

## Library Rules and Regulations

Teresa e Alexandre Soares dos Santos Library is the first initiative of the Soares dos Santos family in support of education and knowledge dissemination. Teresa e Alexandre Soares dos Santos Library is “a library for a generation that understands knowledge, values and ethics are the basis for the development of a more inclusive society” thus representing the values of the school and its community. Alexandre Soares dos Santos, our donor, believed that a good education was key for better-prepared men and women, in business and life and that this was fundamental to impact our society. A Library full of students, and with the necessary services to support them in achieving their goals, was the vision behind Teresa e Alexandre Soares dos Santos Library.

Teresa e Alexandre Soares dos Santos Library (“the Library”) is committed to providing effective access to information resources and services specially designed to meet the curriculum, research, and teaching needs of the scholarly environment.

The Library is fully aligned with the School’s mission and vision for the future and aims to support it in the development of talent and knowledge that impacts the world. It is devoted to human enhancement by connecting the past (history) with the present (empathy) and the future (foresight) of business and economics.

### CHAPTER I

#### GENERAL DISPOSITIONS

##### Article 1

##### Designation

- 1 – The Library is incorporated as a Service of Faculdade de Economia da Universidade Nova de Lisboa — Nova School of Business and Economics (“Nova SBE”), an Organic Unit of Universidade Nova de Lisboa (“UNL”), a public foundation with private law.
- 2 – As per the November 15, 2016 agreement, the Library is formally named as “Teresa e Alexandre Soares dos Santos Library” for a period of 10 years, starting as of 1 September 2018.
- 3 – For communication purposes, the following names can be used: Nova SBE Library, Library

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

Accredited by



Member of



## Article 2

### Mission

1 – The Library is devoted to human enhancement by connecting the past (history) with the present (empathy) and the future (foresight) of business and economics. The Library supports Nova SBE by incentivizing the exchange and dissemination of interdisciplinary knowledge, (re)connecting science and society, enhancing teaching, advancing research, and co-creating meaningful future(s) with and for society. The abridged mission statement used for communication purposes is “The Library’s mission is to provide comprehensive resources and services in support of the research, teaching, and learning needs of the school’s community”.

2 – Incorporated as part of a Public University, the Library is open to a large community of users, as defined in article 8 below, providing them with space (both physical and digital) and high-quality services that aim to:

- assemble, preserve and administer collections of valuable resources that support the creation of knowledge and the development of students, faculty, researchers, staff, partners, and society at large.
- provide a space of concentration and pleasure in reading and studying.
- promote and encourage Information Literacy and the development of skills which are key to navigate a digital world of abundant and ambiguous information and equalize access to knowledge.
- disseminate valuable and impactful knowledge, facilitating the necessary translation to reach our global society.
- challenge, incentivize and support professional researchers and citizen scientists in the development of innovative ideas that will transform themselves and the world.

## Article 3

### Values

1 – As a part of Nova SBE, the Library will promote, among its staff, users and partners, the values of rigour, impact, worldliness, vanguardism, and connectivity.

2 – In pursuing its mission, the Library is committed to its users and in this sense adopts the following values for user interaction:

Equal access to impactful knowledge – We aim at building a society in which knowledge is at the service of diverse stakeholders for societal development, regardless of demographic or socioeconomic differences. We constantly review and update our collection to ensure that it is up to date, diverse, relevant, and trustworthy for them.

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

Accredited by



Member of



Excellent user experience – User experience is at the core of everything we do. We listen to their requests with an open mind and respond with a sense of urgency with empathetic understanding and respect for their time. We empower users to take care of their own needs if they choose to.

Quality and continuous improvement – We continuously review our procedures and practices and incorporate improvements based on user expectations and suggestions. We are always looking for better ways to make our user's lives more passionate about knowledge.

Right to Privacy – We respect and protect the privacy of our users and will take responsibility for upholding the confidentiality of records aligned with the current Nova SBE's privacy policy.

#### Article 4

##### Collection

1 – The Library's collection is open-shelved and browsable and focuses primarily on Economics, Finance, and Management. The collection includes books (print and electronic), "grey Literature" holdings, periodicals available through print version and online subscriptions, and other research resources such as full-text electronic subscription databases.

2 – The full content of the Library's collection may be consulted at the Library Online Catalog.

#### Article 5

##### Opening hours

1 – The Library will be open with full services during all working days. The default opening hours are from 9 am to 8 pm. The final schedule and all exceptions are posted on the Library's website.

2 – The opening period is extended to provide extra space for study and research, for Nova SBE's community, during certain periods of the year. During this period (from 8 pm to 0 am) the Library's services are reduced to providing access to individual study spaces and will not include other services. The opening hours' extension will be communicated to all students within a week's advance. External users are not allowed to use the space during the extended periods.

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

Accredited by



Member of



## CHAPTER II ORGANIZATION

### Article 6

#### Library Steering committee

The Library Steering Committee (LSC) is responsible for defining the vision and activities of the Library as well as the relationship between the Family Soares dos Santos (Sindcom) and Nova School of Business and Economics.

The LSC will have three members: one appointed by Nova SBE's Dean, one appointed by the Family Soares dos Santos and the third one co-opted.

Duties of the LSC:

- a) define the thematic lines and activities between for each academic year.
- b) approve the annual plan.
- c) approve the annual budget and financial report.

## CHAPTER III USERS

### Article 8

#### Definition of User

1 – All are welcome to use the collections of the Library within the library's space. The use of the Library will not be denied or abridged because of religious, racial, social, economic, or political status.

2 – A Library user is a registered user or an external user.

3 – **Registered users** are students, faculty, researchers, staff or Nova SBE's partners that manifested the will to have access to the Library's space and services and made their identification data available in the Library's Information Library System (ILS).

4 – Nova SBE's current students, faculty, researchers, and staff that made their data available through a written commitment with the School (study, employment, or service agreement) will automatically be considered registered users.

5 – All other Nova SBE's partners must register at the Library.

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

6 – **External users** include users from other higher education institutions, alumni and members of the public.

7 – The Library staff will inform incoming users and visitors to the Library’s physical space when individual tables and chairs are occupied. When at full capacity, priority must be given to registered users.

8 – The Library staff may prohibit any person the use of the Library who wilfully or persistently violates any rule or regulation set in this document or whose physical condition is deemed dangerous or offensive to other users or staff. No person shall refuse to leave the Library when ordered by the Librarian or another person in charge of the Library.

9 – In the case of non-compliance users may be accompanied out of the library by a security guard.

## Article 9

### Rights of Users

1 – Users may use the Library’s space and access available resources, both print and online, while present at the Library’s space and as long as they comply with the rules set in this document.

2 – Borrowing privileges are available to registered users only.

3 – All registered users, as long as they comply with the Library Rules and Regulations will:

- Have access to all physical and electronic resources, as well as to the other services provided by the Library.
- Receive information, advice, and collaboration to locate and access bibliographic and electronic resources.
- Receive basic training for the use of each of the services.
- Use computers and wireless internet within the guidelines set by the Library.

4 – Registered users may, in addition:

- Borrow books and other physical resources such as papers and studies, for the period and conditions defined in on Appendix I.
- Borrow laptops for the period and conditions defined in Table 1.1 on Appendix I.
- Use the group study rooms and all related equipment within the guidelines set by the Library.

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

## Article 10

### Obligations of users

1 – The Library’s space must be respected as a space of passion for knowledge, silence, and concentration for study, and thus all Library users must:

- Respect the other users in the library.
- Study quietly in the open areas.
- Show care for resources and equipment.
- Keep the noise to a minimum in all areas.
- Switch their mobile phones to silence before entering the library.

2 – It is expressly forbidden for users to:

- Reserve seats in the library. If seats are left unattended for 30 minutes or longer the library staff may remove belongings to free up seating for other users.
- Smoke in the library.
- Eat and drink in the library, except for bottled water.

3 – Users must respect the following rules for the use of space:

- One person per individual study space. Do not move furniture or chairs.
- No re-shelving of Library materials; leave them in the book carts.
- Users are responsible for damages and loss of all Library materials.

## Article 11

### Communication with users

1 – Formal communications with registered users will be made primarily by email for the following reasons:

- a) Loan confirmation e-mail
- b) Due date information e-mail
- c) Late items information e-mail
- d) Reserve available
- e) Reserve cancelled
- f) Room bookings confirmation e-mail

2 – Non-compliant users may be formally addressed through written communications sent by mail.

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

3 – Registered users will provide the Library with the personal data necessary to perform both types of communication.

4 – The Library will respect GDPR (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 as stated in the Portuguese Law No. 58/2019, of 8 August 2019.

## CHAPTER IV SERVICES

### Article 12

#### Services offered

1 – The Library will provide all necessary services to guarantee the fulfilment of its mission, which correspond specifically to:

- Selecting, acquiring, and cataloguing bibliographic resources and make them easily accessible to meet the needs of the community.
- Providing access to the Library's physical space and monitoring for its good use.
- Providing access to the Library's digital databases and platforms and monitoring their good use, including training on how to use resources available online.
- Borrowing books and research materials from its collection.
- Borrowing items from other libraries' collections (interlibrary loan).
- Scheduling and providing access to the Library's group rooms and monitoring for their good use.
- Borrowing laptops to Nova SBE's students.

### Article 13

#### Borrowing from the Library's Collection

1 – Borrowing is a no-charge service provided by the Library to registered users and corresponds to the loan of certain items from its Collection ("borrowable items").

2 – The purpose of the loan service is to allow registered users with borrowing privileges to consult a certain number of borrowable items outside the Library's space and for a limited time, as defined in Appendix I. Different copies of the same resource cannot be borrowed simultaneously by the same user and sequential borrowing of a resource is not allowed.

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

Accredited by



Member of



3 – Loans are personal and non-transferable. Borrowed resources must be taken out personally from the Library's space and checked out (at the Reference desk or self-check machine before leaving the Library. Users are not allowed to take out resources under another user's name or walk out the Library with a non-checked out resource.

4 – Borrowed resources must be returned (or, when allowed, renewed) before the loan deadline. Books may be returned at the reference desk from Monday to Friday from 9 am to 8 pm or, on the return-shelf on all hours (including extended opening hours).

Renewals may be requested at the reference desk, online catalogue, or e-mail. All renewals will be confirmed by e-mail notification.

5 – Short Loan Collection or “recommended books” (identified with a red dot on the spine of the books) are books recommended as primary bibliography for courses. Different loan rules apply to ensure maximum availability.

6 – Reserves are allowed for borrowable items when they are not available on-site and only for users with no overdue items or standing fines. Reserves must be done online, and users will receive an e-mail notifying them when the items are available for pick up. From that date on, reserves will be active for a maximum period of 24h (the reserve is automatically cancelled after that hour).

#### Article 14

##### **Non-borrowable resources**

The following items in the Collection are available for consultation on-site but cannot be taken out from the Library:

- a) Reference materials (directories, dictionaries, and encyclopaedias and law compilations);
- b) Audio-visual materials (CD and DVD).
- c) Print journals.
- d) Books with historical value.
- e) Damaged books.
- f) Doctoral theses and master dissertations in print.

#### Article 15

##### **Interlibrary loan**

1 – Interlibrary Loan services (“ILL”) is a no-charge service provided by the Library to registered users and corresponds to the loan of items that are not part of the Collection and are thus not available on-site.

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**



The ILL items are from collections of other national and international libraries with which the Library has an interlibrary loan agreement.

2 – The request of this service will be subject to authorization from the Head Librarian, as it implies additional costs for the Library, such as interlibrary loan fees and delivery services. Users may be liable upon the payment (if applicable) of these additional costs.

3 – ILL requests are submitted by e-mail and should define the bibliographical reference as fully and accurately as possible. To grant the authorization, the Head Librarian will consider that the user a) has a valid reason for the request; b) verified the non-availability of the item in the Collection; c) has no sanctions pending; d) will be reasonably able to consult the number of items simultaneously requested for borrowing and ILL.

4 – It is understood that users know and will respect the rules for interlibrary loans when submitting ILL requests.

5 – For items in physical support, a pickup notice will be sent by email when the ILL item arrives at the Library. When duly notified the user has a period of 48 hours to collect the item at the reference desk. For items with digital support, the delivery is done by e-mail. Penalties may apply.

## Article 16

### Use of group rooms

1 – The use of the 8 Group Rooms available at the Library's space is a no-charge service provided solely to Nova SBE's students. Each room is available for group study/work for a maximum of 8 students and a minimum of 4.

2 – Bookings must be done on a specific online platform as identified on the Library's website. Booking slots have a duration of 3 hours and groups can schedule only one slot at a time and per day. The student who books the room is responsible for compliance with the rules, and accountable for any misuse of the space and equipment.

3 – The Group Rooms are a Library space and thus all rules defined in Article 10, regarding space use, apply, namely the prohibition to consume food or drinks other than water.

4 – The following rules apply to all bookings:

- On arrival, the user who books the room must leave its student card in exchange for the room key.
- Students may not leave their belongings unattended.
- Students should leave the room at the designated time, lock the door and return the key at the Reference desk.
- Students who don't comply with the rules will be asked to leave the room.

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

## Article 17

### **Borrowing laptops**

1 – Laptop borrowing is a no-charge service provided by the Library solely to registered and compliant users and corresponds to the loan of laptops to use exclusively inside the Library's space for a certain period. Library's laptops are dully identified with the Fundação Alfredo de Sousa's logo and a formal asset tag.

2 – The goal of this service is to support the study and research on-site while guaranteeing equal access to technology to all Nova SBE's community members. The service is exclusively for study, research and access to library resources. Other uses of laptops are not permitted. Changes to the laptops' software and hardware (install/uninstall) are not permitted. Information (browser history, cookies, files, downloads, etc.) from laptops will be automatically erased on the next login.

3 – Laptop loans are personal and non-transferable and only one laptop is allowed per user. Borrowed laptops must be checked out personally at the Reference desk and used in individual study spaces or group rooms. Users are not allowed to take out laptops under another user's name or use a laptop that was requested by a different user. Laptops must be returned to the Reference desk before initiating a new session for a different user.

4 – The borrower is responsible for the use and return of the laptop. Any malfunction, problems or damage to the laptop must be communicated when noticed by the borrower or immediately after the fact, to the Library staff. Borrowed laptops must be returned before the user leaves the Library's space. Laptops may not leave the library.

5 – Laptops may be borrowed for slots of 2 hours and renewed for the same period of time if other laptops are still available. Renewals are not allowed when the service has a waiting list. No reserves are allowed for this service.

6 – Users with standing sanctions do not have permission to use this service.

## Article 18

### **Non-compliant borrowing, delay fines and other sanctions**

1 – Non-compliant borrowing happens when the user fails to return the Collection Item or Library Resource in good conditions at the due date.

2 – For collection items borrowing, the library system will send an automatic email alert 48 hours before the due date. After that, regular alerts will be sent to remind the user of a non-compliant situation.

3 – When the library items are not returned until the due date, users are subject to a sanction, which takes the form of a monetary fine and the cancellation of borrowing rights for a certain period of time.

4 – Delay fines are defined in Appendix II. Delay fines should be paid: (i) at the Reference desk by ATM card or (ii) at the School's treasury department.

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

Accredited by



Member of



- 5 – Users with standing fines will not be allowed to borrow items.
- 6 – Borrowing privileges will be taken away: a) for 15 days for Collection Items borrowers with delay fines above 10 €; b) for 2 days for Laptop borrowers with delay fines above 10 €.
- 7 – Users may request the annulment of the delay fine applied for non-compliance, through a substantiated request to the Head Librarian. The decision will be communicated to the requestor by email.

#### Article 19

##### **Lost and damaged items**

- 1 – When a Collection Item or a Library Laptop is not returned until 4 weeks and 6 hours, respectively, after its due date from borrowing, it is considered a lost or not returned item (“lost item”). The borrower of a lost item will be liable for the payment of a replacement charge plus a processing fee in Appendix II.
- 2 – When a Library Laptop or other library resource is returned with significant non-communicated damage, it is considered a damaged item. The borrower of a damaged item will be liable for the payment of a replacement charge plus a processing fee in Appendix II.
- 3 – The replacement charge for lost and damaged items is determined as the market price for the replacement one week after the item is classified as lost/damaged. If it is not possible to assign a market price to the lost item, the replacement charge is set as defined in Appendix II.
- 4 – Lost items may still be returned to the Library. In this case, the delay fines established in Table 2.1 in Appendix II will still apply but the replacement charge will be written-off.
- 5 – The Library reserves the right to negotiate a different compensation for the lost/damaged items. The negotiation process can only take place after the payment of the delay fines and will usually correspond to the acceptance of a copy/new item, acquired directly by the borrower, as a replacement.

#### Article 20

##### **Lost and found policy**

Items left behind at the library or turned into the library Reference desk will be tagged with the date, time, and the name of the employee who found or received the item. Lost items will be delivered to the security desk. All items will be logged in a form located at the Reference desk.

#### Article 21

##### **Final provisions**

Omissions and doubts raised by this regulation shall be resolved by decision of the School Dean.

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

Accredited by



Member of



**APPENDIX I.**

**LOAN PERIODS ALLOWED PER TYPE OF RESOURCE AND USER**

Table 1.1. Loan periods for Collection Items allowed for registered Students and Teaching Assistants

Type of resource	Total number of loans	Loan period (days/hours)	Renewals	Reserves
General collection	5	10 days	2	3
Recommended books	2	2 days	0	1
Laptop	1	2 hours	1*	0

\*upon availability

Table 1.2. Loan periods for Collection Items allowed for registered Staff

Type of resource	Total number of loans	Loan period (days)	Renewals	Reserves
General collection	5	10	5	3
Recommended books	1	1	0	1

Table 1.3. Loan periods for Collection Items allowed for registered Researchers and PhD Students

Type of resource	Total number of loans	Loan period (days)	Renewals	Reserves
General collection	5	10	5	3
Recommended books	1	2	0	1

Table 1.4. Loan periods for Collection Items allowed for registered Professor, Associate Professor, and Assistant Professor

Type of resource	Total number of loans	Loan period (days)	Renewals	Reserves
General collection	10	30	5	3
Recommended books	1	2	0	1

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

Table 1.5. Loan periods for Collection Items allowed for Nova SBE partner

Type of resource	Total number of loans	Loan period (days)	Renewals	Reserves
General collection	3	5	1	0
Recommended books	0	0	0	0

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

Accredited by



Member of



**APPENDIX II.**

**FINES**

Table 2.1. Monetary fines for returning delays (each day on delay, for each item)

<i>Days late</i>	<i>General collection</i>	<i>Recommended books</i>
<i>1</i>	<i>0,50 €</i>	<i>2,50 €</i>
<i>2</i>	<i>1,00 €</i>	<i>5,00 €</i>
<i>3</i>	<i>1,50 €</i>	<i>7,50 €</i>
<i>4</i>	<i>2,00 €</i>	<i>10,00 €</i>
<i>5</i>	<i>2,50 €</i>	<i>12,50 €</i>
<i>6</i>	<i>3,00 €</i>	<i>15,00 €</i>
<i>7</i>	<i>3,50 €</i>	<i>17,50 €</i>
<i>8</i>	<i>4,00 €</i>	<i>20,00 €</i>
<i>9</i>	<i>4,50 €</i>	<i>22,50 €</i>
<i>10</i>	<i>5,00 €</i>	<i>25,00 €</i>

Table 2.2. Monetary fines for returning delays regarding Library's Laptops

<i>Hours late</i>	<i>Monetary sanctions</i>	<i>Other sanctions</i>
<i>1</i>	<i>0,50 €</i>	
<i>2</i>	<i>1,00 €</i>	
<i>3</i>	<i>2,00 €</i>	
<i>4</i>	<i>4,00 €</i>	
<i>5</i>	<i>8,00 €</i>	
<i>More than 5 hours</i>	<i>10,00 €</i>	<i>2 days without borrowing a laptop</i>

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

Accredited by



Member of



Table 2.3. Fees for lost or damaged items

<i>Item</i>	<i>Fee/Price</i>	<i>Other sanctions</i>
<i>Processing fee</i>	<i>5,00 €</i>	
<i>Book replacement</i>	<i>Market value</i>	<i>Reference: Amazon and Marka Lda prices</i>
<i>Laptop replacement</i>	<i>1099,00 €</i>	

Campus de Carcavelos  
Rua da Holanda,1  
2775-405 Carcavelos

+351 213 801 600

**novasbe.pt**

Accredited by



Member of

