

# Memòria de la Biblioteca Virtual de la UOC

## Curs 2005-2006



Universitat Oberta de Catalunya - Memòria de la Biblioteca Virtual 2005-2006

## English

<b>Report on the UOC Virtual Library</b>			
2005-2006 Academic year			
<b>Contents</b>			
<b>Presentation</b>	<b>102</b>		
<b>The Virtual Library</b>	<b>103</b>		
Aim	103		
The Virtual Library on the Campus	103		
The Virtual Library in the classroom	104		
<b>Virtual Library users</b>	<b>104</b>		
Potential users and virtual users	104		
The use of the Virtual Library	104		
<b>Information resources</b>	<b>105</b>		
New features for the 2005-2006 academic year	105		
<b>Services</b>	<b>107</b>		
New features for the 2005-2006 academic year	108		
<b>Learning support</b>			
<b>The library in the classroom</b>	<b>108</b>		
Classroom resources	108		
New student classroom	109		
Student training	109		
<b>Teaching support</b>	<b>109</b>		
Lecturers' newsletter (BIP)	109		
Training of the teaching staff	110		
<b>Support for research.</b>			
<b>The CR2 library.</b>	<b>110</b>		
CR2 Research Resource Centre	110		
Cooperative depositories:			
TDX, RACO and RECERCAT	111		
Web project for the scientific production of professor Manuel Castells	112		
Researcher training	112		
<b>The Virtual Library in the University</b>	<b>112</b>		
Information resource compilations	112		
New features of the VL	113		
The VL in the UOC publications and spaces	114		
Institutional presentations	114		
<b>User training</b>	<b>115</b>		
Training plan	115		
New training features in the 2005-2006 academic year	115		
<b>Institutional relations</b>		<b>116</b>	
Consortia		116	
Working groups		116	
Agreements with other libraries and institutions		117	
<b>External projection</b>		<b>117</b>	
Projects underway		117	
Agencies and institutions		118	
<b>Resources</b>		<b>119</b>	
Human resources		119	
Financial resources		120	
<b>Evaluation, management and processes</b>		<b>121</b>	
Quality evaluation		121	
Completion of the process map		121	
Evaluation of the 2002-2005 Strategic Library Plan		121	
<b>Presentation</b>			
The Report on the UOC Virtual Library (VL) summarises the work of the Library over the 2005-2006 academic year through a description of the highlights and the presentation of the most important figures in each of its areas of action.			
In the 2005-2006 academic year, it should be emphasised that besides continuing to offer information resources and services to all of its users, the VL continued to contribute to improving support for research and participated in teaching improvement projects.			
The UOC VL took part in the Quality Evaluation Process of the library system of Catalonia. The UOC is one of the 10 universities that are part of this evaluation programme, which is fostered by the University System of Catalonia Quality Agency (AQU).			
The VL collaborated in the Classroom Project, led by the Educational Methodology Operational Group, with a view to developing the new			

student classroom. The virtual campus classroom project was started in September 2005 with the aim of improving the present classroom, taking into account the needs and expectations of its users. For this reason, it was proposed to implement it on the basis of a user-centred methodology design. The VL participated in the definition of the Classroom *Resources* space, where the necessary information sources and support tools are made available to the students to enable them to complete their academic work.

In terms of research, the UOC's VL has focused on the information and knowledge society with the creation of a library at the Internet Interdisciplinary Institute (IN3) building in the Mediterranean Technology Park, Castelldefels, Barcelona, which houses the physical collection and offers access to the digital collection.

The library is also the depository of the scientific production of Professor Manuel Castells.

*Eduard Aibar, Research vicerector*

### **The Virtual Library**

The UOC VL is an information and documentation resource centre for the subject areas on offer at the University, placing special emphasis on the subjects of the information and knowledge society. The mission of the VL is to raise the level of quality and excellence in the learning, teaching, administration, research and lifelong learning processes.

The VL can be accessed from the UOC portal ([www.uoc.edu](http://www.uoc.edu)) and also from the Virtual Campus. The difference

between access from the portal and the campus lies in the fact that only by accessing from the campus is it possible to access all the resources and services, both subscription and free access. The VL's presence in classrooms is achieved through a tailor-made selection of resources. The VL is available in three languages, Catalan, Spanish and English.

### **Aim**

The VL constitutes one of the most important learning, teaching, research and administration support services available to the university. Its aim is to provide UOC students, lecturers, researchers and administration staff with access to the information that they need to carry out their work.

The VL offers a whole range of resources and services to the different members of the university community to help them carry out their academic, research and administration work.

The VL also provides support, especially to students, to carry out their academic work, offering all the information, documentation and services that they need to successfully pass the continuous assessment and examinations. The working of the Library has been designed to enable users to obtain what they need immediately and from any location with access to the internet.

### **The Virtual Library on the Campus**

The VL is divided into four large sections:

- **General information.** A compilation of institutional information about the Library, e.g. statistics about usage, publications by VL personnel, projects

in which they have taken part, institutional relations maintained with other institutions. It also includes “the Library in 5 minutes”, a virtual tour of the vL.

- **Catalogues.** This provides access to the university’s bibliographic collection: recommended and specialist bibliography, teaching modules, audiovisual and electronic materials, etc. It also allows other Catalan and Spanish library catalogues and library catalogues from around the world to be consulted.
- **Digital collection.** This allows access to consultation of databases and full-text journals, online encyclopaedias and dictionaries, e-books, thematic portals and other information resources, arranged both by resource type and by the academic subject areas taught at the university. Information resources and tools supporting the teaching and academic learning of students.
- **Services.** Direct access to the services of the Library: lending, requesting documentary searches and other tailor-made information services; such as the news service, electronic distribution of summaries and the document supply service.

In addition to these four large sections, there is always access to the following resources from any point of the vL: the *search engine*, which retrieves information from all the sections; the *News* section, useful for finding out any interesting news item from the last update about the Library; the *Help* section, which offers access to a collection of FAQs about the Library; and Contact us service, a virtual

consultation service for use regarding all consultations or queries about the vL.

### **The Virtual Library in the classroom**

Further access to the contents and services of the vL can be found in the virtual campus classroom *Resources* space, which compiles and offers a thorough and careful selection of basic and support resources, created jointly by the lecturers and the vL. The classroom *Resources* space helps students pursue their subject and helps them achieve a global knowledge of the sources and tools of their branch of specialisation as a future professional. These resources include free electronic information resources, solutions, software programs, articles, databases, self-assessment exercises, etc. This way, the students can enjoy a library tailor-made for each subject.

### **Virtual Library users**

#### **Potential users and virtual users**

The potential users of the vL include students enrolled on the various courses offered at the university (approved degrees, masters, postgraduate, etc.) lecturers, researchers, teaching and collaborating staff (counsellors and tutors) and administration staff.

We consider real users to be those who, using their own personal computer or any other computer connected to the internet, have set up a connection or session with any of the vL access pages.

#### **Use of the Virtual Library**

Use of the vL refers to the connections and consultations received on the library’s web server, the digital

collection and the online bibliographic collection catalogue.

### Information resources

When we speak of *information resources*, we are referring to the documents (or bibliographic collection) available through the catalogue and the electronic resources accessible from the digital collection.

The catalogue consists of the bibliographic database of the physical documents available at the university, such as the recommended bibliography of the various subjects, the teaching modules and the bibliography specialising in the lines of research at the university, as well as the information and knowledge society collection, the core of which is the donation by Professor M. Castells.

With regard to the electronic collection, the UOC VL offers the members of the community exclusive documentation, in both the academic and the professional spheres, from a range of sources, including e-journals, databases, encyclopaedias, dictionaries and e-books. These collections are, therefore, restricted to the users in the UOC community and are differentiated from the free resources by the icon . The exclusive collection is complemented by a rigorous selection of free and open resources of special interest to the community due to their academic and informative value.

### New features for the 2005-2006 academic year

The most outstanding new features

introduced in this academic year were the following:

### The Digital Video Library

This is a new information resources space, where one can find a selection of digital videos of online sessions on a range of thematic areas related to the UOC's Faculty. It also has a compilation of links enabling access to digital video banks from other universities and institutions.

The VL is the depository of the university's online sessions with the aim of preserving this collection and carrying out the corresponding documentary processing (classification, cataloguing, etc.) in order to organise the resources and make them accessible to the whole of the UOC Community.

### Expansion of the press section

The VL has expanded the press section of the digital collection. In this section, visitors can directly consult a selection of the leading national, European, African, Asian and American newspapers and the national and international financial press; both available for free over the internet and exclusively from the Reuters-Factiva press database consultation service. Other complementary resources have also been included, such as press directories, news search engines and RSS.

### FDPs, Practicums and RW available in the digital collection

The digital collection has started the process of collecting final degree projects (FDPs), Practicums and research work (RW), according to the syllabus of each programme, to make them

accessible to the students. This new section also offers a compilation of links to final degree work banks from other universities, other FDP repositories and a selection of information sources of interest related to the publication of work (standards, laws, etc.), such as RW publication licences.

The FDP-Practicum-RW section of the digital collection has been made possible thanks to the collaboration of the library with the departments in a joint project to promote, compile and preserve the documentary collection of practicums, final degree projects and research work of UOC students. As set out in the university's regulations: "a copy of the work that has been produced by the student in order to be awarded the credits of the practicum or of the final degree work/project will be archived in the UOC library and may be freely consulted unless in the work the author explicitly states its confidential nature."

### **The Virtual Library offers 4,457 new electronic resources**

In this academic year, the UOC VL subscribed to 10 new databases, which make a total of 252 databases, both free and paying, available in the digital collection. All these subscriptions have been made possible thanks to the joint subscription with the CBUC.

Most notable among the subscription databases are Elsevier ScienceDirect, Gale Virtual Reference Library, JStor, Springer-Link e-books or Sage.

The multidisciplinary Elsevier ScienceDirect database is geared primarily towards the spheres of medicine, science and technology and offers access to full-text consultation of up to 1,600 e-journals. The Gale Virtual

Reference Library allows 40 online encyclopaedias and references works on science, technology, education and medicine to be consulted. JStor includes a collection of 117 academic journals in digital format. Springer-Link e-books includes a collection of 2,700 e-books specialising in science and technology. Sage has provided access to the full text since 1999 of 390 journals published by the Sage publishers in the field of knowledge of the humanities and social sciences. VLEX specialises in legislation and jurisprudence (regional, state and community) in full text. It contains some 40 legal journals and over 70 e-books by various Spanish publishers.

As regards free databases, we should highlight three recent incorporations, LISTA (Library, Information Science & Technology Abstracts), EUR-LEX and Image Collection. Specialising in libraries and information management, LISTA contains over 600 monographs, periodical publications, research reports and minutes of congresses since 1960. EUR-LEX deals with European legislation, where one can find the full text of treaties, official publications, legislative documents, draft community legal acts and jurisprudential documents. Image Collection contains approximately 100,000 images, including a broad range of photographs and maps referring to news and events.

### **RefWorks**

Another important new feature in this academic year is the incorporation of the RefWorks bibliographic manager. This program allows the user to create their own database of bibliographical references, arrange them, extract

lists in different citation styles and incorporate the citations and bibliography lists to text documents. Another function of RefWorks is the RefShare module, which offers the possibility of sharing bibliographical citations between UOC users.

#### **More information resources for research**

The VL has also increased and updated the collection of the *Bibliometrics* section with the inclusion of resources on the analysis of citations and the evaluation of scientific journals.

#### **Services**

The UOC VL offers a whole range of personalised services that are explained below. These allow access to a number of information and documentation services that are extremely useful and exclusive to UOC users.

#### **Contact Us**

A consultation service to help users solve all the queries that they may have regarding the working of the VL, its resources and its services.

#### **Bibliographic searches**

This enables users to get their documentary and information needs to the VL. Based on their request, which they send to the library in an e-form, users will receive documents, information sources and other information resources in response to their consultation. Apart from the documentation sent to them, users also receive an explanation on how to plan the information search and use of the information sources; consequently, the

service offers virtual training that helps users develop their information skills.

#### **News services**

Free subscription for e-newsletters specialising in different topics – e-commerce, the impact of ICT on legal matters, knowledge management, psychology, audiovisual communication, IT and telecommunications, multimedia, e-marketing, virtual organisations and the development of educational materials for virtual environments (WBT) – and of varying frequency.

#### **€-conomy**

Free subscription newsletter that compiles the main stories of the leading national and international financial newspapers and stock market indexes.

#### **Official publications**

Free subscription newsletter that offers access to the latest copies of regional, national and European official gazettes.

#### **Current affairs compilations**

Dossiers with a careful selection of electronic information resources about current affairs and topics of academic interest.

#### **Distribution of journal summaries**

The service that enables users to subscribe to the summaries of the different journals on paper that the VL receives. Each time users receive the summary in their mailbox they can request a copy of the articles that are of academic interest to them. This service is complemented by access to the distribution service for summaries of journals by Catalan

universities offered by the Consortium of University Libraries of Catalonia.

### **Lending service**

The service whereby users can request from the UOC Catalogue the documents that they find and that are of interest to them. The requesting system has been designed so that users do not have to enter either the details about the work that they are requesting or their identification details, which makes this service flexible and easy to use. The catalogue offers other functions, such as consultation of the regulations of this service, the possibility of finding out what stage the request is at and other aspects regarding its working, including loan renewals, etc.

### **Document supply service**

Through this service, users can access works that are not contained in the UOC Library collection. The service makes the necessary searches to locate and obtain the works, be they articles from journals, books, conference documents, or other types of documents, from regional, national or international libraries.

It should also be stressed that the VL services section also offers access to the support centres and university libraries directory with which there is a collaboration agreement.

### **New features for the 2005-2006 academic year**

#### **New tourism news service**

During this academic year, the UOC VL and the Tourism Programme initiated a new news services specialising in

tourism. This new service, which was added to the 10 existing ones, is a free subscription service and every Friday provides news and recommends websites on branches of interest from the world of tourism.

Once again, this new service is the product of the collaboration between the VL and the lecturers. At the end of 2005, the Tourism Department carried out this assignment for the VL to find a catalysing tool for classrooms offering up-to-date information, data, studies or statistics to complement the teaching materials and facilitate debate in the classrooms. This collaboration has translated into a work circuit that enables the selection of information sources and news made by the VL to be backed by the expertise of the lecturers on this diploma course.

### **Learning support**

#### **The library in the classroom**

#### **Classroom resources**

During the 2005-06 academic year, the classroom resources space has been added to with more than 2,276 existing classrooms with a total of 7,084 electronic information resources (databases, articles, e-documents, e-journals, books, etc.). This figure includes both semesters of the academic year and includes the classrooms of approved degree subjects in both Catalan and Spanish.

In accordance with the characteristics of the CRAIS (Learning and Research Resource Centres), the main aim of the resources space is to act as a platform offering students the essential information resources to be

able to follow and learn on the course properly.

During the first semester, 13% of the 6,246 resources included in the classrooms were renewed, while in the second semester 8% of the 7,084 managed resources in the classroom space were renewed.

### **New student classroom**

In the 2005-2006 academic year, the vL collaborated with the Classroom Project, led by the Educational Methodology Operational Group, with the aim of developing the new student classroom.

The classroom project of the uoc Virtual Campus began in September 2005 with the aim of improving the present classroom, taking into account the needs and expectations of its users. For this reason, it was proposed to implement it on the basis of a user-centred methodology design. In order to provide a better response to the different user types of the classroom, the project was divided into three sections: the student classroom, the tutor classroom and the classroom of the lecturer in charge of the subject.

The vL participated in the definition of the Classroom *Resources* space where the necessary information sources and support tools are made available to the students to enable them to complete their academic work.

Over the forthcoming 2006-2007 academic year, it is planned to finish profiling all the aspects relating to the student classroom and pilot trials will start with classrooms following EHEA guidelines. Work on the new lecturer and tutor classrooms will also commence.

### **Student training**

Within the context of the new Library Training Plan drawn up during this academic year, which will be covered in more depth later on, student training is one of the priority topics.

This training is in two types: online and face-to-face. In the vL training section, students can access the online information source guides by department. In the same section, there are workshops on searching for information on the internet, how to find the information we need and on databases. Often, these online workshops are also accessible via the information resources section of the classrooms.

The face-to-face training actions aimed especially at students that have been run during this academic year were the following:

- Face-to-face vL workshops as part of the uoc Encounters, which make a total of four a year (two at the start of the semester and two summary ones). The Encounters are organised by the Community Area and are aimed especially at students on approved degree courses in Catalan.
- Various face-to-face workshops as part of other uoc Conferences or Encounters, also organised by the Community Area, outside Catalonia for students on approved degree courses in Spanish.

### **Teaching support**

#### **Lecturers' Newsletter (BIP)**

The uoc vL produces a Lecturers' Newsletter (BIP), devoted to and aimed at lecturers and researchers. Since its first issue came out in October 2004,

the monthly newsletter has been used to publicise the library's tools, resources and services that may be of use for teaching and research.

In the 2005-2006 academic year, 11 issues of BIP were sent out (one for each month, except in August) to a total of 272 subscribers: 58% of lecturers and 25.3% of researchers and the other UOC staff.

### **Training of the teaching staff**

In line with the new VL training plan drawn up during this academic year, we should highlight the section devoted to training UOC teaching staff and the training actions carried out among this type of user.

On the one hand, face-to-face training sessions were run among the lecturers in the various Faculties. Through the programme technicians in each department, the VL took part in various seminars and welcome sessions for the teaching staff. An example of this is the participation with a workshop on Services and Documentary Resources of the UOC VL at the Conference with the lecturers, organised by the Audiovisual Communication Department and the Documentation Department, on 20 May 2005.

On the other, the VL undertook a new training action among the collaborating teaching staff (CTS): the UOC counsellors and tutors. Through the Teaching Administration and Tutorial Function Operational Groups, during the academic year the library gave the *Information Skills for Teaching Staff Workshop*. This workshop is part of the virtual teaching initiation courses taken by new counsellors and tutors at the start of the semester. As regards

the content, the workshop given by the VL focuses especially on knowing how to structure a search correctly, finding out the most suitable information sources to provide an answer to a consultation and knowing where to find these sources. In short, it aims to act as a practical guide affording the UOC collaborating teachers with the basic technical knowledge to be able to make the most of all of the search possibilities and providing them with the tools for a better guidance of the students in the use of the information resources.

The UOC VL is the principal nucleus of the exercises and examples of information sources used during the course, which contributes to publicising and fostering the use of the available resources. Similarly, the fact that the teachers know information sources will allow them to act as prescribers towards their students.

Work was also done with the CTS as part of the conference organised from the departments; for example, the VL took part with a face-to-face workshop in the Law CTS Conference, held on 11 February 2006.

### **Support for research. The CR2 library**

This section refers to the most relevant projects in terms of the VL's support for research work.

#### **CR2 Research Resource Centre**

A research library specialising in the information and knowledge society opened during this academic year, located at the Mediterranean Technology Park in Castelldefels

(Barcelona), in the Internet Interdisciplinary Institut (IN3) building of the Universitat Oberta de Catalunya.

This library is part of the Research Resource Centre (CR2), which is designed especially for the IN3 and focused on research into the online society and e-learning.

This library is also the depository for the scientific production of Professor Manuel Castells.

#### **Cooperative repositories: TDX, RACO and Recercat**

##### **TDX (Tesis Doctorals en Xarxa) [Networked PhD Theses]**

The UOC VL participates in the TDX (Tesis Doctorals en Xarxa) cooperative repository, which contains PhD theses, in digital format, read at Catalan universities and universities in other autonomous communities. At the end of the second semester of the 2005-2006 academic year, the Library incorporated a new UOC thesis into the TDX .

The TDX offers remote consultations over the internet of the full text of the thesis and also searches by author, title, thesis subject, the university where the thesis was read, etc. The aim of this service, administered by the Consortium of University Libraries of Catalonia (CBUC) and the Supercomputation Centre of Catalonia (CESCA), and sponsored by the Regional Government of Catalonia, is to publicise the results of university research throughout the world and via the internet; so increasing the accessibility and visibility of the theses and preserving the authors' intellectual property rights.

##### **RACO (Revistes Catalanes amb Accés Obert) [Catalan Journals with Open Access]**

The UOC VL participates in the new Revistes Catalanes amb Accés Obert (RACO) portal, which began officially in April 2006. This depository offers open access to full-text articles from over twenty scientific, cultural and scholarly journals in Catalan. The UOC VL participates with five institutional journals : Digithum – digital humanities journal, IDP – internet, law and politics journal, RUSC – University and Knowledge Society Journal, UOC Papers – journal about the knowledge society and Artnodes – art, science and technology journal.

RACO is a joint project of the Consortium of University Libraries of Catalonia, the Supercomputation Centre of Catalonia and the Library of Catalonia and has the support of the Department of Universities, Research and the Information Society of the Regional Government of Catalonia .

##### **RECERCAT (Dipòsit de la Recerca de Catalunya) [Research Repository of Catalonia]**

During the second semester of the 2005-06 academic year, more specifically in May, the UOC VL also joined another cooperative depository, dedicated to digital documents, with the "Project Internet Catalonia" (PIC) of the Internet Interdisciplinary Institute (IN3): the RECERCAT (Research Repository of Catalonia).

This depository includes the research literature of the universities and research centres of Catalonia, such as articles that have not yet been published (preprints), papers at congresses, research reports, working

papers, final degree projects, technical reports, etc. It is open to Catalan universities and research centres (the current list of members can be consulted at <http://www.recercat.net/community-list>), which can contribute documents to the collection. To date, the UOC has entered several research reports.

The UOC's incorporation into RECERCAT makes us part of the common aim of making research carried out in Catalonia more visible, while contributing to the world movement of posting academic and research production on the net free of charge. This way, we will also create a documentary corpus that facilitates cooperation among the Catalan scientific community.

### **Web project for the Scientific Production of Professor Manuel Castells**

This academic year saw the start of the project to create a website with the scientific production of Professor Manuel Castells. This project will be run in collaboration between the Universitat Oberta de Catalunya and the Fundación Telefónica. This website will offer direct access to consultations on the scientific production of Professor Manuel Castells which comprises books, book chapters, articles, research reports, conferences and papers, speeches as honorary doctor, inaugural lectures, working documents used in his research and which form part of his personal archive, all the material produced by the various media, and the main studies conducted into his work.

### **Researcher training**

Also a part of the new vL Training Plan for the 2005-06 academic year, researcher staff training has been one of the key new features compared with previous academic years.

Training actions that started during this academic year were organised jointly with the IN3 and consisted of a series of face-to-face sessions on information tools and resources for research. Consequently, a number of workshops were run on the use and functioning of the vL, the ISI Web of Knowledge database, other research databases and the Refworks bibliographic manager.

For example, between May and September 2006, the vL organised a series of research seminars, which were attended by the Vice Rector of Research, various directors of lines of research, a number of PhD interns and new research assistants; achieving a total of 45 participants. Also of particular interest was the participation of the vL in the research seminars, organised by the IN3 to promote scientific and academic exchange among the UOC's research staff. The vL took part in the second Research Seminar (PhD-IN3), on 8 June 2006, with the transverse talk dedicated to "Writing with impact. How to select journals for publication."

### **The Virtual Library in the University**

#### **Information resource compilations**

The UOC vL produces a number of information compilations, which include a careful selection of resources on a specific subject. The following is an

explanation of the types of dossiers that are regularly produced:

### Current affairs compilations

Compilations of specialist electronic information resources on a specific subject, produced monthly to meet the information needs of the university community. They may be made on demand by the lecturers, the students, on UOC initiatives or at the motivation of the VL itself. They are inspired by current issues and academic subjects, for dissemination or of interest to the university, with the aim of documenting and expanding the information on a subject in order to favour academic debate. They are normally produced in three languages – Catalan, Spanish and English – and disseminated through the VL, the classroom resources space, the university campus and the UOC portal.

### Compilations due to major events

Special compilations produced on the occasion of an important event. We could divide these compilations into two main groups, those linked to academic work and those related to events of interest to the university.

Compilations of information resources linked to academic work:

- On the occasion of the investiture as honorary doctors of Jordi Pujol i Soley, President of the Regional Government of Catalonia (1980-2003), and William J. Mitchell, the VL produced two online compilations of resources with direct access to catalogues (university, regional, national, etc.), databases, personal websites, publications and related agencies with their career histories. These compilations can be accessed

through the “career history” section of the honorary doctor websites:

- **Jordi Pujol i Soley**

<http://www.uoc.edu/hc/pujol/eng/>

- **William J. Mitchell**

<http://www.uoc.edu/hc/mitchell/eng/>

- Taking advantage of the staging of the opening lecture of the UOC 2005-2006 academic year, entitled *Learning to Live Together*, the UOC VL produced a compilation of online resources on the work and career of its author, Mustapha Cherif. This resource can be consulted on the online debate website *Can we live together with universal value?*.

Compilations of information resources linked to events of interest to the university:

- Coinciding with the Internet Day and the World Telecommunications and Information Society Day with the aim of combining forces in the dissemination of the possibilities offered by ICT, the UOC VL produced a compilation of resources focused on this subject.
- On the occasion of the World Usability Day, and at the acts organised by the UOC to celebrate this event, the UOC VL produced a compilation of online resources on Usability, which can be consulted on the World Usability Day website.

### New features of the VL

The UOC VL also actively participates in the university, disseminating its new features and news of interest related to activities, contents and services in order to keep the university community, and the possible external public, up

to date, and fostering the knowledge and use of the VL. These new features are circulated through the university through various spaces of the virtual campus and internal publications:

**“New Features” section of the VL website**

The monthly new bibliographical features, the latest resources incorporated into the digital collection, the library news and recommendations and news of interest are disseminated.

**Corporate intranet (Intrauoc)**

In this internal space, information and alerts are distributed through the lecturers’ notice board, the thematic forums and the distribution lists.

**UOC CAT/CAST Campus**

In the campus space, the VL publishes news on the home page, in the *new* features and *news* section and other internal sections, visible to all user profiles at the university.

**The VL in the UOC publications and spaces**

The VL participates in a number of UOC publications, be it as responsible for some of the sections or producing the bibliography reviews or recommended information resources.

**WOK! newsletter**

Internal e-publication – aimed at the whole UOC Community – where every month the VL publishes a selection of information resources by area of knowledge in the “Axis of Knowledge” section and news on library matters.

**UOC Papers journal**

Serial e-publication on the Knowledge

Society in which the VL makes a selection every semester of the most outstanding publishing news in the various thematic areas covered by the journal. Based on this selection, it manages their acquisition and cataloguing in order to have them available in the VL catalogue and provide access to them in the “Book Choice” section of UOC Papers.

**La Trobada newspaper**

Publication produced on the occasion of the UOC Encounters in which the VL collaborates by publishing news of special interest to students attending the Encounter.

**Món UOC journal**

Six-monthly institutional journal in which brief news items and reports on leading VL topics are published.

**Lletra**

The VL collaborates with the Lletra Catalan literature virtual space, producing the selection of information resources available online on Catalan authors and their work in line with an established calendar.

The UOC VL sought to join in with the Lletra initiative of fostering the internationalisation of Catalan culture, offering its experience as information professionals and providing a careful selection of information resources on the internet in the national and international spheres.

**Institutional presentations**

In collaboration with the UOC Institutional Relations Office, the VL occasionally participates in some of the acts organised on the occasion of an

institutional visit by lecturers or other leading external academic figures.

During this academic year, the VL was invited to take part in an institutional session of the university organised by the vice rectors of the University of Tallinn, where it presented the resources and services that it offers and how it fits into the educational model of the UOC. Another leading visit this academic year was that of a lecturer from the University of Naples interested in learning about how the UOC VL worked.

## User Training

### Training Plan

Over this academic year, the UOC Library has drawn up a new Training Plan in order to train the UOC community in the use of the contents and services of the VL and to increase the knowledge and use of them. This document offers a definition and classification of the training provided by the VL, establishes the types of public liable to be trained, identifies and standardises the training material available and outlines the training actions according to the public at which they are aimed. Finally, it sets out the evaluation of this training by means of satisfaction surveys and the creation of a database for their statistical study.

In general terms, the VL training map for the 2005-2006 academic year was based on the following points:

- Student Training: through the face-to-face Encounters and online materials.
- Collaborating Teaching Staff Training: based on the information skills module.

- Researcher Training: in research information resources.
- Training for the rest of the staff: administration staff, Department Programme Technicians (DPT), etc.

The details of the training activities for the various groups can be found in the previous learning, teaching and research support sections.

### New Training Features in the 2005-2006 academic year

During this academic year and as part of the face-to-face Encounters with the UOC students, the VL has set up new training services and workshops, with which it has participated in both start Encounters and both Summary Encounters.

### Library à la Carte Service

This began working at the Summary Encounter in the first semester as a service focused on the students in order to be able to resolve doubts on how the VL worked and the services and resources that they could access. This workshop consists of two sections: one devoted to resolving more general doubts and questions on the operation, resources and services of the library, and the other, of a more technical nature, with consultations on accessibility and computer problems that may arise when using the UOC VL.

### Library consultation service

New service focused on UOC students so that they can resolve doubts about how the VL works and the services and resources that they can access. After the first start of semester Encounter, the “Library Consultations” notice board was set up, where questions

and queries can be posted. These can be either general (on the operation, resources and services of the library) and technical (questions about accessibility and computer problems that may arise when using the UOC VL).

### **How to find the information you need workshop**

The aim of this workshop is to provide useful tools on how to use the different information sources and how to select the best ones for personal research. It also offers practical ideas on being able to know why, where and how to use each information source and on being able to evaluate critically the information that each one provides. Today, there is so much information available that it is sometimes difficult to discern what you really need. Consequently, the UOC VL aims to help its users in acquiring information skills so that they can have the sufficient independence and knowledge in the information seeking process.

## **Institutional relations**

### **Consortia**

#### **CBUC**

The UOC VL is a member of the Consortium of University Libraries of Catalonia (CBUC).

The Consortium's two basic projects in which the UOC Library participates are the Collective Catalogue of Catalan Universities (CCUC) and the Digital Library of Catalonia (BDC).

#### **REBIUN**

The UOC VL is also part of another

state-level consortium: the Network of Spanish University Libraries (REBIUN). This is a network made up of university libraries throughout Spain, both public and private, and the libraries of the Senior Scientific Research Council (CSIC); which comprise a sector of the Conference of Spanish University Rectors (CRUE).

The CRUE is a non-profit making state-wide association, founded in December 1994, made up of public and private Spanish universities with the aim of promoting the administration and development of Higher Education and University Research.

### **Working Groups**

The UOC VL participates in different working groups of the following institutions:

#### **The REBIUN Statistics Working Group**

Its aim is to improve the data compiled and the indicators generated, as well as the way of processing all the statistical data of Spanish university libraries.

#### **The FESABID Libraries and Intellectual Property Working Group**

The aim of the FESABID group (Spanish Federation of Archivist, Librarianship, Documentation and Museum Societies) is to study and monitor all questions related to the implications that the legal regulation of copyright has on the development of libraries and their services.

#### **The Zwole Working Group**

This group, created in 2001 and sponsored by the Dutch SURF organisation (an organisation that

provides technological support to higher education and research in the Netherlands), is currently working on the development of good practices for copyright administration for works created by the members of the university community (teaching staff, administration staff and students). The aim of these good practices is to establish a framework that offers beneficial administration of the creations generated in academic work by all the parties involved.

#### **Agreements with other libraries and institutions**

The UOC VL has established a series of bilateral agreements with other libraries to improve user services and to work together on subjects of common interest. The following is a list of the libraries and institutions with which there are currently agreements:

##### **Open University Library**

In 2002, the Open University Library and the UOC VL signed an agreement to share experiences and collaborate on research projects in the field of digital libraries.

##### **Spanish university libraries**

Bilateral agreements have also been established with a number of university libraries with the aim of sharing services and improving use of the human and infrastructure potential to the benefit of students and teachers at these universities.

The VL currently has an agreement with the University of Alicante, Madrid Complutense University, the University of the Balearic Islands and Jaume I University.

##### **Rosa Sensat Teachers' Association**

The UOC VL shares a face-to-face library with the Rosa Sensat Teachers' Association with the aim of obtaining improved use of the services and infrastructures of both institutions. This library is located at the Barcelonès Support Centre.

##### **Casa Asia**

The agreement with this institution covers the use of its facilities and services (on-site consultation, lending and inter-library lending).

##### **Col·legi d'Enginyers Tècnics Industrials de Barcelona (CETIB)**

The agreement with this institution covers the circulation of CETIB publications and the use of these resources for teaching, research and services. As a result, the members of the UOC community can use the books from the "Thekno Collection" published by the Association and editions of the Technological Debates (DT) journal that it publishes periodically. The Association benefits from its publications being circulated to the UOC community.

#### **External Projection**

##### **Projects underway**

The UOC VL also collaborates in research projects at a European level, which include the following:

##### **OLCOS**

The aims of the OLCOS project (Open e-Learning Content Observatory Services) are to offer learning and information services that promote the

conceptualisation, production and use of open educational resources (Open Digital Educational Content, ODEC) in Europe in the context of e-learning. This research project is part of the Lifelong Learning: Education and Training, Programmes and Actions programme of the European Commission.

In order to be able to achieve a dynamic growth of open learning contents, OLCOS aims to offer practical information to organisations and end users to be able to create, share and reuse educational content.

### **E-move**

Project for the operational concept of virtual mobility, which affords distance education universities the chance to offer students an international experience, so contributing to the Bologna process and to the improvement of the quality of courses.

Providing support to the implementation of virtual mobility, a portal will be created, the European information sharing portal, offering support for learning through libraries (Library and Information Support), for students and for lecturers, in which the UOC Library participates.

### **UOC Unesco Chair in E-Learning**

With researchers and world leaders, both from the UOC and from around the world, it carries out tasks aimed at research, cooperation and training for the transformation of higher education institutions within the framework of the knowledge society.

The UOC VL participates in this project through the Digital e-Learning Resource Centre a dynamic and virtual environment integrating contents and

services focused on the organisation and management of virtual learning. Likewise, the VL offers a customised news service for the UNESCO Chair, the *E-learning: organización y gestión* (*E-learning: organisation and management*) bulletin, which is sent out using email push technology.

### **Agencies and institutions**

The UOC VL is part of the Network of Excellence for Digital Libraries, DELOS. This initiative was created by the European Commission on the Information Society as part of the Fifth Framework Programme for Research and Development.

Its aims are focused on improving research in the emerging field of digital libraries, promoting cooperation between national and European initiatives, providing a forum for researchers on which to exchange ideas and experiences and contributing to the standardisation of the activities relating to digital libraries.

The UOC VL also participates in the European Association of Distance Teaching Universities (EADTU), an organisation that represents both open and distance teaching universities in Europe. Its mission is to promote the progress of distance education and e-learning and their position in Europe and the world through active support of institutional development and fostering cooperation among its members.

EADTU is organised through Working Groups. At present, the UOC VL coordinates the Library and Learning Support Working Group. The aim of this group is the development of library services and information skills

as an essential element of learning. Most of the members of the Working Group also participate in the European e-move project.

## Resources

### Human Resources

#### Staff

A total of 31 people work at the VL. The workforce includes 25 people, of which 22 are librarians, who are supported by 3 people, who carry out administrative tasks, and 6 part-time interns.

The VL's organisation is based on three operating groups: Document Resources Administration, Services and Innovation and Communication. In line with this internal structure, the tasks assigned to each group are as follows:

- The Document Resources Administration group is dedicated to the selection of resources and tools that enable the information needs of the UOC community to be met and situate the VL as a benchmark for the knowledge society.
- The Services group provides information and document release services to meet the basic needs of the university community in the learning, teaching, research and administration processes.
- The Innovation and Communication group promotes the range of services provided by the VL and facilitates the mechanisms for innovation, continuous improvement and decision-making by the organisation.

#### Professional training

During the 2005-2006 academic year, VL

staff received ongoing and professional improvement training through a series of different courses.

#### External training

Of the courses run by the Official Association of Librarians and Documentalists of Catalonia (COBDC) and in line with the type of training offered (aimed at technical librarians, e-resource specialists, cataloguers, etc.), VL staff have attended the following courses:

- Collectios and services in virtual environments . University of Burgos. Burgos, October 2005.
- Leadership and motivation of library working groups. COBDC. Barcelona, October 2005
- Measuring the success of your website. COBDC. Barcelona, October 2005
- Private company users: how to make yourself indispensable. COBDC. Barcelona, November 2005.
- Content as strategic resources in organisations. COBDC. Barcelona, November 2005.
- Content syndication. COBDC. Barcelona, January 2006.
- Advanced aspects in information seeking and retrieval on the Internet. COBDC. Barcelona, March 2006
- Leadership for library management teams. COBDC. Barcelona, June 2006
- Invisible internet. COBDC. Barcelona, June 2006.
- Content creation and administration through the website. COBDC. Barcelona, July 2006
- Documentary content on the internet fort he teaching and learning: UPM Summer Course: Internet-mediated teaching and learning. Quality of

processes and results. La Granja, Segovia, July 2006.

### **Internal training**

The training courses also include those run by the Human Resources Department in line with the needs of the university's administration staff:

- Induction of new UOC staff
- Project administration
- MS Excel
- MS Power Point

### **Training given**

In addition to the training received by VL staff, they have also carried out other initiatives as trainers. The following lists the courses given by VL staff:

- Looking for information in the UOC Library. UOC Conference. Bilbao, November 2005.
- Copyright and university libraries. University of Las Palmas. Las Palmas de Gran Canaria, April 2006.
- Copyright and libraries. University of Cadiz, June 2006.
- Libraries and copyright. University of Alicante, June 2006.

Similarly, training has also been given to students, teaching staff and researchers as mentioned above in the training sections about each group.

### **Attendance and participation in congresses, seminars and conferences**

Besides this, VL staff have attended or participated, by presenting papers or taking part in panel discussions, in the congresses, conferences and meetings listed below:

- Hibrid libraries: transition towards the revolution?, 11th National Conference on Information and Documentation in Health Sciences.

Terrassa, Barcelona, October 2005

- Multidisciplinary Symposium on Learning Objects and Designs Supported by Technology. IN3. Barcelona, October 2005
- Digital libraries and access to new contents. 5th REBIUN Workshop. Polytechnic University of Catalonia. UPC. Barcelona, October 2005.
- EADTU Annual Working Conference. Rome, November 2005
- USIDO6: 3rd Congress on usability in digital information systems. COBDC. Barcelona, April 2006
- 2nd Internet, Law and Politics Conference. UOC Department of Law, Barcelona, May 2006
- Experiences in the field of organisation and convergence of services. 4th CRAI (REBUIN) Conference. Burgos, May 2006.
- 10th Catalan Information and Documentation Conference. COBDC, Barcelona, May 2006
- The Digital Library in the Classroom, at the 4th International Symposium on Digital Libraries. Màlaga, June 2006.
- Improvements to Web of Knowledge accesses. (WOK). FECYT conference (Spanish Foundation for Science and Technology) Conference. Madrid, July 2006.

### **Financial Resources**

The VL's budget for the 2005-2006 academic year was divided into three main areas:

- Acquisitions on paper, for which it allocated 164,121 euros for the purchase of monographs, subscriptions to journals and other documentary materials.
- Acquisitions of e-information, allocated €119,273.

- Project investment, which were allocated €88,312.

## Evaluation, Management and Processes

### Quality evaluation

During this academic year, the UOC VL participated in the Quality Evaluation Process of the library system of Catalonia (AQU).

The UOC is one of the 10 universities in this evaluation programme, which is led by the University System of Catalonia Quality Agency (AQU). The other universities that are members of it are the Abat Oliba University, the Autonomous University of Barcelona, Barcelona University, Girona University, Lleida University, the Polytechnic University of Catalonia, Pompeu Fabra University, Rovira i Virgili University and Vic University.

The evaluation task that was carried out during this academic year led to the creation of the Internal Evaluation Committee (CAI) in which lecturers, students and VL staff participated and which was chaired by the Vice-Rector for Research. The result was a summary report, which includes a description of the evaluation process, the analysis of the integration of the libraries in the universities, the analysis of the processes followed and the mechanisms used to communicate with the users, the evolution and situation of the resources of the libraries and details of the library services.

### Completion of the process map

Process management is geared towards formally representing the work of the VL

and facilitating ongoing improvement through analysis and definition tools.

In the 2005-2006 academic year, the key processes of each of the areas of the VL were identified and documented, so completing the process management map started the previous academic year in order to respond to the proposed ongoing improvement plan for the VL.

Consequently, the process map was created out of the evident need to find more points of coordination between the existing operatives and their relationship with the aspects that affect it transversally and from the need to conduct an in-depth analysis of the existing processes.

Two of the three operative groups that comprise the VL, Services and Documentary Resource Management, began the process management in the 2004-05 academic year. This academic year saw the turn of the Innovation and Communication group, which identified and defined its processes, so completing the process management system of the VL.

### Evaluation of the 2002-2005 Strategic Library Plan

The Strategic Plan for the VL for the 2002-2005 period ended in 2005. The balance of the Strategic Plan was positive and the VL was able to advance in a number of spheres.

The following specifies the actions achieved according to the aims presented in the 2002-2005 strategic plan:

#### 1. Educational methodology and innovation

- Identifying and incorporating content related with the thematic lines defined by research and PhD studies

During the 2003-2004 academic year, through the Ministry of Science and Technology by means of the Spanish Foundation for Science and Technology (FECYT), the VL subscribed for the whole scientific and technological community in Spain access to Thomson's ISI Web of Knowledge. ISI Web of Knowledge has high-quality research content and includes fundamental academic and research information.

With regard to PhD studies, in the 2003-2004 academic year, the VL was involved in the definition of the new PhD programme, participating in the needs analysis of the subjects and providing library resources and lecturers for them. In the 2004-2005 academic year, implementation was achieved of Classroom Resources in 100% of the PhD subjects.

- Creating specialist documentary services in these thematic lines

In the 2001-2002 academic year, three new news services were created on psychology and the internet, E-economy and official publications and, throughout the following academic year, the Audiovisual Communication News Service and a further two specialist ones were added:

- BIeL (e-Learning Information Newsletter), exclusive for participants on the international e-learning master's degree, which compiles news and articles every week on contents that are given on the master's course.
- E-learning: Organisation and Management, exclusive for participants on the UNESCO Chair in e-learning seminar. Every week, this service compiles specialist, high-level

academic information on the specific topics of the seminar.

- Collaborating and developing teaching material together with the Departments (M&C, specific materials for the Economics, Law, Psychology, etc. departments).

The international master's in free software programs and the international master's in e-learning had the support of the VL to create the classroom resources space. Spaces were created in line with the needs of each module or subject and, together with the authors of the teaching materials, the best resources on the topic were organised to ensure quick and easy access.

The VL also participates in the UOC UNESCO Chair in e-learning through the Digital E-Learning Resource Centre, a dynamic and virtual environment integrating the contents and services focused on the organisation and management of virtual learning.

In the 2003-2004 academic year, the VL completed the guides on information sources for the MIC subject, and it also drafted an information newsletter for teaching staff with library news and services.

In the 2004-2005 academic year, the VL drafted an electronic resources manual for Psychology teaching staff and the material for the virtual information skills workshop aimed at the collaborating teaching staff.

- Opening access to the library from new devices (PDAS, GPRS, UMTS, etc.)

WAP pilot trial of the Universitat Oberta de Catalunya, which began to offer part of the contents of the Virtual Campus

by first-generation WAP in February 2000. These contents include access to the library's OPAC. Accessing from the main menu, the user finds the search option with the different search possibilities. With the editor included in the device, they enter the line of argument and send the information to the server; after a few seconds they receive the search result.

- Completing and adapting the the Virtual Bookshelves, Classroom Libraries and Specialist Libraries for Lifelong Learning to the Virtual Campus

The following initiatives were developed during the 2003-2004 academic year:

- An improvement plan to complete and adapt the virtual bookshelves of the classroom through: the replacement of the virtual bookshelves with the new Classroom Resources model, the transfer of the existing virtual bookshelves and the creation of an interdisciplinary working group to design and define the requirements of an application for the teaching staff to manage the new space.
- Specialist libraries for 2 new master's courses: Free Software and E-Learning and preparation and start-up of 30 specialist libraries for old and new master's and postgraduate courses.
- In light of the experience and success achieved in the Resources Spaces of the classrooms of the international master's courses. This service was extended to all the UOC master's and postgraduate courses, ensuring that all the classrooms were equipped.

In the 2004-2005 academic year and with regard to the approved degree

and postgraduate subjects, new circuits and phases were planned to offer them all the Classroom Resources. Work was also carried out on improving the Postgraduate Libraries through usability studies to apply the same display model as the Approved Degrees.

## 2. Research

- Creating the virtual platform for the CR2

Actions were started during the 2003-2004 academic course to create the Research Resources Centre (physical and virtual). The CR2 is designed to become a centre specialising in contents and services focused on the information and knowledge society. The aim of the CR2 will be to provide information and documentary support to the PhD programme and IN3 research groups.

- Organising the physical research library in Tibidabo and Castelldefels (CR2)

The Information Society physical collection was organised during the 2003-2004 academic course for the new Research Library, which was subsequently opened in the 2005-2006 academic year.

- Creating a database with the production generated by IN3 researchers

During the 2003-2004 academic course, the VL advised on the DSpace program created by the MIT in the context of the OAI project (Open Archives Initiative), so that it could be applied to the scientific production of the IN3 researchers.

- Providing documentary services for PhD and Research
- The VL supports research through:
- The documentary services for researchers and the technical office; funding.
  - Advice and training on the use of research resources: ISI Web of Knowledge database, DSpace software program for processing the scientific production of the IN3 researchers, etc.

### 3. Internationalisation

- Collaborating on library projects with external institutions: DELOS Network of Excellence on Digital Libraries, Open University Library U.K., etc.

The VL is part of the Network of Excellence on Digital Libraries (DELOS). This network forms part of the EU's Information Society Technologies Programme, Fifth Framework Programme (IST-FP5). Its aims focus on improving the research in this emerging field, providing a forum between researchers and industry representatives where they can exchange ideas and experiences, and contributing to the standardisation of activities with regard to digital libraries.

In October 2002, the VL collaborated with the Library of the Open University, U.K., on the organisation of a seminar, in Milton Keynes (Great Britain), about the personalisation of digital libraries. During the 2003-2004 academic year, the VL also organised the 2nd Seminar at the UOC, this time entitled, "Information centres under business indicators: assessment and evaluation of current trends."

- Participating in European projects (COINE) and making new proposals

During the 2001-2002 academic year, more specifically from April onwards, the VL began the COINE Project (Cultural Objects in Networked Environments), in which the UOC Library participated to create a platform that enables the regions to publish structured information on the web.

The VL also participates in the Dutch Zwolle group, a group that develops criteria to implement copyright administration policies for scientific and academic works in university environments.

### 4. Dissemination: promoting the use of the Virtual Library

- Creating a Communication Plan and User Training Plan

A Training Plan has been created with the aim of presenting the training actions currently being run by the VL for the UOC community, compiling the improvement actions in relation to VL training which enable the mission to be completed more successfully and a new conceptualisation of training to be reached that is more participatory and with updated support material.

A Communication Plan has also been drawn up to present the different aspects related to VL Communication and the communication actions (both those in which the VL participates and VL actions for different audiences) and to propose new target groups, channels and dissemination spaces to increase the coverage of the Library's news, both internally and externally.

Finally, in this same vein, the creation of the training section at the VL in June 2005 should also be highlighted.

- Collaborating with the Department Management, Programme Management, own and CTS teaching staff, teaching coordination and student welfare to foster the use of contents and services.

Drafting and submitting reports about VL use by Departments for the second semester of 2005. The VL has compiled and worked on a series of statistics regarding its use and, as a result, has drafted a number of reports (one for each Department) which are useful for evaluating the use that students make of the specific resources of each Department.

- Increasing and providing external access to the specialist Information Society collection through the IN3 research library, which specialises in the Information Society, the aim is to disseminate the collection externally. Also in this vein, the profiling of the beginnings and planning of the website project of the scientific production of Professor Manuel Castells.

### 5. Quality

- Adapting the library management tools to e-learning rules and standards: IMS (IMS Global Learning Consortium )

The electronic information resources manager (DInamic MAnager XML) follows the specifications defined in the IMS Learning Resource Meta-data best practice and Implementation Guide drafted by IMS Global Learning Consortium, Inc (<http://www.imsproject.org>). This repository is adapted to this standard in order to match other

projects carried out by the institution during the 2005-2006 academic year, such as the LRC project (Learning Resource Catalogue) and the CMS project (Content Management System).

- Developing a consultation manager to differentiate by user type, consultation type, response time, etc.

In the 2004-2005 academic year, the requirements of the user consultation attention programme were worked on with Coordination and Teaching Administration.

- Implementing the global *search engine* to all the contents of the VL.

In 2002, the Verity *search engine* was implemented, a powerful global *search engine* that enables all the documents available in the VL (both books in physical support and electronic resources) that meet the term of the search to be found.

- Evaluating the contents and services of the VL through surveys

During the 2003-2004 academic year, the VL was committed to obtaining and maintaining the use of data and the definition of key indicators for the evaluation of the VL.

During the 2004-2005 academic year, improvements were made to the control panels: definition of 2 indicator groups, maintenance of the UOC control panel (six-monthly) and the VL control panel (monthly), planned new data display (2005-2006 academic year).

**EDICIÓ:** Biblioteca Virtual. Universitat Oberta de Catalunya. **CONSELL EDITORIAL:** Dora Pérez Alarcón, Cristina López Pérez, Patricia Riera Barsallo, Anna Zuñiga Ruiz. **DIRECCIÓ EDITORIAL:** Dora Pérez Alarcón. **COORDINACIÓ EDITORIAL:** Gema Santos Hermosa. **REDACCIÓ:** Gema Santos Hermosa. **DISSENY GRÀFIC I MAQUETACIÓ:** Enric Jardí. **FOTOGRAFIES:** Txema Salvans (llevat de la pàgina 57: arxiu). **PRODUCCIÓ:** Joan Teixidó. **IMPRESSIÓ:** T. G. Alfadir SA. **CORRECCIÓ LINGÜÍSTICA:** Servei Lingüístic de la UOC. **DIPOÏT LEGAL:** B-5518-08. **ADREÇA POSTAL:** Universitat Oberta de Catalunya. Av. Tibidabo, núm. 39-43. 08035 Barcelona. Biblioteca Virtual Universitat Oberta de Catalunya. Av. Drassanes, núm. 3-5. 08001 Barcelona. **WEB:** [www.uoc.edu](http://www.uoc.edu) i [biblioteca.uoc.edu](http://biblioteca.uoc.edu)

**Ha col·laborat en l'edició d'aquesta memòria:**



