

Ramón Ordóñez Nievas. *Son Dureta University Hospital. Virgili Páez Cervi. Virtual Library of Health Sciences of the Balearic Islands. Balearic Local Health Authority. Elena Pastor Ramon. Son Llàtzer Hospital. Silvia Sastre Suárez. Primary Care Management of Mallorca. Maria Costa Marín. Can Misses Hospital.*

Virtual Health Sciences Library of the Balearic Islands - Tel. and Fax: +34 971 285 973 – E-mail: bibliosalut@bibliosalut.com.

## Introduction

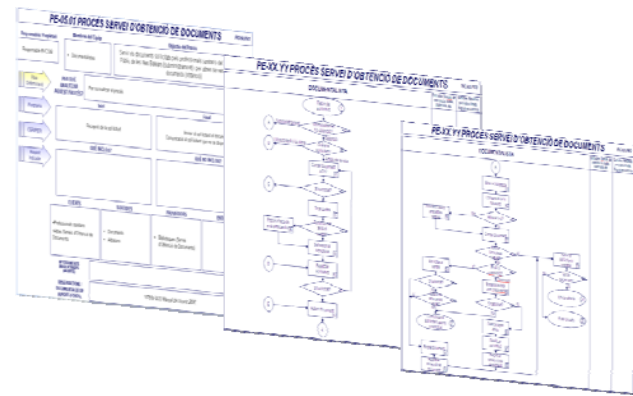
The Virtual Health Sciences of the centralized Supply Document Service (**Bibliosalut**), started in 2003, is aimed at all professionals in the Public Health System of the Balearic Islands (Ib-salut). In April 2008 the project of the Centralized Supply Document Service was begun. It manages both the obtaining of documents requested by health professionals and by other Spanish libraries.

## Objectives

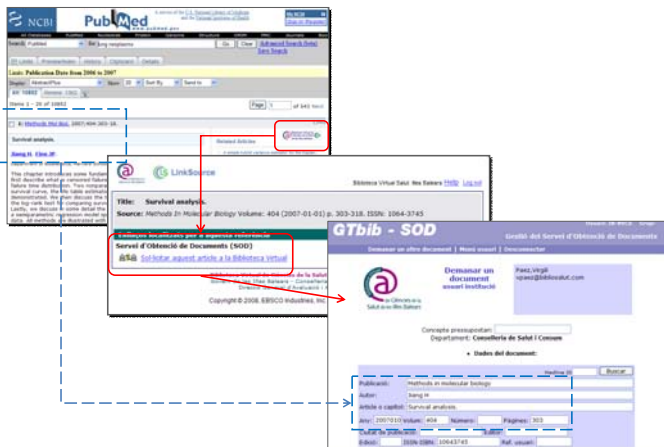
The main objective of the centralized Supply Document Service of the Virtual Health Sciences Library is to facilitate documents, unavailable in Bibliosalut, to the users. In this way, access to the most relevant information is democratized and centralized in a single request access point that users perform.

## Method

A plan was established through the centres that gradually became involved in the tasks of the new service. Also the different policy agreement for document supply between the system libraries and procedures were carried out with the help of a technician from the Health Department.

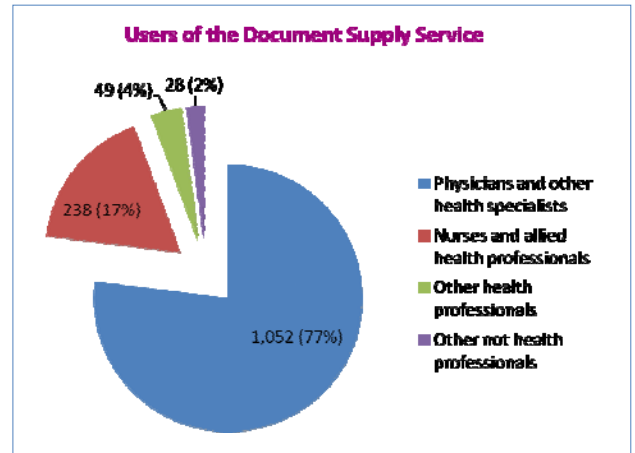


The Software selected to manage this service was GTBib-SOD, belonging to the Spanish company Kronosdoc. From June 2008 the service was running in all the centres of Ib-salut. Most of supplies are carried out for the users with the link resolver from database registers.

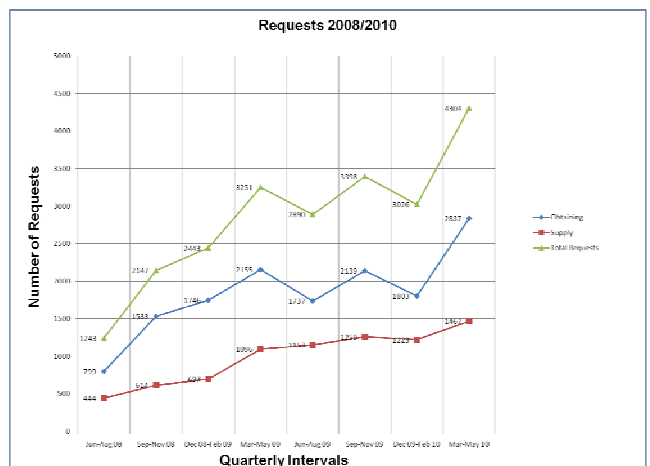


## Results

Currently the number of users of the Document Supply Service is 1,367, of which 1,052 are physicians and other health specialists (30% of Ib-salut) and 238 nurses and allied health professionals (5.6% of the total staff in the Balearic Islands).



22,702 petitions have been managed, 14,749 (65%) obtaining and 7,953 (35%) document provision during the first two years of the centralized Supply Document Service. The prevision for 2010 is more than 15,000 document management.



The average number of days to send documents to our users was 3.7 days, and the average number of days used to serve external centres was 1.16 days.

## Conclusions

The centralization of the Supply Document Service has democratized access to documents for all the health professionals of the regional community. In the last the two years there has been a great response to this service, which has led to an increment in the visibility of the Virtual Library.