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SHORT BIOGRAPHY

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ABSTRACT

AIM • The aim of this work is to present an integrated management system for automated statistical indicators of the activity in the Galician Public Health System Virtual Library (Bibliosaúde) and their centres. • To increase the visibility of centres and professionals' activity in order to provide a monthly report. METHODOLOGY o Selection of indicators to be considered: • Activity reports (No. visits, daily evolution, schedule …) • Reports of services provided: Document Retrieval Service (SOD), bibliographic searches, Interlibrary loan, training courses.) • Reports of use of resources: e-books, databases, access to full text articles. • Users' degree of satisfaction: suggestions, complaints. o Resources selection 1- Access gateway to electronic resources: Metalib and SFX 2- BiblioSaúde gateway. 3- Specific statistics from institutional web forms. They are provided by the IT service 4-Publisher's statistical reports: diversity of formats 5-Libraries' monthly activity reports o Data analysis and evaluation RESULTS To give visibility to the activity results and to have a balanced scorecard in the Virtual library and cumulative monthly indicators of activity and services used. CONCLUSIONS The creation of an automated statistics integrated management system allows: • The continued visibility of the activity, showing both users and those responsible the developed activity. • To have reliable data for decision making in the collection development • To know the impact and users feedback on an ongoing basis, in order to detect mistakes.