

Commitments

- We answer all queries about library services and resources in a personalized way either at the counter, by e-mail or by phone. At Pregunt@, we answer your queries within two working days
- We offer extensive opening hours
- We guarantee access to the basic bibliography facilitated by the academic staff
- We give monthly updates about new acquisitions on our website.
- We provide access to documents from libraries on other campuses (Bellaterra, Sabadell or hospital teaching units) on request.
- We offer introductory sessions on the use of the library and the use of tools and resources on specialized information
- We provide material requested through interlibrary loans from external libraries within an average of four days, from any Catalan University Library, and after an average of ten days from other libraries around the world
- We give notifications on programmed changes and news by means of posters and/or on the website, at least five days in advance.
- We keep our website updated
- We give daily notifications, via e-mail, on requested documents that we've received

Our compliance with all commitments can be reviewed using a series of indicators that are used to measure it, and which can be found on our website:

www.uab.cat/libraries/services

How to contact us

Biblioteca de Ciència i Tecnologia

Tel. 93 581 19 06 bib.ciencia.tecnologia@uab.cat

Biblioteca de Ciències Socials

Tel. 93 581 18 01 bib.socials@uab.cat

Biblioteca de Ciències Socials–

Centre de Documentació Europea

Tel. 93 581 16 81 ce.doc.europea@uab.cat

Biblioteca de Comunicació i Hemeroteca General

Tel. 93 581 40 04 bib.comunicacio@uab.cat

Biblioteca d'Humanitats

Tel. 93 581 29 92 bib.humanitats@uab.cat

Biblioteca de Medicina. Bellaterra

Tel. 93 581 19 18 bib.medicina@uab.cat

Biblioteca de l'Hospital Universitari

Germans Trias i Pujol

Tel. 93 497 88 99 bib.hugtip@uab.cat

Biblioteca Universitària de Medicina

i d'Infermeria de la Vall d'Hebron

Tel. 93 428 50 12 bib.vhebron@uab.cat

Biblioteca Campus Universitari Mar

Tel. 93 316 35 31 bib.mar@uab.cat

Fundació Biblioteca Josep Laporte

Tel. 93 433 50 40 sod.fbjl@uab.cat

Biblioteca Universitària de Sabadell

Tel. 93 728 77 01 bib.sabadell@uab.cat

Biblioteca de Veterinària

Tel. 93 581 15 49 bib.veterinaria@uab.cat

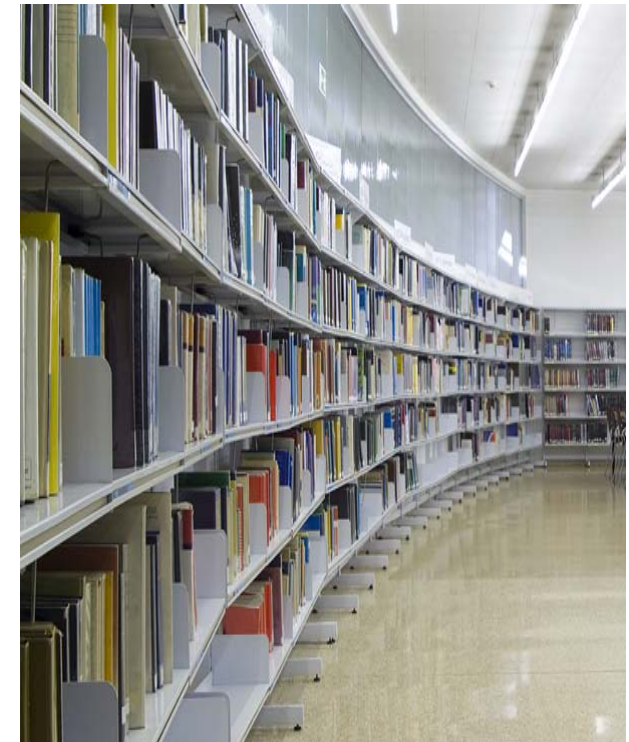
Cartoteca General

Tel. 93 581 20 45 cartoteca@uab.cat

Servei de Biblioteques de la UAB

Tel. 93 581 10 15 s.biblioteques@uab.cat

www.uab.cat/bib



SERVICE CHARTER



What we offer

- **Access and Consultation** of documentary resources needed for learning, teaching and researching
- **Areas and equipment** for individual or group work and training rooms
- **Computers**, infrastructure for use of laptops and equipment to facilitate watching videos and listening to audio resources.
- We **attend to enquiries** and provide information through the service Pregunt@
- **Information dissemination** through the website, guides and blogs
- **Loan** of documents and technological equipment
- We can **obtain documents** from libraries that are not at the UAB through the Interlibrary Loan service
- **Training sessions** to learn about the services, resources and facilities of the libraries and the best way to use them
- **Selection and acquisition** of documents for UAB libraries based on your requests
- **Remote access** to a wide collection of digital resources and online transactions (reservations, renewals) from the website www.uab.cat/bib
- **Open access publication** of scientific, educational and administrative productions from the university community

You have the right to...

Require that the library fulfills all of its commitments, as well as to:

- Receive information on all the services that the library offers and how they work
- Receive advice and training in the use of information resources provided by the library
- Make suggestions or complaints, personally or on-line
- Have a guarantee of the confidentiality of your personal data
- Receive respectful treatment and efficient service from library staff

Help us improve...

- Make your queries, suggestions, complaints or compliments through *Pregunt@* www.uab.cat/libraries/pregunta or directly to *UAB Digueu* www.uab.es/uab-digueu
- Participate in the library user committees
- Answer the periodic user surveys
- Participate in the libraries assessment processes as members of working groups

It is your duty to...

- Contribute to maintaining an appropriate work environment, to respect people and avoid any activity that causes discomfort to others
- Respect the terms and conditions of use of the library's services, facilities, equipment and documents, and place the documents you have consulted on the trolleys and therefore keep the library organized
- Always take good care of your belongings
- Be responsible for the technological equipment or documents you have on loan and return them within the set deadlines
- Respect the rules of intellectual property on scanning and photocopying, and in the case of digital documents, respect the terms of use, distribution and reproduction
- Identify yourself with your UAB card when required, you must not lend it to others
- Check your e-mail and keep a look out for Library alerts

