Country report: Singapore

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SMU Libraries   NTU Libraries   NUS Libraries

Country Report: Singapore

17th AUNILO Meeting, 5-7 July 2022

AUNILO Member Universities in Singapore

Office of Information, Knowledge & Library Services 50 Nanyang Avenue, North Spine 3, Level 4, Singapore 639798 **University Librarian:** Caroline PANG	NUS Libraries National University of Singapore 12 Kent Ridge Crescent Singapore 119275 **University Librarian:** LEE Cheng Ean	SMU Libraries Singapore Management University 70 Stamford Road Singapore 178901 library@smu.edu.sg **University Librarian:** Shameem Nilofar MAIDEEN

Our Profiles

	NANYANG TECHNOLOGICAL UNIVERSITY SINGAPORE	NUS National University of Singapore	SMU SINGAPORE MANAGEMENT UNIVERSITY
No. of Libraries	7	8	2
Undergraduate Students	24,871	30,023	9,580
Graduate Students	8,962	10,140	3,086
Faculty & Researchers	1,627	2,563	388
Research Staff	3,073	4,057	151
Other Staff	2,913	5,625	987

Theme

- Overview of the user-centric approaches to services, spaces and processes

- Library initiatives, plans, experiences, and innovations in designing, creating and improving services, spaces and processes

- Opportunities and challenges encountered

LIBER@ADML

Laboratory for Interdisciplinary Bookish and Experimental Research at the Art, Design and Media Library

- Edtech-ready spaces and facilities for experiential learning
- Configurable collaboration zones
- Circadian lighting
- AV pods
- Flexible showcases
- Temi, unmanned library concierge service

Launch of Enhanced Liber@ADML - 20 Jan 2022

Hygge

A New Space for Wellbeing

- *Hygge*, a Danish word for wellbeing
- A space designed to encourage the campus community to:
  - engage in reflection
  - contemplation
  - mental relaxation

Launched in 21 Jan 2021

Temi the robot

- Inaugural Smart Library Assistant
- Knowledgebase to answer the more frequently asked questions
- Virtually connect users to librarians for more complex enquiries
- Guide users as a wayfinding tool
- Gives tours of the library spaces

Involvement in Interdisciplinary Collaborative Core (ICC) Courses

Librarians reached out to <u>all freshmen</u> by contributing to:

- CC0001 Inquiry and Communication in an Interdisciplinary World
- CC0002 Navigating the Digital World
- CC0003 Ethics and Civics in a Multicultural World

Librarians:

- Participated in Content Development
  - Developed videos for pre-class learning,
  - Set quiz questions,
  - Designed lesson plans and supporting materials used during in-class tutorials C
- Conducted train-the-trainer sessions for ICC tutors

DR NTU (Data)

- First data repository in Singapore to receive the **CoreTrustSeal** certification in Jan 2022
- Assessed across 16 assessment criteria covering organisational infrastructure, digital object management and technology
- Internationally recognized as :
  - *Trustworthy*
  - *Transparent*
  - *Reliable*
  - *Durable*

Enhanced Academic Profile

A university wide initiative to support NTU researchers in creating their profiles on a central platform to :
- Boost visibility of their research outputs
- List their research expertise and link them across all NTU schools and autonomous institutes
- Update and integrate information on patents and project grants for easy discoverability
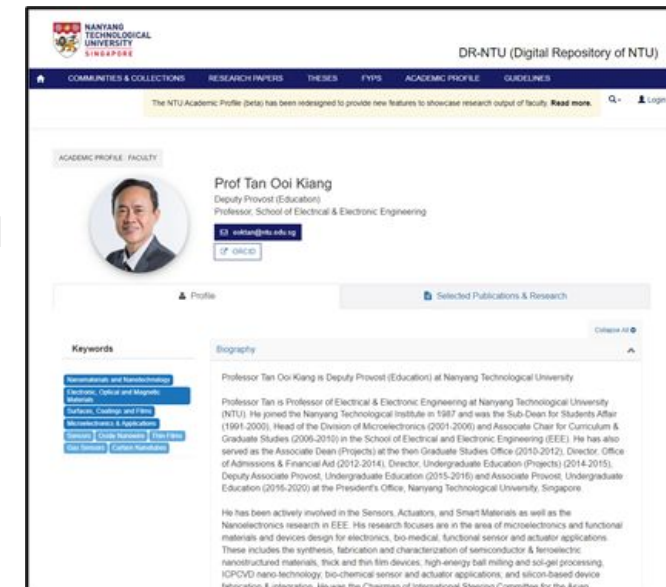
Open Science in NTU

Open Science Conference in 1 & 2 Nov 2022, hybrid: online & physical
Organisers :

- *NTU Library*
- *Research Integrity and Ethics Office (RIEO)*
- *Good Research Practice Office (GRPO), Lee Kong Chian School of Medicine*

NTU's first Open Science based Research Integrity Grant; Library partnered with RIEO for this grant call

- Library is co-developing with stakeholders:
  - *Open Science checklist*
  - *Open Science workshops*
  - *Open Science community of practice spaces*
  - *Open Science statement*
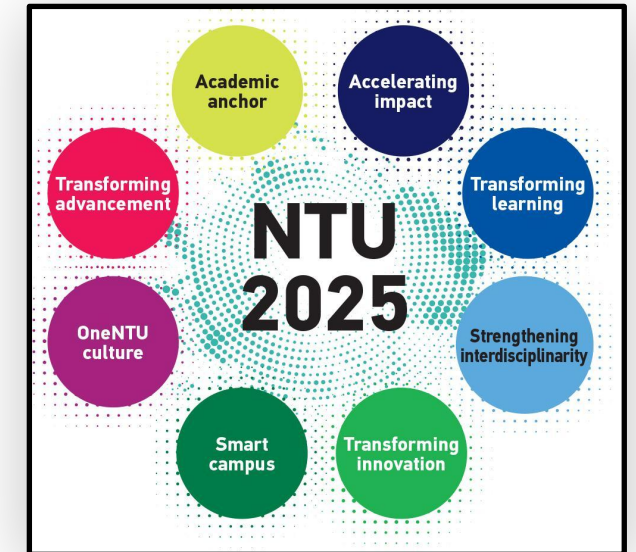
Co–Curriculum based Learning

Five components
o **Residential Education**
o *Community Engagement*
o *Student Leadership Development*
o *Deeper Experiential Engagement Project (DEEP)*
o *Student Life Activities*

Residential Education

Workshops by librarians to cultivate student entrepreneurship

- Design Thinking Workshops for budding student entrepreneurs
    o Introduction to the concepts of Design Thinking
    o Application in student projects

- Hands-on Data Visualisation with Tableau
    o Using real-world data,
    o Introductory workshop on the pulling, cleaning and transforming of data
    o Build interactive charts and dashboard to summarise data and identify trends
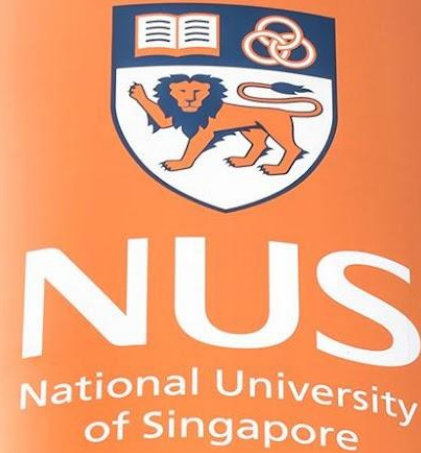
Thank you.

NUS Libraries : Designing, creating and improving services, spaces, and processes for users

Lee Cheng Ean – University Librarian

Overview of the user-centric approaches to services, spaces and processes adopted by NUS Libraries

- ▶ Facilitate innovation, experimentation & invention
- ▶ Visualise possibilities & breakthroughs

Library of Possibilities

Library of Experiences

- ▶ Revitalise spaces & programmes to catalyse experiential learning, research & knowledge creation
- ▶ Conduit to turn aspirations into realities

- ▶ Preserve, provide access & educate
- ▶ Foster common identity & establish legacies for future generations

Library of Legacies

Library of Excellence

- ▶ Improve organisational efficiencies
- ▶ Focus on values and culture, leadership & staff development

Overview of the user-centric approaches to services, spaces and processes adopted by NUS Libraries

Key Objectives

1. Expedite digital transformation to enhance discoverability, operational efficiency, user experience and intelligent environments through a Digital Transformation Framework

2. Leverage on technology and space to create a more immersive and experiential phygital learning environment

Technology-Enhanced Learning Imaginarium

Library initiatives, plans, experiences, and innovations in designing, creating and improving services, spaces and processes

Major Projects
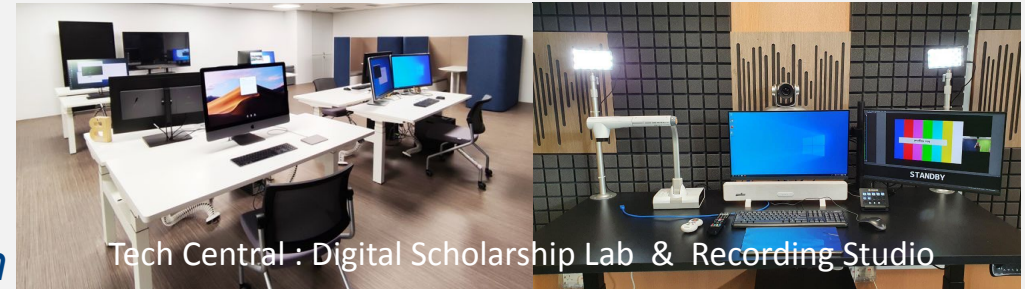
- **Revitalisation of NUS' flagship library**
  - *NUS' Central Library was renovated to meet contemporary ways of learning and interacting with the library*

- **Bringing classrooms into the libraries**
  - *Renovating Hon Sui Sen Memorial Library to integrate more seminar rooms*

- **Synergies through consolidation**
 - *Merging Medical and Science Libraries to achieve operational benefits and offer new services to the NUS community*

Tech Central : Digital Scholarship Lab & Recording Studio

Lightboard Room

Impressions of upcoming Medicine+Science Library

Library initiatives, plans, experiences, and innovations in designing, creating and improving services, spaces and processes

- **Intended By Design**
  - Options for varied self-study and collaborative needs of the NUS community
  - Encourage more dynamic activities in designated spaces
  - Provide services & facilities available / not available at other parts of campus
  - Less reliance on staffing through automation and increased self-service
  - 24/7-able spaces if required
  - Flexible furniture and spaces
  - Comfortable but practical furniture
  - Easier management of furniture and facilities
  - Utilise latest efficient utility fittings

360-imx visualiser
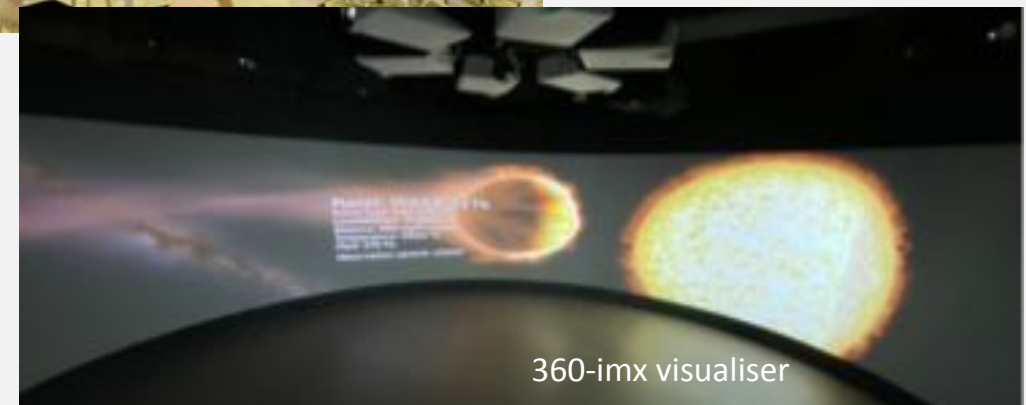
Opportunities and challenges encountered

- **Traditional libraries vs contemporary libraries**
  - Lamentations over the loss of the traditional book-oriented library

- **Space apportionment dilemma - bookshelves vs spaces for other new uses**
  - Many print books had to be kept in compact storage to make way for new spaces/facilities

- **Pandemic disruptions**
  - Delayed delivery of renovation projects
  - Deferred intended utilisation of spaces and facilities

BookBridge

- **Collaborations**
  - Opportunity to allow faculty to try projects such as the award-winning BookBridge

- **Revise processes to meet current staffing conditions**
  - Able to revise workflows due to manpower crunch, etc.
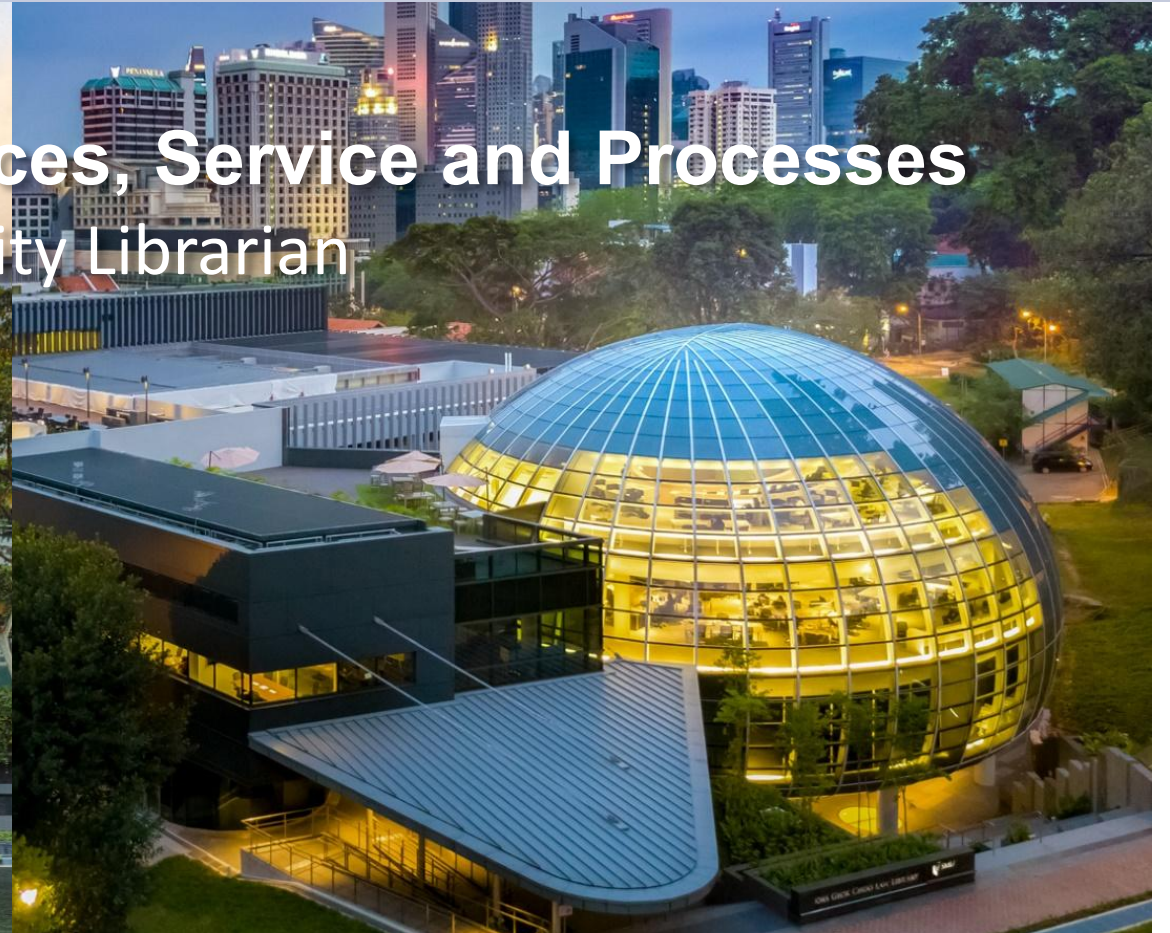

Art Gallery

- **Disruptions to library patrons**
  - While efforts were made, phased renovations affected users in library which was partially operating
  - Closed library meant users have to go to another further library for facilities & services

THANK YOU

Alignment

Cultivate connections, entrepreneurialism, and diverse learning experiences in sustainable spaces

The Libraries' spaces, physical and virtual, are active environments that inspire and educate through collaboration, curation, events, arts, and expertise.

Create and maintain inclusive, user-centred, flexible spaces that enable a variety of learning experiences

Cultivate opportunities for the active engagement with knowledge and thought leadership

Create learning experiences that relate to the University's priority areas

SMU Library Website Redesign

- Focuses on highlighting resources and librarians' expertise in addition to enabling users to achieve their objectives in using the library website with little or no additional assistance.
- Usability studies conducted with stakeholders to ensure the usability of the proposed redesign website
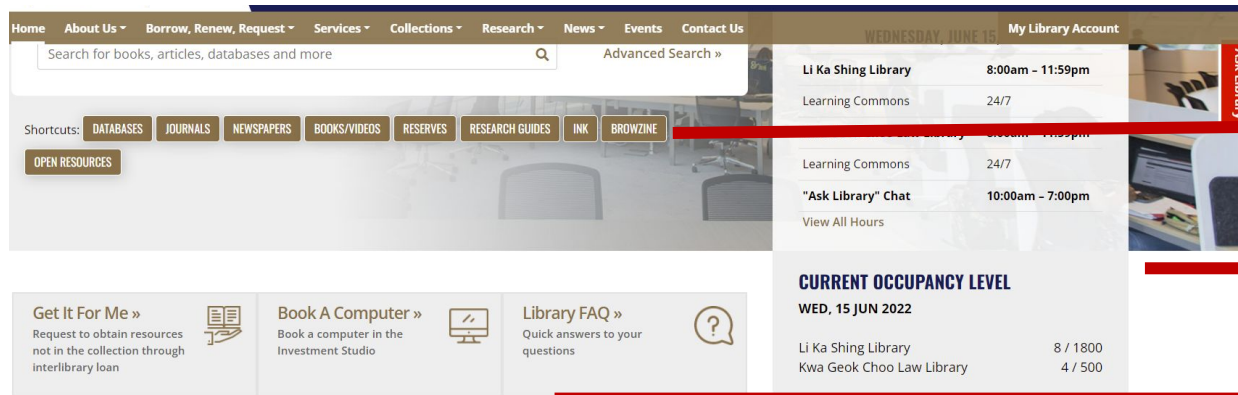
Short-cuts e.g Open Resources

Up-to-date information e.g. occupancy

Service positioning
e.g. ILL, computer booking, FAQs

Getting started e.g. Overviews of services and facilities

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Online Learning

- Digital Literacy: What you need to know?

- Alignment:

  - SMU Vision 2025: Digital Transformation

  - SMU's Graduate Learning Outcomes

  - Library Strategic Plan: Further digital competence

- Increase the awareness of digital literacy in both undergraduates and postgraduates by the number of students using the resource

- Flexible use of the content e.g., for course-integrated instruction and research consultations

- In collaboration with SAUL member libraries

SMU Art Tours

Draft art trail map highlighting the public art that is also included in the self-guided audio tours

- Artworks from the SMU Art Collection grace building entrances, hallways and libraries throughout SMU campus.

- Developed docent-led tours and self-guided audio tours to make the artworks more accessible and to engage both the SMU community and the public

- The self-guided audio tours introduce 7 selected artworks on campus that are only accessible to the SMU community and 5 public art that is also accessible to the public

- Docent-led tours will be conducted by Library Peer Advisors (LPA) and Library staff

- The docent-led tour was launched during Singapore Art Week 2022, and highlighted specific collections from the SMU Art Collection

Remote Locker – Self Pick-Up Service

- Remote locker was deployed as part of RFID technology refresh at the Li Ka Shing Library

- Users can pick up reserved books 24 x 7 from the remote locker aka Collection Point at their own convenience time.

- This was part of the contactless service that the library rolled out to support users during pandemic

- It have a browsing section where users can collect their HDMI cables after desk counter hours

Investment Studio Virtualization

Physical investment Studio

• Physical Investment Studio in LKS Library provides access to financial databases to all users.

• During pandemic remote access to financial databases was provided through virtualization.

• Students and faculty have ubiquitous access to SMU's high investment resources through its database subscription via browser.

• Faculty and PhD students often work from multiple locations and this seamless access is a value-added service.

Virtualization

SMU Libraries - Investment Studio - Online

VT01 FactSet   VT02 SDC   VT03 WIND   VT04 WIND   VT05 WIND

FACTSET   Win.d

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Opportunities and challenges faced

- SMU Libraries took the opportunity during the pandemic to provide services in hybrid environment like investment studio which was available both in the physical and online.

- As part of SMU's 2025 Digital Transformation plan, library revamped its online presence and improved its processes to provide seamless access and services to users.

- Many initiatives provided the opportunity to engage users in improving the services and spaces.

- Delivery and installation of equipment on time were not possible as the logistics were disturbed due to the pandemic.

How do students feel about SMU Libraries?

Over **70%** of SMU students feel that the Libraries helped them feel connected and part of the university life.

Over **80%** of SMU students agree that the Libraries have helped them positively in their studies

Of the Libraries' various services, over **80%** of SMU students missed working and studying in the Libraries the most when access to physical library services were limited due to measures taken during Covid-19

Thank You

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