

Singapore Management University

## Institutional Knowledge at Singapore Management University

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Research Collection Library

SMU Libraries

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4-2019

### How can the Library show value in the research cycle and help to build institutional reputation: An example from SMU

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# How can the Library show value in the research cycle and help to build institutional reputation

## 新加坡管理大學圖書館如何在研究週期中發揮價值並幫助建立機構聲譽

An example from Singapore Management University 新加坡管理大學範例

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Head, Scholarly Communication

SMU Libraries [Note: Chinese translation by organizer]

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- ▶ **新加坡管理大學圖書館如何在研究週期中發揮價值並幫助建立機構聲譽**  
**How can the Library show value in the research cycle and help to build institutional reputation: An example from Singapore Management University**

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# Abstract

- Libraries face challenges in playing roles and how they can show value in the research cycle of their institution. The presentation will show how the Singapore Management University (SMU) Libraries play a part in the research publications system and how it showcases SMU publications and also provides the full text where possible in the SMU repository called InK. Some examples of how the information is used and what faculty think about having their publications in InK will be shared. The Library is also involved in providing publications metrics.

圖書館的角色面臨需多挑戰，他們如何在其機構的學術研究週期中展現價值。此演講分享新加坡管理大學（SMU）圖書館如何管理研究出版物系統以及呈現SMU的研究成果，並說明他們如何使用機構典藏（稱為InK）提供全文。並實際舉例說明資訊是如何被使用，老師對於他們的出版物儲存在InK的想法又是如何？另外分享圖書館如何展現專業提供給老師研究產出指標。

- Presented at Libraries of the Future – Value, Influence and Positioning, Taipei, 17 April 2019



## 摘要

- 圖書館的角色面臨需多挑戰，他們如何在其機構的學術研究週期中展現價值。此演講分享新加坡管理大學（SMU）圖書館如何管理研究出版物系統以及呈現 SMU 的研究成果，並說明他們如何使用機構典藏提供全文（稱為 InK）。並實際舉例說明資訊是如何被使用，老師對於他們的出版物儲存在 InK 的想法又是如何？另外分享圖書館如何展現專業提供給老師研究產出指標。

# SMU at a glance

一覽新加坡新加坡管理大學

9,623

undergrad and postgrad students\* 大學生和研究生

357

globally diverse faculty 全球多元化的教師



School of Accountancy



Lee Kong Chian School of Business



School of Economics



School of Social Sciences



School of Law



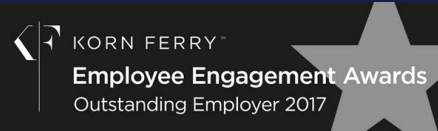
School of Information Systems



Rated 5 Stars  
by Quacquarelli  
Symonds (QS)  
World University  
Rankings (WUR)  
QS 世界大學排名  
(WUR) 評分5星



Ashoka U  
Changemaker  
Campus



Korn Ferry Employee  
Engagement Award  
Korn Ferry員工  
參與獎

# Research Cycle 研究流程



Researcher-centered: Lettie Conrad, "Mapping Open Science Tools" Scholarly Kitchen, August 30, 2018, <https://scholarlykitchen.sspnet.org/2018/08/30/mapping-open-science-tools/>. Reused under a CC BY license.

# More Library Interaction 更多圖書館互動





# Publication in researcher workflow

## 研究人員工作流程中的文獻發表階段

- ▶ Faculty need to share / archive their publications  
*[research data, code, etc are in our future plans]*  
教師需要分享/存檔他們的出版品  
[在我們未來的計劃中, 研究數據、程式碼等]
- ▶ SMU provides the infrastructure  
新加坡管理大學提供架構
- ▶ Set up Integrated Research Information System (IRIS) for SMU in 2016 *[used in-house system before moving to IRIS]*  
2016 年建立整合的研究資訊 IRIS 系統 [導入 IRIS 之前是用學校自建系統]



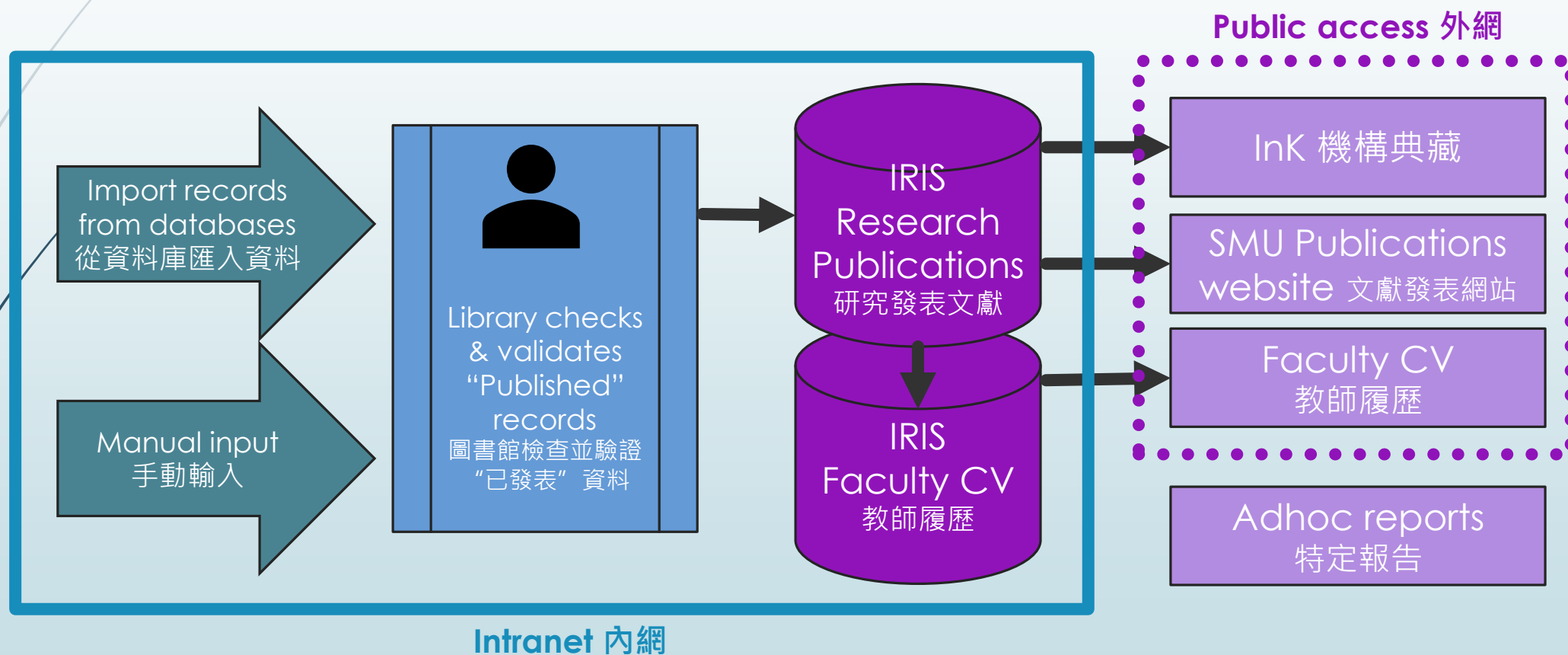
# Publication in researcher workflow

## 研究人員工作流程中的文獻發表階段

- ▶ **IRIS Research Publications module** IRIS 研究發表模組
- ▶ Library as business owner 圖書館為負責單位
- ▶ Library involved from the beginning, for specifications, implementation, and operations  
圖書館從一開始就參與規範、導入和運作
- ▶ Library checks and validates the records  
圖書館檢查並驗證資料
- ▶ Only for publications that are Published, Advanced Online 僅適用於已發表且刊登在線上的出版品
- ▶ More accurate records 更正確的資料

# Publication in researcher workflow

## 研究人員工作流程中的文獻發表階段





## Publication in researcher workflow 研究人員工作流程中的文獻發表階段

- ▶ Pulled records from SMU in-house system (Intranet) before 2016 for InK 從校內自建系統(內網)提取資料2016年之前的資料以匯入 InK 機構典藏
- ▶ Continue to pull records from IRIS (Intranet) from 2016 從2016年開始繼續從 IRIS (內網) 提取資料
- ▶ We do not expect faculty to go to InK to enter records 我們不希望教師在 InK 中輸入資料
- ▶ Faculty make use of IRIS – they do not have to worry about other systems 教師充分使用 IRIS - 不必擔心其他系統

# Outreach in researcher workflow

## 研究人員工作流程中的宣傳階段

- ▶ Launched institutional repository called InK in January 2011 2011年1月啟動了名為 InK 的機構典藏
- ▶ Objective of creating visibility and raising the profile of SMU research 目標是拓展能見度並提高SMU研究的形象
- ▶ Open Access Policy approved in October 2013 – used to raise awareness of OA 2013年10月通過開放存取政策 - 提高對OA的認識

### BROWSE RESEARCH AND SCHOLARSHIP

Follow

- Schools, Institutes, Centres, Labs & Initiatives
- Research Data Collection
- Faculty Gallery
- Expert Gallery
- Dissertations and Theses
- Case Collection
- University Heritage Collection





# Outreach in researcher workflow

## 研究人員工作流程中的宣傳階段

- ▶ Promote InK and Open Access during faculty orientation  
在教師職前訓練期間宣傳 InK 系統和開放存取期刊
- ▶ Research librarians follow up with individual faculty to encourage full text deposits  
研究型圖書館員跟進個別教師，鼓勵文獻儲存
- ▶ Work with Provost, Vice Provost, Deans, Associate Deans to promote and garner wider support  
與教務長、副教務長、院長、副院長合作，以促進和獲得更廣泛的支持
- ▶ Organize events, promote awareness of version of publications to give for InK  
舉辦活動，提高對 InK 的認識
- ▶ **URL of InK:** <http://ink.library.smu.edu.sg/>
- ▶ Platform 平台: Digital Commons

# Outreach in researcher workflow

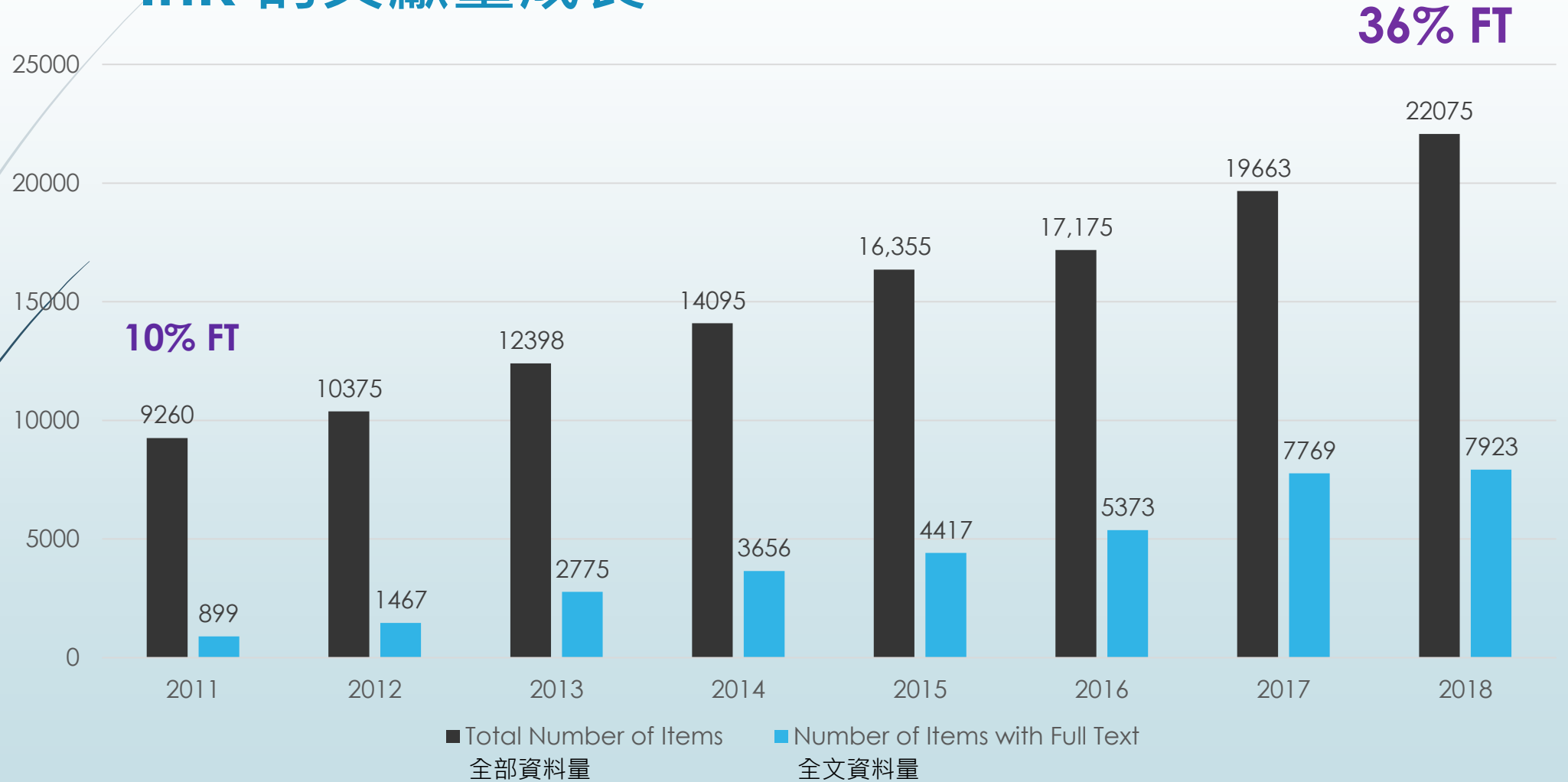
## 研究人員工作流程中的宣傳階段

- **Records in InK** 在InK 裡的資料
- Supports OAI-PMH protocols 支持OAI-PMH協議
- Crawlable by search engines 可由搜索引擎找到資料
- Discoverable in Google, Google Scholar, others  
可被Google, Google Scholar 或其他搜索引擎查找



# Growth in Publications in InK

## InK 的文獻量成長



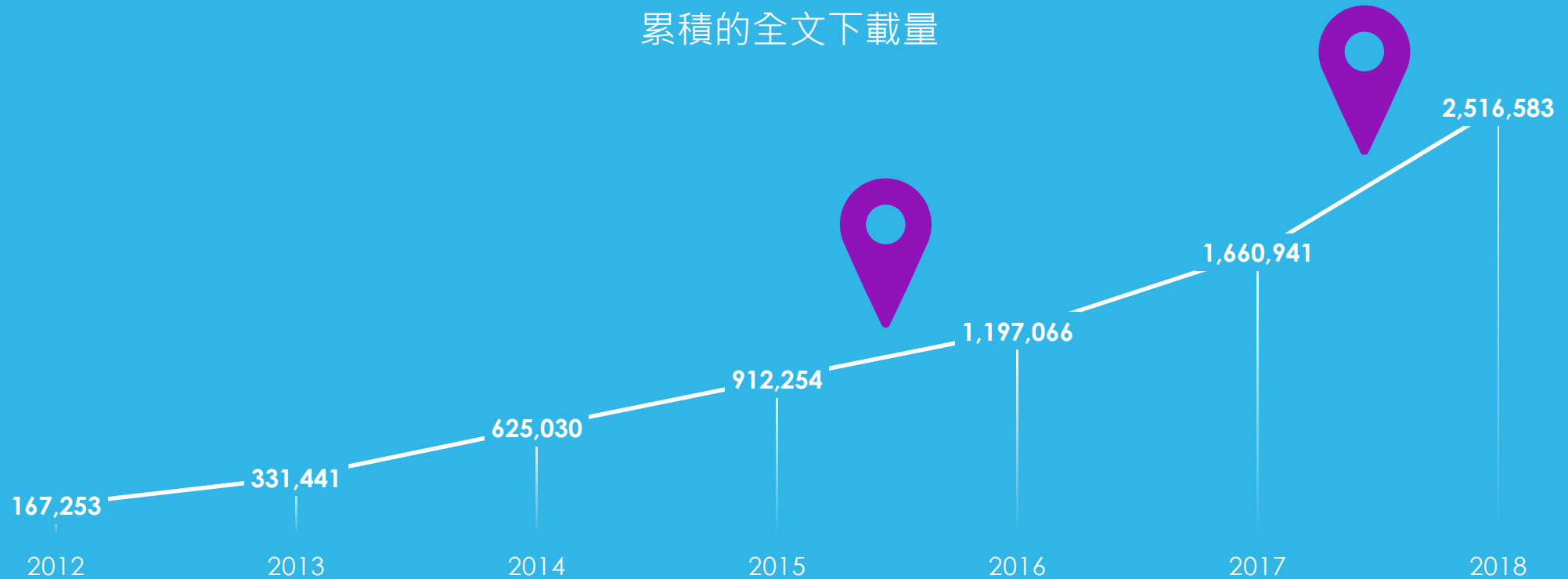


# Downloads from InK InK下載量

## NUMBER OF CUMULATIVE FULL TEXT DOWNLOADS

— Number of Cumulative Full Text Downloads

累積的全文下載量



Milestone 1: 1 million downloads April 2016 from 4600 full text items 里程碑1：2016年4月對於4600 全文，  
下載了100萬次

Milestone 2: 2 million downloads July 2018 from 7800 full text items 里程碑2：2018年7月對於7800 篇全文，  
下載了200萬次

# Downloads by countries 不同國家的下載量



Top countries downloading our full text are from Singapore, US, UK and Germany Taiwan in 18<sup>th</sup> position 下載全文的熱門國家來自新加坡、美國、英國和德國，台灣排在第18位

# Faculty Feedback 教師反饋

- ▶ A faculty joined SMU in 2013 as Assistant Professor  
教授於2013年加入SMU擔任助理教授
- ▶ We added some of his full text in InK when he joined  
他加入SMU時，我們在 InK 系統中匯入他的一些論文全文
- ▶ He sees a monthly report on downloads from his full text  
他從每月報告中可看到全文下載量
- ▶ “I have seen my citations rise after putting the full text of my publications in InK. I really appreciate this service.”  
“把我的論文全文放入 InK 後，我看到我的引用率上升了。我非常感謝這項服務。”

# Assessment in researcher workflow

## 研究人員工作流程中的評估階段

- ▶ **Library involved in citation metrics** 圖書館參與引用指標
- ▶ External reporting includes:
- ▶ Publications information in report to Ministry of Education (annual)  
向教育部報告文獻發表資訊 ( 年度 )
- ▶ Research publication metrics for presentation to Academic Research Council (annual) 提交給學術研究委員會研究文獻發表指標 ( 年度 )



# Assessment in researcher workflow

## 研究人員工作流程中的評估階段

- ▶ **Library involved in citation metrics** 圖書館參與引用指標
- ▶ Internal reporting includes:
- ▶ Research publication metrics at institution level, school level and faculty level to SMU Council of Deans (annual) 提交給 SMU 院長理事會研究機構層面，學校層面和教師層面的研究文獻發表指標（年度）
- ▶ Publication metrics at faculty level to SMU Deans for appraisal (annual) 向 SMU 院長報告作為評鑑的教師級別的文獻發表指標（年度）
- ▶ Research publication metrics to SMU President Dashboard (quarterly) 給 SMU 校長儀表板的研究文獻發表指標（每季度）
- ▶ Promotion and tenure review for SMU faculty (ad-hoc) SMU 教師的晉升和任期審查（臨時）
- ▶ Benchmark faculty (ad-hoc) 比較教師（特定報告）



# Assessment in researcher workflow

## 研究人員的工作流程中的評估角色

- ▶ **Library tracks download statistics from InK**  
圖書館追蹤 InK 下載統計數據
- ▶ Downloads from full text in InK for individual faculty (monthly)  
教師個人的 InK 全文下載量 (每月)
- ▶ Show publications with high downloads to Office of Research & Tech Transfer (ORTT) (quarterly)  
向研究與技術轉讓辦公室 (ORTT) 展示具有高下載量的文獻 (季刊)
- ▶ Show publications with high downloads in the previous year for School report prepared by research librarians (annual)  
為研究圖書館員準備的學校前年下載量較高的文獻報告 (年度)
- ▶ Ad-hoc 特別需求



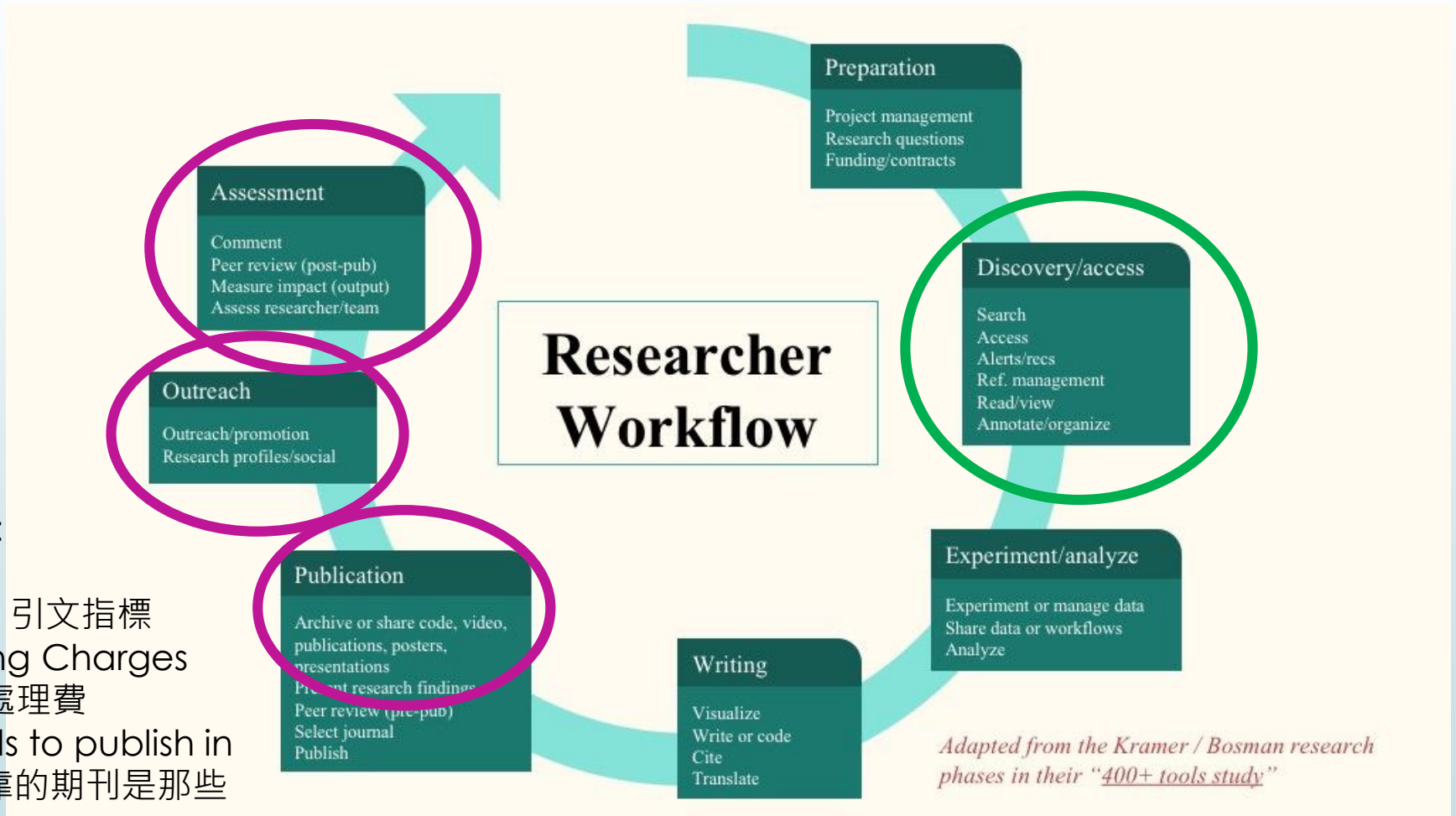
# How does ORTT use the data ?

## ORTT如何使用這些數據？

- ▶ Highlight papers which attracted high attention in InK  
強調在 InK 高度關注的論文
- ▶ Useful for stories on SMU research for outreach and newsletter  
可寫成精彩故事以推廣 SMU 研究和新聞稿內容
- ▶ Works illustrating SMU Societal Challenges areas  
著作說明了SMU社會挑戰的領域
  - ▶ Academic research papers 學術研究論文
  - ▶ Practice oriented papers 實踐導向論文
  - ▶ Papers / reports on societal challenges 關於社會挑戰的論文/報告
  - ▶ Other research papers on selected topics 關於選定主題的其他研究論文



# Even more Library Interaction 更多的圖書館互動



We get queries on:  
我們碰到的問題是：

- Citation metrics 引文指標
- Article Processing Charges (APC) OA 文章處理費
- Credible journals to publish in 論文應發表在可靠的期刊是那些

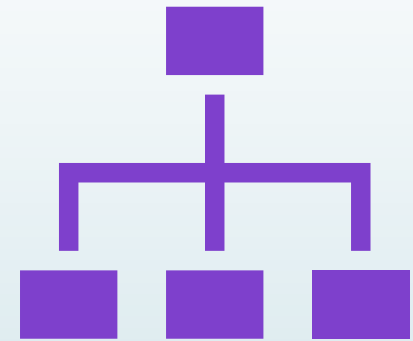


# Success factors 成功因素

- ▶ **Make it as easy as possible for faculty on one system**  
讓教師盡可能使用一個系統
- ▶ Support from senior management – faculty must use IRIS – for faculty appraisal they must submit updated CV generated by IRIS 獲得高階管理者的支持 – 教師必須使用 IRIS 進行教師評估 – 他們必須提交IRIS生成的最新簡歷
- ▶ Previous system used by 2 schools → IRIS used by all 6 schools 以前的系統由2個院所使用 - 所有6個院所都使用IRIS
- ▶ Able to import records from databases like Web of Science and Scopus, which reduces data entry by faculty 能夠從 Web of Science 和 Scopus 等資料庫中匯入資料，從而減少教師的人工輸入
- ▶ Continue to pull records from Integrated Research Information System (IRIS) for InK 繼續從整合研究研究系統 ( IRIS ) 中提取 InK 的資料
- ▶ IRIS Publications reflect a more complete picture of faculty publications IRIS 文獻反映了教師研究產出的完整性

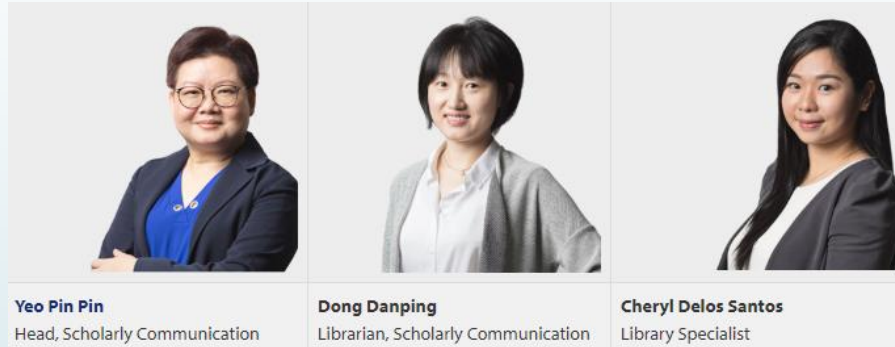
# Success factors 成功因素

- ▶ **Engagement with different levels**  
與不同組織單位人員合作
  - ▶ Provost 教務長
  - ▶ Vice Provost for Research 研究副教務長
  - ▶ Deans 院長
  - ▶ Vice Deans for Research 研發副院長
  - ▶ Faculty 教師
- ▶ **Get to know their needs**  
了解他們的需求



# SMU Libraries Team SMU 圖書館團隊

- Scholarly Communication Team 學術交流團隊



- Collaborate with other colleagues in the Library  
與圖書館的其他同事合作
- Especially the research librarians supporting the schools  
特別是協助院所的研究館員
- <https://library.smu.edu.sg/library/about-us/staff-directory>

# SMU Libraries Overview SMU 圖書館概述

- Over 500,000 books (420,000 e-books)  
超過 500,000 本圖書 ( 420,000本電子書 )
- Access to 80,000+ e-journals 80,000 多種電子期刊
- 188+ electronic databases 188 多個電子資料庫
- More than 2 million downloads from InK  
InK的下載量超過200萬次
- Over 1.37 million visitors in FY2017/18  
2017/18年的訪客量超過137萬人次
- 38 staff: 23 professional librarians  
38名員工：23名專業圖書館員



# SMU Libraries



# Questions



- ▶ Thank you for your attention
- ▶ email: [ppyeo@smu.edu.sg](mailto:ppyeo@smu.edu.sg)