

UOC Virtual Library Annual Report Academic year 2006-2007

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Presentation

The UOC Virtual Library (VL) Annual Report summarises the work of the Library over the academic year 2006-2007 through a description of the highlights and the presentation of the most important figures in each of its areas of activity.

Highlights at the Virtual Library from the academic year 2006-2007, apart from our continued efforts in offering all our users information resources and services, included the support to teaching in terms of adaptation to the new European Higher Education Area with the creation of a resource space and the production of a specialised newsletter focusing on this subject.

The UOC Library introduced an RSS (Really Simple Syndication or RDF Site Summary) service in January to syndicate the new developments page contents. This new service marks the opening of a new Library news distribution channel that is much more direct and which allows us to notify users about updates to the Library without them having to connect. It allows them to read the headlines and a brief round-up of the news of interest, or access the full text and the new resources in the digital collection, new releases or advice and recommendations on how to use the Library.

Together with the Telefónica Foundation, the Library has developed a website on the scientific production of Manuel Castells, Research Professor and Chair of the UOC Scientific Committee. The idea behind Professor Castells's website is to collate all the information about his scientific production and treat it documentarily

to make work easier for researchers worldwide. The aim is to make Manuel Castell's work and all the information about his work available to the whole of the international scientific community.

Adoración Pérez Alarcón

Director of the Virtual Library

The Virtual Library

The UOC VL is an information resources and documentation centre for the subject areas developed at the University, which deals specifically with the issues of the information and knowledge society and the effects that information technology has on teaching, the economy, law, politics, culture and the media. 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) and 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, faculty, researchers and administration staff with access to the information that they need to carry out their work.

Within the university context of

the UOC, the VL has begun adapting its resources and services to the European Higher Education Area (EHEA), a new educational paradigm that proposes teaching centred on the student and their ability to learn.

The VL provides support to the different members of the university community: to students, by providing them with all the information, documentation and services that they need to successfully complete continuous assessment and examinations; to faculty, by offering them specialist teaching resources and to researchers, helping them undertake research.

The Virtual Library on the Campus

The VL is divided into four large sections:

- General information. Round-ups of institutional information about the Library, including usage statistics, publications, projects in which it participates, its institutional relationships with other bodies. 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 consultation of databases and full-text journals, online encyclopaedias and dictionaries, e-books, portals and other information resources, arranged both by resource type and by the academic subject areas taught at the University.
- Services. Offering direct access to the Library’s services: training, lending, requesting bibliographic

searches and other tailor-made information services; such as the news service, electronic distribution of tables of contents and the document supply service.

Apart from these four large sections, there is always access from any part of the VL to the following resources: the search engine, which retrieves information from all the sections; the New developments section, useful for finding out about the latest updates to 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.

All contents are updated regularly, thus increasing the catalogue bibliography, adapting the services to user demands and new formats and incorporating new information resources as support for faculty during the teaching process and students in their learning, and researchers in the research and scientific production process.

Finally, the last few months of the academic year 2006-2007 saw the start of a project to change the VL’s homepage to improve and make access easier to the most important contents and services.

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 faculty and the VL. The classroom Resources space helps students pursue their subject and helps them achieve comprehensive knowledge of the sources and tools of their branch of specialisation as a future professional. It has free electronic information, solutions,

software, 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 (accredited qualifications, masters, postgraduate, etc.), faculty, researchers, teaching and collaborating staff (counsellors and tutors) and administration staff.

We consider virtual users to be the sum total of users who have established a session on the VL web server. The evolution of the number of users who connect to the Library’s web server throughout the academic year reflects the evolution of teaching calendar activity. The months with the highest levels of connections are October and November, on the one hand, and March and April, on the other, coinciding with the start of semesters.

Use of the Virtual Library

Use of the VL refers to user sessions (visits) received by the Library’s web server.

Information resources

News features for the academic year 2006-2007

In relation to the documents available through the catalogue and electronic resources accessible from the digital collection, the most outstanding new items entered during the academic year 2006-2007 were as follows:

The new VL section: *Donations*

A Library section called *Donations* has

been created that can be accessed from the *General Information* section, on the VL homepage, and which offers all information relating to document donations: how to make a donation, how they are handled and what criteria are followed to decide whether to include it in the VL bibliography.

New electronic resources included in the digital collection

During the academic year 2006-2007, the Library registered 2,150 digital resources: 787 in the digital collection, 108 for the Masters environment and 1,255 as classroom resources. The following are some of the new databases included in the VL's digital collection.

- ACM: this provides access to the full text of over 250 journals and congress proceedings published by the Association for Computing Machinery (ACM).
- IEEE Xplore: specialising in IT engineering, it provides access to the full text of over 240 journals, 1,700 standards and 8,700 congress proceedings.
- The Observatory on Borderless Higher Education (OBHE): this offers reports about online higher education and the use of ICTs.
- OECD Source: this platform provides access to the digital publications of the Organisation for Economic Cooperation and Development.
- SAGE: this provides access to the full text of 390 journals published by Sage, in the field of the humanities and social sciences.
- STMA-Z (Statistical Theory and Method Abstracts-Zentralblatt): this provides statistical bibliographical references on articles from over 2,300 journals.
- Tirant on line: this offers legal information on doctrine, forms, jurisprudence, legal texts and bibliography on civil procedure, private, public, financial and tax, employment and criminal law

ISBN 13 in the VL catalogue

The VL catalogue has incorporated a new search option on its drop-down menu, the ISBN 13 field, which allows users to search by the unique identification number of each issue or title published. This incorporation is due to the change in format (from ten digits to thirteen) made by the ISBN (International Standard Book Number) Agency.

Services

The UOC Virtual Library offers a wide range of extremely useful personalised services exclusively for UOC users.

- Contact us: consultation service to help users resolve all queries about how the VL works, its resources and its services.
- Bibliographic searches: this service enables users to get their documentary and information needs to the VL.
- News services: free subscription e-newsletters specialising in different subjects and of different periodicities.
- €-economy: free subscription newsletter that compiles the main stories of the leading national and international financial newspapers and stock market indexes.
- Free subscription newsletter that offers access to the latest copies of regional, national and European official gazettes.
- Round-ups: dossiers with a careful selection of electronic information resources about current affairs and topics of academic interest.
- Journal TOC distribution: the service that enables users to subscribe to the TOCs of the different journals on paper that the VL receives.
- Lending service: the service whereby users can request from the UOC Catalogue the documents that are of interest to them.
- Document supply service: the service that allows the user to

have access to works that are not included in the UOC Library collection.

We should also point out that the VL's services section provides access to training workshops and manuals and to the directory of support centres and university libraries with which there is a collaboration agreement.

New features for the academic year 2006-2007

Over this academic year, the UOC Library began a number of new features linked to bespoke user services:

New RSS service

January 2007 saw the VL implement an RSS service (Really Simple Syndication or RDF Site Summary) to syndicate the contents of the news website. This service offers users a new, much more direct Library news distribution channel to keep them up-to-date with the latest VL news more quickly, more easily and without having to access the website.

With regard to the RSS, a section has been created at the VL which offers complementary information and also instructions on how to install RSS readers, which can be accessed by clicking on the RSS icon on the Virtual Library homepage.

New EHEA area and newsletter

Within the actions for adaptation to the new EHEA, the VL has created a space that provides access to a constantly updated round-up of documentation and resources on this subject. It offers national, state and European information in different fields: academic, political, dissemination, etc. Among other content, users can consult legislation, the declaration and articles. The VL has also created a newsletter specialising

in the subject, at the request of the Methodology area and with the support of the Vice President's Office, Academic Organisation, Faculty and Teaching Innovation, which promoted this publication.

Renovation of the news services

This academic year saw the Library's news services update its look and technology, with a more modern design, more efficient operation and distribution compatible with mail services outside the Campus. This revamp, the third since the service was created some six years ago, offers other improvements, such as new software for managing subscription lists, which makes better use of statistical data possible and offers greater security, an option to register or cancel subscriptions and include the data confidentiality protocol that allows the fulfilment of the Data Protection Act.

New way of displaying current affairs round-ups

In June, the VL current affairs round-ups used a new display for the first time. Some of the improvements implemented were as follows:

- Inclusion of images associated with subjects discussed in the round-ups
- Creation of a space where suggestions for subjects of future current affairs round-ups can be sent
- New content structure in boxes
- Direct consultation of current affairs round-ups history
- Access to the UOC portal and the VL through the logos at the top of the round-up
- RSS service to syndicate new current affairs round-ups and other VL news and to keep up-to-date

Learning support. The library in the classroom

Classroom resources

During the academic year 2006-2007,

the classroom Resources space has been added to with a total of 8,334 electronic information resources (databases, articles, e-documents, e-journals, books, etc.) for the more than 2,294 classrooms in existence. This figure includes both semesters of the academic year and the classrooms of accredited 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, 6.3% of the 7,341 resources included in the classrooms were renewed, while in the second semester 9.1% of the 8,334 managed resources in the classroom space were renewed.

The new classroom project

Over the academic year 2006-2007, the Library continued its collaboration with the Classroom Project, run by the Educational Technology operating group, the aim of which is to develop the new student, tutor and faculty classroom.

The UOC's Virtual Campus Classroom Project, which began in September 2005, was divided into three sections (the student classroom, the tutor classroom and the classroom for the lecturer in charge of the subject), which correspond to the different stages of implementation.

The academic year 2006-2007 saw all aspects relating to the student's classroom established, a change which took place during the previous academic year. February 2007 will see new classroom creation initiatives focused on the figure of the tutor, who will have their own space, and the start of the pilot tests. These will consist of two types of classroom with improved display, design, access and specifications.

- The so-called "improved classroom", in other words, the classroom with the same content structure as current classrooms, but with more specifications.
- The "Bologna or EHEA classroom", which follows EHEA directives and shows the unit being worked on at all times during the semester and an overall graph for all units.

Over the academic year 2007-2008, there are plans to put pilot trials for new lecturer classrooms into operation, the aim of which is to offer faculty a personalised environment that allows them to design their teaching.

Teaching support

Faculty Newsletter (BIP)

In the academic year 2006-2007, 11 issues of BIP were sent out (one for each month, except August) to a total of 337 subscribers: 63% faculty, 22% researchers and the rest UOC personnel. In terms of the subjects covered, the most important VL news have been included, prioritising the specialities in the fields of teaching and research (corresponding to the two sections of BIP). Also during this academic year, a new section was initiated in the BIP to provide direct access to new monthly bibliographical acquisitions.

New consultation service for faculty

At the last get-together organised by the University, for the second semester of the academic year 2006-2007, the Library offered a new face-to-face consultation service for faculty. The aim of this service is, on the one hand, to strengthen links with faculty and, on the other, to provide them with support by supplying information about procedural aspects (circuits for requesting the recommended bibliography, how resources are added or

copyright for articles on the classroom resources spaces, etc.) and about specialist information resources available to them for their studies. All this procedural documentation has also been made available to faculty on the intranet (Intrauoc / Specific applications / Faculty / Documents).

Support for research. The CR2 library

This section details the most important projects in relation to the VL's support of research work.

CR2 Research Resource Centre

During this academic year, the research library specialising in the information and knowledge society, situated in the Mediterranean Technology Park in Castelldefels, Barcelona, in the UOC's Internet Interdisciplinary Institute (IN3) building, has continued to offer research support functions.

As regards the catalogue of services offered by the VL to the CR2, two spheres of action should be highlighted.

1. Support services provided to research

- General VL services: shared by all Library users but with special impact on research: specific resources (databases, journals, theses, bibliographic managers, congresses, etc.); acquisitions and technical handling of documents; specific training services; provision of e-TOCs; subscription services to paper and digital journal TOCs, bibliographic searches; news services; BIP newsletter, and specialist VL news. A total of 820 queries have been answered.
- Advice in the publication of research results: information on publication formats and contents; lists of high impact journals by area, and formal bibliographic citation recommendations.

- Face-to-face user attention: the research library offers ten reading points, five consultation places with PC, scanner, printer, DVD player, television and a documentary collection of more than 3,000 specialist books on the information society. A total of 733 visits have been received.

2. Services provided for research management and assessment

- Bibliometric studies: monthly assessment of the impact of production by means of a monthly report on the articles that appear in the ISI Web of Knowledge database, the production of UOC authors and the citations received.
- Support for the assessment of the university research and groups: participation in the criteria and measures that are taken as benchmarks and application of these criteria to annual scientific production.

We should also highlight the collaboration between the IN3 library and the UPC's Baix Llobregat Campus Library, especially in terms of:

- The organisation of a joint ISI Web of Knowledge training session (attended by UOC and UPC faculty and research staff) run by a trainer-librarian from the UOC VL.
- Participation of the IN3 library in the "Sant Jordi on Campus" event, organised by the UPC Library on St George's Day, in April 2007. The event was held on April 20 and featured a book swap market.

Cooperative repositories: TDX, RACO and Recercat

TDX (Tesis Doctorals en Xarxa) [PhD Theses Online]

The UOC Library participates in the TDX (Tesis Doctorals en Xarxa) cooperative repository, which contains

PhD theses, in digital format, read at Catalan universities and universities in the rest of Spain. In the academic year 2006-2007, the Library added a new thesis, from the UOC Economics and Business Studies Department, to TDX.

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

The UOC Library continues to participate in the Revistes Catalanes amb Accés Obert (RACO) Portal, officially opened in April 2006. Specifically, it participates with five institutional journals: *Digithum*, the digital humanities journal; IDP, *the internet, law and politics journal*; RUSC, *the university and information society journal*; *UOC Papers*, the journal on the knowledge society, and, during the academic year 2006-2007, Artnodes has been added, the art, science and technology journal.

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

In the academic year 2006-2007, the UOC Library has added the Students' Working Papers collection to RECERCAT (Dipòsit de la Recerca de Catalunya). The first document in this collection deals with society and multicultural education.

Publication of the website for the Scientific Production of Professor Manuel Castells

This year has seen the completion of the project, started the previous academic year, to create a website devoted to the scientific production of Professor Manuel Castells.

In May 2007, the VL presented the new website on the scientific production of Manuel Castells, Research Professor and Chair of the UOC Scientific Committee. The site has been developed jointly with the Telefónica Foundation.

The website aims to bring together all of the information of his scientific production in a single place and treat it documentarily to aid the work of researchers and students worldwide. The aim of the website is to offer the whole international scientific community the documentary collection of Manuel Castells and all the scientific information about the man and his work.

The website for the scientific production of Professor Manuel Castells – which can be consulted in Catalan, Spanish and English – brings together all kinds of content on his scientific production. Its contents include information on his books, book chapters, articles, research reports, lectures and papers, speeches on being made an honorary doctor and master classes. The website also contains the leading studies made of his work and interviews and reports by the media from countries around the world.

A significant part of the documents on the website, and of working documents used for his research and which are part of his personal archive, can be consulted on-site at the UOC IN3 research library.

The Virtual Library in the University

Information resource round-ups

The UOC VL produces a number of informative round-ups, which include a careful selection of resources on a specific subject.

Current affairs round-ups

During the academic year, the VL produced eight round-ups of various current affairs subjects. The following shows the consultations received, arranged from most to least: “Web 2.0”, “Everything about Google”, “IP Telephony (VOIP)”, “Creativity and innovation in companies”, “Micro credits”, “e-Readiness”, “2006 Elections

to the Catalan Parliament” and “The death penalty in the USA”.

Round-ups for major events

There were the following round-ups of information resources relating to academic activities:

- On the investiture of Alain Touraine as honorary doctor, the UOC VL produced a round-up of online resources with direct access to catalogues (university, regional, national, etc.), databases, personal websites, publications and agencies related to his career. It can be accessed through the Career section of the honoris causa website.
- To coincide with the inaugural lecture of the academic year 2006-2007, entitled “Learning to live together”, the UOC VL produced a round-up of online resources on the work and career of its author, Mustapha Cherif. This resource can be consulted on the online debate website: *Learning to Live Together*. In relation to the round-ups of information resources linked to events of interest to the university, the VL produced the following:
 - To coincide with the World Freedom of the Press Day, on 3 March, the UOC VL produced a round-up of resources focused on this subject.
 - On the occasion of International Book and Copyright Day, the UOC VL produced a round-up of resources on this subject.

New features of the Library

The UOC Library publicised its news of interest through the various means of communication in the university, such as the Campus space (homepage and New Features section), the faculty notice board and the internal distribution lists, the VL website, etc. Highlights include the news commented in the “Information Resources” and “Services” sections; ie, the news referring to new databases, the creation of new sections and

services, significant changes and updates, current affairs round-ups, monthly new bibliographic acquisitions, etc.

With regard to the New Features section of the VL website, throughout the year a total of fifty news items were published, and every month the new bibliographic acquisitions of the collection and the latest resources added to the digital collection were publicised.

The Library in UOC publications

The Library participates in a number of UOC publications, whether responsible for some of the sections or the production the bibliography reviews and recommended information resources.

WOK! newsletter

In this internal e-publication, aimed at the whole of the UOC community, the Library publishes a monthly selection of information resources (links, books, websites, etc.) by subject areas in the Knowledge Axis section. With a monthly volume of twenty-two resources per issue and eleven annual newsletters, the Library selected and published 242 resources during the academic year 2006-2007.

UOC Papers journal

During the two semesters of the academic year 2006-2007, the Library selected the most outstanding new publications in the different subject areas covered by the journal. In the “Book Selection” section, the Library published six new bibliographical acquisitions in Issue 3 and seven in Issue 4. Books are selected according to the different subjects covered in each issue: articles, reviews, miscellaneous items or monographic dossiers on a specific knowledge society subject.

La Trobada newspaper

On the occasion of the UOC get-togethers

in the academic year 2006-2007, the Library collaborated on the publication of the La Trobada newspaper, publishing in it two news items:

- “New developments in the Library’s news service”, at the get-together at the start of the first semester (September 2006)
- “RSS in the Virtual Library: sign up now”, at the get-together at the start of the second semester (March 2007).

Món UOC magazine

This weekly institutional journal publishes brief news items and reports on specific topics. The Library published a two-page report in the May 2006 issue about e-journals, entitled The Library: Gateway to e-journals.

The Library in UOC spaces

During the academic year 2006-2007, the Library collaborated very closely on two of the university’s internal projects which have led to the creation of two new spaces: the Professional Area and the Campus for Peace and Solidarity. Besides this, the Library has continued to collaborate with the Catalan literature website Llettra.

Professional Area

In the case of the new Professional Area on the Campus, the Library has provided a selection of round-ups and services of use both to the company where an individual works and to improve their professional profile. Specifically, the Library has taken part in the section on “training and resources” providing the following interesting resources and services:

- A subscription service to newsletters and official publications (BOE, DOCE and regional official gazettes), allowing visitors to keep up-to-date in professional matters.
- Consultation of current affairs round-ups and other useful resources for professional life. These round-ups are monthly dossiers on

current issues. At present, there are 32 available.

- Discussion lists: selection of the most important discussion forums by field of speciality.
- The digital video library offers lectures and seminars organised by the UOC in video format.

This selection of resources and services has been tailor-made to the characteristics of the new space in order to meet the needs of its audience: the whole UOC community, but especially professionals wishing to contact other people in the same sector or professional field, anyone wishing to improve their skills or anyone looking for services for the company they work for.

Campus for Peace and Solidarity

The Library also has its own space on the new Campus for Peace and Solidarity website. The Library has actively collaborated with the UOC’s charitable arm, offering a collection of online information resources related to its fields of activity. This selection of documentation includes portals, websites of interest, specialist journals, agencies and institutions, blogs, etc. As regards the subject areas covered, these include the following:

- Banking: ethical banks and foundations offering economic aid.
- School and university: digital literacy.
- Justice: peace and human rights issues.
- Market: fair trade.
- Media: information about poor countries or countries in conflict and about the work done by development NGOs.
- Health: references for books and materials related to health issues.
- Sustainability: bioconstruction, climate change, environment, responsible tourism, etc.

Llettra

In the academic year 2006-2007, the

VL collaborated in the Llettra website, making a painstaking selection of information resources available online on Catalan authors and their literary works. Pages on the following authors were published: Josep Maria Benet i Jornet, Prudenci Bertrana, Lluïsa Cunillé, Feliu Formosa, Imma Monsó, Joana Raspall, Xavier Rubert de Ventós, Sebastià Serrano, Francesc Serés, Francesc Trabal and Julià de Jòdar. The works included were as follows: *Enllà*, by Joan Maragall; *Els fruits saborosos*, by Josep Carner; *Glossari*, by Eugeni d’Ors; *Josafat*, by Prudenci Bertrana; *Horacianes*, by Miquel Costa i Llobera, and *Pilar Prim*, by Narcís Oller.

Institutional presentations

During the academic year, the VL was invited to take part in an institutional session organised by the UOC’s Institutional Relations Office on the occasion of the visit by a delegation from the Instituto Tecnológico de las Américas (ITLA). The VL took part with a general presentation of its resources and services and its presence in the classrooms through the Resources space.

User training

In line with the current VL training plan, this academic year has seen a number of different training actions adapted to the different types of user, which we will now describe in more detail.

Student training

As in previous academic years, the VL has participated in the university’s get-togethers by running training workshops on a number of different topics: *The Virtual Library*, *How to find the information you need*, *Searching for information in databases*, *Refworks*, etc. Two get-togethers for the campus in

Catalan were held over the academic year 2006-2007, one at the start of each semester, during which the VL gave 24 workshops to a total of 243 participants. In addition to this, two specific get-togethers for the campus in Spanish were held in Malaga and Zaragoza, in which the VL gave the workshop entitled *The Library, gateway to information*, for an audience of 55 students.

Finally, in November 2006, the VL, together with the support centres, programmed a series of training sessions for students aimed at informing them about the contents and use of the databases that can be accessed from the Library and to get them to see how they can help when studying subjects on UOC courses. The result was that ten sessions were held, with a total of 261 students taking part.

Faculty training

The training activities held for this type of user were as follows:

- Participation in seminars of the different course teachers. Over the academic year the VL offered the programme technicians for each department four seminars, offering bespoke training sessions to a total of fifty-six assistant lecturers, representing 36.6% of UOC faculty.
- Continuation of the training activities for collaborating teaching staff (CTS), UOC counsellors and tutors, with two new editions of the Information Skills Course for teachers. In specific terms, two online courses were run in November 2006 and May 2007, and followed by a total of forty teachers. Assessment surveys carried out reflect the success of the training and show that 62% and 38% of participants consider what they learnt on the course to be useful and very useful, respectively.

Research staff training

Training activities 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. Subsequently, as a result, a number of sessions were held on VL use and functioning, ISI Web of Knowledge database, other research databases and the Refworks library manager.

For example, between January and June 2007, the VL held ten research seminars, which were attended by the managers of the different research lines, PhD grant holders and new research assistants, with a total of seventy-eight participants. Another training initiative was the organisation, jointly with the UPC, of training on the ISI Web of Knowledge, aimed at researchers from both universities.

Finally, also during this academic year, the VL provided access to a whole series of online training offered by the Refworks bibliographical manager: the Refworks Webinars sessions. The role of the VL was to promote and publicise these sessions and advise the researchers who followed them.

Institutional relations

Consortia and Working Groups

CBUC

The UOC VL is a member of the Consortium of Catalan University Libraries (CBUC). The Consortium's two basic projects in which the UOC Library participates are the Catalan Universities' Collective Catalogue (CCUC) and the Digital Library of Catalonia (BDC). During the academic year, as well as being on the Executive Committee and the Technical Committee, it also collaborated with the CBUC through the following working groups: Catàleg Col·lectiu, Referència virtual, Refworks,

RECERCAT, RACO, Relectro and TDX.

REBIUN - CRUE

The UOC VL is also part of another state-level consortium: the Network of Spanish University Libraries (REBIUN), which includes a sector of the Conference of Rectors of Spanish Universities (CRUE). As regards the academic year 2006-2007, besides taking part in the REBIUN statistics working group, the VL management became part of the REBIUN Executive Committee, in which it coordinated Line II "REBIUN in the field of research" and participated in Line IV "REBIUN as an organisation". The aim of Line II is to "give guidance to university libraries in light of the new challenges of the European research area and the new processes of creation and dissemination of science". The other university libraries that took part in this line were the Spanish Distance Education University (UNED), the University of Murcia, the University of Salamanca, the University of Valencia, Pablo de Olavide University (Seville) and the Technical University of Catalonia.

Finally, as well as these working groups linked to consortia, the UOC VL continues to take part in the FESABID working group on libraries and intellectual property and the Zwolle working group.

Agreements with other libraries and institutions

During the academic year 2006-2007, 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; specifically, agreements have been signed with the universities of Alicante, La Coruña and Las Palmas de Gran Canaria. A collaboration agreement has also begun with the Library

of Catalonia for the Digital Heritage of Catalonia (PADICAT) project, which consists of capturing and processing all Catalan cultural, scientific and general production in digital format, and providing permanent access to it.

Besides these agreements, the VL maintains agreements with the following institutions: the Open University Library, Spanish university libraries, Rosa Sensat Teachers' Association, Casa Àsia, Col·legi d'Enginyers Tècnics Industrials de Barcelona (CETIB).

External projection

Projects underway

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

E-move

Together with other European partners, the VL participated in the creation of the portal on virtual mobility, specifically in the section relating to learning support from libraries (Library and Information Support) for students and faculty. During the academic year, work was carried out on the identification and description of relevant resources for a virtual mobility environment, and a total of 312 resources have been identified, ranging from gateways to examples of best practices, including informational skills issues, innovative examples in learning support and online courses for learning support, e-resources, institutions or universities that offer relevant online courses for learning support, case studies and bibliography.

UOC UNESCO Chair in E-Learning

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 e-learning. Likewise, the VL offers a specialist, regularly updated bespoke news service for the UNESCO Chair based on push technology and e-mail subscription.

During the academic year, a total of 37 newsletters were sent out on a weekly basis to 102 subscribers, tackling issues on e-learning policies and management in the university context through a series of specialist articles and recommended websites (reports, congresses, etc.).

Bodies and institutions

The UOC VL is part of the Network of Excellence on Digital Libraries, DELOS. This initiative was created by the European Information Society Commission in the fifth framework research and development programme and is aimed at improving research in the field of digital libraries and fostering cooperation on a European level and the exchange of ideas and expertise

The UOC's VL also participates in the European Association of Distance Teaching Universities (EADTU), the organisation which represents both open universities and distance teaching universities in Europe.

EADTU is arranged into working groups and the UOC VL is currently coordinating 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 34 people work at the VL. The workforce includes 25 people,

of which 21 are librarians, who are supported by 4 people, who carry out administrative tasks, and 5 interns.

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

- The Document Management Group selects resources and tools which meet the information needs of the UOC community and position the Virtual Library as a knowledge society benchmark.
- The Services Group offers information and document delivery services to meet the basic needs of the UOC university community in learning, teaching, research and management processes.
- The Innovation and Communication Group provides information about the range of services offered by the Virtual Library and aids the organisation's mechanisms for innovation, continuous improvement and decision-making.

Professional training

During the academic year 2006-2007, Virtual Library staff received continuous training and professional improvement through a number of different types of courses.

External training

Within the range of courses organised by the Official College of Librarians-Documentation Specialists of Catalonia (COBDC) and depending on the type of internal training offered (aimed at librarians, electronic resources specialists, cataloguers, etc.), Virtual Library staff attended the following:

- Introduction to the MARC 21 format. Barcelona, September 2006.
- Why edit? How and how much? Barcelona, November-December 2006.

- Website positioning analysis. Barcelona, November 2006.
- GESCOM 2. Barcelona, November 2006.
- Online search engines and information systems for academic and professional uses. Barcelona, December 2006.
- Content syndication. Barcelona, January 2006.
- Introduction to XML. Barcelona, March 2007.
- Learning from the best. Building innovative proposals for information services using analyses by the best. Business-case workshop. Barcelona, May 2007.
- Tools for improvement through quality in libraries. Barcelona, May 2007.

Internal training

Within the range of training courses, the Human Resources Department ran a number of different courses in line with the needs of the university's management personnel.

Training given

As well as receiving training, Virtual Library staff were also involved in other activities as trainers. The following is a list of courses given by Virtual Library staff:

- Copyrights and libraries. Courses held in: ANABAD, Santiago de Compostela (September 2006); Institute for Almerian Studies, Almería (November 2006); SEDIC (March 2007); FESABID, Madrid (May 2007) and CALSI Workshop, Valencia (June 2007).
- ISI Web of Knowledge and Refworks. University of Barcelona. Barcelona, May 2007.
- Virtual reference services. CSIC. Barcelona, June 2007.
- Public loan licence fee. ALADDA. Toledo, June 2007.

Training sessions were also held for students, faculty and researchers, as mentioned above in the corresponding section.

Attendance and participation at lectures, seminars and conferences

Virtual Library staff also attended or participated in the congresses, lectures or meetings listed below by presenting papers or taking part in round tables:

- Towards the European Digital Library. ECDL Congress. Alicante, September 2006.
- 6th REBIUN Workshop. UNED. Madrid, October 2006.
- "Documentalists, musicologists and artists: a necessary collaboration". Madrid Autonomous University. Madrid, March 2007.
- "Virtual reference services". University of Zaragoza. Zaragoza, March 2007.
- Seminar on copyright and libraries. Castilla León government. Valladolid, April 2007.
- "Copyright and digital publishing". Carlos III University. Madrid, April 2007.
- 4th Conference on Usability in Digital Information Systems. Barcelona, May 2007.
- "Human resources at resource centres for learning and research." Fifth CRAI Conference. University of Almería, May 2007.
- "Institutional repositories at the service of universities." CBUC. Barcelona, June 2007.
- "The implementation of the EHEA at the UPC: the learning and research resources centre (CRAI) as the model for a range of integrated services to tackle the challenges posed by the new EHEA". UPC. Barcelona, June 2007.
- "European Library Automation Group - ELAG 2007: Library 2.0". University of Barcelona. Barcelona, June 2007.
- Annual Conference on the Presentation of Results of the Web of Knowledge. FECYT. Madrid, June 2007.

Economic resources

The Virtual Library budget, for the academic year 2006-2007, has been divided into three main sections:

- Paper acquisitions, for which 137,994 euros were allocated for the purchase of monographs, journal subscriptions and other documentary materials.
- Electronic information acquisitions, which were allocated 416,607 euros.
- Project expenses, which were allocated 108,300 euros.

Continuous improvement and projects

Evolution of the new library management system

The Consortium of Catalan University Libraries (CBUC) was put in charge of changing the library management software as part of the agreement approved by the Catalan government to improve and modernise the Catalan library system over the period 2004-2007.

The evolution of the implementation process for this software, which was divided into two parts during the academic year 2006-2007, was as follows:

- Catalogue. Corinthian: under the coordination of the CBUC, working groups were set up in each member institution to define the roles of the people in charge of the general administration of the program and the data migration management. Problems arose, however, at the end of the academic year with the Corinthian provider company, SirsiDynix, which has led to rejecting the product and choosing Millennium.
- Digital collection. MetaLib and SFX: training for librarians and IT representatives from each institution took place during the

preparation stage. The CBUC has established the training calendar, and also the subsequent meetings for liaison groups and the support section for the alignment and joint decision-making related to the parameterisation of the system. In 2007, the local parameterisations of each institution were defined, both for SFX and for Metalib, by ExLibris, on the basis of version 3 of the software. Version 4 of the software, which offers extensive improvements compared with the previous one, will be implemented in February and will be in place for all institutions by June. The UOC Virtual Library is also working to make user authentication and validation processes from the Campus transparent.

about users' expectations or needs. For this reason and since the Virtual Library needs to have information on how its users see it and what they expect, a survey plan has been drawn up.

The aim of the Virtual Library survey plan is to have a tool for regularly and periodically having a better knowledge of the aspects mentioned below with regard to the various user groups: the level of satisfaction with the existing services and contents; if the offer is in line with real needs; the future services and contents that users would like; users' informational habits; the reasons for not using the Virtual Library, etc.

Virtual Library improvement plan

As a result of the quality assessment process of the Virtual Library conducted by the AQU in 2006, the Virtual Library has completed the library improvement plan in response to the main improvement recommendations given in the assessment report drafted by the External Assessment Committee of the AQU. The main bases of the Virtual Library improvement plan are the following: the Virtual Library and quality; the Virtual Library strategic plan; the Virtual Library in the UOC; use of the Virtual Library; user satisfaction; the Virtual Library and teaching; the Virtual Library and research, and the Virtual Library and innovation.

Satisfaction and expectations data gathering plan

The user satisfaction part of the Virtual Library improvement plan defined the need to have mechanisms to find out