# Transforming the library into a knowledge management and learning tool

Roqué-Castellà, Pilar

*Health Sciences Library of Catalonia. Ministry of Health of the Government of Catalonia (Barcelona, Spain)*

Corresponding author: Pilar Roqué Castellà, pilar.roque@gencat.cat

## Abstract

The Health Sciences Library of Catalonia (BCS) was created in 2014 within the structure of the Ministry of Health of the Government of Catalonia. It emerges as a new and transformative project aimed at establishing a homogeneous system of access to bibliographic information and provision of bibliographic services for the public health sector under the Ministry of Health.

In this context, the aim of this study is to describe the evolution of the BCS up to its transformation into a support tool for the management and location of scientific knowledge and at the same time a learning tool for professionals in the Catalan public health care system through intelligent and intensive use of information and communication technologies (ICT) promoting organizational change and improvement in service delivery.

*Key words: Knowledge Management; Libraries, Digital; Libraries, Medical; Health Information Management; Library Services; Information Services*

## Introduction

The Health Sciences Library of Catalonia (BCS) was created in 2014 within the structure of the Ministry of Health of the Government of Catalonia[1]. It emerges as a new and transformative project aimed at establishing a homogeneous system of access to bibliographic information and provision of bibliographic services for the public health sector under the Ministry of Health: health Administration and SISCAT centres (hospitals and primary health care centres, health research centres and other public health institutions).

The creation of the BCS, as a project to provide a homogeneous system to access bibliographic information, was the end-result of expert team reports[2,3] conducted under the Programme for the Development of the Health Sciences Library[4]. The aim of the Programme was to develop different studies/reports on the viability of the project: the setting up of the Health Sciences Library of Catalonia, which gave birth to the Catalan Public Health System Virtual Library and the Catalan Network of Health Sciences Libraries.

## Methods

Firstly, a Programme for the Development of the Health Sciences Library to conduct a medium-term Strategic Plan (4-5 years) was created, implementing a system of integrated management of health resources and scientific services for the public health sector of Catalonia.

The mission, vision and value statements were identified and updated:

- *Vision*

  Enhance the quality of public health care service and become an institutional support tool for the management and location of scientific knowledge, ensuring both efficacy and the cost-effectiveness of bibliographic resources and services.

- *Mission*

  Ensure access to bibliographic information and integrate bibliographic and other scientific resources of the Catalan public health sector, and establish a uniform system services, user services, support and training, on-site and virtual, aimed at public health professionals.

- *Values*

  People-focused: satisfied people will develop satisfied customers.

  Customer-focused: customers are the foundation of our existence.

  Efficacy: must be able to ensure results.

  Cost-effectiveness: reduce cost and increase efficacy.

  Innovation and creativity: to be main agents of change.

This Strategic Plan hinged around three pillars: promote the creation of a cross-cutting library integrating health sciences resources and services – the Health Sciences Library of Catalonia (BCS) –, create a digital platform designed for end-users giving uninterrupted access to resources and services – the Catalan Public Health System Virtual Library –, and build up a library network ensuring the provision of services in a consistent and coordinated way – the Catalan Network of Health Sciences Libraries.

**Results**

The results obtained in the Programme for the Development of the Health Sciences Library were the following:

- Creation of the Health Sciences Library of Catalonia (BCS) within the organizational structure of the Ministry of Health of the Government of Catalonia as a cross-cutting body[1].

- Definition of the services portfolio of the BCS, on-site and virtual, according to users' needs.

- Identification of bibliographic resources, providing equal access to users.

- Identification and development of an ICT model for the creation of the Virtual Library.

- Definition of the economic and funding model.

- Creation of the Network of Libraries and staged incorporation of public health sector bodies.

The final output of the finished project was as a result the Health Sciences Library of Catalonia (BCS) as a support tool based on:

- Services, innovation and knowledge

  Basically, to encourage the change and provide services of quality using highly qualified professionals with technical expertise to manage knowledge, information, bibliographic services and information technologies.

- Equal access to resources, services and information

- Cost-effectiveness

  Ensure the long-term sustainability of the Library is connected with its utility, cost and users' perception. Working in accordance with cost-effectiveness creates economies of scale, increases the effectiveness of integrated management

services and resources, and reduces the cost in services and bibliographic resources of public health institutions individually engaged. And another important factor to reduce the cost is cooperation, to build strategic alliances, partnerships, and a network with key institutions and virtual libraries.

- Quality and assessment

Ensure the effectiveness, visibility and impact of scientific production of the Catalan public health system[5,6,7].

Develop tools to evaluate and measure the effectiveness, visibility and impact of scientific production of the Catalan public health system, as a tool for decision-making and management.
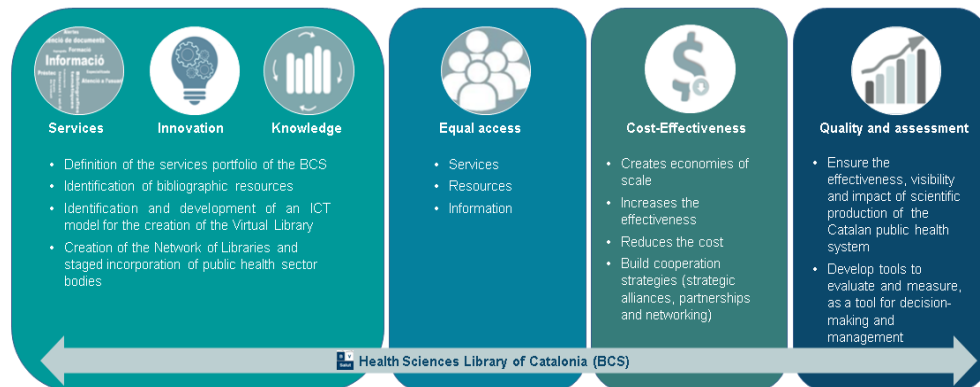


Figure 1. Health Sciences Library of Catalonia development

## Conclusions

The creation of the Health Sciences Library of Catalonia (BCS) has brought about a change of habits and adaptation into a new digital setting both to introduce a comprehensive library vision promoting cooperative working and optimize existing bibliographic resources and services within the Catalan public health system, enabling homogeneous and cross-cutting access to quality scientific information for health professionals through the use of information and communication technologies (ICT).

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