

Singapore Management University

# Institutional Knowledge at Singapore Management University

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Research Collection Library

SMU Libraries

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5-2019

## Keep calm and collaborate for impact

Gulcin CRIBB

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### Citation

CRIBB, Gulcin. Keep calm and collaborate for impact. (2019). *APBSLG Meeting & Library Conference 2019, May 2-3*. 1-23.

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**KEEP  
CALM  
AND  
COLLABORATE  
FOR IMPACT**

**Gulcin Cribb  
University Librarian**



**Collaboration** is the process of two or more people or organizations working together to complete a task or achieve a goal.[\[1\]](#)

Collaboration is similar to cooperation. Most collaboration requires leadership, although the form of leadership can be social within a decentralized and egalitarian group.[\[2\]](#)

Teams that work collaboratively often access greater resources, recognition and rewards when facing competition for finite resources.[\[3\]](#)

## NOUN

*[mass noun]*

- 1 The action of working with someone to produce something.  
*'he wrote a book in collaboration with his son'*

## AACSB INTERNATIONAL RECOGNISES SMU LEE KONG CHIAN SCHOOL OF BUSINESS FOR PROMOTING IMPACTFUL RESEARCH

9 Apr 2019



## Changing roles of Libraries and Librarians

- Monopoly
- Value Proposition
- Parent Organisation
- Multitude of stakeholders
- Reduction of print collections;
- Increased prevalence of digital collections;
- Changing pedagogies; Student centred approach to learning
- Just-in-Time
- Just-for-You

Grandmothers in Botswana  
tell their children....

If you want to go quickly,  
go alone.

If you want to go far,  
you must go together.

## Collaborators

**Internal – Library**

**Institution wide – Schools, departments, units, students, faculty....**

**External – Alumni, donors, vendors, other libraries, colleagues, local, regional, international....**



# **Plan and strategise**

## **Alignment with Institutional Vision**

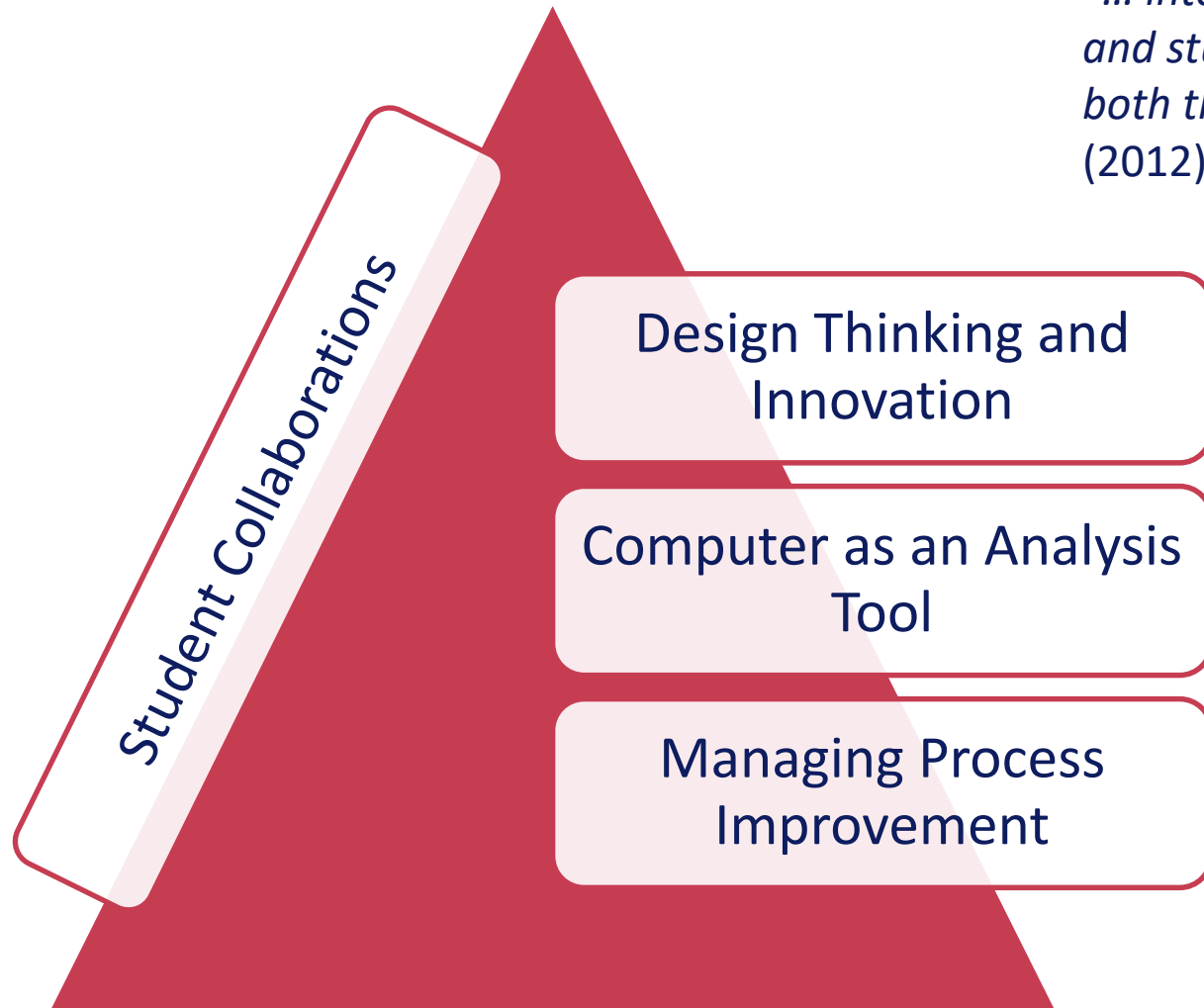
**Who? What?**

**When? How?**

# SMU Libraries



## Class Projects



*“... intelligent collaborations between librarians and students is a partnership that enhances both the library and the students” – Logan (2012)*

# Managing Process Improvement

Lean Six Sigma @ SMU Libraries

# Seat Hogging 101

Yuyun Ishak, Vincent Ong (with students from MGMT 317)

Define	<p><b>PROJECT GOALS</b></p> <ul style="list-style-type: none"> <li>Decrease the # of hogged seats</li> <li>Increase the cost efficiency required by library staff to address seat hogging</li> </ul> <p><b>BUSINESS CASE</b></p> <p>By decreasing the seat hogging and 100 hours per term of staff time needed to "police" seat hoggers, library staff can put 100 hours per term to better use.</p> <p><b>SCOPE</b></p> <ul style="list-style-type: none"> <li>Library</li> <li>Seat hogging issues in our core services to users</li> <li>Complaints related to seat hogging</li> <li>Library issues</li> <li>Project covers all areas where students are seated</li> <li>Complaints due to excessive seat hogging (i.e. library floor issues)</li> </ul> <p><b>PROBLEM STATEMENT</b></p> <p>From weeks 11-14, the library sees a surge in the percentage of hogged seats to up to 31% of its capacity, which diverts manpower from its main operations to deal with both the problem and complaints from users that ensue.</p>	Measure													
	<p><b>NEEDS MAP</b></p> <p><b>Observe (Gemba) and measure the current state.</b></p> <p><b>PROCESS CAPABILITY STUDY OF CURRENT PRACTICE - ADDING MEASURE</b></p> <p>Used as a baseline for improvements.</p> <table border="1"> <thead> <tr> <th></th> <th>CONTROL</th> <th>EXPERIMENT AREA</th> </tr> </thead> <tbody> <tr> <td>Mean</td> <td>0.25</td> <td>0.27</td> </tr> <tr> <td>Stdev</td> <td>0.05</td> <td>0.04</td> </tr> <tr> <td>CPK</td> <td>0.20</td> <td>0.25</td> </tr> <tr> <td>PPK</td> <td>0.20</td> <td>0.25</td> </tr> </tbody> </table> <ol style="list-style-type: none"> <li>Both processes are in control</li> <li>The bigger process reduced the % of hogged seats to 2.28%</li> <li>Tagging helps to control the spread</li> <li>Both processes are off target and not within the customer specification limit</li> </ol>			CONTROL	EXPERIMENT AREA	Mean	0.25	0.27	Stdev	0.05	0.04	CPK	0.20	0.25	PPK
	CONTROL	EXPERIMENT AREA													
Mean	0.25	0.27													
Stdev	0.05	0.04													
CPK	0.20	0.25													
PPK	0.20	0.25													
Improve	<p>An experiment with a volunteer booking system didn't work so well, but we learned from it...</p> <p><b>1. SEAT BOOKING SYSTEM</b></p> <p><b>MAIN FINDINGS FROM EXPERIMENTS</b></p> <ul style="list-style-type: none"> <li>It is difficult to set up which is to do in advance</li> <li>Enter booking time was too short</li> <li>Area used was not suitable</li> <li>Additional seats were present in advance of the library</li> <li>Do not attempt to obtain more booking capacity</li> <li>Do not attempt to place in process of change</li> </ul> <p>Building has to be open to the public during the time that has to be long enough.</p> <p>Area for tagging has to be more convenient.</p> <p>Tagging area should need to be suitable for prolonged usage.</p> <p>By realizing the high effort &amp; low benefit of the patrolling and tagging, we have stopped doing this — demonstrating a savings of approximately 100 hours per term (\$3,240.00).</p>	Analyze													
	<p><b>Root cause analysis — why do students seat hog?</b></p> <p>Monitoring the following indicators against user and staff groups</p> <p>By realizing the high effort &amp; low benefit of the patrolling and tagging, we have stopped doing this — demonstrating a savings of approximately 100 hours per term (\$3,240.00).</p>														
Control	<p>Continuous improvement from the following term</p> <p><b>EDUCATION CAMPAIGN</b></p> <p><b>BE KIND DO NOT SEAT HOG</b></p> <p><b>SEAT HOG FREE ZONE</b></p> <p>A system to segregate one bank of study carrels where no belongings is allowed to be left behind. All left belongings will be moved to nearby table (holding area) by staff or other students.</p>	Learning Points													
	<p>Do not simply rely on "gut instincts".</p> <p>Go out there, walk, observe, and collect the correct data.</p> <p>Make use of the various analysis tools available to peruse.</p> <p>Don't be too surprised at your findings.</p>														

# Collaborative – Industry partners in various courses


## ANLY482

### USERS WHO OVERDUE


Jack borrows 'Financial Accounting' on 7<sup>th</sup> April, **Saturday at 7pm**

He has to return the book by latest Sunday 1.30pm. This gives him an **assigned loan period** of 18.5 hours.

He returns the book 24.5 hours later, on Sunday 7.30pm. This gives him an **overdue period** of -6 hours.



**Jack**  
Year 1  
School of Business



Loan Timestamp	07/04/2018 7:00:00 PM
Return Timestamp	
Hours Borrowed	
Assigned Loan Period	
Overdue Period	
Overdue?	

## IDIS100

**INTRODUCTION** | METHODOLOGY | KIASUISM | ATTRIBUTES | SOCIAL | DISCUSSION

**RESEARCH QUESTION:**  
What are the factors that influence students' preferences for certain study spaces?

**3 FACTORS**

1. Kiasuism
2. Physical Attributes
3. Social Groups

**STUDY 1: QUANTITATIVE**  
**STUDY 2: QUALITATIVE**

4 of 34

# TruthLies

Join us for a lively, interactive forum as panellists debate, discuss, and deliberate

**TRUTH & LIES:**

**TRUST IN TIMES OF INFORMATION DISORDER**

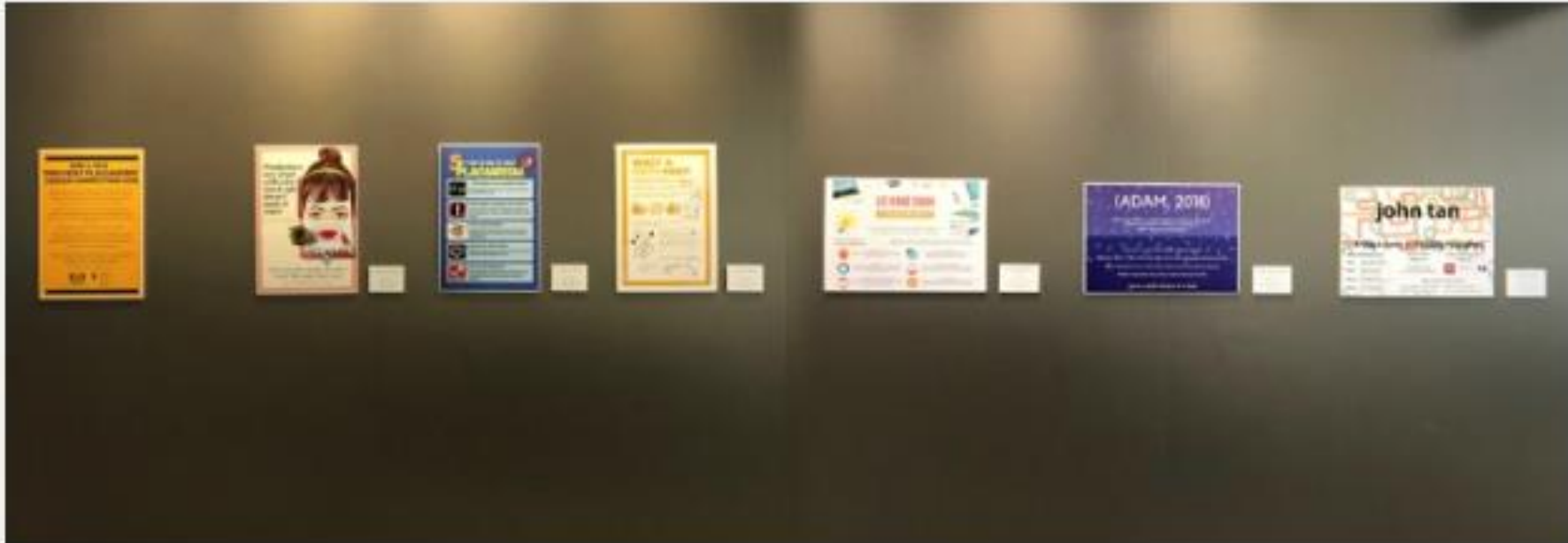
**Date:** Wednesday, 3 April 2019

**Time:** 2:00 pm – 5:30 pm

**Venue:** SMU Libraries, Li Ka Shing Library, Level 5, Quiet Area

**Collaboration with  
School of Law, SMU;  
SPH  
NTU, RSIS**

## COLLABORATION TO PREVENT PLAGIARISM



For the second time around, SMU Libraries collaborated with the Student Council of Discipline (SCD) and the Centre for English Communication (CEC) on a design competition about preventing plagiarism. Led by the 16<sup>th</sup> Council of the SCD, this initiative advocates SMU's CIRCLE value of Integrity where students could choose from one of the following modes of communication – video, poster and name tent.

Students researched using SMU Libraries' award winning interactive online resource, *Avoiding Plagiarism through the APA Citation*. CEC helped to promote the competition to the Programme in Writing and Reasoning (PWR) students who addressed a similar topic as part of their problem-based learning.

## ART@LEVEL4



SMU Libraries is pleased to announce the completion of **art@level4**.

**art@level4** is a dedicated exhibition space at Li Ka Shing Library Level 4. The exhibition space, composed of six freestanding panels, is a teeming thoroughfare with students passing through. **art@level4** aims to enrich and enliven the cultural and intellectual life on SMU's city campus, and strengthen its role in the Civic District and the Bras Basah, Bugis Precinct, by showcasing artworks and exhibitions that contribute to the discourse on aesthetics, history and socio-political issues.





## Business librarians @ Business School



The image shows a screenshot of an email alert from SMU Libraries. The header includes the SMU logo and the word 'Libraries'. Below the header is a banner with the text 'LIBRARY ALERTS' and a background image of a modern building. The main body of the email contains the following text:

Dear colleagues

Starting Wed, 14<sup>th</sup> March 2018, Business Librarians (**Rajen, Jiaxin, and Sumita**) will be co-located in the School of Business **Adjunct Office**, Level 5 on **Monday, Wednesday** and **Friday** between **2-5pm**.

Library support for faculty, staff and postgraduates is now at your “door step”.

Feel free to drop by!

Regards  
Business Librarian Team (Rajen, Jiaxin, Sumita)

Business librarian:

“ Hey Prof, good to put a name to a face. We’ve been communicating through emails before. ”

Business faculty:

“ Good. Now that I see you, I have something to consult you with..... ”

## Sky is the limit

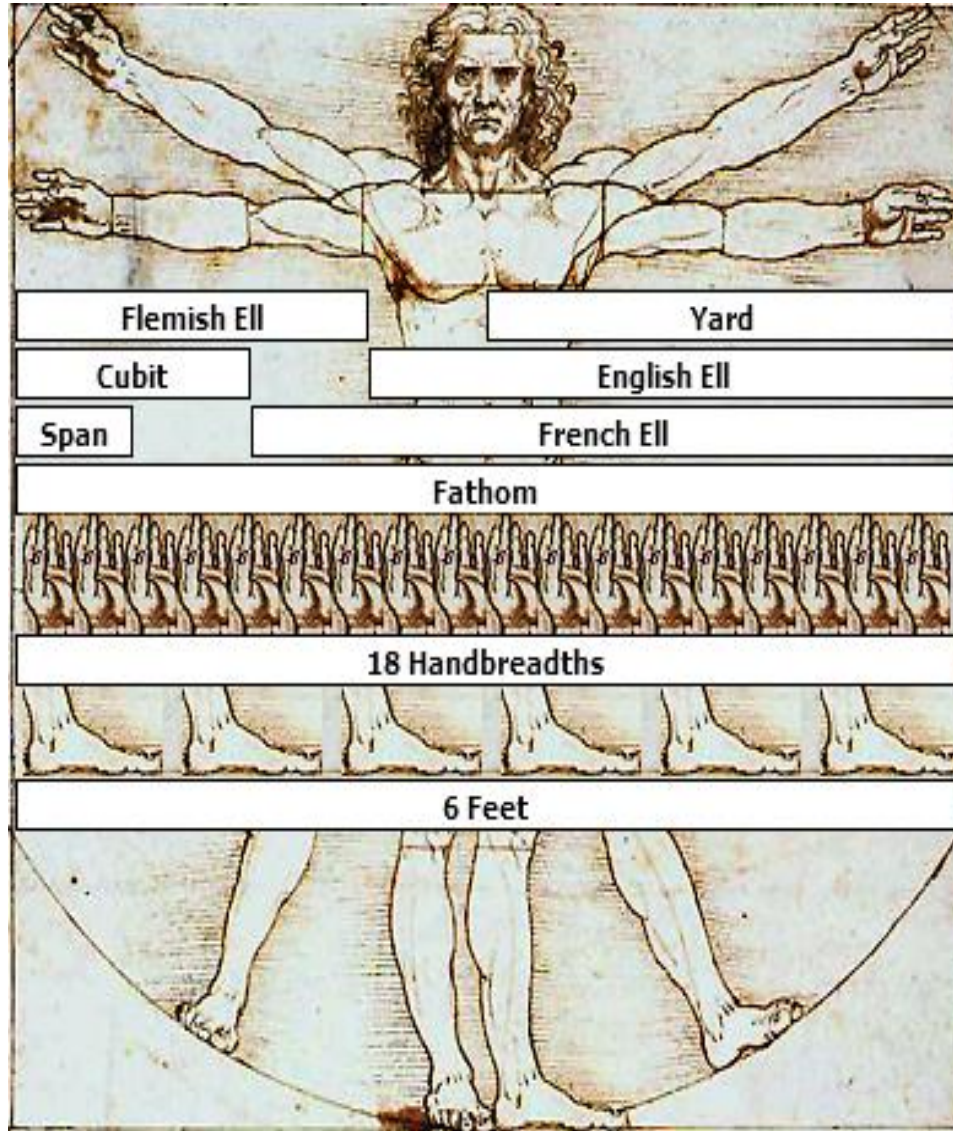
- Research Data Management (RDM) Policy development
- Research Data Repository
  
- Joint research papers
- Peer review for papers
- Learning spaces on Campus – working party



Data ≠ Impact



## Challenge



**Measure  
Data?  
Evidence?  
Story?**



## Storytelling Plan

- Engagement
  - Systematic and focused with **IMPACT**
- Collaboration
  - With multiple partners with **IMPACT**

