



QUALITY POLICY of the Learning and Research Resource Centre

The **Learning and Research Resource Centre (CRAI)** is a dynamic entity that centralises all university services relating to information and learning and knowledge technologies in order to support the URV's teaching, research and Third Mission activities.

The CRAI is responsible for managing library services, documentary sources and the digital library and works in coordination with the university units involved in the design and delivery of other services. These services include the Educational Resources Service (SREd), the Language Service (SL), the Student Advisory Office (OOU), the University Community Support Service (SACU), the Institute of Education Sciences (ICE), the International Center (I-Center) and the Computer and ICT Service (SRITIC).

The CRAI has implemented a Quality Assurance System in accordance with ISO 9001:2015 to ensure continual improvement and excellence in the services it offers.

Mission:

To provide users with quality services in the ambits of learning, teaching, research and the Third Mission by centralising these services and thus increasing their efficiency and efficacy and giving them added value.

Vision:

To become the automatic point of reference for members of the university community who need resources and support for their learning, teaching, research and Third Mission activities.

The Management, aware of the CRAI's duty to meet the needs and expectations of the entire university community, has established a Quality Assurance System with the following **objectives**:

- **To facilitate** access to documentary and information resources in order to provide support for learning, teaching, research and the acquisition of ICT competencies.
- To provide **support** for members of the university community in the acquisition of ICT competencies.
- To provide **support** for members of the university community in the acquisition of language skills.
- To centralise and increase the **efficiency and efficacy** of the university community support services.
- To encourage the **participation** of the university community involved in the Quality Assurance System.
- **To comply with the legal and regulatory requirements** governing the CRAI's services.
- To create and foster a culture of **continuous improvement** to assist the University in achieving its objectives.
- To involve, motivate and **engage** staff in implementing the Quality Assurance System and complying with the regulations applicable to the organisation.
- Facilitate and maintain the **resources** needed to provide services and comply with the requirements.

For this reason, the CRAI is publishing this policy for the benefit of the entire university community and any other users of its services and commits to regularly reviewing both it and the Quality Assurance System to determine their efficacy and any changes that may be required.

The Head of the CRAI

Josepa Rius Masip