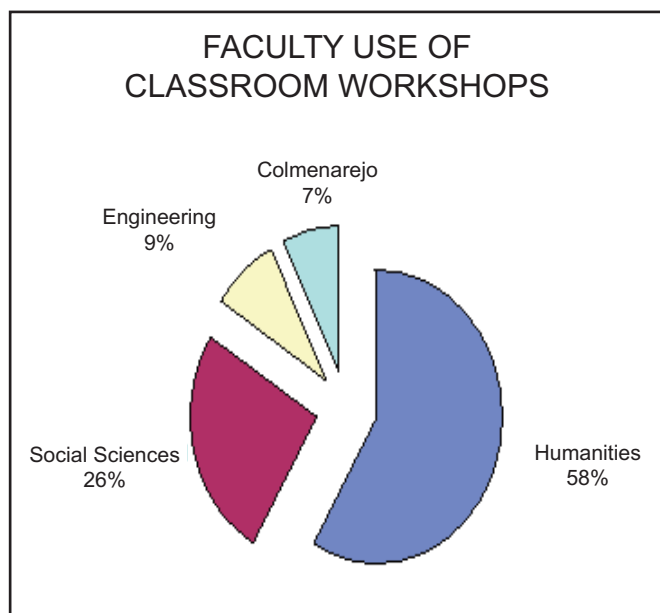
The use of computers and the number of individual and group workroom reservations has increased



Source: manual daily count (use of rooms) and the Symphony, the Library management system (laptops loan)

The Classroom Workshop at the Humanities Library concentrates the majority of the works carried out by the teaching staff

- Professors carried out 11% on their own.
- 89% were requests made for Workshop personnel.



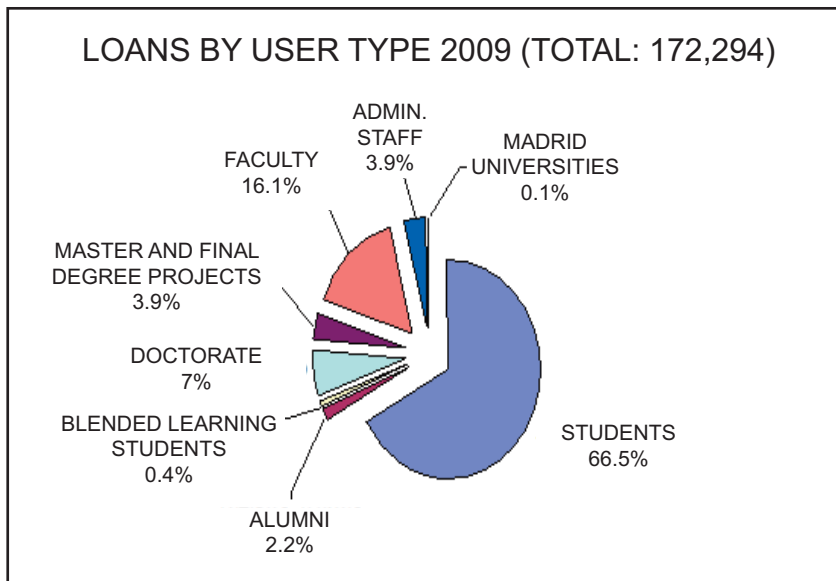
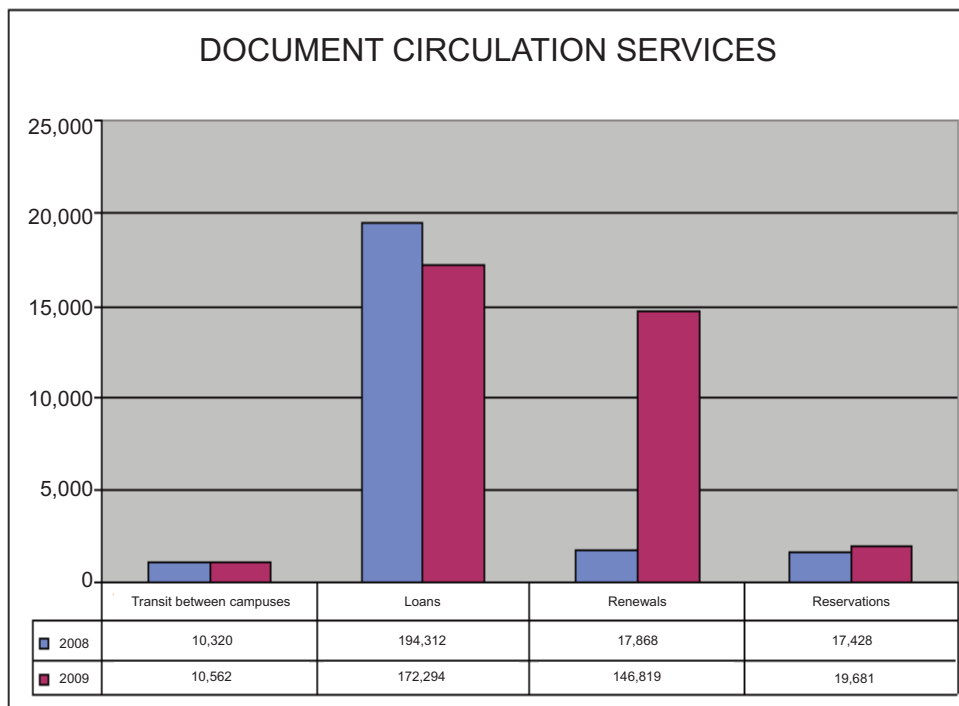
Source: manual count

4.2 Document circulation

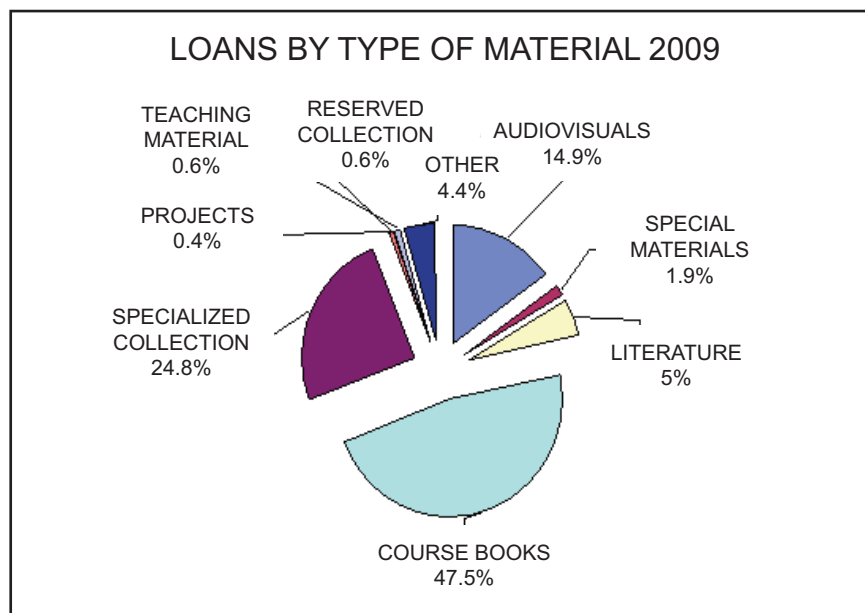
In 2009 loans decreased 11% from 2008, from 194,312 to 172,294, while renewals went up 821%. This data requires an explanation.

Up until 2009 course books could not be renewed. After this policy was modified by the Library Committee, loans of a book are not repeated so much but rather they are renewed for longer periods of time.

The renewals went up 821% during 2009 as a result of the modification in the loan policy



Source: Symphony.



Source: Symphony, Library management system

VARIATION FROM 2008			
Loans	Renewals	Reservations	Transits
-11.4%	+821%	+11.5%	+2.3%

It must be pointed out that the major increase in renewals is due to the possibility of renewing course books beyond the week of loan. This possibility did not exist before 2009 and was obviously in great demand. Reservations also increased since books are on loan to each user for a longer time.

The transit between branches continues to increase, with the Colmenarejo Library sending the greatest number of documents to the others, and Social Science students making the largest number of requests to the other centers.

The type of document requested the most in decreasing order is:

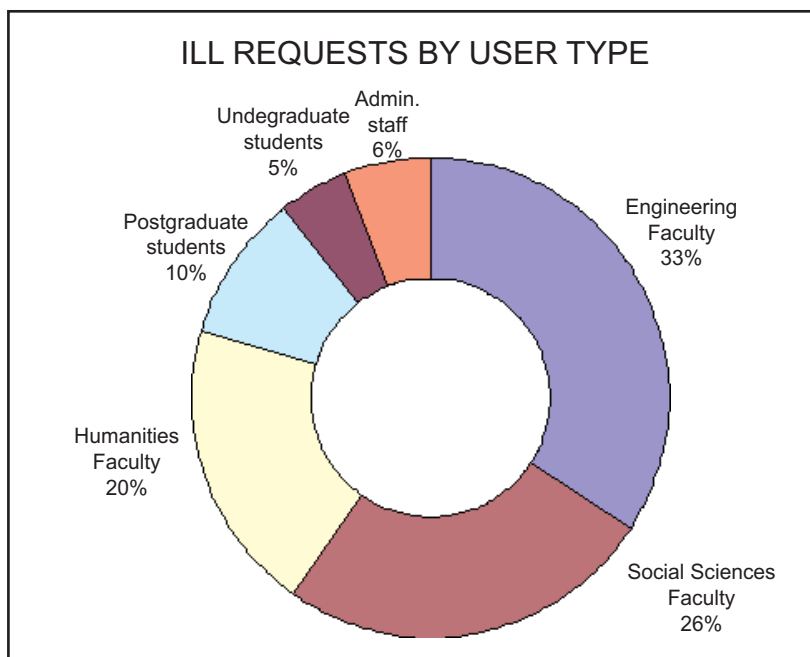
- Course books
- Specialized collection
- Audiovisuals
- Literature

The section for the management of **Interlibrary Loans** handles our users' petitions to other centers, as well as the service of our documents to other libraries. In 2009 10,868 processes were carried out, in one direction (64% were our users that needed loans from other centers) or in the other (36% were users from other libraries who requested our documents).

The course books are the collection with more circulation between libraries

A third of requests of Interlibrary loans are made by faculty from the School of Engineering

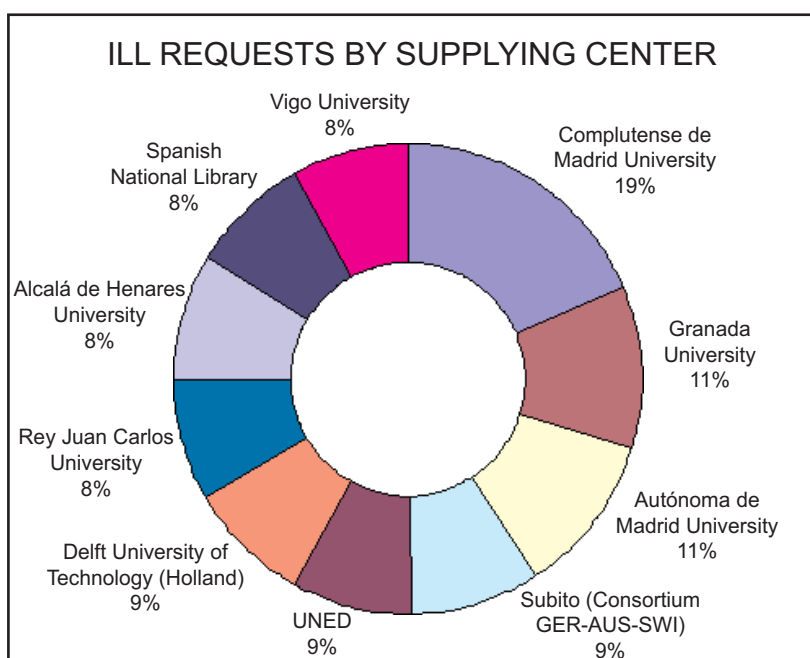
Document requests made to other centers or libraries come from the following types of users:



Source: Interlibrary Loan system (SOD).

The greatest need for external resources is seen in technical areas. Moreover, the School of Humanities, with a smaller faculty, makes a comparatively high number of requests. The majority of these documents are received from the following centers:

The Complutense University of Madrid is the main source of Interlibrary Loan documents



Source: Interlibrary Loan system (SOD).

The presence of centers in Madrid is due to proximity and the Madroño consortium's specific agreement on this matter.

For the last five years, dependence on foreign centers has decreased steadily.

In 2009 UC3M provided other libraries with 3,892 documents. The average response time for these petitions was less than 24 hours.

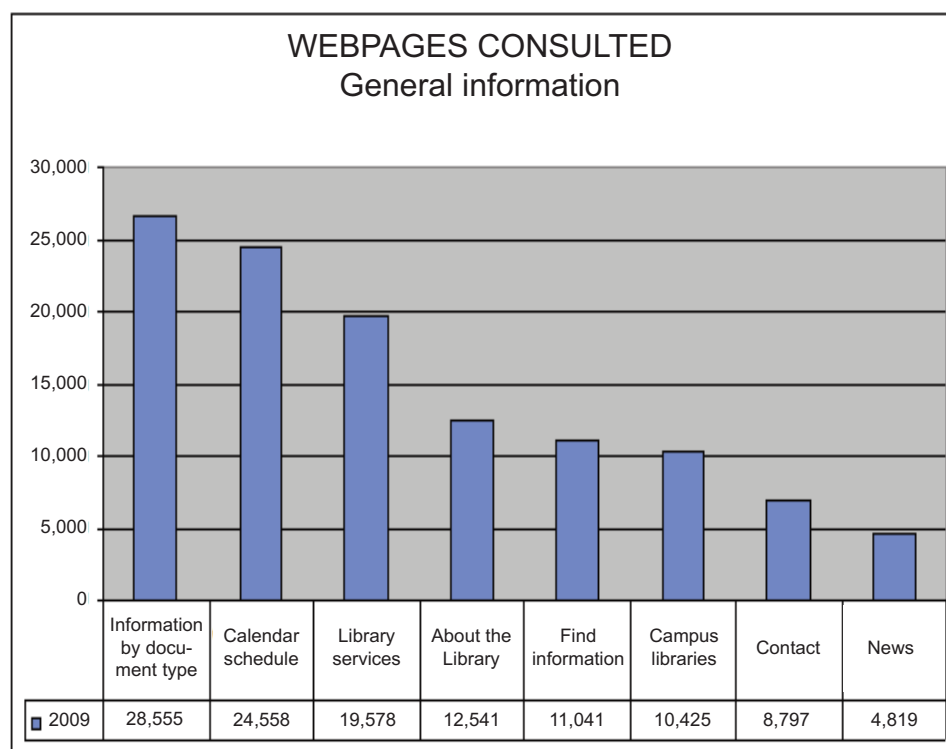
4.3 Information and electronic services

Access to information and Library resources is via two principal channels:

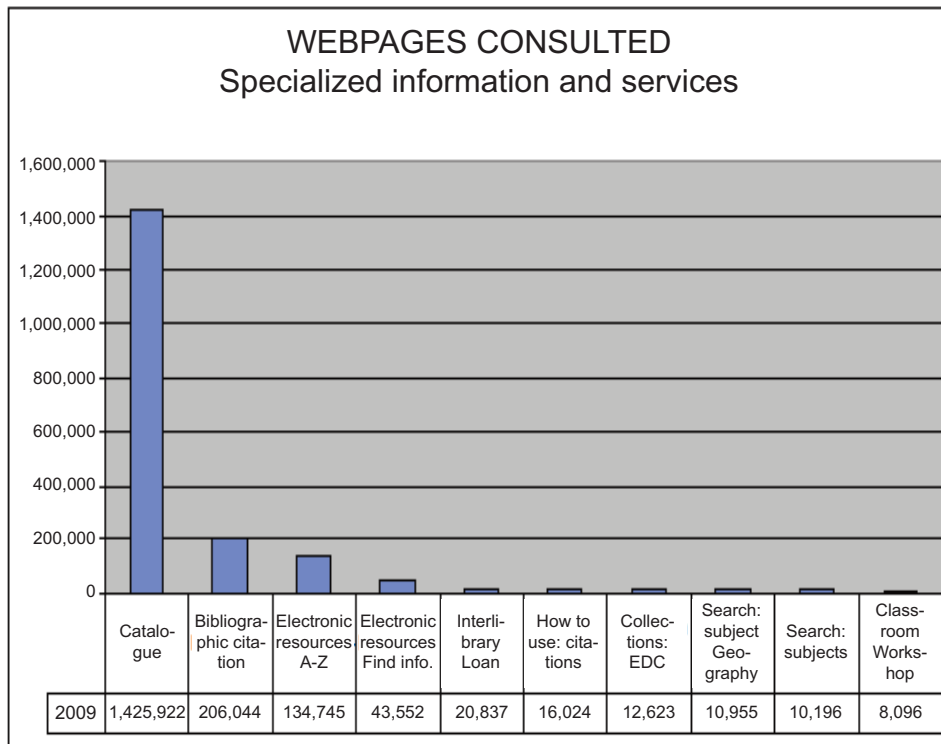
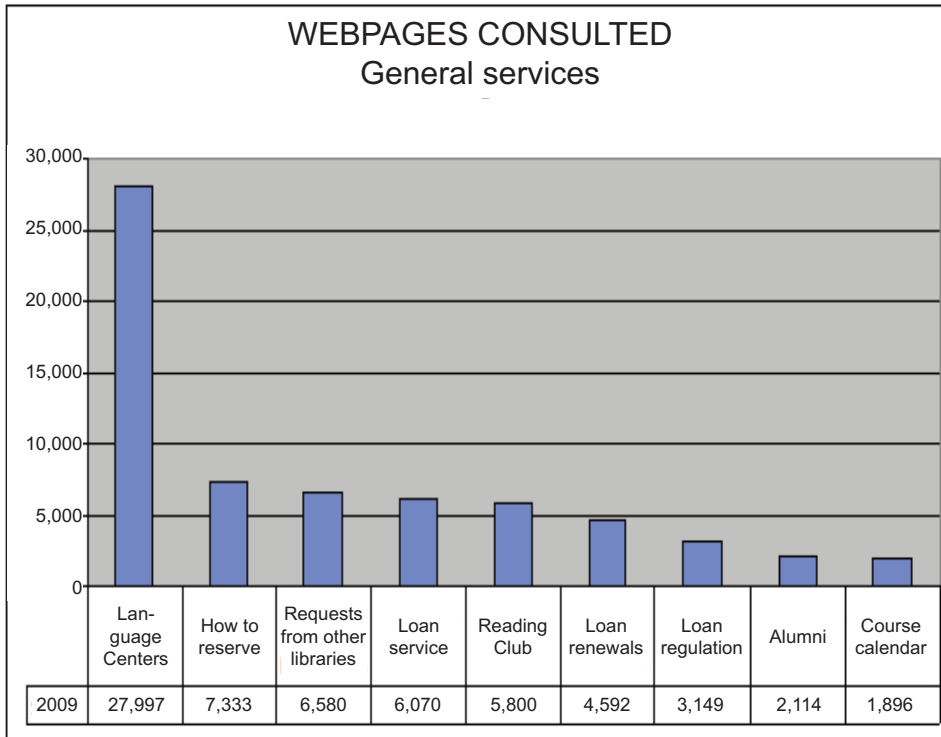
The Library webpages and the catalogue have had in 2009 more than 4 million accesses altogether

- **Library webpages** which offer information about services and access to other applications or content pages
- **Catalogue** to search for and physically locate print, audio-visual and some electronic documents, as well as the management of distance services.

In 2009 the webpages were consulted 2,694,952 times and the catalogue 1,425,922 times. They have been grouped in general and specialized information and services to facilitate interpretation. It is necessary to bear in mind the differences in scale.



Source: Google Analytics and Symphony, the Library management system.



Source: Google Analytics and Symphony, the Library management system.

In October 2009 a new resource access system, principally for electronic subscriptions (although for free ones as well), was implemented. It is a metasearch engine which permits simultaneous searches in different resources on a common interface. As long as the

Universo-e, the new system of access to electronic resources, runs on the Metalib application of Ex Libris

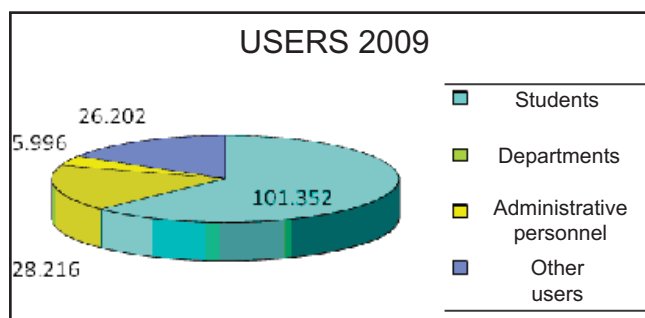
resources are meta searchable, it also offers the results on the same interface.

The system, called Universo-e, runs on the Metalib application of Ex libris and allows personalization with the “My Portal” tool, which permits the storage of references to articles of interest, the creation of groups of resources for rapid searches, creation of lists of favorite journals or of new information alerts, the export of references to bibliographic citation managers or their sending by e-mail, the saving of searches to be executed again in the future, the setting of language or result visualization preferences.

The inclusion of statistical management to this resource is currently being worked on. These statistics are not complete since they include only those accesses to electronic resources from the web list, observed to be the means of access most used by students.

Most used electronic resources (No. of downloads)	2008	2009
ISI WOK	893,455	3,404,884*
SABI ONLINE	342,395	305,543
ARANZADI ESPAÑA - Legislation and jurisprudence	124,979	47,276
ELSEVIER Science Direct + ELSEVIER Books	94,079	109,777
EL DERECHO	37,171	66,441
COUNTRY PROFILES / REPORTS	78,727	49,886
ACADEMIC SEARCH PREMIER	6,564	34,743
JSTOR Journals full text	32,875	28,218
IEEE	25,127	24,019
ABI INFORM Full text + Academic Research Library	19,746	21,615
INSPEC - Engineering, Physics, Computer science	14,427	21,524
SPRINGER Online journals + SPRINGER Book series	15,217	20,972
ACD Digital Library - Computer science	23,042	3,005
TOTAL	1,664,069	4,066,098*

* The tremendous growth of the use of ISI WOK is due to a specific study carried out on the resource by the Department of Library Science this year.



5. BALANCED SCORECARD

Perspective	Indicators	Subtotal		Legend
		2008	2009	
Users	Overall satisfaction with the service*	3.94	Biennial data	Out of 5
	Satisfaction with the schedules*	4.00	Biennial data	Out of 5
	Entry to the Library / Total users	104	107.7	User entries / Year
	Users that receive training / Total users	33%	24%	Users
	Access to distance services / Total users	4.9	8.7	Accesses / User
	Total documents supplied / Total users	9.21	8.4	Documents per user
Economic perspective	Total expenditure on acquisitions / Total cost of the Library (including personnel)	31%	28%	Acquisitions expenditure / total cost
	Expenditure on electronic resources / Total expenditure on acquisitions	47%	49%	Of the total cost
	Total cost of the Library (without personnel) / Total users	136 €	117 €	Per user
	Total cost of the Library (without personnel) / Library Entries	1.30 €	1,08 €	Per visit
	Total cost of the Library / Total users	166 €	180 €	Person per user
Processes and resources	No. documents acquired / Total Library personnel	375	438	Documents acquired / person
	No. documents supplied / Total Library personnel	2,524	2,237	Documents supplied / person
	No. copies of the collection / Total Library personnel	6,721	7,105	Copies / person
	Total M ₂ / Total users	0.97	1	M ₂ / user
	Total users / Total reading stations	9	9	Users / station
	No. copies of collection / Total users	25	26	Copies / user
	Total users / Total Library personnel	274	263	Users / Person
Innovation and development	Personnel training courses / Total Library personnel	0,8	0.6	Courses / personnel
	Library staff in work groups / Total Library personnel	99%	99%	Personnel in groups
	Satisfaction of personnel with recognition for their work*	7.5	Biennial data	Out of 10
	Satisfaction of personnel with the work environment*	7.7	Biennial data	Out of 10

* The indicators on satisfaction, both for users and personnel, are taken from surveys carried out every two years and were included in 2008.



Universidad
Carlos III de Madrid
www.uc3m.es

LIBRARIES

Multidisciplinary Library

Menéndez Pidal building.

Colmenarejo campus

Phone: 91.856.12.32

aucolmena@listserv.uc3m.es

Biblioteca de la Escuela Politécnica Superior

Rey Pastor building. Leganés campus.

Phone: 91.624.94.53

aupolitec@listserv.uc3m.es

Social Sciences and Law Library

María Moliner building. Getafe campus.

Phone: 91.624.97.20

aucssjj@listserv.uc3m.es

Humanities, Communication and Information Science Library

Concepción Arenal building. Getafe campus.

Phone: 91.624.92.72

auhuman@listserv.uc3m.es

<http://biblioteca.uc3m.es>