Teresa e Alexandre Soares dos Santos **Library**

2024 REPORT & 2025 ACTION PLAN

NOVA SCHOOL OF BUSINESS & ECONOMICS

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Teresa e Alexandre Soares dos Santos Library in 2024

In alignment with the 2023–2026 Strategic Plan, the Teresa e Alexandre Soares dos Santos Library focused on three strategic priorities throughout 2024: **Open Science**, **Visibility and Impact**, and **User-Driven Sustainability**. This report summarizes the progress made in each of these areas, outlines the implemented activities, and highlights how these actions contributed to advancing the library's mission to support Nova SBE's research, teaching, and learning.

Throughout the year, the team operated with a lean staff—fluctuating between five and six members and returning to five in the final four months. Despite these limitations, we consistently delivered seamless service to over 237,983 internal and external users. Our commitment to teamwork and service excellence ensured that everyone who chose our space received the highest quality support.

We remained focused on implementing our strategic plan, placing particular emphasis on aligning our efforts with the institution's academic goals. This approach aimed to not only improve the accessibility of our services but also strengthen their relevance and impact within the academic community. Key initiatives included engaging with students, evaluating the relevance of our resources, developing new support services, and cultivating a dynamic learning environment.

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 infrastructures.

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 remains a core pillar of our strategy, reaffirming our commitment to fostering transparency, inclusivity, and access to scientific knowledge. In 2024, we continued to empower our academic community through targeted training and capacity-building efforts.

Open Science – 2024 Goals
- 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.

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: Open Science training session for Ph.D. students focusing on open publishing and transformative agreements

KPI 2: Active collaboration in national special interest groups on research data and training the trainers initiatives: *GT "Formação e competências para Gestão e Dados FAIR"* and *Comunidade prática de formadores em Ciência Aberta*.

KPI 3: Published on the Library's website articles on Nova SBE's research outputs' impact using bibliometric data from Scopus and SciVal.

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.

Enhancing the discoverability and accessibility of Nova SBE's research outputs is central to our mission. In 2024, we made significant strides in reinforcing our infrastructure and outreach efforts.

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

Visibility and impact – 2024 goals
- 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.

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: **SciLinkDB** - instance of Wikidata created to structure the Nova SBE scientific production data in RDF, respecting the FAIR principles. In 2024, 8606 items and 207 properties have been created from data exported from PURE and Renates.

KPI 2: **Nova SBE Working Paper Series** – nine new working papers were published in our working paper series gathering for the series a total of 2,981 downloads.

KPI 3: 177 outputs curated in Pure, 83 of these uploaded to the University's Repository with status open access or limited embargo.

KPI 4: 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: Invited speaker at the 32nd EBLIDA Conference "Charting the Future of Libraries" (Lisbon, April 9), participating in the Plenary Session – Panel Discussion "What Comes First: Future Libraries or Future Librarians?" Daniel Gonçalves with the contribution Why become a librarian of the 21st Century?

KPI 6: Invited talk at 1º Encontro PubIN "Revistas e comunicação científica para a Ciência Aberta" (Lisbon, June 19), participating in the Workshop – "Boas práticas e inovações na publicação científica: linhas prioritárias de ação rumo à Ciência Aberta" Susana Lopes with Revisão por pares aberta

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.

Guided by our users' evolving needs, we introduced several initiatives to enhance the library's relevance, accessibility, and sustainability.

User-driven sustainability – 2024 goals

- 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 safe center and computing facilities for Master and Ph. D students, Faculty and Nova SBE partners.

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: Collaborations with the Leadership for Impact Knowledge Centre and the Diversity, Equity and Inclusion department to develop and enrich special collections that reflect the institution's research and societal priorities. These curated collections were designed on one hand, to support interdisciplinary learning, highlight emerging areas of scholarship, and showcase faculty contributions and on the other hand support the community with though provoking reads.

KPI 2: [DE&I activities] The Quiet Study Area, located on the ground floor with 32 dedicated spots, offers an ideal environment for focused work or reading. Designed to support uninterrupted concentration in a calm and serene setting, it can be reserved in advance through the Library's booking system to ensure availability.

KPI 3: [DE&I DE&I Book Collection curated in alignment with our commitment to diversity, equity, and inclusion (DEI). It features a diverse range of voices and perspectives, including works by authors from underrepresented communities, addressing topics such as mental health, resilience, identity, and belonging. By integrating DEI principles into our collection development, we aim to create a welcoming and inclusive space that reflects the varied experiences of our community and fosters holistic wellbeing.

KPI 4: [DE&I activities] Focusing on mental health a Wellbeing Book Collection was thoughtfully curated to support the mental and emotional health of the community.

KPI 5: Since September 2024 working with the new tool Panorama Essentials to improve data visualization and understand collection usage and return on investment.

Events @Library

- February 15 to March 15 – [Places of (im)permanence: play(the)ground residencies](#) by Mais uno+1
- March 4 – [Nova SBE Leadership for Impact Knowledge Center book selection launch](#) by LFI & Library
- March 8 – [1st Diversity, Equity & Inclusion Dialog @ Library: Mind the gender gap](#) by DEI & Library
- April 2 – [Book launch "As causas do atraso português](#) by Nuno Palma
- April 24 – [Library Dialogues "How to handle bullying at work](#)" by Nova Pride Association
- April 24 – [2nd Diversity, Equity & Inclusion Dialog @ Library: Diplomacy](#) by DEI & Library
- May 17 – [3rd Diversity, Equity & Inclusion Dialog @ Library: Transformation of Silence into Language and Action](#) by DEI & Library
- May 22 – [Book launch "Liderança no feminino: barreiras, desafios e conquistas](#) by Maria Duarte Bello
- June 18 – [4rd Diversity, Equity & Inclusion Dialog @ Library: Good Talk: A Memoir in Conversations](#) by DEI & Library
- October 3 – [Nova SBE 6th Anniversary: That's Alive: Branding e Identidade Visual, O Case da Marca Nova SBE](#)
- November 14 – [Common Ground – Nova SBE Filmmaking Cycle 2024/2025: Exploring Pressing Global Themes through Film](#) by Nova Sbe Community Engagement Team, Nova Sbe Innovation Ecosystem, Desis Lab At Nova Sbe And Nova Sbe Leadership For Impact Knowledge Center

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 (52 sessions/1 hour each).
- Webinar: *Euromonitor on Sustainability* by Euromonitor & Library
- Workshop: *Statista's New Research AI* by Statista & Library

The library's 2024 initiatives were firmly rooted in the strategic plan and shaped by continuous dialogue with the Nova SBE community. Through targeted training, infrastructure development, and collaborative engagement, we have advanced Open Science, strengthened research visibility, and enhanced our responsiveness to users' needs. Looking ahead, the library remains committed to innovation, sustainability, and excellence in service.

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

Better systems

In 2024 we implemented a new Integrated Library System (ILS) – **FOLIO** (Future Of Libraries is Open) an Open Source software for libraries. Implementation took 9 months and the go-live was September 3rd. The new system was a challenge for the team, switching from UNIMARC - an international standard maintained by the International Federation of Library Association and Institutions (IFLA) – to MARC21 (Library of Congress). Implementation was handled as a team with weekly meetings with the EBSCO implementation team followed with meetings to complete the assigned tasks.

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 2025.

Feedback from the community

We continued to engage actively with our community, exploring diverse and meaningful ways to stay involved and relevant. This ongoing dialogue has been essential in ensuring that our initiatives remain closely aligned with the expectations and evolving needs of our users.

Staff

2024 was no exception to our history as a team. Once again, one of our colleagues embarked on a new professional journey abroad, leaving us with five team members and a key vacancy to fill— that of an Open Science expert. Finding the right candidate proved to be a challenge, not only because of the specialized expertise required, but also due to the importance of maintaining team cohesion and continuity. Despite this, we remained committed to our goals, redistributing responsibilities, supporting one another, and ensuring that our services remained consistent and responsive. This period tested our adaptability but also reinforced our resilience and collaborative spirit.

2025 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.
- Communicating the (new) National Open Science Policy

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.
- Enhancing the visibility of our collection and the institution's research outputs.
- 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 – continue engaging with faculty and academic directors to update and develop our collection.
- Selective dissemination of information – Leveraging our new ILS and LMS (Moodle), 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 guaranteeing its alignment with international safe center and data center security requirements.
- Collaborating with the Diversity, Equity, and Inclusion team to ensure the library continuously enhances its spaces and services to be welcoming, accessible, and supportive for everyone.