



## Did we fulfil the commitments of the Service Charter in 2020?



We **very satisfactorily** fulfilled the following commitments:

- Reception of the acquired documents within an average of 30.9 days.
- Cataloguing the basic bibliography purchased by the CRAI within a maximum of 9 days (92.7%).
- Confirmation of positive results in the user satisfaction survey in terms of staff evaluation (8.2), loan evaluation (8.5) and the Factory service (8.2).
- Satisfaction of the teaching and research staff (9.3) and doctoral students (9.0) with the PROFID courses provided by the CRAI.
- English chat groups guaranteed to have 8 or fewer participants (100%).
- Evaluation by the users regarding the facilities of the CRAI (7.6).
- Periodic transmission to OCLC of the bibliographic catalog of the URV (3 transmissions).
- Online attention to users within 72 hours (100%).
- Sending interlibrary loan requests within a maximum of 3 working days (94.4%).
- Compliance with the initial planning of the quality objectives to be completed in 2020 (100.0%).
- 
- Satisfaction of the teaching and research staff (8.7) with the PROFID courses provided by the CRAI.



We have satisfactorily fulfilled the following commitments:

- Maintenance of the expenditure for use, between two consecutive years, of the databases subscribed from the URV (61.3%)