

## **Statistics management in the virtual library “Bibliosaúde”**

María Sobrido Prieto (1), M<sup>a</sup> Carmen Rodríguez Otero (2), Uxía Gutierrez Couto (3), Javier Osorio Calles (4), Amelia Cibeira Badía (5), Carlos González Guitián (1).

- (1) Biblioteca del Complejo Hospitalario Universitario de A Coruña (CHUAC). Bibliosaúde. SERGAS.
- (2) Biblioteca del Complejo Hospitalario de Ourense (CHOU). Bibliosaúde. SERGAS.
- (3) Biblioteca del Complejo Hospitalario Area Sanitaria de Ferrol. Hospital Arquitecto Marcide. Bibliosaúde. SERGAS.
- (4) Biblioteca del Complejo Hospitalario de Pontevedra (CHOPO). Bibliosaúde. SERGAS.
- (5) Biblioteca del Hospital Nicolás Peña. Bibliosaúde. SERGAS.

### **Introduction**

Since February 2006, the Galician Public Health System (GPHS) has changed from a system with 12 traditional libraries to a single Virtual Library (VL). This has expanded the access to the library service throughout the health system, including access from primary care, district hospitals, provincial territorial departments, public foundations ..., with the aim of providing all users relevant information on clinical practice, management, teaching and research (1). The steps involved in developing the VL were the following:

1. Creation of a working group. Under the coordination of *the Subdirección Xeral de Docencia e Investigación Sanitaria* a working group was formed. It included library staff of the main central library service. In March 2008, the group expanded and was formally named “Grupo técnico de BiblioSaúde” (2). Librarians and library managers of the different hospital in SERGAS joined the group. A decentralized cross-organizational model was chosen, coordinated by a member of the group, in which all staff contributes to the maintenance of services. (3)

2. Selection of a "library portal" to manage the digital collection. We decided to manage the collection with an intranet portal called BiblioSaúde, and providing access from the Internet with Metalib and SFX link manager. In 2008, we also created a virtual shared workspace using Sharepoint. This workspace was designed as the group's knowledge management platform.

3 Creation of a unique collection for the entire system (2009) Encompassing electronic resources common to the whole system and other specialized resources, the latter distributed to determined hospital libraries in order to avoid duplicates, taking into account the most significant specialties of each hospital (4).

4. Standardization of statistics and development of quality indicators of activity. Standardization of statistics and development of quality indicators of activity: One of the targets set for 2010. Analyzing the literature on statistics management in virtual environments, we observed that since 2000 there have been various initiatives and indicators (5). In Spain the interest and effort invested in this are relatively new (6,7).

Statistics management, resource assessment and services, have become important in the day-to-day operation of most of the library centers.

### AIMS

- To present an automated integrated management system statistical indicators of activity in the Virtual Library of Galician Public Health System (BiblioSaúde) and centers that comprise it.
- Preparation of monthly reports that will increase the visibility of the activity of libraries and professionals to the Administration.

### METHODS

It has conducted a survey of Virtual Library Public Health System Gallego (BiblioSaúde) and 13 centers that comprise it.

The dates analyzed were since January 2009 until nowadays.

The data studied were those presented below:

- 1.-Access activity reports to the BV
    - a. No. visits
    - b. Daily development
    - c. TimetableS of queries
  2. Services provided reports in each of the centers
    - a. Document Supply Service (DOS)
    - b. Bibliographic searches
    - c. Interlibrary Loan
    - d. Training courses about the platform and the various available. Consideration will be given those attending these courses.
1. Usage report of electronic resources

#### **a. Databases access statistics reports**

Embase-Ovid: Searches and Sessions COUNTER reports. Monthly/ annual update. Web access

WOK.- ISI: wok statistics, BY Products, Monthly/ annual update. Web access.

Psycinfo ovid: Searches and Sessions by Database COUNTER reports. Monthly/ annual update. Web access

IPA- Ovid: Searches and Sessions by Database COUNTER reports. Monthly/ annual update. Web access

Micromedex: Searches, Documents, Bytes. (January-April 2009) Pdf e-mail access

CSIC: 2009 data Variability of grouped by months: access (by databases, consultation type, totales, by user). Pdf e-mail access

**b. Electronic books Access statistics reports**

Clinical evidence: Searches, impressions, sessions. e-mail access by Greendate (january -october 2009) currently not receiving.

Ovid books: Successful Title Requests, Searches Run, Sessions, Turnaways, COUNTER reports Monthly/ annual update. Web access.

Harrison:

**c. Electronic journals Access statistics reports**

AMA: COUNTER Usage Report (successful Full-Text Article, ítem requests and turnaways, searches run) Extended-Detail Usage Report (Total-Usage Statistics Current Issue TOC, All TOCS, Searches Abstracts, Full Text: HTML, PDFs, ...) Monthly/ annual update. Web access.

BMJ: COUNTER usage report (Successful Full-Text Article Requests) Summary usage statics (Current Issue TOC, All TOCS, Searches Abstracts, Full Text: HTML, PDFs, ...) Monthly/ annual update. Web access.

Elsevier.- Sciencedirect: Contains counter report (successful Full-Text Article, abstract usage per journal, searches run, sessions) Monthly/ annual update. Web access.

NEJM COUNTER Usage Report (successful Full-Text Article, ítem requests and turnaways, searches run) Extended-Detail Usage Report (Total-Usage Statistics Current Issue TOC,All TOCS, Searches Abstracts, Full Text: HTML, PDFs,...) Monthly/ annual update. Web access.

OVID: Successful Full-Text Articles Requests, archive article request, turnaways, searches and sessions COUNTER reports. Monthly/ annual update. Web access.

Journal Detail: usedbycostumer, group, sessions, articles, html, pdf, turnaways, durationseconds, duration DD:HH:MM:SS, archive, platform, month, year.

DOYMA: Downloaded articles., Monthly/ annual update, e-mail access

2. User satisfaction degree. Through suggestions and complaints form available on the website. Through the same will be reflected both the impact of user services such as internal BiblioSaúde.

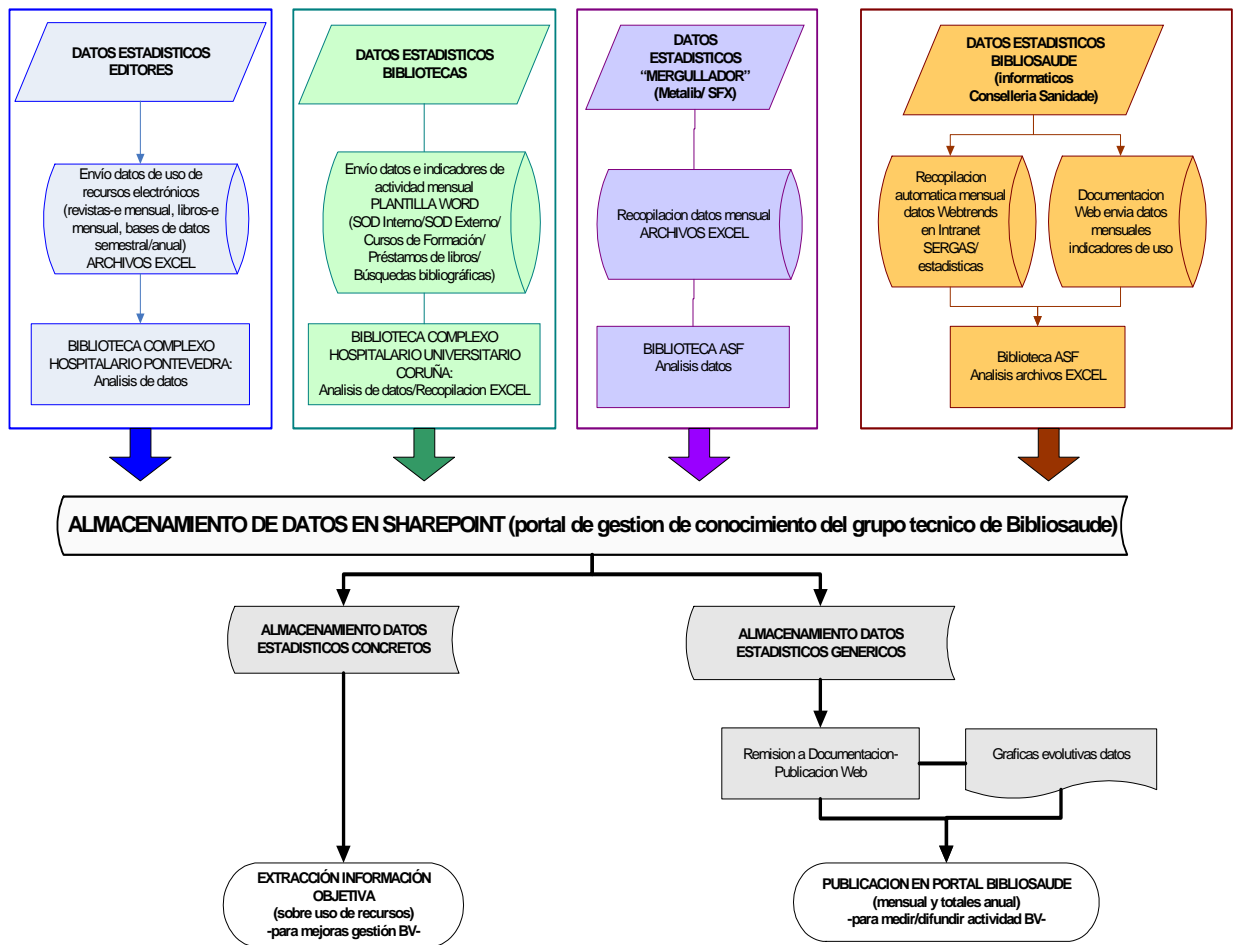
Resources selection:

- 1-Access to electronic resources offered through the mergullador: MetaLib and SFX
- 2-Access to Virtual Library portal BiblioSaúde
- 3-specific statistics portal web portal forms BiblioSaúde.
- 4-reports provided by the publishers themselves.
- 5-monthly activity reports of the libraries themselves.

**RESULTS**

1. Development of a flow chart that allows us to organize the statistical data process from various sources and in different formats. Normalize the data collection processes and those responsible for collecting, processing and storage. From here, we obtain two of statistical data types or indicators:

- a. More elaborate specific statistical data, to allow librarians extract qualitative information and to make decisions in order to improve the annual BV management.
- b. More generic statistical data, with qualitative information, monthly published in the BiblioSaúde web portal, BiblioSaúde, in order to disseminate the activities of the VL to the managers and users.



2. Development of a monthly balanced scorecard that integrates the most important indicators, that allows to observe the evolution and increasing the visibility of the libraries activity and professionals to the Administration.

## Estatísticas



Estatísticas

- » Accesos ao portal de bibliosaúde e mergullador ( Metalib/SFX)
- » Servizos ofertados por Bibliosaúde
- » Uso dos recursos

### Nº descargas de textos completos de artículos de proveedores

AMA	11.726
BMJ	17.798
Doyma	84.969
Elsevier	95.265
N Engl J Med	29.913
Lippincott-Ovid*** (journals ovid)	10.750

### Otros datos de descargas de interes

Visitas a Harrison on line: 24.844  
Visitas al portal Fisterra: 322.823

### Evolución anual revistas agrupados



## CONCLUSIONS

The introduction in libraries of content services and electronic character has forced to use new quantification and measurement methods y units using these services and libraries. Also, f statistical data sources collection have varied from printed information resources and services. The creation of an automated statistics integrated management system allows:

1. Make visible on an ongoing Bibliosaúde activity, showing the activity carried out visits, meetings, dates and hours of consultation, navigation sequences, etc, both users and responsables.
2. Knowing the impact and feedback from users on an ongoing basis and to detect errors.
3. Conduct an annual assessment of continued development in the collection, and the services offered. The evolution of the use of different resources. Having the use of resources for making decisions on collection development and identify possible deficiencies for corrective actions: cancellations and / or subscriptions to publications in high demand or resources defendants. We should note, however, that libraries are no longer self-sufficient in gathering data on the use of their collections and publishers depend on, which causes some problems from the time that different editors do not maintain uniform practices . The various editors provide data on the other hand sometimes is not clear what is being offered due to lack of definitions to

clarify the actual meaning of the information provided. In this sense, standards have emerged regarding the collection, processing and dissemination of statistics on use of electronic products. Counter stands above them all (8), international initiative that brings together librarians, publishers and suppliers, aimed at facilitating the exchange of statistics.

4. Evaluate the cost of each resource. Development of a system of indicators to find the cost of each service and identify areas for improvement and little-used resources in the organization.

5- So far we have established the basis for standardizing the collection of statistical data and its organization and management, with the aim of starting a second phase which will encompass work on the strategic plan for the VL, which will begin in 2011. This will define BiblioSaúde's mission, vision, values and goals, actions required to achieve the objective, those responsible for developing it and indicators to measure it. This plan will allow us to customize and adapt the indicators of performance to the needs of an electronic library of health sciences and, in particular, to the virtual library of the public health system in Galicia (8).

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