Teresa e Alexandre Soares dos Santos **Library**

2023 REPORT & 2024 ACTION PLAN

NOVA SCHOOL OF BUSINESS & ECONOMICS

CARCAVELOS, PORTUGAL

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Teresa e Alexandre Soares dos Santos Library in 2023

In 2023 the library was open for 262 days, a total of 2941 hours, and an occupancy rate of 52%.

Throughout the year, the team operated with a lean staff of four members in the first semester, expanding to five in the second semester. Despite this, we ensured seamless service, surpassing the expectations of over 235,000 internal and external users while continuing to work as a team and providing the best service to those who chose our space.

We focused on implementing our strategic plan, with an emphasis on aligning our efforts with the academic pursuits of our institution. By doing so, we aimed to enhance not only the accessibility of our library services but also their relevance and efficacy within the academic community. This included initiatives such as hearing the students, assessing the relevancy of our resources, creating new support services, and fostering a dynamic learning environment conducive to scholarly exploration and innovation.

Open Science – Our plan

The Library's approach is to facilitate and drive this change to a culture based on Open Science's values and principles while providing the necessary information, training, and infrastructure.

At the national and international levels, we keep collaborating and contributing to the debate about open science policies, research assessment under the open science pillars, and sharing of publications and data.

Open Science – 2023 Goals

- Designing materials and tutorials to raise awareness and engagement with Open Science practices.
- Developing a *Researcher's kit* for "all things library".
- Designing an Open Science and data policy for internal discussion.

Key Actions from our Strategic Plan

Key action 1 - Promoting open science as the standard working method for day-to-day research and leaving no one behind.

Key action 2 – Developing and investing in infrastructures to make research as open as possible affirming the need for information for all (SDG10 – Reduced inequalities). Repositories are a community-building effort, and this effort must be recognized and incentivized.

Key action 3 – Fostering open science practices - openness transparency and inclusiveness – re-use and distribution of scientific work improving effectiveness and productivity by reducing duplication costs in collecting, creating, transferring, and reusing data.

Key action 4 - Collaborating – allowing others to engage in scientific processes including citizen science, democratizing knowledge, and fighting misinformation and disinformation.

Achievements

KPI 1: Microsoft Sway aimed at faculty and researchers on Open Science, Open Access, and Open Data.

KPI 2: Researcher's kit for "all things library" to help new faculty and researchers navigate through all the relevant topics from using the library, publishing open, using the data repository, creating a research management plan to managing APCs.

KPI 3: Published on the Library's website three articles on Open Science, Research Data Management, and the Data Repository aimed at guiding our academic community towards innovative practices and fostering a culture of data-driven research excellence**.**

Visibility and impact – Our plan

The Library will support researchers in finding the best bibliographic resources and databases but will also work on improving visibility for current outputs by exploring new platforms to showcase research like working papers, case studies, and research data.

We work for the Nova SBE community, but we want to reach our peers, individual and institutional.

Visibility and impact – 2023 goals

- Updating and maintaining our CRIS with research outputs (publications and data).
- Implementation of the Nova SBE Data Repository and definition of data sharing policies.
- Curating of the data repository including validation of metadata and datasets.t
- Improving communication, internal and external, to guarantee that the School is aware of what we are doing and to raise accountability.

Key Actions from our Strategic Plan

Key action 1 – Implementing a data repository to showcase research and research data from Master to PhD students, faculty, and researchers.

Key action 2 – Guaranteeing visibility for research outputs such as case studies, working papers, datasets, software, and more.

Key action 3 – Guaranteeing the update of information in our Current Research Information System – Pure - and giving the necessary visibility to publications and data, ensuring that these outputs have the correct metadata and necessary open license for upload to the institutional repository.

Key action 4 – Providing faculty and researchers with bibliometric analysis to assess the traditional impact of publications (via citations) and providing insights on the use of research by assessing the number of downloads in our repository and/or alternative metrics via PlumX's integration with Pure.

Achievements

KPI 1: **Data Repository** with Figshare – implemented and communicated to the community,

KPI 2: **Nova SBE Working Paper Series** – recognizing its importance as a cornerstone of scholarly dissemination within our academic community and investing in a publishing platform gathering 1,759 downloads and 8,674 abstract views in 2023.

KPI 3: 225 outputs curated in Pure, 89 of these uploaded to the University's Repository with status open access or limited embargo.

KPI 4: Three articles published on the school's outputs and bibliometric indicators ensure visibility and aim to provide transparent access to our institution's academic achievements while also enriching the scholarly discourse within our community.

KPI 5: Conference poster "Implementação do repositório de dados da Nova SBE" presented at 14ª Conferência Lusófona de Acesso Aberto (ConfOA) published in https://zenodo.org/doi/10.5281/zenodo.8402162.

KPI 6: Short talk in Café com dados: Questões críticas no desenvolvimento de repositórios confiáveis, interoperáveis e sustentáveis at 10º Forum GDI to present the first Portuguese Data repository using Figshare.

User-driven sustainability - Our plan

The Library will continue to guarantee traditional library services but will keep up with international trends to anticipate and adjust to the changes imposed by digitization on research as well as on working practices.

We plan to keep listening to our users and focus on these changing practices while also collaborating and sharing experiences and good practices with our peers in foreign countries.

It is key that we use data analytics tools for more in-depth information on the use of our resources. To guarantee the necessary data we need interoperability with the school's systems and IT support.

User-driven sustainability - 2023 goals
- Launching a survey for faculty and researchers to gather inputs on electronic resources.
- Starting the user-experience project already presented and validated.
- Publishing internally the first outputs.
- Updating the library space and technology to suit the needs of our community.

Key Actions from our Strategic Plan

Key action 1 – Leading the discussion on financial sustainability for the library by partnering with the school's key stakeholders, internal and external.

Key action 2 – Focusing on our user experience project and guaranteeing the school's commitment to the required outcomes. Rebranding the Library according to these findings and what we want to achieve for the future.

Key action 3 – Requesting the participation of faculty and researchers for library activities but also for collection building (physical and electronic) purposes.

Key action 4 – Improving data visualization with in-house tools or SaaS with the purpose of better understanding usage, allocating costs, and demonstrating the impact of the library on students' outcomes.

Achievements

KPI 1: Survey launched to assess the relevance of the library's electronic resources and gather inputs from faculty and researchers from Economics, Finance, and Management.

KPI 2: [UX activities] Collaboration with faculty and students enrolled in the *Value Creation Wheel* course, seized the opportunity to engage with students in addressing a challenge identified by the library. Through this partnership, we fostered an environment for brainstorming innovative solutions and exploring the issue from a fresh perspective—the viewpoint of the students. This collaboration not only facilitated the exchange of novel ideas but also enabled us to gather valuable insights and data for informing future developments within the library.

KPI 3: [UX activities] Partnership with the Innovation Ecosystem, embarking on a collaborative journey with students, prompting them to envision the *Library of the future* and articulate their expectations regarding its space and services. Harnessing the power of design thinking methodology, this initiative provided a platform for us to glean essential insights crucial for the evolution of our library services and spaces.

KPI 4: [UX activities] Conference poster "User experience na Biblioteca da Nova SBE" presented at Congresso BAD to share with Portuguese librarians the first results of our User Experience project published online in the Conference Proceedings https://doi.org/10.48798/congressobad.2954

Events @Library

March 8 – Get to Know SFA by Nova SBE's Student Union

March 9 - Sustainability in today's world by Nova SBE's Student Union

April 4 – Bloomberg Webinar organized by Bloomberg & Library

November 29 - Library dialogues: Queer in your career? by Nova Pride Association

Research support

- *Library presentations and Welcome sessions* for Bachelors, Masters, Executive Masters PhD students, Executive Education, and The Lisbon MBA.
- *How to use Mendeley for your Workproject* training session for Executive Masters.
- *How to search the Library's resources for your Workproject* training session on library resources and research methods for Master students submitting their dissertation.
- *Citations' lab* – 1-on-1 sessions to support master's students with their dissertations.

What we asked for (short-term) and what we achieved so far

Better systems

2023 marked the acquisition of a new Integrated Library System (ILS) – **FOLIO** (Future Of Libraries is Open) an Open Source software for libraries. Implementation will last for 9 months and the go-live is planned for September 1st. The new system is a challenge, switching from UNIMARC - an international standard maintained by the International Federation of Library Association and Institutions (IFLA) – to MARC21 (Library of Congress).

FOLIO seamlessly integrates with both a financial and acquisitions app, as well as an electronic resources management tool, streamlining library operations across all facets within a single, comprehensive system. The new ILS will change our work practices and the ultimate goal is to make our administrative workflows more efficient and more aligned with policies and legal requirements.

Interoperability

Interoperability remains a critical requirement for the library and is possible only when the information from different systems has the necessary granularity. It is not possible to do data analytics if our people directory does not have the necessary attributes and granularity. The library's information needs must be perceived as a priority, and we will keep working on this in 2024.

Feedback from the community

We took the opportunity to take part in initiatives already available and draw information necessary to justify some changes we applied to our booking system, the space (with 150 more seats), and to plan a proposal for the extension of our physical space.

Staff

In 2023, our team experienced several changes, ending with the recruitment of a sixth member to achieve full cohesion. Despite these transitions, as the year ended, we remained steadfast in our efforts to find the ideal candidate to complement our collective expertise. Embracing diversity and versatility within our team has proven to be instrumental in navigating various challenges and seizing opportunities. With each new addition, our capacity for innovation and adaptability is strengthened, enabling us to tackle a broader spectrum of tasks and projects in a more efficient way.

2024 Action plan

Each year a set of actions will be defined to guarantee that we achieve our strategic priorities.

Open Science

- Training sessions for faculty and PhD students.
- Training the trainers: equipping knowledge centres with the knowledge and skills to effectively manage and safeguard valuable information assets.

Visibility and impact

- Updating and maintaining our CRIS with research outputs (publications and data).
- Curating of the data repository including validation of metadata and datasets.
- Improving communication, internal and external, to guarantee that the school is aware of what we are doing and to raise accountability.
- Participating in conferences and disseminating our best practices within the library community, amplifying our impact and influence nationally and internationally.

User-driven sustainability

- Collection management and development – engage with faculty and academic directors to update and develop our collection to better serve our users.
- Selective dissemination of information – Leveraging our new ILS, we plan to improve the dissemination of information through targeted strategies, streamlining the preparation process for faculty by crafting dynamic course packs. This innovation not only enhances accessibility but also elevates the educational experience to new levels of efficiency and effectiveness.
- Updating the library space and technology to suit the needs of our community.
- Updating the Social Sciences DataLab safecenter and computing facilities for Master and Ph.D students, Faculty and Nova SBE partners.

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