Bibliographic Managers: A tool for the Document Delivery Service.

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Introduction: Bibliographic Managers (BMs) have become a key tool for all researchers in the Science field, when writing scientific articles, investigation research, thesis and when managing the bibliographies that they consult. The last few versions of BMs allow us to manage these bibliographies, while at the same time allowing for bibliographies to be shared online, as well as the whole documents within a research group. The common functions of BMs are:

- Import citations from bibliographic databases and websites.
- Collect metadata from PDF files.
- Organization of citations by topics.
- Annotation of citations.
- Share whole or parts of the Bibliographic Managers (BM) database with colleagues.
- Data interchange with other BMs (e.g., RIS, BibTeX).
- Produce formatted citations in a variety of styles.
- Work with word processing software to facilitate in-text citation(1) Other functions:
- Academic Portfolio(2).
- Applicable to management of systematic reviews(3).
- Use as tool for "Problem-based learning"(4).
- Bridge between Primary Health Care and Hospital Medical workers(5).

Objective: To check the efficacy of BMs as a substitute for the traditional method of Internal Document Delivery System, when requesting for bibliography in the library of the Consorci Sanitari de Terrassa (CST). To research the response of the users with this new system.

Method: A pilot test within a small group of users in the library who research their own bibliographies in the data bases, introduce their own bibliographies to the BMs and
share the information with a research group and also with the documentalist. All bibliographic references are previously checked and reviewed by the documentalist in order to avoid formatting mistakes when the BM is compiling metadata, subsequently avoiding reference mistakes. The documentalist also adds the full text of the article in PDF format in the shared folder in Zotero. A survey was given to the users to rate the system.

Results: The researchers expressed their satisfaction with the system. The main advantage is the way in which the BM allows you to organise the bibliography. An additional advantage is the simultaneous connection in sharing the complete documents among the members of the research group. The fact that the bibliography is accessible online at all times is another point to be highlighted. Some of the steps in the chain of the Document Delivery Service (DDS) are avoided, and therefore the complete document arrives at its destination earlier. For the DDS administrator the current BMs simplify the management of the service. The traffic of emails is diminished. The researchers avoid duplicate requests of the same articles. **Recommendations**: Scheduled courses for researchers and users about Zotero are recommended. Promote the informational literacy of users so they can understand the metadata format and avoid mistakes when saving new references. Promote the use of bibliographic managers among researchers to help them in the management of the literature. Finally, the use of Zotero as an internal DDC should be made public. Bibliography:

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Keywords: Bibliography as Topic; Software; Databases, Bibliographic; Information Storage and Retrieval/methods; Information Services; Interlibrary Loans.