

Faculty-librarian partnership: a practical approach at Faculty of Pharmacy – University of Lisbon

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- Faculty of Pharmacy
- Problem
- Methodology
- Results
- Conclusions

Faculty of Pharmacy (FFUL)

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Several Curriculum Degree in Pharmaceutical Sciences

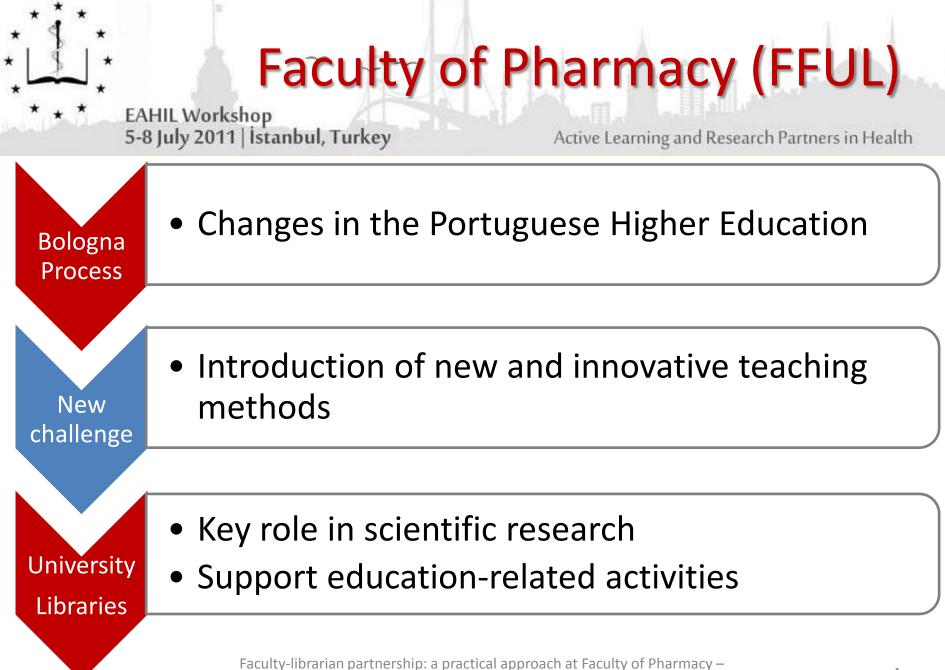
Since 1863

2006/2007

MSc in Pharmaceutical Sciences:

- Life Sciences,
- Pharmaceutical Sciences
- Chemical Sciences





University of Lisbon | Sílvia Lopes



How should Library act to better respond to the New Challenge of Bologna's Process?



- Implement a Strategic Planning and Management System
- That allows meeting and monitoring the organization, looking to the future and distinguish the organization.



Balanced Scorecard at FFUL's Library

Methodology

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Mission

 To serve the community providing updated documentation and information in order to study, research and teaching of Pharmaceutical Sciences

Vision

 To remain a reference point and a center of excellence, at national and international levels, in the creation, transmission and dissemination of culture, science and information aimed at the development of Pharmaceutical Sciences.



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Corporative Values

- Communication
 - between services, maximizing all the resources (human, economic, financial and material)
- Motivation
 - creating a cozy and well attended ambient, conditions for success, promoting respect and teamwork among staff and other services
- Quality
 - providing relevant, referral and updated scientific and technical information → quality teaching and research in pharmaceutical sciences

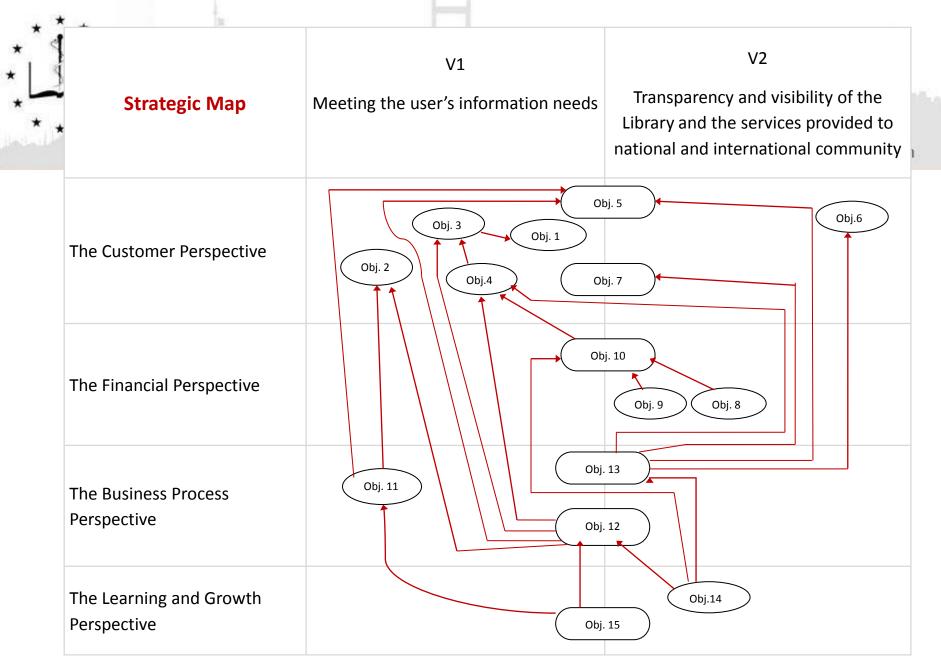
			Weaknesses				Strengths				
* *_L			Computers (obsolete and sparse)	Lack of human resources	Lack of Continuing Education Courses	Limited Financial Resources	Building structure and architecture	Quality of Services	Focusing on Electronic Resources and new technologies	Qualified Staff	Quality and update bibliography
	Threats	Budget Reduction	-		-	-					
		University of Lisbon Reorganization		-	-			+		+	+
		Security and Environmental disasters					-				
		Cooperation protocols with other Libraries	+	-		-		+	+		+
	Opportunities	University of Lisbon Reorganization	+	+			+	+		+	+
		Continuing Education Courses for Human Resources by Funded Courses			+	+				+	
		Collaboration with the FFUL Scientific and Pedagogic Council		-				+		+	
		Implementation of the University of Lisbon Institutional Repository	+	+		-		+	+		+

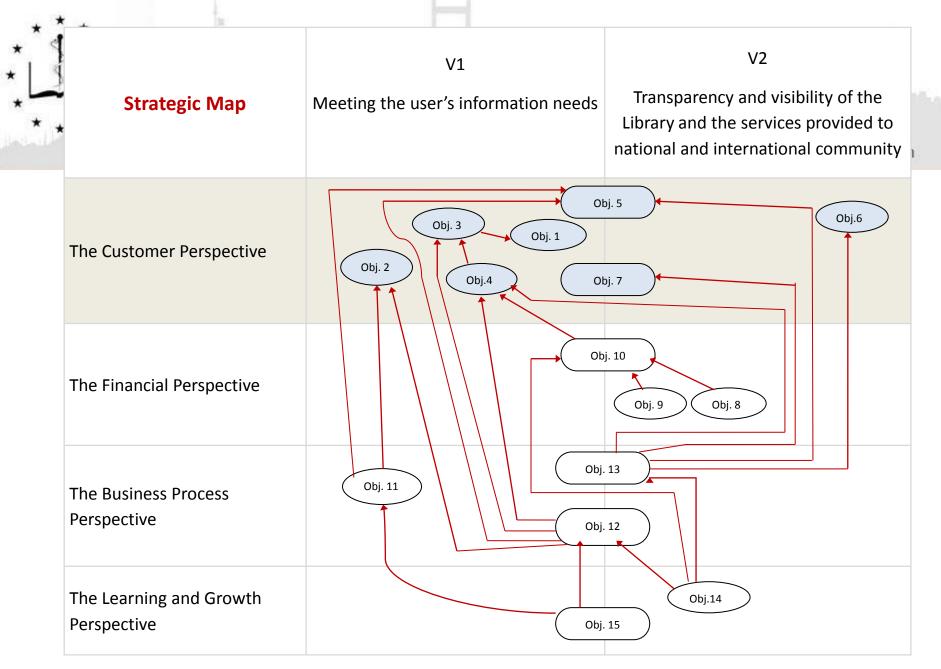
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Strategic Vectors

- V1 Meeting the user's information needs
 - To serve the community, the Library should guide their activities and strategies to meet the information needs of its users.
- V2 Transparency and visibility of the Library and the services provided to national and international community
 - By making the library and the quality of services rendered visible to the outside, Library can be a reference and a center of excellence (nationally and internationally)







- The Customer Perspective:
 - **1.** Increasing the user satisfaction's level
 - 2. Reduce response times
 - **3.** Improve access to information
 - 4. Ensure concurrency of access to information
 - 5. Improve the image of the services
 - 6. To publicize the available services
 - 7. Improve the quality of services



- To ensure that we would achieve these seven objectives, we identify the following issues:
 - Training sessions
 - Training materials
 - Library website and Web 2.0
 - Evaluate Library services

Training Sessions

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- Pharmaceutical Sciences Degree:
 - Internships
 - Discipline of History of Pharmacy and Therapeutics
- Masters Courses:
 - Pharmaceutical Care
 - Community Pharmacy
 - Hospital Pharmacy
 - Advanced Pharmacotechnics
 - Herbal Medicines
- Extra-Curriculum:
 - Teachers, Researchers and Scholarship Students
 - Since 2005...



Training Materials

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- Research strategies and techniques
- Main search tools in the following resources:
 - Academic Search Complete (EBSCO)
 - Web of Science (ISI)
 - Current Contents Connect (ISI)
 - Journal Citation Reports (ISI)
 - Online Knowledge Library (B-on)
 - Pubmed
 - International Pharmaceutical Abstract
 - Medicines Complete
 - Myilibrary
- Endnote Web

Library Website and Web 2.0

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Localização, horário e

transportes

Acesso a outros serviços

Bibliotecas e serviços disponíveis

em linha

Menu principal Seleccione uma das opcões apresentadas. Se necessitar de aiuda acerca do

funcionamento deste serviço consulte o quia do utilizador.

Contactar a biblioteca

Pesquisar no catálogo

da biblioteca

loosso em linha à base de dados

Conhecer a hiblioteca

Servicos disponíveis ao

utilizador

8 Fala, ID contr 1358 -Todos os cireitos reservados

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1st Website and Online Catalogue (1997-2007)

Faculdade de Farmácia de Lisboa

Bem vindo à biblioteca da Faculdade de Farmácia da Universidade de Lisboa. Este serviço permite-lhe o acesso em linha ao catálogo da biblioteca. A base de dados disponivel contêm cerca de 14.000 referências bibliográficas dos documentos existentes na biblioteca e tem uma actualização diána: Pode ainda obter informações gerais sobre o fundo bibliográfico, lo calização, horáno, e acesso a outros serviços disponíveis na Internet





BELIGLOGY-Totos na diento reservosa. Ventures cana dana provido pode ser conecidadora, altundora, co.
 Utima acuadação
 robitada en a substanção enter conecidadora, altundora, co.
 Utima acuadação
 robitada en acuada en acuada en acuada
 robitada en acuada

Pesquisa orientada Seleccione os campos ordes premode pesquisars e digitado es termos de pesquisa. Pare mais informações consulte o <u>quia de utilizador</u>.

Operador	Campo Termo	de pesquisa	Truncatura	
	Autor 💌		2	Seleccione a base de
0U 🖌	Titulo 💌			dados pretendida Ease biblográfica geral 🛩
OU 💌	Assunto 💌			
0U 💌	Coleogão 💌			Pesquiser
00	ISBN 💌			
0U 💌	ISSN 💌			Limpar
OU 💌	Palavra 💌			Ajuda
Ano de publicação	Tipo de documento	Descripão	Linites	Menu principal
ex. 1997	Todos os documentos	ISBD	25 💌	

With the technological development, it was necessary to adapt and improve the website.

Library Website and Web 2.0

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- Designed to be:
 - a modern and user friendly
 - to give access to our resources
 - to give general information regarding Library and Faculty
 - to facilitate contact between users and library's staff

Library Website and Web 2.0

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Website



Biblioteca

Faculdade de Farmácia



http://www.ff.ul.pt/biblioteca

	Bibliotec: Pacoldade de Parmác Universidade de Lisbo
	livulgação de evento os ligadas à Bibliotec
A VISITAR	
Site da Bibl	eteca

That I a

DESTAQUES da Biblioteca (80) ESTATÍSTICAS da Biblioteca (1) EVENTOS Culturais (8) EVENTOS Culturais (8) EXENDISIÇÕES Temporánias (2) FULIE na Açola (5) RORMAÇÃO - Rec. Electrónicos (7)

NOTICIAS de UL (20) NOVIDADES - Norografias (49) NOVIDADES - Periódicos (96) OUTROS Eventes (185)

HORÁRIOS E CONTA De 24 a 64 Feira

De 2* a 6* Feira des 9100 às 19:30



Blog

Royal Society Publishing - conteúdos disponíveis até 30 de Julho

A Biblioteca da FPUL informa que os conteúdos da Royal Society Publishing estarão acessíveis gratuitamente até dia 30 de Julho de 2010, para todas as instibuições Bion.

O accesso pode ser feite a partir do link http://royalsocietypublishing.org/journals

PUBLICADA POR BIBLIOTICA EM 12/08 - É COMENTÁRIOS ETIQUETAL: DESTAQUES DA BIBLIOTECA É COMENTÁRIOS

SCOPUS - Fase experimental

Está disponível na Universidade de Lisboa, até 18 de Julho, um trial da Scopus, a maior base referencial de citações de literatura científica co peer-review.

O acesso faz-se através do URL http://www.acopus.com/ e o reconhecimento é feito por UR. resticata Poe assistica sin 1007 o comentánios strutetas, pestaques da Biblioteca





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Facebook

http://www.facebook.com/pages/Biblioteca-da-FFUL/159182140802455

Evaluation of Library Services

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- Questionnaire applied in June and November 2009
- Know the user's opinion about several library services (not only the online resources)
- Enable to change or fix the identified gaps
- Identify the operating areas for general improvement of services provided

Evaluation of Library Services

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- The questionnaires have 54 questions:
 - 5 questions: Customer characterization
 - 1 subset of 22: Satisfaction with Services
 - 1 subset of 9: Satisfaction with Facilities
 - 1 subset of 17: Use of electronic resources
 - 1 open question: Opinion
- We used the following evaluation scale:
 - **—** 1 **—** Poor
 - 2 Satisfactory
 - 3 Good
 - 4 Excellent



Results: Training Sessions and

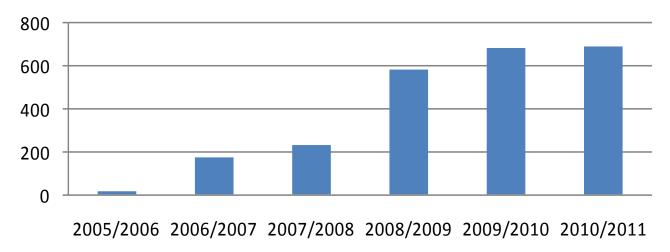
Materials

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Training Sessions

- Number of Users -



Academic Year

 although the number of sessions has been irregular over the years, the number of users who participated in these sessions has increased.

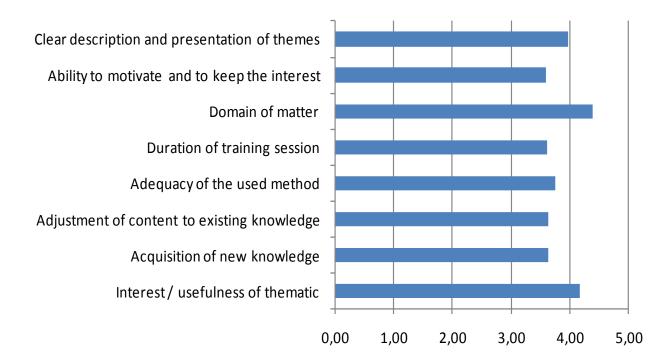
Results: Training Sessions and

Materials

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Training Session Evaluation



 The evaluation of training sessions is very important to improve some adjustments in the future.

Results: Library's





id Research Partners in Health



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Traffic Sources Overview	Content Overview				
	Pages	Pageviews	% Pageviews		
Direct Traffic 23.851.00 (98.21%)	/biblioteca/pages/0_home.htm	28,139	40.71%		
Search Engines	/biblioteca/pages/0_menu.htm	9,963	14.41%		
285.00 (1.17%) Referring Sites	/biblioteca/pages/52_intro.htm	3,054	4.42%		
150.00 (0.62%)	/biblioteca/pages/31_ligacao.htm	2,431	3.52%		
	/biblioteca/pages/71_noticias.htm	1,804	2.61%		
view report	view report				

- Bounce rate is the percentage of single-page visits or visits in which the user left the site from the entrance page.
- One of the website goals is to provide access points to several information resources.

Results: Library's

Research Partners in Health



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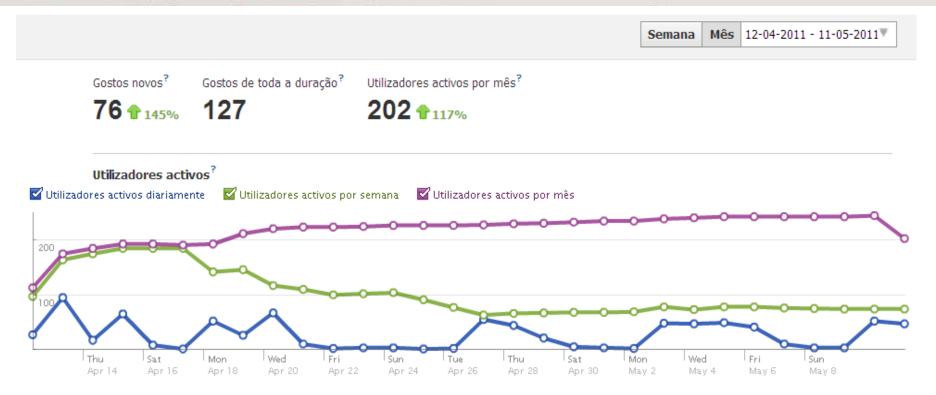
Traffic Sources Overview	1	Content Overview	v	×
		Pages	Pageviews	% Pageviev
	Search Engines 2,520.00 (49,21%)	1	4,135	37.10%
	Referring Sites	/search/label/DESTAQUE	S da 666	5.98%
	2,022.00 (39.48%)	/search/label/NOVIDADE	S - Mo 340	3.05%
	579.00 (11.31%)	/search/label/EVENTOS r	na Fac 310	2.78%
		/search/label/OUTROS E	ventos 229	2.05%

Used as archive and easy tool to promote and disseminate activities and events.

Results: Facebook

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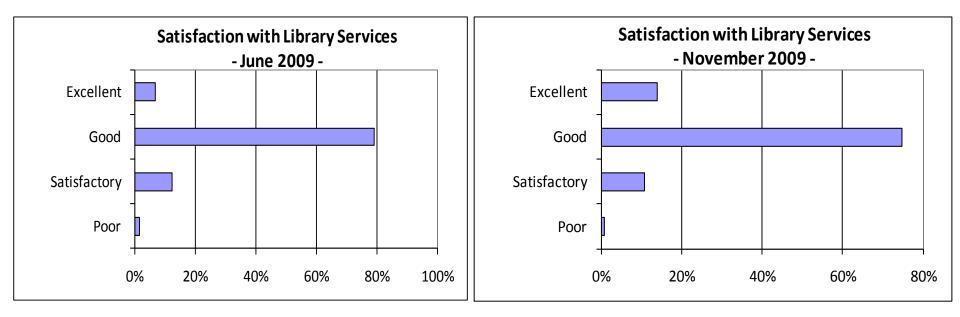
 With only 2 months, Library's Facebook Profile already registered, 76 news "Like" and 202 active users by month

Results: Evaluation of Library

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Services



 Despite the good score given to library services in general we could evaluate and identify some priorities

Results: Evaluation of Library

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Priorities:

- develop our website and blog
- improve the Loan Service and the ILL Service
- encourage and help users with our online services
- prepare a report with the main orientations related to:
 - Communication between Library and User
 - Increase the available services
 - Promotion of services and products
 - Dissemination of information
 - Creating nice spaces to study and leisure

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Conclusions

We believe that:

- all the efforts and activities made during the last years helped to improve library services and faculty-library partnership
- However, this project it's not over...
- Science evolves rapidly and the daily information needs on health matters are large and require rapid access to the resources
- Librarians should create and develop mechanisms that answer positively to these issues.



Thanks for all your attention 🙂

