

**SERVICE CHARTER
OF THE LEARNING
AND RESEARCH RESOURCE
CENTRE (CRAI)**



UNIVERSITAT ROVIRA I VIRGILI

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1. BACKGROUND

On 10 July 2008 a proposal was presented to the Governing Council to change the organisation, availability, access and use of the learning, teaching and research resources. The general structure and the plan of action to carry the proposal into effect were approved.

The proposal presented was the result of a) an analysis of the strengths and weaknessness of implementing a CRAI at the URV and the threats and opportunities of the environment (SWOT analysis¹) by an external committee of professionals, and b) a comparative study of four CRAIS in the United Kingdom.

This change can be explained by the confluence, on the one hand, of academic factors such as the new structure of university degree courses or the increase in methodologies that place the student at the centre of the learning process which increasingly focuses on developing competencies instead of acquiring knowledge and, on the other, of factors derived from the so-called digital revolution, such as the growing importance of the digital library and the need to create repositories of digital objects that that enable information to be available in any place at any time.

The result of the work carried out by the General Committee of CRAI Convergence, approved by the Governing Council on 10 July 2008, defined the strategic aspects of the project, the organisational structure and the charter of services that would be provided by the units involved in the CRAI Project. The first service charter for the CRAI that had by then been set up on the Catalunya Campus was approved by the Governing Council on 9 July 2009. Likewise, the structure of the CRAIs on all URV campuses was defined by the

1. SWOT: Strengths, Weaknesses, Opportunities and Theatres.

Governing Council of 23 February 2012. This project has now become a reality.

In parallel to this development changes have been made to other areas – such as the regulations governing the CRAI and quality commitments – which have made it necessary to modify the CRAI's service charter. It should be pointed out that the CRAI – just as the Library and Documentation Service did before it – still bases its day-to-day activity on the opinion of the users and continuous improvement.

This new review of the service charter uses the structure defined by the UNE 93200 standard for drafting service charters and it makes use of objectivefiable and measurable indicators and commitments.

2. DEFINITION

The Learning and Research Centre (CRAI) is a dynamic environment that brings together all the university services that provide IT and learning and knowledge technologies in support of learning, teaching, research and the Third Mission.

The URV's Learning and Research Centre is a unique service that is structured in coordinated units (campus CRAIs) to respond to the needs of users on all the University's campuses.

At the heart of the CRAI lies the Library and Documentation Service, which is supplemented by other university units and services and the resources they provide. The units and services involved are the following:

- a) Student Help Centre (CAE),
- b) Institute of Education Sciences (ICE),
- c) Educational Resources Service (SREd),
- d) Computer and ICT Service (SRIiTIC),
- e) Language Service (SL).

3. MISSION AND VISION

Mission

The CRAI provides quality services in learning, teaching, research and the Third Mission by bringing together all the URV's services and resources for greater effectiveness and added value

Vision

The CRAI aims to become the primary source of resources and support for the learning, teaching, research and Third Mission activities of the URV community.

4. OBJECTIVES

- To establish new ways of doing things and a new corporate cultura as the result of the convergence of services.
- To bring together all university support services for greater effectiveness.
- To encourage work in multipurpose teams so that information and knowledge can be managed more effectively.
- To be more competitive and efficient in management.
- To provide the university community with a wide range of new services using specific strategies for each group of users.
- To inform users about the URV's structure, organisation and services, with particular focus on the CRAI.
- To ensure that users can access all the information and documentation that provide support to learning, teaching, research and the acquisition of information and IT competencies.
- To help the members of the university community acquire information and IT competencies.
- To provide the members of the URV with training in English, Catalan and Spanish.
- To ensure that multimedia technologies are used in learning, teaching and research.

5. USERS

The URV's CRAI can be used by all members of the URV community – students, teaching staff, and administrative and service staff – as well as the members of all groups, institutions and organisations accepted by the URV's governing bodies.

The types of users and the types of service each user has a right to are described in the document “Types of users and list of CRAI services”.

Users' rights

Users have the right to

- make use of the services defined in the Service Charter and enjoy the quality and the conditions set for each type of user,
- have access to the information resources they need for learning, teaching and research,
- make use of facilities that are suitable for study, individual or group work, and reference work,
- be attended properly and efficiently by the CRAI staff.

Users' duties

Users must

- behave appropriately and respectfully towards other users and the CRAI staff,
- use the information resources in accordance with prevailing legislation and URV regulations,

- copy documents in accordance with prevailing legislation,
- comply with the rules and regulations that govern the use of the CRAI services.
- respect the infrastructure, facilities, materials and documents of the CRAI.

User participation

Suggestions, proposals for improvement and complaints can be made through the following channels:

1. The online information and reference service.
2. The CRAI information point.
3. Email: crai@urv.cat.
4. Regular mail to the address: Centre de Recursos per a l'Aprenentatge i la investigació (CRAI). Av. Catalunya, 35, 43002–Tarragona.
5. Regular satisfaction surveys.

6. STRUCTURE

As is described in the PAS Structure handbook, the CRAI is structured in the following way:

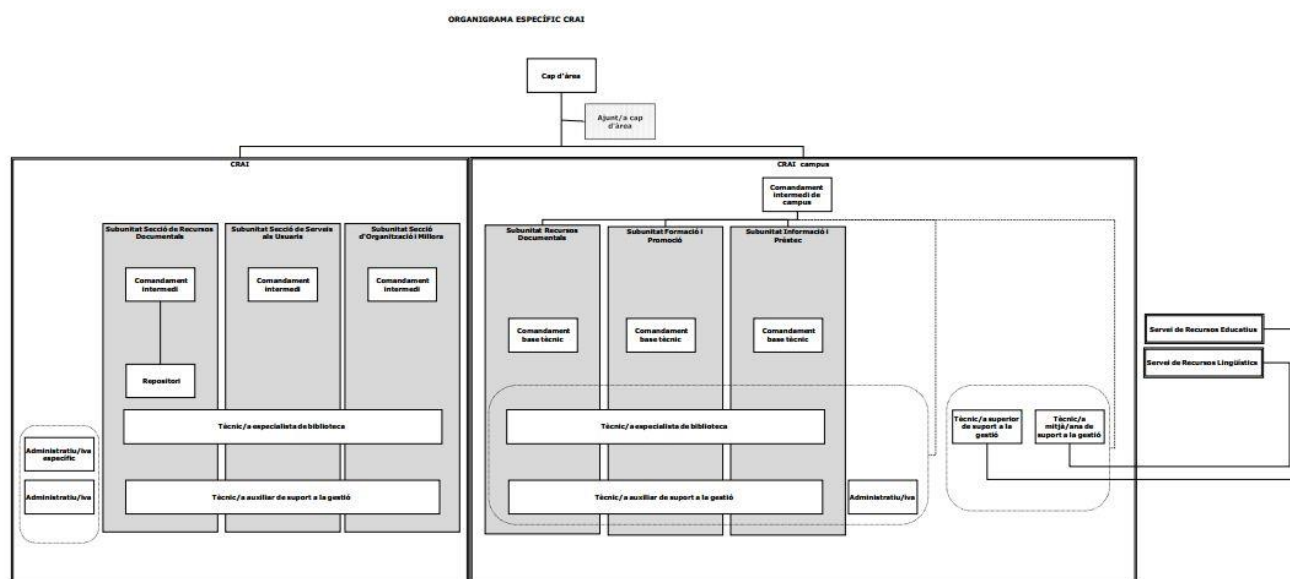


Figure – Organisation chart of the URV's CRAI

You can find out all about the CRAI's services at the following places:

Information Point: The Information Point is the centralised information service that will respond to all your doubts and queries about services, organisation, activities and general functioning of the URV and the services provided by the CRAI.

Library: The Library is the heart of the CRAI. It provides access to information resources and documentation for support to learning, teaching, research and the acquisition of information skills.

The Library also provides courses so that users can learn how to use the information resources they have at their disposal and use the information appropriately. The aim is for users to

- be aware of their information needs,
- distinguish between the different ways that information can be processed,
- use strategies to find information,
- be able to locate and access information,
- compare and appraise information obtained from a variety of sources,
- be able to organise, apply and convey information to others,
- summarise and use existing information to create new knowledge.

Factory: The Factory gives support to learning, teaching, and research, development and innovation (RDI). It aims to enable both the teaching and research staff, and students to use IT and the knowledge and learning technologies in their academic activities.

Self-Access Language Centre: The Self-Access Language Centre helps the members of the university community to learn languages on a face-to-face basis or online. The languages catered for are English, Catalan and Spanish.

7. SERVICES

The services provided by the CRAI are divided into nine areas:

- Information
- Documentary resources
- Loan
- Support for information, computer and language skills
- Research support
- Support for producing teaching materials and academic work
- Web 2.0 tools and Moodle support
- Computer resources and IT
- A variety of spaces and equipment

Information

The CRAI can give students all sorts of information:

- ✓ Information about the URV:

The Information Point (PAU) answers questions about services, organisation, activities and the general functioning of the URV and services specifically provided by the CRAI. It is coordinated with the Student Help Centre (CAE) so that students can clear up their doubts, get information or even get something done without having to go to the CAE. The things that tend to interest students the most are the Sports Service, the Accommodation Office, the Job Bank, and grants and scholarships.

If students need to be sent to a particular service or department, they

are given as much information as possible about opening hours, location, phone numbers and contacts. They can ask their questions in person, on the phone or by email and, if a response cannot be given immediately, they are guaranteed a response in a maximum of 72 hours.

✓ Bibliographic information:

The CRAI's information and loan boards give information about the documents that the URV has in its catalogue and about how to obtain documents from other libraries around the world. Users are also provided with support for searching, accessing and using electronic resources.

✓ Online information:

The CRAI provides an online information and reference service. It is available to everybody that gives information about services, resources, organisation, activities and the way the URV and the CRAI operate.

✓ List of most frequently asked questions and answers:

On the CRAI's website there is a list of the most frequent questions and answers about the services provided and doubts that often emerge about how the CRAI works. <http://www.urv.cat/CRAI/que-es-el-CRAI/preguntes-frequets.html>.

Documentary resources

Members of the URV have access to the following services:

- The URV's catalogue: The catalogue contains information not only about all the documents available at the URV's Library but also about the collections of institutions that have an agreement with the URV.
- OCLC WorldCat Local: A single-search box that provides access to the URV CRAI's resources (catalogue, electronic resources and documents from the institutional repository) and the resources from the world's library collections. It is an extremely powerful internationalisation tool that makes the URV's resources and scientific output much more visible.
- icerc@dor and icerc@dorPlus: These applications enable users to access the URV's electronic resources.
- ejournals 2.0: Search engine for the full text of articles in electronic journals.
- Basic bibliography. The Library has all the documents that lecturers recommend to their students for their subjects.
- Cooperative repositories: TDX (doctoral theses), RACO (Catalan journals in open access), MDC (Digital Memory of Catalonia), RECERCAT (Research Repository of Catalonia).
- Loan of documents on request for support to learning, teaching and research.

The Universitat Rovira i Virgili also makes the Web Proxy Cache available so that the members of the university community can access the electronic resources from computers that are not connected to the University's network.

Borrowing

The URV's CRAI aims to encourage members of the university community to borrow documents from the collection and use the spaces and equipment. The borrowing service, then, includes borrowing documents, spaces and equipment.

[The Regulation Governing Borrowing at the URV's Learning and Research Centre \(CRAI\): Borrowing Documents, Spaces and Equipment](#) determines who can borrow and the types of borrowing that each user has a right to.

Users can make use of various borrowing options:

- Loan: Members of the university community and external users who have been expressly authorised are entitled to borrow documents for a limited period of time.
- Intercampus loan: To avoid unnecessary travelling, users can order books from any of the URV's campus CRAIs and pick them up or return them to a different one if it is more convenient for them.
- CSUC consortium loan (PUC): PUC permit allows users of one of the libraries of the Consortium of University Services of Catalonia (CSUC) to borrow documents from another Catalan public university library or from the Library of Catalonia.
- Interlibrary loan and document delivery: All those documents that are not in the URV's catalogue or the catalogue of other Catalan universities can be located and supplied by other Catalan, Spanish or foreign institutions. Likewise, the URV can lend its documents to other institutions.
- Spaces and equipment: The CRAI can lend equipment such as laptops, audiovisual material for academic activities (photo and video cameras and digital voice recorders), e-readers, video conferencing equipment, etc. The CRAI also allows users to reserve spaces for group work

- My catalogue: This online service allows users to ask questions, make reservations, and save searches and lists of favourites.

Training in information, IT and language skills

The URV's CRAI provides the university community with courses in:

- Information skills: that is to say, it trains participants to recognise what information they need, and how to locate it, assess it and use it effectively. Courses are designed for:
 - ✓ Students:
 - **Reception sessions:** The reception sessions are designed for new students on all sorts of courses as an introduction to the CRAI and the services it provides.
 - **Degree subjects:** Sessions are organised as part of a degree subject so that students can acquire core competence C3-Information and knowledge management. These sessions are taught at the request of lecturers and are for undergraduates.
 - **Courses about specific resources** for a variety of teaching and research areas. These sessions are taught at the request of lecturers and are for master's degree and doctoral students.
 - ✓ Teaching and research staff (PDI):
 - **PROFID courses:** In conjunction with the Institute of Education Sciences (ICE), the CRAI teaches courses as part of the Lifelong Training Plan for Teaching and Research Staff (PROFID).
 - **C3-Information and knowledge management:** The CRAI provides the PDI with guidance and training in information skills.

✓ Others:

- **URV open days:** Introductory sessions for future students.
- **Guided tours of the CRAI during the academic year:** Introductory sessions organised on request.
- **Tutorials, guides, videos and other self-access material.**

- IT skills: The URV's CRAI provides the whole of the university community with courses on IT skills and learning and knowledge technologies (LKT) because a good command of the applications and devices available will give you greater independence in your academic projects.

The Factory provides the members of the university community with support in the use of learning and knowledge technologies (LKT):

- ✓ **Training in the use of of the learning and knowledge technologies:** Courses designed specifically for PDI and students. They are taught via the PROFID plan of the Institute for Education Sciences and as a component of undergraduate subjects.
- ✓ **Individual guidance:** Those members of the university community who require support if they are to use IT in their academic activities can receive guidance from the Factory about how to use hardware and software.

Guidance can be given in the following areas:

- Office software
- Multimedia publishing
- Design
- Web-based tools
- Virtual learning environment (Moodle, Connect, Mahara)

- ✓ **Independent use (Open Factory):** Designed for members of the university community who wish to work independently on their academic activities with hardware and software from the Factory.

- **Language skills**, to learn and perfect English, Catalan and Spanish. The Self-Access Language Centre (EAL) provides the following services:
 - ✓ English conversation groups (various levels).
 - ✓ Catalan conversation groups (basic level).
 - ✓ Language tandems for university students.
 - ✓ Preparation for the B1 and B2 certificates of the Common European Framework of Reference of Languages: support to students who want to prepare for the exams in English.
 - ✓ Correction of compositions.
 - ✓ English level tests throughout the academic year.
 - ✓ Individual tutorials to deal with such specific aspects as pronunciation or grammar items.
 - ✓ Learning support: guidance on the use of resources and materials for learning English, Catalan and Spanish.

The Self-Access Language Centre makes a range of resources available for learning languages:

- ✓ Learning materials and resources (on paper, CD, DVD, online, etc.).
- ✓ Access to computers with specific software and connected to foreign television channels.
- ✓ Resources to prepare for the B1 English language exam.

Research support

Researchers have the following services at their disposal:

- Assistance in locating and obtaining information and documentation.
- Assistance in choosing the highest impact journals in each knowledge area.
- Guidance and support on issues of impact factors, indicators and classifications of scientific output, publications and authors, research groups, and institutions.
- Courses on the use of databases and other documentary resources.
- Guidance on setting up automatic knowledge updates (bibliographic alerts).
- Guidance on the use of such research resources as bibliography managers, citation standards, the rules governing the names of research staff and centres, web 2.0 tools for research and so on.
- Guidance on copyright and intellectual property.
- Support in the use of the ORCID identifier.

Support for producing teaching materials and academic work

The CRAI can assist members of the university community to produce:

- Their bachelor's or master's thesis: The CRAI provides students with a range of resources, guides and tutorials to help them write their bachelor's or master's degree thesis.
- Teaching material or academic work.

- ✓ The Factory can assist teaching and research staff with:
 - Producing teaching materials.
 - Editing images and teaching videos for classes.
 - Digitalising documentation.
 - Storing material.
 - Converting files into different formats.
 - Creating presentations for talks and posters at symposia and congresses.
 - Creating concept diagrams and maps.

- ✓ The Factory can assist students with:
 - Using software and specific tools for writing academic essays
 - Using recording equipment (video cameras, photographic cameras, audio recorders) and editing recorded material.
 - Understanding tools that improve the presentation of academic work (online presentations, image processing, etc.)
 - Digitalisation of documents for academic work.

Web 2.0 tools and Moodle support

Students and staff can go to the CRAI's Factory to receive advice on how to use:

- The online learning environment (Moodle).
- The institutional e-portfolio (Mahara).
- Web 2.0 tools for teaching and learning.

Computer and IT resources

At the CRAI, users can

- use the computer room,
- borrow a laptop,
- borrow an e-reader, and
- use the wifi zone.

The Factory also provides support in

- office software and multimedia publishing, and
- resources and courses for IT skills.

A variety of spaces and equipment

The CRAI provides its users with:

- A computer room.
- A classroom.
- Silent study and reading spaces.
- Group study spaces.
- Meeting and rest areas.
- An exhibition room.
- Computers (desk top and laptop).
- Work pods with technological and multimedia equipment.
- Photocopiers and scanners (users are requested to respect intellectual property rights).
- Lockers.

- Other equipment.

8. THE CRAI'S COMMITMENTS

General commitments

The CRAI will:

1. Propose, acquire, process and make available the information and documentation resources required for the URV's learning, teaching and research needs.
2. Provide users with tools for searching for and retrieving information.
3. Enable users to access all the information resources that are available and optimise their use.
4. Develop the Digital Library and promote its use.
5. Set up online services to encourage people to use the CRAI.
6. Advise users on how to search for and use information.
7. Provide information on the services, organisation, activities and general functioning of the URV and on the specific services offered at the CRAI.
8. Provide users with a range of spaces for study, group work, reference, classes and rest.
9. Provide users with the support they need to effectively use the CRAI's services.
10. Ensure that users who are preparing teaching material and academic work are informed about copyright.
11. Encourage the use of multimedia technologies for preparing teaching material and academic work.
12. Train users in information skills.
13. Provide support for learning IT skills.
14. Provide support for learning languages, particularly English, Spanish and Catalan.
15. Contribute to the URV's institutional repository and the application of the mandate on open access.
16. Give support to research and the URV's scientific output.
17. Take part in the URV's processes of evaluation and quality improvement.

18. Carry out user satisfaction surveys on a regular basis.
19. Review quality commitments on a regular basis and act on the results and the opinion of the users.
20. Manage the economic and human resources at its disposal efficiently.
21. Take part in projects involving other university areas and services.
22. Integrate and optimise the services providing support to the university community.
23. Take part in projects of the Consortium of University Services of Catalonia in order to improve services to users.
24. Fulfil all other functions attributed to it by the Statute or entrusted to it by the Governing Council.

Specific commitments of the CRAI

1. We will provide you with the information you need in person or online. For this service we aim to get a rating of 8 out of 10 on the user satisfaction survey.
2. We aim to respond to at least 95% of enquiries made to the online service Pregunt@ within a maximum of 72 hours.
3. We aim to make the most recent additions to the job bank publicly available in a maximum of 48 hours in at least 95% of cases.
4. We will use icerc@dor to ensure that at least 95% of all links to electronic resources are working.
5. Every two weeks we will publish information about the new bibliographic material purchased for the library in at least 95% of cases.
6. We will receive documents from suppliers in an average of 35 days.
7. We will catalogue the documents acquired by the CRAI in a maximum of nine days in at least 90% of cases.
8. We will respond to the needs of users who have been unable to locate a document on the shelves within 72 hours in at least 95% of cases.
9. We will send the inter-library loan applications to the supplying library

within three working days of the user's application in at least 95 % of cases.

10. We will have planned 90% of the CRAI courses on the PROFID programme before the beginning of the academic year.
11. We will publish the schedule of the English conversation classes on the first working day of the month in 99% of cases.
12. We guarantee that there will be a maximum of eight participants in a conversation class in 95% of cases.
13. We guarantee that there will be at least one English conversation class for each of the levels taught (A2 to C1) in at least 95% of cases.
14. We will provide appropriate facilities for consulting the bibliographic resources and studying, and will be given a score of 7 for this aspect in the user satisfaction survey.
15. We will have an average percentage of compliance with the projects in the CRAI Annual Plan of 50% at the end of the first semester and 100% at the end of the second in 95% of cases.
16. We will provide a minimum of 15 hours of specific training per person and year in 90% of cases.
17. We will be given a score of 6 out of 10 on the satisfaction surveys for the training sessions organised by the CRAI in 95% of cases.
18. We will be given a score of 6 out of 10 by users of the Factory in 95% of cases.
19. We will be given a score of over 6 out of 10 on the satisfaction surveys for the training in information skills in 95% of cases.

9. OPENING HOURS

The timetables of the various CRAIs and libraries can be found at the following web address: <http://urv.cat/CRAI/centres-i-horaris/>. At the time of the review of the charter, they are the following

Standard period

- **Bellissens Campus CRAI, Catalunya Campus CRAI, Sescelades Campus CRAI, Campus Terres de l'Ebre CRAI, and Medicine and Health Sciences CRAI:**
 - ✓ Mondays to Fridays: 8 a.m. to 9 p.m.
 - ✓ Saturday: 9 a.m. to 9 p.m. (Catalunya Campus CRAI and Medicine and Health Sciences CRAI).

- **Vila-seca Campus CRAI:**
 - ✓ Mondays to Fridays: 8.30 a.m. to 8 p.m.

- **Library of the Teaching Unit of the Sant Joan University Hospital:**
 - ✓ Mondays to Fridays: 8 a.m. to 3 p.m.

- **Joan XXIII Teaching Unit (Joan XXIII University Hospital Library, Tarragona):**
 - Mondays to Fridays: 8 a.m. to 9 p.m.

- **Pere Mata Teaching Unit (Pere Mata University Hospital Library, Reus):**

- ✓ Mondays to Thursdays: 8 a.m. to 5.30 p.m.
- ✓ Fridays: 8 a.m. to 3 p.m.

- **Baix Penedès CRAI:**

- ✓ Mondays to Thursdays: 9 a.m. to 7 p.m.
- ✓ Fridays: 9 a.m. to 3 p.m.

Special period

At some times of the year (Easter week, summer and Christmas), special timetables will be published on the CRAI's website.

10. REGULATIONS

- Consortium of University Services of Catalonia. Commission of University Libraries of Catalonia. *Reglament del servei de préstec consorciat (PUC) del Consorci de Serveis Universitaris de Catalunya.*
(Doc.14/45; A2pi/PUC/Reglament/ReglamentPUC110505Actualitzat.doc; CBUC 03/06/14)
<http://www.csuc.cat/sites/default/files/docs/reglamentpuc110505actualitzat.docx>.
- Consortium of University Services of Catalonia. Commission of University Libraries of Catalonia. *Reglament pel préstec interbibliotecari entre les institucions del Consorci de Serveis Universitaris de Catalunya.*
(Doc. 14/44; A2pi/Reglament-acordsPI/Pi04reglActualitzat.doc; CBUC 03/06/14)
<http://www.csuc.cat/sites/default/files/docs/pi04reglactualitzat.docx>.
- CRUE. Network of Spanish University Libraries (REBIUN). *Reglamento REBIUN.*
http://www.rebiun.org/organosdegobierno/Documents/Reglamento_REBIUN_2011_vf.pdf.
- Network of Spanish University Libraries (REBIUN). *Acuerdo de préstamo interbibliotecario de REBIUN. Revisión 2013.*
http://www.rebiun.org/documentos/Documents/PR%C3%89STAMO%20INTERB/Acuerdo_Prestamo_Interbibliotecario_revisi%C3%B3n_noviembre_2013.pdf.
- Universitat Rovira i Virgili. *Normativa d'organització i funcionament del Centre de Recursos d'Aprenentatge i Investigació de la URV (aprovada en Consell de govern de 30 d'octubre de 2013).*
http://www.urv.cat/media/upload//arxiu/crai/13_normativa_crai%281%29.pdf.

- Universitat Rovira i Virgili. *Política d'accés a la informació* (approved by the Governung Council on 30 October 2013).
https://ework.urv.es/bscw/bscw.cgi/d1522995/9_politica_access_inf.pdf.
- Universitat Rovira i Virgili. *Reglament d'ús del servei de préstec del Centre de Recursos per l'Aprenentatge i la Investigació (CRAI) de la URV: préstec de documents, espais i equipaments* (approved on 14 April 2014).
http://www.urv.cat/media/upload//arxiu/crai/condicions_us/Reglament_prestec_2014.pdf.

11. DATE OF ENTRY INTO FORCE

The first CRAI service charter entered into force on 9 July 2009. The present version, the result if a review process initiated in January 2014, has been in force since 1 January 2015.