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SMU Libraries Annual Report 2021-2022

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SMU
SINGAPORE MANAGEMENT UNIVERSITY

SMU Libraries Annual Report 2020 21 | 20 22

August 2021 - August 2022

Message from University Librarian

Shameem Nilofar Maideen
University Librarian

Another year and another amazing line-up of offerings, insights and accomplishments to share with our beloved stakeholders. 2021 was the year we got to grips with acknowledging that the COVID-19 pandemic was here for the long haul. While 2020 gave us the added impetus for pivoting to a digital first mode of operations, 2021 helped us strengthen our alignment to our strategic pillars of digital transformation, sustainable living, and growth in Asia.

Continuing the tradition of students' past, the results of the 2022 SMUSA survey reaffirmed that many of our students (82% of the respondents) agreed that the libraries helped them positively in their studies and 75% of the respondents agreed that the libraries is a place where they feel connected to university life. This was especially heartwarming given that this cohort had been affected by the restrictive measures imposed due to Covid, and hence their use of the spaces was severely curtailed. Their faith in the libraries reaffirms our commitment to ensuring that they are equipped to navigate the demands of a rigorous academic life. The success of our course-integrated information and digital literacy sessions, supplemented by a wide variety of bite-sized workshops and research consultations offered to UG and PG students, helped underscore its relevance in terms of a successful transition to digital learning.

Hitting another milestone in its journey towards promoting open access and increasing visibility of SMU's research, our institutional repository InK reached 6 million downloads as of March 2022, with an average download of 360 times per paper. With over 16,000 papers since its inception in 2010, this would not have been possible without the support of SMU faculty, and we wholeheartedly thank them for it.

Building and nurturing relationships to leverage our strengths and resources for the collective good of our communities is one of our key strategic directions. The successful completion of the COAR-OA Asia Meeting 2021, the 17th AUNILO Meeting 2022, webinars such as "The World Ahead in 2022" in partnership with the Economist and "What's next for Fintech in Asia" in partnership with Wall Street Journal are just some of the key highlights, which we are pleased to share with you in the following pages.

In closing, I would like to acknowledge the strong support that we are privileged to enjoy from our community, and I look forward to your continued support to achieve a better FY2022 and beyond. Last, but not least, I would like to thank the entire SMU Libraries team for their commitment and passion as we work together as #OneSMU to achieve our vision 2025.

SMU Libraries at a glance

Further digital competence and information and digital literacies

387

number of learning programmes

13,749

participants attended library learning programmes

21%

15%

Advance and champion research

1.120 million

downloads of papers and data sets from Institutional Knowledge (InK) and SMU Research Data Repository (RDR)

562

participants in research consultations

15%

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

82%

of students agreed that the Libraries helped them positively in their studies

691,569

library visits

75%

of students agreed that the Libraries helped them feel connected and part of university life

14%

Understanding users

SMU Libraries Service Quality Survey 2022

The biennial library service quality survey was conducted in February 2022 to understand the needs and expectations of the SMU community in a rapidly changing and increasingly digital environment.

Over **3000 postgraduates, undergraduates and administrative staff** participated in the survey

Overall, the Libraries had **performed better than 2020** and scored above the median when benchmarked against other academic institutions.

The 2022 survey results indicated that **50% of SMU users are likely to recommend** SMU Libraries' services to their peers.

Areas of improvement

- Course-specific resources
- Self-services (such as borrowing at self-check machines, renewals and requests)
- Service delivery (such as assistance from library staff, answers to enquiries)

What users said

> As a freshman, the library looks kinda intimidating. Especially when you're not sure which spaces need to be reserved before you can use them. I kinda wished there is stickers/guides to tell us which spaces need to be reserved and which are open on use for all on-demand.

> Perhaps more student contributions to the space. I think that the art exhibitions are great so perhaps even a student contributive mural or more artworks would be great to liven up the space since the facilities in place are already top-notch :)

> The library's resources are meeting my needs very well. My only concern with the library is physically finding space to study in between breaks or after classes.

Supporting learning & research

Supporting students in developing digital literacy skills

SMU's Digital Learning Strategy highlights the need for students to have digital skills and is underscored in the SMU Holistic Student Development Framework. One of the key dimensions in the framework is Academic and Learning Success which focuses on support for students to develop academic and study skills. Responding to this, SMU Libraries developed an eLearning resource entitled "Digital Literacy: What you need to know" to help students transition to digital learning in universities.

The eLearning resource has a total of five learning objects, covering topics such as bias and influence in search tools, evaluating information from digital sources to understanding digital rights and responsibilities. The Libraries are rolling out this eLearning resource to Freshmen as part of their library orientation in AY2022/23.

Easing transition with Head Start Programme

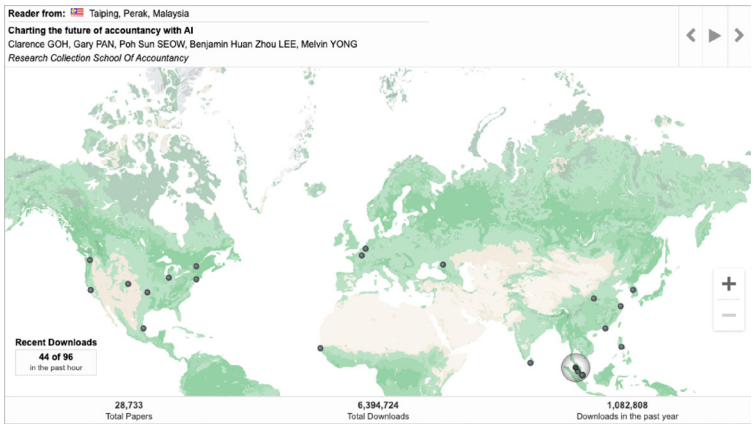
SMU Libraries, together with the Student Success Centre (SSC), piloted a new two-day Head Start Programme as part of the SMU Holistic Student Development Framework. The programme consists of three key segments including Orientation to SMU academic environment and learning platform, Learning and study skills development, and Peer Support. Workshops offered under the segments included topics like 'Succeed in Learning: Tools and Mindsets' and 'Researching your First Assignment', which are designed to equip students with essential tools and knowledge to ease their transition into SMU.

Over 52 students consisting of NS men and polytechnic students attended the first run of the programme in July. A second run for international students is scheduled in August.

> The research process was thought-provoking and taught us to appreciate the cyclical nature of research. The librarians and LPAs took a lot of initiative to check in with us, which was very helpful and sweet. Whenever we were stuck or required help, the LPAs [Library Peer Advisors] and librarians were there to help us. We appreciate their help and support tremendously. We had a great time working together and look forward to further intellectual pursuits in Singapore Management University where we will be our next few years studying.
>
> *Group reflection from students who attended the first run of the programme*

> "The research process was fun and interactive. While engaged in the research process, we realised how changing the keywords a bit can result in a different set of results. We enjoyed the experience of using the various research resources such as library search, Google search, Youtube and databases."
>
> *Group reflection from students who attended the first run of the programme*

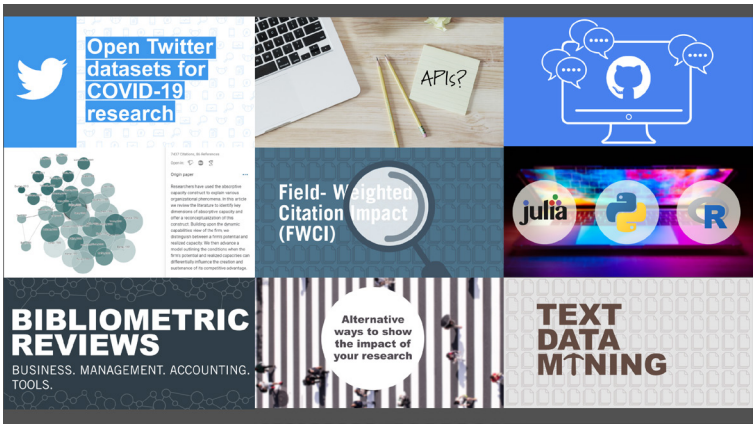
Raising visibility of SMU research



In March 2022, SMU research publications were downloaded a total of 6 million times from InK, SMU Institutional repository, since its inception. InK has over 16 thousand open access papers where the average download per paper was over 360 times.

The downloads for SMU open access papers were mostly from educational institutions located in United States, United Kingdom, and Germany. From Asia, the downloads were mostly from Singapore, India, China, Philippines, and Malaysia. These were the countries where SMU research had high visibility.

Keeping track of the latest information for researchers



To help researchers keep track of the latest development, SMU Libraries pushed out a new research focussed newsletter in April 2021. The monthly newsletter, ResearchRadar, consists of articles that cover the latest and freshest topics related to research to help researchers keep abreast of the latest trends and tools to improve productivity in research and scholarship.

The newsletter is sent out monthly and published on the Libraries' website "Topics and Insights" news section.

Topics include:

1. Reviews of new and emerging tools for Literature reviews including systematic and bibliometric reviews (e.g.,Tools to help with literature review mapping – 3 new tools – 709 page views)

2. Measuring impact via bibliometrics (e.g., FWCI and how I can use it – 222 page views)

3. Improving Research Visibility (e.g., Take advantage of GitHub Pages to promote yourself (and your projects) at no cost: Step-by-step guide – 856 page views)

4. Text mining (e.g., Library support for APIs, text mining and more)

5. Open Research and data (e.g., Open Twitter datasets for COVID-19 research – 1269 page views)

Facilitating professional development

Docents play a vital role in connecting the community and public with the SMU Art Collection as they lead groups ranging from students, staff, and faculty to special interest groups, visitors and the public on tours of the Collection. They are storytellers weaving a narrative of the SMU Art Collection, the artworks and the lives of the artists—and all the while inspiring a greater appreciation of art. These interactive conversational tours are also a platform to continuously learn alongside others.

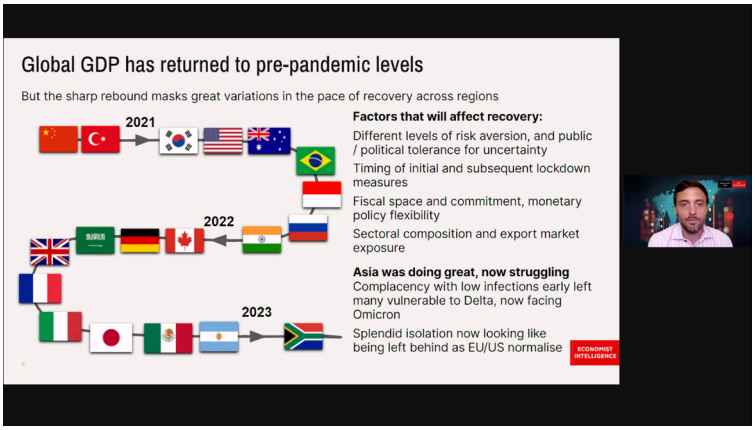
SMU Libraries organised a half-day docent training session for SMU library staff where they learnt about selected artworks in-depth, and honed their skills in presentation and audience engagement and management. From the training session, participants also develop soft skills such as visual interpretive and perceptual skills.

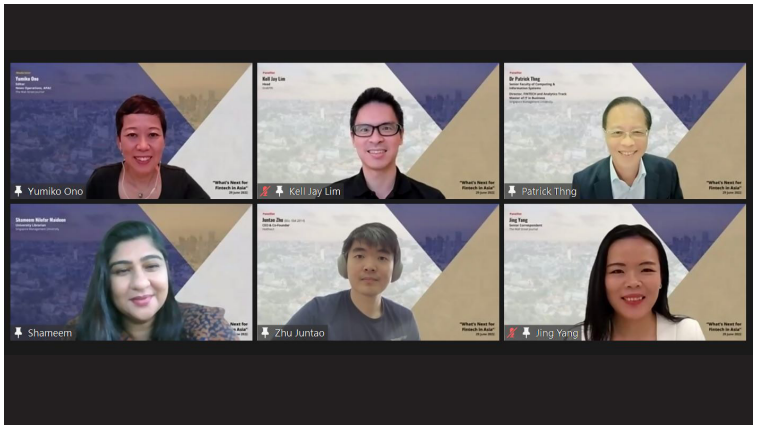
Promoting thought leadership as one

SMU Libraries collaborated with faculty members and external partners to organise book talks and webinars for the SMU community, alumni and industry partners.

Future glazing the world ahead 2022

SMU Libraries and the Economist Intelligence Unit (EIU) hosted the webinar “The World Ahead 2022” on 21 January 2022. Dr Simon Baptist, Global Chief Economist and Managing Director, EIU, Asia, shared the outlook for the region and the global economy in the year ahead with over 140 attendees including SMU students and alumni.





Getting to know what's next for fintech in Asia

SMU Libraries, Office of Alumni Relations and the Wall Street Journal organised a webinar, "What’s next for Fintech in Asia" on 29 July 2022. The webinar was attended by 110 participants including SMU students, alumni, staff and faculty members.

Building excellence in higher education

SMU Libraries co-organised the book launch of "Building Excellence in Higher Education: Singapore's Experience" on 21 February 2022. The book is co-written by Professor Emeritus Arnoud de Meyer and SMU Adjunct Lecturer, Jovina Ang. Education Minister Chan Chun Sing was the guest of honour for the hybrid event which saw 50 guests at the venue and over 80 attending virtually.

In his speech, Minister Chan drew from the book to outline three ways on how universities must be positioned for the future and highlighted the importance of continual learning.

> For Singapore to succeed, Singaporeans must adopt the mindset of learning for the rest of our lives and learning throughout life. Our universities will support this bigger societal shift.
>
> Minister Chan

In his remarks, Prof De Meyer highlighted the five key drivers of excellence in Singapore's higher education over three decades including designing a system that was fit for purpose and significant investment in research funding for universities.

> We have attained an excellent level of higher education in Singapore. But the world is dynamic, and what is today's top performance may not be so in the coming years. We need to keep learning from other experiences and overseas institutions. I hope that we can keep the openness that we have had over the last thirty years, that we can keep organising collaboration with other institutions, and that we can keep bringing back successful Singapore academics and bring in top quality foreign scientists to fuel the development of our system of higher education.
>
> Prof De Meyer

To facilitate diverse learning experiences for the SMU community, SMU Libraries organised a series of activities and events focussing on global challenges and the university's priority areas.

Facilitating diverse learning experiences

Showcasing students' learning process

SMU Libraries collaborated with Singapore International Dispute Resolution Academy (SIDRA) to showcase SMU students' projects from the SMU-X programme, International Mediation Law and Practice, at Kwa Geok Choo Law Library in November 2021.

The displayed project works were presented to policy makers, legal practitioners and academics during the International Mediation Law and Practice in the 21st Century event which was held at Yong Pung How School of Law earlier in the year.

The students' work provides timely and relevant insights into the practical considerations of legal industry stakeholders given the increased interest in the use of mediation in commercial and investor-state disputes and the entry into force of the Singapore Convention on Mediation.

Celebrating achievements of women

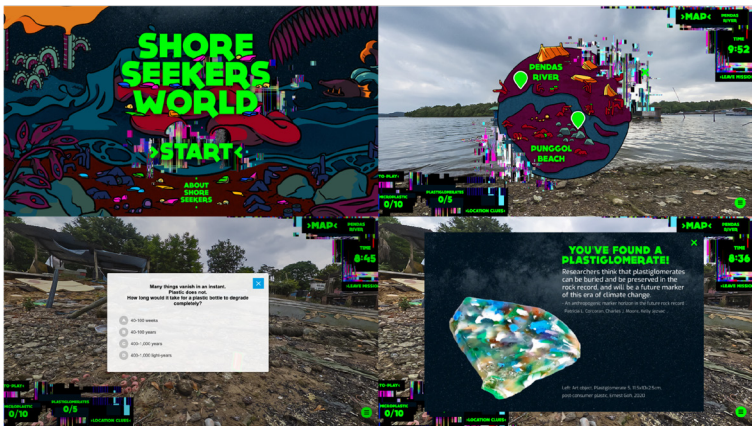
In commemoration of International Women's Day (IWD) 2022, SMU celebrated the social, cultural, economic, and political achievements of SMU women across various stakeholder groups of faculty, staff, students, and alumni.

SMU Libraries collaborated with a student group, SMU Literati, to highlight creative work by inspirational authors, filmmakers, and artist through a resource curate. The Libraries also highlighted papers from SMU women faculty who are influencing policy through their academic research.

Together with the Office of Alumni Relations, SMU Libraries organised an in-person panel dialogue featuring three outstanding SMU alumni – Anna Vanessa Haotanto (BBM 2008), Sandra Lam (MITB 2019) and Wong Dan Chi (BAcc 2009). The panellists shared their perspectives and experiences on a range of topics related to equality, sustainability, and leadership with moderator Terence Quek, BBM (MCM 2013). The panel dialogue was also live-streamed via SMU Facebook.

Understanding plastic pollution through Shore Seeker World

To raise awareness of the plastic pollution crisis, SMU Libraries licensed an online 360 VR artwork and game, Shore Seeker World. The Libraries collaborated with a student group, Verts, to open the game to the SMU community in March 2022. Through the game, SMU community was able to gain a deeper understanding of the plastic pollution crisis, in its complexities and contradictions.



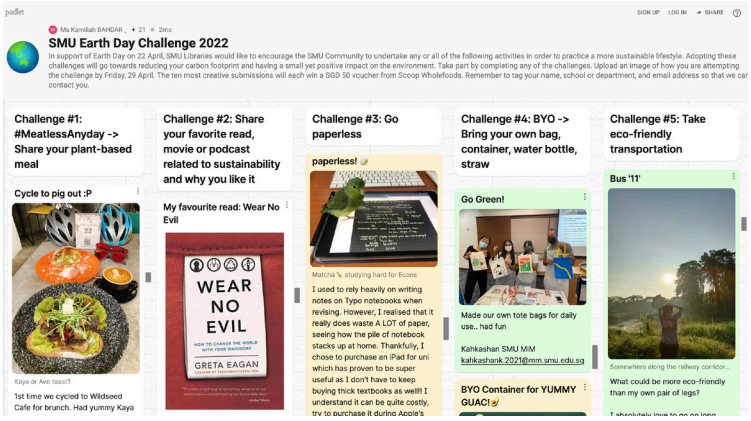
> I always knew plastic at sea was a problem but never to the extent that was mentioned in the game. It was definitely a shocking realization to find out in detail how prevalent plastic is in our oceans and food. This has made me rethink my relationship with plastics and to reconsider what more I could do to reduce personal consumption of them.
>
> Student, School of Computing and Information Systems, 2021.

> With millions of tons of plastic escaping into the oceans every year, plastic waste is not only threatening marine life, but also human health. I find this game apt in allowing users to know that plastic pollution is a global issue that requires an urgent response to it. Step by step, we can change our daily habits to lessen the overall waste impact on the environment and live more sustainably.
>
> Staff, SMU Centre for Social Responsibility (C4SR)

> Despite learning about plastic pollution throughout my education, this interactive game served as a good reminder of the extent of pollution that we are facing today and how we should take action to minimise it.
>
> Student, Yong Pung How School of Law, 2020

Encouraging sustainable living through a five-day challenge

In conjunction with Earth Day at SMU 2022, SMU Libraries organised a five-day sustainability challenge to encourage the SMU community to reduce its carbon footprint and make a small yet positive impact on the environment.



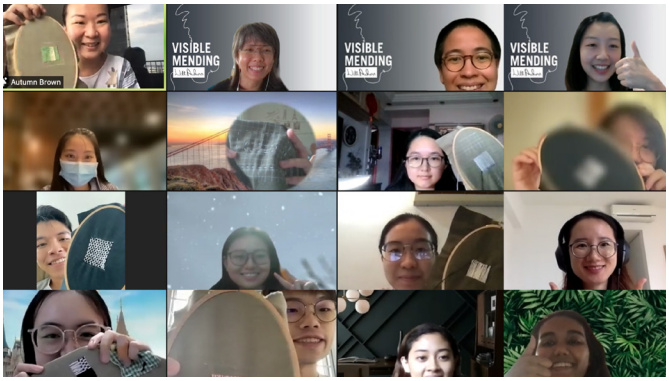
> **Bus '11'**
>
> What could be more eco-friendly than my own pair of legs? I absolutely love to go on long walks with my family, taking my time to enjoy the scenery and snap some cool photos!
>
> Fun Fact: walking is THE most ancient form of transportation (quite obvious, but still!)
>
> Student, School of Social Sciences

Getting to know more about mental wellness

Mental health issues are a rising concern globally and locally. SMU accords great importance to the mental wellness of students and staff. In support of the whole-of-university approach to mental wellness, SMU Libraries rolled out a series of mental wellness related initiatives in 2021, from resource curations focussing on mindfulness and mental wellness, visual mending online workshop to encourage SMU community to practice self-care to exam stress relief activity via the social media platform with student group, SMUSA.

Curated resources to stay connected

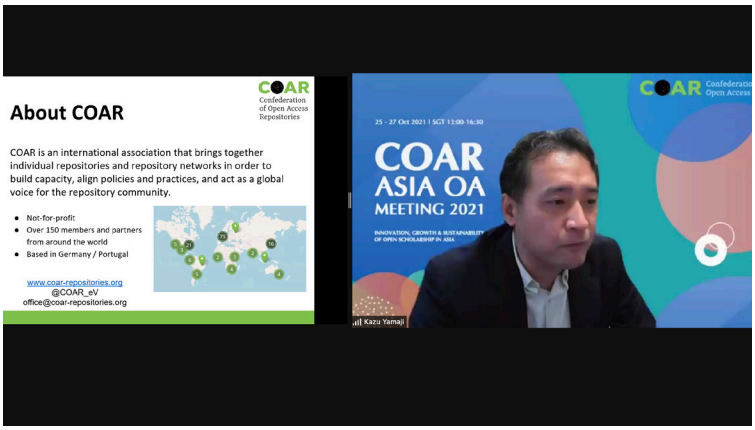
Visible mending for wellness



Recharging with SMUSA x SMU Libraries

Fostering connections

Discussing open access, open scholarship and more



SMU Libraries as part of the Singapore Alliance of University Libraries' (SAUL) Research Services Task Force (RSTF), which includes the libraries of Nanyang Technological University, National Institute of Education, National University of Singapore, Singapore Institute of Technology, Singapore University of Social Sciences, Singapore University of Technology and Design, Yale NUS College, in collaboration with the Confederation of Open Access Repositories (COAR) organised the COAR OA Asia Meeting in 2021.

Over 200 professionals working in the academic sphere from the global and Asian open access community attended the meeting to discuss topics including the latest trends in open access and open scholarship, open access infrastructure, open educational resources, open peer review, research data repositories, and tools built on open data.

Creating user-centric libraries

SMU Libraries and AUNILO co-organised the 17th AUNILO meeting on 5 – 7 July 2022. Themed 'User-centric libraries in Southeast Asia: Designing, creating and improving services, spaces and processes for users', the meeting spanned three days and included country report presentations from AUNILO members held virtually and open to the public to attend, an online design thinking workshop conducted by SMU Academy for nominated staff of AUNILO members, and a business meeting organised by the AUNILO Secretariat.

Over 300 people attended the country report presentations to learn, share, and discuss initiatives, opportunities, and challenges in creating user-centric libraries. The three largest groups by country were from the Philippines, Malaysia and Indonesia, with a few attendees from Russia, Saudi Arabia, Portugal, Nigeria.

Papers & presentations 2021 | 2022

Abdullah, R. (2021, September 20-23). *Would you like to be a library peer advisor?* [Paper presentation]. European Conference on Information Literacy (ECIL), Virtual Conference. https://ink.library.smu.edu.sg/library_research/189

Bulaon, R. (2021, August 23-26). *Secure self-checkout kiosks using Alma API with two-factor authentication.* [Paper presentation]. IGELU 2021 Digital Conference. https://ink.library.smu.edu.sg/library_research/179

Hayes, M., Blakiston, R., **Tay, A.**, & Schonfeld, R. (2021, November 1-6). *The 'workflow librarian' reaching library users where they are.* [Conference session]. Charleston Library Conference 2021. https://ink.library.smu.edu.sg/library_research/186

Maideen, S. N., & Koh, W. (2021, October 6). *Mining the richness of digital chat transcripts – An SMU Libraries experience in connecting with our community.* [Conference session].The LAS-PPM Conference 2021, Virtual Conference.https://ink.library.smu.edu.sg/library_esearch/182

Maniates, R. P. (2022, April 11-13). *Revisiting the one-minute paper: Personal reflections, student engagement and assessing the assessment.* [Paper presentation]. LILAC: The Information Literacy Conference, Manchester. https://ink.library.smu.edu.sg/library_research/194

Munoo, R. (2021, October 22). *How information centres have been key players in the development of our business schools.* [PowerPoint slides]. XVIII Meeting of the Association of Directors of Information Centers – CLADEA. https://ink.library.smu.edu.sg/library_research/192

Munoo, R. & Li, Z. (2021, November 17-18). *Information literacy implementation in SMU.* [Conference paper]. APISI School Library & Literacy Festival (SCHOLAR LIFE) 2021, Virtual Conference. https://ink.library.smu.edu.sg/library_research/193

Ram Nath, N. (2022, March 14-17). *Implementing a copyright chatbot at SMU libraries: Technology, challenge and user experience.* [Paper presentation]. Electronic Resources and Libraries Annual Conference 17th ER&L 2022, Virtual Conference. https://ink.library.smu.edu.sg/library_research/191

Ram Nath, N. (2021, September 23). *Adapting to the new normal: Collection development strategies in a post pandemic future.* [Paper presentation]. Wiley Education Asia Webinar Series, Virtual Conference. https://ink.library.smu.edu.sg/library_research/185

Santra, N., Sta Maria, B., & **Dong, D.** (2021, October 6). *Developing data skills in Malaysian and Singapore librarians via online Library Carpentry.* [Conference session]. The LAS-PPM Conference 2021, Virtual Conference. https://ink.library.smu.edu.sg/library_research/181

Tay, A. (2021, October 25-27). *Cashing the cheque of open access movement: Emerging tools built on open access data.* [Presentation]. COAR Asia OA Meeting 2021, Virtual Conference. https://ink.library.smu.edu.sg/asiaoa2021/program/agenda/14

Tay, A. (2022, January 17-20). *Game changing factors impacting the scholarly records.* [Presentation]. 18th Annual Library Leadership Institute, Hong Kong. https://ink.library.smu.edu.sg/library_research/187

Tay, A. (2022, May 17-19). *Open access enables new tools and features.* [Paper presentation]. INCONCESS 2022: International Conference on Economics and Business Information, Virtual Conference. https://ink.library.smu.edu.sg/library_research/197

Tay, A. (2022, June 10 -11). *How do information specialists keep up to date?* [Paper presentation]. irm 2022: Information Retrieval Meeting, Cologne.https://ink.library.smu.edu.sg/library_research/196

Yeo, E. L. L. (2022, March 14-17). *Supporting learning and teaching using a Reading List Management System.* [Paper presentation]. Electronic Resources and Libraries Annual Conference 17th ER&L 2022, Virtual Conference. https://ink.library.smu.edu.sg/library_research/195

Yeo, P. P. (2021, October 21-22). *Strategies to build an impactful institutional repository: A case study of Singapore Management University.* [Conference session]. Asia-Pacific Library and Information Education and Practice (A-LIEP) Conference 2021, Virtual Conference. https://ink.library.smu.edu.sg/library_research/188

Yeo, P. P., & Dong, D. (2021, December 1-2). *Growing and sustaining an institutional repository: An example from Singapore Management University.* [Conference session]. China Institutional Repositories Conference 2021, Virtual Conference. https://ink.library.smu.edu.sg/library_research/184

A list of library staff publications and presentations can be found at **https://ink.library.smu.edu.sg/library_research**

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