Singapore Management University

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SMU Corporate Reports

University Heritage

2014

SMU Libraries 2014 Annual Report

Li Ka Shing Library, Singapore Management University

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SMU Libraries
2014 Annual Report

University Librarian's Message
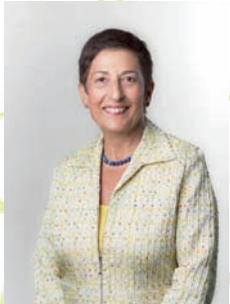
Gulcin Cribb

2014 proved to be an exciting year for SMU Libraries. We transformed the spaces and facilities to enhance students' learning experience and for pedagogical excellence. Some of the new facilities include:

- **A Learning Commons, open 24 hours a day, 7 days a week**
- **A single, one-stop enquiry desk**
- **Lounges for graduate students**
- **The "Hive", a state-of-the-art learning space on level 2 allowing faculty to teach in a space specially equipped to support active and group learning.**
- **A new Investment Studio which provides access to high-end business and finance databases such as Bloomberg, Capital IQ, Eikon.**

Students clearly love the new facilities. The renovations to the library were well received by all.

SMU Libraries has become leaner than ever, winning the unofficial title of a Lean Library with over 70% of the library staff now trained in Lean Six Sigma. Librarians and staff are involved in a wide range of continuous improvement activities which have resulted in additional value-added customer services, cost and space savings and more effective and efficient operations. Examples include the single desk and the online ordering of course packs, a project undertaken jointly by Integrated Information Technology Services (IITS).

This Annual Report highlights SMU Libraries' achievements and activities in 2014. The Library team is looking forward to further enhancing library support for the SMU community in 2015.

Vision

To be a leading research library providing **ubiquitous access** to information using innovative strategies to **drive intellectual exchange** and the **creation of knowledge**.

Mission

- **To enable a culture of lifelong learning through collaboration, engagement and outreach.**
- **To provide seamless access to information using innovative and leading edge technology.**
- **To deliver exceptional services and build dynamic relationships within the SMU community and beyond.**

Our Core Values

- **Passion**

- **Respect**

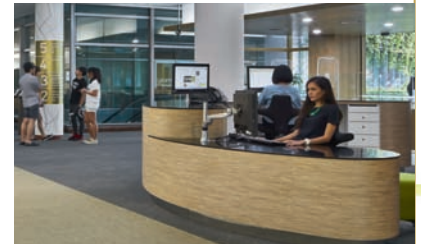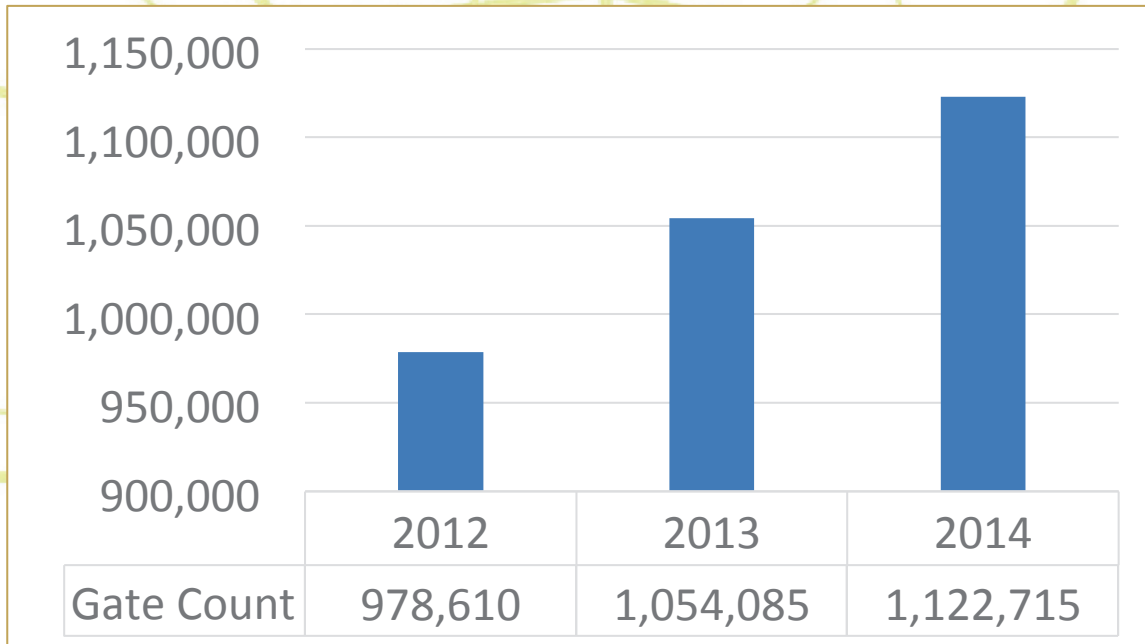- **Accountability**

- **Professionalism**

Photo: Owen Raggett

Visitorship

How many Visits

	2012	2013	2014
Gate Count	978,610	1,054,085	1,122,715

Teaching and Learning

Workshops and Seminars

	2012	2013	2014*
Number of Classes	368	315	260
Students Trained	10,433	9,981	9,412

Research Librarians teach classes – such as Programme on Writing and Reasoning – in collaboration with the Centre for English Communication

*2014 excludes 1,820 students who completed the online LibQuest in August 2014

Innovation

- Blended Learning / "Flipped" classroom approach for research skills training

  - Pre-class activities
  - In-class: Quiz using 'Live' Polls
  - Post-class: MCQ embedded in eLearn

- Two new Learning Labs, equipped with state-of-the-art technologies and flexible furniture and walls, have been created to facilitate innovative, dynamic and interactive learning.

- Algorithm created to 'tweet' recently acquired books and DVDs.

Technology

- A tender for a new library management system and discovery service was called and awarded to ExLibris for the implementation of ALMA and Primo in 2015.
- 3D thermal imaging people counting devices installed for understanding, measuring and analyzing the usage of newly transformed library spaces.
- A feasibility study to review the usage of PCs by students in the Library – the results of the study indicated the need for a PC management system, which would allow for a more equitable availability of PCs for student use. A solution has been procured and planned for implementation in 2015.
- A DVD unlocker, which allows immediate borrowing of DVDs, installed on Level 2.
- New learning spaces technologically enabled with video/audio conferencing capabilities, wireless projection for project rooms and collaboration tools such as "Show Me" to allow seamless sharing and learning amongst project teams.

Collection Policy

The Collection Policy was approved and endorsed by the Council of Deans. The policy is based on the following principles:

- A collection that focuses on the research, teaching and learning needs of the SMU community.
- Collections are developed on the basis of Just-in-Time and NOT Just-in-Case.
- Providing Anytime, Anywhere access to resources is a priority.
- Decisions are informed by analysis and consultation.

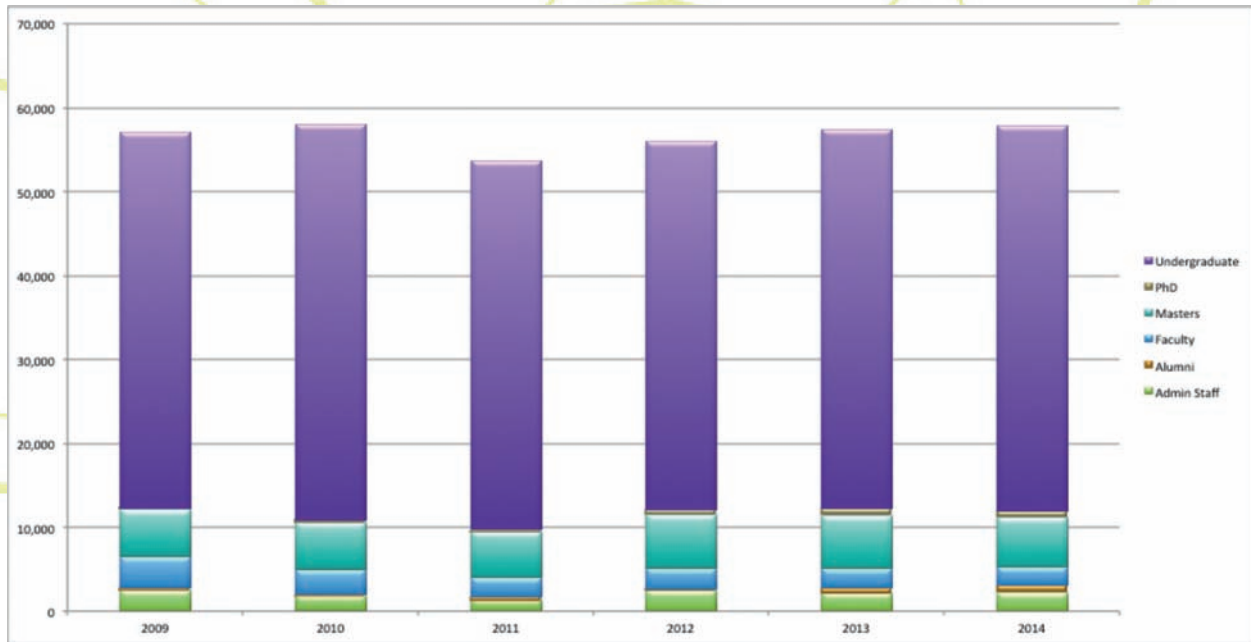# Collection

How many books added

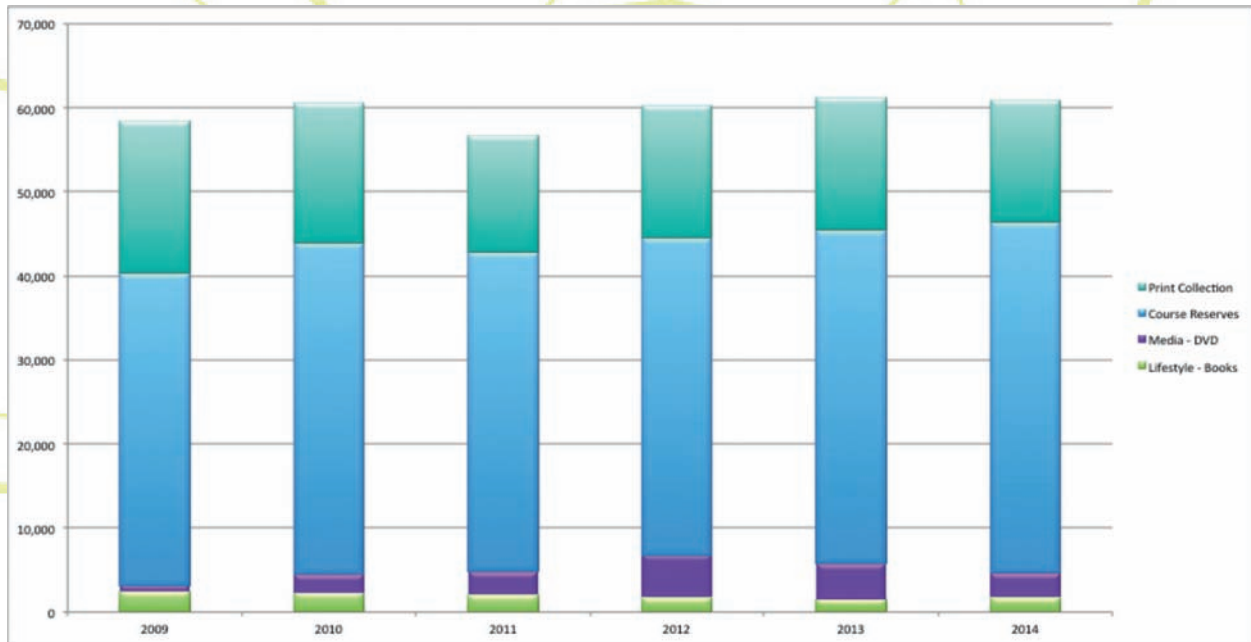|	FY2012	FY2013	FY2014
Print	50,430	53,670	55,900
Ebook	72,745	99,394	258,824
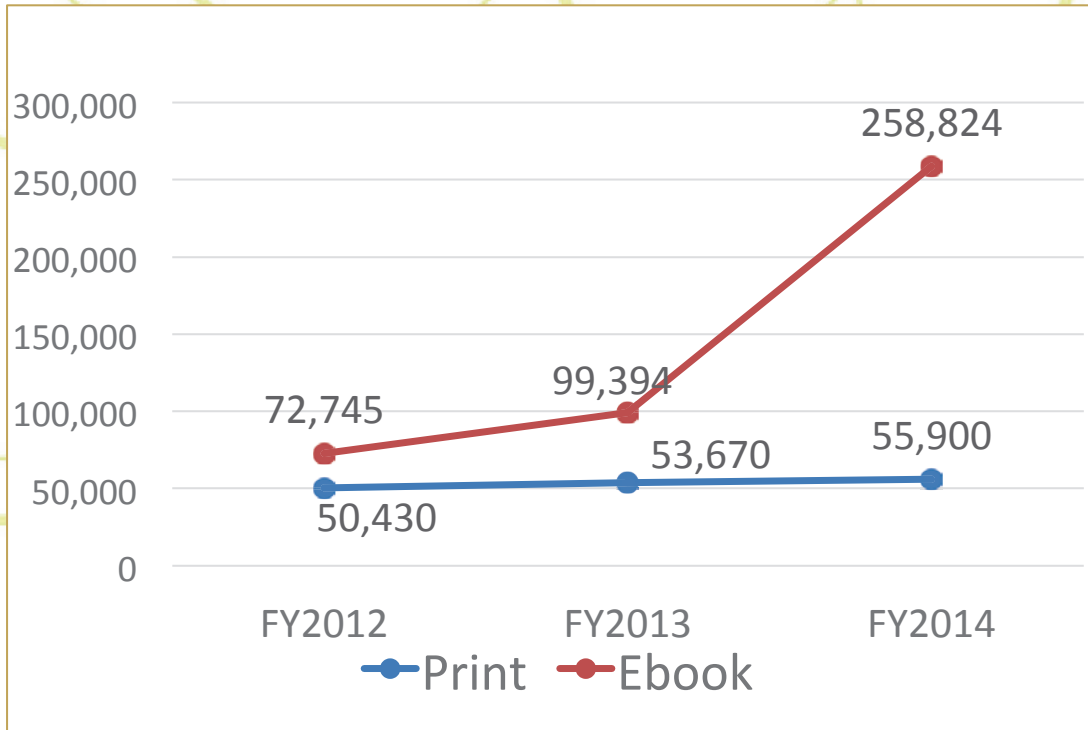
Selected E-resources

Collection Usage

Who is Borrowing

Collection Usage

What is Borrowed

Collection Usage

How many Print vs E-books* are borrowed

Loan Trend

	2012	2013	2014
Ebook	111,371	179,576	199,322
Print	72,648	75,160	73,927

Legend: ●Print ●Ebook
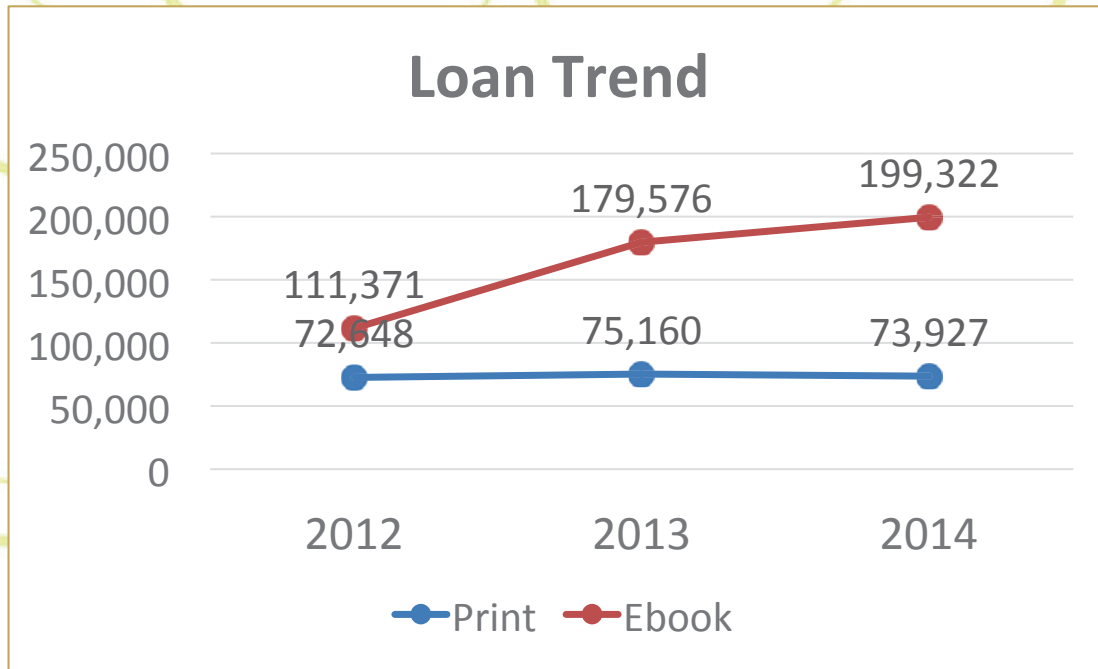
*E-book loans from MyiLibrary, Safari and EBL databases

Research Support

The Library contributes to SMU's research excellence in a number of ways:

- Author identification to ensure correct research publications are attributed by using ResearcherID and Scopus Author ID.
- Regular reports on SMU's research impact from:
  - Web of Science, Scopus and Google Scholar
  - InCites, a tool to benchmark with other researchers globally
  - Download counts from InK, SMU's institutional repository
  - Altmetrics pilot, based on new electronic sources of information, e.g. blog posts, Mendeley, Twitter
- Research data:
  - Building up collections of datasets in InK
  - Data management training for postgraduate students
  - Guides for research data management

Growing SMU's Institutional Knowledge

	2012	2013	2014
Full text downloads from InK	167,253	331,441	625,030
Number of records in InK	10,375	12,398	14,095
Number of full text in InK	1,467	2,775	3,656
Theses and dissertations	122	135	158

InK – Institutional Knowledge at SMU (institutional repository)

Research Support

Papers with high downloads in the last 12 months

Leading Mindfully: Two Studies on the Influence of Supervisor Trait Mindfulness on Employee Well-Being and Performance

Jochen Reb · Jayanth Narayanan · Sankalp Chaturvedi

Abstr...
mindf...
hypot...
assoc...
such a...

TwitterRank: Finding Topic-sensitive Influential Twitterers

Jianshu Weng, Ee-Peng Lim, Jing Jiang
School of Information Systems
Singapore Management University
{jsweng,eplim,jingjiang}@smu.edu.sg

Qi He
College of Information Sciences and Technology
Pennsylvania State University
qhe@ist.psu.edu

ABSTRACT

This paper focuses on the problem of identifying influential users of micro-blogging services. Twitter, one of the most notable micro-blogging services, employs a social-networking model called "following", in which each user can choose who she wants to "follow" to receive tweets from without requiring the latter to give permission first. In a dataset prepared for this study, it is observed that (1) 72.4% of the users in Twitter follow more than 80% of their followers, and (2) 80.5% of the users have 80% of users they are following follow them back. Our study reveals that the presence of

be submitted in many different channels, including the Web and text messaging service [1, 16]. One of the most notable micro-blogging services is Twitter[1]. It allows twitterers to publish tweets (with a limit of 140 characters)[2]. Twitter also provides the "social-networking" functionality.

Unlike other social network services that require users to grant friend links to other users befriending them, Twitter employs a social-networking model called "following", in which each twitterer is allowed to choose who she wants to follow without seeking any permission. Conversely, she may also be followed by others without granting permission

ANIMAL PROTECTION LAWS OF SINGAPORE AND MALAYSIA

ALVIN W.-L. SEE*

...le offers an overview and assessment of the laws relating to the protection of animals in ...e and Malaysia. The focus is on identifying the interpretations of the statutory offences of ...at will best promote their objectives and effectiveness.

I. INTRODUCTION

...entury saw the beginning of the era of animal protection legislation. But ...at the turn of the 21st century that animal law started gaining prominence as a legal discipline. Besides the numerous books and articles written on it, it is

Operational Excellence

- Over 70% of librarians and staff completed the Lean Six Sigma Green Belt training offered through the Office of Business Improvement (OBI).
- Partnering with OBI to develop a Lean Management program customized to the library environment to ensure sustainability.
- Major projects using Lean principles included:
  - Consolidation of service points (the Desk)
  - Online course pack sales
  - Use of PDA (Patron Driven Acquisition) for both electronic and print resource acquisition
  - Streamlining of 'gift' processes and processing of 'course' reserves
- Major savings in staff time and enhanced customer service achieved.

Operational Excellence

Tangible savings:
- **Eliminated NETS rental cost**
- **Reduced staffing from 3 to 2 persons per term / 630 hours**
- **Intangible benefits:**
  - **No queues, no waiting**
  - **Less noise**
  - **Less frustration**
  - **More convenience**

Course Pack Sales go online!
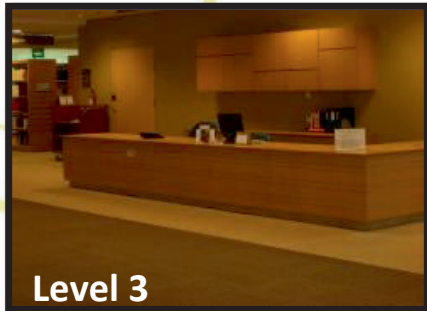

BEFORE

AFTER

Operational Excellence

New Single Desk

BEFORE

Level 2

Level 3

AFTER

- New user-focused service model
- Single point of contact
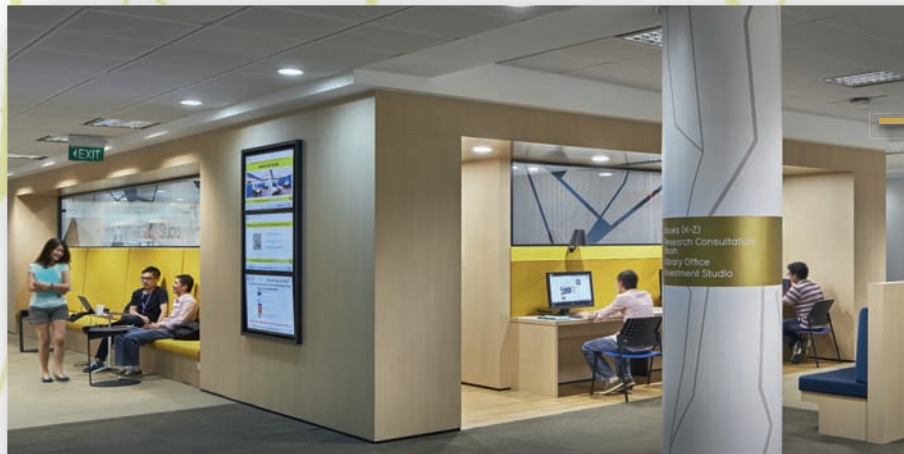- 695 sqm of space repurposed for student use

Library Transformation

Lifestyle Lounge

Hive

Library Transformation

Photos: Owen Raggett

Investment Studio

24/7 Learning Commons

Library Transformation

24/7 Learning Commons

Learning Lab

Student Engagement

April's Fool

halloween

Compliments

YOUR feedback: ·

The renovations look amazing! Can't wait for it to be complete. Keep up the great work team library! Exciting times!!! #LKS

YOUR feedback: ·

The new Library looks absolutely beautiful. As a graduate, I find the transformation from the old LKS Library décor to be a breath of fresh air! I'm sure the existing students of SMU are going to love LKS even more dearly than I did, and I'm gonna keep coming back! Cheers!

Rec'd 19/4/14

SMU Libraries

Your thoughts, suggestions or feedback

DEAR LIBRARY,
I LOVE YOU VERY MUCH!
you are the coolest library I know thus far and you feature in a lot of my facebook posts. I graduate this year and I am going to miss you a lot! You make me proud! (sniff)
Here's a toast to you. keep reaching new standards of awesomeness. I guarantee you other's are far behind.

Your name / email :-   Date : 16/4/2014

Thank you for your time.

YOUR feedback: ·

Love the new renovations! SMU library is now a great place to study. The SMU librarians are very cool as well with the active Facebook updates. Good job! :D

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Highlights

- Faculty Welcome Tea
- Social Sciences Research Seminar with David Pendlebury and Professor David Chan (in collaboration with Thomson Reuters)
- Lit Night (Literary Quiz) in collaboration with Read! Singapore (NLB)
- Women of Impact a panel discussion with Dr Kanwaljit Soin and Mrs Jean Marshall
- A Celebration of the Written Word talks by authors featuring Audrey Chia, Adam Minter, S J Rozan and Dr Kevin Tan

Staff Awards

- **Low Jiaxin, Research Librarian**

2014 Library Association of Singapore Outstanding Newcomer

Publications & Presentations

- **Change Leadership in South East Asian Academic Libraries. Gulcin Cribb and Tamera Hanken**
- **Collaborating with Faculty in Information Literacy Classes Works! A Case Study of Partnership between Research Librarians and Faculty at the Li Ka Shing Library, Singapore Management University. Rajendra Munoo and Elizabeth Su**
- **Development of a lean management program at Singapore Management University: A pilot program in the Li Ka Shing Library. Francis Lim, Tamera Hanken and Kevin Koh**
- **Journeying into Library Assessment: A Case Study Measuring Value of an Information Literacy Programme at the Li Ka Shing Library. Rajendra Munoo and Wei Xia**
- **Library Space and Business Information Literacy: Investment Studio at Li Ka Shing Library. Jiaxin Low**
- **Research Data Management and Curation Aspirations at NTU and SMU Libraries. Wei Yeow Cheng and Tint Hla Hla Htoo**
- **Visionaries, Architects and Pioneers: Conceptualising SMU. Pin Pin Yeo and Patricia Meyer**

Professional Memberships

- American Library Association (ALA)

- ASEAN University Network Inter-Library Online (AUNILO)

- Educause

- Hong Kong Library Association (HKLA)

- International Association of Scientific and Technological University Libraries (IATUL)

- International Federation of Library Associations (IFLA)

- Library Association of Singapore (LAS)

- Pacific Rim Digital Library Alliance (PRDLA)

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Our Passion, Our Commitment, Your Advantage

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