CHARTER OF SERVICES

Learning and Research Resources Centre (CRAI)

UNIVERSITAT ROVIRA i VIRGILI
Centre de Recursos per a
l'Aprenentatge i la Investigació

Contingut

Learning and Research Resources Centre The CRAI's Charter of Services, approved by the Student and University Community Commission (CECU) on February 5, 2025, presents the services that the Learning and Research Resources Centre (CRAI) provides for the URV university community and other authorised groups, and sets out the commitments it makes to all users in order to guarantee the provision of quality services.

DEFINITION

The CRAI is a dynamic environment that brings together all the university services that support learning, teaching, research and the transfer of knowledge to society. It is where members of the university community turn to when they need resources and support services related technology, information and innovation for their academic and research activities,

The CRAI is structured around several coordinated subunits which offer a service that is appropriate and adapted to the needs of users on each campus. These subunits are called Campus CRAI.

The CRAI collaborates with other units and services of the URV, as well as with other institutions, in order to carry out the functions assigned to it.

The *CRAI*'s *organisational and operational regulations* establish, among other things, its functions, structure, organisation, the resources at its disposal and the services it offers.

MISSION, VISION AND VALUES

Mission

To provide users with quality services in the fields of learning, teaching, research and the transfer of knowledge to society, and to combine and maximise the range of services and resources available at the URV in order to enhance them and give them added value.

Vision

To become the place to which members of the university community automatically turn in order to obtain the resources and support services necessary for learning, teaching and research and for the transfer of knowledge to society.

Values

- Helping the University in the fulfilment of the mission and values that define it.

- Guiding users, taking into account their needs and ensuring that their full satisfaction.

- Acting with a desire to serve, professionalism, teamwork and cooperation.

- Seeking continuous improvement and sustainable management.

- Promoting equality, inclusion and respect for diversity.

- Fostering a commitment to open science.

- Helping to project the URV throughout the territory it serves.

USERS

All members of the groups that make up the URV university community can use the CRAI. It is also available to those people who are expressly authorised or who belong to entities and institutions with which the URV has a collaboration agreement.

User rights

- Access services under the conditions defined for the different types of users

- Obtain the necessary information resources for learning, teaching and research.

- Access the appropriate infrastructures for study, individual or group work and document consultation.

- Recevie correct and efficient customer service from the CRAI staff.

- Enjoy guaranteed and full confidentiality of their personal data, in accordance with the *Organic Law on the Protection of Personal Data and the Guarantee of Digital Rights*. [1]

- Suggest improvements and make complaints.

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[1] Personal data provided to the CRAI will be processed in accordance with *European Regulation 2016/679*, of 27 April.

Duties of users

- Comply with the rules and regulations governing the use of CRAI services.

- Present their URV ID card to access the CRAI on campus and to use any services that require it. This card is personal and non-transferable.

- Use information resources in accordance with the current legislation and URV regulations

- Behave at all times an appropriate and respectful manner towards other users and CRAI staff.

- Respect the CRAI's infrastructure, facilities, materials and documents.

- Take care of their own belongings. The CRAI is not responsible for any loss, theft or damage of personal belongings.

- Reproduce documents only in the manner stipulated by the current legislation

Users who fail to comply with the conditions of use of the CRAI's services and resources may find that they are the object of measures that limit or modify their access to these services and resources.

Mechanisms of communication and participation

Users can send suggestions, proposals for improvement, complaints, grievances and claims through the following channels:

- The Campus CRAI

- The Information and Online Reference Service (Pregunt@).

- User satisfaction surveys.

The following collegiate bodies are intended to ensure user participation in the planning and development of the CRAI:

- The URV CRAI Users' Committee.

- The Campus CRAI Users' Committees.

SERVICES

The CRAI offers its users qualified staff, good facilities and quality services and works to develop an inclusive and accessible space for everyone. The services, according to user profiles, can be found in the section Information for... on the CRAI website.

The services offered by the CRAI are:

- Access to spaces, equipment and computer resources.

- Assistance and information.

- Access to information resources.

- Loan of documents, spaces and equipment.

- Support for learning and teaching

- Support for research.

The CRAI uses promotional and dissemination tools and strategies to inform users about any new resources and services that it offers.

Access to spaces, equipment and computer resources

Users can access and use the spaces, equipment and computer resources described on the CRAI website, which also contains information on the opening hours and locations of the Campus CRAIs.

Attention and information

Through the CRAI's Information and Support Service, users can obtain bibliographic information relevant to their academic and research activities, as well as practical information on the services and resources of both the CRAI and the URV. This service is provided both in person at the Campus CRAIs and through the online Pregunt@ service.

Access to information resources

The CRAI URV Search Engine allows users to locate and access the information resources of the CRAI and those of other universities and institutions.

The URV's institutional repository, which can also be consulted through the CRAI portal, includes institutional, scientific and teaching materials by members of the university community.

Access to and use of electronic information resources is governed by the Regulations on access to the digital library.

Loan of documents, spaces and equipment

The different conditions for the loan of documents, spaces and equipment, for each type of user, are governed by the regulations on the CRAI website.

Users can manage their loans and bookings from their personal user space El meu compte.

Support for learning and teaching

To support academic activities, the CRAI offers the university community specialised advice and various activities and training materials, including:

- Support for the acquisition of transversal computer, information and linguistic skills.

- Access to self-training guides and tutorials.

- Training in information resources.

- Advice on the prevention of plagiarism and protection of authors' rights.

- Support in the use of bibliographic management tools

- Support for the development of teaching materials and academic work.

- Support for the creation and production of digital content.

- Support in the use of innovative educational technologies

- Support for language learning

Research support

The CRAI offers the research staff of the university community:

- Advice and support in the identification of bibliometric indicators for the accreditation and evaluation of scientific production.

- Advice on scientific publication

- Support for open access publication.

- Advice and support for the management and distribution of open access research data.

- Support in the distribution of documents to the institutional repository.

- Training in the field of open science.

- Support in the creation and maintenance of researchers' digital identity.

COMMITMENTS OF THE CRAI

The CRAI provides users with different types of services, adapting them to people with disabilities to make them easier to access and use.

The CRAI periodically measures and evaluates its users's satisfaction in relation to the resources and services it offers through the CRAI user satisfaction surveys

The CRAI's quality commitments are reviewed periodically and are set out in the following table, together with the indicators that measure compliance:

Service	Commitment to quality	Quality indicators
Access to space, equipment and computer resources	Provide users with adequate space, resources and equipment for self-training and lifelong learning.	User satisfaction with the facilities and equipment of the CRAI
		Use of the CRAI spaces on campus
Assistance and information	To provide the user with personalised assistance and information, both in person and virtually.	User satisfaction with the CRAI staff
		Response time of the virtual enquiry service

		Use of the CRAI's virtual services
		User satisfaction with the CRAI website
Access to information resources	To guarantee a balanced collection of information resources in all areas.	Compliance with deadlines for receiving and making available to users the documents acquired from basic bibliographies
		User satisfaction with access to and use of digital resources
		Periodic evaluation of the use and performance of digital resources
		Number of digitised collections at the URV
Loan of documents, spaces and equipment	To offer a loans and document retrieval service that facilitates consultation of the CRAI's collection and that of other institutions. To make spaces and equipment available for loan in order to meet the needs of users.	User satisfaction with the loan
		Compliance with deadlines for obtaining documents from other institutions
Learning and teaching support	To offer advice, support materials and training activities to the entire university community for the acquisition of information, computer and language skills and competences.	User satisfaction with the service provided by the Language Learning Area and the Factory
		Factory support for URV teaching
		Training of undergraduate students in digital and information skills and competences

		Training in the field of open science for doctoral students
Research support	To assess and support research activity and contribute to the visibility of the URV's scientific output.	Response time to queries in the field of research support
		Support for recognised research groups
		Number of scientific publications included in the institutional repository

MONITORING OF COMMITMENTS AND IMPROVEMENT ACTIONS

The degree of compliance with the commitments made in this charter will be reviewed annually and the findings will be made known to users.

If the CRAI fails to comply with any of the commitments set out in this Charter of Services, complaints can be submitted using the Pregunt@ service. The head of the CRAI will analyse the causes and implement the necessary improvement actions, taking into account, in each case, the corresponding area of competence. At the same time, within a maximum of 72 hours, a letter will be sent to the person who has submitted the complaint, informing them, if necessary, of the measures taken to ensure that the commitment is fulfilled

The CRAI's failure to comply with its service commitments will not entail any financial responsibility on the part of the University.

GOVERNING REGULATIONS

The regulatory framework of the CRAI