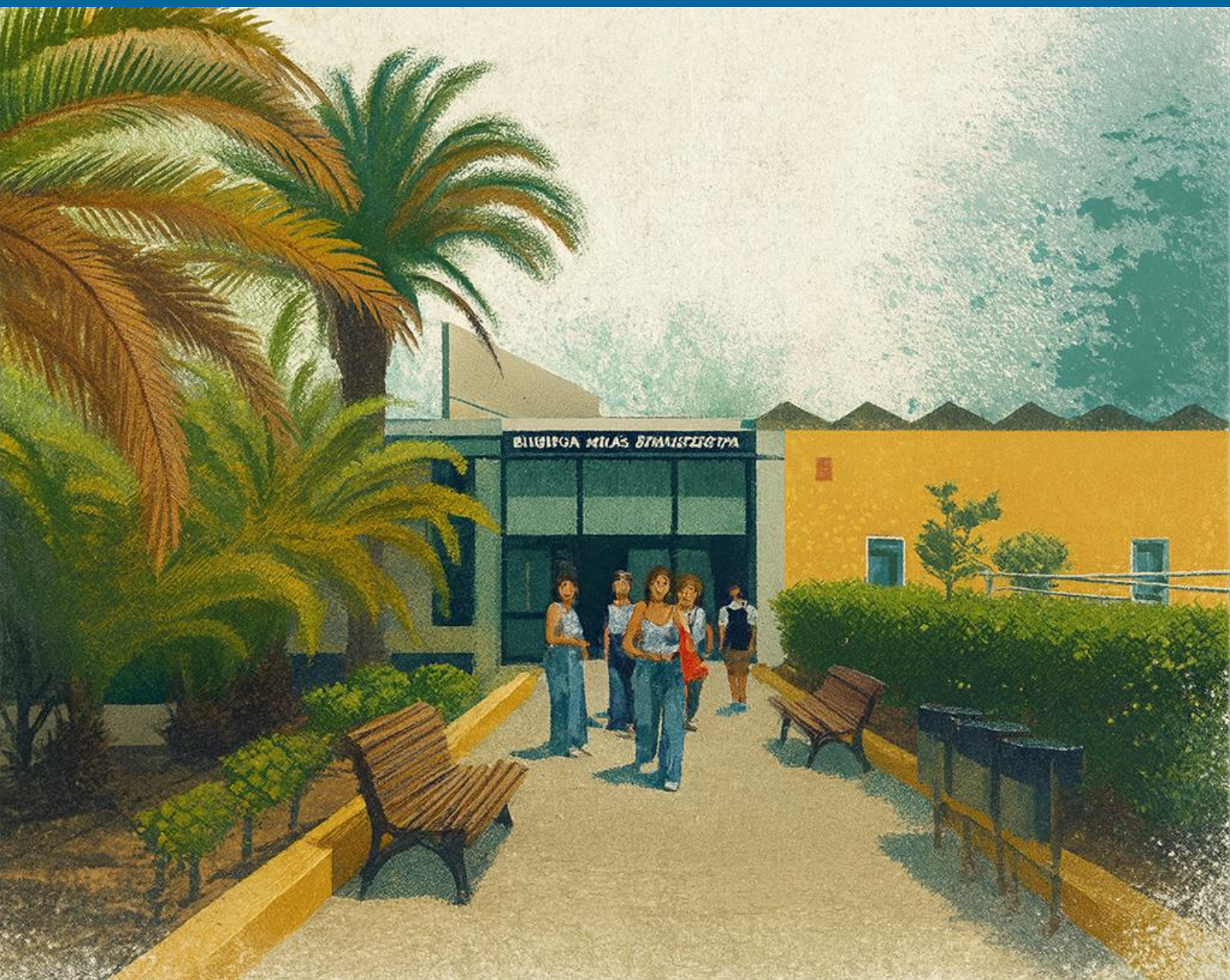




Veterinary Faculty ULPGC
Self-Evaluation Report (SER)
2025
1st-5th December 2025

Area 6. Learning resources

Standard 6.1: State-of-the-art learning resources must be adequate and available to support veterinary education, research, services and continuing education. Learning resources must be suitable to implement teaching facilities to secure the ‘never the first time on a live animal’ concept. When the study programme is provided in several tracks/languages, the learning resources must be available in all used languages. Timely access to learning resources, whether through print, electronic media or other means, must be available to students and staff and, when appropriate, to stakeholders. State-of-the-art procedures for bibliographical search and for access to databases and learning resources must be taught to undergraduate students, together with basic English teaching if necessary.

Description of the general strategy of the VEE on learning resources

The ULPGC’s Library (ULPGCL) is a resource centre for learning, teaching, research, and activities related to the operation and management of the ULPGC. Its basic mission is to facilitate access to information resources (physical and virtual), promote their dissemination, and collaborate in knowledge creation processes in order to stimulate a learning environment for students and staff. These resources include library services, IT provision and teaching facilities. Extensive academic resources are available, including a well-stocked university library, extensive Eduroam Wi-Fi coverage, an extensive catalogue of e-learning tools (including printed book service as well as electronic ones via [ULPGCL](#)). In addition, students, research and academic staff have at their disposal the [Moodle platform](#) that guarantees the availability, adequacy and continuous improvement of learning resources for veterinary teaching and research. [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.

Regarding VTH, a commercial software programme ([GestorVet™](#)) is available for the Academic and Support Staff attached to the VTH. All VTH students have access (under staff supervision) to the digital archive of the VTH's medical records, after accepting a confidentiality agreement.

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

The FVULPGC has implemented a welcome day called the ‘*Jornada de Bienvenida*’ for newly enrolled students (first year and exchange students). During this first day, the students are provided with guided tours and orientation programs 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.

Each academic year, the ULPGC Library offers online and in-person courses to help students navigate learning resources and bibliographic tools. These [courses](#) are designed for both first year and advanced veterinary students, with curricular recognition upon completion. Among other topics, students are taught how to search for and manage information, a guide to completing their final degree project, managing bibliographic references, digital portals, and how to avoid plagiarism. To supplement these courses, the tutorials and learning materials are published on the [ULPGCL website](#).

Regarding support and teaching staff, all new members are automatically given access to all the learning resources as soon as the employment contract is signed. An e-mail address is set up and access to IT services is granted with an access code and password. Regular IT and e-learning training is available to staff through the [Continuing Education Plan](#) for ULPGC Academic and Research Staff.

Description of how (procedures) and by whom (description of the committee structure) the learning resources (books, periodicals, databases, e-learning, new technologies, provided by the VEE are decided, communicated to staff, students and stakeholders, implemented, assessed and revised

Proposals for the acquisition of teaching resources (books, periodicals, electronic resources, electronic journals, etc.) are managed by the chief Librarian, who receives them mainly from

academic staff. If the budget allows and it is feasible to meet all the requests received, the Chief Librarian 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. In situations where requests for new library materials exceed the funds allocated for their acquisition, the individual requests are forwarded to the library committee for review. The [Library Committee](#) is composed of members of the academic staff, Library staff and students and it is in charge of collecting and responding to the proposals and suggestions received in relation to the Library of the FVULPGC. Some other teaching resources are directly acquired by academic staff in the departments using their own funds received for teaching activities and teaching innovation projects.

New bibliographic additions are announced through the VEE Library's *Biblioguía* ("Library Guide") and displayed on a dedicated shelf. The chief librarian submits an annual report to the general library detailing service use and activities, while the ULPGL annual report compiles statistics on resources (books, monographs, periodicals, e-journals, etc.) use. If an electronic resource has very low usage, the library committee decides whether to maintain its subscription.

Standard 6.2: Staff and students must have full access on site to an academic library administered by a qualified librarian, an Information Technology (IT) unit managed by a qualified IT person, an e-learning platform, and the relevant human and physical resources necessary for the development of instructional materials by the staff and their use by the students. The relevant electronic information, database and other intranet resources must be easily available for students and staff both in the VEE's core facilities via wireless connection (Wi-Fi) and from outside the VEE through a hosted secured connection, e.g. Virtual Private Network (VPN)

Brief description of the main library of the VEE

Facilities:

The VEE library is located in module 6 of the FVULPGC (administration, library, reading room and classrooms). It is divided into the following sections:

- Basement 1 (275 m²): entrance to the library, where is the bibliographical collection (monographs and journals) with free access, the point of information and loan, computer room and the CRAaL (Resource Centre for Autonomous Language Learning). CraaL has four service points in the ULPGL: one in the FVULPGC library.

All university libraries, including the FVULPGC library, have multifunction printers for black-and-white or colour printing in DIN A3 and A4, as well as scanning. Printing is possible on any library printer after sending documents to the print tray, accessed via institutional credentials or other card with radio frequency identification (RFID) technology. Documents can be sent to print from the desktop computers available in the library or from any device via institutional email. The upper floor houses four group work rooms (six users each), equipped with whiteboards; one has a TV and another a digital whiteboard. Their use is mainly for student group work and is regulated by library staff.

- Basement 2 (225 m²): access to the reading room (139 seats), that has tables for multiple users and individual study places. It has direct access, which allows a wider opening schedule. Outside this room is a return of books mailbox.

Library access is limited to members of the ULPGC community, allowing academic/support staff and students to use any ULPGL or reading room across campuses.

Staff (FTE) and qualifications

The FVULPGC Library staff includes a Chief Librarian (university graduate) and Librarian Technicians (higher education graduates). They work full-time (35 hours per week) with morning and afternoon coverage and regularly attend training courses to stay up to date.

Opening hours and days

During the academic year, the FVULPGC Library is open Monday to Friday from 8:15 to 20:45, and in July–August from 9:00 to 18:00 or as set by the University's General Manager. Library services and the Computer Room follow the same schedule. The reading room, located below the library, is open Monday to Friday from 8:30 to 20:30. Additionally, Module 4 offers a study area for

about 40 students, open from 8:00 to 22:00 on weekends and holidays.)

Annual budget

The total budget (Table 6.2.1.) for the purchase of books and Journals at the FVULPGC has remained stable over the last few years, with a predominance of subscriptions to electronic books and e-journals. The total budget for all the Libraries of the ULPGC was €1.421.478,96 in 2025.

Table 6.2.1. Annual budget (€) of the Library at the FVULPGC

Year	Books		Journals		Total
	Paper	Electronic	Paper	Electronic	
2022	1,285	4,200	1,319	7,026.21	13,830.21
2023	1,285	4,306	1,489	7,388.78	14,468.78
2024	1,285	4,306	1,154	7,587.75	14,332.75
2025	1,285	4,306	692	8,189.68	14,472.68

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

The library offers four computers, four loanable laptops (reduced due to low demand), and a scanner. In addition, the dean office has also 15 laptops for loan to students and academic staff and there is a computer room, freely accessible to students, with capacity for 30 users.

All the tables of the Reading Room have electrical connection for portable PC, with a total of 64 electrical outlets. A power supply and wireless internet connection are both available to the entire FVULPGC community.

The ULPGCL uses the [FARO](#) discovery system (EBSCO Discovery Service – EDS) as a unified tool to locate academic and scientific information. FARO offers integrated access to databases, encyclopaedias, and other specialised resources, enabling users to search, discover, reserve, loan, or access print and online materials from a single platform. Through this system, it is possible to quickly and easily access a wide variety of resources from a single point, including:

- Scientific articles, book chapters, doctoral theses and conference papers included in the databases and journals subscribed to by the Library.
- Journals and e-books.
- Documents included in the Library's catalogue.
- The Library's own digital collections hosted in institutional repositories: [Memoria Digital de Canarias](#), [JABLE](#) and [accedaCRIS](#).

Brief description of the subsidiary libraries (if any)

There are no subsidiary libraries, but it should be noted that staff and students of the FVULPGC have a library card that permits to borrow books or request the fee reproduction of articles from any library of the ULPGC. In addition, the library offers a free interlibrary loan service, a document delivery service from other libraries.

Brief description of the IT facilities and of the e-learning platform (dedicated staff, hardware, software, available support for the development by staff and the use by students of instructional materials)

The ULPGC provides each member with an email and password to access Eduroam or ULPGC Wi-Fi and IT services. Ideally, all ULPGC members (both teaching/research staff and PTGAS and students) should be connected to the Eduroam SSID. Students receive an address in the format *name.surnameXXX@alu.ulpgc.es*, and academic/support staff receive *name.surname@ulpgc.es*. As already mentioned, a welcome session at the start of the academic year includes guidance on using the Virtual Campus and managing institutional email.

The IT facilities of FVULPGC include two computer rooms, located in module 7 (ground floor), equipped with 20 PCs each with the necessary software for teaching use. In addition, there is a computer room (called *Sala de informática de libre acceso*), where when students need to use a

computer, they have free access to this facility. Right next to these rooms, there is one IT qualified technician (support staff) for students and academic staff. If IT support staff is not available on campus, a remote service (ISL Light) 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 (OTRS, Open-source Ticket Request System) can be ordered by any of the staff through the telephone service (IT operator) or the website <http://1234.ulpgc.es>.

The [IT Central Service](#) offer the following software for all the ULPGC community: Office Package (Microsoft 365) for Windows™ and Mac™ which include Word, Excel, Access, Powerpoint, Silverlight, OneNote, Outlook, Panda Antivirus, microClaudia, etc. Also, OneDrive Cloud Computing (1 TB) is available for the academic staff and other special software for statistical analysis such MatLab, SPSS™ and STATA is provided. At the beginning of each academic year, the IT department updates both the software and the operating system (currently Windows 11) to ensure they have the latest versions of the programs requested by teaching staff.

The ULPGC uses Moodle as its e-learning platform, offering 24/7 access to materials, submissions, and procedural information. Managed by the staff training centre, it provides basic and advanced training for academic staff, who use it to enhance teaching and support quality control. Moodle enables sharing materials, managing groups, conducting assessments, delivering projects, posting announcements, and creating forums. At the beginning of the course, each subject has an official virtual classroom for the current academic years, with additional classrooms available upon request.

As previously mentioned, for patient record management, the VTH use a commercial software named GestorVet™ which runs in any browser, so access is possible by user and password in any equipment (computer, laptop, tablet, smartphones, etc.). Gestorvet™ provides user and password to the academic and support staff linked with the VTH. Therefore, Gestorvet™ is the platform where the clinical record writing and prescription competences are trained by the student under the VTH or Academic Staff supervision. There is a specific section for every visit undertaken where the student must register their participation when they are writing the subsequent report and, in addition, and allows students to self-assess and conduct case-based learning

Description of the accessibility for staff and students to electronic learning resources both on and off campus (Wi-Fi coverage in the VEE and access to resources through a hosted secured connection, e.g. Virtual Private Network (VPN))

ULPGC offers full Wi-Fi coverage across all campuses providing secure access for students, staff, and guests. The Wi-Fi service is provided through Eduroam, a secure global mobility network designed for the academic and university community. Once access has been configured, it allows connection from any university or research centre participating in the project. All ULPGC staff and students have a personal ID and password, accessible through the institutional web portal (MiULPGC). These credentials allow personalised access to the university's digital services. Remote access to Internet resources (including electronic library resources and learning materials) is also provided through a safe VPN connection for staff and students.

Standard 6.3. The VEE must provide students with unimpeded access to learning resources, internet and internal study resources, as well as facilities and equipment for the development of procedural skills (e.g. clinical skills laboratory). The use of these resources must be aligned with the pedagogical environment and learning outcomes within the programme and have mechanisms in place to evaluate the teaching value of changes in learning resources.

All FVULPGC students have access to print and [electronic resources](#); they just need the library card to borrow books and the institutional identification for electronic resources. Users can apply for library loans remotely and can renew their loans up to 2 times, 15 days each time. Table 6.3.1. summarizes the books and periodicals used for teaching veterinary medicine.

Table 6.3.1. Learning resources (books and periodical) for veterinary medicine

Number of veterinary books and periodicals	The library catalogue of the FVULPGC contains a total of 8,801 documents and 16,333 items. In addition, 244 serial publications from general and basic bibliography (biology, biochemistry or genetics) to very specific contents of new procedures in clinics are available. The library has several copies of the most requested titles
Number of veterinary e-books and e-periodicals	Students and staff can have full access to 278 e-books and more than 377 e-journals. The main electronic collection comes from consortia and gives access to the most recent and important scientific literature collections
Number of other e-books and e-periodical	By the end of 2024, the ULPGCL's print collection comprised 630,877 documents and 836,474 copies. Its digital collection, accessible via FARO, included 448,438 unique titles (books, journals, proceedings, reports, etc.), of which 49% (221,339) were books and 16% (73,603) were journals

Recently, a clinical skills laboratory has been inaugurated, so that students can do self-learning. Specifically, the following clinical simulation equipment is used in the FVULPGC: suture pad in different animal species, intubation and venipuncture and artificial insemination simulator in cattle. These simulators ensure that the first phases of clinical training are not carried out on live animals, reducing the number of live animals used in teaching according to the 3Rs principles - Reduction, Refinement, Replacement - using cadavers, dummies, and models. In addition, the anatomy laboratory is accessible to students, Monday through Friday, so they can freely access (under the supervision of a technician or academic staff) and carry out practices that allow them to improve their skills.

Comments on Standard 6

The FVULPGC maintains and updates learning support resources, such as the library, remote desktop, IT systems, Wi-Fi, software, and e-learning tools to support teaching and research. Indeed, this teaching model has positively improved the quality of veterinary education at FVULPGC, and the teaching and support staff, and students have successfully adapted to these methodologies. The FVULPGC promotes innovation in teaching and, through ULPGC, offers online computer training courses for students and staff.

The availability and use of digital tools among the university community has been very high since the creation of the ULPGC, and this has been one of its strengths, allowing for a very good adaptation to online training during the pandemic.

Suggestions for improvement in Area 6.

The Clinical Lab Skills should expand its availability, acquire more simulators (equine, bovine, dystocia simulator). Similarly, it is essential to provide students with simulations of clinical situations and the creation of 3D recordings for use in a virtual reality classroom.

Measures to improve and update learning resources involve continuously enhancing our collections. Likewise, the training of teachers and students in the use of bibliographic and computer resources must be maintained and upgraded.

Finally, the FVULPGC library's opening hours should be increased, including weekends, to facilitate the availability of a study area, especially during exam periods



Photographs of the FVULPGC used in the SER were kindly provided by our undergraduate students
Marina Rosa Velázquez Mendoza and Samuel Santana Pérez

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