FULFILLING THE NEEDS OF OUR USERS
In the Lisbon Faculty of Medicine Library

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Introduction: This work aims to reassert the value of libraries and librarians in a time where value is given essentially to technological factors that in the last few years brought major changes to our work environment.

Objectives: Think about how can we make the difference in the development of library services (virtual or not). Look at new challenges as a motivation for the library staff, to reaffirm their role and position, as go-betweens scientific information and end users.

Methods: Survey made in FMUL Library, concerning the use of electronic resources, in a sample of 143 users from a universe of 2,500.

Results: 60% prefer to use the digital library services, but only 40% are able to do it without the help of the library staff. Almost 60% preferred to use library spaces and the school’s study rooms, to access available resources.

Conclusion: Libraries and librarians must be strong partners in the learning processes. By using our background and knowledge to help others in the development of their skills, by grasping collaborative tools and other emerging opportunities, we can reaffirm our role and position, not only in the academic world, but also in society. To be able to accept new challenges is to be able to create our own opportunities, ensuring that in these seas of knowledge,

THERE WILL ALWAYS BE A FUTURE FOR LIBRARIES AND LIBRARIANS!