SMU Libraries 2013 Annual Report

Li Ka Shing Library, Singapore Management University

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The SMU Li Ka Shing Library is a vibrant hub for learning and research as well as interactions amongst students. The library is also a first point of reference for access and discovery of information resources.

Approval of SMU’s Open Access Policy by the Research Council in October 2013 has been a major achievement for SMU.

2013 has been a fantastic year for the Li Ka Shing Library. There were record numbers of students and other visitors - over one million visits - using the Library in 2013. According to the 2013 SMUSA (SMU Student Association) survey results, a majority of students stated that the library was their preferred study space and that it was where they spent most of their time.

In response to feedback received from students and faculty, we are embarking on a renovation program to upgrade library spaces and facilities in mid 2014. The renovations will bring additional and enhanced learning spaces and seating throughout the Library building.

This Annual Report highlights the Library’s achievements and activities in 2013. We look forward to further enhancing library support for the SMU community in 2014.
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

- The Li Ka Shing Library’s mission is to enable a culture of life-long learning through collaboration, engagement and outreach.
- It aims to provide seamless access to information using innovative and leading edge technology.
- The Library is committed to delivering exceptional services and building dynamic relationships within the SMU community and beyond.
Core Values

- Passion
- Professionalism
- Accountability
- Respect
### Library Usage - Gate count

#### Library Usage by Month (2011-2013)

<table>
<thead>
<tr>
<th>Month</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>77,227</td>
<td>46,040</td>
<td>87,465</td>
</tr>
<tr>
<td>Feb</td>
<td>74,934</td>
<td>118,993</td>
<td>112,165</td>
</tr>
<tr>
<td>Mar</td>
<td>117,847</td>
<td>121,899</td>
<td>128,074</td>
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<tr>
<td>Apr</td>
<td>72,296</td>
<td>116,971</td>
<td>124,879</td>
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<tr>
<td>May</td>
<td>31,836</td>
<td>32,356</td>
<td>20,956</td>
</tr>
<tr>
<td>Jun</td>
<td>18,065</td>
<td>17,077</td>
<td>17,348</td>
</tr>
<tr>
<td>Jul</td>
<td>20,359</td>
<td>20,359</td>
<td>19,082</td>
</tr>
<tr>
<td>Aug</td>
<td>64,370</td>
<td>55,000</td>
<td>65,201</td>
</tr>
<tr>
<td>Sep</td>
<td>84,273</td>
<td>129,976</td>
<td>142,434</td>
</tr>
<tr>
<td>Oct</td>
<td>105,928</td>
<td>134,340</td>
<td>147,196</td>
</tr>
<tr>
<td>Nov</td>
<td>116,911</td>
<td>158,987</td>
<td>166,261</td>
</tr>
<tr>
<td>Dec</td>
<td>11,785</td>
<td>26,612</td>
<td>23,024</td>
</tr>
<tr>
<td>Total</td>
<td>795,831</td>
<td>978,610</td>
<td>1,054,085</td>
</tr>
</tbody>
</table>

#### Libraries Statistics

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Seats</td>
<td>1500</td>
<td>1518</td>
<td>1539</td>
</tr>
<tr>
<td>No. of Project Rooms</td>
<td>33</td>
<td>33</td>
<td>33</td>
</tr>
</tbody>
</table>

**SMU Libraries 2013 Annual Report**
What is Borrowed

<table>
<thead>
<tr>
<th>Year</th>
<th>Print Collection</th>
<th>Course Reserves</th>
<th>Media - DVD</th>
<th>LifeStyle - Books</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>37210</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2010</td>
<td>39442</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2011</td>
<td>37985</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2012</td>
<td>37825</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>39734</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SMU Libraries 2013 Annual Report
### Collection Acquisition

<table>
<thead>
<tr>
<th></th>
<th>Collection</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2011</td>
<td>2012</td>
</tr>
<tr>
<td>PRINT</td>
<td>43,779</td>
<td>48,829</td>
</tr>
<tr>
<td>EBOOK</td>
<td>41,623</td>
<td>48,431</td>
</tr>
</tbody>
</table>
Institutional Knowledge (InK) at Singapore Management University showcases the research and scholarly works of SMU faculty, staff, and students.

<table>
<thead>
<tr>
<th>INK Usage</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publications in InK</td>
<td>9,260</td>
<td>10,483</td>
<td>12,672</td>
</tr>
<tr>
<td>Publications with Abstracts</td>
<td>8,391</td>
<td>8,993</td>
<td>9,843</td>
</tr>
<tr>
<td>Publications with Full Text</td>
<td>899</td>
<td>1,490</td>
<td>2,829</td>
</tr>
<tr>
<td>Theses &amp; Dissertations</td>
<td>92</td>
<td>123</td>
<td>135</td>
</tr>
<tr>
<td>Downloads (Cumulative)</td>
<td>58,994</td>
<td>170,289</td>
<td>337,228</td>
</tr>
</tbody>
</table>
Downloads from InK are counted for the open access publications with full text.
2013 Highlights

- LibQual
- Innovation
- Global Impact
- Publications
- Library Programs

- Collaboration
- Technology
- E-Learning
- Space Li Ka Shing
- Space Kwa Geok Choo

- Events
- Staff
- Professional Associations
- Feedback
The LibQUAL customer satisfaction survey was conducted in 2013. The survey is used by over 1,200 libraries worldwide to measure and benchmark library performance and services. There were a total of 1,994 respondents, representing 24% of the SMU community. SMU Library performed well when benchmarked against other academic libraries in Singapore and overseas.

**Areas of Excellence**

- Service
- Staff
  - Dependable & Knowledgeable
  - Willing to go the extra mile to assist Library users.

**Areas of Improvement**

- Quality of the space available to students.
- Zoning of space in the Library
- Access to e-resources
LibQual — Way Forward

- Following up on feedback from the LibQual survey, a master planning exercise was undertaken in 2013 to review space and facilities in the entire library building.

- Focus groups were held with students, faculty, and staff whose input has been incorporated into the renovation plan.
SMU’s Open Access Policy initiative was approved by the SMU Research Council in October, 2013.

The purpose of this policy is to provide global open access to research conducted by SMU faculty, staff, and students within the framework of Open Access (OA) principles.
2013 Highlights – Global Impact

- Li Ka Shing Library contributed to the IFLA WLIC 2013 World Congress held for the first time in Singapore and attended by over 4000 people.
- The International Federation of Library Associations and Institutions (IFLA) is the leading international body representing the interests of library and information services and their users.
- IFLA is the global voice of the library and information profession.
- Over 1000 librarians from all over the world visited the Li Ka Shing Library during the IFLA Congress.
2013 Highlights – Global Impact

Library staff presented papers and moderated sessions both at the main IFLA Congress and the satellite events.

The events hosted by SMU included:

- “IFLAcamp²” for young professionals
- “Making ends meet: high quality design on a low budget” Section Conference
- “Making better laws - the unique role of parliamentary library and research services” Section Conference
- “Demystifying Wikipedia: Tips for Information Literacy” Seminar
- “Global sharing of open access content” Seminar
2013 Highlights
Publications & Presentations

- **Evolution and Transformation: Spaces, Services and Staircases**, Gulcin Cribb
- **Using Social Media to Build an Engaged Community**, Gulcin Cribb and Yuyun W. Ishak
- **Open Access to Legal Materials in Singapore**, Charlotte Gill
- **Research Skills Boot Camp: Equipping Law Students to Survive in the Wild**, Charlotte Gill
- **What We Need is a Human (Ghost) Touch: Student Engagement at Li Ka Shing Library**, Yuyun W. Ishak and Priyanka Sharma
- **Demystifying Wikipedia at SMU**, Jiaxin Low
- **LibQuest: A Problem Based Learning Approach to Information Literacy**, Priyanka Sharma and Yuyun W. Ishak
- **From Hearts and Roses to Gore and Ghouls: Student Engagement at Li Ka Shing Library**, Priyanka Sharma and Joseph Kennedy
2013 Highlights
Library Organized Programs

Research Librarians teach research skills classes to students on topics related to their courses, often in collaboration with faculty.

<table>
<thead>
<tr>
<th>Number of Classes</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classes</td>
<td>428</td>
<td>378</td>
<td>335</td>
</tr>
<tr>
<td>Students Trained</td>
<td>11,652</td>
<td>11,015</td>
<td>11,606</td>
</tr>
</tbody>
</table>
2013 Highlights – Collaboration

CEC Collaboration
The Library together with Centre for English Communication (CEC), piloted a new student service where Communication Coaches share the Information desk with Research Librarians.

The Communication Coaches help students with their Academic Writing assignments while Research Librarians are at hand to help students with their research and resource needs.
The Library switched links resolver providers to LinkSource to deliver seamless discovery of full text in PYXIS+ and Google Scholar searches.

A detailed feasibility study was undertaken to review, analyze, and determine if the current Library Management System (LMS) provided the functionality needed by the Library. It was decided that a change of LMS was needed to support the Library’s changing needs.

The Library implemented De-dup checking to review and decrease percentage of overlapping between library collection and title lists in the eBook packages. This project will facilitate decision making in the acquisition of eBook packages.

Analysis and configuration of the Library Ezproxy (authentication tool) logs was done to study the usage pattern of e-resources and to aid in the forecasting and purchases of Library collection.
Li Ka Shing Library develops e-learning content throughout the year.

Please Visit YouTube’s LiKaShingLibrary page.

From: Retrieving data from Passport database.

To: Importing citations from Factiva to EndNote Library.
2013 Highlights – Space

The Li Ka Shing Library underwent a planning exercise to address user feedback regarding Library space.

The feedback received through channels of communication such as suggestion board, social media and direct conversations show that users wanted:

- Longer opening hours.
- An increase in the quality & quantity of space available to students.
- Improved Zoning and more quiet spaces

Renovations will be undertaken in 2014 to address these suggestions.
To celebrate and honor the life of Madam Kwa Geok Choo, SMU has dedicated its Law Library to the memory of the late Madam Kwa Geok Choo.

Establishing the Kwa Geok Choo Law Library was first proposed in 2009 and ground breaking ceremony was held in January 2014.

The Law Library is expected to be fully operational by 2017.
2013 Highlights – Events

- The Li Ka Shing Library continues to host many events such as the first ever SMU TEDx Talk "Defying Logic".

- The Library also hosted several events such as:
  - Faculty Welcome Tea
  - Student Welcome Tea
  - New Student Orientation
  - Patron’s Day VIP Dinner
  - SMU Blood drive
2013 Highlights – Staff

Research Librarians for Schools

- Accounting & Finance – Low Jiaxin
- Business – Rajendra Munoo, Yuyun W. Ishak, Low Jiaxin
- Economics – Chia Meow Hui
- Information Systems – Xia Wei
- Law – Charlotte Gill & Rita Lam
- Social Sciences – Han Lee Yen
2013 Highlights – Staff

Awards

- Yuyun W. Ishak
  Staff Service Excellence Award

- Gulcin Cribb
  SMU Faculty / Staff Contribution To Student Life Award (Individual)
2013 Highlights

Professional Organization 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 and Institutions (IFLA)
- Library Association of Singapore (LAS)
- Pacific Rim Digital Library Alliance (PRDLA)
- Special Libraries Association (SLA)
2013 Highlights - Feedback

Feedback channels:
- Library Advisory Committee
- SMU Student Association
- SMU Students
- Suggestion Board
- SMU Confessions
- Email

"Thank you for making the Library such a nice place to be in"

"You guys are awesome Keep it Up!"

"I think the Library team is doing an excellent job at managing the library. Keep it up!"