
Universitat Oberta de Catalunya Library service regulations

Library and Learning Resources department

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Versions

Version	Date	Sections	Description of the changes
00	09/12/2013		Original document
01	22/01/2020	Article 8	Change to the consortium loan (PUC) service
02	14/09/2021	Articles 4, 5, 6, 8, 14, 15, 17, 21, 23, 24, 25 and Appendix 1.	Changes to the UOC loan conditions and collecting inter-library loans. Changes to the general characteristics of the electronic document supply service. Simplification of the user types. Closure of the ibiblioteca@uoc.edu email account.
03	30/01/2023	Articles 3, 4, 5, 8, 11, 15, 17, 21, 24, 25 and Appendix 3 (new)	The user categories have been updated (the <i>Alumni premium</i> category has been removed). The in-room consultation and on-site loan services will no longer be available from the Network of UOC Centres. New materials have been added to the loan service. The restricted loan service has been expanded. The complaints service has been updated. A new Appendix 3 containing a table of services and their corresponding services on the new Library website has been added

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INTRODUCTION

Article 1. Object and scope of these regulations

1. The object of these regulations is to describe and govern the different services offered by the Universitat Oberta de Catalunya (UOC) Library.
2. The said services are accessible via the UOC's Virtual Campus and the Library's website.
3. These regulations apply to all members of the UOC community, UOC university network and UOC Group companies.

PART I. DOCUMENT ACCESS SERVICES

Chapter I. Loan service: UOC loan, consortium loan (PUC) and inter-library loan

Article 2. Object of the service

1. The purpose of the **loan service** is to enable and encourage UOC community members to consult documents in their original, physical form. It consists of supplying users with such documents from either the Library's own collection or, if unavailable therefrom, the collections of other Catalan university libraries or other Spanish or international institutions, in such a way as to guarantee the documents' preservation. Similarly, the other libraries and institutions in question may request that the Library loan them documents not present in their own collections.
2. The loan service comprises the **UOC loan, consortium loan (PUC)** and inter-library loan services.
3. All the documents in the respective collections of the Library, other Catalan university libraries and other Spanish or international institutions may be borrowed through the loan service, except those that each library or institution excludes therefrom.

4. The term *documents* will henceforth be held to encompass all kinds of physical items that may be loaned, including electronic document readers and other devices that may be made available through the service in the future.

5. The **UOC loan** service enables members of the University's community to request documents that are part of the Library's collection and to make use of them for a specified period, except documents that the Library excludes from the service.

6. The **consortium loan (PUC)** service enables UOC community members to request documents that are not part of the Library's collection from any CSUC (Catalan University Service Consortium) library and to make use of them for a specified period. Similarly, other CSUC libraries may request that the Library loan them documents not present in their own collections. Each library may exclude documents from the service.

7. The **inter-library loan** service enables UOC community members to request documents that are not part of the respective collections of the Library or other CSUC libraries and to make use of them for a specified period, except documents that each loaning institution excludes from the service. Similarly, the Library lends documents from the UOC's collection to other university libraries and institutions in Spain and other countries.

8. Users may only use the loan service if they have not had their access to any of its components (the UOC loan, consortium loan [PUC] and inter-library loan services) or to the electronic document supply (EDS) service suspended.

Article 3. Scope of the service

1. In general, the loan service is only available in Spain and Andorra.

2. Each library or loaning institution may establish which of its documents are to be excluded from the loan service or subject to a restricted loan system on the grounds of them being used frequently, rare, in poor condition, etc. In general, the following documents are excluded from the loan service:

- Reference works (encyclopaedias, dictionaries, bibliographies, etc)
- Periodicals (journals, series, etc)
- Works that can no longer be acquired or would be difficult to replace
- Unpublished theses, dissertations and final projects
- Copies held by the faculties, administrative departments or projects
- Psychology test library (psychotechnical tests on paper)

- Other documents that the UOC or the loaning institution wishes to exclude on the grounds of them being used frequently, rare, in poor condition, etc.

3. The following documents are also excluded in the case of the **consortium loan (PUC)** service:

- Documents in recommended reading lists
- Electronic document readers
- Virtual reality headsets
- Other equipment, as established by the UOC Library's management

4. Works of a very general or recreational nature which have no academic or research-related purpose are also excluded in the case of the **inter-library loan** service.

5. Some items excluded from the loan service may be exclusively for the use of UOC community members on the premises of the University's regional centres or its other institutional centres. In general, that applies to the following:

- Psychology packs
- UOC doctoral theses
- Large-format electronic document readers
- Other documents specified by the Library's management

Article 4. Service users

1. The following members of the UOC community may use the **UOC loan** service:

- Students
- Teaching staff
- Research staff
- Administrative staff and members of the FUOC Board of Trustees
- Affiliated teaching staff
- Alumni

2. The following members of the UOC community may use the **consortium loan (PUC)** service:

- Students
- Teaching staff
- Research staff

- Administrative staff and members of the FUOC Board of Trustees
- Affiliated teaching staff
- Alumni

3. The following members of the UOC community may use the **inter-library loan** service:

- Students
- Teaching staff
- Research staff
- Administrative staff and members of the FUOC Board of Trustees
- Affiliated teaching staff
- Alumni.

Article 5. Requesting documents

1. Requests to borrow documents from the UOC Library through the **UOC loan** service are, primarily, made online, although they may also be made in person at the UOC regional or institutional centre where they are held, if users have access to them. When making such requests in person, users must show photo ID or their UOC card as proof of their identity.

2. Requests to borrow documents from other CSUC libraries through the **consortium loan (PUC)** service are basically made online, although they may also be made in person at the CSUC library at which each document is held. When making such requests in person, users must show their UOC card as proof of their identity. Affiliated teaching staff may only make such requests online.

3. Requests to borrow documents from other Spanish or international institutions or libraries through the **inter-library loan** service are made online. To that end, users must complete the appropriate form on the Library's or the CSUC's website.

4. To request documents from the UOC's collection, other Spanish or international libraries or institutions may use the aforementioned form on the CSUC's website or contact the Library directly.

5. Once users have submitted a request, the Library will contact them to inform them of its status within 48 working hours, except during the UOC's non-teaching periods and holidays.

6. When users make a request online, they must choose a UOC regional centre to collect the document from in person or select the home delivery option. UOC staff may also have the

document sent to them at one of the University's institutional centres, enabling them to collect it at their place of work.

7. The Library pledges to notify users in writing via their UOC email address once the document they requested is available for collection at the regional centre they specified. Users will have five working days to collect documents supplied by the Library and four working days to collect those supplied by other CSUC libraries. Documents supplied by other Spanish or international institutions via the inter-library loan service must be collected before their loan period expires. Such documents are already deemed to be on loan when they arrive at the corresponding regional centre.

8. The Library pledges to endeavour to ensure that documents reach the users who have requested them as soon as possible. Document delivery times are always approximate and depend on availability, destination, origin, the loaning institution, and the UOC's non-teaching periods and holidays.

9. The UOC Library pledges to notify users of the status of requests made via the inter-library loan service in writing via their UOC email address. Users can obtain information on requests made via the UOC loan and consortium loan (PUC) services through their loan account.

Article 6. Collecting documents

1. Users who live in an area of Catalonia where there is a UOC regional centre should collect documents in person from the regional centre of their choosing. They may also request that the Library send documents to their home, but must pay the corresponding delivery costs if they choose this option. The Library will manage home deliveries according to the procedure established by the UOC and will use the University's chosen delivery service to that end.

2. The Library recommends that users who live in an area of Catalonia where there is no UOC regional centre or in Andorra collect documents from their nearest regional centre. They may also request that the Library send documents to their home, in which case it will pay the corresponding delivery costs.

3. The Library recommends that users who live in a town or city in Spain but outside Catalonia in which there is a UOC regional centre collect documents from that centre. They may also request that the Library send documents to their home, in which case it will pay the corresponding delivery costs.

4. Users who live in a town or city in Spain but outside Catalonia in which there is no UOC regional centre may request that the Library send documents to their home, and it will pay the corresponding delivery costs.
5. Notwithstanding the above, the delivery of documents borrowed via the inter-library loan service to users' homes is subject to authorization from the loaning institution. It is only possible to find out whether such authorization will be forthcoming once the request for the corresponding documents has actually been made to the loaning institution.
6. UOC staff have the additional option of requesting that the Library send documents to them at one of the University's institutional centres.
7. In accordance with the loaning institution's instructions, some documents supplied via the inter-library loan service may only be used on the premises of a UOC regional centre and must not be removed therefrom under any circumstances.
8. If a user is unable to collect a document from their chosen UOC centre in person, a third party with written authorization may do so on their behalf. However, ultimate responsibility for the document will always lie with the user.

Article 7. Formalizing loans

1. Documents that users have opted to collect from a UOC regional centre are deemed to have been loaned to them as of the time at which they actually collect them, except in the case of those supplied by Spanish or international institutions via the inter-library loan service, which are deemed to have been loaned to users upon being sent to the regional centre.
2. Documents delivered to a users' homes or to a UOC institutional centre are always deemed to have been loaned to them upon being sent out.
3. Documents belonging to the UOC requested by users of other CSUC libraries or of other Spanish or international institutions are deemed to have been loaned upon being sent to the relevant library or institution.
4. Documents that users request in person at the UOC centre or CSUC library at which they are held are loaned to them there and then.
5. To formalize a loan in a UOC centre, users or third parties with written authorization to act on their behalf, if permissible, must show photo ID or a UOC card as proof of their identity. Users

must do likewise when collecting documents borrowed from other Spanish or international institutions via the inter-library loan service at the UOC regional centre they specified to that end.

6. To formalize a loan in another CSUC library, users must show their UOC card as proof of their identity.

Article 8. Loan conditions: duration, number of documents and specific conditions depending on loaning institution, document and user type

1. In general, the number of documents borrowable and a loan's duration and specific conditions depend on the loaning institution and the type of user and document involved.

2. In the case of the **UOC loan** service, loan duration and the number of documents borrowable are established on the basis of user type:

- Students: up to 10 documents for 21 days
- Teaching staff: up to 10 documents for 61 days
- Research staff: up to 10 documents for 61 days
- Administrative staff and members of the FUOC Board of Trustees: up to 10 documents for 61 days
- Affiliated teaching staff: up to 10 documents for 21 days
- Alumni: up to 10 documents for 21 days

3. In the case of the **consortium loan (PUC)** service, the number of documents and duration of the loan is the same for all users:

- Students: up to 10 documents for 21 days
- Teaching staff: up to 10 documents for 21 days
- Research staff: up to 10 documents for 21 days
- Administrative staff and members of the FUOC Board of Trustees: up to 10 documents for 21 days
- Affiliated teaching staff: up to 10 documents for 21 days
- Alumni: up to 10 documents for 21 days

4. In the case of the **inter-library loan** service, the number of requests allowed depends on the user type:

- Students: up to 10 requests with cost during the current year. The UOC Library covers the cost, but no more requests are allowed.

- Teaching staff: unlimited requests. The UOC Library covers the costs.
- Research staff: unlimited requests. The UOC Library covers the costs.
- Administrative staff and members of the FUOC Board of Trustees: unlimited requests. The UOC Library covers the costs.
- Affiliated teaching staff: up to 10 requests with cost during the current year. The UOC Library covers the cost, but no more requests are allowed.
- Alumni: up to 10 requests with cost during the current year. The UOC Library covers the cost, but no more requests are allowed.

5. The duration of and the general conditions applicable to loans under the **inter-library loan** service are subject to the specifications of each document's loaning institution, which are only available once the corresponding request has actually been made thereto.

6. UOC users may renew **loans from the Library** directly online as often as they wish (for a period of the same duration as the initial loan period), provided that the documents involved are not subject to a special loan system or have not been reserved by another user, and that the renewal request is made before the loan period expires.

7. **Document loans from other CSUC libraries** (PUC) may be renewed directly online up to six times (for a period of the same duration as the initial loan period), provided that the documents involved have not been reserved by another user and that the renewal request is made before the loan period expires.

8. It is not always possible to renew loans arranged via the **inter-library loan** service, as they are subject to the specifications of each document's loaning institution. If it is possible to renew such a loan, it may be renewed just once, and only on the condition that the renewal request is made by means of the appropriate form before the initial loan period expires.

9. The duration of loan periods under the loan service may vary on the basis of the schedule that the Library will publish. Additionally, the Library's management may establish loan periods that differ from those envisaged herein for certain types of users and documents or in response to specific needs.

Article 9. Returning documents

1. Users may return documents in person to any of the regional centres or information points that the UOC has in various parts of Catalonia and a number of towns and cities in the rest of Spain. Documents borrowed from other CSUC libraries may also be returned in person to any of the loaning institution's libraries. If users are unable to return a document in person, a third party may

do so on their behalf, provided that they return it to the UOC. Nonetheless, ultimate responsibility for the document's return will always lie with the users.

2. Users may also return documents by sending them, via courier or registered mail, to the UOC's loans centre, the address of which can be found on the Library's website. Users who opt to return documents in this way must pay the costs to which doing so gives rise.

3. UOC staff have the additional option of returning documents to the Library's loans centre by internal mail.

4. Documents borrowed via the **consortium loan (PUC)** service are not actually deemed to have been returned until the loaning institution receives them.

5. The Library pledges to send a reminder to users' UOC email address one calendar day before a document's loan period expires.

Article 10. Service fees

1. None of the loan services generate fees payable by UOC users, except in the cases envisaged in articles 6.1 and 9.2, in which users are required to pay delivery costs. The **inter-library loan** service fees published on the Library's website are merely for the information of the UOC community, UOC university network and UOC Group companies.

2. The UOC's rates for loaning documents from its collection to other libraries and institutions in Spain and other countries are available from the Library's website.

Article 11. Users' obligations

1. Users must ensure that they keep the documents they borrow in good condition.

2. Users are responsible for returning documents they have borrowed to the Library within the established loan period. Any delay in returning a document may result in their access to all the loan services: **UOC loan**, **consortium loan (PUC)** and **inter-library loan**. Failure to return a document may result in their access to the EDS service being suspended too.

3. If users lose or damage a borrowed document, they must notify the UOC Library thereof as soon as they realize what has happened. Users must acquire another copy of the same edition of the document if still available, or a copy of a similar edition if not, and send it, via courier or

registered mail, to the address that the Library will specify. In the event of it being impossible to obtain another copy of the document, users must acquire a different document, to be identified by the Library, of equivalent value. Exceptionally, the Library may acquire a replacement document itself and write to users' UOC email address to inform them of how they should make the corresponding payment. Users' access to all the loan service's components and the EDS service will be suspended until such time as they make the said payment.

4. In the case of electronic document readers, virtual reality headsets or other devices that may be added to the loan service in the future, users must pay the UOC the amount specified by the UOC Library based on the device model.

5. In the case of users who fail to return a document being a member of another institution, that institution will be liable for the said document. Similarly, the Library will be liable for other institutions' documents that UOC users fail to return.

6. If users fail to return a document borrowed from an institution that contributes to the Catalan University Union Catalogue within three months, they must provide the loaning institution with another copy of the same edition of the document if still available, or a copy of a similar edition if not, or with a copy of a document of equivalent value, in accordance with the rules established each year by the CSUC, in the case of the loaning institution being a member thereof.

7. Notices regarding overdue documents will be sent to users' UOC email address.

Article 12. Consequences of failure to fulfil loan service regulations: measures that may be taken in the case of non-compliance

1. One calendar day before a document's loan period is due to expire, a reminder to return the document or renew its loan online will be sent to users' UOC email address.

2. If users neither return the document nor renew its loan, an initial overdue notice will be sent to their UOC email address the day after the loan period expires, and their access to the loan service will be suspended.

3. A further overdue notice will be sent to users' UOC email address every seven calendar days as of the date on which they should have returned the document. A maximum of four such notices will be issued (giving, together with the initial notice referred to in the previous point, a total of five overdue notices).

4. Users' access to the loan service will be suspended not only while the document is overdue but also for a further period as of the date on which they return it. Up until users receive the fifth of the aforementioned overdue notices, the duration of the period in question will be calculated at a rate of one calendar day per document and per calendar day for which it remains overdue.

5. Once the fifth of the aforementioned overdue notices has been sent to their UOC email address, users will be deemed to have failed to return the document. At that point, their access to the loan service will remain suspended and their access to the Library's EDS service will also be suspended. Furthermore, their access to the loan service will be suspended for a year as of the date on which they return the document.

6. If users still do not return the document, it will be deemed to have been lost. A final notification will be sent to their email address, informing them that the Library has purchased a new copy of the document, if applicable, and/or of how they must make the corresponding payment to the UOC. Users' access to the loan and EDS services will remain suspended until the date on which they make the said payment and for a further year thereafter.

7. In the case of a document borrowed via the consortium loan (PUC) or inter-library loan service, users will receive final notification as of three months after the date on which its loan period expired. In the case of a document borrowed via the UOC loan service, users will receive final notification when the UOC undertakes its annual audit of unreturned documents, as of the end of each year.

8. In addition to the aforementioned suspensions, the UOC may take such administrative and legal measures as it sees fit.

Chapter II. Electronic document supply service

Article 13. Object of the service

1. The purpose of the UOC's electronic document supply (EDS) service is to enable members of the University's community to consult electronic documents not present in the Library's collection. It is also a means of providing other libraries and institutions with access to the UOC's collection.

2. Users may only use the EDS service if they have not had their access to any of the loan service's components (UOC loan, consortium loan [PUC] and inter-library loan services) suspended.

Article 14. General characteristics of the service

1. The EDS service may be used to request documents that are not part of the Library's collection and are related to the UOC's study programmes and teaching and research activity.
2. The EDS service also makes it possible to provide other institutions with access to the UOC's electronic documents that may be reproduced or copied.
3. In general, materials whose use is restricted by law, under licence terms, for user-related reasons or at the discretion of the supplier are excluded.

Article 15. Service users

1. The following members of the UOC community may use the EDS service:
 - Students
 - Teaching staff
 - Research staff
 - Administrative staff and members of the FUOC Board of Trustees
 - Affiliated teaching staff

Article 16. Requesting and receiving documents

1. Requests for electronic documents are made online by completing the appropriate form on the Library's or the CSUC's website.
2. To request documents from the UOC's collection, other Spanish or international libraries or institutions may use the aforementioned form on the CSUC's website or contact the Library directly.
3. When users submit a request, the Library will contact them to inform them of its status within 48 working hours, except during the UOC's non-teaching periods and holidays. The Library pledges to inform users of their request's status in writing via their UOC email address.
4. The requested document will be sent to users' UOC email address in electronic format, provided that doing so is permissible under the terms of its licence. Reproductions of originals become users' property and are subject to intellectual property law.

5. Delivery times for documents requested via the EDS service are always approximate and depend on each document's supplier and the UOC's non-teaching periods and holidays.

6. The EDS service reserves the right to choose the most suitable supplier to fulfil a request, and pledges to endeavour to ensure that documents reach the users who have requested them as soon as possible.

Article 17. Service conditions: number of documents according to user type

1. The number of documents that may be requested via the EDS service is based on user type:

- Students: up to 10 requests with cost during the current year. The UOC Library covers the cost, but no more requests are allowed.
- Teaching staff: unlimited requests. The UOC Library covers the costs.
- Research staff: unlimited requests. The UOC Library covers the costs.
- Administrative staff and members of the FUOC Board of Trustees: unlimited requests. The UOC Library covers the costs.
- Affiliated teaching staff: up to 10 requests with cost during the current year. The UOC Library covers the cost, but no more requests are allowed.

Article 18. Service fees

1. The EDS service does not generate fees payable by UOC users.

2. The EDS service fees published on the Library's website are merely for the information of the UOC community, UOC university network and UOC Group companies.

3. The UOC's rates for providing other libraries and institutions in Spain and other countries with documents from its collection are available from the Library's website.

Chapter III. Electronic resources

Article 19. Description of the Library's electronic resources

1. The Library offers the UOC community a range of electronic resources (databases, journals, books, etc) for the purpose of supporting research, teaching and study. It has purchased or subscribed to some of the resources in question and the others are open-access.
2. The Library provides access to its electronic resources to allow potential users to work with digital resources necessary for their training, teaching, research or administrative activity. The Library places all its purchased and subscription resources at users' disposal in such a way as to respect the terms of each product's licence in relation to each user type.

Article 20. General characteristics of the Library's electronic resources

1. The Library's electronic resources are accessible via its website and from the classrooms on the UOC's Virtual Campus.
2. The Library pledges to offer access to the electronic resources it has purchased or to which it has subscribed, to notify users of possible disruptions to the service, and to respond to any incident or query related to its electronic resources within 48 hours, except during the UOC's non-teaching periods and holidays.
3. The use of each electronic resource is subject to the legal conditions established by its supplier. The specific conditions applicable to each resource's use are available from the intellectual property section of its supplier's website.

Article 21. Users of (purchased or subscribed) electronic resources

1. The following members of the UOC community, UOC network and UOC Group companies can use the UOC Library's electronic resources:
 - Students
 - Teaching staff

- Research staff
- Administrative staff and members of the FUOC Board of Trustees
- Affiliated teaching staff
- Alumni

2. UOC Alumni have access to a limited range of the Library's electronic resources; specifically, resources with licences that allow them to be placed at such users' disposal or whose suppliers have given their express approval to this effect. Information on which resources are available to Alumni can be found on the Library's website and the Alumni community's website.

Article 22. Electronic resource fees

1. No payment is required for use of the Library's electronic resources.

PART II. USER SUPPORT SERVICES

Article 23. Service descriptions

1. The **Library Replies** is the Library's **reference and information service**. It is a means of supporting the UOC community's studies and teaching and research activity, as well as of responding to any general query related to how the Library, its services and its information resources work.

2. The **complaints service** allows users to contribute to the Library's ongoing improvement by registering their dissatisfaction with its services or information resources, and to have such complaints dealt with in a personalized fashion.

3. The purpose of the **bibliographic services** is to assist the UOC community with carrying out bibliographic searches for any topic related to academic or teaching activity.

4. The **bibliometric services** provide guidance, based on high-quality, specialized sources, on how to carry out bibliometric searches. UOC teaching and research staff are provided with a custom service for analysis of their research work and bibliometric data searches for evaluation of publications.

5. The **author-name standardization service** involves contacting database and/or repository administrators, at an author's request, with the aim of ensuring that they use a single, standardized form of the author's name. Such standardization enhances the author's visibility and is conducive to the retrieval of their publications.

6. The **support service for calls for applications for accreditation by evaluation agencies** provides guidance on the publication evaluation criteria used by the different agencies (AQU, ANECA, etc.) based on the sources cited in the regulations established by the agencies in each case. UOC teaching and research staff are provided with a custom service for analysis of their research work and bibliometric data searches for evaluation of publications.

7. The **open-access publication of doctoral theses service** is a means of publishing such theses, once their authors have passed their oral examination at the UOC, in both the University's institutional repository (the O2) and the Theses and Dissertations Online (TDX) cooperative repository.

8. The Library's **bespoke training service** offers specific, personalized training activities and materials on working with the library's content and services, with a view to increasing awareness and the use thereof, as well as on acquiring basic information skills for accessing, managing and using data without assistance. The training involved is of the virtual variety and preferably oriented to independent learning.

9. The Library's **recommend a resource service** enables users to make the library aware of specific academic resources (a book, a journal, a database, a web page, etc.) they feel it lacks.

Article 24. Service users

1. The following members of the UOC community may use the **Library Replies** service:

- Visitors
- Students
- Students on a break
- Teaching staff
- Research staff
- Administrative staff and members of the FUOC Board of Trustees
- Affiliated teaching staff
- Alumni

2. Any user of a UOC Library service can use the complaints service:

- Students
- Students on a break
- Teaching staff
- Research staff
- Administrative staff and members of the FUOC Board of Trustees
- Affiliated teaching staff
- Alumni

3. The following members of the UOC community may use the **bibliographic services**:

- Students
- Teaching staff
- Research staff
- Administrative staff and members of the FUOC Board of Trustees
- Affiliated teaching staff
- Alumni

4. The following members of the UOC community may use the **bibliometric services**:

- Students
- Teaching staff
- Research staff
- Administrative staff and members of the FUOC Board of Trustees
- Affiliated teaching staff

5. The following members of the UOC community may use the **author-name standardization service**:

- Teaching staff
- Research staff
- Administrative staff and members of the FUOC Board of Trustees

6. The following members of the UOC community may use the **support service for calls for applications for accreditation**:

- Teaching staff
- Research staff

7. The following members of the UOC community may use the **open-access publication of doctoral theses service**:

- UOC doctoral students

8. The following members of the UOC community may use the **bespoke training service**:

- Students
- Teaching staff
- Research staff
- Administrative staff and members of the FUOC Board of Trustees
- Affiliated teaching staff
- Alumni

9. The following members of the UOC community may use the **recommend a resource service**:

- Students
- Teaching staff
- Research staff
- Administrative staff and members of the FUOC Board of Trustees
- Affiliated teaching staff

Chapter I. Service conditions

Article 25. General service conditions

1. Enquiries for all of the services are sent via the corresponding form on the UOC Library website.
2. Complaints are submitted via The Library Replies service or the Help Service's complaints service on the UOC Virtual Campus.
3. For students and Alumni, the **bibliographic services** provide guidance on how to carry out an effective general bibliographic search. For teaching staff, affiliated teaching staff, research staff, administrative staff and members of the FUOC Board of Trustees, the services also offer the option of receiving a custom report on the search, with the subjects, sources consulted and results.

4. For students, the **bibliometric services** provide guidance on how to search for bibliometric data. For teaching staff, affiliated teaching staff, research staff, administrative staff and members of the FUOC Board of Trustees, the services provide guidance on how to search for bibliometric data, a report assessing publications for a particular UOC faculty or research group, or based on the user's CV, and guidance or a report on publications they could submit articles to.

5. The **author-name standardization service** is guided by the UOC's recommendations: *Recomanacions per a la signatura dels autors en la producció científica de la Universitat Oberta de Catalunya* (<http://openaccess.uoc.edu/webapps/o2/handle/10609/76866>).

6. The **bespoke training service** is in-person and only for the following groups of users: teaching staff, research staff, administrative staff and members of the FUOC board of Trustees.

7. For students and affiliated teaching staff, the **recommend a resource service** can be used to suggest resources for the UOC Library's collection. Teaching staff, research staff, administrative staff and members of the FUOC Board of Trustees can suggest resources and the UOC Library will contact them to inform them of the decision reached.

Article 26. Response times

1. When users submit a query, the Library will contact them within 48 working hours except during the UOC's non-teaching periods and holidays. That applies to all the Library's services except the accreditation process support service, in the case of which users will be contacted within 24 working hours.

2. Exact response times may vary depending on the complexity of each query. The Library pledges to meet its established deadlines in relation to users, taking their needs and its availability into account. With regard to the **open-access publication of doctoral theses service**, publication will take place within a week of the author passing their oral examination, provided that all the necessary documentation has been supplied.

3. In order for the Library to fulfil specific requests for **onsite training** for groups of users, a prior agreement on the duration, format and content of such training and the channel via which it is to be delivered must be established.

Final provision 1. Fulfilment of these regulations

1. Responsibility for overseeing the fulfilment of these regulations and taking appropriate measures to ensure that the services referred to herein function properly lies with the Library's management or whomever said tasks may be delegated to thereby.
2. Any complaints users may make in relation to the Library's services will be dealt with by its management or whomever said task may be delegated to thereby.

Final provision 2. Communication with users

The Library will communicate with users of its services via their UOC email address, without ruling out the option of using other means of communication if it sees fit.

Final provision 3. Users' responsibilities

1. The use of each electronic resource to which the Library offers access is subject to the legal conditions established by its supplier. The specific conditions applicable to each resource's use are available from the intellectual property section of its supplier's website.
2. Users pledge to use the EDS service solely for study, teaching and/or research activity, and not for the purpose of financial gain.
3. Users are responsible for complying with current intellectual property laws and for refraining from downloading data in volumes that exceed the limits established by each supplier.
4. Users may print, download and copy journal articles, chapters of books and other resources, within reason and for study, teaching or research purposes, provided that doing so does not constitute a violation of the specific conditions of each product's licence.
5. By using the Library's electronic resources, users acknowledge their familiarity with and agree to abide by all the rules applicable thereto.

Final provision 4. Failure to fulfil these regulations

Users will have their access to the Library's services suspended if they fail to fulfil their obligations under these regulations. Measures involving such suspension are taken by the Library's management in accordance with the provisions of these regulations and, where appropriate, of any other applicable regulations.

Final provision 5. Subjection to the UOC's regulations on rights and duties

Users of the Library's services are subject to the provisions of the UOC's regulations on rights and duties.

Final provision 6. Service availability schedules

The Library pledges to publish its services' availability schedules on its website, sufficiently in advance to enable users to take full advantage of the said services.

Final provision 7. Approval of these regulations

These regulations must be approved by the Executive Management Committee and ratified by the University's Governing Council.

Final provision 8. Entry into force

These regulations will come into force upon being published on the UOC's E-Services Portal

Appendix 1. Summary: loan duration and number of documents per user type and loan (UOC, consortium or inter-library) or EDS service

USERS	UOC		Consortium (PUC)		Inter-library		EDS
	No. of docs	No. of days	No. of docs	No. of days	No. of docs	No. of days	No. of docs
Visitors	Not applicable		Not applicable		Not applicable		Not applicable
Students	10	21	10	21	10 (free)	Depends on loaning institution	10 (free)
Students on a break	Not applicable		Not applicable		Not applicable		Not applicable
Teaching staff	10	61	10	21	Unlimited (free)	Depends on loaning institution	Unlimited (free)
Research staff	10	61	10	21	Unlimited (free)	Depends on loaning institution	Unlimited (free)
Administrative staff or member of FUOC Board of Trustees	10	61	10	21	Unlimited (free)	Depends on loaning institution	Unlimited (free)
Affiliated teaching staff	10	21	10	21	10 (free)	Depends on loaning institution	10 (free)
Alumni	10	21	10	21	Not applicable		Not applicable

Appendix 2. Summary: suspension of access to the loan and EDS services

Notifications and suspension of access to loan service (UOC, PUC and inter-library)		Duration of suspension	
Reminder	1 day before loan period expires		
1st overdue notice	1 day after loan period expires	Suspension of access to loan service for 1 day per document and per day for which it is overdue, to be applied when the document is returned	
	Access to loan service suspended		
2nd overdue notice	7 calendar days after loan period expires		
	Access to loan service remains suspended		
3rd overdue notice	14 calendar days after loan period expires		
	Access to loan service remains suspended		
4th overdue notice	21 calendar days after loan period expires		
	Access to loan service remains suspended		
5th overdue notice	28 calendar days after loan period expires		Suspension of access to loan service for 1 year, to be applied when the document is returned
	Access to loan service remains suspended		
Final notification	Access to loan service remains suspended and access to EDS service also suspended	Suspension of access to loan and EDS services for 1 year, to be applied upon receipt of payment for the unreturned document	

Appendix 3. Table of services and their corresponding services on the Library website

Library services	Library website services
Loans and electronic document requests	Request a book on loan or an article
Electronic resources	Search the digital collection by field
Bibliographic enquiry service	Help finding information
Standardization of authors' names and bibliometric enquiry service	Publishing with impact
Support in accreditation calls by accreditation agencies	Prepare for accreditation processes
Doctoral thesis open-access publication service	Publish in the UOC's O2 repository