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Assembling the future ready technical services team in SMU libraries

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November 5 - 9, 2018

Oh, Wind, if
Winter comes, can
Spring be far behind?



Assembling the Future Ready Technical Services team in SMU Libraries

Heng Kai Leong

Electronic Resources, Licensing and Subscriptions Librarian



Facts and figures

University

- Established in 2000
- 6 Schools (Business, Law, Social Science, IT, Accountancy, Economics)
- 9,000 Students and 350 Faculties

Library

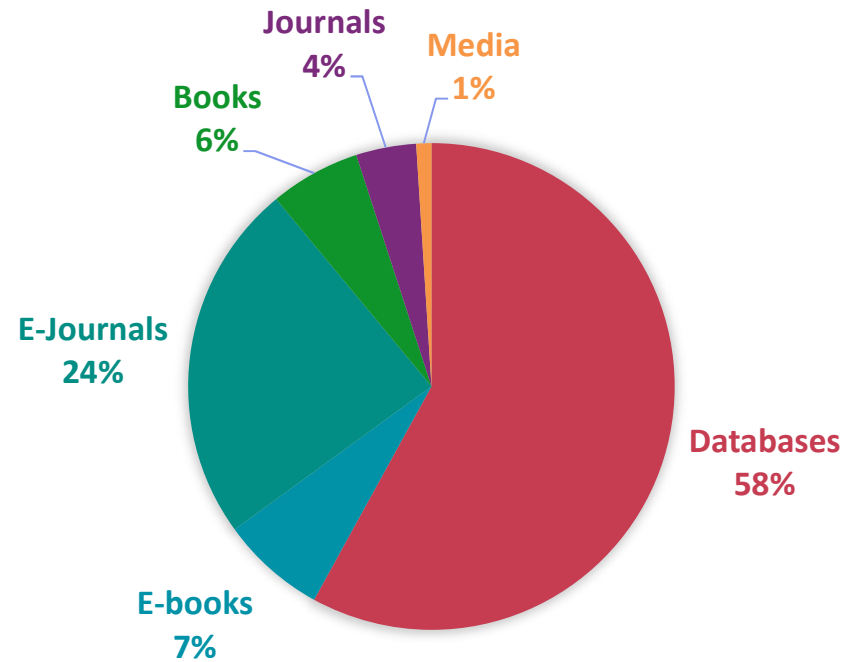
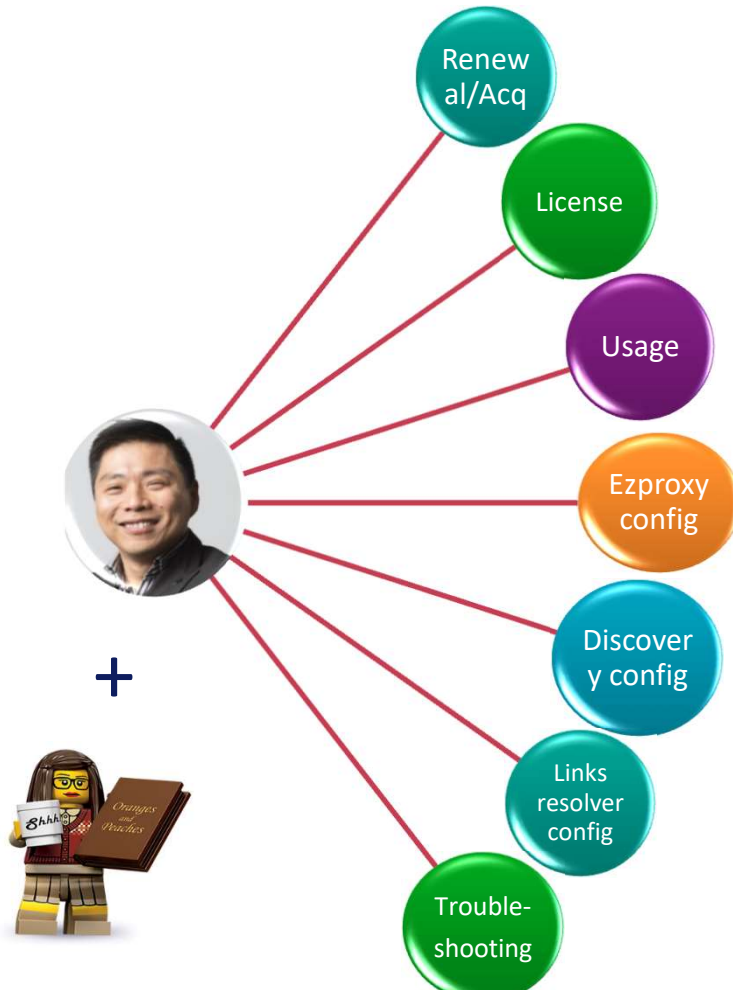
- 2 Libraries, centralised processing
- 21 Professional Librarians and 16 para-professionals

Collection

- 70,000 Books, 375,000 e-Books
- 180 Databases, 80,000 e-Journals

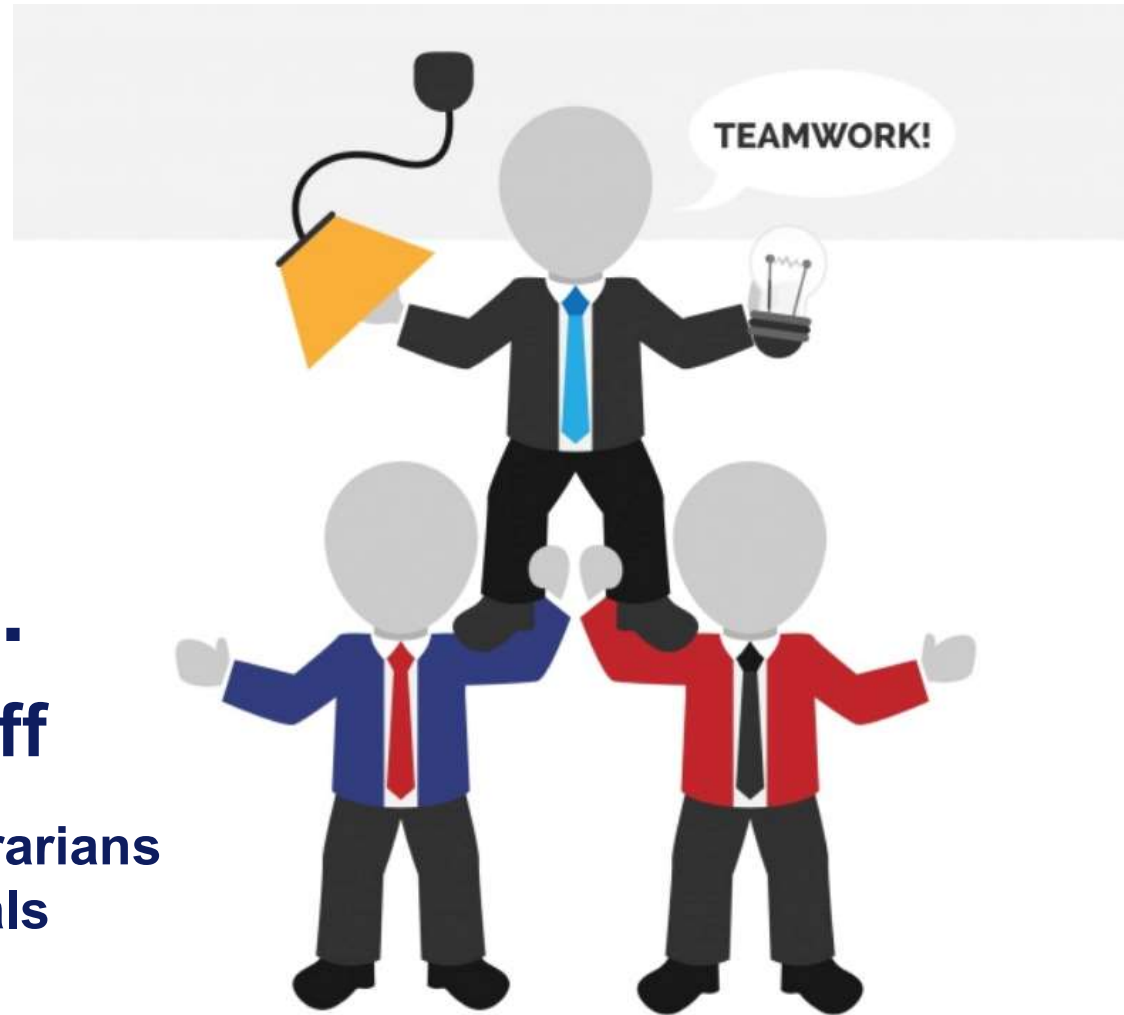


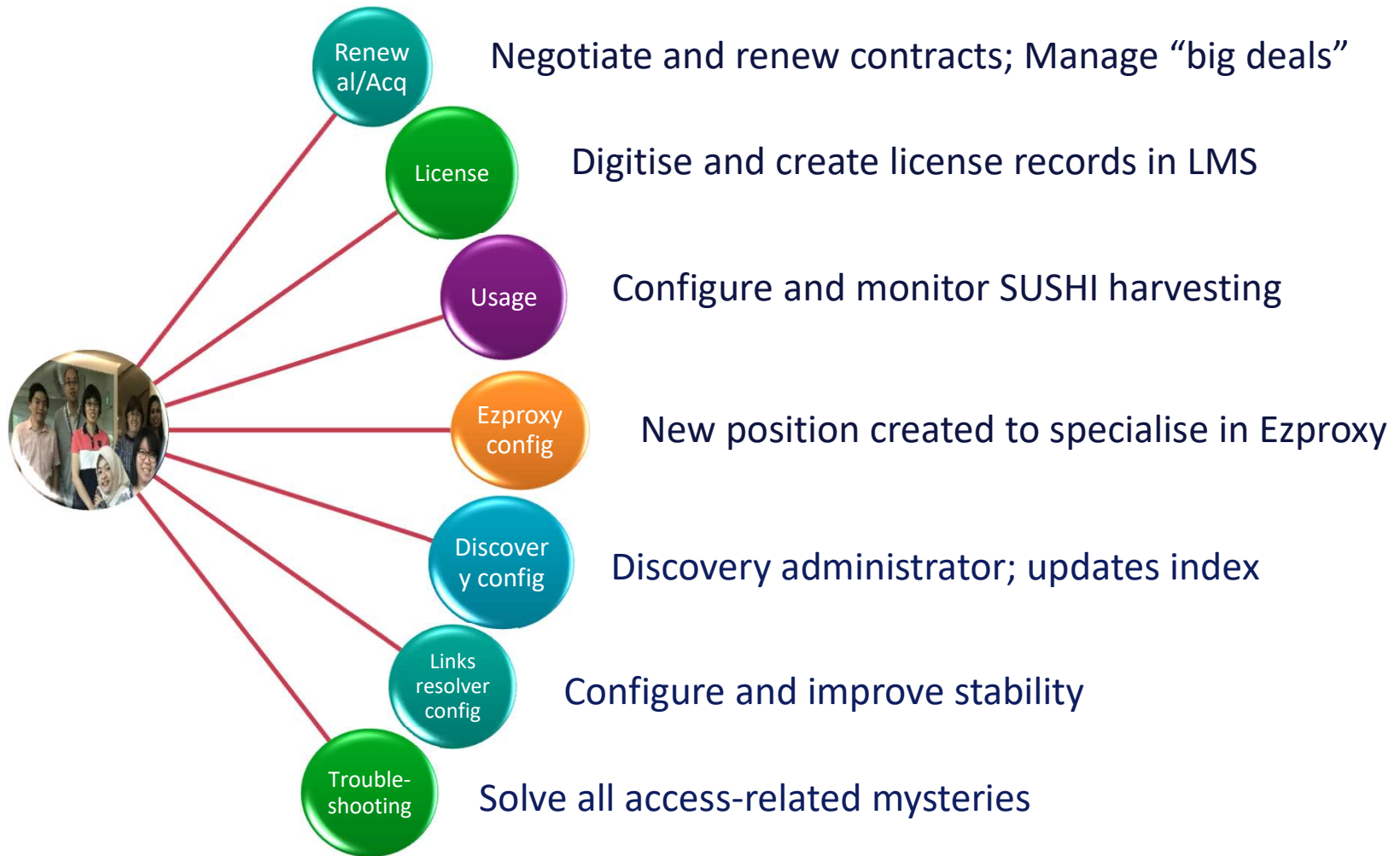
Staffing versus budget expenditure (2012)



1 full-time equivalent versus 90% on e-resources?

6 years later...
6 additional staff
{ 2 Professional Librarians
{ 4 Para-professionals





How did we get there?

2013

Leveraging on organisation changes:

2014

- Lean Six Sigma Green Belt / Culture of assessment
- Responsibility Centre Accounting RCA (Pilot)

2015

Nation-wide movement:

Forming

- SkillsFuture (SG government) ↔ Future Skills

Storming

How did we get there?

2016

Workflow and job scope redesign

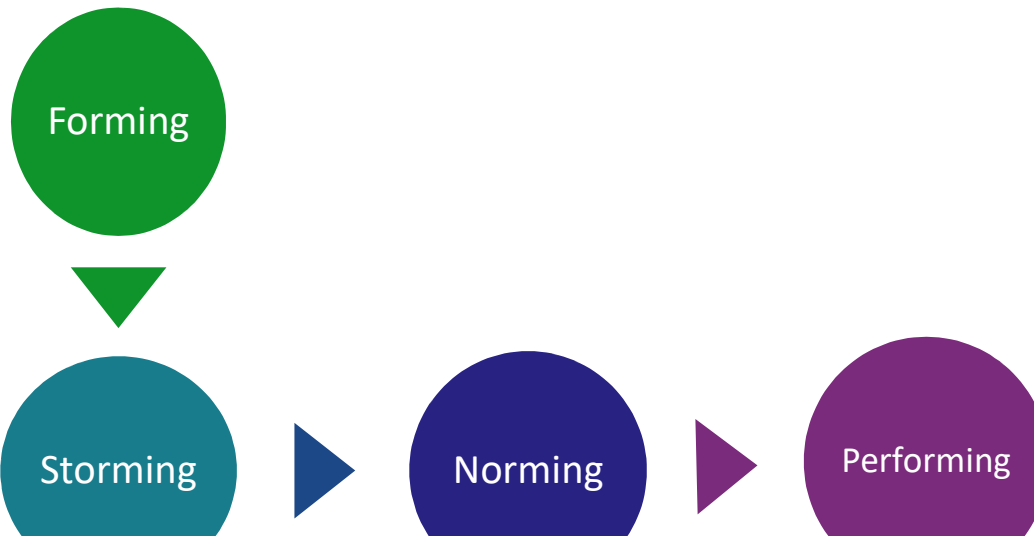
2017

- Migration to Alma/Primo

2018

- New Law Library

- New vacancy



Work Ethos

Continually assess and
improve processes and
services

Open channel for
constant feedback

Minimise handoffs

Outcome-based
VS
Product-based



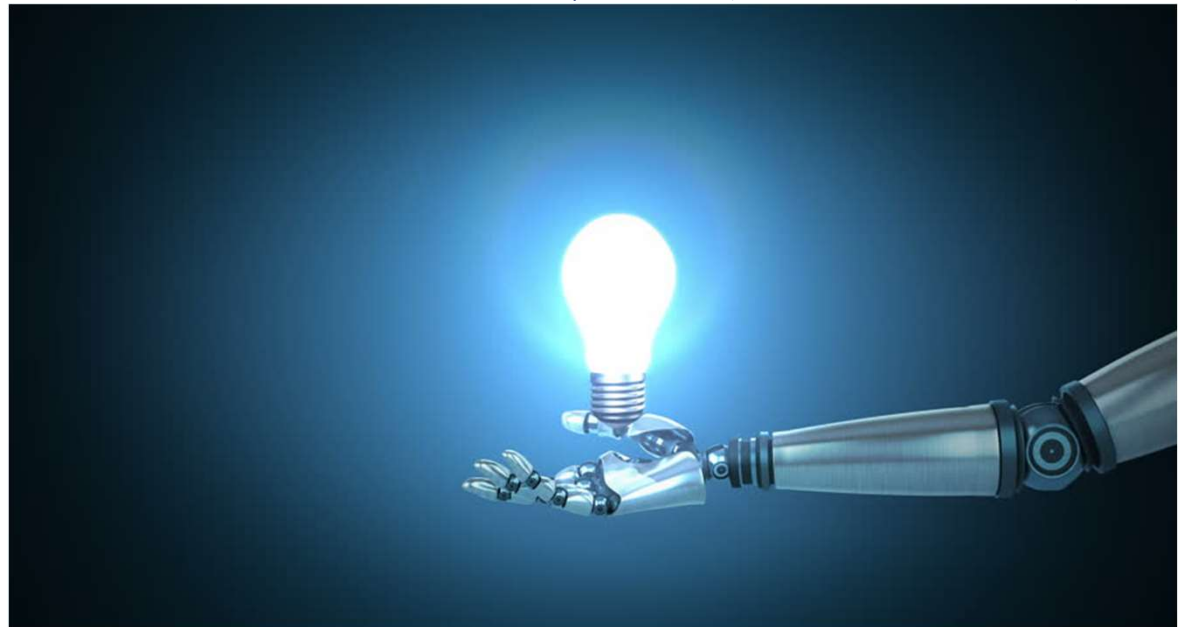
Eliminate redundancies
to create meaningful
impact

Not changing for the
sake of changing

What's Next

- Collaborative collection management
- Research data management
- Digital humanities
- Data analytics
- Data mining
- Linked data
- ~~Sci-hub~~
- AI (LMS)
- RA21
- OER
- OA

Spring is coming!



Thank you

