

The library's role in the quality and excellence in higher education: a Portuguese case study

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Abstract:

This paper aims to present the work done by a library of higher education in the promotion of research and knowledge.

They are the identified projects, initiatives, strategies and methodologies adopted in the creation of value added services provided, particularly with regard to teaching and research community.

The major objective relates to the specific demonstration of how the skills of information can be exploited and profited for collaboration in the organization's mission through a study case.

Keywords: Library. Higher education. Information management. Research. Quality. Bibliometric analysis. Evaluation. Institutional repository. Open Access. Curriculum vitae platform online.

1. Introduction

As this is a case study, it is important to inform the university that follows.

The Portuguese Catholic University is the oldest university of Portugal and the only non state participating in policy decisions of Higher Education.

It's an academic and administrative unit, decentralized into four regional centers: Lisbon, Oporto, *Braga* and *Beiras*. Regional Centers, in turn, may have one or more campus located in the same city or in different locations.

The case study will be presented in this article refers to the Oporto Regional Centre which has two campus: Foz and Asprela.

The library is located in both physical space but, like other structural and organizational services at the university, works as one: it has only one team and one coordinator.

The Library and Information Management of the Regional Centre of Oporto serves a population of eight teaching units, five research centers and an Associate Laboratory of State.

The teaching units are: Law, Psychology and Education, Economics and Management, Theology, Bioethics, Biotechnology, Arts and Sciences of Health.

The research centers are: Center for Studies in Economics and Management (CEGE), Center for the Study of Thought Portuguese (CEPP), Centre for Research in Science and Technology of the Arts (CITAR), Center for Human Development (CEDH), Office of Research on Bioethics (GIB).

The Associated Laboratory Laboratory of State is Center of Biotechnology and Fine Chemistry (CBQF).

Due to restructuring and merger of services as referred and to the current context of competitiveness and quality assessment in higher education, the SIGIQ was established at the University: Management System Internal Quality.

This article will present the first steps taken by the Library within the

Information Management and partnership relations that have been developed with the research community.

The work started by the initiative of the Library with the aim of creating new dynamics of action and create added value for services rendered.

The Bologna process is aware of the urgent need to meet the requirements and information needs of different users (Pinto & Fernandes, 2009).

The Library entered into national projects and initiatives and was actively involved in promoting these projects within the international community.

This actions and strategies are in order to contribute to institution's mission, aims and objectives.

For the objectives are met is necessary to ensure and guarantee the quality of services and projects developed. So, early on, we implemented performance indicators and quality to be able to evaluate and improve services and staff.

2. Bibliometric Studies

Until 2007, the Library served only one teaching unit, the College of Biotechnology, and one Associate Laboratory of State: CBQF. The Health Sciences only then was established as part of the university. At 2009 happened the restructuring and fusion of services and we started to work with all the other teaching units.

As CBQF is an Associate Laboratory of State, it has been always required quantitative metrics. Based on own initiative, the Library began to collect the publications of each year directly to the authors and to prepare a paper list of bibliographic references. Then, we started also to provide some statistical analysis of the number of publications and scientific presentations. This data was provided to CBQF and used for his own State evaluation to justify financial support.

Later, the team grew, new skills were gained and new technologies emerged like the access to the internet and scientific databases. New developments were made for us to provide through bibliometric analysis of metrics and quality measures. With access to academic and scientific databases, including ISI - Web of Science, we could work and study the scientific production of CBQF and the College of Biotechnology.

Based on the information retrieved through ISI – WoS and Journal Citation Reports, we still provide full and extended reports with the evolution of the number of publications and scientific meetings, the counting of citations per article, the Impact Factor of the journals and h-index of the authors (Horwood & Robertson, 2010). We study the collaboration with other authors and institutions, national and international, to find out the publication range and geographic dimension. We also, identify and promote the main journals of the scientific field and give them to know the options they have available to publish in Open Access.

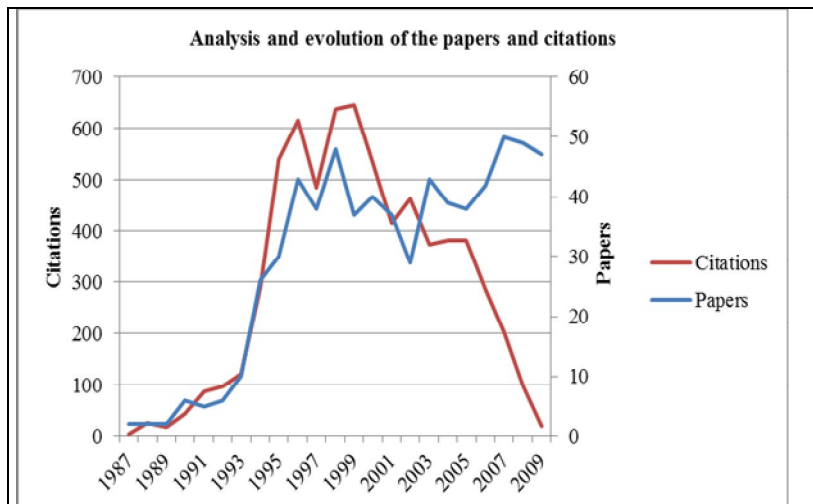


Figure 1 – The bibliometric analysis and results: the analysis and evolution of the papers and citations of the College of Biotechnology between 1987 and 2009.

This graphic report to the articles indexed and retrieved in WoS: 669 articles published since the beginning of the investigation activity of the College of Biotechnology and 6765 citations received so far.

This data was collected until January 2010.

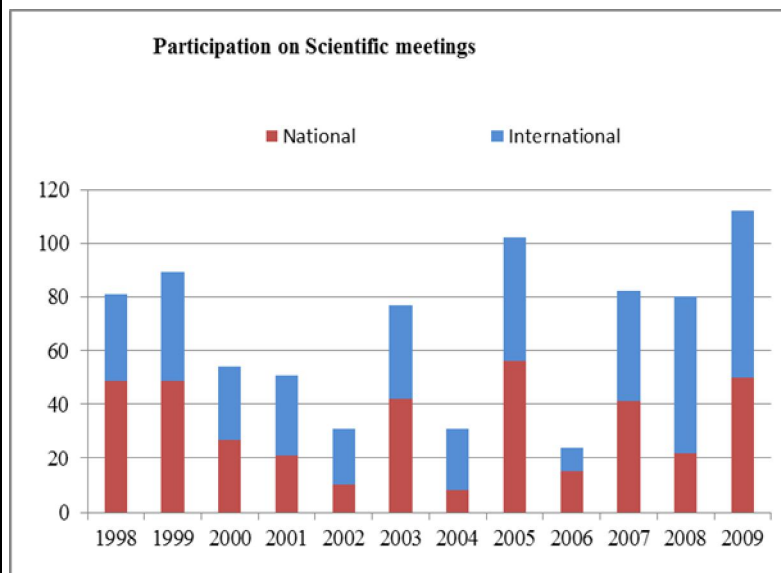


Figure 2- The number of participations of the College of Biotechnology in national and international scientific meetings, between 1998 and 2009.

This data refers only to the participations in scientific meetings that we have collected and the document in our catalogue.

With the collaboration of the authors we will have in the Institutional Repository many more articles and presentations, the all scientific production

of the College of Biotechnology.

All of our studies and bibliometric analysis help every year, in the evaluation of the Laboratory.

On the other hand, was a valuable background work and the information gathered allowed the knowledge to develop, build and monetize the benefits of the institutional repository. And yet, it was useful to complete the filling of databases SIGIQ in order to evaluate our teaching and research university.

3. Institutional Repository and Open Access

On 21st October 2010, during the celebration of the International Open Access Week, the Regional Centre of Oporto publicly presented to its community the Scientific Institutional Repository of the Portuguese Catholic University: VERITATI (<http://repositorio.ucp.pt>).

The repository was created under a national project: RCAAP - Repository of Open Access Scientific Portugal - an initiative of UMIC - Agency for the Knowledge Society - realized by FCCN - Foundation for National Scientific Computing - a more advanced service available on Network Science, Technology and Society (RCTS), managed by FCCN. The project is funded by the Operational Knowledge Society and UMIC (Moreira *et al.*,2010).

The project also includes technical and scientific contribution by the University of Minho (Rodrigues, 2004).

The software used is an open source one: DSspace.

The initiative and effort to enhance and enrich the Institutional Repository and the Movement of OA in the community was the responsibility of the Library.

As we said before, the process began with the collaboration of the author to provide all their scientific production (with full text) and this partnership was an effort very important to establish good working relations with the academic community.

This process also created a partnership with SIGIQ that asked the authors others teaching and publishing indicators to build an evaluation and institutional database.

The Library proposed to undertake the entire load to 2010 retrospective of the scientific production of all units. The process involved five elements, not exclusively, of the staff. The table below shows the progression of the submission of scientific contents during four months.

Teaching Unit	Papers available	Papers to submit	Total papers
Arts	15	0	15
Biotechnology	419	450	869
Law	90	0	90
Management and Economics	297	16	313
Education and Psychology	99	0	99
Theology	72	76	148
Bioethics	15	0	15
Sciences of Health	69	20	89
Total	1076	562	1638

Table 1 – The process of submission of contents in the Institutional Repository.

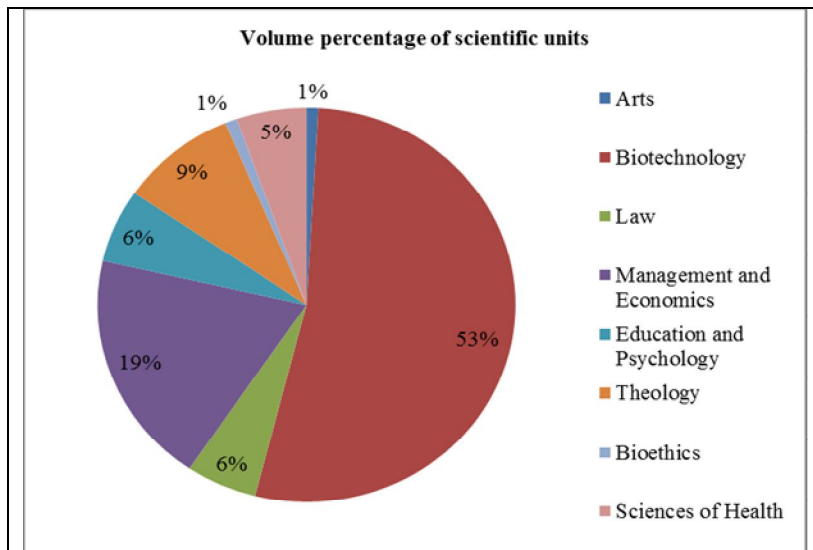


Figure 3 – The percentual representation of scientific papers and meetings of all the units in the Repository.

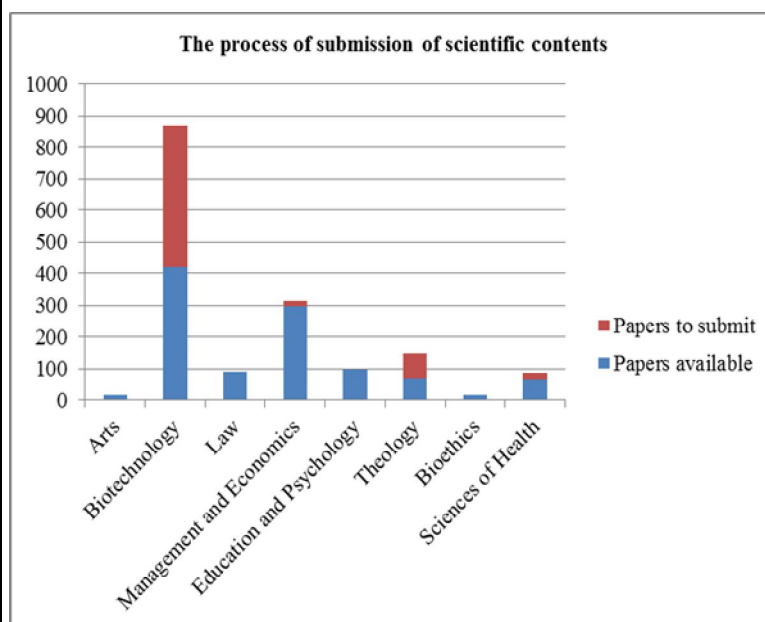


Figure 4 – The state of scientific contents submission in the Repository.

As we can see from the table presented and figure 3 and 4, some areas have already all its scientific production submitted and available at the digital repository: Arts, Law, Education and Psychology and Bioethics. The areas Management and Economics and Sciences of Health are almost available. The College of Biotechnology is by far the most productive area in terms of publication, so it's the one with more scientific content to submit. In connection with the promotion of Open Access International Week, the

Library has organized three community for its conferences with the topics of open access, copyright, Creative Commons licenses, the advantages to the investigator, reviewed open access, the RCAAP project, presentation of case studies and platform DeGóis curricula. And also two workshops for investigators about how to auto-archive their publications.

4. Quality performance indicators

We still do not talk much to collect performance indicators in higher education libraries in Portugal, and we had an awareness of the importance of measuring and somehow try to describe our services and performance, whether through the registration of performance indicators, both the development of satisfaction questionnaires (Broady-Preston, 2009).

Over time, we were doing the exercise of an increasingly comprehensive and continuous improvement. Today, record, collect and statistically treat all activities and services that reflect the service in the annual report.

Being a relatively recent process, the Information Management is an even greater concern because they are the first steps and we need to understand if we are to successfully reach our community.

Thus, all projects, initiatives and strategies described in this article are being followed strictly in order to understand whether the objectives are being achieved, that is, if the academic units are to value our contributions and our new role in the community (Libraries, 2010).

These indicators also allow us to understand what the new strategic areas of intervention for the Library and what the needs felt by the community teacher and researcher.

5. Conclusions

The Institutional Repository project is still taking place and from which we intend to develop new support services for all units of instruction and research, as initially support the College of Biotechnology.

Finished loading retrospective of scientific production of all units, the authors will proceed to self-archive their publications.

In this context, we will continue to support and manage the process because we are responsible for managing the Institutional Repository and maintain our role in validating the information and metadata to ensure quality.

We will also continue to provide specific training for each unit of instruction and workshops with topics related to the repository, copyright and open access.

As already mentioned, the project of curriculum DeGóis is a next step where we aim to actively participate and support the community in the management curriculum.

One example and project ongoing with the collaboration with the College of Biotechnology is the creation of an open access e-journal (Silva *et al.*, 2010).

This project was conceived in an international network (ISEKI_Food - Integrating Food Science and Engineering into the Food Chain – www.iseki-food.net) led by the College.

The promotion and training about Open Access make the College ask for our collaboration in the conception and development of an open access e-journal.

The e-journal is being launched by October 2011 and we will make part of the acceptance and edition workflow process making the accomplishment of structure, organization, formats and bibliographic references in the papers submitted. We will be also responsible by the promotion of the e-journal and

open access in the web page and scientific meetings. Our role will also include the submission and indexing of the e-journal in the main scientific platforms and directories.

The partnership between the Library and Information Management and SIGIQ will increase due to increasing need for interoperability and collaboration for data collection and processing of quantitative and qualitative assessment of teaching and the institution.

New paradigms arise Libraries of Higher Education requiring new roles and areas of intervention, particularly in promoting the production, dissemination and sharing of knowledge.

Information professionals have to become increasingly multidisciplinary and flexible to adapt to new needs and new user profiles.

The communication and dissemination of both our competences of research results is a strong area to be able to take advantages of Information Management for the academic community. That is, the creation of a partnership and collaboration among information professionals and the research community is essential.

Despite being a "small library" and these are our first steps in this direction, we can say that we are able to cooperate actively with investigators and that the partnership brings added value and help the community and the institution in fulfilling its mission and scope of continued quality and excellence.

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