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A Day in the Life of ... : Staff Development, Singapore Style

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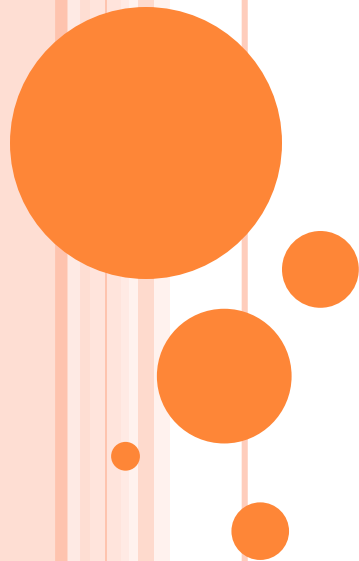
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Libraries for Tomorrow Conference 2014

A Day in The Life Of ...
Staff Development, Singapore Style



OVERVIEW



The What, Why, Who



The Programme Highlights



The Learning Points



WHAT IS THIS PROGRAMME?

- Pilot collaborative staff development programme
- Jointly organised by:



WHY - OBJECTIVES & GOALS



WHO - TARGET GROUP

- 
- Not worked in other academic libraries

- 
- In specialist positions without library qualifications

- 
- Worked in a particular library for a long time

- 
- New to working in academic libraries
- 

PROGRAMME HIGHLIGHTS



OVERALL ORGANISATION OF THE PROGRAM

1. Each batch of 6 participants (2 librarians from each institution) together visited each of the 3 University libraries for a whole day each.
2. Each run takes a total of 3 days (on dates agreed between participants).
3. Participants met up in a pre-programme meeting to discuss what topics could be shared/presented during the visits
4. With the agreed schedule of topics, participants acted as facilitators, and proposed a whole-day schedule
5. Participants submitted a Joint Report after the programme



GENERAL STRUCTURE OF EACH DAY'S SCHEDULE:

1. Overview of Library Structure and Major Functions
2. Librarians then took turns to share on the agreed topics
3. Participants also had hands-on experience of selected programmes
4. Guided tours



PROGRAMME, LEARNING POINTS & HIGHLIGHTS

b. 27 Feb 2014 : One-Day Programme at NTU Libraries

| Time | Programme | Presenter | Venue |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------|
| 08:50 – 09:00 | Arrival at Lee Wee Nam Library, Main Entrance | | |
| 09:00 – 09:40 | <ul style="list-style-type: none"> • Overview of NTU Libraries • Organisation structure • Dual role librarians | | Lee Wee Nam Lib Meeting Room 1 |
| 09:40 – 10:20 | <ul style="list-style-type: none"> • Frontline user services • Interlibrary loan and document delivery services • Alumni library services | | Lee Wee Nam Lib Meeting Room 1 |
| 10:20 – 10:35 | Morning tea break | | |
| 10:40 – 11:20 | <ul style="list-style-type: none"> • Integration and reorganization of technical services • Continuous process improvement using tools and technologies • Preparation for RDA | | Lee Wee Nam Lib Meeting Room 1 |
| 11:30 – 12:10 | <ul style="list-style-type: none"> • Library technology and systems • Library toolbar • Library database interface • Local content platforms (DR-NTU, Portfolio) | | Library Technology Office, Meeting Room 1 |
| 12:15 – 13:15 | Lunch break | | |
| 13:30 – 14:10 | <ul style="list-style-type: none"> • Instructional services | | Library Instruction Commons, Dewey |
| 14:10 – 14:50 | <ul style="list-style-type: none"> • Scholarly communication • OA blitz • Library support for MOOCs | | Library Instruction Commons, Dewey |
| 15:00 – 15:30 | Afternoon tea break and networking | | |
| 15:45 – 16:15 | <ul style="list-style-type: none"> • Art, Design & Media Library visit • Use of new media for learning and research support • Content creation services (blogs@ntu, subject guides) | | Art, Design & Media Library, Cinema Room |

A Day in the Life of SMU Library
Fri, 5 July 2013

| Time | Programme | Conducted by | Venue |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------|
| 09.00 – 09.45 | Arrival @ Li Ka Shing Library | | |
| 09.05 – 09.15 | Introduction to LIL | | |
| 09.15 – 09.45 | <ul style="list-style-type: none"> • Overview of library structure and major functions | Veronica | Meeting room 3.1 |
| 09.45 – 10.45 | <ul style="list-style-type: none"> • Acquisitions Share and demonstrate operational activities that happens on a daily basis (e.g. EDI, PDA, deduplication), displaying innovative practices of the library | | Meeting room 3.1 |
| 10.45 – 11.00 | Tea Break | | |
| 11.00 – 12.00 | <ul style="list-style-type: none"> • User engagement activities Via social media Via suggestion box/feedback board Via information desk | | Research Consultation Room |
| 12.00 – 13.00 | Lunch & Networking | | Meeting Room, Level 5 |
| 13.00 – 14.00 | Monthly PYXIS meeting (this is a good opportunity to introduce the various leads as well as understand how technology is actively explored and incorporated to provide better services to the users) | Shameem | Meeting Room 3.1 |
| 14.00 – 15.00 | An information chat with the faces behind Institutional Repository, Oral History and Research Data Services | Sumita | At respective station |
| 15.00 – 15.30 | Tea Break | | |
| 15.30 – 16.30 | A look into Course Reading distribution, copyright clearance and ILLDDS | Veronica | Meeting Room 3.1 |
| 16.30 – 17.00 | Closing panel discussion with Library Planning Team (LPT), Veronica and Shameem. Feedback and thoughts | | Meeting Room 3.1 |

PROGRAMME, LEARNING POINTS & HIGHLIGHTS AT **NTU**

Selected Learning Points:

- ❖ Library Technology initiatives (e.g. LibraryThing; library toolbar, etc.)
- ❖ Processing of Collections: IRIS Pen with Optical Character Recognition ; Patron-Driven acquisitions
- ❖ Active Support for Scholarly Communication



PROGRAMME, LEARNING POINTS & HIGHLIGHTS AT **NTU**

1. Library Instructional Commons
2. Visit to Business Library; Art, Design & Media Library

1. Visiting Library Instructional Commons at NTU Libraries : Trainer's PC "Console"



2. Visiting Art, Design & Media Library at NTU : Participants seated in a "Cinema" and trying on 3D-Glasses



PROGRAMME, LEARNING POINTS & HIGHLIGHTS AT **NUS**

❖ Selected Learning Points:

- ❖ Process Improvement projects :
Librarians are trained to apply Lean-six sigma, and shared briefly on their numerous projects
- ❖ Online chat reference software
- ❖ Online exam papers database



PROGRAMME, LEARNING POINTS & HIGHLIGHTS AT **NUS**

1. Visit of University Town (to see the Automated Book Dispensing Machine, NUSL Express)
2. Visit to Hon Sui Sen Memorial Library (Business Library), and sharing on information literacy programmes

1. NUSL Express: Automated Book Dispensing Machine at NUS University Town



2. Visiting the NUS Hon Sui Sen Memorial Library (Business Library)



LEARNING POINTS & PROGRAMME HIGHLIGHTS AT **SMU**

Selected Learning Points:

- ❖ Engage students in information literacy programmes : “flipped classroom” approach
- ❖ In-house system/database to manage course readings/reserves efficiently
- ❖ Research Data Management Guides



LEARNING POINTS & PROGRAMME HIGHLIGHTS AT **SMU**

Participants had hands-on experience of library orientation “treasure-hunt” style quiz, *LibQuest*



LEARNING POINTS



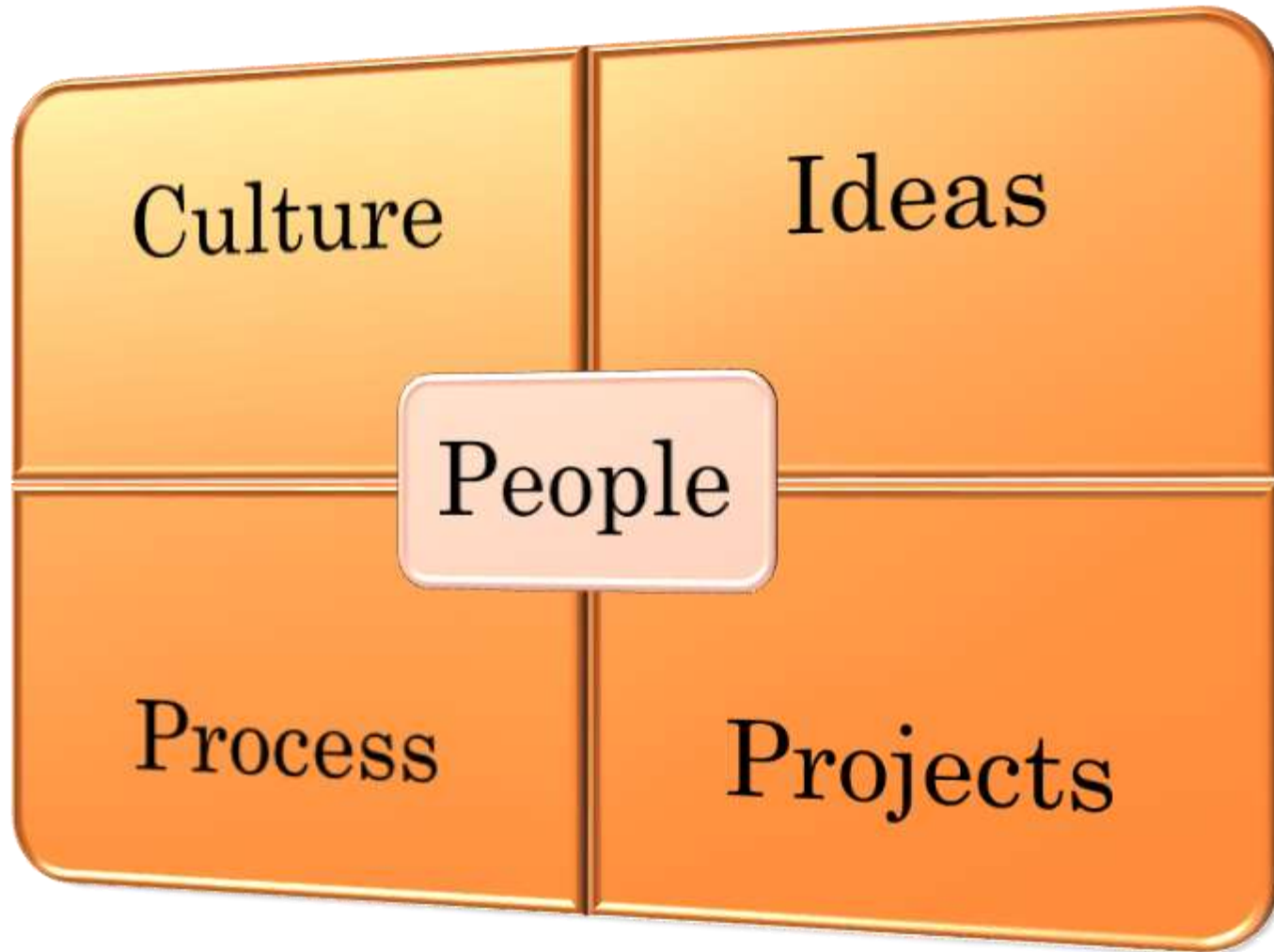
WHEN IT COMES TO LEARNING.....



The Journey is the Destination



MAKING CONNECTIONS POSSIBLE.....



So, WHAT NOW ?



A DAY IN THE LIFE OFPART II

- Programme has been expanded to include SUTD, NIE and SIM
- 1 representative from each Library
- 2 Runs per year with 3 host libraries
- For the first run, the host libraries will be
 - National Institute of Education
 - National University of Singapore
 - Singapore Management University



