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10-2019

To transform or NOT to transform: Academic libraries in the age of uncertainty

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To Transform or NOT to Transform: Academic Libraries in the Age of Uncertainty

Gulcin Cribb
University Librarian

Presented at 8th Rizal Library Conference 2019, October 17-19, Manila



Why Higher Education Will Change

| Innovation in higher education is not an option. It is essential

By **Steve Mintz**

// October 3, 2019

<https://www.insidehighered.com/blogs/higher-ed-gamma/why-higher-education-will-change>

Change

Constant

VUCA

Inevitable

Journey

Transformational

For the
long-term

Communication

Leading in a VUCA Environment: U is for Uncertainty

**Volatility, Uncertainty, Complexity, and
Ambiguity**

Tsunami of Information

Attention Economy

**No longer
monopoly on
providing
discovery and
access to articles**

Fake News – Alt-Facts – Post-truth

Experience Economy

**Multi-generational stakeholders,
esp. the workforce**

TGIF

FANG



Plan S



Gold Open
Access



Green
Open
Access



Research
Data
Management



Hybrid
Journals



Research
Performanc
e Metrics

Researchers and confusion

SMU Libraries



SMU in a glance

#11

among specialist universities
worldwide

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



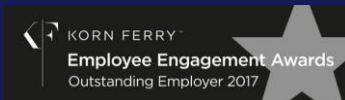
School of
Information Systems



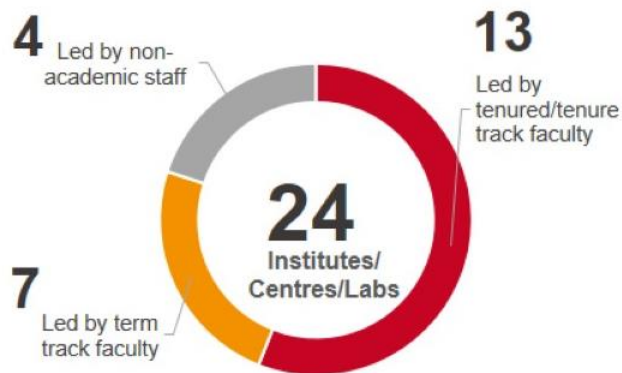
Rated 5 Stars
by Quacquarelli
Symonds (QS)
World University
Rankings (WUR)



Ashoka U
Changemaker
Campus



Korn Ferry Employee
Engagement Award



**Undergraduate
Programmes**

6

**Undergraduate
Majors**

24

Our Students

8,182

full-time undergraduates*

1,828

full-time & part-time
postgraduates*

** As of 17 September 2018*

Full-time Faculty

361

**Professional Master's
Programmes**

20

Doctoral Programmes

9 Academic Research

3 Professional Doctorate



Faculty
research
productivity



Faculty
teaching
impact



Student
experience
& learning



Reputation/
impact on
community

Innovation and Operational Excellence

Learning spaces @ SMU Libraries



Learning Commons



Reflective Corner



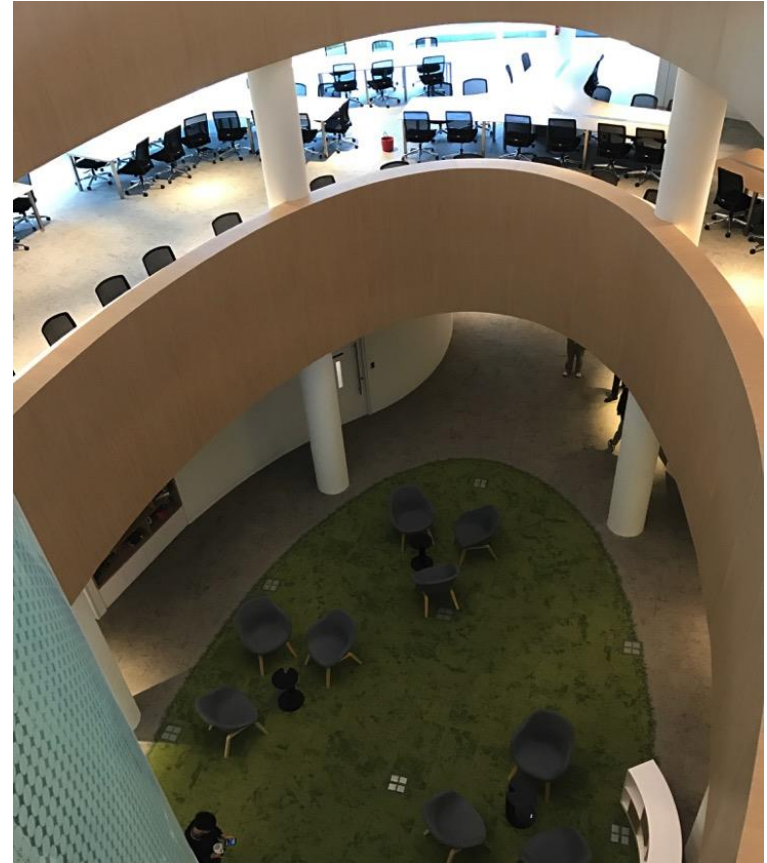
Hive



Flexible use of space



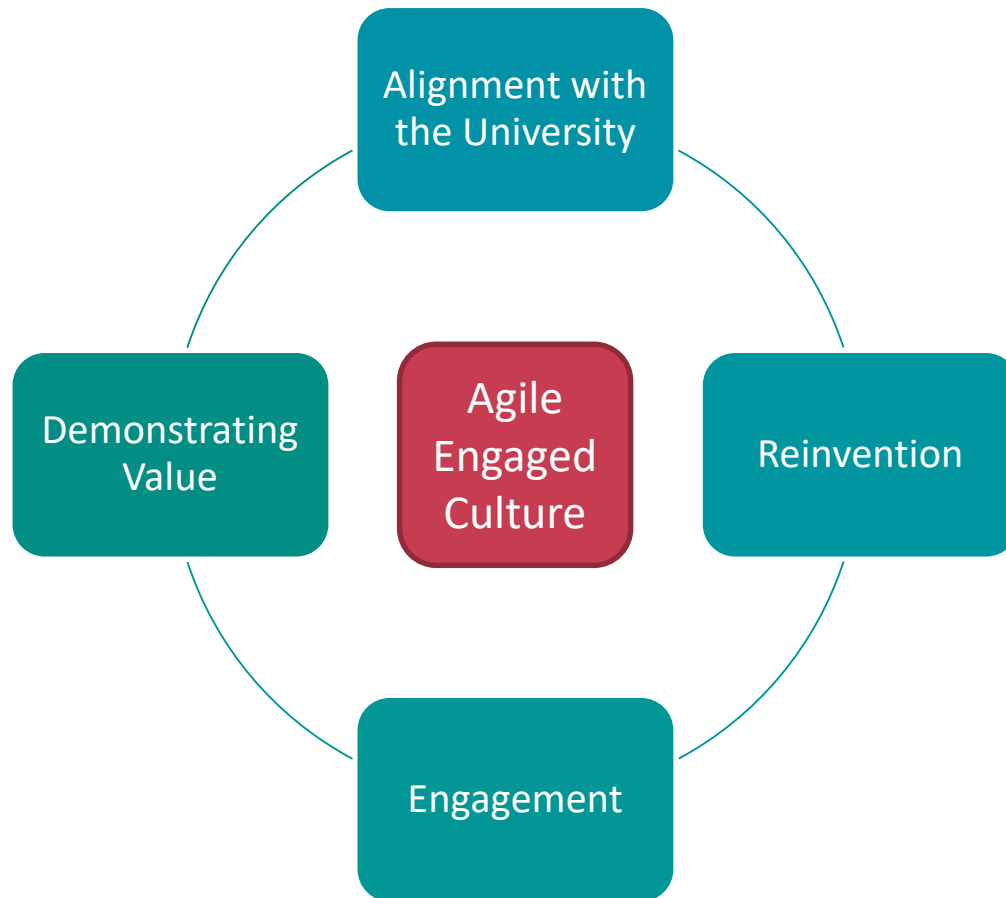






Strategy and Alignment

- Library is a business
- We lead and manage
 - People/Talent
 - Financial resources
 - Technology
 - Spaces/facilities (virtual and physical)
 - Stakeholder engagement (branding, communication, marketing, outreach.....)





UNIVERSITY LIBRARIAN'S MESSAGE

SMU Libraries has retained its status as the 'Most Preferred Place' by SMU students for many years running, according to the 2018 annual SMUSA (SMU Students Association) survey. I am sure you would agree with me that what makes a great space is a combination of many aspects, facilities, services, light, sounds, people, ambience, one's feelings or perception of the Library, the values that the Library and the library staff represent to the users and so on.

Whenever I meet SMU Alumni, the first thing they usually share with me is their fond memories of the Library and how much they miss the spaces and how they love coming back to visit the Library whenever they are on campus. Of course the Library is not only a physical space, but it is a combination of all the services, expertise, resources and experiences it makes available to the entire SMU community.

2018 was another year full of fabulous offerings, experiences, interactions and achievements. Almost 2 million entries were

recorded for Li Ka Shing and Kwa Geok Choo Law Libraries in 2018. SMU students, faculty and staff had over 2 and a half million digital interactions with the Library which includes use of virtual services, resources and expertise. SMU academic papers have been downloaded 2 million times from SMU's Institutional Knowledge, InK by people from all over the world as of 6 July 2018.

Many innovative services took off in 2018 too, for example the new Reading List Management System which aims to help faculty to streamline their reading list preparation and to help students with their learning experience in using and accessing these lists, all via elearn. Another new initiative has been making 150 most popular textbooks available as e-textbooks for use anytime and anyplace through a new platform enhancing students' experience and convenience.

Finally, let me acknowledge the Library team which includes many student helpers for their outstanding work, commitment and enthusiasm in supporting the SMU community.



Gulcin Cribb
University Librarian

What happened in a typical month at SMU Libraries



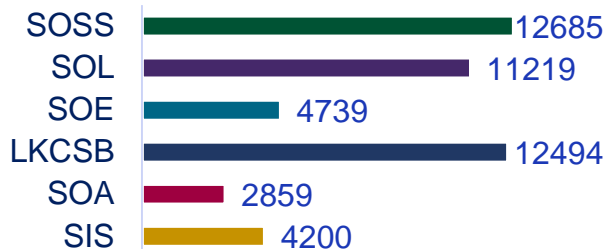
52.8%

students use eBooks & eJournals at least once a month



48,196

book chapters**
accessed

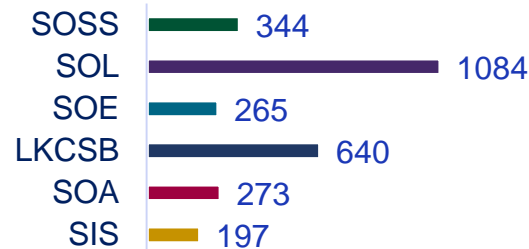


Book chapters accessed by school



2,647

print books^
borrowed



Print books borrowed by school

*Data collected from Jan to Dec 2018

**From Proquest ebook Central

^Data collected from Aug to Nov 2018

How students use SMU Libraries

7 out of **10**



students visit
the library at
least once a
month

**Most
preferred
place**



to study
with
friends

**One of
the most
preferred
places**



to work on
assignments



to study
alone

Showcasing SMU Research in InK

- Cumulative downloads since 2010 is over 3 million
- Open access to > 22,000 records and nearly 9,000 full text papers



Recent Downloads

1 of 86
in the past hour

</> Embed

Terms of Use

✕ View Larger

22,648
Total Papers

3,098,270
Total Downloads

1,035,621
Downloads in the past year

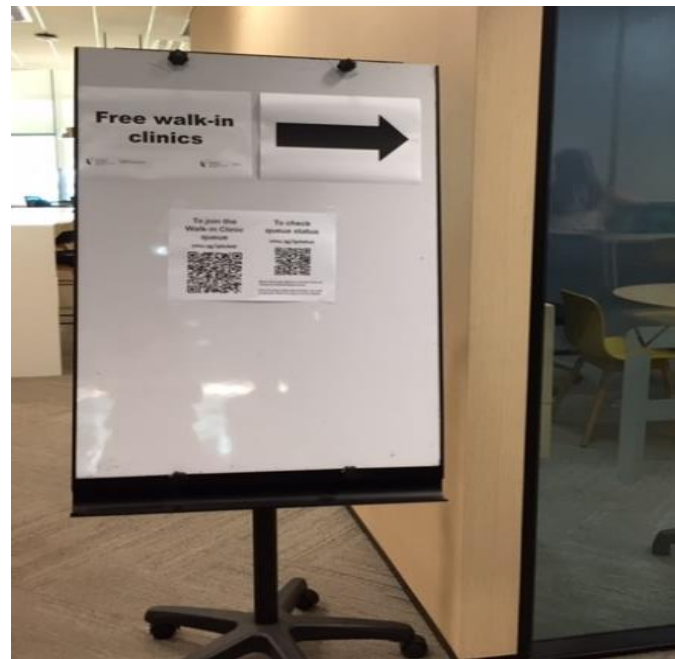


Data ≠ Impact



**Communicate
Value**





Business librarians @ Business School – Embedded Librarianship



Research Librarians for Schools



Rajen, Head, Learning
and Information Services



Aaron,
Accounting



Sumita, Business



Redzuan,
Business



Melody,
Economics



Yee Xin, Law



Wei,
Information Systems



Rebecca,
Social Sciences

Contact us @ library@smu.edu.sg for your research & information needs



SMU Libraries and The Wall Street Journal
cordially invite you to the inaugural

Breakfast with WSJ Editors

Date: Wednesday, 18 September 2019

Time: 8:30 am – 10:30 am

Venue: SMU Libraries, Li Ka Shing Library, Level 2, The Hive

Synopsis

What does the rise of China and U.S.-China trade tensions mean for the rest of the world? Plus, what are the other major stories coming out of Asia?



Tue 20/8/2019 4:12 PM

Library

Register! But Don't Chope! Free Bite-Sized Library Workshops

To  Library



The [Bite-Sized Library Workshops](#) are here again.

Join the Librarians and other campus partners such as, CEC, IITS, ODOS, OLGA, and Faculty from 27 August to 13 September to learn more about working with data, writing persuasively, digital literacy, research skills and many other topics!

[Sign up for your workshops today!](#)



DIGITAL LITERACY SKILLS
(NEW TRACK)



WORKING WITH DATA & METRICS

o Doing data science with R

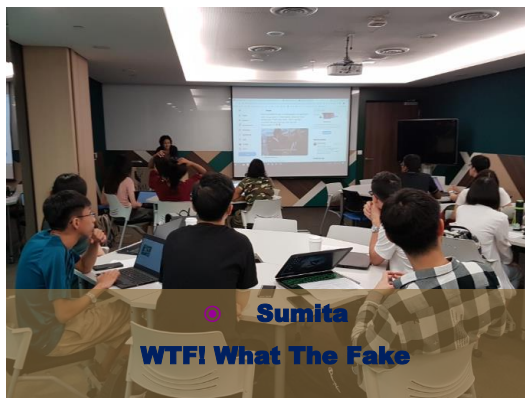
■ Bite-sized topics

- Research Skills (6 topics)
- Databases: Which Do I Use? (2 topics)
- Data Literacy Skills (6 topics)
- Working with Data & Metrics (7 topics)
- Present with Pizzazz & Other Enrichment Tips (9 topics)
- Citation with Management (1 topic)

■ Campus Partners

- CEC, IITS, ODOS and OLGA
- Faculty from SIS, LKCSB and a Post-Doctoral Fellow from Institute of Innovation & Entrepreneurship

Sessions in Pics



- **Open Education Week 2019.** SMU Libraries was a listed contributor to [#OEWeek](#) in March, contributing a 5 minute video '[Understanding OER](#)'.
- **OER Champions!** In an announcement to the SMU community, we celebrated our faculty champions already using Open Textbooks in their courses.
- In the past year, **225 SMU students saved approx. \$65 000**, based on the price of the last used commercial textbook. This was publicised on Instagram/Facebook to engage our community.
- **Partnered with the University's Centre for Teaching Excellence** to raise awareness.

[OER Research Guide](#) on how to find, review, and adopt OER.



Thomas Claeys @ThomasClaeys · Mar 1
openeducationweek.org/resources/unde...
Ready for the [#OEWeek](#)



SMU Libraries @SMULibraries · 4m

A shout-out to our faculty using Open Textbooks that have saved SMU students over \$65,000 in the past year! @SMULibraries supports [#OEWeek](#) through raising awareness on Open Educational Resources and other initiatives that facilitate equitable access. [#SMULibraries](#) [#OEWeek](#)



1 student saves
\$294.70*



225 students save
over \$65,000



Challenge



6 I's of Innovation

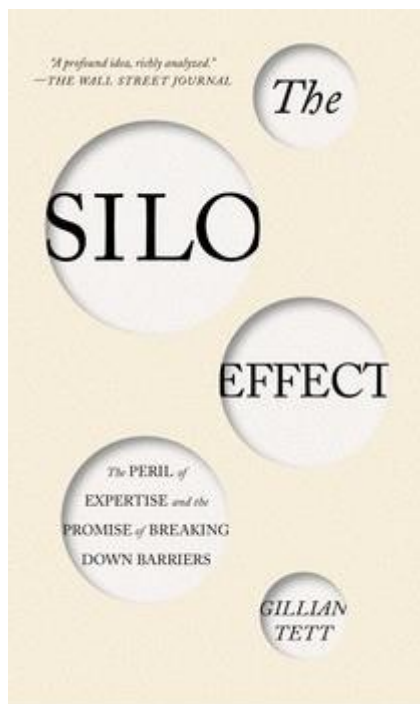
Identify

Ignite

Investigate

Invest

Implement



The Silo Effect

The Peril of Expertise and the Promise
of Breaking Down Barriers

By Gillian Tett

The Silo Effect asks a basic question: why do humans working in modern institutions collectively act in ways that sometimes seem stupid? Why do normally clever people fail to see risks and opportunities that later seem blindingly obvious? Why, as Daniel Kahnemann, the psychologist put it, are we sometimes so “blind to our own blindness”?

**The most damaging phrase in the
language is
“We’ve always done it this way!”**



Storytelling Plan

Great exaggerations! Death of libraries

Gulcin CRIBB, *Singapore Management University*

Follow

Publication Type

Blog Post

Publication Date

1-2018

Abstract

Libraries these days are built digital brick by digital brick – brick being the metaphor for digital books, journals, articles, objects, media, digital infrastructure, networks, apps, data, and analytics. The growth of print collections has been declining considerably in recent times. Singapore Management University (SMU) Libraries spends over 90% of its funds on digital collections, 80% of its collections are digital.



“The reason librarianship has existed in one form or another for 4 millennia is because it has changed to implement long held principles in light of the changing realities of those that the library serves”

David Lankes

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