

User's rights

Free access for the consultation of the library collections according to current regulation.

Being served with professionalism and respect.

Receiving information and advice about the collections, services and their operational way.

Being orientated about other libraries that can better suit the type of consultation.

Consulting and copying the collection according to current regulation.

Having guarantee of a correct dealing of personal data and confidentiality of consultations.

User's commitments

Respecting terms of use and reproduction of documents located in reading rooms and following specific instructions given by the staff.

Contributing to maintain an ideal environment for study and research, observe silence and make proper use of equipment and facilities.

When using the Internet, please ensure that others are not exposed to visual material that may offend or distress.

Complying with policies and regulations. Notify changes of email address to ensure good communication.

Contribute to maintaining a climate of respect towards staff and others.

Using resources and public service responsibly and contribute to respect environment.

Respecting law relating to intellectual property rights.

The breach of commitments and/or rules will entail the corrective measures established in the *Reglament de règim interior de la BC*

Compliment of the Charter of Service

Regarding the commitments established at the point 3, every year will be collected the details and other information necessary to evaluate the degree of compliment of these commitments.

How to participate

The BC promotes the improvement of the services and the participation of the users through periodical surveys, personal interviews and a suggestion box.

The results of the surveys and interviews will be analysed and the suitability of the improvements will be evaluated regarding the resources available.

The results of the surveys and interviews and others types of collection data will be published on the web.

1st edition, Charter of Services, 2004. Annually updated till 2010.

2nd edition, Charter of Services, May 2012.

3rd edition, Chartr of Services, September 2017

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Library Charter of Services

Biblioteca de Catalunya

www.bnc.cat/



Biblioteca de Catalunya

The mission of the Biblioteca de Catalunya as a national library is to gather, to conserve and to disseminate the Catalan Bibliographic output; to watch over the conservation and the spread of the Catalan Bibliographic Heritage and keep on being a universal research centre. The BC plays a decisive role in the cultural map of Catalonia and it is an institution at the service of the researchers and the citizens.

The collection of the Biblioteca de Catalunya is rich and has a great bibliographic and documentary value. It is made up of nearly three million documents in various formats: books, magazines, newspapers, manuscripts, engravings, maps, scores, sound and audiovisual recordings, photographs, CD-Rom, etc.

Services

Reference information service, on-site and remote

General: about our collections, facilities, services, and procedures of the library, and orientation about collections of others libraries. Search and use of tools available on the net.

Specialized:

About specific collections, (manuscripts, music, engravings, early printed books, sound and audiovisual recordings). About research tools and specialized about the world of the book.

info@bnc.cat

Search In the Reading rooms

Search the original materials or the reproductions. Search the materials and electronic resources. Free Wi-Fi access.

Digital library

Access to the subscribed electronic resources.

- Databases.
- Electronic journals.
- Electronic books.

Access and queries in the digital collections of the library.

Access and queries in the cooperative digital projects

More information: e-Cercador.

Search the collections

Search the reference collection

Search the collections.

Request of documents through the Internet

The items located on the catalogue must be requested online. This could be done in advance, and you may check the status of your request and also kept your history of items requested. After consulting the items you may keep them at the Reading Room during 7 days extendable.

Reproduction of documents

Photocopying and printing self-service scan copies, digital images and digital recordings. pib@bnc.cat

Borrowing materials

10 items during 21 days that can be extended up to 6 times. carnet@bnc.cat

Interlibrary loan

The Biblioteca de Catalunya lends items to the libraries which demand it and borrow items from the libraries at the users request. pib@bnc.cat

Consortial borrowing (PUC) and in situ loan

Agreement for the loan between the users of the institutions members of the CSUC. Ask for the policy.

Loan for exhibitions

Loan of items to institutions and organizations. expos@bnc.cat

User training and learning at the BC

General sessions about the collections and services. Specialized sessions about specific topics. Sessions focus to students and scholars. bustia@bnc.cat

Facilities for disabled people

Jaws y Zoomtext for visually disabled. Special terminals for mobility impaired.

Cultural and Activities

Open Day. Exhibitions and conferences. Frederic Marès Book Museum
General and thematic visits for groups. sfont@bnc.cat

Other services

Self-service cloakroom. Laptop Loan and security cables. Self-service copies with mobile devices under request and authorization. Rental carrels for research. Use of the rooms.

Suggestion box

Users may address their suggestions or complains in person to the staff or by mail to the Direction. suggeriments@bnc.cat

Commitments of the service

Giving immediate information about access to the building, access to the collection and the library services.

Attending immediately to the enquiries about the collections of the Biblioteca de Catalunya.

Responding to all written enquiries within 3 days of receipt. The more complex enquiries will be answered within 15 days, after notifying the users of the state of their requests.

Delivering documents stored onsite up to one hour and documents stored at external repositories within 48 hours. Requests of documents not yet processed will be dealt as far as possible.

Delivering photocopies, scan copies and snapshots immediately for requests up to 20 reproductions, requests of more than 20 reproductions will never takes more than 48 hours.

In general, the delivery of high quality digital images will be 48 hours in the case of less than 20 units, and 15 days for more units. Complex requests will be attended as far as possible informing user's of estimated time.

Processing requests of reproduction and interlibrary loan within 3 working days and informing the user about any problem.

Sending copies within the deadline set out once payment is received.

Answering complaints and suggestions within 5 working days at the most.

Use the resources respecting environment. Providing paper waste collection points in the reading rooms.