



Teresa e Alexandre
Soares dos Santos
Library

Report 2021

The Action Plan 2021-2022 guides the library in the development of 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. The 2021 Report reflects the beginning of this journey.

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

Contents

Teresa e Alexandre Soares dos Santos Library in 2021.....	2
The Library's Strategic goals.....	2
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.	2
Strategic goal 2 A living library, home to the debate of ideas	3
Strategic goal 3 A modern and interdisciplinary, digitally enhanced collection of widely accessible resources towards digital transformation.....	4
Annexes.....	5
Annex 1: Budget 2022	6
Annex 2: Statistical Report 2021.....	8

Teresa e Alexandre Soares dos Santos Library in 2021

2021 continued to be a year conditioned by the pandemic of Covid-19. Our actions were limited, and our space was open to the public only for 147 days.

We worked as a team to provide the best service to those who kept coming to Campus and to all those students who were away and that reached out to us by email or phone.

Our focus to improve and expand off-campus access to resources was crucial to guarantee a great experience for students and faculty and that is noticeable in the number of sessions and downloads from our electronic resources.

We kept working on staff's personal growth and development and increased the moments for communication, sharing achievements and difficulties, aiming to find solutions as a team.

We are still looking to strengthen the team with elements that have strong technological and digital skills, knowledge in Open Science, Open Data, Metadata and Scholarly communication.

The Library's Strategic goals

The strategic goals defined in our Action Plan 2021-2022 guided us through this past year and will continue to guide us through 2022.

Below we will demonstrate what we did in 2021 and the path we still have in front of us.

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.

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 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.

Achievements

KPI 1 – Number of one-on-one sessions with faculty to promote open access | A lot is yet to be done with the faculty. **Together with the Research Office team we helped a few faculty members** to navigate through the meanders of Open Access and Open Publishing, we helped with APC related questions, but we still haven’t proactively contacted faculty for one-on-one sessions.

KPI 2 – Number of one-on-one sessions with students (Masters and PhD) | **9 master’s students reached out** for one-on-one sessions seeking help with research methodologies and referencing.

KPI 3 – Nova SBE’s Open Science policy | **On-going** work.

KPI 4 – Number of articles published in open access in UNL’s Repository | **51 articles** with open access

KPI 5 – Number of downloads from UNL’s Repository | **247.516 downloads** (58% increase compared to 2020)

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

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 takes 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 KCs 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 partnering 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.

Achievements

KPI 1 – Number of visitors (internal and external) | The **number of visitors decreased** and reached a minimum of 28% of the number of visitors in the pre-pandemic period. This was due to the number of closing days.

KPI 2 – Number of external requests to our resources | **35** requests

KPI 3 – Number of workshops and training sessions organized (internal and external) | **16** training sessions and **425** participants.

KPI 4 – Number of events organized | **3 events** in collaboration with KCs and a student club.

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

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 better navigate through the numerous electronic resources subscribed.

Achievements

KPI 1 – Increase the percentage of budget spent on electronic resources | **10%** increase in electronic resources

KPI 2 – Increase the percentage of books and eBooks on thought-provoking themes | **140%** increase

KPI 3 – Number of sessions to electronic resources | **164,012** OpenAthens sessions (double the number of 2020 sessions)

KPI 4 – Customer satisfaction rating | Satisfaction of students was **good overall** but in 2022 we will be working on a survey for students and faculty.

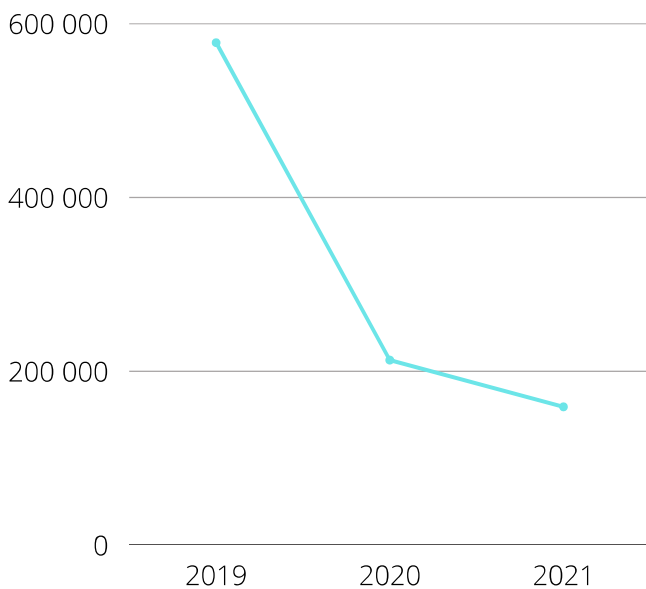
KPI 5 – Increase the teams' productivity – the productivity from 2020 was maintained.

Annex 2: Statistical Report 2021

The number of visits to the library decreased in recent years, with 2021 presenting a total of 159,016 visitors to the library, approximately 28% of the number of visits obtained in the pre-pandemic period.

Visitors

Total visitors (2019-2021)



Days open

Days the library was open (2019-2021)

Year	Days open
2021	147
2020	86
2019	245

If in 2020 the observed drop was mainly due to a lower number of open days, this correlation is not so clear in 2021. As we can see in the table, there was a 60-day increase in open doors.

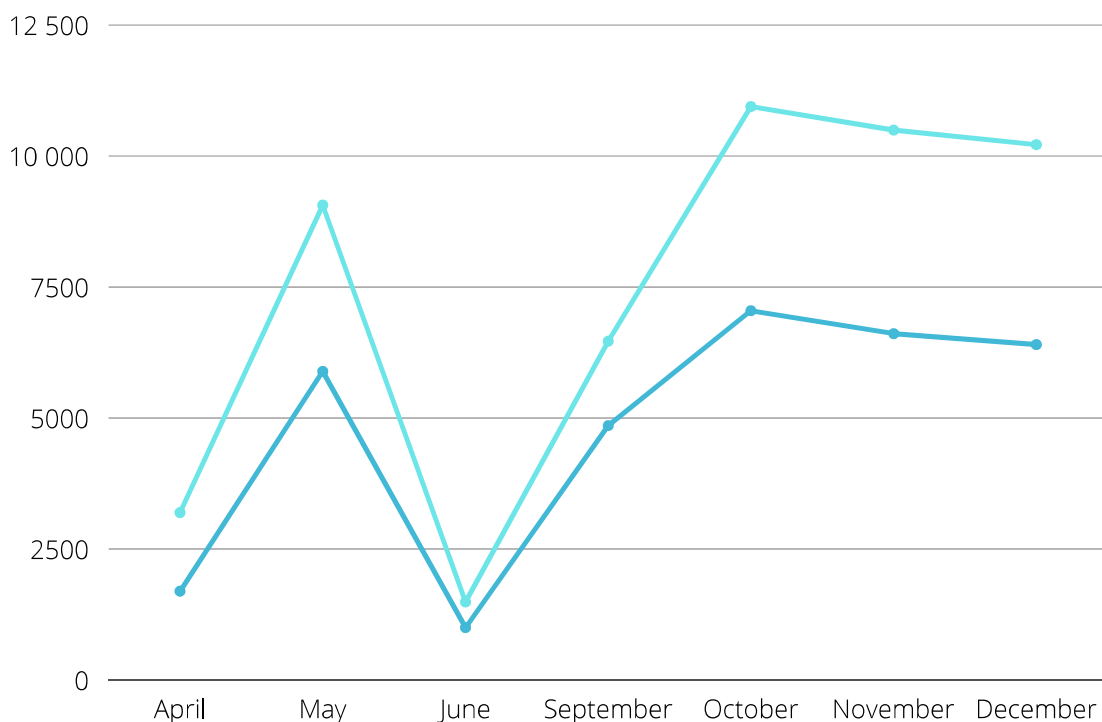
However, other factors that may have contributed to this reduction should be noted, such as greater fear of users regarding closed spaces, the higher offer of online classes that do not imply a return to campus or even the exclusive access to members of the NOVA SBE community to the library.

In 2021, the library started using LibCal, to control the use of seats. This upgrade allows not only for better management of the flow of library users, but also the identification of transmission chains in case of confirmed users with covid-19.

This was already a request from the NOVASBE community. Through the system, the user can book a seat up to 1 week in advance.

Bookings

Total Bookings (April-December 2021)



The system requires the user to book the space and conclude with a check in, which ensures that the seat reservation is confirmed.

The graph shows greater use of the reservation system, reaching approximately 11,000 reservations per month at the beginning of the new school year.

There are problems with the check-in procedure. Approximately 40% of users do not complete the booking procedure.

HUMAN RESOURCES

The evolution of the number of human resources allocated to the library shows a slight decrease, with the loss of 3 jobs in the last 3 years.

Human resources

number of human resources
in 12/31 (2019-2021)

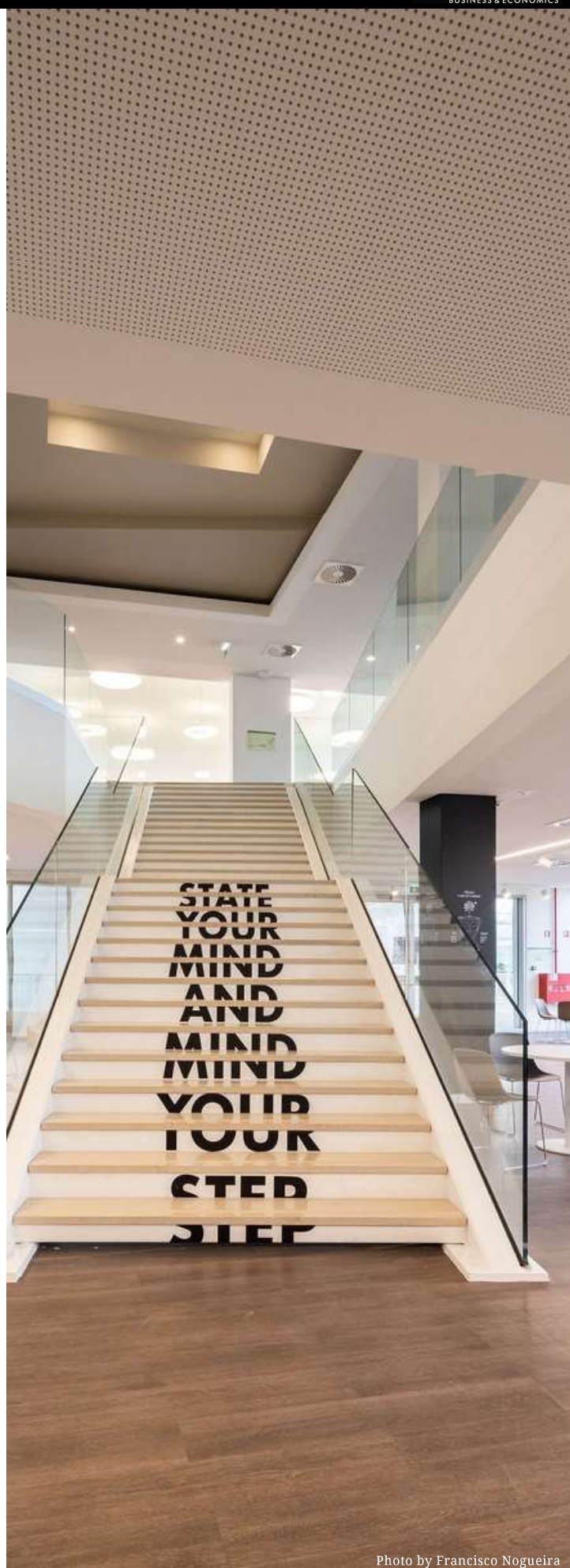
Year	Human resources
2021	5
2020	6
2019	8

The library once again has a resource more related to the user experience and starts the year 2022 with the opening of a new procedure with characteristics more related to open science, data management, user training and science communication.

Library team

Name and position of library team

Head librarian	Susana Lopes
Ux librarian	Thiago Cunha
Acquisitions librarian	Hermínia Martins
Assistant librarian	Filomena Santos
Circulation	Fátima Antunes



FINANCIAL RESOURCES

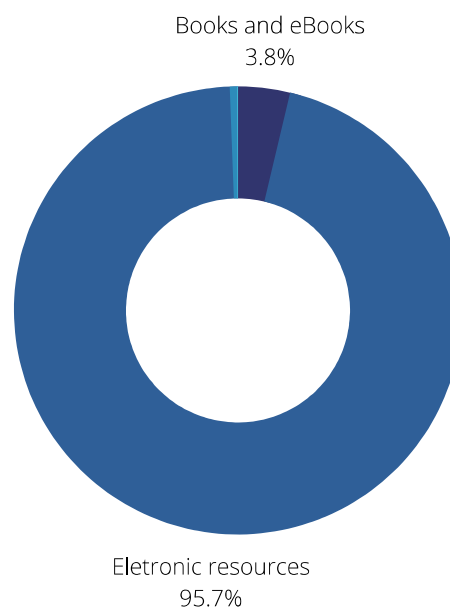






Photo by Francisco Nogueira

In terms of financial resources, the year 2021 reveals a major focus on electronic resources, which has been a trend in the library's investment in information resources, and which assumes significant importance in the context of the last two years, closely linked to the experience of remote access for users.

Financial resources

Financial resources (2019-2021)



Description	Expenses
 Books and eBooks	€ 30 798
 Eletronic resources	€ 784 729
 Software	€ 4 200
 Membership costs	€ 570

Open spaces

- 1 big reading room (2nd floor) and
 - 1 small reading area (1st floor);
 - 1 computer area (1st floor);
 - 1 informal reading area (1st floor);
 - 1 “nap” room (1st floor);
 - 1 balcony (2nd floor) with 136 m².
- 452** seats.

Group study room

- 8 group study rooms (groups of 8) that were booked a total of 1,560 hours.

Equipment

- 2 self-loan machines
- 1 self-return machine

Backoffice

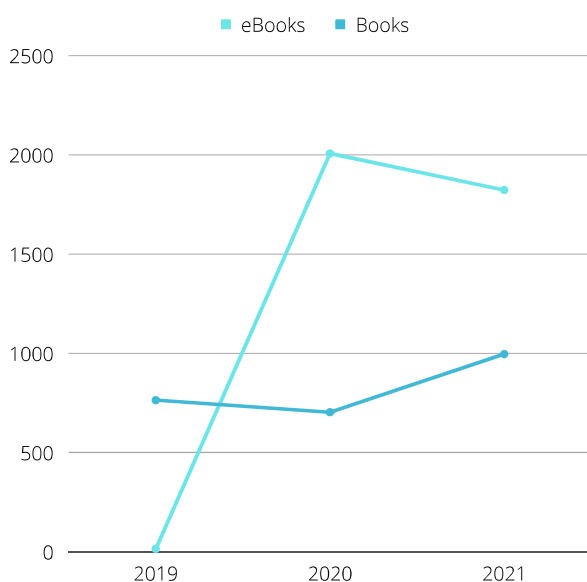
- 1 open space area
- 1 office
- 1 deposit area (0 floor)



The evolution of the library's collection reveals a greater investment that has been made in digital resources, already evidenced in the analysis of financial resources.

Cataloguing by document type

Total cataloguing Books & eBooks (2019-2021)



The graph presented reveals significant growth in the cataloguing of ebooks in the last two years. The acquisition of eBooks has been a priority for the library, and has proved to be an asset for users in the context of the restrictions imposed by the covid-19 pandemic, thus allowing remote access to bibliography.

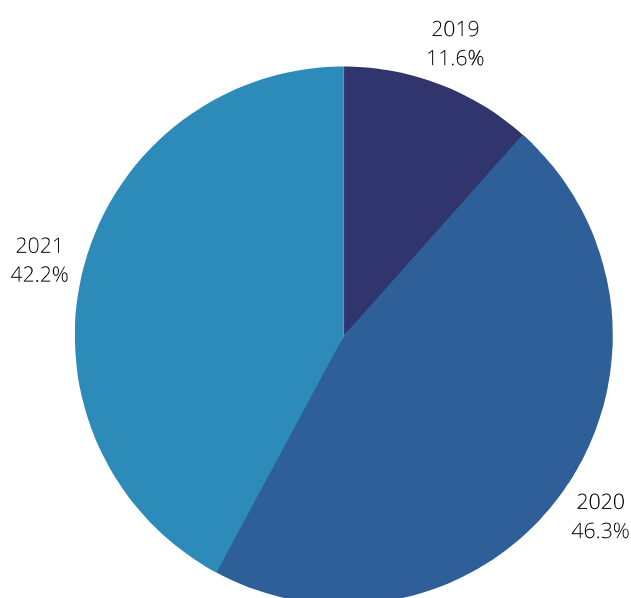
In 2021, there is also an increase in the number of books included in the library's collection. This particularity is related to an intense effort by the library team to add donated books, which were in deposit, thus allowing the growth of the collection with several works of interest to the school.



Cataloguing in the library remained at the same level as in 2020, with approximately 2700 records processed. The increase in productivity in years with fewer days open to the public highlights the impact that the time dedicated to customer service has on the development of other team activities

Cataloguing

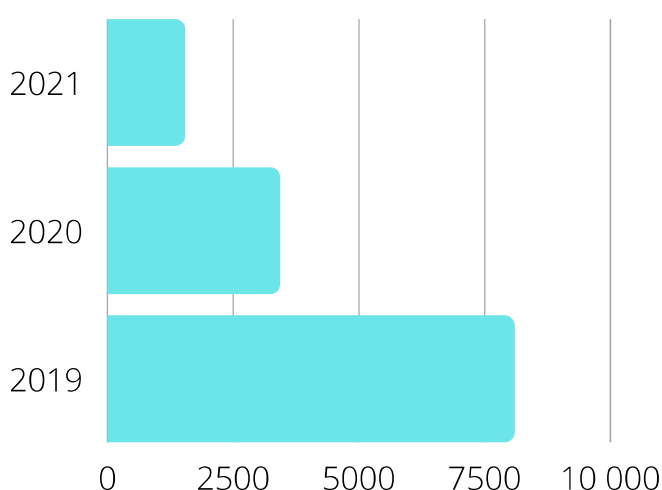
Total cataloguing (2019-2021)



The number of book loans in the library has been decreasing annually, also justified by other factors already mentioned above by the restrictions on access to the physical space of the library, and the increase in the digital offer.

Loans

Total loans (2019-2021)



In December, the team developed a task force to increase the number of works catalogued in the year in question. In an intense and entirely dedicated effort to cataloguing books and eBooks, it was possible to process approximately 1300 books, about half of the annual cataloguing.

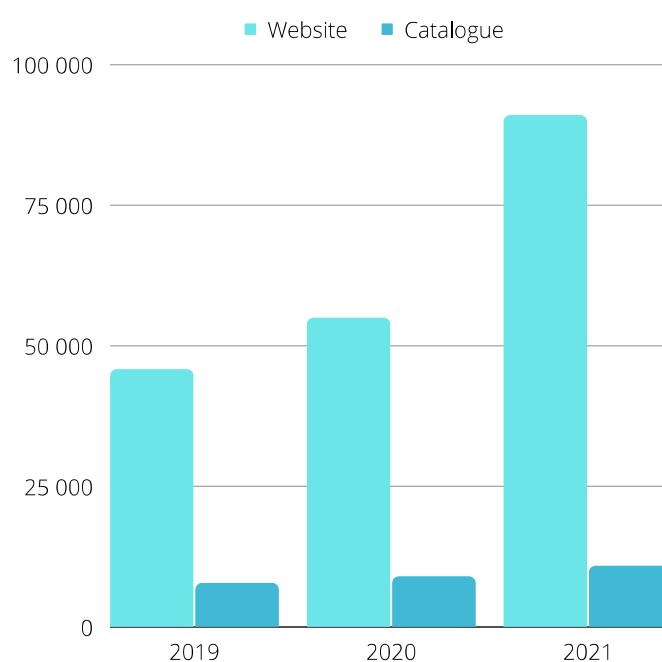


In 2021, the number of accesses to the library's website and bibliographic catalogue continued to grow.

This growth, namely of the website, shows, on the one hand, greater interest in library resources, emphasized by the fact that most accesses are related to access to databases such as Orbis, Sabi, Passport or Statista, but on the other hand, to the effort to produce content to support teaching activities, such as pages dedicated to citation styles and academic writing, or news created by the library.

Access to Website and catalogue

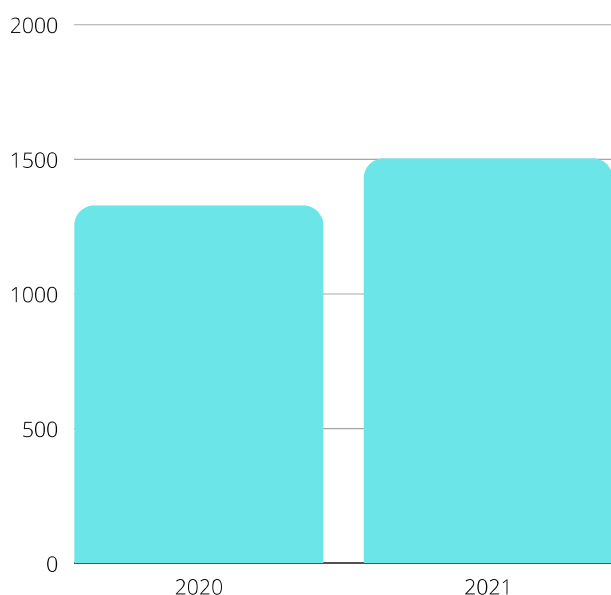
number of sessions (2019-2021)



In 2021, the use of electronic resources intensified again, in a trend that had already been seen in the previous year. Only Ebsco eBook collection, Econlit, Marketline and OCDE show a decline compared to the pre-pandemic period.

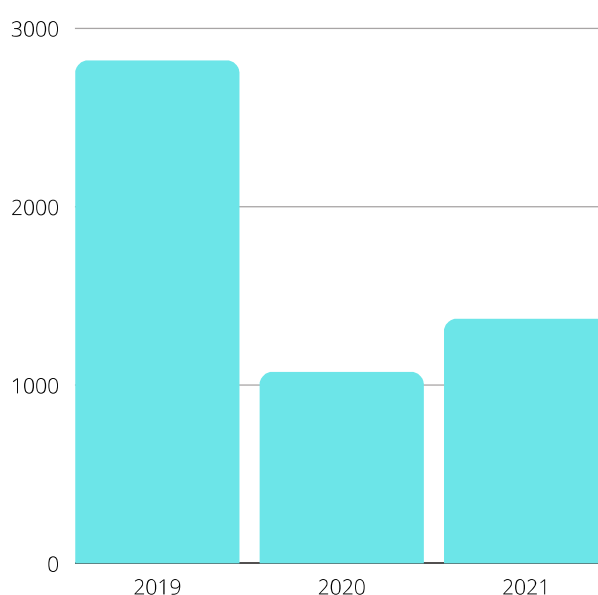
DSI - ALL that Stats

Total sessions (2019-2021)



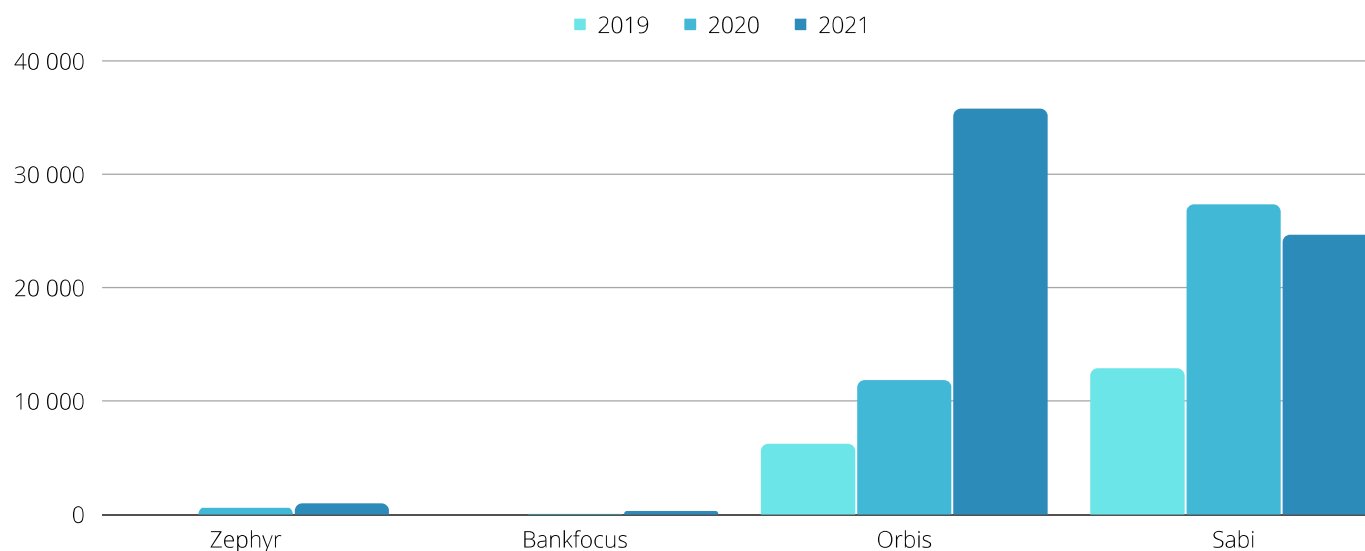
Marketline

Downloads (2019-2021)



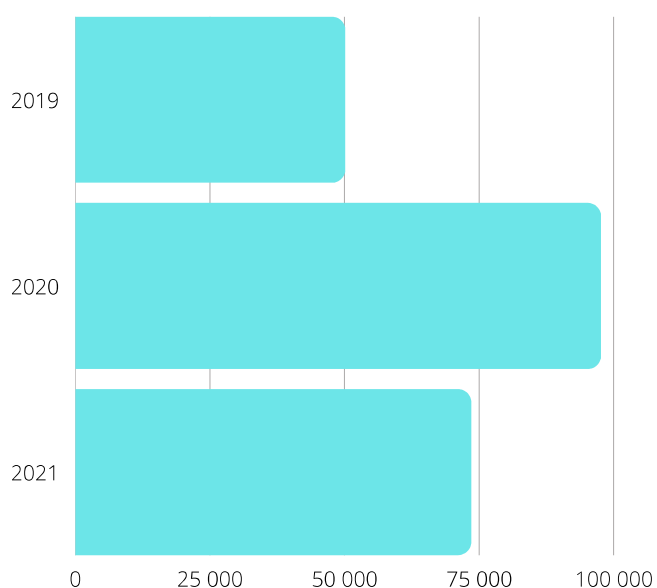
Bureau van Dijk databases

Total sessions (2019-2021)



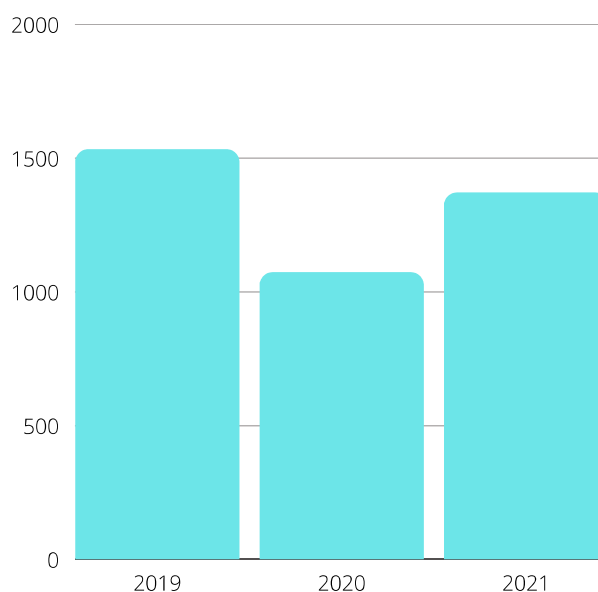
Statista

Counter 4 (BR2) - Successful section requests (2019-2021)



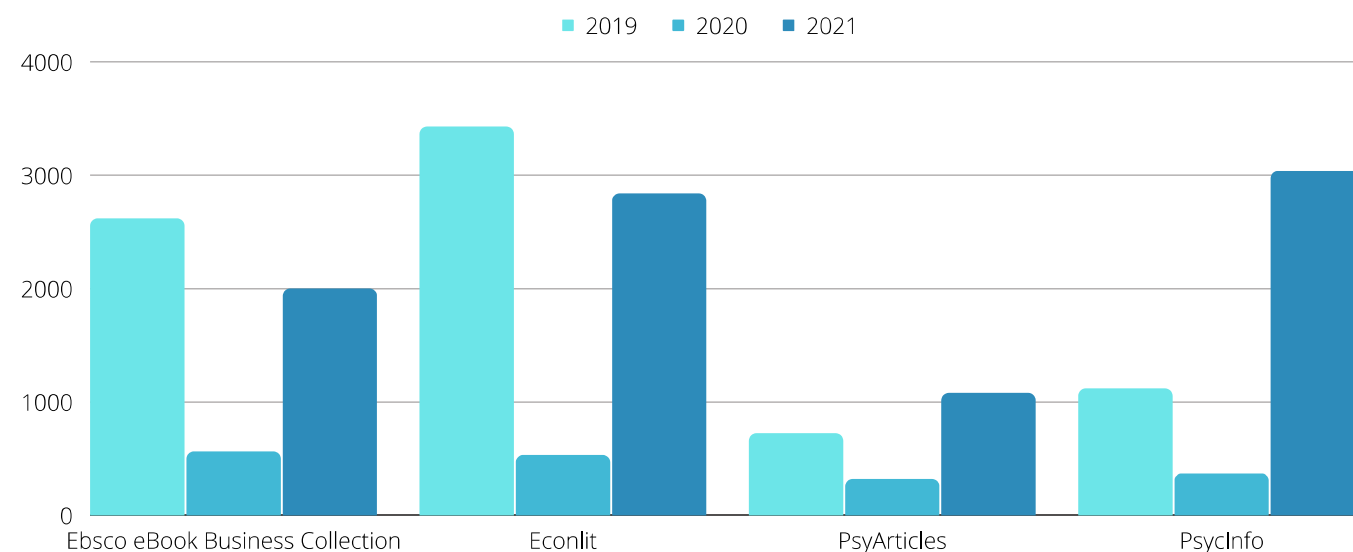
OCDE

Counter 4 (JR1+BR1+BR2) - Journal and book requests (2019-2021)



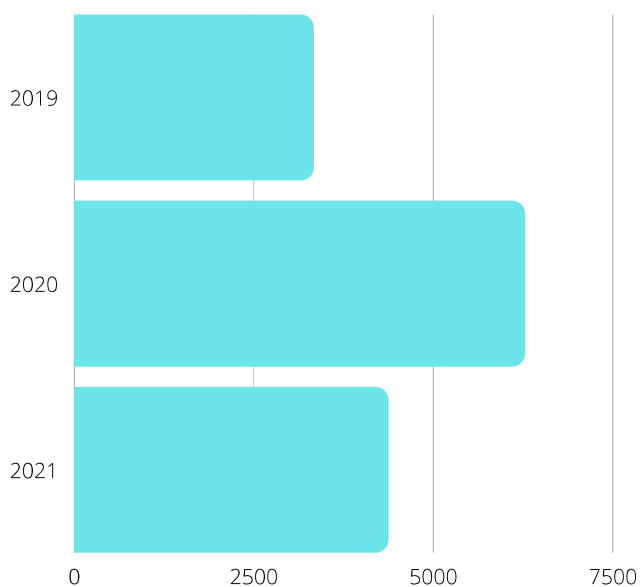
Ebsco databases

Total fulltext request (2019-2021)



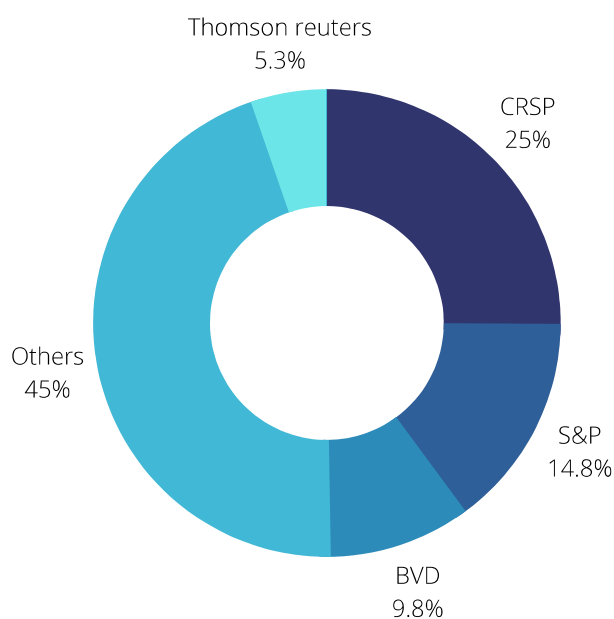
WRDS

Total searches (2019-2021)



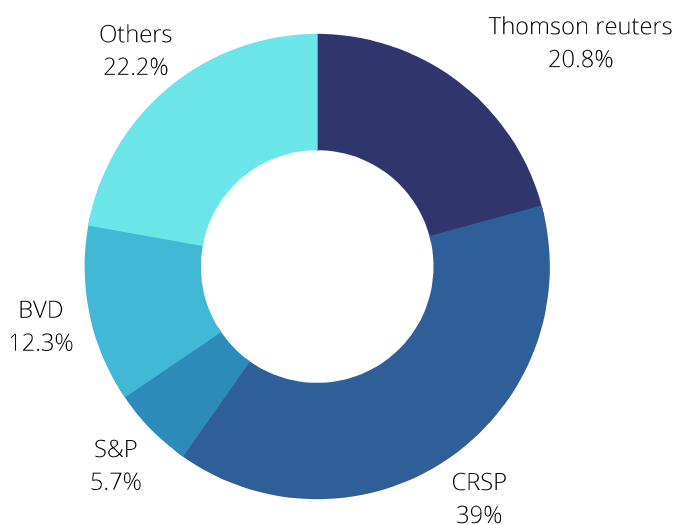
WRDS products

Times accessed (2021)



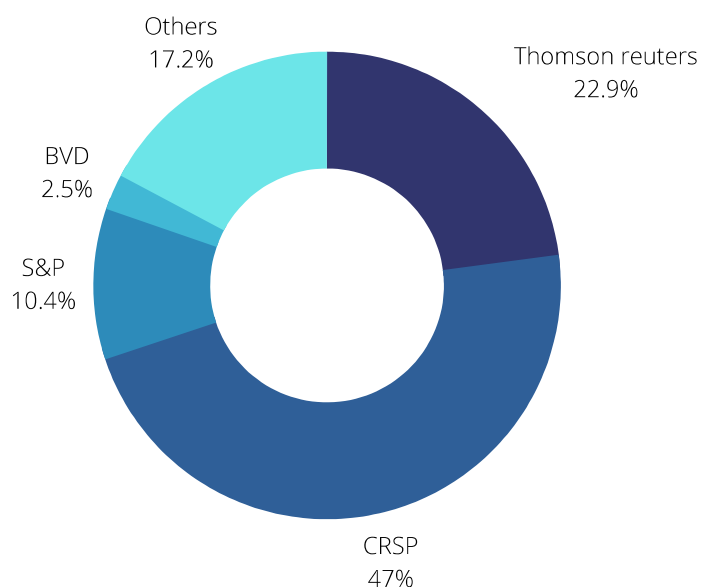
WRDS products

Times accessed (2019)



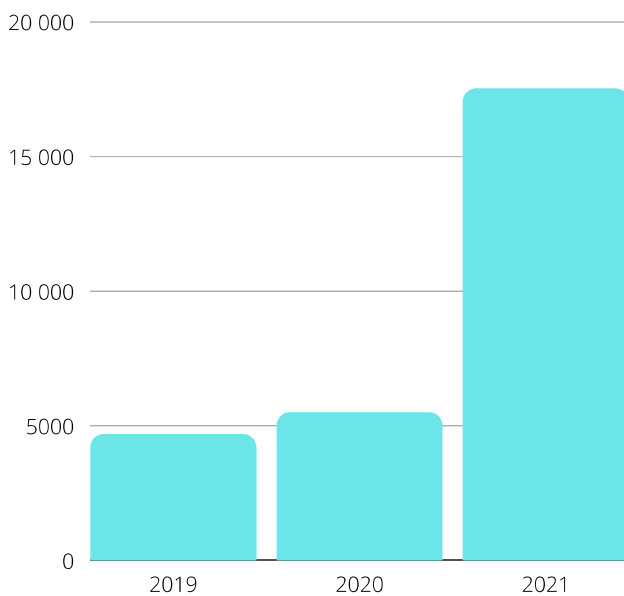
WRDS products

Times accessed (2020)



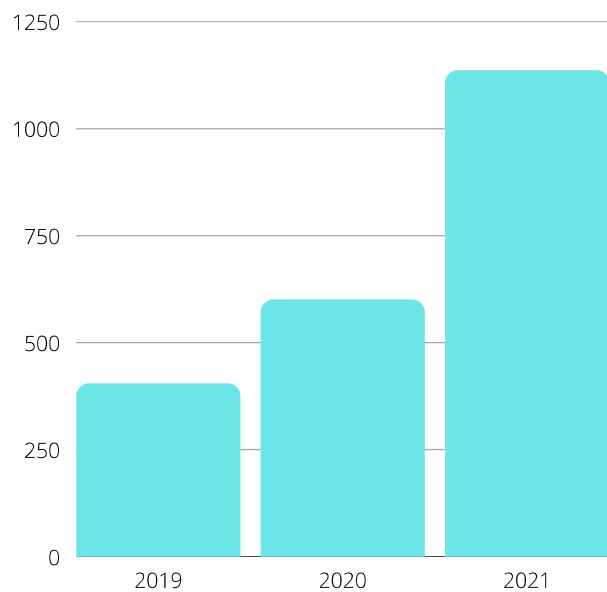
EMERALD

Downloads per Journal title (2019-2021)



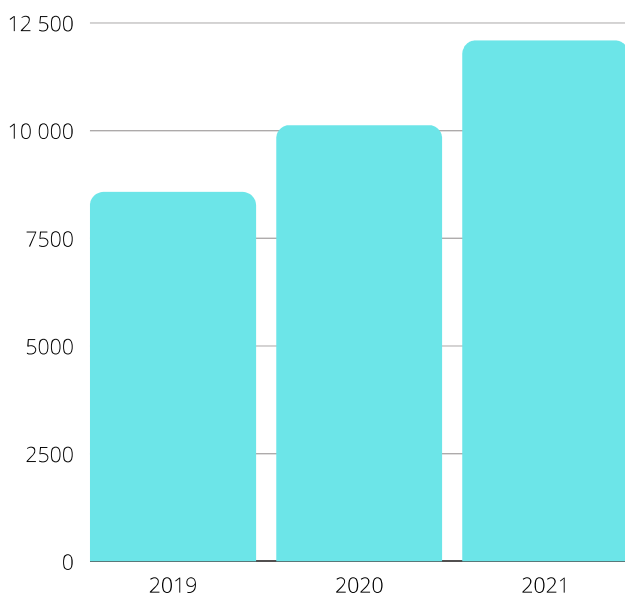
American Economical Association

Counter 4 (JR1) - Successful fulltext article requests (2019-2021)



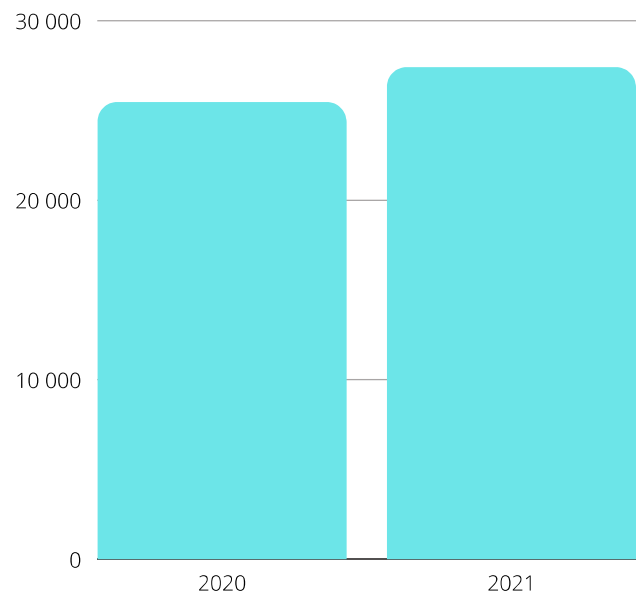
JSTOR Business I

Counter 5 - Unique item requests (2019-2021)



Euromonitor Passport

Total searches (2020-2021)



UNL's Repository

Total Download & Views NSBE community (2019-2021)

