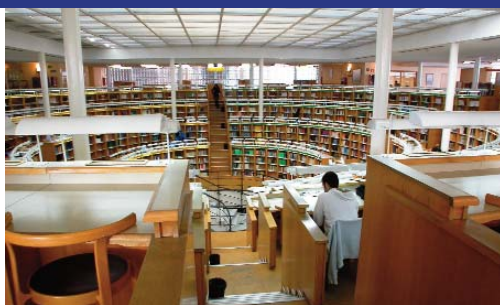


LIBRARY SERVICE REPORT



Universidad
Carlos III de Madrid
www.uc3m.es



2007

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1. INTRODUCTION

The exchange of the symbols that represent the position of Rector (Chancellor) between Gregorio Peces-Barba and Daniel Peña on April 27, 2007 marked the beginning of a new period for Carlos III University of Madrid. The new Governing Team took possession between April and May, and María Carmen Vázquez was named Vice-rector (Vice chancellor) of Quality, Infrastructure and Environment, which includes the Library Service amongst its responsibilities.

As will be seen throughout this 2007 Report, new projects and initiatives were begun, but the most relevant is what the new Rector mentioned in the speech he gave when he took office, related to the need to adapt to the new European environment. This process is already a reality, and in the 2008/09 course all our first-year students will begin degree studies that are fully adapted to the new European framework.

The Library Service, as part of Carlos III University, has been affected by, and is included in this adaptation process. We are included in the philosophy described at the 2010 American University Library Symposium, which detailed how, in the structure of the European Area for Higher Education, students and Teaching Staff would move to the centre of the university environment, while the library would no longer be so visible and would become more integrated in the university's infrastructure. The library will provide support for the students no matter where they are or what time it is when they need information. The library is adapting to precisely this change with an easy-to-navigate web portal and other websites designed to meet a wide range of needs and preferences. Users can access information, but they can also create information products. The services offered from the library desk are strengthened and transformed to interact with users, both on site or virtually. Institutional repositories are created and made available to the entire university community. In short, the library establishes the framework for the transfer of knowledge.

In the new European Higher Education Area the students, the professors and the researchers move to the centre of the University environment and the Library becomes more integrated in the infrastructures

¹ American University Library. The Academic Library in 2010: A vision. Report of Symposium 2010, March 14-15, 2005.
Available on Internet: http://www.library.american.edu/Symposium_2010.pdf
[Consulted: 27/02/2008]

The main projects in which the Library has participated during 2007 have been the new University web portal, the formalisation of the processes and the possible integration between the research management system and e-Archivo

Let's see, with real examples, how we have been applying this philosophy to our Library Service.

The 2006 Library Service Report informed on participation in the institutional project for the new institutional Portal developed on Oracle and announced that it would be operational in April 2007. Throughout the entire year of 2007, work was carried out on its development and, although it was not available for testing until September 17, 2007, finally, on Friday January 25, 2008, Carlos III University launched the new corporate portal, replacing both the public area as well as that of restricted access for the University Community or Global Campus. Information was reorganised and updated, graphics were modified and, overall, technological improvements were made.

All the technical part of the project was led by the IT Service with the support of the Office for University Cooperation, although content organisation and management was the responsibility of the Library Service Web Team. Special thanks to Carolina Pere, who coordinated it all, and to the entire Library Web Team for their effort, dedication and patience.

Another institutional project the Library Service participated in throughout 2007 is formalising Carlos III University's University Service processes, whose objective is to work on documenting, diagramming and simplifying the main processes of said services. Its start, in February 2007, meant coordination with other University services such as Building and Maintenance, Human Resources and Organisation, Teaching, IT Service and Programming and Budgets. During this year the critical processes for each section were selected, written out and diagrammed, but the third phase of integrating and visualising them on the new Portal, completing the formalisation of all Units, and attempting to group the ones that have been formalised for their analysis and simplification are still pending.

Furthermore, the Library initiated a path for collaboration with the Service of Investigation in order to work on standardisation of researchers' scientific production to facilitate its inclusion in the Universitas XXI activities, which in turn, would allow it to be automatically linked to the institutional repository.

In terms of the internal environment, a new Strategic Plan was debated during the Library Service Conference (26-27 November 2007). Heads of different University Units made presentations on their global strategies. These included Teaching and Learning Infrastructure Development Support, Investigative Infrastructure Development Support, International Visibility, and Technological, Quality and Organisational Convergence within the service. Finally, a workshop focussing on strategic action 2008/2011 was held with the support of an

outside consultancy in order to energise the participation of the full Library staff.



The Library staff participated in defining the 2008-2011 Strategic Plan objectives during the annual Library Service Conference

2. GOVERNING BODIES

Throughout 2007 the **Library Committee**², the board participating in Library planning, development and management, dealt with matters such as:

- 2007 Budget.
- Cooperation: REBIUN (Spanish Universities Library Network) and its 2007-2010 Strategic Plan, Madroño (Consortium of the Universities of the Madrid Region), Nereus.
- Transversal projects with other areas of the University.
- Commitments taken on at the previous meeting, such as modifying the Lending Policy regarding Manuals for departmental teaching and research projects.
- Presentation of the Library logo.
- Information about the space reorganization process that was being carried out in the Rey Pastor Library for its adaptation to the EHEA, taking advantage of the 63,000 € we were awarded by the Universities General Management of the MEC (Ministry of Education and Science) as a result of our Certification.
- Presentation of the Institutional Data Warehouse and availability for interested departments and groups to make visits, with the goal of disseminating it amongst possible beneficiaries.

The meetings of the **Management Team**, made up of Management, Deputy Management and Library Heads, revolved around subjects related to:

- 2007 Budget.
- Human Resources: development of a Job Bank and personnel training.
- Modifications to the scholarship/grant system: 36 month extension and opened up to include foreign exchange students who can prove they were students at their university in the

The Library Committee and the Management Team have met many times in order to analyse the budget management, the improvement of services and the cooperation in transversal projects

² Article 4 of the Regulation on the Organisation and Functioning of the Library Service, approved by Agreement of the Governing Board, at session 3/97, on June 17, 1997 (Modified by Agreement of the Governing Council 3/2002, at session 15 in November 2002, published in the Official Bulletin of Carlos III University of Madrid no. 18-02/2 of December 12, 2002). Available on Internet: <http://www.uc3m.es/portal/page/portal/3EE47C3BCCE00BCFE04075A36FB011D5> [Consulted: 7 de marzo de 2008]

preceding academic year

- 2007 Objectives and commencement of the writing and drawing up process of the Library's new Strategic Plan for 2008-2010.
- Analysis of services for new blended learning students. Evaluation of the Electronic Resources access system.
- Evolution of the projects that the Library Services participates in: Institutional portal, Open Course Ware, e-Archivo, Nereus and NEEO, User training plan.
- Proposal on Services Menu for Researchers.
- Calendar and inventory.

3. BUDGET

The budget allocated by Carlos III University to Library Service for 2007 was as follows:

2007 BUDGET SUMMARY

| Ordinary budget | | Allocated | Used |
|-----------------------|---|---------------------|---------------------|
| Chapter II | General expenses | 244.850,00 | 235.444,85 |
| | Maintenance of Madroño and “maleta viajera” | 34.300,00 | 34.273,12 |
| Chapter IV | Scholarships | 430.000,00 | 374.193,98 |
| | Total general expenses | 709.150,00 | 643.911,95 |
| Chapter VI | Investments | | |
| | Furnishings | 12.315,48 | 11.899,78 |
| | IT acquisitions | 81.578,00 | 81.577,24 |
| | Library acquisitions | 2.569.903,48 | 1.994.965,54 |
| | Monographs | 1.453.359,69 | 979.290,70 |
| | Journals | 757.424,51 | 678.355,33 |
| | Databases | 229.119,28 | 207.594,31 |
| Chapter VII | Madroño-Electronic Resources | 130.000,00 | 129.725,20 |
| Total expenses | | 2.663.796,96 | 2.088.442,56 |

The budget distribution for bibliographic acquisitions is approved at the Library Committee in accordance with a formula drawn up and approved by the Committee itself.

In level 1 of the formula, budget distribution is based on the amounts needed to meet previously agreed to expenses (Journals and Electronic Resources, including Cooperation) as well as the budget needed for Monographs.

At the 2nd level, the budget distribution for Monographs is established (45% Library-55% Department IT Resources); and at the 3rd level, the distribution of the budget earmarked for Department IT Resources.

Journals and electronic resources are charged to the latter, as well as to Research Projects.

The budget distribution for bibliographic acquisitions for funds from the 2007 Budget was approved by the Library Committee as indicated in the following chart:

The 2007 budget and the bibliographic acquisitions for research projects allow the Library to continue to enrich the printed and electronic collection

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| | 2007 | 2006 | Increase |
|--|---------------------|---------------------|-------------|
| Series: Journals and statistical publications | 719.286,05 | 664.050,51 | 8,32 |
| Foreign journals | 657.809,68 | 607.760,3 | 8,24 |
| Spanish journals | 55.927,88 | 50.807,70 | 10,08 |
| Statistical publications | 4.300,00 | 4.300,00 | 0,00 |
| Acquisition via Cooperation : United Nations | 1.248,50 | 1.182,43 | 5,59 |
| Electronic Resources | 330.000,00 | 316.235,54 | 4,35 |
| UC3M Electronic resources | 190.620,00 | 165.104,72 | 15,45 |
| Acquisition via Cooperation/ Consortiums : | | | |
| Madrño | 130.000,00 | 143.295,82 | -9,28 |
| Nereus | 6.380,00 | 5.000,00 | 27,60 |
| Rebiun | 3.000,00 | 2.835,00 | 5,82 |
| Monographs | 762.713,95 | 762.713,95 | 0,00 |
| Specialised Information Resources | 419.492,67 | 419.492,67 | 0,00 |
| Library monographs | 343.221,28 | 343.221,28 | 0,00 |
| TOTAL | 1.812.000,00 | 1.743.000,00 | 3,96 |

As you can see, the contribution to the Madrño Consortium was reduced since there were funds remaining. They were used to purchase three new products: Springer Series, Refworks y Mathscinet.

This year the 2nd extension was signed for the tender for monographic and audiovisual material, first put out in 2005. This has meant the evaluation of both national and international suppliers.

The budget for Research Projects was balanced with regards to the last two years.

| | 2005 | 2006 | 2007 |
|-------------------------|------------------|------------------|------------------|
| Social Sciences and Law | 25.198,84 | 53.347,10 | 49.177,67 |
| Colmenarejo | - | 95,94 | - |
| Humanities | 2.064,64 | 9.228,29 | 8.224,23 |
| Polytechnic School | 7.847,82 | 33.691,13 | 11.470,13 |
| TOTAL | 35.111,30 | 97.362,46 | 68.872,03 |

4. COOPERATION AND ALLIANCES

One of the priorities of the Carlos III University Library Service is active participation in the different library networks and consortiums. Proof of this is its relationship with:

REBIUN (Spanish Universities Library Network), with its new Strategic Plan for 2007-2010, whose basic lines will no doubt set the framework for the actions of all the libraries in the NETWORK:

- REBIUN y Aprendizaje: apoyo al aprendizaje en los nuevos retos del Espacio Europeo de Educación Superior (EEES): Centro de Recursos para el Aprendizaje y la Investigación (CRAI) y Alfabetización en Información o programación de formación progresiva para usuarios en el uso correcto de la información (ALFIN)

- REBIUN and Learning: support to learning within the new challenged posed by the European Area for Higher Education (EHEA): Learning and Research Resource Centre (CRAI) and Information Literacy or programming progressive training for users' correct use of information (ALFIN)

- REBIUN and Investigation: Digital Library and Intellectual Property,

- REBIUN and Quality: Evaluation and good practices and Leadership, management and competences,

- REBIUN and Internal Organisation: Leadership and influence and Improvement of organisation and management

The UC3M Library collaborates in the implementation of the new model of Learning and Research Resource Centre and in Information Literacy. Additionally, it participates in two transversal work groups: Statistics and Evaluation and Interlibrary Lending.

Moreover, REBIUN works with FECYT (Spanish Foundation for Science and Technology) in its project to attempt to integrate the BECYT (Spanish Library of Science and Technology), increasing available resources for all universities and public bodies of investigation, as was done with the acquisition of the WEB of Knowledge.

Projects shared with **Madroño** are

- Project e-Science. The e-Science Portal was opened on Madrid R+D, which gives access to the open files of the seven Madrid public universities that are members of Madroño.

- Dissemination conferences on the e-science portal and the

The Library Service actively cooperates in REBIUN and Madroño in information literacy, digital libraries and research dissemination services initiatives

repositories of open archives of the Madrid universities were held from September 24 to 27, organised by the Madroño Consortium in collaboration with the Madrid Regional Government. Each university that makes up the Consortium will hold a conference to introduce and disseminate the e-Science portal and their open archive repositories. The presentation at the Carlos III University facilities was held on Tuesday September 25 on the Leganés campus.

- Within the programme contract for Interlibrary Cooperation between the Madrid Regional Government and the Madroño Consortium, we find the aforementioned Project e-Science, set up to create an open access digital platform on scientific production in the Madrid region. The Universities of the Madroño Consortium are involved in the first phase, but it is open to the participation of other institutions. On the occasion of the Year of Science, in 2007 the FECYT awarded aid to this project to disseminate information, develop an independent repository and create a legal aid service.

Madroño consortium has also continued to work in the following initiatives:

- Digitalisation of old books.
- Group purchase of electronic resources.
- Marketing work group.
- Statistical data and indicators work group.
- A European project, ERCEIM, was presented. It is a consortium comprised of Madroño, and two departments of the UPC (Polytechnic University of Catalonia) and URJC (Rey Juan Carlos University) in order to develop a model for open publication.

Also thanks to Madroño, an **Agreement with the National Library of Spain** was reached. It is in regards to: training, digitalisation and interlibrary lending. It is also regarding Internet consultation of hemerographic collections, access to the collection of digitalised Spanish press, improvement of the quality, management and use of technology and cooperative negotiations for electronic resources acquisitions.

Expania is an Association of Institutions, which have their headquarters and area of action in Spain, and which use products of the company Ex Libris. It was formally constituted on April 14, 2005 and among its goals is to collectively defend the interests of the users and to favour among its members the development of innovative interlibrary services based on new technologies.

On June 7-8, Rey Pastor the library of the Polytechnic of Leganés, hosted the IV Expania Conference, inaugurated by the Library Service Director, Margarita Taladriz. It was a forum that led to the ex-

Madroño consortium has reached an agreement with the National Library of Spain in regards to training, digitisation and interlibrary loan

change of experiences by means of presentations, such as the one entitled *Manual de SFX para torpes* (SFX Manual for Dummies). It represented collaboration among institutions, with the participation of Carlos III University, the Autónoma University of Madrid and Banco de España. The meeting between the Expania Board of Directors and Greendata closed the conference.

Since October 2005, the Library has been a part of the European Economic Libraries Consortium, **NEREUS**. Throughout 2007 it worked on achieving the European Commission's approval for its project: Network of European Economists Online (NEEO), introduced to the *eContentplus* programme in the 2006 call. The Library Service participated in seven of the project's eight work groups through Central Services and the Library of Social Sciences and Law, which is responsible for the coordination of all the tasks.

This consortium's most significant project is the open access of scientific economic production: Economists on line. It has already published the investigative works of 70 renowned European economists from six universities: London School of Economics, Tilburg University, Maastricht University, Erasmus University Rotterdam, Université Libre de Bruxelles and Kiel Institute for World Economics.

The **European Documentation Centre**, as a part of the European Union Information Network, participates in projects and publications with other institutions. In 2007 it participated in preparing two publications: the second edition of the Guide to the European Higher Education Area, and the Guide to the Lisbon Strategy, both of which were published by the General Directorate of European Affairs of the Madrid Regional Government.

Nereus consortium of libraries specialized in economics has achieved the European Commission for its NEEO project

5. OBJECTIVES

Throughout the year, the six guidelines of the 2005-2007 Strategic Plan, which was still in force, were followed:

- Library and Teaching,
- Library and Investigation,
- Library and Innovation,
- Library and Automation,
- Library and Training,
- Infrastructure and Organisation.

Virtually all of the Library staff continued to be involved, either by being directly in charge or as a collaborator. They were organised into 27 operational objectives that focused the Service's actions. Of them, 23 were a continuation of the previous year and 3 were new: the Menu of Services for Researchers, actions of the Library Marketing Plan, and the preparation of on-line training material for the ALFIN model, among other things.

Additionally, 2007 served as a bridge to the new Strategic Plan; thus the Library Service, together with the new management team of Carlos III University, established the new objectives. The first step was to analyse guidelines established in the following documents:

- 2007-2010 Rebiun Strategic Plan.
- Rector's team programme of action, which includes the specific directives of the Vice Rector of Quality, Infrastructure and Environment.
- 2007-2010 Objectives for University Services.
- 2008-2011 Management Plan.

From the assessment of the previous plan, both the commitments made to users and the response of library service staff, with their contribution and experience, were reaffirmed. Therefore, the objectives that were already underway were considered actions for the following Plan, within our University's new management guidelines.

The entire process of drawing up and writing this new Strategic Plan began in September. Additionally, the annual Library Service Conference served to close the 2005-2007 Plan. Among its actions, the following stand out:

- Increasing the digitalisation of examinations to more degree programmes (Social Sciences and Law)
- Launching the "Talleres del Aula" (Classroom Workshops).

In 2007 the 2005-2007 Strategic Plan was finished and the new 2008-2011 plan was established bearing in mind the University and REBIUN guidelines

The new 2008-2011 Strategic Plan aims to improve the services to students, researchers and professors by simplifying and automating services and processes

- Making a selection of information resources according to course to be included in the pilot project “Aula Global” (Global Classroom).
- Improving the management and development of recommended bibliographies.
- Detecting the information needs of investigators.
- Establishing lines of work with UGI (Unit of Investigative Management, Support and Evaluation), OIC (Office of Scientific Information) and the Scientific Park.
- Electronic transmission of articles among the newspaper libraries and the Interlibrary Lending Unit.
- Launching the personalised alert system for electronic resources.
- Improving electronic journal management with the SFX application.
- Developing intranets for other University services and units.
- Creating the e-Archive or institutional Data Warehouse.
- Developing a digitalisation plan for indexes and covers to be integrated into OPAC (Project Enrichment)
- OCW-UC3M Project.
- Preview of Acquisition Management: automated information production and improved presentation.
- Updating the Unicorn programme for library management: change of 2 versions (2003 and GL 3.1)
- Improving access to electronic resources on and off Campus.
- Reviewing non-automated processes in order to include them in automatic routines.
- Developing a Users Training Plan.
- Adapting space for self-learning.
- Identifying, writing up and diagramming the key library processes.
- Marketing Plan: logotype, slogan, informative banners and promotional video.
- Beginning a study on collection use.

Additionally, work was begun on the 2008 objectives, which in some cases are a continuation of the 2007 objectives.

6. PROJECTS

Project ADA- Madrid (Open Distance Classroom for the Madrid Region) promotes course exchange, with credit recognition among participating institutions. It is coordinated by the Library Service in collaboration with the IT Service and Academic Management. During the 2006-2007 academic year, the Polytechnic University of Madrid was in charge of its national coordination. 27 professors from Carlos III University participated; they taught 10 Humanities courses online and 464 students from UC3M registered in the 50 courses offered on the project's virtual campus (<http://www.upm.es/adamadrid>).

The Library Service was in charge of the launch and coordination of Universia Project's **OpenCourseware** while the Tele-education Department of the Polytechnic University of Madrid (GATE) coordinated the project nationally. Its objective is to make the teaching material of those professors who are interested openly available. The ultimate goal is to participate in the modernisation and adaptation process of the new tools for creating teaching material, particularly in light of the new European Higher Education Area.

Additionally, its aim is to bring awareness to those countries with fewer educational resources and less favoured sectors. Over the course of 2007 its piloting process was finalised with the publication of nine courses on the OCW-UC3M Portal (<http://ocw.uc3m.es/ocwuniversia>). A general call was launched, directed at all the teaching staff, and 61 proposals of courses to be included in the portal were received.

Our university's participation in the II Congress on International Distance Education and Educational Technology (EDUTIC) deserves mention. It was held in Buenos Aires from August 29-31 and Susan Webster participated with a presentation: *La publicación de contenidos didácticos en abierto: el proyecto OpenCourseWare y el caso de la Universidad Carlos III de Madrid* (*The Publication of Open Didactic Content: the OpenCourseWare Project and the Case of Carlos III University*) (http://edutic.org.ar/congreso_2007/index.html).

Following the same line, a presentation was made at the Conference on *Digital Depositories and Open Access in University Libraries* held in Murcia on December 3-4, 2007. It was entitled *El proyecto OCW de la Universidad Carlos III de Madrid: aspectos organizativos, académicos, técnicos y jurídicos* (*The OCW Project of*

The Library has started working on the Universia OCW Project, whose objective is to make the teaching material openly available

From its beginning in 2006, 1,500 documents from the University researchers have been deposited in e-Archivo

The Library has launched the pilot project of the University in Second Life, an environment that will allow to develop new on-line teaching techniques

Carlos III University of Madrid: Organisational, Academic, Technical and Legal Aspects).

The **e-Archivo project** (Institutional Repository), financed by the Madrid Regional Government through the Madroño Consortium's programme contract for 2005-2008, was approved by the Governing Board and is coordinated by the Library Service E-Archive. It is a repository of digital documents whose aim is to gather, file and preserve the intellectual production resulting from the academic and investigative activity in our university community, as well as offer open access to said production. From its beginning in November 2006, 1,500 documents have been deposited, with open access to the full text. At that time the collection included doctoral theses, journals edited by UC3M, work documents, preprints, articles, minutes from conferences, reports, etc. This project, in turn, is framed within other national and international projects, such as E-Science and NEEO, whose evolution is analysed in the section on cooperation.

As a pilot project, work was done on **Second Life**, a multi-user virtual environment that includes numerous public and university libraries, especially in the Anglo-Saxon world. Second Life has great potential as an interface, especially for on-line teaching; proof of this is the development of the Moodle Sloodle platform, an adaptation to Second Life. The Library Service of Carlos III University worked on a project within Second Life and, as of January 2008, possesses its own island (it is the first Spanish university library which does). There a very close approximation of the Rey Pastor



building is found, following the model of other Spanish institutions included in Second Life (the Cervantes Institute, for example, has reproduced its headquarters found on Alcalá Street in Madrid). It is expected that a second phase will include other university services.

ALFIN. The Training group prepared a project with four lines of work: 0 training courses, Degree training, Postgraduate training and Teaching and Investigative Staff training. The latter is in direct collaboration with Human Resources. Additionally, it had the support of the Department of Library Science Teaching and Investigative Staff and of the REBIUN indications. A work group was formed which furthermore was to take part in the ALFINRED (Information Literacy Network) movement, led by the Sub-directorate General for Library Coordination of the Ministry of Culture.

In December 2007 the Ministry of Culture granted the Madroño Consortium aid for the digitalization of the old content that it had requested. 3,400€ corresponded to Carlos III University that must be spent on this project in 2008. Additionally, and as a consequence of being awarded a tender of the Ministry of Culture, digitalisation of the content of the *Ruiz-Giménez* Archive began in October.

The Library Service, within its Strategic plan, created a work group for the promotion of Investigation in which the analysis and handling of information resources needed by investigators is provided. One of the tasks that were worked on is a Menu of services for Research staff, which meant the previous step of drawing up a questionnaire aimed at research personnel: http://www.uc3m.es/uc3m/serv/BIB/GRAL/CARTA/Carta_Servicios_Investigadores.html.

The Library Service Department for Collection Management began in 2007 what could be considered a pilot project for **electronic edition of scientific production** for the University. Edition of number 10 of the journal *Cuadernos del Instituto Antonio de Nebrija* (*Antonio de Nebrija Institute Notebooks*) was undertaken, with the goal of publishing it both on paper and in an electronic version. This pilot project was begun in November, thanks to the participation of the Library Service Management, to the aforementioned Department for Collection Management and the two interns from the Classroom Workshop. Available on Internet: <http://kusan.uc3m.es/CIAN>.

With regard to the Library's **Marketing and Communications Plan**, scenes for the promotional video were shot on June 26 and September 25. Principally, images were taken of the rooms with people in them, and of the services. The video is available on the new Portal.

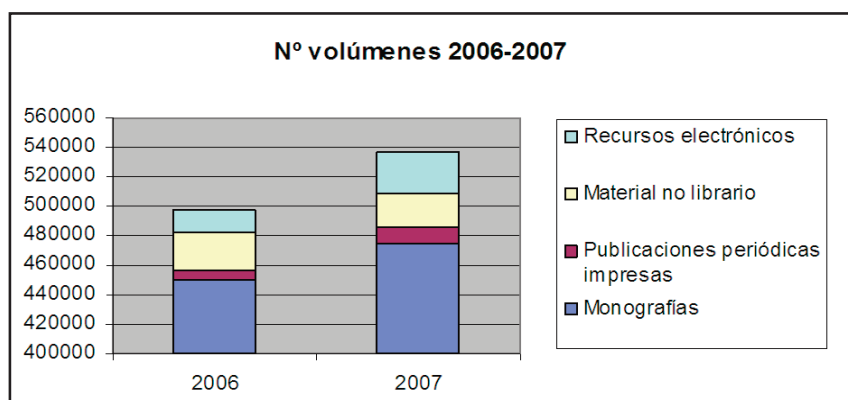
We continued with the **Madroño e-Science project**, as it is a scaleable project whose launch and development cover the period of 2005-2008. Furthermore, it is one of the lines of activity proposed by the Madroño Consortium in the Library Cooperation Programme

A Menu of services for Research staff has been created and a pilot project for electronic edition of scientific production of the University has begun

between the Madrid Regional Government and the Madroño Consortium for the regulation of the cooperation framework in the Regional System of Scientific Investigation and Technological Innovation, IV PRICIT (2005-2008).

7. COLLECTION

One of our principal services is to offer a collection that responds to the needs mentioned, and one of our objectives is to maintain it, keep it up to date and complete it with all types of formats. Continually, a special effort is made to keep a balanced collection, both in subject matter and type of document. Thus, as can be seen in the graph, the electronic collection improved in number and content with electronic books, periodical publications, press, works of reference, etc.



Below we will analyse the collection dividing it into print, electronic and patents.

A. Printed Collection:

Monographs:

The number of monographs acquired went up with regard to the previous year, as the following chart shows:

| | Purchase | Donation | Projects | 2006 | 2007 |
|-------------------------|---------------|--------------|--------------|---------------|---------------|
| Social Sciences and Law | 7.693 | 1.445 | 1.143 | 10.436 | 10.281 |
| EDC | 719 | 1.004 | - | 1.805 | 1.723 |
| Colmenarejo | 5.309 | 1.184 | 63 | 5.634 | 6.556 |
| Humanities | 4.522 | 823 | 789 | 6.044 | 6.134 |
| Polytechnic School | 3.198 | 1.129 | 67 | 3.810 | 4.394 |
| TOTAL | 21.441 | 5.585 | 2.062 | 27.729 | 29.088 |

The Library has included documents from the Pro Human Rights of Spain Association, Aula Aranzadi and SIJA donations

The Library continued to include documents from very diverse donations into its collection. Among them there are two that stand out:

- Pro Human Rights of Spain Association Donation, which is made up of 8,000 printed documents and 400 archive units. It entered the Library of Social Sciences and Law, *María Moliner*, on January 16, 2007. Over the course of 2007, 553 documents were incorporated into the collection.

- Aula Aranzadi Donation in the autumn of 2006 which meant, in turn, the donation of its monograph, repertoire and journal collection to other institutions. The rest of the content (legal monographs and legislation and jurisprudence directories) were included in the Library of Social Sciences and Law, *María Moliner*, and the multidisciplinary library on the Colmenarejo campus.

- Donation of tourist guides (Viajeteca) which was placed in the Cultural and Sports Activities Service (SIJA) of our University.

Old books were made accessible through the *Collective Catalogue of Spain's Bibliographic Heritage*: <http://www.mcu.es/bibliotecas/MC/CCPB/index.html>. This contains the description and location of books and other bibliographic content deposited in public and private Spanish libraries and institutions, which due to antiquity, singularity or wealth are part of Spain's Historical Heritage.

In terms of collections that are considered special due to their origin or form, the following stand out:

- **Ruiz-Giménez Archive:** in the Library of the Department of Social Sciences and Law, *María Moliner*. According to the agreement with the Ministry of Culture, the Sub directorate General of State Archives is going to take on its organisation and digitalisation. Subsequently, the print archive as well as a digital copy will be located at the University, while another digitalised copy will be included in the Memory of Spain Archive in Salamanca.

- **Language collection:** in the multidisciplinary Library of the Colmenarejo Campus, they collaborated with the University's Language Centre and thus the number of digitalised exams available on the page increased. New resources (learning methodologies, audiovisual material, texts and resources on the Internet) in different languages were included; as well as the downloading of audio books belonging to the Gutenberg Project.

Journals Library:

The situation of the current funds for each unit and the overall Service remains as follows:

| Bibliotecas | Títulos vivos | Títulos cerrados |
|--------------|---------------|------------------|
| CCSSJJ | 2.610 | 659 |
| CDE | 119 | 0 |
| Colmenarejo | 407 | 240 |
| Humanidades | 419 | 183 |
| Politécnica | 342 | 258 |
| TOTAL | 3.897 | 1.340 |

B. Electronic Collection:

As previously stated our Electronic Collection is improving in number and content every year. Proof of this is that, throughout 2007, an effort was made to balance the collection and, therefore, there was a major push towards the acquisition of electronic monographs. These went from 35 copies to the acquisition of 22 series of “Springer Series of Books”, with more than 4,500 titles and 6 collections of “Elsevier E-books” with 2,361.

Additionally, after analysing the use that the titles of **SAFARI** electronic books had in 2006 (4,999 consultations of the 35 titles), the less used titles were replaced and the editions were updated.

Given that the change from printed periodical publications to electronic format is a priority for the Library Service, new titles are subscribed to exclusively in their electronic form; except of course, those titles that do not offer an online version. Likewise, the goal is to digitalise the collections that, due to their value or format, would be more accessible online. Such is the case of the digitalisation of **Degree Final Year Projects** submitted at the Higher Polytechnic between 1994 and 1999.

There is also special interest in improving access to **Doctoral Theses** and so users are now able to gain access to the text both through the Catalogue and the Institutional Data Warehouse. This meant the inclusion of a link in the bibliography card, available in the online Catalogue, which redirects to the theses uploaded in e-Archivo.

Among the reference material acquired in 2007 is the *Encyclopaedia Britannica* and the resource *Oxford Reference Online*, an online platform that contains more than 160 **dictionaries and encyclopaedias** which cover all the relevant disciplines and academic subjects.

Thanks to collective purchase, we offer access to high level electronic resources. Among them, thanks to the Fecyt, which renewed its contract with ISI nationally for four years, the **Web of Knowledge**

The electronic collection has been enriched both in quantity and in variety due to the acquisition of 7.000 electronic books and reference materials

One of the keys in the increased use of the electronic resources has been a new technical development that makes easier the access through Campus Global without making any change in the computer configuration

is available. It is a multidisciplinary platform that allows access to Derwent Innovations Index, Journal Citation Reports, ISI Essential Science Indicators, Current Contents Connect, Citation Index, etc.

Additionally, through the Madroño Consortium, the Springer book series, Mathscinet Online and Refworks were acquired.

The use of **UNE Standards** (NORWEB), available since mid 2005, increased 11.64% with a total of 1,093 rules downloaded. The users that took most advantage of this collection belong to the Higher Polytechnic (959 rules), and PDI was the most common type of user (426 rules). Comparison with the 2006 data shows us that although PDIs continued to be the collective that requested the greatest number of rules, the number of requests decreased, with a significant increase among students (444 rules requested in 2007 compared to 294 requests in 2006). There continued to be a large number of requests from outside the University that we had to turn down.

The acquisition of all this costly material would serve no purpose if access to it were not easy. Therefore, both the staff of the Library's Electronic Resources section and the Library's IT Team worked on improving users' access for quite some time. The objective was to improve access on and off campus, as well as the gathering of data regarding use. To this end, the **AZ List of Electronic Resources** was improved with new developments based on MySQL, PHP and EzProxy and is available from the Library's home page. It was launched in the week of June 25 and, to improve its dissemination, a campaign was carried out both in the "What's New?" section of the Library and with an announcement to the Global Campus.

As the strong point of the new access system, we point out:

- The system is very intuitive and requires no learning
- To consult the resources you must be a member of Carlos III University and have Global Campus validation

Listado AZ de recursos electrónicos

Última actualización: 17/06/2008

Recursos electrónicos +info Novedades Recursos en prueba Top 5 recursos-e [+]

Valídese en Campus Global en el siguiente enlace para entrar en los recursos electrónicos.

desconectar

Información ampliada y cursos de formación

A B C D E F G H I J K L M N Ñ O P Q R S T U V W X Y Z Todos

Materias: TODAS Tipología: TODAS Enviar

ABC : Diario ABC en edición electrónica

ABC. ARCHIVO : Archivo del ABC, con noticias consultables en html desde 1996

ABI-INFORM : Artículos y otros documentos de Ciencias Económicas y Empresariales

ACADEMIC SEARCH PREMIER : Base de datos multidisciplinar con gran calidad académica

ACM. ACTAS DE CONGRESOS : Proceedings publicados por la Association for Computing Machinery

- No special computer configuration is necessary.
- It is not necessary to alter computer configuration to record or print the information

The platform change undoubtedly had an influence in the increased use of electronic resources, which encouraged us to continue to improve access:

| Year | A-Z list of electronic resources | Accesses | Increase % |
|------|----------------------------------|----------|------------|
| 2005 | 70 | 51.763 | - |
| 2006 | 73 | 71.553 | 38,23% |
| 2007 | 140 | 114.350 | 59,81% |

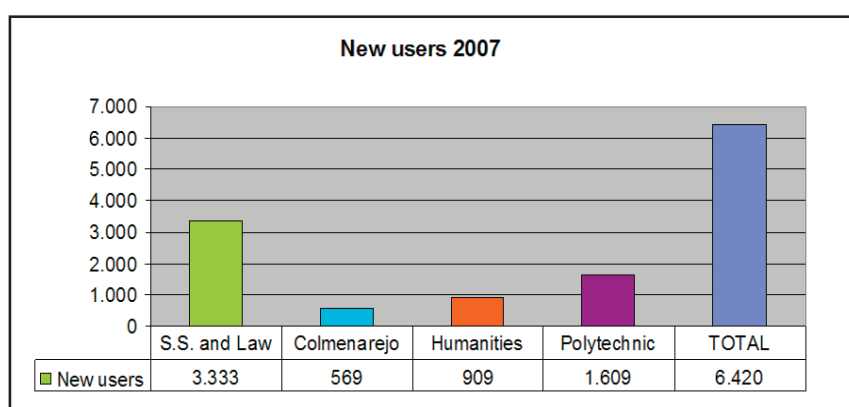
Patents

The Library of the Higher Polytechnic was designated by the Spanish Office of Patents and Brands as a **PATLIB Centre**. This is a network of patent information centres created by the national offices of the Member States of the European Patent Organisation (EPO). Thus each centre is an access gateway for the corresponding area or country to the entire European information network on patents.

Regarding use of the Patent Collection or the PATLIB Centre, a total of 44 consultations were made over the year compared to 52 received in the previous year.

8. SERVICES

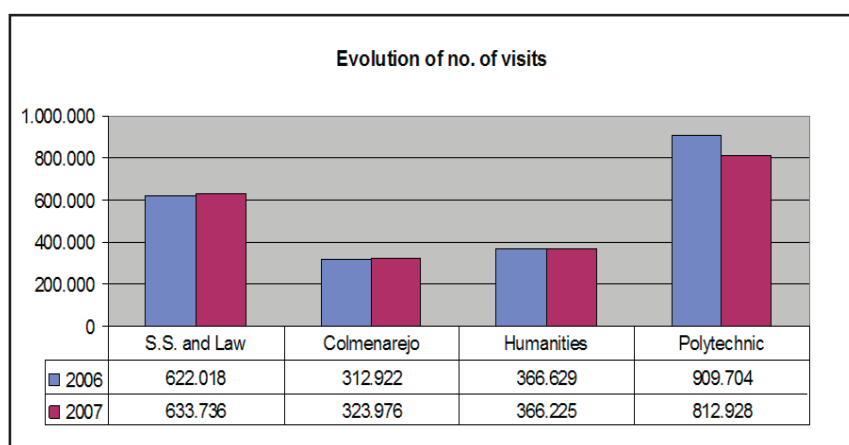
The number of users who accessed the Library Service in 2007 reached 22,985, of which 6,420 were new.



On-site Services

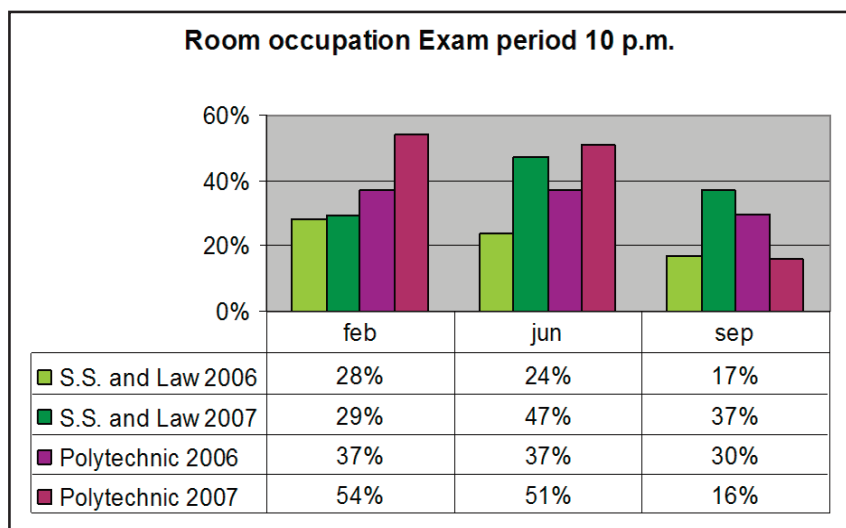
In 2007 the total number of Library visits decreased to 2,136,865 from the 2,211,273 it had reached in 2006. This may be due to the increase in access to virtual services, which received special attention.

The use of the virtual services is increasing even though the on-site access to libraries has decreased

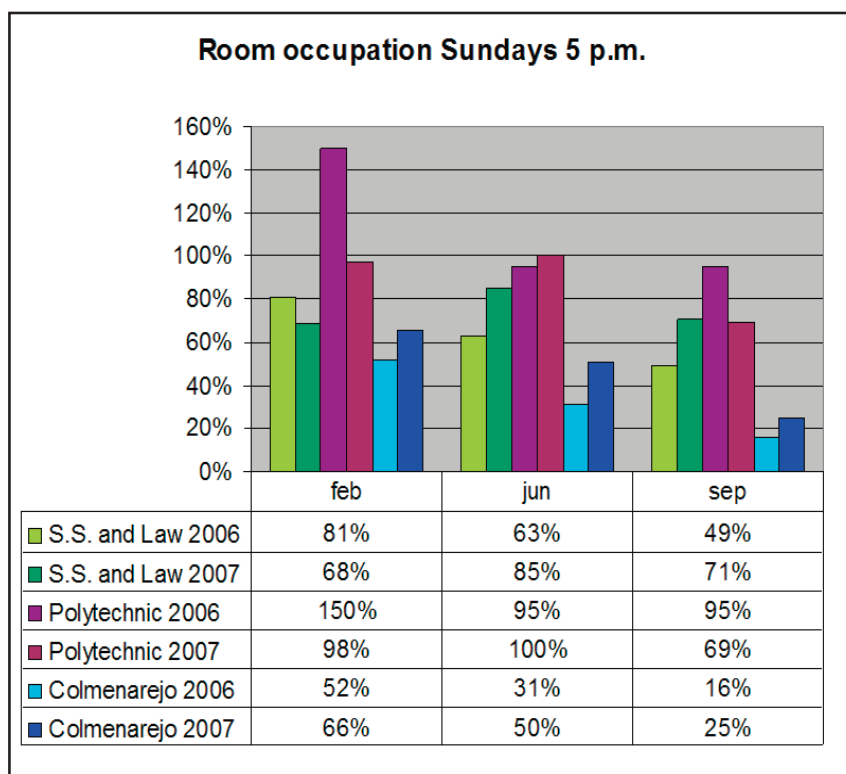


The decrease observed in visits to the Higher Polytechnic Library may be due to the fact that the ground floor was closed for three months (July to September) because of the construction work done which will be explained in the following section on Facilities.

Regarding the occupation of reading rooms during the exam period, which means that the María Moliner and Rey Pastor Libraries remain open until 1 a.m., the percentage of occupation continued to rise as can be seen as follows.

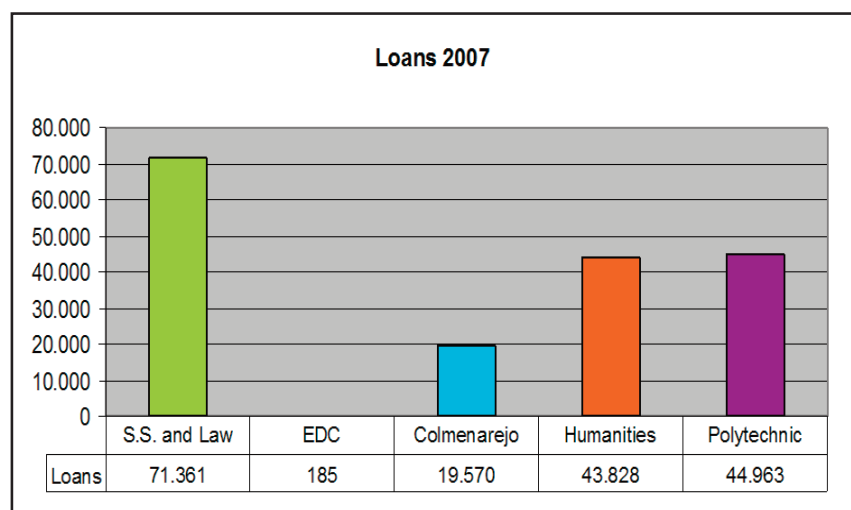


Exam periods also meant the opening of the María Moliner, Rey Pastor and Menéndez Pidal Libraries on Saturdays and Sundays from 9 a.m. to 9 p.m. At those times room occupation continued to increase, but less noticeably so.



Moreover, examination periods mean controlling the reservations for places and ensuring a good study environment. Specifically, to guarantee silence is respected, new formulas, slogans and images were sought in order to sensitise users and get them to collaborate in respecting the quiet and the disposition to study. Additionally, the Madroño Consortium proposed an initiative which permitted students at the seven Madroño universities to have access to all the library facilities.

Regarding Circulation, the number of **lending** transactions of all the units decreased from 190,069 to 179,907. The breakdown is shown in the following graph³:



Due to a proposal by the Library Committee, there was a new loan policy allowing teaching staff long-term borrowing of recommended manuals. Additionally, the loan period for Research Projects was increased to one year with the possibility of renewing twice. The papers can be located through the online catalogue and can be reserved if they are already on loan.

Another innovation is that, as of Monday February 19, 2007, and in accordance with the decision of the Madroño Consortium Governing Council, the Madroño Passport, the card which enables holders to borrow books from any public university library in Madrid, had increased coverage.

Thus, students registered in Doctorate Programmes (Official PhD and Master's) become beneficiaries under the same conditions as PDIs. This meant a very positive evolution, as is shown as follows:

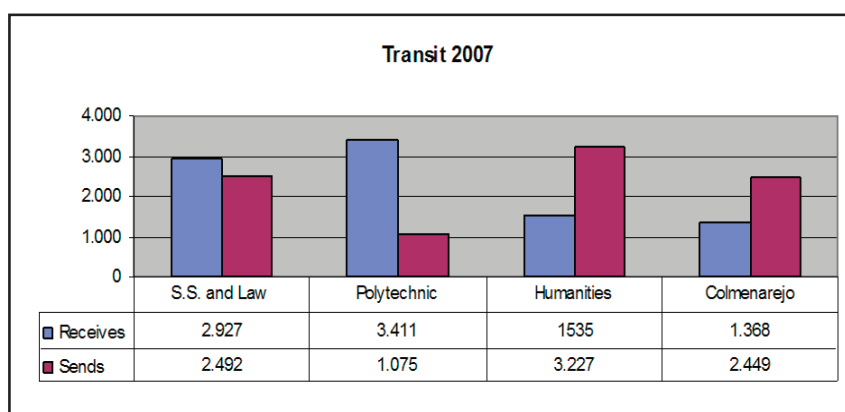
To enable professors and researchers to increase the use of the collection a new handbooks loan has been established, the research projects loan period has been increased and the Madroño Passport coverage has also been increased

³ The European Documentation Centre follows a restricted lending policy, thus the number of loans is smaller.

| | Issued | Received | Services |
|------------|--------|----------|----------|
| Total 2006 | 21 | 5 | 17 |
| Total 2007 | 66 | 20 | 105 |

The **transit** of material among libraries continued to be a much used and appreciated service. Work is distributed as reflected in the following graph:

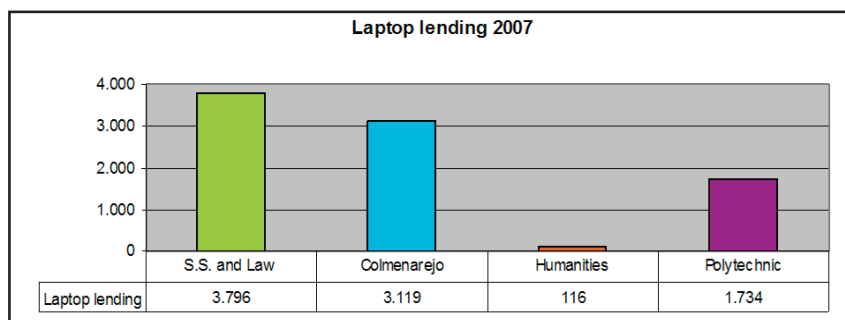
The transit of material among UC3M libraries continues to be a much used and appreciated service



Another of the most highly valued services is the **lending of laptops**, which together with the WiFi Network; facilitates mobility and access to electronic resources and virtual services. They are distributed as follows:

| | No. laptops |
|-------------------------|-------------|
| Social Sciences and Law | 10 |
| Colmenarejo | 13 |
| Humanities | 1 |
| Polytechnic School | 16 |
| TOTAL | 40 |

And, although in the case of the Polytechnic Library where a significant number of them were out of circulation for necessary checks and updates due to the great amount of use they get, the loan figures continued on the rise.



Another relevant service is **Interlibrary Loan**, which, in relation to the 2006 data maintained practically the same total volume of transactions with a minimal variation of 124 fewer requests: 2006 – **11,281** and 2007 – **11,157**.

Interlibrary loans continue to be one of the more requested services by researchers

| | | |
|--|--------------|---------------|
| Total internal requests (UCAR users) | 6.997 | 62,71% |
| Copies | 4.890 | 69,89% |
| Loans | 2.107 | 30,11% |
| Total external requests (outside libraries) | 4.160 | 37,29% |
| Copies | 3.017 | 72,52% |
| Loans | 1.143 | 27,48% |

The following success rate results:

| | |
|------------------|--------|
| Requests by UCAR | 92,74% |
| Supplied by UCAR | 82,25% |

When distributed by departments and groups, it can still be observed that users from the Higher Polytechnic made the most requests, and the number even went up from the previous year. The Department of Social Sciences and Law followed, but their number of requests decreased while the number of requests from Humanities remained steady. In contrast, there was a significant decrease in the Third Cycle, from 1,636 to 1,148.

In 2007 **User Training** took a new focus: near the time that the changes that the EHEA implementation will bring about, the University Library Service will also be influenced and naturally, will undergo changes. All the Library Service personnel have made an effort to be trained and prepared for the change.

The objective of User Training is to accompany the user throughout his/her academic life to facilitate the acquisition of new capabilities, skills and transversal and specific competences. Thus, needs were analysed both in terms of concepts and resources that the Library Service users are going to have with the new changes and a new offer was created.

As a first level in the overall training structure, the Basic Reception Courses are found. They are aimed at newly arrived students and their goal is to introduce them to the Library and facilitate its use.

In the 2007-2008 academic year, 71 Basic Welcome Courses were taught from October 1st – 11th, 2007. They took place for an hour given up by professors from some part of their teaching schedule. The changes also affected course dissemination, and so a banner was purchased and hung on the façades of the buildings.

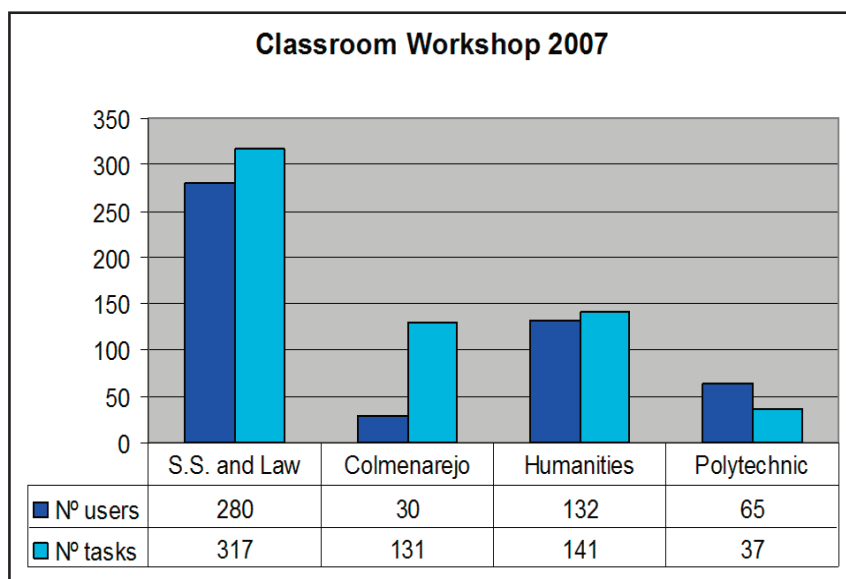
The Library is transforming his user training model bearing in mind the implementation of the European Higher Education Area at the UC3M

La Biblioteca hizo en 2007 un esfuerzo especial en la formación básica dirigida a los alumnos de nuevo ingreso de las titulaciones



The services offered in the **Classroom Workshop**, which have the primary objective of facilitating teaching resource production for professors, was launched in October 2005. Its use was strengthened, with the same number of professors, but with a 48% increase in work carried out. Direct visits to the Workshop continued to be the habitual means of contact on the part of the professors.

The services carried out in the Classroom Workshop is more and more diverse: web design, audiovisual edition, printed materials design...



There was not only an increase in tasks carried out, but there was also significant diversification of those tasks. The most requested was the digitalisation of documents, which increased a great deal, and also the transfer of video to DVD, and of microfilm to digital format, and the training and assistance of the teaching staff in the Global Classroom. Moreover, more complex tasks must be added: programme recording; webpage creation with dynamic content for subjects, departments and research groups; audiovisual editing and

mounting; pamphlet design and layout; blog creation and maintenance, etc.

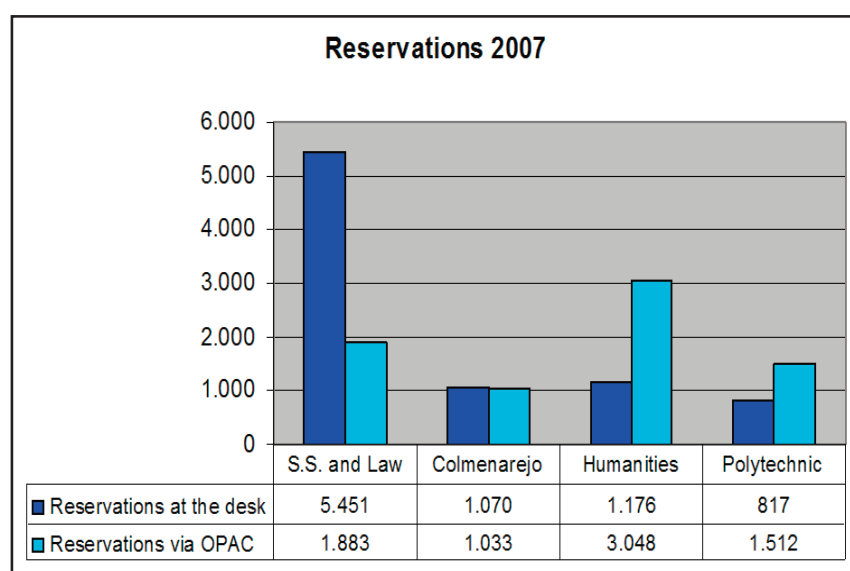
As an innovation, the users of the Classroom Workshop in Colmenarejo had the option of communication via IP telephony using the University's VoIP service. It is related to the operational objective: *New Communication Tools with Users*, whose first phase was the evaluation of work instruments.

Related to the Classroom Workshop is the **Enrichment** project, begun in 2005 and which permits the enrichment of content in Spanish registries or in the Spanish language that enters our catalogue, as well as those of the Polytechnic University of Madrid, Rey Juan Carlos University, the University of Alcalá de Henares and the University of Alicante.

Virtual Services

Through the Online Catalogue and the Library Webpage, we offer numerous services that save users from having to go to the circulation desks. Some services which stand out include renewing borrowed material, reserving materials, updating contact information, requesting acquisition of titles or additional copies, requesting documents from other campuses or even interlibrary loans.

As is shown, reserving via the online Catalogue is a service which was of general use, but efforts must be made to continue making users aware of this option:

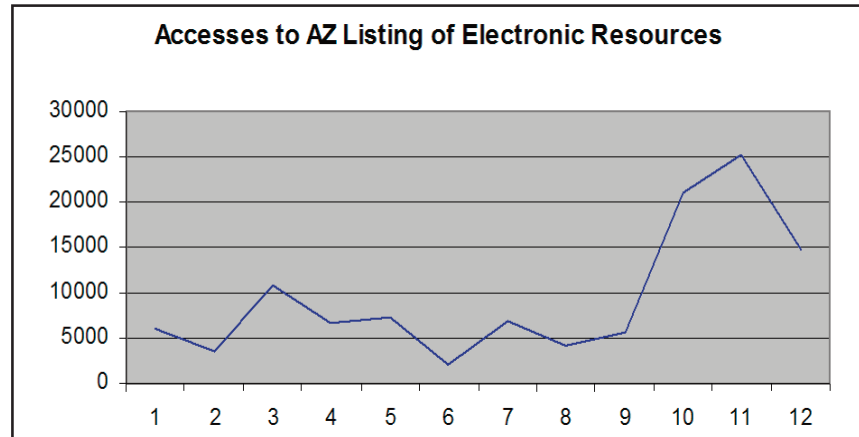


Moreover included in the virtual services that we offer is access to a varied electronic collection, either through the Library's Catalogue: electronic monographs, journal articles, etc or through the

aforementioned **AZ Listing of Electronic Resources**, available from the Library home page.

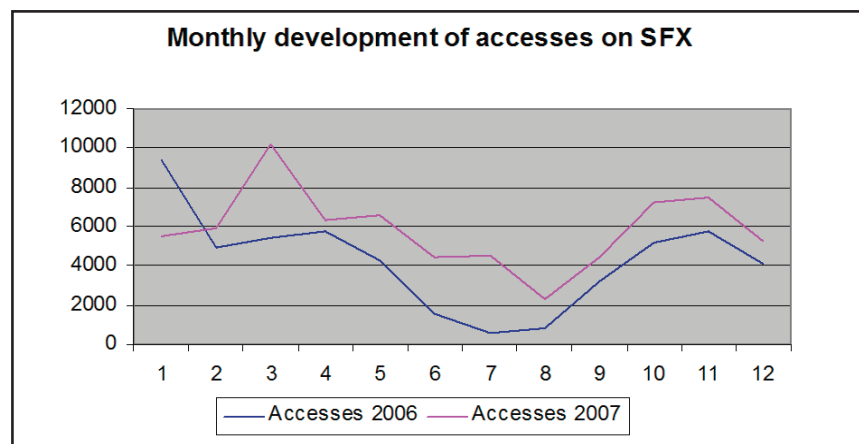
This new access not only facilitates remote connection but also aids in obtaining statistical data. Thus, we know that the number of times that electronic resources were accessed via the AZ Listing reached 114,350. It breaks down as follows:

Improving the access to electronic resources through Campus Global and integrating resources through SFX enable users to retrieve the information better



The electronic collection can also be accessed through the electronic resource integrator, SFX which enables users requesting specific information to surf the different resources and obtain information and complementary services: full text, abstracts, quotes, indexes of impact in the Web of Knowledge, bibliographic managers, etc. Given the electronic collection's characteristics, SFX administration means continuously configuring records: registering, discontinuing, or modifying coverage. In 2006 there were 14,699 journals while in 2007 electronic books were included as well, reaching a total of 22,158 journals and 4,500 electronic books.

Over 2007 the evolution of accesses was very positive since it went from 50,854 to 70,227. The following graph shows monthly distribution:



One of the advantages of SFX, as long as there is a previous configuration, is that it permits the user, if the full text cannot be located, to directly fill out a request form for an Interlibrary Loan which appears on the menu screen. In 2007, there were 2,785 requests made to SOD (System for Obtaining Data) from SFX compared to 1,558 in 2006, an increase of 78.75%.

The top electronic platform in terms of numbers of downloads was Science Direct of Elsevier, with 58,396 downloads, substituting JSTOR which moved into third place in comparison with the previous year when it was first. IEEE remained in second place, the same as in 2006. Finally, Abi Inform continued in fourth place, but went up by 50% with regards to the year before.

One of the innovative services that the Electronic Resource Unit offers is Syndication or Personalised Alerts (RSS, Really Simple Syndication or RDF Site Summary) which enables you to subscribe to certain electronic journals and receive information on new content in your e-mail inbox.

9. FACILITIES

The evolution from traditional library to Learning and Research Resource Centre brings numerous changes along with it, but they are principally infrastructure-related. Over 2007 much was done that will undoubtedly facilitate implementing the new study plans and adapting to the European Higher Education Area.

The changes that Rey Pastor, the Higher Polytechnic Library, underwent stand out. Its infrastructure was updated and its space was adapted to new teaching needs, and student response has been extraordinary. Thanks to the 63,000 € in aid, awarded at the end of 2006 by ANECA (National Agency for Quality Assessment and Accreditation) “For the improvement in services at public and private non-private university libraries”, a major part of infrastructure was renovated following the CRAI model: adapting space to new forms of study and work promoted by the conversion of the library into a Learning and Research Resource Centre, creating diverse areas for informal learning, group work, group learning, project preparation, laptop use and user training.

The work was fundamentally centred on the ground floor, which was closed for three months (July to September), and it was transformed into a work area where a large part of the building’s computer stations are concentrated. More specifically, the following work was done:

- Increase in network access points and electrical outlets
- Acquisition and installation of new furniture that is appropriate to its new functions: tables for group work, furnishings for computer stations for individual use, for two users and for groups.
- Installation of 38 new IT systems, plus two for scanning (including the scanners)
- Installation of auto-printing and auto-copying equipment by the company that holds the University concession, CopyRed. Due to technical problems, it was not possible to use them for auto-printing in 2007.

Of note in terms of the Social Sciences and Law Library equipment maintenance and improvement in 2007:

- Improvement of IT equipment:
 - Staff systems and TFT monitors.

The Library Service buildings continue to improve in order to become Learning Resources Centres adapted to the European Higher Education Area

*To adapt to European
Higher Education Area
it is necessary to improve
the facilities and to offer
the users the best
equipment for their
self-learning*



- Training Room: acquisition of new computers.
- Multimedia Room: installation of computer stations and adaptation of furnishing to CRAI spaces.
- The Maintenance Service did the following jobs:
 - Improved the building's overall electrical system.
 - Painted the basement ceilings.
 - Installed security cameras.

The multidisciplinary Library on the Colmenarejo Campus launched two new services:

- Station for use by the visually impaired equipped with: a tele-magnifying glass, a Braille printer, a scanner, headphones and specialised software (Jaws, Zoom Text, Cobrowin, etc.) which required specific training of the IT and library staff involved in this service by the ONCE (Spanish National Organisation for the Blind).
- Viewing rooms for the films recommended in the Business Administration- Audiovisual Communications degree. This meant moving three full sets of TV, DVD and VCR to the individual rooms in the Newspaper Library

Thanks to the aid from ANECA, to whom we presented the marketing plan and the group training support plan, a frame was installed on the façades of the library buildings where promotional banners can be hung. The first of these was regarding basic training activities for new students that, as in other years, were held at the beginning of October.

Finally, thanks to an agreement with Universia and Apple, Mac computers were installed in each library.

10. PROFESSIONAL TRAINING

In order to have a staff with up-to-date knowledge, the Area of Human Resources coordinated the **Training Plan**. In doing so, institutional objectives as well as the results of a survey sent to all personnel via the tool Encuest@dor were taken into consideration.

Out of the programmes offered by Human Resources, 44 people attended the 10 training activities, which revolved around the following subjects: *Efficient Communication, Communication in Difficult Situations, Introduction to Data Protection, Principles of Quality in Public Service, Open Software, Teamwork, Care for Special-needs Users: Disability, Permanent IT Room: Access, Permanent IT Room: E-mail, School for Back Care and Stress Prevention.*

Additionally, Human Resources programmed language training: English, French, German and Italian; with a total of 29 attendees.

For the Library Service's own training, 13 training activities were developed with a total of 53 participants. The courses were: *online-Effective Web Design, online- Digital Document Production with Acrobat, online - MySQL about Database Administration, Virtual Training in the Library: the La Laguna University Library Project, Developing Managerial Skills in Information Units, Marketing your Library, Publication on Oracle Portal, Course for Administrators on IILMS Unicorn 3.1., SEO Optimization and Positioning in Information Service Search Engines, Copyright: Legal Implications for the Services Libraries Offer and Europe Reflected Through Statistics.*

Furthermore, thanks to the Madroño Consortium, two other training activities were held with 10 attendees: *Documentation on Industrial Property and Management of Change in Service Organisations.*

Finally, 29 people attended 8 congresses and 4 meetings: *Ex Libris System Seminal 2007, FESABID: 10th Spanish Conference on Documentation, XIV Library Conference in Andalusia, V CRAI Conference "Human Resources in the CRAI", International Congress of University Publication, Online Training in the Education Sector 2007, VII Rebiun (Spanish Universities Library Network) Workshop on Digital Projects, Ecology of Institutional Repositories, Meeting of the Nereus Consortium, European Unicorn Users Group/Dynix Users Group and the Annual Meeting of the Spanish Unicorn Users Group.*

The Library staff has participated in 38 training courses organized by the Library Service and the Human Resources Department at UC3M

In order to promote the use and dissemination of the Patents Collection a course titled **Documentation on Industrial Property** was taught. It was organised by the Madroño Consortium for the personnel of its libraries and taught by professionals from the Spanish Patent and Trademark Office (OEPM). There was further collaboration with the Leganés Technological Scientific Park with an informative session to disseminate industrial property among the Park's companies.

Continuing with the initiative begun the previous academic year, these activities were gathered by our staff personnel and, as **trainers** themselves, they included them in articles published in professional journals and in talks or training course taught at the University or outside. We consider this to be a very valuable indicator of the high professional level of our workers, as well as recognition of the contribution they make to the entire Library community.

Thirty-eight courses were taught in 2007, 36 were classroom courses and 6 were online. Although the number of courses went down compared to the year before (58), use of off-campus venues became generalised, and therefore we consider that the outside interest and impact was greater. Specifically, the training sessions were held at: The Andalusian Documentalist Association, Rioja Region Association, Public Libraries of the Principality of Asturias, Byblos Library Training, EDUTIC (Distance Learning and Educational Technology) (Buenos Aires), Federation of Municipalities (Madrid), CEDDET (Centre for Distance Learning for Economic and Technological Development) Foundation, MAFOREM (Madrid Training and Employment), the Ministry of Economy and Revenue (Library), Public Reading Network of Valencia, SEDIC (Spanish Society for Scientific Information and Documentation), Basque Health Service, University of Alcalá, Autónoma University, Distance Learning University, University of Castilla la Mancha, University of La Rioja, University of Murcia, and Polytechnic University of Madrid.

The courses were varied and the subject matter was very up to date with titles such as: *Libraries as Learning Places: Activities in Spain. Examples, User Help, Library and Internet, Electronic Library, Virtual Library, Digital Gap and New Literacy: the Role of Libraries, Keys to Success in Videoconference Use, How to Locate Legislation and Jurisprudence, The OCW Project of Carlos III University of Madrid: Organisational, Academic, Technical and Legal aspects, History of the Book and Libraries, The Library via Internet, HR Management in Public Universities: Trends and Opportunities: Reorganisation and Tools, ICT Integration in Spanish Universities: from Pilot Projects to Regular Virtual Education Services, Open Publishing of Educational Content: the OpenCourseWare Project and the Case of Carlos III University of Madrid, The Library Web, Lear-*

ning and Research Resource Centres (CRAI): Characteristics, Functions, etc., The Pillars of Library Science and Documentation: Three Professional Routes, Online Services in the Virtual Library, Presentations with Multimedia Technology, Course Genie Programme for Organising Layout of Teaching Content, Digital Projects in Europe: NEEO, Library Services on the Net, and Virtual Services for the User.

The number of publication (books and journal articles) went up from 3 to 10 with titles such as: *365 Days of Books: A Blog to Promote Reading, From Classroom Learning to E-learning: the Change of the Pedagogical Model and the Role of the Professor and the Student, The OCW Project of Carlos III University of Madrid: Organizational, Academic, Technical and Legal Aspects. The OCW-UC3M Portal, The Faceless User: Virtual Help for the Public in a Hybrid Library, The Faceless User (II): Virtual Help for the Public in a Hybrid Library and Resource Centre, Professional Management for Libraries, and Marcelino Menéndez Pelayo: the Million Book Legend.*

To close the section on Professional Training, we mention the three professional visits we had: Jaume I University, Russian university students and the Metropolitan University of Education Sciences of Santiago, Chile.

**Many librarians
from the Library
participate in
specialized
publications**

11. ACTIVITIES

Throughout 2007 the activities were extremely varied, as the following shows:

The most outstanding, due to its subject matter and the audience it reached, was the graphic exhibition that the Library of Humanities showed in support of the university's activity **Praise to the Cinema**. José Luis Cuerda, Iciar Bollain, Rafael Azcona and María Dolores Pradera were bestowed with Medals of Honor, awards given to people who stand out in different fields of knowledge. This exhibition, carried out with the guidance of the Audiovisual Communications Department and the collaboration of the Youth Information Service on Cultural and Sports Activities (SIJA), took place between February 26 and March 6 in the Rector's Office.

A **Reading Club** was begun in order to connect people interested in sharing their reading experiences. Its aim is to favour personal enrichment by learning about other experiences and carrying out activities that facilitate this communication. The Library finds a triple advantage in the club: to improve the service we offer to also cover our users' leisure time, to permit the development of a transversal activity in cooperation with other services of the University (Cultural Activities - SIJA) and to facilitate communication among our users –as it is an open club, in which students, professors and administrative staff participate- and between the users and the library, as a great number of the activities are promotion for the Library. At the end of 2007, there were 30 club members, half of which were students and the other half professors and administrators. In its first year of existence, they did 8 different readings.

Furthermore, for television's History Channel's production of a documentary dedicated to **25 Years of History of the Institution of the Ombudsman**, the Library Social Sciences and Law, María Moliner, collaborated in the selection of photographs and documents from the Ruiz-Giménez Archive.

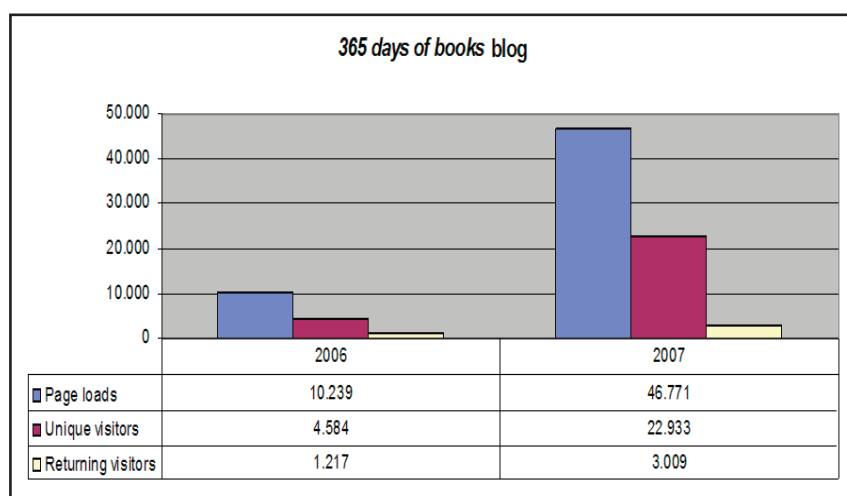
Fruits of its collaboration with the Audiovisual Communications Department, the Humanities Library consolidated the **Cinema Club and the TV Videodrome**, and starting in February, several cinema series were held. In addition to projecting the films, professors from the aforementioned department made a prior presentation. The titles of the series were: "Once Upon a Time in Bollywood", "Gus

The Library has developed diverse activities related to cinema and reading and has organised many exhibitions

Van Sant, Path to Abstraction” and “Heroes and Villains of Japanese Cinema”: <http://videodromeuc3m.blogspot.com>.

We could not fail to hold a celebration of Book Day, April 23, when a variety of activities took place. Among them was a visit to the Colmenarejo Campus Library by students of "Las Veredas" Public School.

In 2006 the blog **365 days of books**, free time reading selection was started and it has had a very positive development, as the graph shows:



As a pilot project, issue 10 of *Antonio de Nebrija Institute Notebooks* was electronically laid out and published. The journal is available on: <http://kusan.uc3m.es/CIAN>.

In 2007 there were exhibitions on:

- *Climate change* (María Moliner Library, May) in collaboration with the European Documentation Centre
- *90 years of the Russian Revolution and the Quatricentennial of the First Completely Preserved Opera* (María Moliner Library, December)
- *Conflicts of the Contemporary World* (María Moliner Library, June) in collaboration with the Master in Actions of Solidarity
- *War, Spies and Intelligence in History: A Decisive Factor for Victory?* (Humanities Library)

As it does every year, the European Documentation Centre organised, in commemoration of the anniversary of the Schuman Declaration on May 9, 1950, a small information counter at the entrance of the Social Sciences and Law Library where information material on the European Union was provided and pamphlets and promotional were distributed.

To liven up the proceedings, a brief quiz on the European Union and Europe Day was prepared and promotional gifts were

given out depending on the number of right answers. User participation was high, a total of 82 completed quizzes were collected, with more than satisfactory results regarding the number of correct responses.

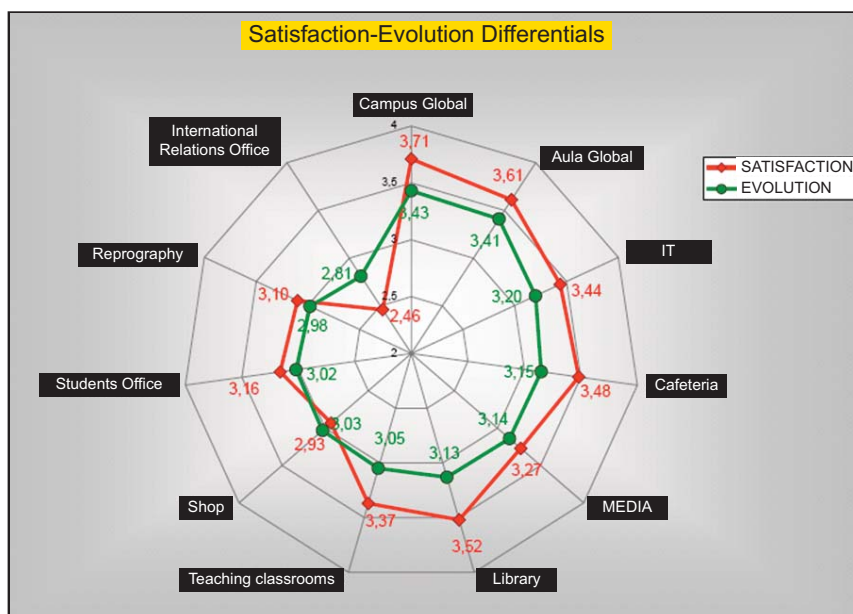


As it does every year the European Documentation Centre celebrates the anniversary of Schuman declaration in 1950

12. CONCLUSIONS

2007 meant close collaboration with other Areas and Services of the University. With the aim of maintaining these established ties in the new 2008-2010 Strategic Plan, whose design was begun in 2007, this initiative was kept in mind and Objectives were established that include the IT Service, the International Relations and Cooperation Service, The Office for Knowledge Transfer, etc.

Finally, the great success shown in the student surveys needs to be pointed out, as the Library Service maintains its position as one of the services with the best assessments⁴, and the “María Moliner” Library is the most highly regarded.



The results follow our usual lines, with a good assessment of schedules and loans and a bit lower regarding rules and work atmosphere.

⁴ Carlos III University of Madrid, Quality Perceived in University Services, Students Academic Year 2006-2007, *Results Report* (electronic version), p. 34 (graphs on pp. 62, 17 and 35) Available on Internet: http://lorca.uc3m.es/programacion_presupuesto/Encuesta_Calidad/Indice.html [Consulted: 10/04/08]



We must, then, continue working to maintain the satisfaction levels and to improve those points that are the lowest.

Moreover, we must be alert to the needs of the new changes and ready to respond to them and provide adequate support to our users, both in terms of space and services, and in the resources we offer them (printed collections, electronic collections, for leisure, for research, for teaching, etc.).

13. INDICATORS

Integrated Dashboard

| Perspective | Indicators | Subtotal | | Legend |
|----------------------------|---|----------|--------|---------------------------------|
| | | 2006 | 2007 | |
| Users | Overall satisfaction with the Service | 3,59 | 4,00 | out of 5 |
| | Satisfaction with the Schedules | 3,56 | 4,00 | out of 5 |
| | Entries to the Library / Total Users | 110 | 114,81 | user visits/year |
| | Users who Receive Training/ Total Users | 0,12 | 0,15 | users |
| | Access to Distance Services / Total Users | 0,12 | 0,15 | accesses /user |
| | Total Documents Supplied / Total Users | 9 | 9,66 | doc. per user |
| | Not immediate loans / Total Loans | 5% | 5% | out of total loans |
| Economic perspective | Total Spending on Acquisitions / Total Library Cost | 35% | 37% | acquisition spending/total cost |
| | Spending on Electronic Resources / Total Acquisition Spending | 39% | 33% | out of total spending |
| | Total Library Cost / Total Users | 241 € | 293 € | per user |
| | Total Library Cost / Entries to Library | 2,20 | 2,55 | per visit |
| | Total Cost of Library Personnel / Total Users | 123 € | 143€ | person per user |
| Processes and resources | No. of Documents Acquired/ Total Library Personnel | 368 | 378 | doc. acquired/person |
| | Total Documents Supplied / Total Library Personnel | 2,5 | 2,3 | doc. supplied /person |
| | No. of Copies in Collection / Total Library Personnel | 5,9 | 6,3 | copies/person |
| | Total Square Metres / Total Users | 1,11 | 1,11 | m ² /user |
| | Total Users / Total Reading Stations | 9 | 9 | users/station |
| | No. of Copies in Collection / Total Users | 22,4 | 26 | copies/user |
| | Total Users / Total Library Personnel | 265 | 242 | users/personnel |
| Innovation and development | Library Budget/ University Budget | 3,90% | 4,10% | |
| | Extraordinary Library Budget / Ordinary Library Budget | -- | 1% | |
| | Staff Training Courses / Total Library Personnel | 0,5 | 1,2 | courses/personnel |
| | People in Library in Work Groups / Total Library Personnel | 84% | 91% | personnel in groups |
| | Satisfaction of Personnel with their job recognition | 5 | -- | out of 10 |
| | Satisfaction of Personnel with work atmosphere | 6 | -- | out of 10 |



Universidad
Carlos III de Madrid
www.uc3m.es

LIBRARIES AND USERS HELP

Colmenarejo Campus Library

Menéndez Pidal Building.

Tel. 91.856.12.32

aucolmena@listserv.uc3m.es

Higher Polytechnic School Library

Rey Pastor Building. Leganés Campus.

Tel. 91.624.94.53

aupolitec@listserv.uc3m.es

Social Sciences and Law Library

María Moliner Building. Getafe Campus.

Tel. 91.624.97.20

aucssjj@listserv.uc3m.es

Humanities, Communication and Information Science Library

Concepción Arenal Building. Getafe Campus.

Tel. 91.624.92.72

auhuman@listserv.uc3m.es

<http://biblioteca.uc3m.es>