



Teresa e Alexandre Soares dos Santos Library

This Action Plan 2021-2022 aims to guide us in the development of our services while working as a team, collaborating and co-creating. It also aims to show our community what we intend to do for the next two years.

This Action Plan should be a work in progress and should be improved with inputs from students, faculty, and the school's partners.

Aligned with the school's strategic plan, the Library hopes to conquer its space as a key service in support of research.

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Introduction

The Importance of Open Science in Academic Libraries

Academic Libraries have an important role in supporting Open Access and Open Science.

Open Science is defined as an umbrella term that involves various movements aiming to remove the barriers for sharing any kind of research output, but libraries' focus is usually placed on Open Research Data and Open Access to scientific publications.

As stakeholders, Libraries spread the word about the value of sharing research and opening data and research results.

The academic library in a world of fake news

The increasing availability of information shifts the core business of a library. Now we do not provide just knowledge, but we must guide our community through relevant and reliable information that is freely available. In a world of fake news, libraries can educate on the tools to navigate through a sea of information and better choose and analyse the available sources.

Research support

The Teresa e Alexandre Soares dos Santos Library not only promotes access to reliable research, but it also provides tools for researchers to promote their work and manage their research outputs. The Library has the knowledge to help researchers share their scientific results, publications, and data.

The Teresa e Alexandre Soares dos Santos Library manages the school's research output and guarantees that Open Access policy mandates are executed through the University's Institutional Repository.

The Covid-19 pandemic is forcing the shift to digital and Libraries are leading this movement. Covid-19 will force us to keep our physical space contained and with no in-person events, but in 2022 we will be prepared for new activities.

Teresa e Alexandre Soares dos Santos Library in 2021–2022

Since August 2018, the Library has been adapting its procedures, adjusting them to new technical demands, architectural challenges, and physical space.

In 2021 and 2022 work will continue to increase the diversity and quality of services provided to students, faculty, and staff, fostering collaboration and innovation.

To effectively reach these objectives a focus will be given to the personal growth and development of staff.

To achieve the level we aspire to, we need to have a team with technological and digital skills, knowledge in Open Science, Open Data, Metadata and Scholarly communication.

To host seminars and other events we need a space that respects the silence our students need and expect in a Library. The school has plans to build an additional events room.

Three Strategic goals

In 2018 we defined the strategic goals for the *Library of the Future* aligned with the school's strategy. These goals will guide us through the next two years and are presented in concrete actions for the future:

1. Supporting users in access to and screening of information in an era of Open access while pushing forward Nova SBE's knowledge.
2. A living library, home to the debate of ideas.
3. A modern and interdisciplinary, digitally enhanced collection of widely accessible resources towards digital transformation.

Strategic goal 1 Supporting users in access to and screening of information in an era of Open access while pushing forward Nova SBE's knowledge.

Open access (OA) refers to free, unrestricted online access to research outputs and Science. People still come to the Library with their questions, but we propose to offer more: additional training, interactive events, and workshops to improve their skills. The Library will act as a facilitator, enabling students and faculty to make Open Science a reality.

The Library team can help in decision-making on publication and dissemination strategies, but after publication, it is important to understand the impact of that publication for the scientific community and society. This can be done using traditional methods, such as citations in academic publications, or by using *altmetrics*¹.

Libraries can transform the user's experience. A key player in helping students to navigate a chaotic sea of information the Library needs to make a shift to the place (physical and digital) for improving discussions and stimulating change and creativity.

Key action 1 – Collaborate with the Research Office in proposing and discussing with faculty an Open Science Policy for the school, aligned with international best practices. Making Nova School of Business and Economics one of the first schools to have an Open Science Policy.

Key action 2 - Make knowledge easier to find. PURE, our Current Research Information System (CRIS) enables researchers to document all kinds of results by themselves, but the library can help make these results visible to a wider audience, especially if they have an appropriate open licence that allows the deposit in the University's Repository and the compliance with national and international funding bodies' open access policies. The Library ensures that these results are

¹ Altmetrics are metrics and qualitative data that are complementary to traditional, citation-based metrics. They can include (but are not limited to) peer reviews on Faculty of 1000, citations on Wikipedia and in public policy documents, discussions on research blogs, mainstream media coverage, bookmarks on reference managers like Mendeley, and mentions on social networks such as Twitter.

accompanied by the right metadata because these play an important role in selecting and filtering search results.

Key action 3 – Curate the information available in the University's Institutional Repository – Run – to provide insight into the School's research output and strengthen this platform for open and findable research.

Key action 4 – Create a training programme for students on research methodologies and how to use the library's resources.

Key action 5 – Create an “office” to support faculty with the necessary culture shift to better understand open access and how to make the right choices to share their research and reach their target audiences. This can be helping with bibliometrics and *altmetric* indicators, indexed and high impact journals, how to publish open access and how to comply with the requirements from funding bodies.

KPI 1 – Number of one-on-one sessions with faculty to promote open access.

KPI 2 – Number of one-on-one sessions with students (Masters and PhD)

KPI 3 – Nova SBE's Open Science policy.

KPI 4 – Number of articles published in open access in UNL's Repository.

KPI 5 – Number of downloads from UNL's Repository.

Strategic goal 2 A living library, home to the debate of ideas

Openness and inclusiveness are at the core of Open Science. Traditionally, libraries provided knowledge for incomers in a physical place, but today this is not enough. The library must promote discussion, visibility for research and foster collaborative work between academia and society. Citizen science should be promoted, a collaboration between the community (including younger students) and researchers strengthens the co-creation of knowledge and social innovation.

Key action 1 – Partner with high schools and public libraries from Cascais and Oeiras Municipalities to create a network of information not only for college students but for the nearby community that seeks knowledge and taking part in building the future.

Key action 2 – Partner with Knowledge Centres to host and collaborate in organizing seminars for the SBE community. Share what KC's are doing in small talks at the library or online events available to Nova SBE students, but also high schools from Cascais Municipality.

Key action 3 – By collaborating with national and international partners we propose to host seminars and workshops on Open Science, Open Peer-review, Open Publishing services, Research Data Management, Data Management Plans and Open Access in H2020.

Key action 4 – Provide a platform for student talks. Be open to partner with students who have a project or idea they want to share with their peers. Create a space for open peer collaboration.

Key action 5 – Promote Master students' seminars on ethical business (Ethical Business Seminar Series), women in business (Women in Business Seminar Series), diversity and social inclusion.

KPI 1 – Number of visitors (internal and external).

KPI 2 – Number of external requests to our resources

KPI 3 – Number of workshops and training sessions organized (internal and external)

KPI 4 – Number of events organized.

Strategic goal 3 A modern and interdisciplinary, digitally enhanced collection of widely accessible resources towards digital transformation

Libraries are a place of education and information, now and in the future. Changing the tools to access that information or the ways to help students achieve their individual goals does not change the fundamental reason a library exists. We must evolve and provide new services and spaces, but users still need to feel at home and in a safe and protective environment.

Academic Libraries are often specialized in one or more subject areas, but interdisciplinary collections are fundamental to knowledge creation, discussion, and scientific breakthroughs.

Libraries are moving to digital but to make this cultural switch it is important to know the users, their needs, and their goals. User experience studies are fundamental to know the direction to take in this digital transformation, we need to know our operation, improve our processes, and know our users.

Key action 1 – Keep reviewing and weeding our collection by starting a discussion with faculty from different areas. Actively seeking collaboration with new faculty and scientific coordinators for new Masters' programs to better match the needs of students in these new areas.

Key action 2 – Planning a new and interdisciplinary collection starting with history, ethics, and philosophy.

Key action 3 – Foster innovative and impactful thinking in our core areas through the availability of resources on related global issues (climate change financing, economic development, public services management, etc.).

Key action 4 – To better assist our community and create an impactful service, we propose to start a user experience study at the Library from 2021 to 2022.

Key action 5 – Actively seek a technological solution to help students to better navigate through the numerous electronic resources subscribed.

KPI 1 – Increase the percentage of budget spent on electronic resources.

KPI 2 – Increase the percentage of books and eBooks on thought-provoking themes.

KPI 3 – Number of sessions to electronic resources.

KPI 4 – Customer satisfaction rating.

KPI 5 – Increase the teams' productivity.

Annexes

Annex 1: Scientific & Cultural events

Host events

Every year Portuguese academic libraries host national and international events that promote discussion on trending topics, good practices, and collaborative networks. SBE Library should be a part of those networks of academic libraries, national and international.

A few examples:

- Luso-Brazilian Conference on Open Access – organized by FCT/FCCN, Universidade do Minho and host university or school (past organizers: Universidade Federal do Amazonas, ISCTE-IUL, Instituto Politécnico de Viseu, Universidade de Coimbra);
- National Higher Education Libraries meeting – organized by Associação Portuguesa de Bibliotecários, Arquivistas e Documentalistas and host School Library (past organizers: ISPA-Instituto Universitário, Universidade de Aveiro, Universidade do Porto e Universidade de Coimbra);
- European Business Schools Librarian's Group annual general meeting – organized by the host Business School Library (past organizers: EADA, ESADE and IESE from Barcelona, University of Turku Finland, the University of Strathclyde in Glasgow, Scotland, Singapore Management University, etc.)
- Fórum de Gestão de Dados de Investigação – organized by SECTES, FCT/FCCN, Universidade do Minho and host University/School.

Partnering with the Research Office we propose to host the 2022 Research Data Management Forum, an event that brings together researchers, digital repository managers, librarians, data curators, data centre managers, data scientists, research funding organisations and research networks.

Exhibitions

FCT Library (Faculdade de Ciência e Tecnologia) is well known, nationally and internationally by their cultural activities and exhibitions. Since the beginning of their cultural program, they partnered with museums and artists to promote new and established names. FCT Library is willing to collaborate with our Library and although our building is not prepared to show paintings the space is excellent to show standing pieces like the work of Álvaro de la Vega³ and others.

³ https://issuu.com/bibliotecafctunl/docs/catalogo_e_pau_pedra_maquete

Annex 2: (preliminary) Annual Report 2020

2020 has been one of the most challenging years to universities and academic libraries. Restricting access to the physical space appears to take purpose out of a Library but Academic Libraries are already very much off-campus and in a virtual space. This past year we invested in this digital shift and below is preliminary information on our 2020 activities.

New Library website

March 13 the new Library website was launched with a new look aligned with the school branding. The new website intended to be easier to navigate and a platform for the Library to better communicate our services.

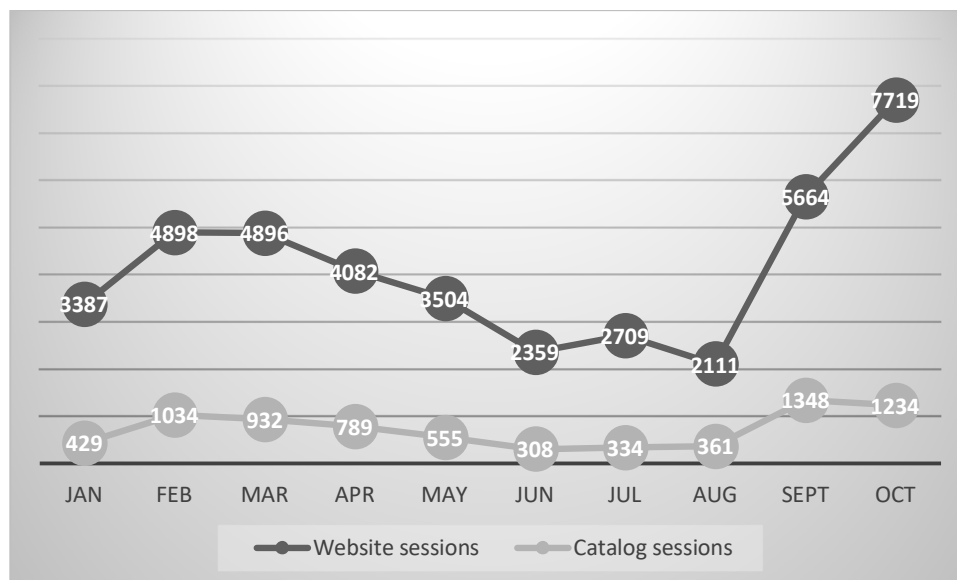
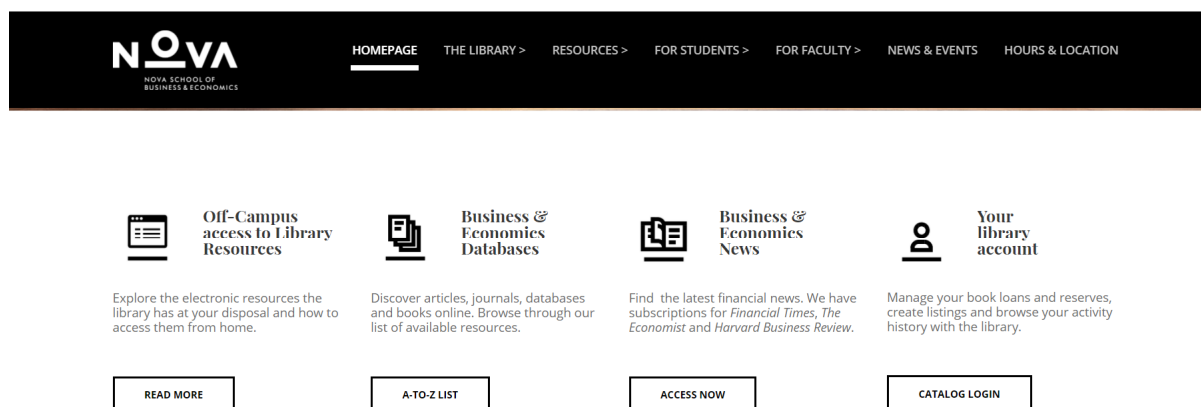


Chart 1 – Website and Catalog sessions from January to October

Off-campus access to electronic resources

The Library provides off-campus access to its electronic resources via EzProxy (OCLC) since 2014. This service allows students, faculty, and staff to have the same experience on, and off-campus.

In August 2020 we moved to OpenAthens, a new authentication system that provides granular statistics and complies with all the security requirements.

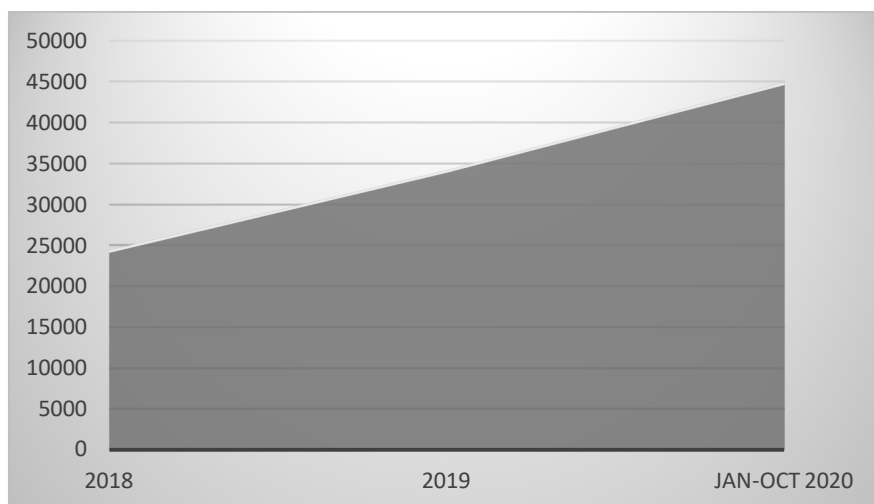


Chart 2 – Number of sessions per year (2020 includes preliminary information)

With the lockdown, additional measures were taken to ensure access to more traditional resources like Bloomberg and EIKON (Refinitiv). Off-campus access was negotiated with both suppliers, and individual licenses were created for every student who requested access.

Collection development

With Covid-19 conservative publishers opened their catalogues and allowed libraries to buy their titles in electronic format (eBooks). Academic Libraries all over the world took this opportunity to buy more eBooks especially manuals and handbooks, usually off-limits to libraries.

Universidade Nova's Institutional Repository – RUN

The Library is responsible for updating the School's research output in Pure and ensuring that authors comply with open access requirements from national and international funding bodies. Validated outputs with full text are exported to RUN and harvested by national and international repositories and European projects like OpenAIRE.

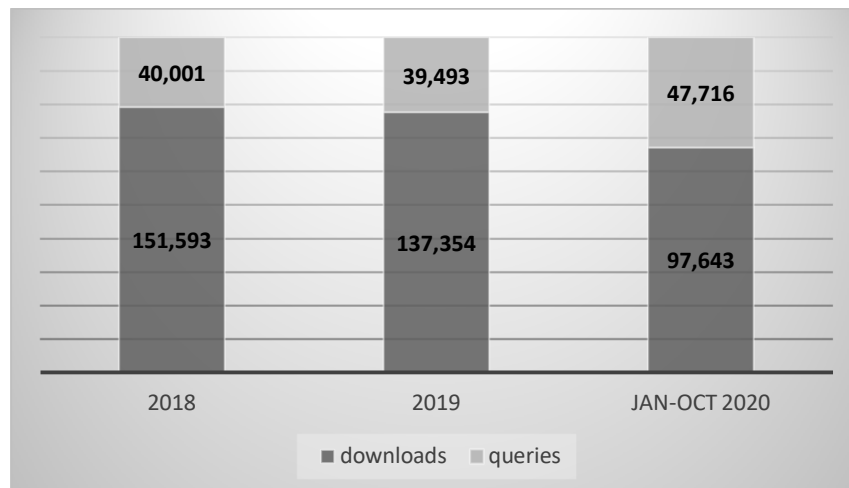


Chart 3 – Number of downloads and queries per year (2020 includes preliminary information)

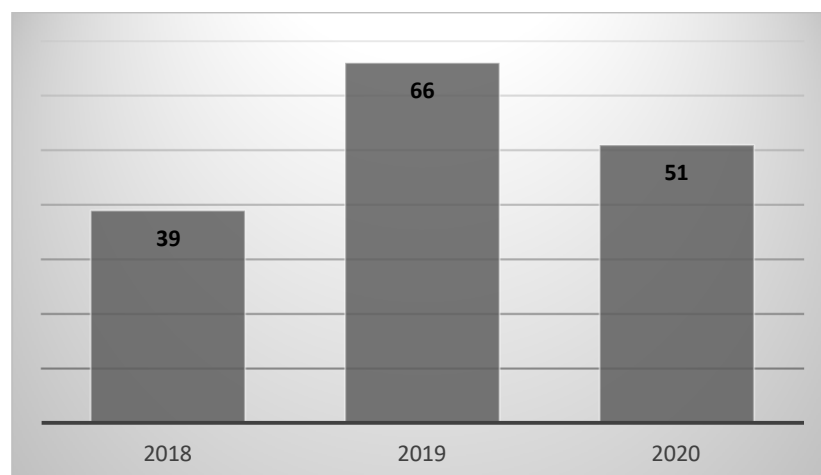


Chart 4 – Number of articles exported from Pure per year.

Final notes

Library Rules and Regulations were approved by the Executive Committee.

A complete inventory was done while the Library was closed (May-August 2020) and a final report will be added to the 2020 Annual Report.