

Singapore Management University

## Institutional Knowledge at Singapore Management University

---

Research Collection Library

SMU Libraries

---

5-2019

### The modern library and its roles in publishing and research support: An example from Singapore Management University

Pin Pin YEO

Singapore Management University, ppyeo@smu.edu.sg

Follow this and additional works at: [https://ink.library.smu.edu.sg/library\\_research](https://ink.library.smu.edu.sg/library_research)



Part of the [Scholarly Communication Commons](#)

---

#### Citation

YEO, Pin Pin. The modern library and its roles in publishing and research support: An example from Singapore Management University. (2019). *Workshop on Modern Academic Library Services 2019, May 16*. 1-39.

Available at: [https://ink.library.smu.edu.sg/library\\_research/146](https://ink.library.smu.edu.sg/library_research/146)

This Presentation is brought to you for free and open access by the SMU Libraries at Institutional Knowledge at Singapore Management University. It has been accepted for inclusion in Research Collection Library by an authorized administrator of Institutional Knowledge at Singapore Management University. For more information, please email [cherylds@smu.edu.sg](mailto:cherylds@smu.edu.sg).



# The Modern Library and its Roles in Publishing and Research Support

An example from Singapore Management University

YEO Pin Pin <email: ppyeo@smu.edu.sg>

Head, Scholarly Communication

SMU Libraries

# ABSTRACT

- Modern 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 publishing and research support services. The Library is the owner of the SMU research publications system and 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 assessment by providing publications metrics.
- Presented at Workshop on Modern Academic Library Services, Ton Duc Thang University, Ho Chi Minh City, 16 May 2019

# SMU at a glance

9,623

undergrad and postgrad students\*

357

globally diverse faculty



School of Accountancy



Lee Kong Chian School of Business



School of Economics



School of Social Sciences



School of Law



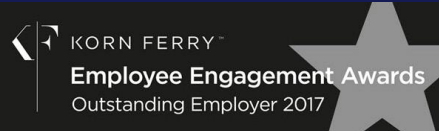
School of Information Systems



Rated 5 Stars  
by Quacquarelli  
Symonds (QS)  
World University  
Rankings (WUR)



Ashoka U  
Changemaker  
Campus



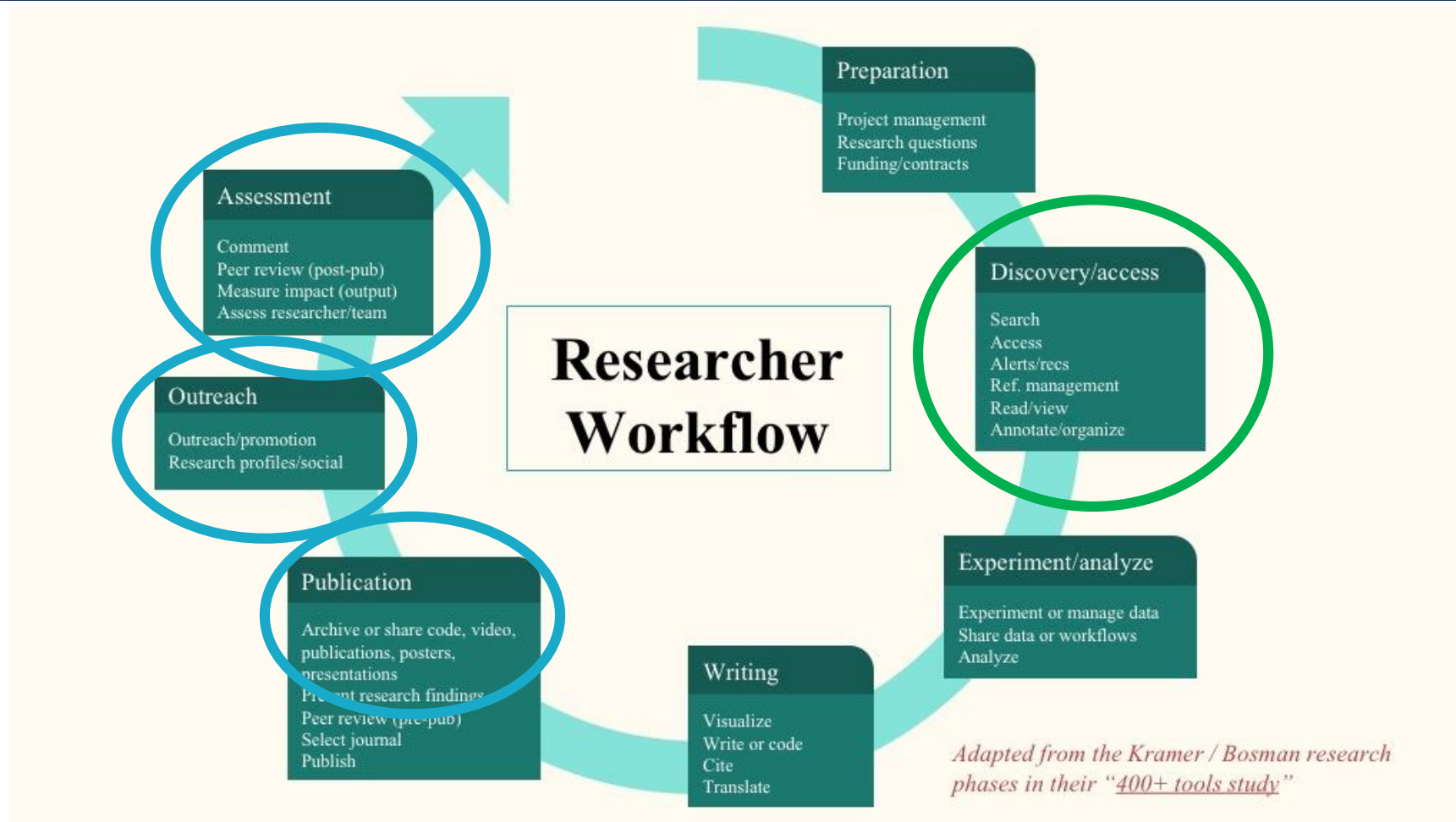
Korn Ferry Employee  
Engagement Award

# RESEARCH CYCLE



# MORE LIBRARY INTERACTION

- We worked on playing roles in:
- Publications
- Outreach
- Assessment



# WHAT ARE THE NEEDS ?

- Find out where the needs are in your university
- How to do that?
- Talk to key stakeholders
- Find out their needs
- Find out their pain points



# PUBLICATION IN RESEARCHER WORKFLOW

- Faculty need to share / archive their publications
- University needs to know faculty publications  
*[research data, code, etc are in our future plans]*
- SMU provides the infrastructure
- Set up Integrated Research Information System (IRIS)  
*[used in-house system before moving to IRIS]*





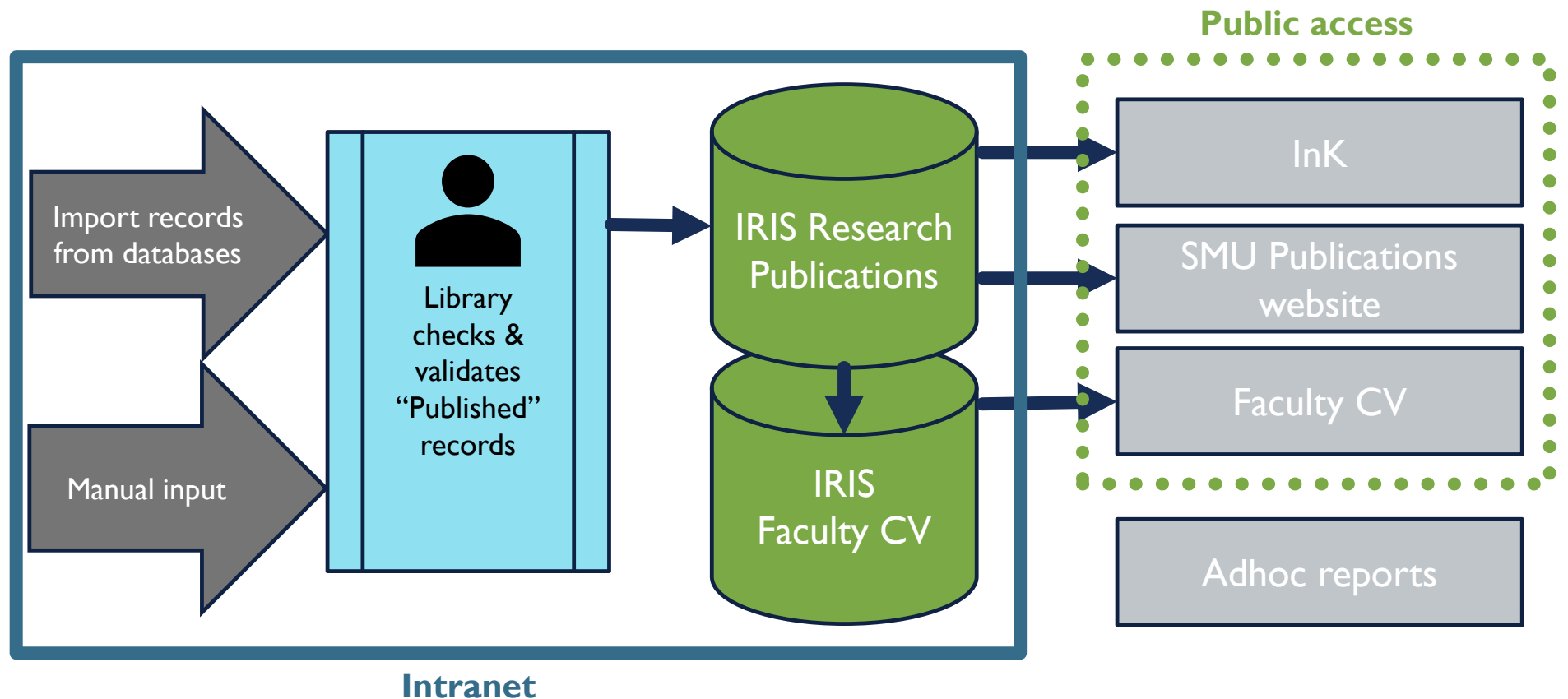
# PUBLICATION IN RESEARCH WORKFLOW

- **IRIS Research Publications module**
- Library as business owner
- Library involved from the beginning, for specifications, implementation, and operations
- Library checks and validates the records
- Only for publications that are Published, Advanced Online
- More accurate records
- Platform: Converis

The screenshot displays the IRIS (Integrated Research Information System) interface for Singapore Management University. The top navigation bar includes a search function, a help menu, and the current user's role as 'Publications Manager: Singapore Managem...'. A notification bell icon shows 119 alerts. The main content area features a sidebar with navigation options: Dashboard, Publications, Persons, Activities, Organisations, Classifications, Notifications, and Statistics. The 'Publications' section is active, showing a profile for Singapore Management University with a location of Singapore. Two key statistics are highlighted in orange boxes: 21420 Publications and 125364 Times Cited. Below this, a 'Things to do' section indicates that there are 15 Publications for review, with a 'View All' link.

Category	Value
Publications	21420
Times Cited	125364

# PUBLICATION IN RESEARCHER WORKFLOW



# IRIS PUBLICATIONS AND CV EXAMPLES

## ■ Sample publication record in IRIS


The screenshot shows the IRIS interface with a navigation menu on the left containing: Dashboard, Publications (highlighted), Publications, Journals, Persons, Activities, Research Areas, Notifications, and Statistics. The main content area displays the publication record for "Sets, modular systems and interconnections: Comparing Singapore law with EU legislation; LLEWELYN, David; REDDY, T. Prashant; 2018; Journal Article". The record is marked as "Internally visible", "Validated", and has "Admin Info" available. Below the title, there are tabs for "Key Information \*", "Related Research", "Library Details", and "More ▾". The "Key Information \*" tab is active, showing the "Publication type \*" as "Journal Article" and the "Title \*" as "Sets, modular systems and interconnections: Comparing Singapore law with EU legislation".

## Sample faculty CV

David LLEWELYN

School of Law  
Singapore Management University (SMU)  
55 Armenian Street  
Singapore 179943

Email: [dllewelyn@smu.edu.sg](mailto:dllewelyn@smu.edu.sg)  
Office Phone: (+65) 68085177



**Education**  
Bachelor of Civil Law, University of Oxford, Great Britain, 1979  
LLB, Southampton University, Great Britain, 1977

**Academic Appointments**  
Professor of Law (Practice), School of Law, SMU, Jul 2011 - Present  
Visiting Professor of Law, School of Law, SMU, Aug 2010 - Jun 2011

**Academic Administrative Positions**  
Deputy Dean, School of Law, SMU, Jul 2012 - Present

**RESEARCH**

**Research and Project Areas**  
Intellectual property law Information technology law Commercial law Law relating to the distribution and marketing of products/services

**Publications**

Journal Articles [Refereed]

Sets, modular systems and interconnections: Comparing Singapore law with EU legislation, by LLEWELYN, David, REDDY, T. Prashant, (2018). *Journal of Intellectual Property Law and Practice*, 13 (4), 273-278. <https://doi.org/10.1093/jippl/jpy018> (Published)

Digital files as property in the New Zealand Supreme Court: Innovation or confusion?, by LOW, Kelvin F. K, LLEWELYN, David, (2016). *Law Quarterly Review*, 132 (3), 394-398. (Published)

Statutory damages for use of a "Counterfeit Trade Mark" and for copyright infringement in Singapore: A radical remedy in the law of intellectual property or one in need of a rethink?, by LLEWELYN, David, (2016). *Singapore Academy of Law Journal*, 29 (1), 61-98. (Published)

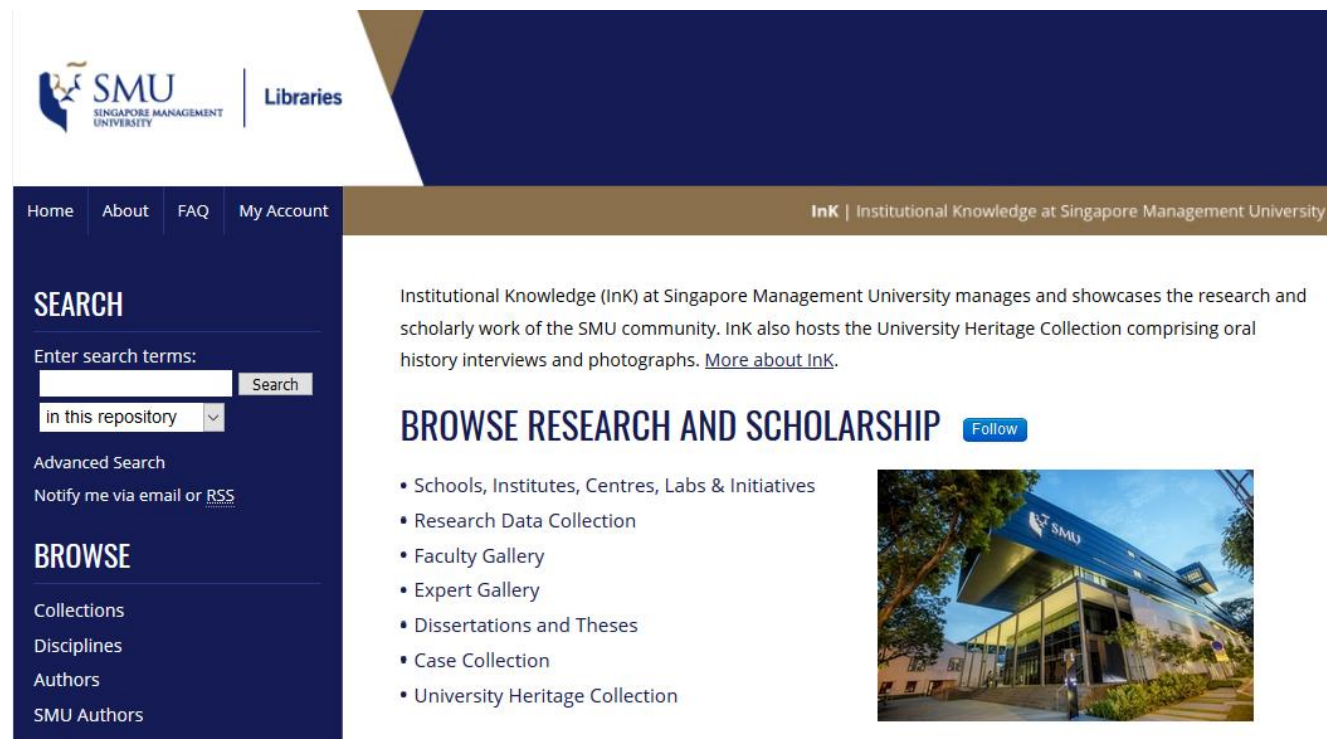
Pub record formatted to appear in CV under the section for Publications

## PUBLICATION IN RESEARCHER WORKFLOW

- Pulled records from SMU in-house system (Intranet) before 2016 for InK
- Continue to pull records from IRIS (Intranet) from 2016 for InK
- We do not expect faculty to go to InK to enter records again
- Faculty make use of IRIS – they do not have to worry about other systems

# OUTREACH IN RESEARCHER WORKFLOW

- Faculty and SMU need to publicize their publications
- Objective of creating visibility and raising the profile of SMU research
- Launched institutional repository called InK in January 2011
- Open Access Policy approved in October 2013 – Library used the Policy to raise awareness of OA



The screenshot displays the SMU Libraries Institutional Knowledge (InK) website. At the top left is the SMU logo (Singapore Management University) and the word "Libraries". A navigation menu includes "Home", "About", "FAQ", and "My Account". A search bar is present with the text "Enter search terms:" and a "Search" button. Below the search bar is a dropdown menu set to "in this repository". There are links for "Advanced Search" and "Notify me via email or RSS". A "BROWSE" section lists "Collections", "Disciplines", "Authors", and "SMU Authors". On the right, a banner reads "InK | Institutional Knowledge at Singapore Management University". Below this, a paragraph states: "Institutional Knowledge (InK) at Singapore Management University manages and showcases the research and scholarly work of the SMU community. InK also hosts the University Heritage Collection comprising oral history interviews and photographs. [More about InK.](#)". A "BROWSE RESEARCH AND SCHOLARSHIP" section features a "Follow" button and a list of categories: "Schools, Institutes, Centres, Labs & Initiatives", "Research Data Collection", "Faculty Gallery", "Expert Gallery", "Dissertations and Theses", "Case Collection", and "University Heritage Collection". An image of the SMU building is shown in the bottom right corner.

# OUTREACH IN RESEARCHER WORKFLOW

- Promote InK and Open Access during faculty orientation
- Research librarians follow up with individual faculty to encourage full text deposits
- Work with Provost, Vice Provost, Deans, Associate Deans to promote and garner wider support
- Organize events, promote awareness of version of publications to give for InK
- **URL of InK:** <https://ink.library.smu.edu.sg/>
- Platform: Digital Commons

# OUTREACH IN RESEARCHER WORKFLOW

- **Records in InK**
- Supports OAI-PMH protocols
- Crawlable by search engines
- Discoverable in Google, Google Scholar, others
- Good search engine optimization (SEO)



Google Scholar

Long-term impacts of parliamentary gender quotas in a single-party system: Symbolic co-option or delayed integration?

Articles

Any time  
Since 2019  
Since 2018  
Since 2015  
Custom range...

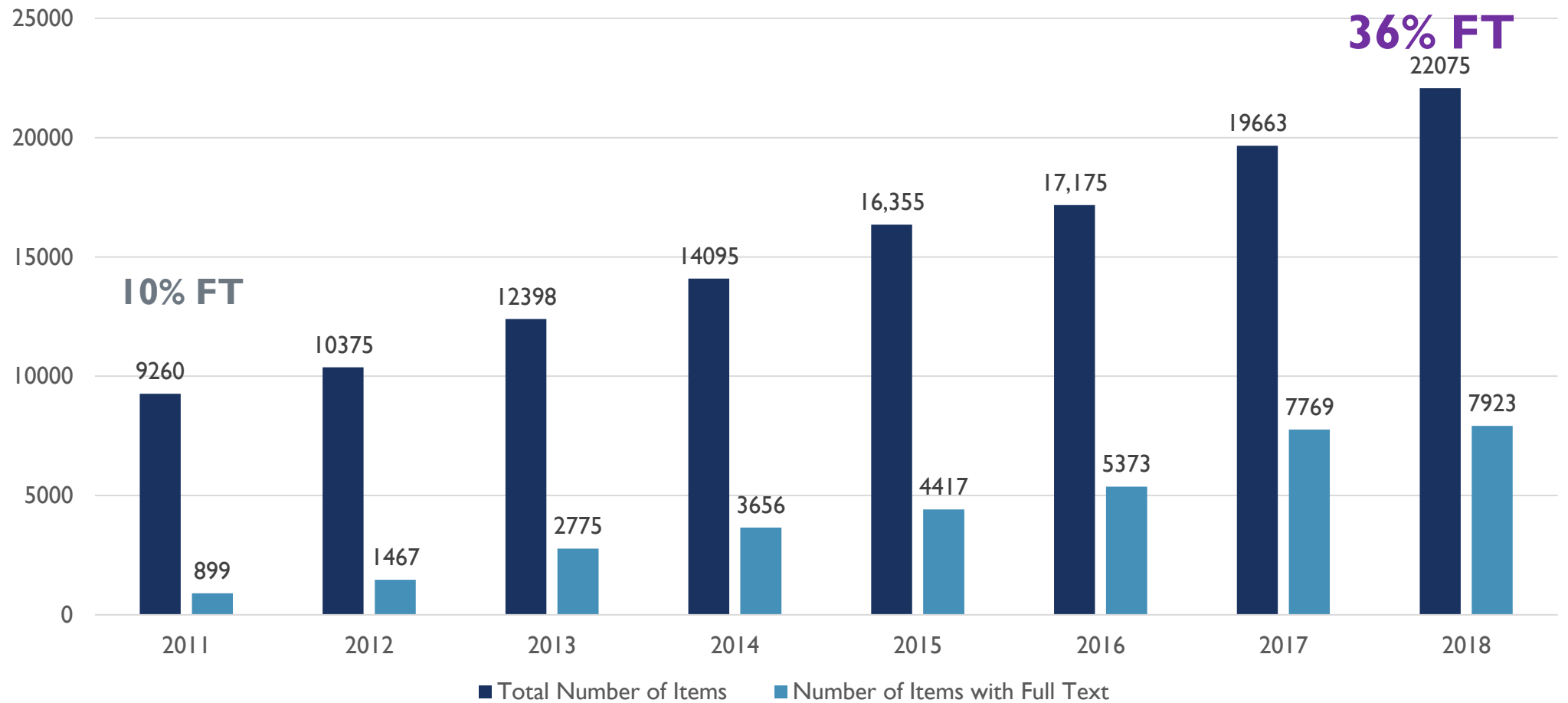
Sort by relevance  
Sort by date

Long-term impacts of parliamentary gender quotas in a single-party system: Symbolic co-option or delayed integration?  
DK Joshi, R Timothy - International Political Science ..., 2018 - journals.sagepub.com  
In recent years scholars have shifted their attention from the causes behind parliamentary gender quotas to their consequences for women's descriptive, substantive, and symbolic representation. We contribute to this literature by focusing on long-term effects of gender quotas in the context of an authoritarian one-party system. Here we contest dominant theoretical explanations which posit that gender quotas in authoritarian states primarily serve the goals of symbolic co-option and window-dressing. Rather, we argue that while ...

[PDF] smu.edu.sg  
Find it @ SMU Libraries

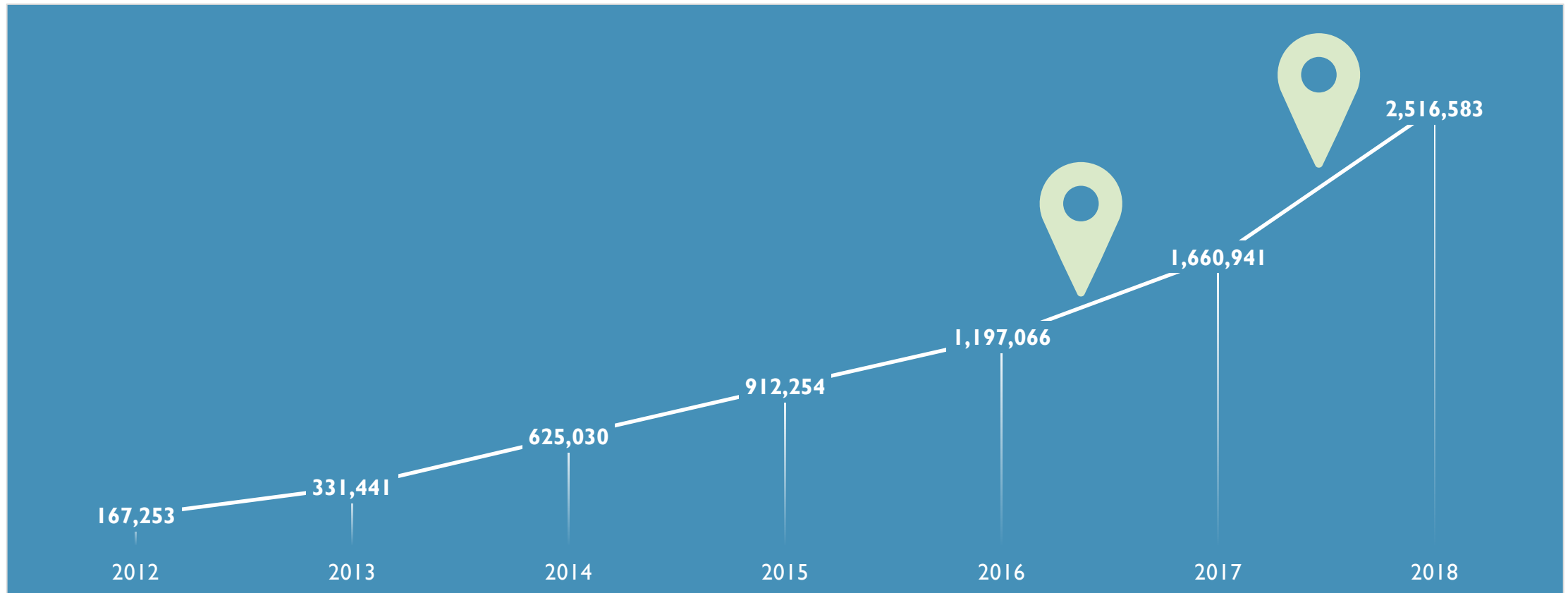
☆ 🔖 Related articles All 2 versions

# GROWTH IN PUBLICATIONS IN INK





# CUMULATIVE DOWNLOADS FROM INK



Milestone 1: 1 million downloads April 2016 from 4600 full text items

Milestone 2: 2 million downloads July 2018 from 7800 full text items

# DOWNLOADS BY COUNTRIES


- Top countries downloading our full text are from Singapore, US, UK, India and Germany
- Vietnam in 24<sup>th</sup> position





# REPORTS FROM INK

- Monthly mail to inform author about the downloads from their full text in InK
- Auto generation by the platform


Sat 4/20/2019 7:38 AM

 Institutional Knowledge at Singapore Management University notification system  
Your Latest Readership Report from Institutional Knowledge at Singapore Management University

To  YEO Pin Pin

 If there are problems with how this message is displayed, click here to view it in a web browser.

---




From: Institutional Knowledge at Singapore Management University

Dear Author,

You had **36** new downloads in March 2019 across your **19** papers in Institutional Knowledge at Singapore Management University. Your current readership:

---

**2021** Total Downloads



**VISIT MY DASHBOARD**

# REPORTS FROM INK

- Link to their Dashboard to view:
- World map for downloads,
- List of institutions
- List of countries
- Works by number of downloads



117 Institutions

Education 75% Commercial 13% Library 6% Organization [3%] Government [1%]

Filter by type: Show All

Show 10 entries Search: Export

Name	Type	Downloads
> Singapore Management University	Education	64
> National Library Board	Library	15
> NUS	Education	10
> NTU	Education	6
> Sutd SG	Education	4
> City University of Hong Kong	Education	4

20 Works

Show 10 entries Search: Export

Title	Downloads
<a href="#">Social learning spaces in the Li Ka Shing Library</a>	457
<a href="#">Research Guides at SMU Li Ka Shing Library: Built with LibGuides</a>	387
<a href="#">Impact of a new discovery service at Li Ka Shing Library</a>	198
<a href="#">High yields from course guides at Li Ka Shing Library</a>	147
<a href="#">Singapore update on open access</a>	100

## FACULTY FEEDBACK ON INK


- A Professor joined SMU in 2013 as Assistant Professor
- We added some of his full text in InK when he joined
- Currently he has 20 full text items in InK
- He sees a monthly report on downloads from his full text
- “I have seen my citations rise after putting the full text of my publications in InK. I really appreciate this service.”
- He was promoted to Associate Professor in 2017

# FACULTY TOP DOWNLOADED PAPER

- In InK, his paper “Doing good, feeling good” had over 1,200 downloads
- His paper had 73 citations in Scopus and 62 citations in Web of Science

## RESEARCH COLLECTION LEE KONG CHIAN SCHOOL OF BUSINESS

Doing Good, Feeling Good: Examining the Role of Organizational Citizenship Behaviors in Changing Mood

 Download

[Find it in your library](#)

[Theresa M. GLOMB](#), *University of Minnesota*

[Devasheesh P. BHAVE](#), *Singapore Management University*


Follow

[Andrew G. MINER](#), *Target Corporation*

[Melanie WALL](#), *University of Minnesota*

1,259 DOWNLOADS

Since July 05, 2013

 PLUMX METRICS

### Publication Type

Journal Article

### Version

Preprint

### Publication Date

2-2011

 INCLUDED IN

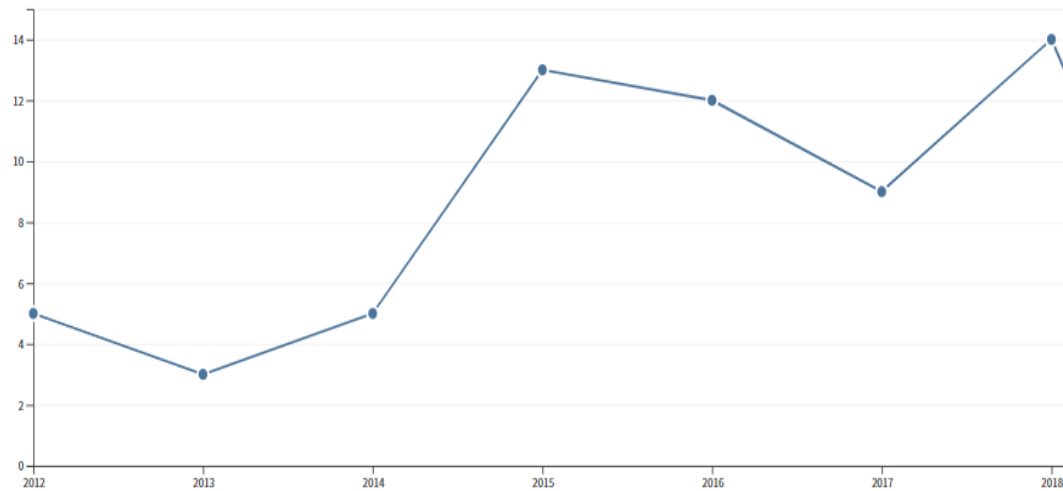
[Organizational Behavior and Theory Commons](#)

SHARE

# FACULTY FEEDBACK ON INK

- For Prof Bhavé's top cited paper, when analyzing the papers which cited his paper, we see a nice increase in citations after 2013

Sum of Times Cited per Year



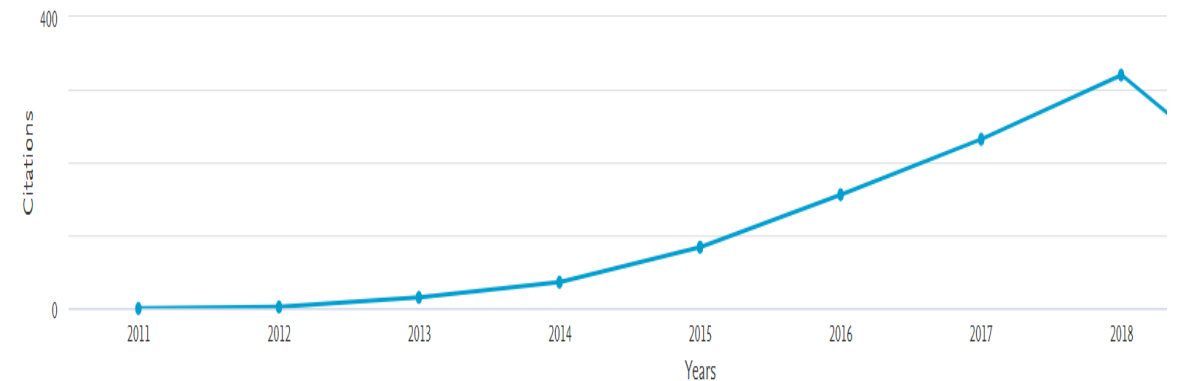
Source: Web of Science

This is an overview of citations for the documents you've selected.

Docume

73 cited documents + Save to list

Date range: 2011 to 2019  Exclude self citations of all authors  Exclude citations from books [Update](#)

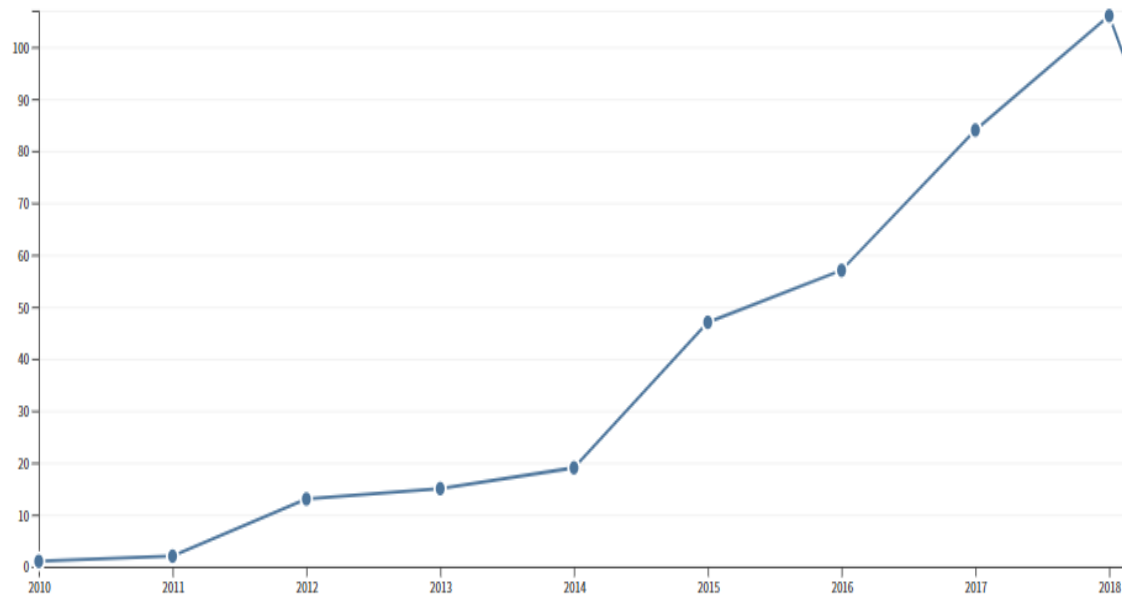


Source: Scopus

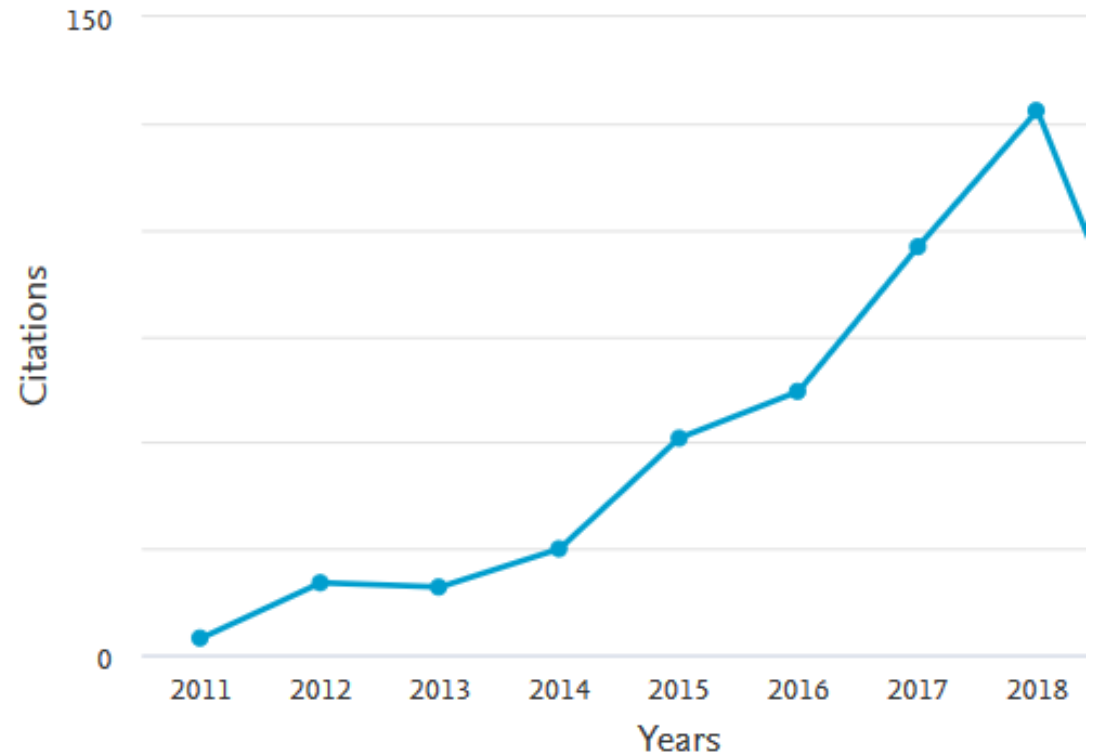
# FACULTY FEEDBACK ON INK

- For Prof Bhave's publications overall - increased citations

Sum of Times Cited per Year



Source: Web of Science



Source: Scopus



# ASSESSMENT IN RESEARCHER WORKFLOW

- **SMU needs to report on its publications at different levels**
- **Library involved in citation metrics**



# ASSESSMENT: TYPE OF REPORTS

- Publications information in report to Ministry of Education (annual)
- Research publication metrics for presentation to Academic Research Council (annual)
- Research publication metrics at institution level, school level and faculty level to SMU Council of Deans (annual)
- Publication metrics at faculty level to SMU Deans for appraisal (annual)
- Research publication metrics to SMU President Dashboard (quarterly)
- Promotion and tenure review for SMU faculty (ad-hoc)
- Benchmark faculty (ad-hoc)
- Accreditation bodies (ad-hoc)



## CONTENTS OF REPORT FOR COD

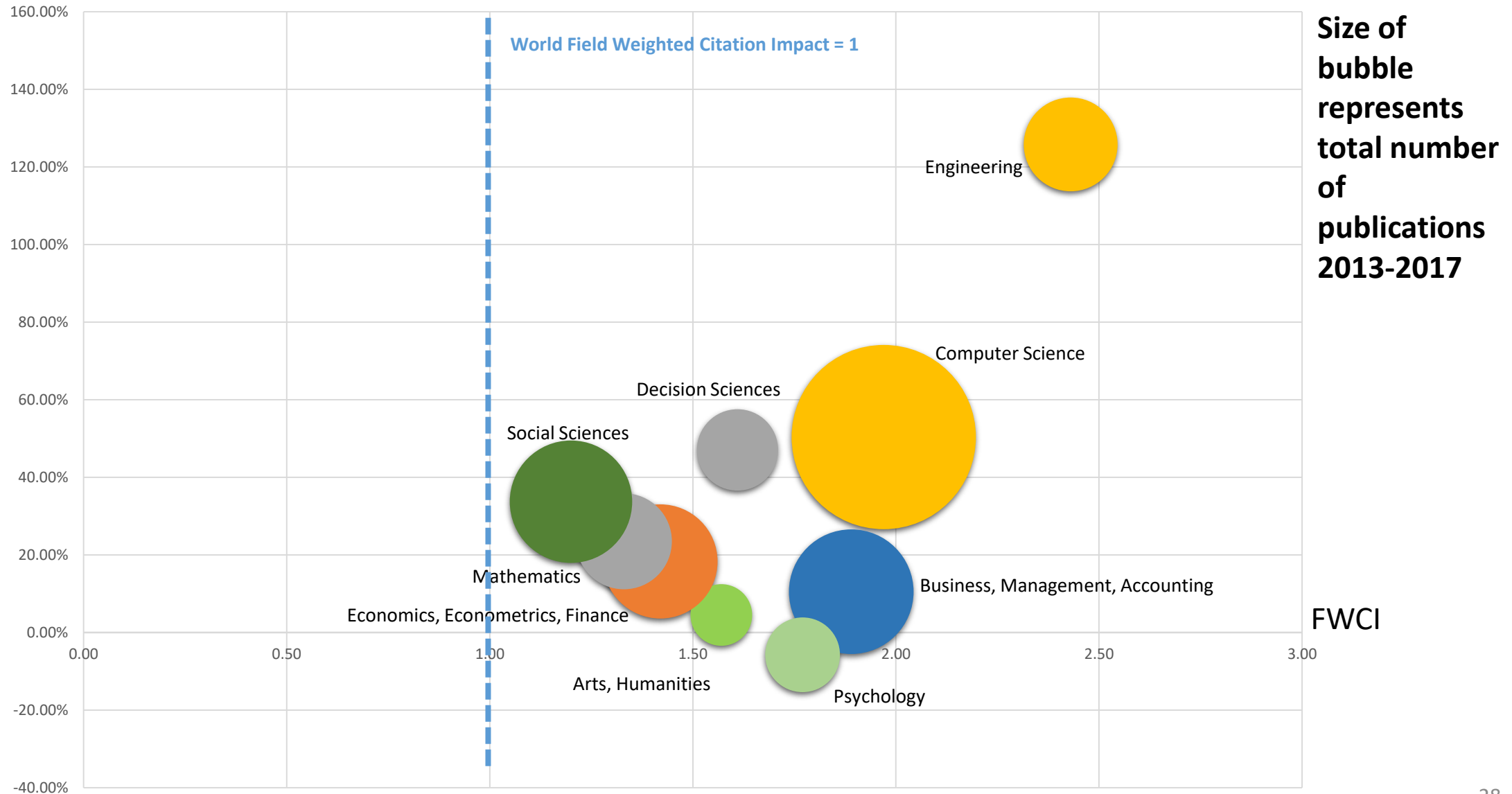
1. Number of publications by publication type and average number of publications per faculty per school
2. Highest FWCI publications with SMU byline
  - a. Overall and by subject breakdown
  - b. Journal articles and conference proceeding articles in last 5 years
  - c. Journal articles and conference proceeding articles in the last 10 years
3. Highest cited publications by school faculty with any institutional byline
  - a. in the last 5 years
  - b. from 1996
4. Top cited school faculty aggregated over all their publications

# VISUALIZATION OF CITATION METRICS

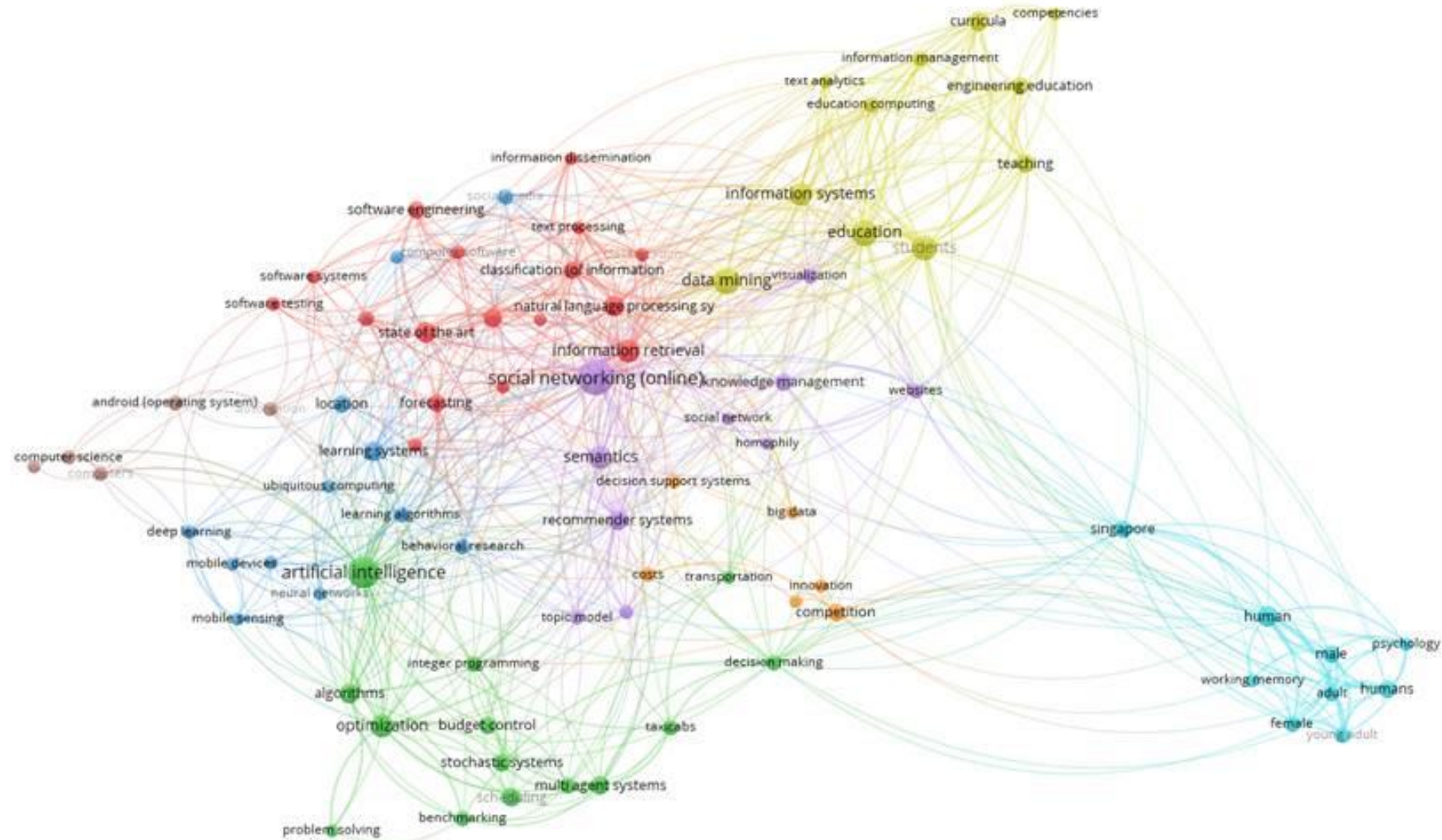
- Tell a meaningful story using the data
- Just presenting the data is not enough
- See the two examples on the next two slides

# SMU Publication Growth and Impact 2013-2017

**Publication Growth in 2017 compared with 2013**



# Using VosViewer and citation data to visualize SMU research



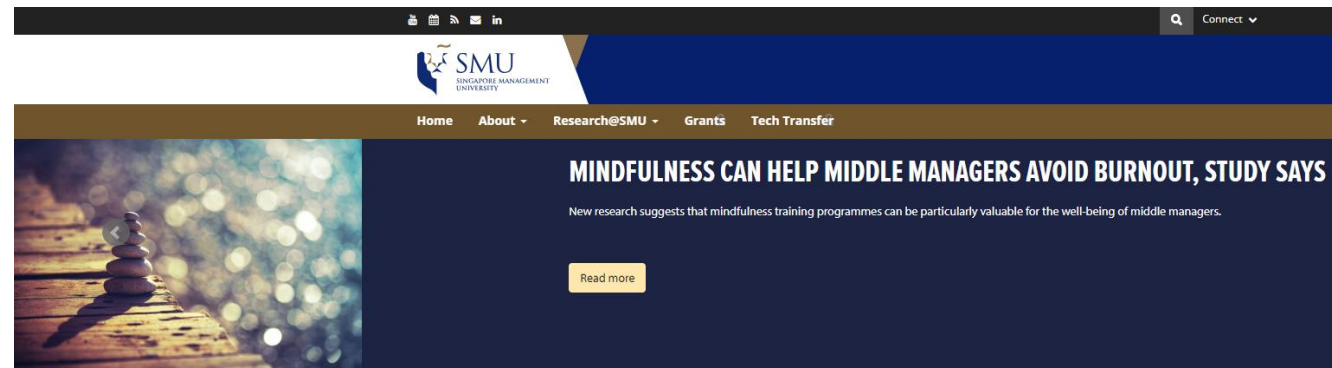
# ASSESSMENT IN RESEARCHER WORKFLOW

- **Library tracks download statistics from InK**
- Downloads from full text in InK for individual faculty (monthly)
- Show publications with high downloads to Office of Research & Tech Transfer (ORTT) (quarterly)
- Show publications with high downloads in the previous year for School report prepared by research librarians (annual)
- Ad-hoc



# HOW DOES ORTT USE THE DATA ?

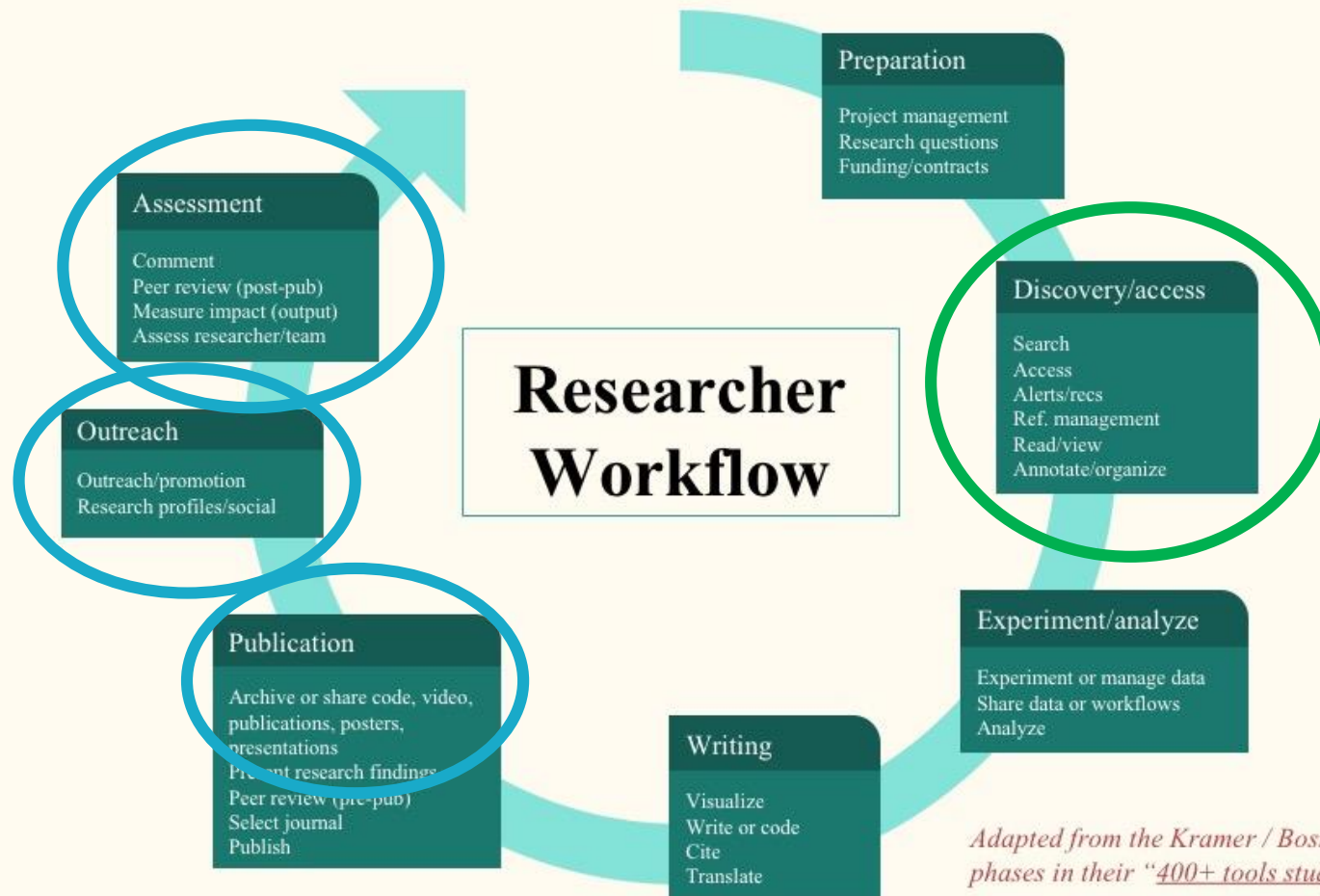
- Highlight papers which attracted high attention in InK
- Useful for stories on SMU research for outreach and newsletter
- Works illustrating SMU Societal Challenges areas
  - Academic research papers
  - Practice oriented papers
  - Papers / reports on societal challenges
  - Other research papers on selected topics





# EVEN MORE LIBRARY INTERACTION

- We get queries on:
  - Citation metrics
  - Article Processing Charges (APC)
  - Credible journals to publish in



*Adapted from the Kramer / Bosman research phases in their "400+ tools study"*

## SUCCESS FACTORS

- **Make it as easy as possible for faculty on one system**
- Support from senior management – faculty must use IRIS – for faculty appraisal they must submit updated CV generated by IRIS
- Previous system used by 2 schools → IRIS used by all 6 schools
- Able to import records from databases like Web of Science and Scopus, which reduces data entry by faculty
- Continue to pull records from Integrated Research Information System (IRIS) for InK
- IRIS Publications reflect a more complete picture of faculty publications

# SUCCESS FACTORS

## ■ Engagement with different levels

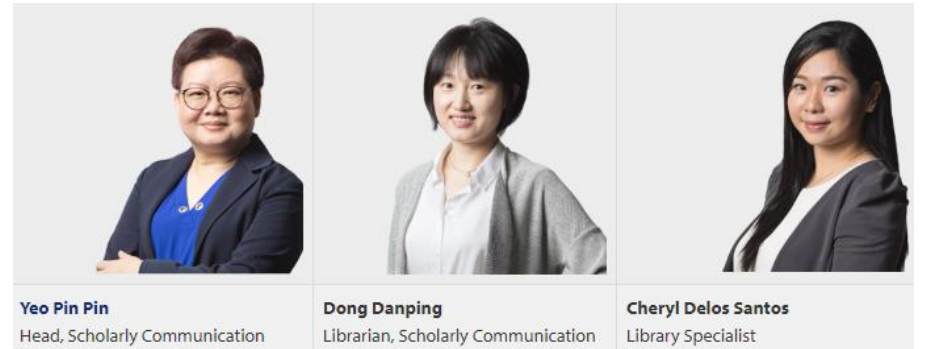
- Provost
- Vice Provost for Research
- Deans
- Vice Deans for Research
- Faculty

## ■ Get to know their needs



# SMU LIBRARIES TEAM

- Scholarly Communication Team



- Collaborate with other colleagues in the Library
- Especially the research librarians supporting the schools
- <https://library.smu.edu.sg/library/about-us/staff-directory>

# SMU LIBRARIES OVERVIEW

- Over 500,000 books (420,000 e-books)
- Access to 80,000+ e-journals
- 188+ electronic databases
- More than 2 million downloads from InK
- Over 1.37 million visitors in FY2017/18
- 38 staff: 23 professional librarians



# SMU Libraries



# EXTRAS

- Library video
- Life of Pi video  
[A Paper Born in SMU: Skit on Publishing, Open Access, Research Data]

# QUESTIONS

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

