Report 2021–2022

Teresa e Alexandre Soares dos Santos **Library**

Report 2021–2022

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. This report reflects our achievements.

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

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

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

Teresa e Alexandre Soares dos Santos Library in 2022

In 2022 the library was open for 255 days reaching pre-pandemic days and the library was at full capacity in the exams period.

For most of the year, the team was reduced to 5 elements making it impossible to pursue new areas of action. Keeping the opening hours and maintaining services was our main focus.

We continued working as a team and providing the best service to those who chose our space.

Our focus to improve and expand off-campus access to resources was rewarded in the number of sessions and downloads from our electronic resources.

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

In the last trimester of the year, we welcomed a new member that will focus on 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 these last two years and will continue to guide us in the future.

Below we will demonstrate what we did in 2021 and 2022 and also what we did not achieve and are still working on.

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 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) | In the 2nd semester of 2021 we created a new service – Library's citations lab – where master students book a librarian for one-on-one sessions seeking help with research methodologies and referencing. This service proved to be essential with over 30 bookings, individually and in a group.

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

KPI 4 – Number of articles published in open access in UNL's Repository | **117 articles** with open access from a total of 249 published articles from 2021 to 2022.

KPI 5 – Number of downloads from UNL's Repository | **512.044 downloads** from January 2021 to December 2022, with a slight increase in the second year.

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 for college students and 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 and 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 want to share a project or idea 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 visits to the library increased in 2022, presenting a total of 207,203 visitors to the library, **approximately 156% more visits** compared to the previous year.

KPI 2 – Number of external requests to our resources | **89** requests

KPI 3 – Number of workshops and training sessions organized (internal and external) | 2021: **16** training sessions and **425** participants; 2022: **31** training sessions and **682** participants.

KPI 4 – Number of events organized | **12 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 Master' 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 | **150%** increase

KPI 3 – Number of sessions to electronic resources | **321,532** OpenAthens sessions (2021: 164,012 + 2022: 157,520)

KPI 4 – Customer satisfaction rating | Satisfaction of students was **good overall**.

KPI 5 – Increase the teams' productivity – the team changed several times during the past two years but we kept doing our main tasks, exceeding our goals and maintaining productivity.

Appendix

Appendix 1: Resources for 2023

Description	Total costs (with taxes) 1,124,367
Description	**Value (w/Taxes)**
AllthatStats.com (historical statistical time series service)	1,223.85
BAD (Associação Portuguesa de Bibliotecários, Arquivistas, Profissionais da Informação e Documentação)	240.00
Bloomberg	123,000.00
Books	15,900.00
Bureau van Dijk (Orbis & Sabi)	116,850.00
Case Centre (membership)	285.00
Case Centre (case studies)	3,710.00
Study.net	3,710.00
Materials for classes (simulations and games)	53,000.00
LIBER (membership)	545.00
Compustat Global	72,570.00
CRSP Mutual funds/CRSP 1925 US Stock	43,050.00
EBSCO Business eBook Collection (not owned, subscribed annually)	2,120.00
EBSCO Individual Scientific Journal Titles	38,101.70
EconLit w/Full-Text EBSCO	6,396.04
Emerald (5 packages)	15,484.48
Euromonitor--Passport	31,670.94
European Business School Librarians Group	105.00
Extra B-On (Extra content via national consortium subscribed at UNL level--divided amongst 9 UO) includes EBSCO Discovery Service, Wiley Online, Sage Online, JSTOR e Springer Protocols	5,500.00
FT online (site license)	43,050.00
Harvard Case Study (site license w/ eBooks, Case Studies, Articles)	253,579.56
Journals by Title (Various)	5,300.00
JSTOR AAF - Business Collection I and II	848.00
Koha ILS Software	5500.00
Marketline	24,600.00
Newspapers (Reading Room)	212.00
Participation Nova SBE - PURE-UNL (CRIS PT)	2,000.00
Participation Nova SBE in B-on. (National consortium)	10,000.00
PsychInfo / PsycArticles	12,720.00
Springer eBook Business Collection	11,342.00
Springshare LibCal (room and seats reservation software)	2,460.00
SSRN	7,380.00
Statista + ecommerceDB	7,380.00
OpenAthens & Curriculum Builder	9,613.68
Refinitiv	121,770.00
WARC	7,853.55
WRDS	37,463.59
Qualtrics	12,146.20
SAS (data mining license)	1,383.75
OECD	5,043.00
Figshare data repository	14,760.00

Appendix 2: Statistical Report

USERS

The number of visits to the library increased in 2022, presenting a total of 207,203 ((entrances + exits) / 2 x 10%) visitors to the library, approximately 156% more visits compared to the previous year.

Visitors
Total visitors (2020-2022)
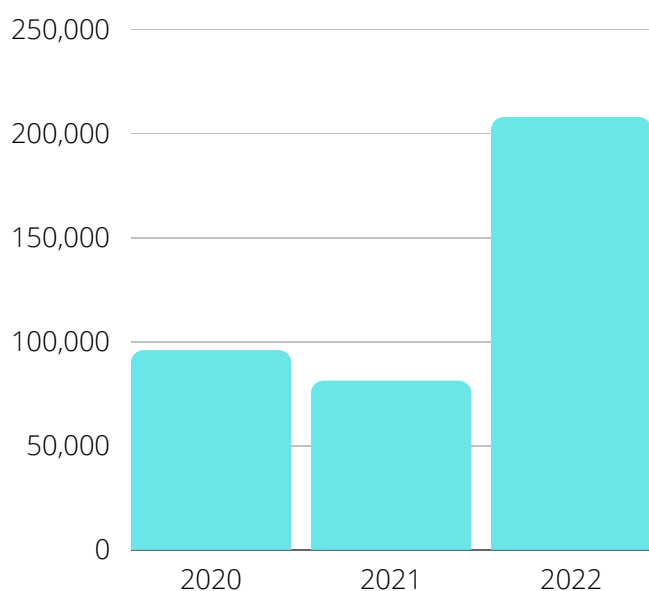
Days open
Days the library was open (2020-2022)

Year	Days open
2022	255
2021	147
2020	86

2022 is the first post-pandemic year totally free of restrictions. The library was open for 255 days, 108 days more than the previous year, which also helps to explain the significant differences in the number of visits.

However, other factors that may have contributed to this variation should be observed, especially when we consider some particularities of 2021, such as greater fear of users about closed spaces, a greater offer of online classes that do not imply a return to campus or even exclusive access to the library for members of the NOVA SBE community.

In 2021, the library started using LibCal, to control the use of seats. This was already a request from the NOVASBE community. Through the system, the user can book a seat up to 1 week in advance.

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.

Bookings

Total Bookings of seats (April-December 2021/2022)

■ 2021   ■ 2022
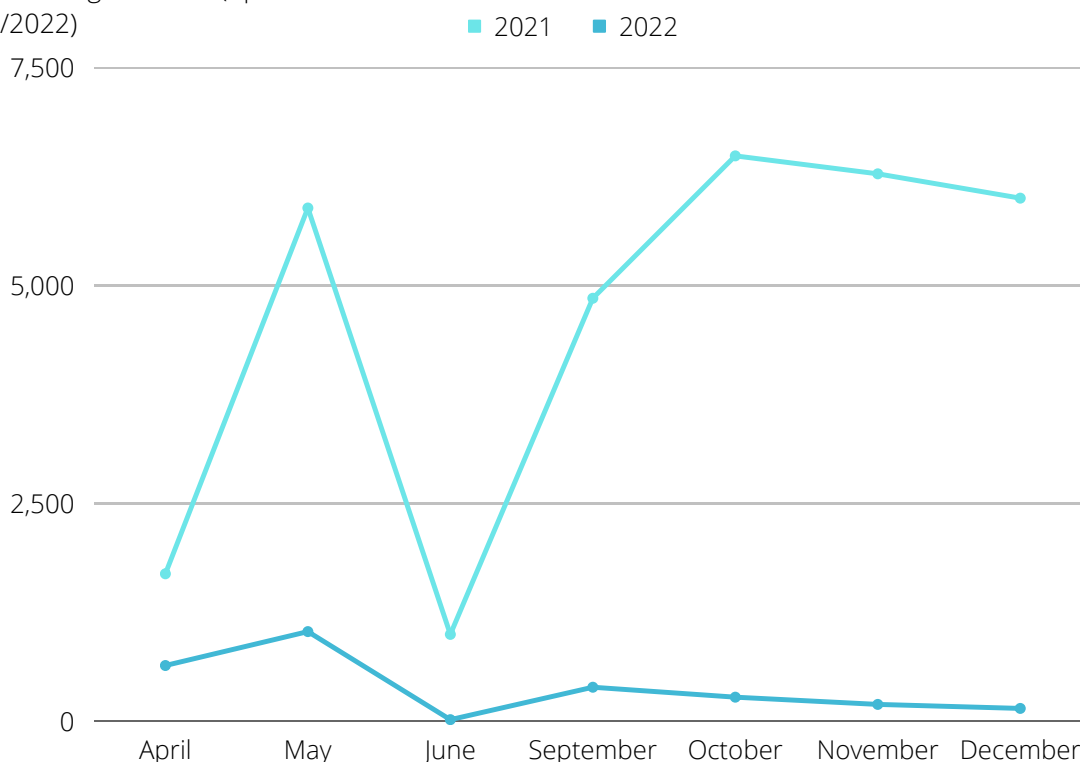
The graph shows greater use of the reservation system in 2021, reaching approximately 11,000 reservations per month at the beginning of the new school year.

These values never came close in 2022, which ended with a negative variation of -82% in seat reservations in relation to the previous year.

HUMAN RESOURCES

The number of human resources allocated to the library shows a decrease with the loss of 3 positions in the last 3 years.

Human resources

human resources by December 31.

Year	Human resources
2022	5
2021	5
2020	8

Library team

Name and position of library team

Head librarian	Susana Lopes
Ux librarian	Thiago Cunha
Pure editor	Rayanne Silva
Acquisitions librarian	Hermínia Martins
Assistant librarian	Filomena Santos
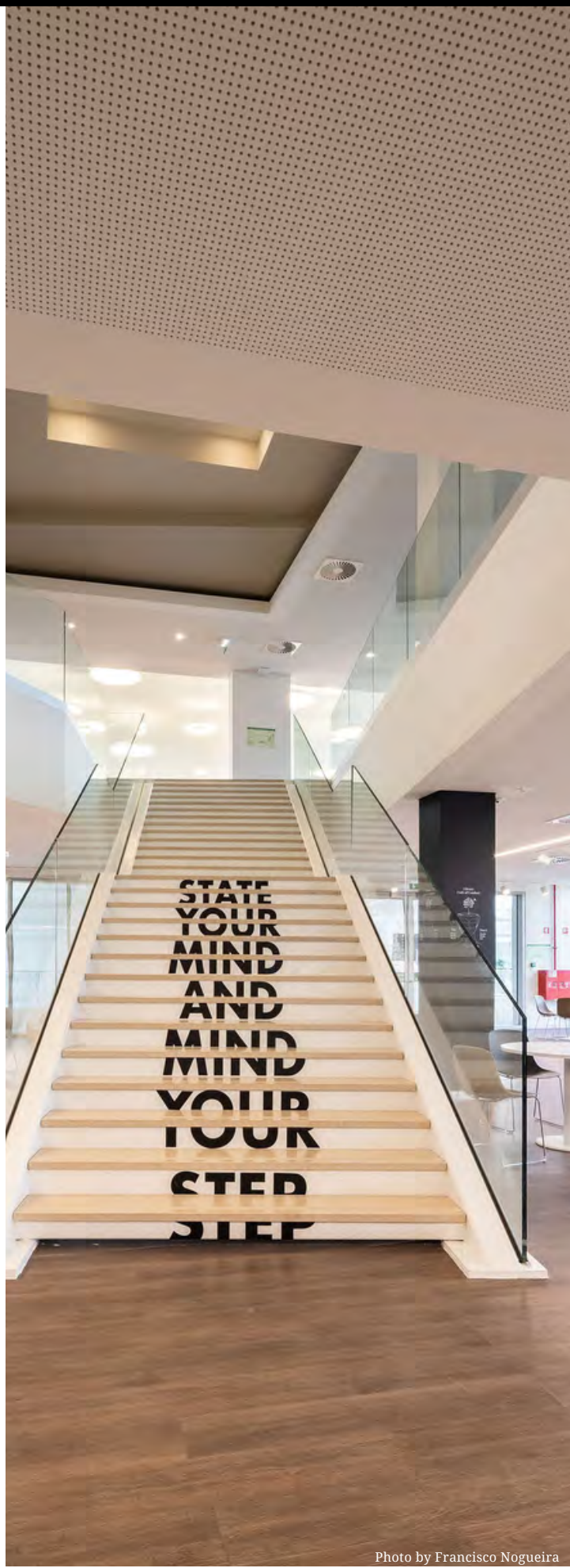
Photo by Francisco Nogueira

FINANCIAL RESOURCES

In terms of financial resources, the focus remained 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 years, closely linked to the experience of remote access for users.

Financial resources
Financial resources (2022)

Books and eBooks
3.3%

Eletronic resources
95.3%
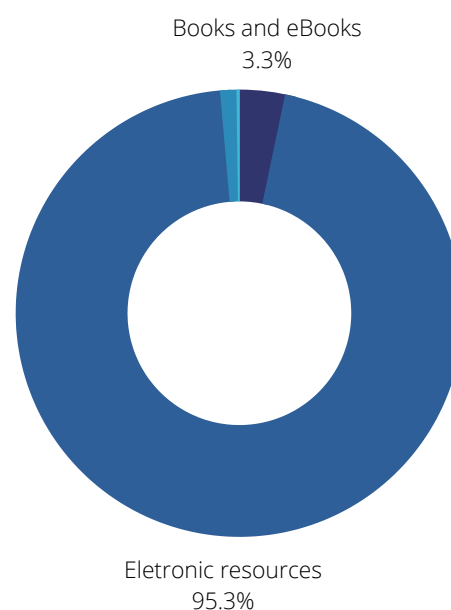
Description	Expenses
Books and eBooks	€ 14.050
Eletronic resources	€ 875.370
Software	€ 5.166
Membership costs	€ 2.401

MATERIAL
RESOURCES

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 13,176 hours.

Equipment

2 self-loan machines

1 self-return machine

Backoffice

1 open space area

1 office

1 deposit area (0 floor)

Photo by Wifre Melendrez

COLLECTION

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

Cataloguing by document type

Total cataloguing Books & eBooks (2020-2022)
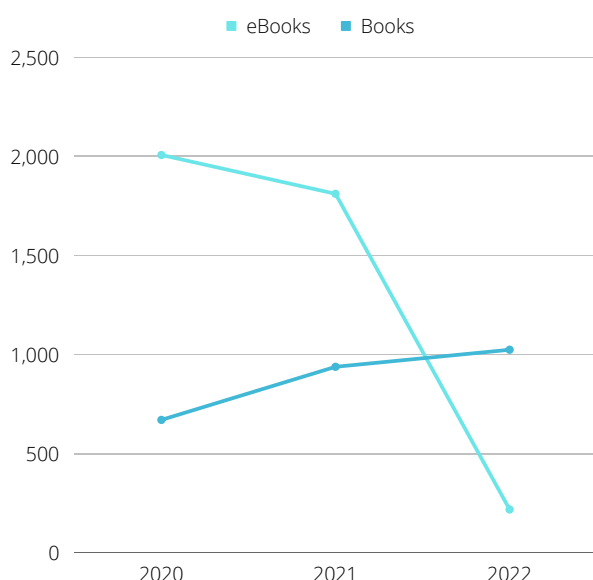
The graph reveals that the number of books catalogued was very close to those reached in the previous year: 86 more books in 2022.

The same did not happen in the cataloguing of eBooks, numbers in 2022 show a great decline.

It is important to note that all purchased eBooks are immediately available on NOVA Discovery. By adding these titles to the Online Public Access Catalogue (OPAC) the library is just creating one more access point, but availability to the community is fully guaranteed.

COLLECTION

Cataloguing in 2022 showed a decrease, although the cataloguing numbers for the last 3 years are very close to each other, as can be seen in the distribution of almost 8000 records catalogued in this period.

Cataloguing
Total cataloguing (2020-2022)
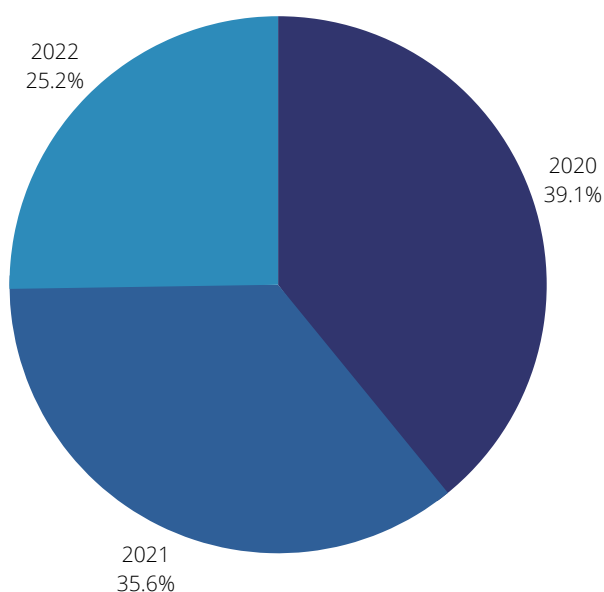
The number of book loans in the library has been decreasing annually.

This evidence may be related to a change in user behaviour, more focused on the use of electronic resources and other digital sources.

Loans
Total loans (2020-2022)
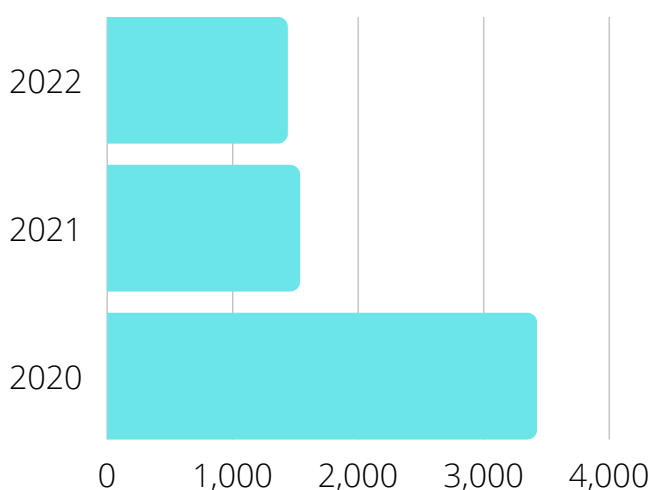
One member of the team is converting the collection from JEL Classification to the Library of Congress Classification. This is a very time consuming task and which is not represented in these numbers and is one of the main causes of the decrease in the number of records catalogued in 2022.

SUPPORT SERVICES

2021 was a year where access to the library's website grew by approximately 65%. Accesses in 2022 dropped a little in the face of this large growth, but still with almost 80,000 accesses in 2022. The A to Z list, as well as the page dedicated to Orbis, Sabi and Statista databases, are the contents with the highest number of visits on the website.

The number of accesses to the OPAC, although very far from the numbers reached by the Website, has maintained its growing trend, with around 15,000 visits in 2022.

Access to Website and OPAC
number of sessions (2020-2022)

ELECTRONIC RESOURCES

The use of electronic resources in 2022 is quite diverse, with some increases. It should be noted that RUN has maintained a constant growth rate over the last 3 years, both in terms of records viewed and in terms of downloads.

DSI - ALL that Stats
Total sessions (2020-2022)
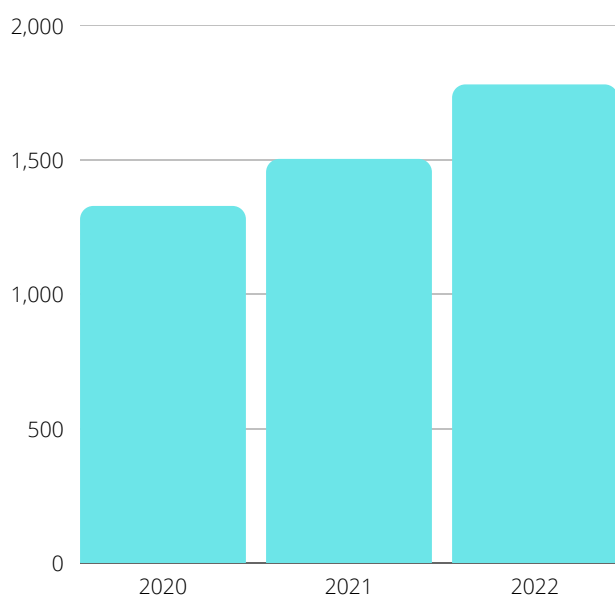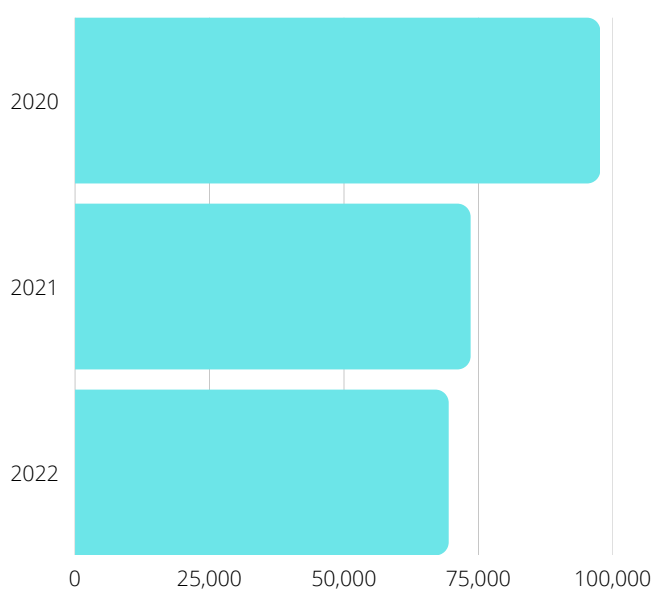

WRDS
Total queries (2020-2022)
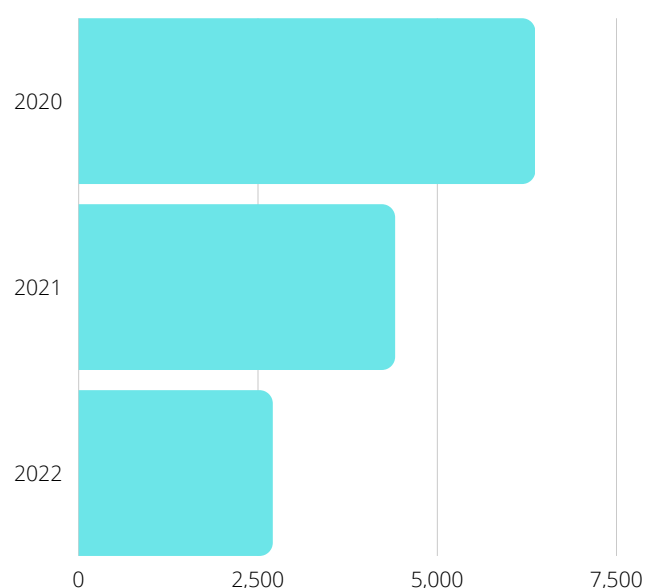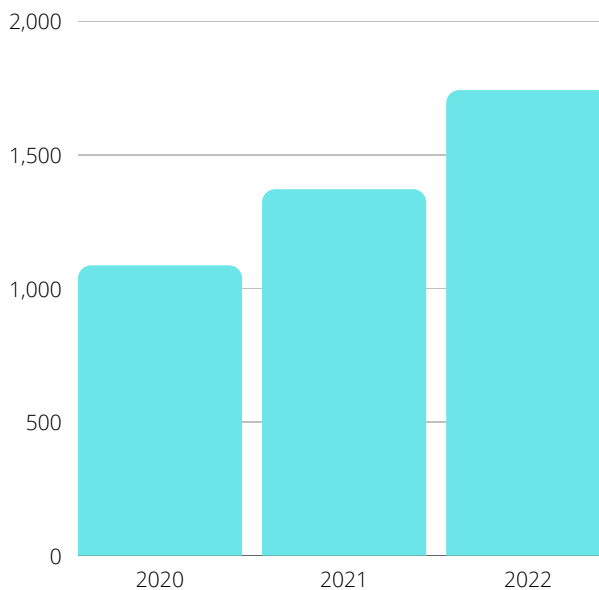

Bureau van Dijk databases
Total sessions (2020-2022)

ELECTRONIC RESOURCES
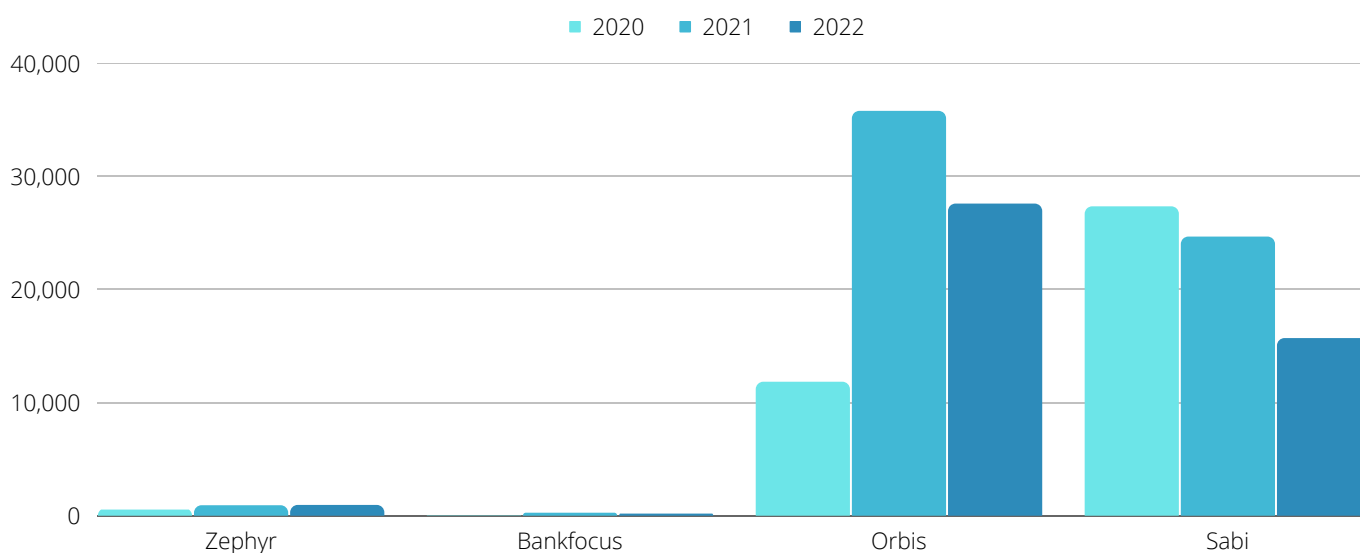
Statista
Counter 4 (BR2) - Successful section requests (2020-2022)

OCDE
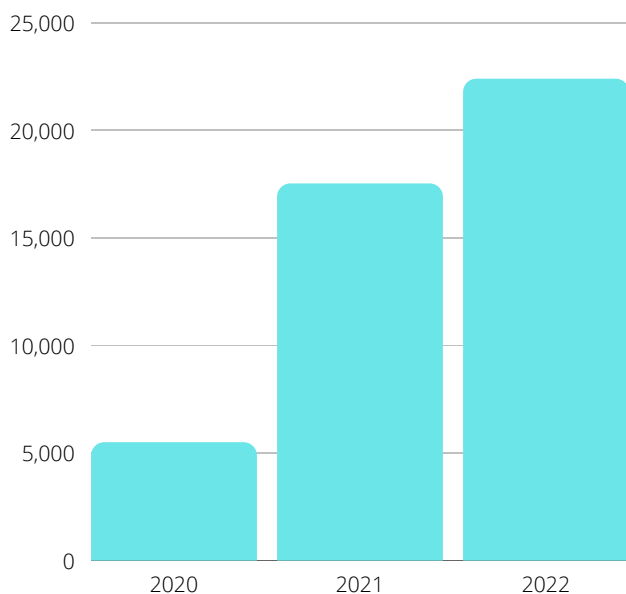Counter 4 (JR1+BR1+BR2) - Journal and book requests (2020-2022)

Ebsco databases
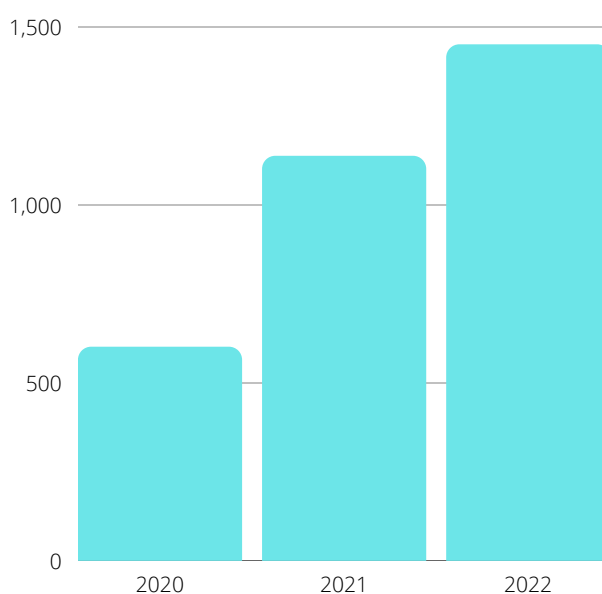Total fulltext request (2020-2022)
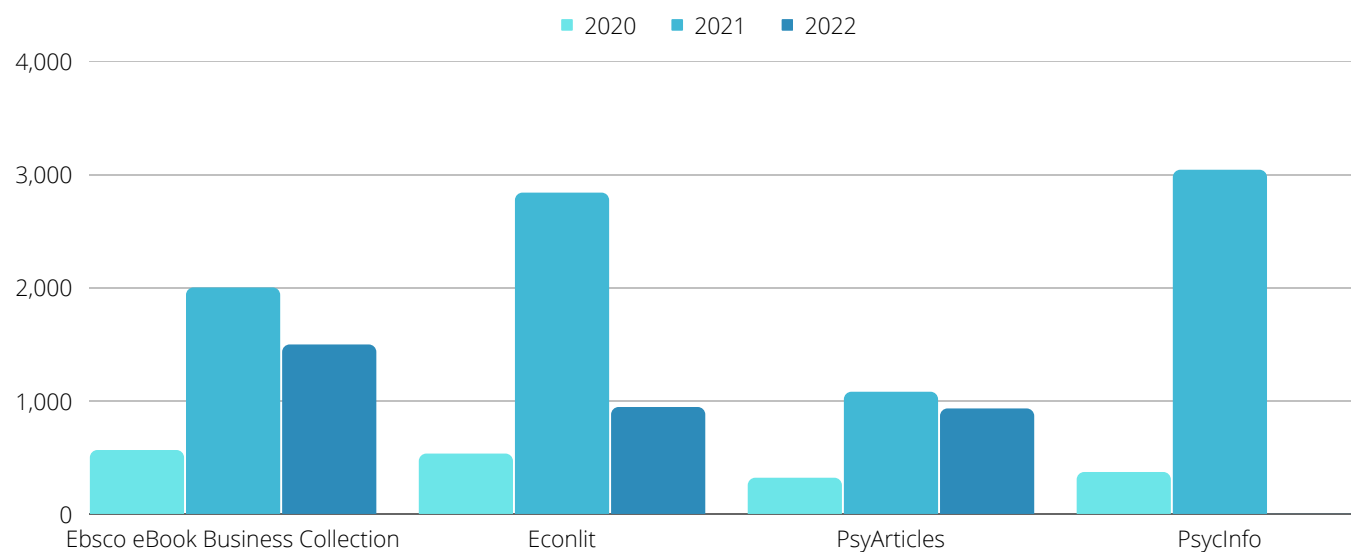
EMERALD
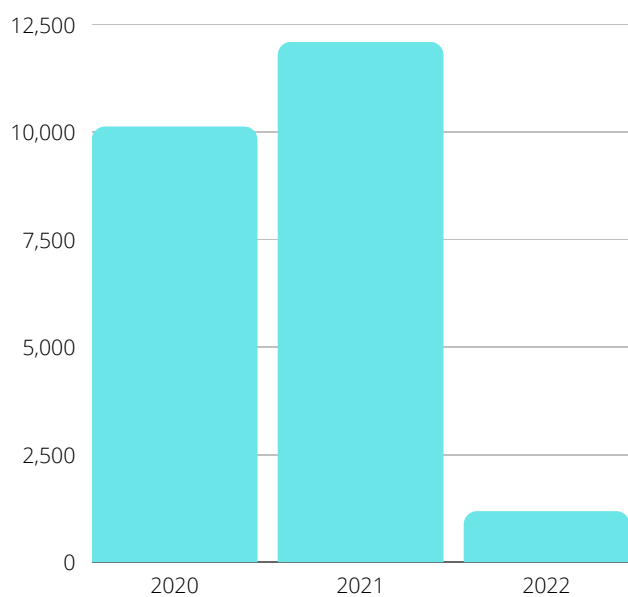Downloads per Journal title (2020-2022)

American Economical Association
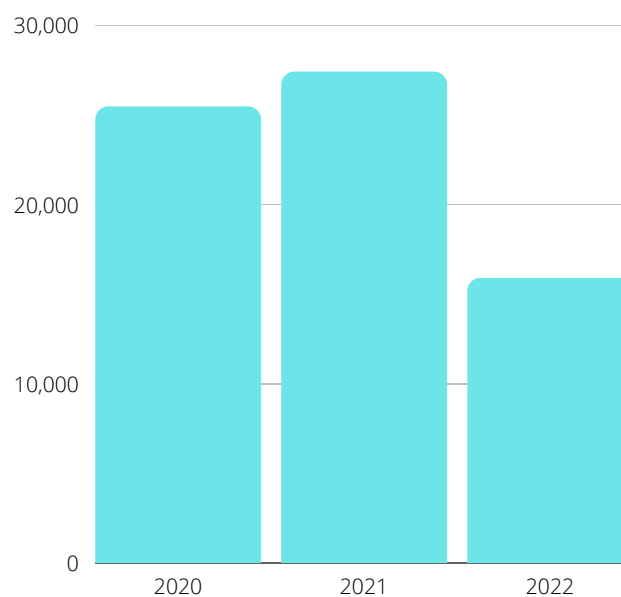Counter 4 (JR1) - Successful fulltext article requests (2020-2022)

JSTOR Business I
Counter 5 - Unique item requests (2019-2021)

Euromonitor Passport
Total searches (2020-2021)

UNL's Repository

Total Download & Views NSBE community (2020-2022)