



## Did we fulfil the commitments of the Service Charter in 2021?



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

- Online attention to users within 72 hours (98.9%).
- Reception of the acquired documents within an average of 33.9 days.
- Compliance with the initial planning of the quality objectives to be completed in 2021 (81.0%).
- Confirmation of positive results in the user satisfaction survey in terms of staff evaluation (8.3), loan evaluation (8.1) and the Factory service (8.0).
- Satisfaction of the teaching and research staff (8.7) with the PROFID courses provided by the CRAI.
- Student satisfaction with the information literacy courses supported by the CRAI (8.8).
- Evaluation by the teaching and research staff regarding the facilities of the CRAI (7.6).
- Satisfaction of users (8.2) with the evaluation of the services provided by the Factory.
- Satisfaction of the users with the attention provided by the CRAI (8.2)
- Satisfaction of the teaching and research staff (9.4) and doctoral students (9.0) with the PROFID courses provided by the CRAI.
- Satisfaction of the users with the loan service (8.7).

- Sending interlibrary loan requests within a maximum of 3 working days (91.0%).
- Response by the CRAI to research support queries (92.8 %).



We have satisfactorily fulfilled the following commitments:

- Maintenance of the expenditure for use, between two consecutive years, of the databases subscribed from the URV (74.2%)



We have not fulfilled the commitments in relation to him/her:

- Cataloguing the basic bibliography purchased by the CRAI within a maximum of 9 days (77.6%).