6. Learning resources
6.1 Factual information
6.1.1. Description of the main library of the Establishment:

The Library of the Faculty of Veterinary Medicine (Arucas Campus) is a teaching and research support service ascribed to the Faculty of Veterinary Medicine, where all the veterinary related resources are provided. This Library is part of the Library of the ULPGC (BULPGC), which correspond to one functional unit with a single management and technical coordination, and which is integrated by centralised technical services and a network of libraries depending both organically and functionally on the Director of the BULPGC. The technical direction of the BULPGC Service establishes the general rules of operation and basic services offered from all library units. The General Library and the central library services are located in the Central Building of the University Library located on Tafira Campus.

The BULPGC forms part of purchasing groups along with other universities for subscribing databases (e-resources and e-journals platforms). In this way, users of the Library of the Faculty of Veterinary Medicine have access to several resources such as Web of Science, Science Direct, Scopus, Medline, etc. ACCEDA, the BULPGC repository (PhD dissertations, articles, conferences, etc. authored by the teaching and research staff of the University in full text format), has evolved from being simply an institutional repository to a whole new system, CRIS (Current Research Information System), that also incorporates other new functions. AccedaCRIS stores and manages the publications and results of the scientific and academic research produced at the ULPGC, including the projects and patents which the ULPGC participates in. AccedaCRIS is the result of the collaboration between the Vice-Rector for Research, Innovation and Transfer and the BULPGC.

-) staff (FTE) and qualifications.

Library staff consists of one Chief Librarian (a University Graduate) and two Librarian Technicians (Secondary Education Graduate). The Library staff regularly takes part in training courses as means to keep themselves up-to-date.

-) opening hours and days

The Library of the Faculty of Veterinary Medicine is open year-round from Monday to Friday, from 8:15 am to 20:45 pm. Also, the different services provided by the Library Staff and Library Computer Room have the same opening hours and days.

The study room, located on the floor below the Library, is open all week (Monday to Sunday) from 07:30 to 24:00.

-) annual budget

The budget for the purchase of books over the last three years has been the following: 2015 (22.500€), 2016 (10,300 €) and 2017 (8,600 €). This amount is a part of the BULPGC budget. E-resources and e-journals are acquired from the general budget of the BULPGC: 2015 (1,461,074 €), 2016 (1,588,133 €) and 2017 (1,603,133 €).

-) facilities:

The Library at the Faculty of Veterinary Medicine has a total area of 550 m2 distributed over three floors in the Module 6 of the Veterinary Faculty (administration offices, library, study room and classrooms). It is divided into the following sections:

- 1st Basement Floor (275 m^2): this is the entrance to the Library is located, and where we find the bibliographical collection (monographs and journals) with free access, the information and loan desk, the computer room with CRAAL (Resource Centre for Autonomous Language Learning) and multifunctional equipment for printing, scanning and photocopying from the Library PC stations or any mobile device via e-mail. Once inside,s there is access to the upper floor where four groupwork rooms are located (six users for each one and one room with a TV set).

- 2nd Basement Floor (225 m^2): this provides access to the Study Room (139 posts), that tables for multiples users and individual study places. It has direct access, which allows for a longer opening schedule. Outside this room, there is a book return collection box.

-) equipment: number of computers, number of electrical connections for portable PC available software's for bibliographical search

There are 12 computers for ULPGC users (two with OPAC), 25 laptops (10 for weekly loans and 15 for daily loans), two e-books readers (iPad) and a scanner.

All the tables of the Study Room have electrical connection for laptops, with a total of 64 electrical sockets.

The BULPGC has the discovery system FARO (Summon from Serial Solutions, a Proquest company) for accessing electronic resources. FARO includes the following content: databases, e-journals, e-books, PhD theses, patents, standards, e-prints, library catalogue, web resources, encyclopaedias and electronic dictionaries, digital press, official bulletins and digital collections of the BULPGC.

-) **number of veterinary books and periodicals**

There are 14.948 monographs, 15 paper journals and 13 paper/e-journals.

-) **number of veterinary e-books and e-periodicals**

With full access there are 343 e-books and more than 3.000 e-journals.

-) **number of other (e)books and (e)periodicals**

In general, the BULPGC made available 80.693 e-journals and 915.054 e-books to users in 2017, all in full text formats.

6.1.2. **Description of the subsidiary libraries**

Not applicable.

6.1.3. **Description of the IT facilities and of the e-learning platform**

After student have enrolled, the ULPGC provides them with an e-mail address as follows: name.surnameXXX@alu.ulpgc.es. Also, every member of the Academic and Support Staff is provided with an email address as follows: name.surname@ulpgc.es

The Central IT Service offers the following software for all the ULPGC community: Office Package for Windows^{TM} and Mac^{TM} which include Word, Excel, Access, Powerpoint, Silverlight,

OneNote, Outlook, etc. Also, OneDrive Cloud Computing (1 TB) is available for the Academic Staff. Other special software for statistical analysis such as R™ and SPSS™, STATA is provided. For specific subjects such as Herd Health Management, the IT software such as EpiInfo™, WINEPI™ and others are also provided.

The Central IT Service is located on the San Cristobal Campus and offers a telephone service (Dial 1234 from any ULPGC telephone) or +34 928451234 from outside the ULPGC telephone network. The Central IT Service offers a 24-hours service for IT support.

There is also IT support staff based on the Arucas Campus (module 7, 1st basement floor) beside computer rooms A and B (each with 20 computers for academic purposes) and the Free Access Computer Room (32 computers for students).

If no IT support staff is available on campus, a remote service (TeamViewer™) is provided for on-line and quick technical support; such as software updating, technical assistance or hardware/software configuration. Also, an IT technical support task (called a 'ticket') can be ordered by any of the Staff through the telephone service (IT operator) or using the website http://1234.ulpgc.es.

The ULPGC has provided online learning support using the e-learning platform Moodle since 2004. The Academic Staff of the Faculty is fully trained by means of two different courses (basic and advanced), included in the Official Academic Training Program.

The main activities developed in Moodle correspond to the uploading of Powerpoint/keynote presentations or PDF documents; however, a variety of other activities are also included such as questionnaires, assignments or projects submissions, chats, etc.

For patient record management, the VTH uses a commercial software programme named GestorVet™ which can run in any browser, so access is possible on entering user names and passwords on any computed terminal (PC, laptop, tablet, smartphones, etc.). Gestorvet™ provides usernames and passwords for the Academic and Support Staff attached to the VTH. Gestorvet™ is also the platform where clinical record writing and prescription competences are developed by students under the supervision of the VTH or Academic Staff. There is a specific section for every visit undertaken where the student must register their participation when they are writing the subsequent report (See 5.1.9). Therefore, Gestorvet™ is an important online platform where the students can achieve their learning outcomes.

6.1.4. Description of the available electronic information and e-learning courses, and their role in supporting student learning and teaching in the core curriculum

The BULPGC offers an introductory online course (basic training) for new students focusing on how to use it and the services it offers. Also, this course is given face-to-face in each library.

There is also more specialized training on offer, with online courses for graduate and postgraduate students focusing on digital competences (information searching, selection, evaluation, ethics and plagiarism, use of the Catalogue, the discovery system FARO, the bibliographical database, e-journals, etc.), citation tools (Mendeley, EndNote, Zotero, etc.), and a guide for how to carry out Final Degree Projects or Postgraduate Degree Projects (Master or PhD).

The training program for teaching and research staff also includes online courses organized by the BULPGC on digital competences for information and knowledge management, citation tools, and resources or indices (impact factor, citation index, etc.) for the evaluation of scientific journals as a means for academic staff assessment.

All these courses are offered through the Moodle platform on the ULPGC online platform (the 'Virtual Campus' and 'Social Campus')

6.1.5. Description of the accessibility for staff and students to electronic learning resources both on and off campus

Free access WI-FI is available in every building of the ULPGC. Therefore, all the classrooms, laboratories, study or work-rooms, and offices have a WI-FI connection.

The EDUROAM (Education Roaming) is also covered in every campus University Building and allows Internet connectivity when visiting other participating institutions.

Every member of staff and students have a personal identification number and password on the ULPGC website ('MiULPGC'), in order to be able to access the personalized information available for every user. With these credentials, they can access the e-resources of the BULPGC through the remote access system EZProxy (Online Computer Library Center - OCLC) if they are outside the ULPGC (former VPN).

6.1.6. Description of how the procedures for access to and use of learning resources are taught to students.

The ULPGC has implemented a welcome day called the '*Jornada de Acogida*' for new incoming students (first year and exchange students). During this first day, the students are informed about the organization of the ULPGC and the Faculty of Veterinary Medicine (including teaching activities, timetable, biosecurity rules, access to online platform, management of the institutional e-mail, etc.)

On this welcome day, the Chief Librarian informs students about the training required for the use of the Library which is the on-line or face-to-face course called 'Conoce tu biblioteca'. This compulsory e-learning activity is a requisite for borrowing books or using the library services. Also, if students complete this training, they are awarded with 1 elective ECTS. To supplement these courses, the tutorials and learning materials are published on the BULPGC website (biblioguías).

6.1.7. Description of how and by who the learning resources provided by the Establishment are decided, communicated to staff, students and stakeholders, implemented, assessed and revised.

There is a Library Committee composed of members of the Academic staff, Library staff and students and it is in charge of collecting, analysing and responding to the proposals and suggestions received in relation to the Library of the Faculty of Veterinary Medicine, its departments and users.

The Chief Librarian receives proposals for the acquisitions of new learning resources (books or periodicals, e-resources, e-journals, etc.) mainly from Academic Staff members, although students can do so too. These proposals are sent to the Library Committee for their selection and approval. However, if there are sufficient remaining funds in the Library budget for all the new proposal, the Library Chief can initiate the purchasing process.

The proposals for new bibliography recommended by the academic staff of the subjects are made from a computer application and arrive directly in the Library e-mail.

Also, the new bibliographical purchases are published in the [Biblioguía of the Library of the Faculty of Veterinary Medicine](#) and these books are displayed on the corresponding shelf.

The Chief Librarian presents an Annual Report to the General Library detailing the use of the services and activities of the Library. The [Annual Report](#) of the BULPGC collects statistical data on the use of resources (books, periodicals, e-resources, e-journals, etc.). The Library Committee uses this data to evaluate e-resources and e-journals, and thus decide whether or not to continue with their subscription.

Every academic year the IT service invites requests for specific software for the following academic year. The subject's coordinator sends these requirements for the subjects directly online. The software programs are then installed in the different Faculty Computer rooms.

6.2. Comments

The BULPGC offers tools for self-learning with online courses, and also with e-learning resources tutorials (named '*Biblioguías*') designed by library staff and published on the website, as further support for learning and teaching at the University.

We should highlight the IT support for the staff of the ULPGC for both software and hardware installation in any computer registered on the ULPGC data base. They offer these services on a face-to-face basis and also by remote assistance. This service is highly appreciated and perceived as valuable by users.

6.3. Suggestions for improvement

The Library of Faculty of Veterinary Medicine aims to enhance the promotion of the use of e-learning resources among students, both by means of communication by the academic staff or introducing user in its study plan. This will be further discussed by the Library Committee.