



UNIVERSITAT^{DE}
BARCELONA

CRAI

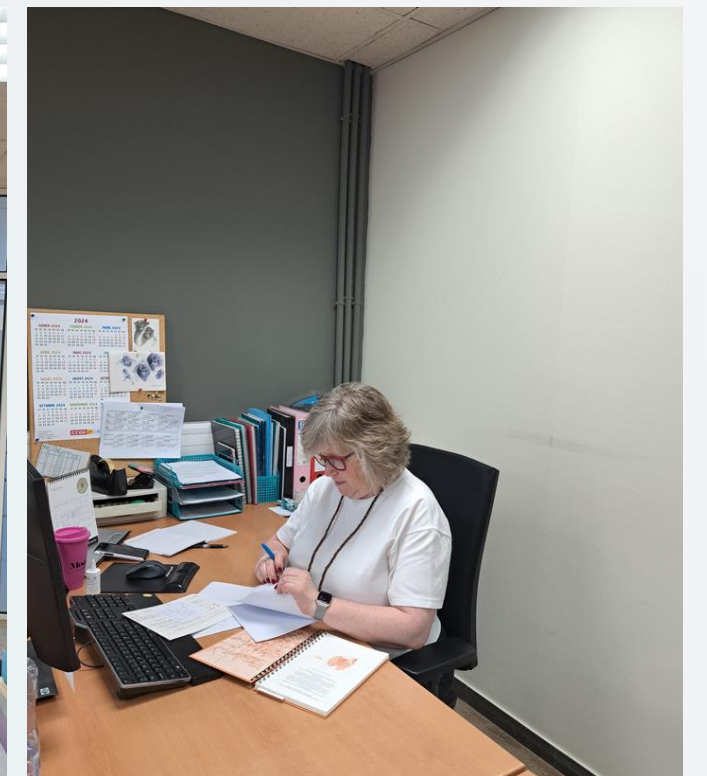
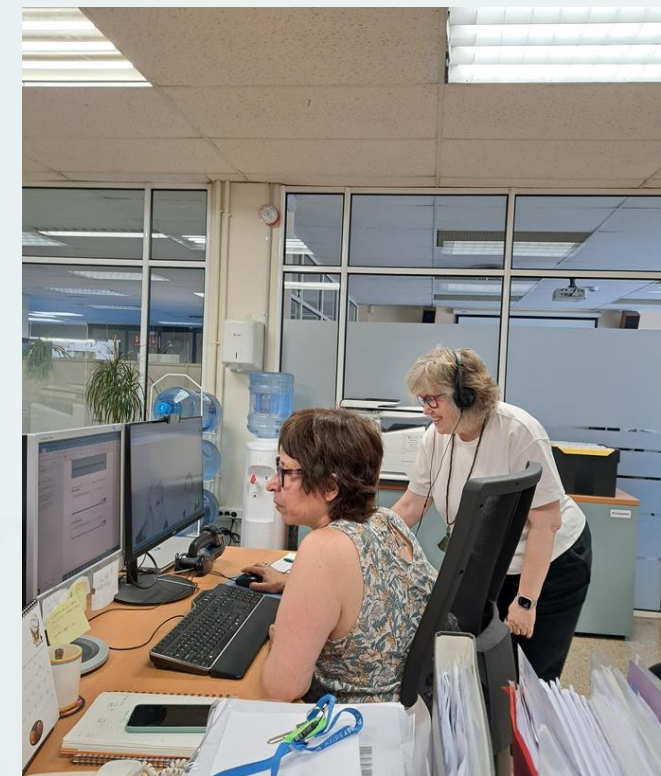
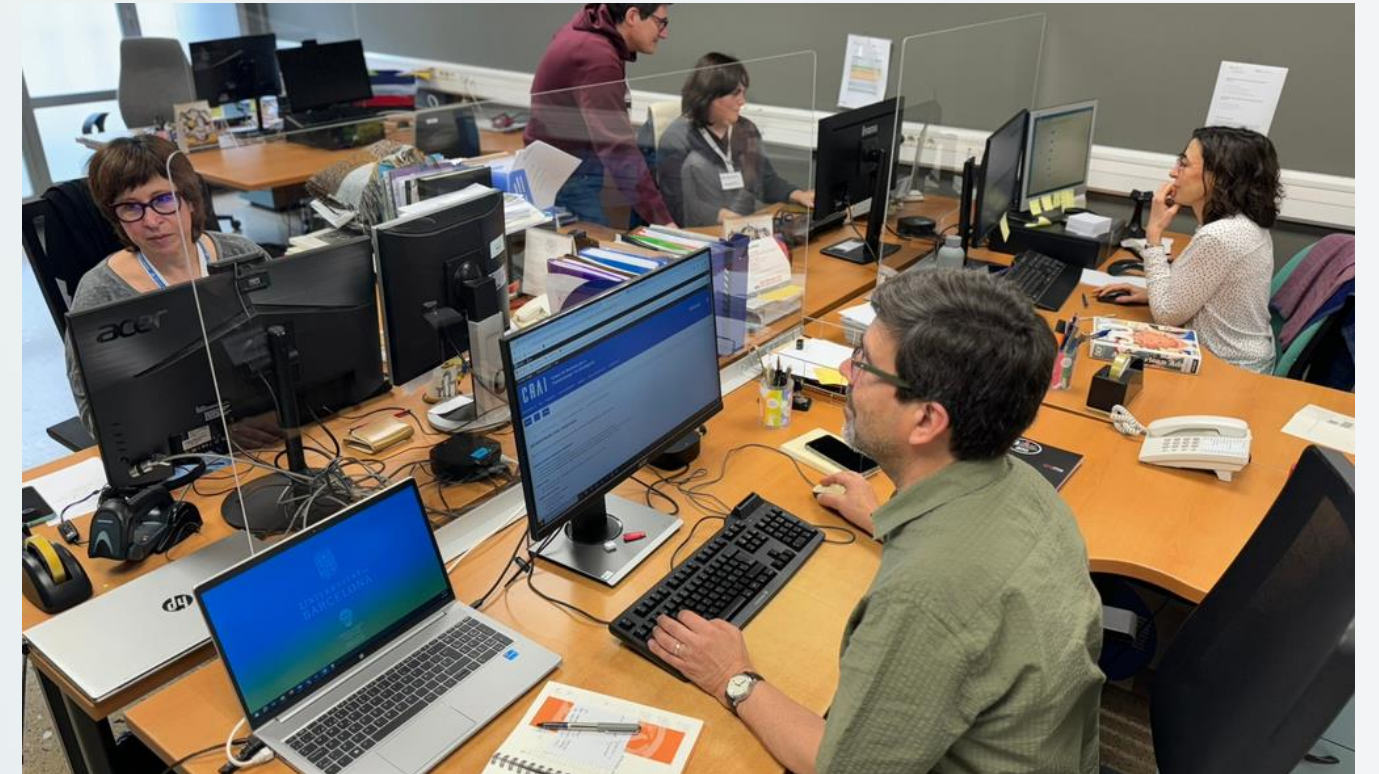
Centre de Recursos per a
l'Aprenentatge i la Investigació

CRAI User Services Unit

Presentation

The **User Services Unit (USU)** is one of the technical units of **The Learning and Research Resources Centre (CRAI)** of the University of Barcelona.

01



Mission

The mission of USU is **to manage and coordinate processes associated with services** for CRAI users, in accordance with current legislation and internal guidelines, to provide the best possible service to all users.

02



What services it coordinates

**Document & equipment
loans of UB**

**Services for users with
specific needs**

User training

**Library consortium
loans (PUC)**

**User support service
(SAU)**

Digital copies

**Interlibrary loans
(PI)**

**Statistical data &
indicators**

**Laptop & other
equipment contracts**

**Access to electronic
resources (SIRE)**

**Bibliographical
information**

**Regulatory documentation
review**

... and it is responsible for



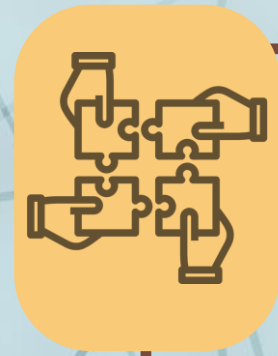
CRAI statistical
data & indicators



Managing work by
processes and quality in
the CRAI



Creation and management
of CRAI satisfaction
surveys



External cooperation with
REBIUN, CSUC, AQU,
COBDC, IDESCAT, etc.



Drafting of the CRAI
annual report



Collecting complaints,
suggestions and
acknowledgments data of
CRAI



Developing of regulations,
rules and work procedures
related to the services it
coordinates



Gender equality and
harassment risk prevention
data within the CRAI



CRAI's Intranet &
SharePoint maintenance

Thank you



Has it been useful?
Help us to improve!

