



Service Charter

DOCUMENTATION & KNOWLEDGE CENTER

50^{Años} Fundación
MAPFRE



SERVICE CHARTER

The **service charter** of the Documentation Center and the library of **Fundación MAPFRE** is the document where are located the services offered, **the quality commitment** in the provision of those services and the **communication channels** with the Center.

PRESENTATION

The **Documentacion Center** of **Fundación MAPFRE**, has more than **30 years** of activity, and it's a center of information resources especialiced in **Insurance, Risk management and Social Security**, in addition to some related subjects such as **Economy, Silver economy and law.**

It's integrated in the **Insurance and Social Security area** of **Fundación MAPFRE.**

WEB CATALOGUE
WITH MORE THAN
170.000
BIBLIOGRAPHIC REFERENCES

INSURANCE,
RISK MANAGEMENT AND
SPECIALISED IN
SOCIAL SECURITY

The aim of the Center is the **dissemination** and the **knowledge management**, which we put at the service of citizens, students, professionals and researchers.

VIDEO
PRESENTATION





OUR AIM

- Make it easier for all **people** and **entities**, access to the **specialised information and knowledge**, which are generated in related subjects with **Insurance, Risk management Social security**, and related topics.
- **Provide** an **easy, free and open access** to information resources, conform to the **OAI-PMH Protocol**.
- Count with a **wide documentary collection** specialised, of quality, updated and relevant.

OPEN
FREE
FAST

MORE THAN
65%
DIGITAL CONTENTS

- **Comply with the normative** of intellectual property and copyrights.
- Engaged with **sustainability**, opting for electronic formats.
- Set **quality commitments** in the services provision, valuing users satisfaction.
 - Give relevance to the **selective information dissemination**, providing users an updated one **and of quality**, through the **Center's newsletter**.

SERVICES

1. Information access service.

The **information digital resources** of the Documentation Center are generally **available** for **free** through the [website](#).

Users who want to make an **in-person consultation** to the Library collection, have to request a **previous appointment** for the consultation through e-mail centrodocumentacion@fundacionmapfre.org

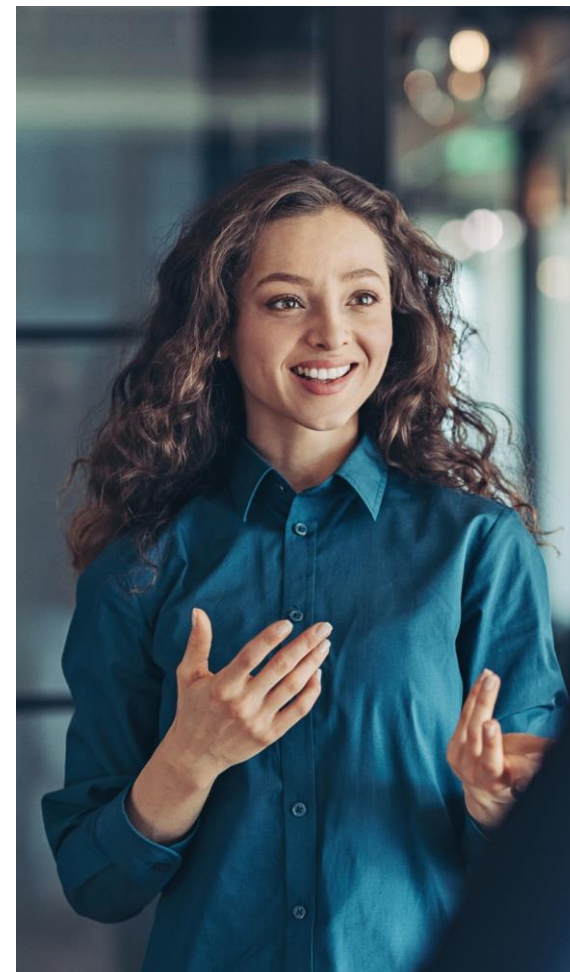
ALMOST
FOUR HUNDRED
SPECIALISED
MAGAZINES

2. Bibliographic information and reference service.

Realisation by the Center's members, of the required **information searches to satisfy** the **user's** information and documentation needs.

Also provides general **information** about the **access, organization and performance** of the Centre's documentary collection.

For the access to our services, users should contact with Library and [Documentation Center](#) by e-mail.





SERVICES

3. Selective information dissemination service.

The Documentation Center produces a montly **newsletter** for subscribers.

For access to this service [subscribe here](#).

MONTHLY NEWSLETTER

4. Interlibrary loan service.

This service enables users to **borrow books** which are exclusively available in paper format in our **library** and **others** nationally.

The **loan periods** for documents **is one month**, with the possibility of extension.

These services can be requested in our [email](#).

SERVICES

5. Consultation in room service.

The **consultation in room** service enables the access to the whole documentary collection from the **Library and Documentation Center** [headquartered](#) in **Madrid**.

The Access to this service is through a **previous** [appointment request](#) in the Center opening hours, which is:

From Monday to Thursday
09:00-14:00h and 15:00-17:00h.

Fridays from 9:00-14:30 h.

6. Rapid respond service.

Designed to provide **quick answers** to general questions about the **insurance** world.

You can solve your doubts asking through our [email](#).

CONSULTATION IN ROOM
RECOLETOS
⊕ MORE INFORMATION



COMMITMENTS



The following commitments mean a **quality guarantee** of the Documentation Center and the Library service of **Fundación MAPFRE**, as well as a permanent desire for improvement.

1. Bibliographic information and reference service.

We are committed to attend consultations by e-mail in no longer than **24 working hours**. In this period the Center will make the first contact with the user.

2. Selective information dissemination service. Bulletin.

The processing of new user registrations will be done automatically.

The sending of the bulletin, will be done **monthly**.

AUTOMATICALLY
24 HOURS
MONTHLY

COMMITMENTS

3. Interlibrary loan service

We set a **maximum time limit of 72 hours** for the resolutions of these requests.

INTERLIBRARY LOAN

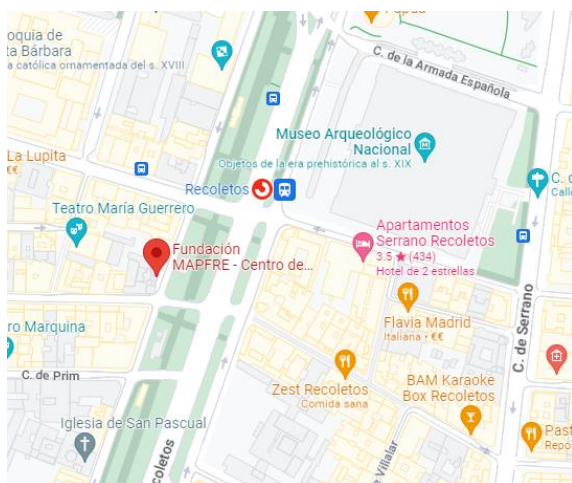
ATTENTION REQUESTS?

4. Consultation service.

We are **committed** to attend to the requests by e-mail in a period of **24 working hours**. In this period the Center will make **the first contact** with the user.



CONTACT



Awared of the quality level our users are waiting for, we are focused on the **continuous improvement of the service**. However, for continuing improving we need **your opinion**. If you are not satisfied with our service, or if you want to communicate us any incidence, please [tell us](#).

[E-mail.](#)
[Contact form.](#)

We are located in:

[Sala Recoletos](#)
Paseo de Recoletos, 23 28004 Madrid.



Opening hours:

From Mondays to Thursdays 09:00 - 14:00 h and 15:00 - 17:00 h.

Fridays from 9:00 to 14:30 h.

Summer (15 June to 15 de September) Mondays to Fridays 9:00 - 15:00 h.

Closed in **Christmas** (24 December- 6 January), **Easter** and **August**.

How to arrive:

Buses: 5 - 14 - 27 - 37 - 45 - 53 - 150

www.emtmadrid.es

Subway: Line 4 (Colón) y line 2 (Banco de España)
www.metromadrid.es

Cercanías: C-2, C-7, C-8 y C-10
www.renfe.com

| Service
| Chapter
DOCUMENTATION CENTER

Fundación
MAPFRE