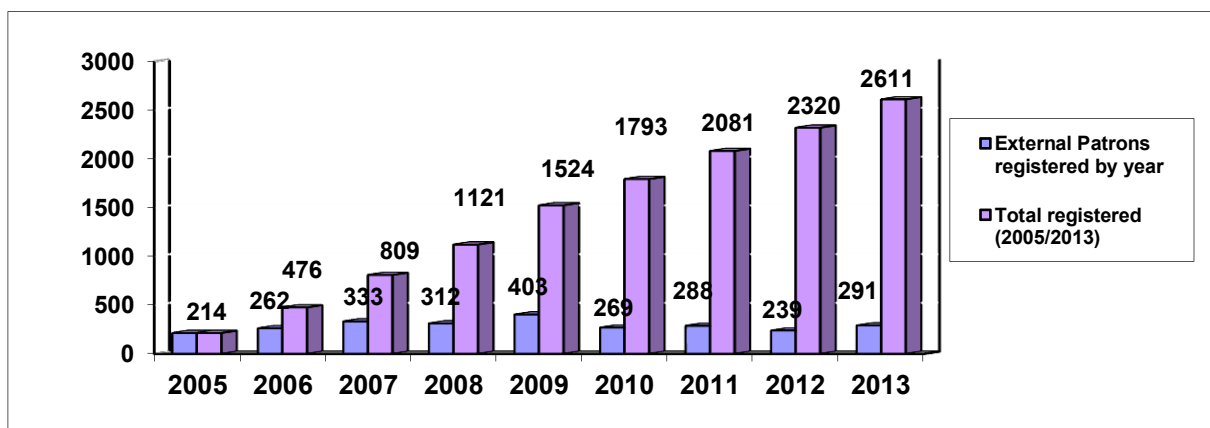


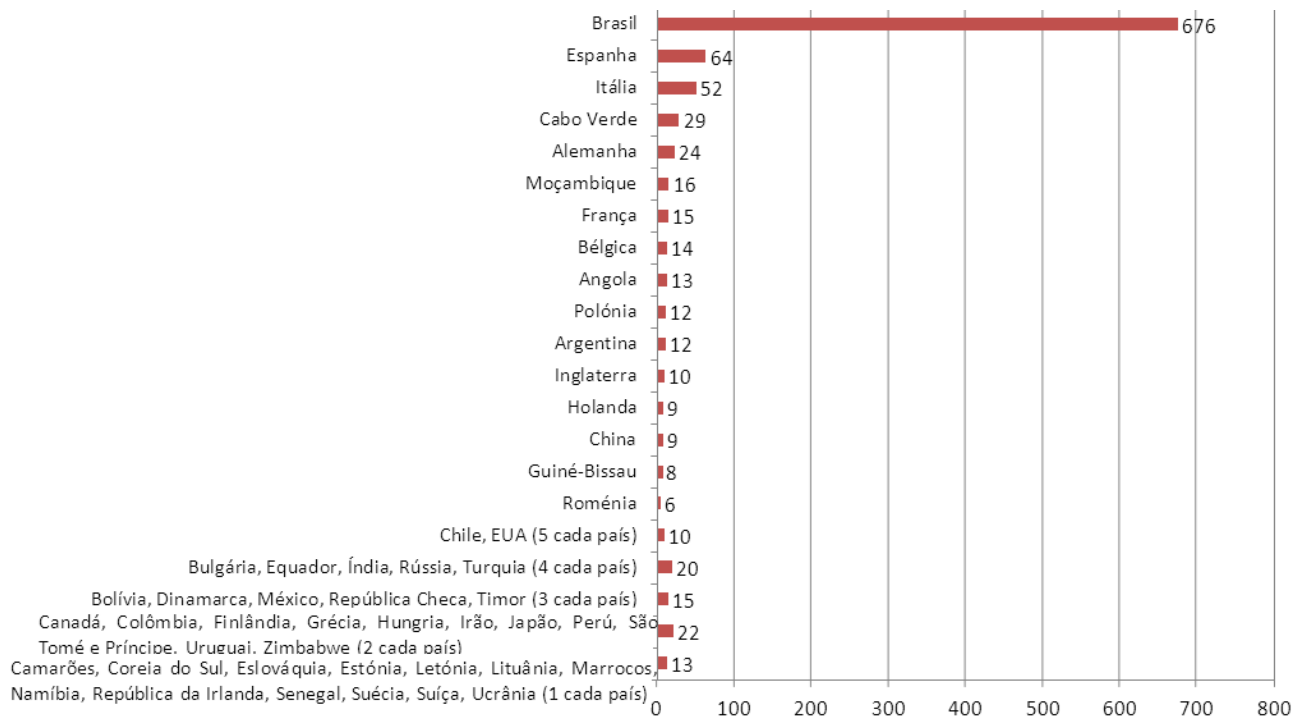
The BNS continues committed to delivering accurate and friendly services to its **internal and external Users** who seek information, in person or at a distance (**291 new external users registered in 2013**) (Graphic 1). BNS supports its users with **Reference Services: 1793** requests, including **785** email and phone requests. It encourages the independent research process through **Bibliographic Instruction Workshops** and promotes access to: the University of Coimbra Integrated Library System WebPAC (**SIBUC**); free/open access databases and repositories through regular individual training; JSTOR and B-On databases; and Zotero and Mendeley Training Courses. **66 individual training sessions and 11 group sessions**, designed to meet the users' specific needs, were offered in Portuguese, English and Spanish which include students from: The Eduardo Mondlane University (**6**); “*The Peace Building: dilemmas and challenges programme*” (**21**); the Post-colonialisms and Global Citizenship Doctoral program (**15**); the Faculty of Arts Library and Information Sciences (**26**) and the Undergraduate Research Internship (EII) (**11**) (**Total Attendance - 143 PhD students and researchers**). The library continues to **cooperate with SIBUC** including the planning and organization of **workshops, initiatives, task groups**, and events such as: *EBSCO E-books platform* (**25**); *Springer Author Workshop* (**24**); *INE-Statistics Portal* (**35**) and the *Eurostat Portal* (**19**) (**Total Attendance 103**). The institutional contacts maintained by BNS to keep the ongoing “**Authors-Friends of the Library**” project and the many exchange agreements, resulted in continuous selective collection development. The acquisition of **247 titles and 805 volumes** offered, including a collection from the Gulbenkian Foundation, led to an increase of **1052 volumes**, in 2013, bringing the **Current Collection to 20747 volumes** (Graphic 2). Due to budget cuts, eighty-eight (88) periodical titles were cancelled. The number of periodical publications still amounts to over 800 (although not all current) (Table 1). **Circulation services - 7793 items were** borrowed by CES researchers and doctoral students, and UC Master's and PhD students. Integrated in the celebration of the **Five Hundred Years of the Coimbra University Library: A just and necessary celebration congress** (<http://www.uc.pt/en/bguc/500anos/Apresentacao>) the BNS collected users' **testimonies** to evaluate how they valued the University of Coimbra libraries. The analysis of said statements showed an excellent level of satisfaction particularly with the BNS services.

### Annual Report (2013) – North South Library – GRAPHICS

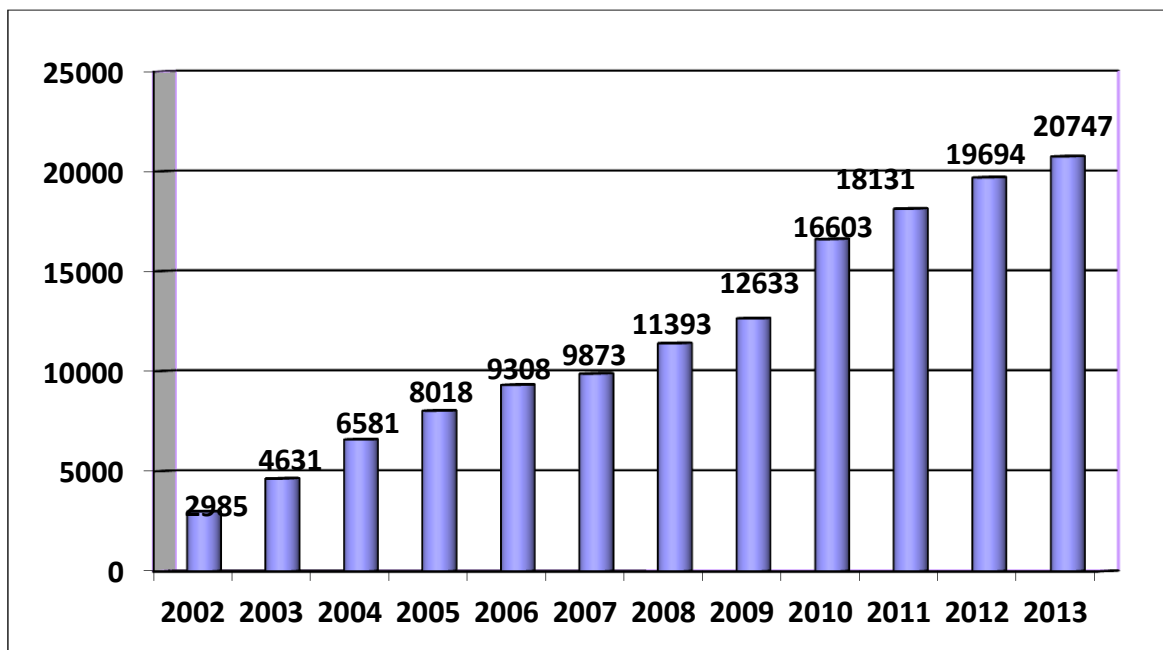


Graphic 1. Evolution of external users registered.

These external users coming from varied origins (Germany, Angola, Argentina, Belgic, Bolivia, Brazil, Bulgaria, Cape Verde, Cameroons, Canada, Chile, China, Colombia, Czech Republic, South Korea, Denmark, Ecuador, England, Estonia, Finland, France, Greece, Guinea-Bissau, Holland, Hungary, India, Iran, Ireland, Italy, Lithuania, Japan, Lithonia, Lithuania, Mexico, Morocco, Mozambique, Namibia, Peru, Poland, Romania, Russia, S. Tomé Príncipe, Senegal, Slovakia, Spain, Sweden, Switzerland, Timor, Turkey, Ukraine, United States, Uruguay and Zimbabwe) show the diversity of the student body at the University of Coimbra, in general, and at CES in particular, confirming the need for multilingual skilled staff to function at an all-inclusive level.



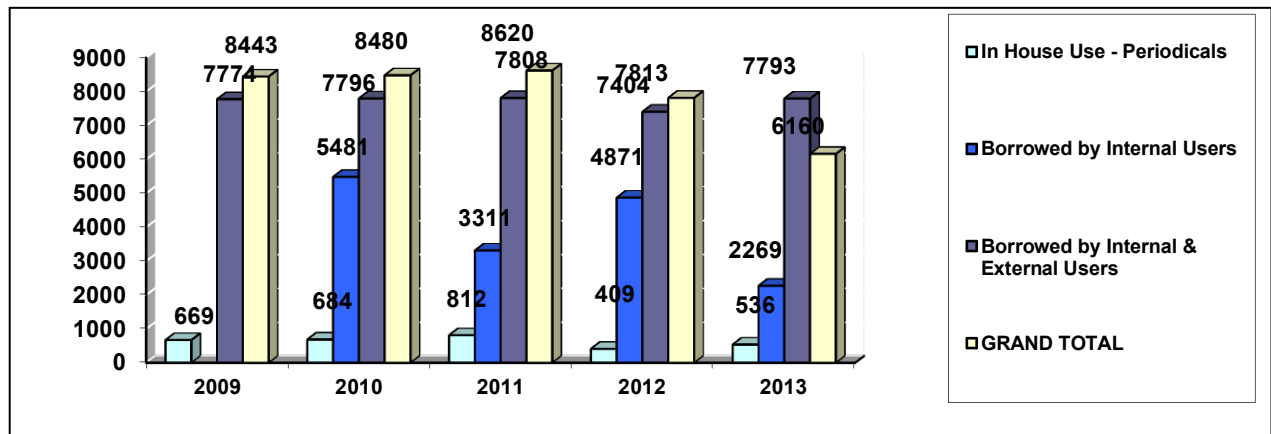
Graphic 2. External users per country of origin.



Graphic 3. **BNS Book Collection - Annual Increase.** Due to budget cuts, there was a substantial decrease in the number of books acquired. The collection was supplemented by sending "requests for gifts" to varied institutions.

BNS	CURRENT	CANCELLED	GENERAL COLLECTION	
ACQUISITIONS	47	88	GIFTS	475
EXCHANGES	173	20	EXCHANGES	18
GIFTS	176		TOTAL GC	493
TOTAL BNS (CURRENT A+E+G)				396
TOTAL PERIODICAL PUBLICATIONS (CURRENT BNS + GC)				889
ECHANGES (CURRENT BNS+ GC)				191

Table 1. **Annual Evolution of Periodical Publications:** In 2013: **889** titles, including some sporadic donations. The B-On (<http://www.b-on.pt/>) provides access to many of the titles subscribed to by BNS and includes many of the subjects researched at CES. This fact associated to a substantial decrease in the BNS budget led to the cancellation of 88 titles. The BNS periodical publications' collection amounts to **396 titles**. The Generic collection includes 493 titles however, not all current publications. The **Exchange Agreements** provide access to 191 titles from countries such as Argentina, Brazil, Cape Verde, Chile, Colombia, Costa Rica, Cuba, France, Mexico, Mozambique, United States of America, Uruguay, Venezuela and Portugal.



Graphic 5. **Circulation Total 7793 (lending/borrowing) - Evolution of the materials borrowed during the past 5 years.** The BNS continued adding the hyperlinks for all of the Revista Critica de Ciências Sociais articles and many other publications which offer free online access thus, access to information is facilitated at a distance, having an impact on the number of publications borrowed.

Submitted by *Maria José P. F. Carvalho*, Library Coordinator

On behalf of the team:

Acácio Machado, Librarian

Ana Sofia Correia, Part-time Assistant Librarian

Ângelo Pratas Pinto, Library Cataloguer