

User's rights

Free access to consult the collection regarding the current legislation.

You will be served in a professional manner and you will get information about the collections, services and their workings.

You can consult and copy our collection regarding the current legislation.

User's responsibilities

The items kept at the Biblioteca de Catalunya are the population cultural heritage so they have to be treated very carefully in order to guarantee the access to the collections in the future.

You should contribute to the preservation of the documents you will find on the reading rooms regarding the current use and reproduction regulation.

The Library offers facilities regarding the different needs of each document support.

You must contribute to keep a suitable environment to study and do research, and also respect the equipments and the library facility.

The library offers different services you can ask for. You may follow their own requirements.

Library staff will serve you with respect and professionalism. We will appreciate your help in order to keep this environment towards the staff and the users.

All the suggestions will be welcome, and may be addressed to *Direcció* in writing, by filling in the form or by e-mail:

direccio@bnc.cat

The Library put the author's works within everybody's reach, you have to observe the royalties current legislation.

Biblioteca de Catalunya

Carrer de l'Hospital, 56

08001 Barcelona

Tel. 93 270 23 00

Fax 93 270 23 04

E-mail bustia@bnc.cat

<http://www.bnc.cat/>

Opening hours:

On Monday to Friday from 9 am to 8 pm.

On Saturday, from 9am to 2 pm.

- Personal Loan and Registration and Copying Services finishes 30 minutes before closing the library.
- Request of documents and delivery services finishes one hour before closing the library.

Access and Document Supply Service

- Information and Research Services

Tel. 93 270 27 30

Fax 93 270 23 03

E-mail info@bnc.cat

Document Delivery:

- Interlibrary Loan / Copying Services

Tel. 93 270 23 00 (Ext. 2157/2163)

Fax 93 270 23 04

E-mail pib@bnc.cat

- Personal Loan and Registration.

Tel. 93 270 23 00 (Ext. 2158)

- Item Request:

E-mail reserves@bnc.cat

- Loan for exhibitions

Tel. 932702300 (Ext. 2165)

E-mail expos@bnc.cat

March 2008

Last update: October 2008

Library Charter of Services



Library Charter of Services

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, CD-Rom, etc.

Since 1981 it has brought together the printed and recorded material coming from the legal deposit of Catalonia.

Services

Enquiry service

General: about our collections, facilities, services, and procedures.

We can answer you also general questions about other possible sources or institutions of information.

Specialized: about specific collections (manuscripts, engravings, maps, scores, sound and audiovisual recordings).

info@bnc.cat

Internet Access

Free wireless Internet in every Reading Room.

Electronic Resources

Search of information on electronic support (databases, Gazettes, dictionaries, encyclopaedias, table of contents, and full text electronic journals).

Electronic table of contents subscription.

Digital collection.

Search on the **e-Cercador**

Consulting the Collection

Free access reference collection

General and specialized collection.

Documents can be kept on the Reading Room during 7 days.

Ordering material in advance

You can order the material in advance from the web page.

Consult the items in different support

Microfilm, microfiche, stereoscopic photographs, sound reel, vinyl records, cassettes, video tapes, video discs, CD-ROM and DVD.

Sometimes an access copy is required to make a backup copy is required to consult the item.

Reproduction of documents.

Auto printing and copying, scan copy, digital copy, digital recording, audiovisual storage systems, photographs.

pib@bnc.cat

Personal loan:

3 items during 15 days extendable.

Interlibrary loan:

Loan services between libraries. The Biblioteca de Catalunya lend items to the libraries which demand it and borrow items regarding the users request.

pib@bnc.cat

Loan for exhibitions

Loan for organizations in order to show the items in temporary exhibitions.

expo@bnc.cat

Library user training

General sessions about the working of the Biblioteca. Specialized sessions about specific topics aimed to teaching groups.

Cultural Activities

Open Day. Exhibitions and conferences.

Frederic Marès Book Museum. Permanent exhibition about the book.

General and thematic visits for groups:

sfont@bnc.cat

Publications

Virtual exhibitions, Cultural agenda, *TresorsBC* catalogues of the library.

Other services:

Carrels available to researchers.

Self-service cloakroom.

Use of the space.

The BC Code of Service

We will give immediate information about access to the building, access to the collection and the library services.

We will attend immediately the enquiries about the collections of the Biblioteca de Catalunya.

We will respond to all written enquiries within 3 days of receipt. If the enquiry is complicated we will answer in 15 days, by notifying the user.

We will deliver collection items stored onsite within 30 minutes if they belong to the general store, and 40 if they belong to Prat de la Riba store. We will deliver within 48 hours the items stored elsewhere.

We will deliver the photocopies, scan copies and digital copies immediately when less than 20, it will never takes more than 48 hours. We will try to deliver more than 20 copies as fast as possible.

We will inform about a reproduction estimate within 3 days at the most. In laborious requests we will inform the user.

We will send the reproductions within 15 days at the most when we receive the payment. At special and laborious requests we will inform the user.

We will process interlibrary loans within 3 working days and inform the user about any problem.

We will answer the complaints and suggestions within 3 days at the most.