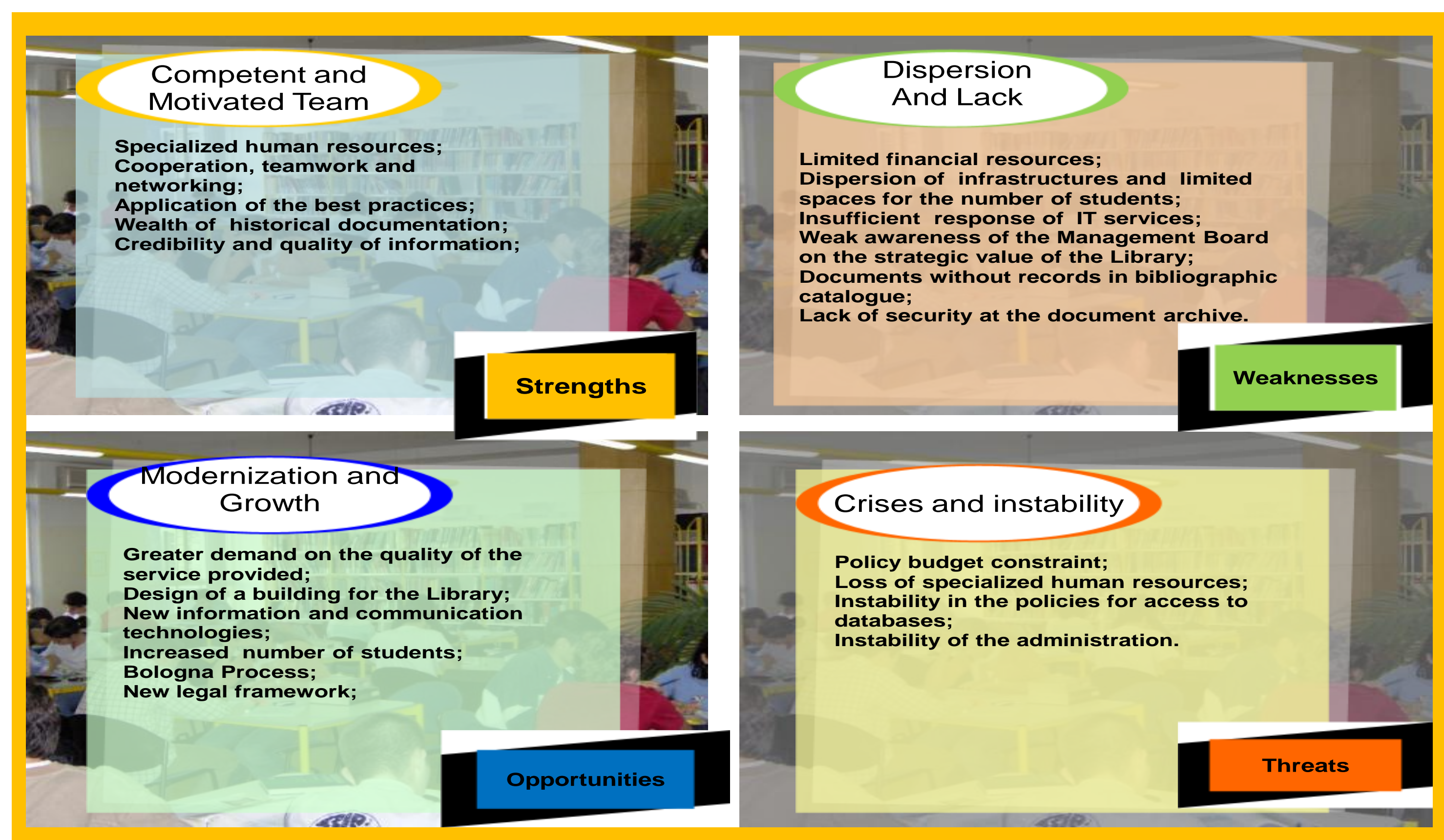
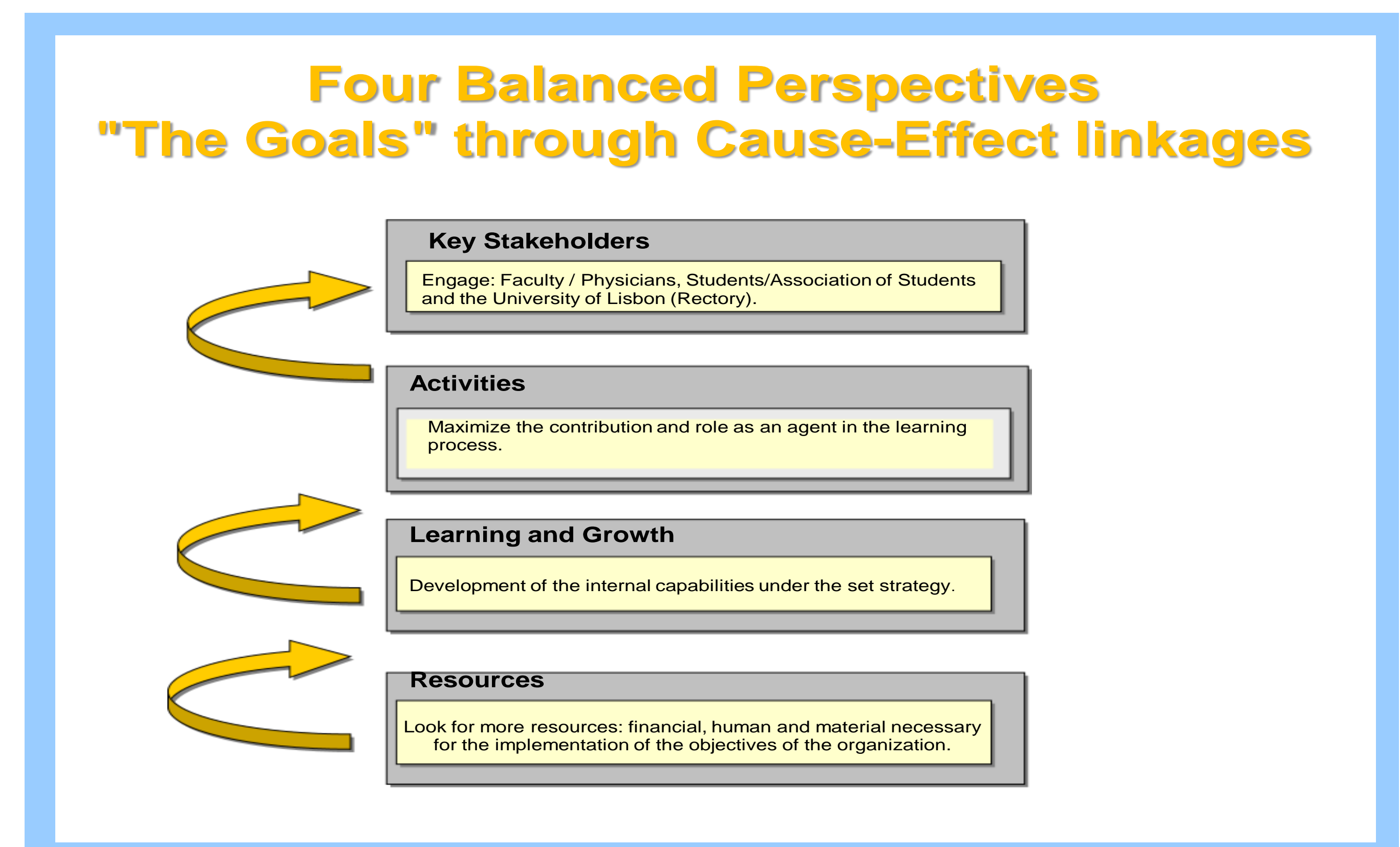
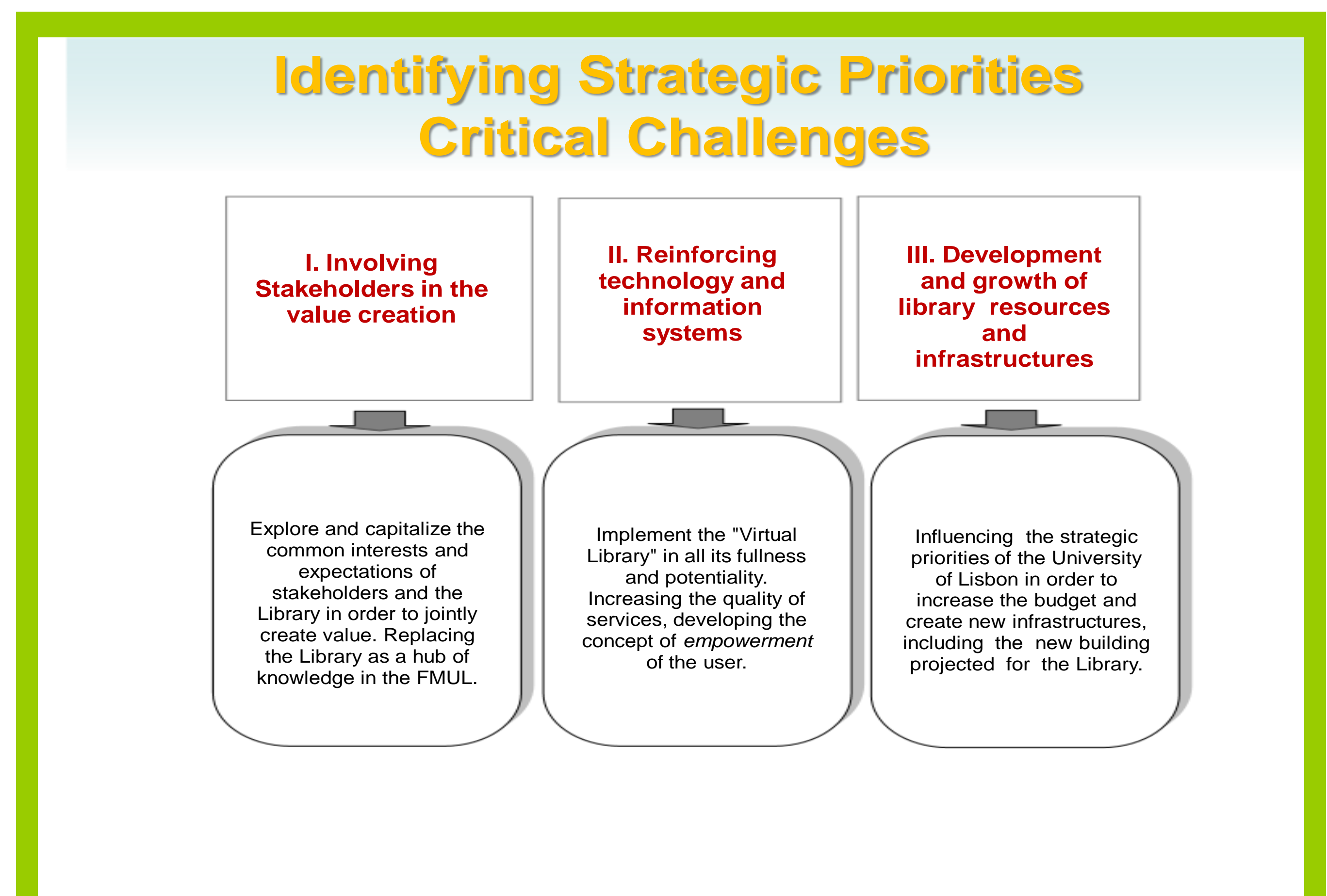


**INTRODUCTION:** Libraries, like all organizations, are nowadays facing an increased pressure to implement performance management systems and improve operational efficiency, remaining focused on fulfilling their mission and vision. To face the challenge of sustainability in a changing world requires constant adaptation. We cope with increasing competition, increased costs and decreasing economic support, so we must work on strategies to reinforce our values.

**OBJECTIVES:** To share the experience of Balanced Scorecard implementation study in the Lisbon Faculty of Medicine Library. Balanced Scorecard help Libraries and Librarians to deal with this challenge of implementing and communicate their strategies as a conceptual framework for translating its mission and objectives into a set of performance indicators distributed among their four balanced perspectives of strategic priorities.



**METHODS:** Through the Balanced Scorecard, the Libraries are able to monitor its current performance and its efforts to support teaching, learning and research activities, improve customer services and provide an environment in which all the team should be motivated to develop their skills, and identify emerging issues.



**CONCLUSION:** Strategy helps bring life to Mission, Values and Vision, but on its own will not transform the Library. Only through the execution of the strategy will the results be accomplished.