Singapore Management University

Institutional Knowledge at Singapore Management University

Research Collection Library | SMU Libraries

10-2020

Pandemic! Pandemonium! Possibilities! Keep calm and carry on strategies at Singapore Management University (SMU) Libraries

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MUNOO, Rajendra and LI, Zhenyan. Pandemic! Pandemonium! Possibilities! Keep calm and carry on strategies at Singapore Management University (SMU) Libraries. (2020). *OneHE Mindsets Information Digital & Media Literacy Thematic Network*. 1-32.
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SMU SINGAPORE MANAGEMENT UNIVERSITY | Libraries

Mind Sets Information Digital Media Literacy

Pandemic! Pandemonium! Possibilities!

Keep Calm and Carry On Strategies at Singapore Management University (SMU) Libraries

OneHE Mindsets Information Digital & Media Literacy Thematic Network
12th October 2020

Mr Rajen Munoo
Head, Learning and Information Services
Ms Zhenyan Li
Librarian, Learning Services

SMU SINGAPORE MANAGEMENT UNIVERSITY | Libraries

- About SMU and SMU Libraries
- Case Study 1: Bite-Sized Workshops
- Fireside Chat
- Case Study 2: Library Peer Advisors
- Fireside Chat
- The Big Questions
- Q&A

SMU SINGAPORE MANAGEMENT UNIVERSITY | Libraries

About SMU

- Founded in 2000
- City campus
- Focus on Management, Social Sciences, Technology and their intersections
- Aim to produce leading edge research that has global impact

Our Faculty

376 full-time faculty

Our Students

8,656 full-time undergraduates

2,184 full-time & part-time postgraduates

As of September 2019

SMU SINGAPORE MANAGEMENT UNIVERSITY | Libraries

SMU Schools and Research Areas

School of Accountancy

- Corporate Reporting & Disclosure
- Corporate Governance, Auditing & Risk Management
- Financial Intermediation & Information
- Financial Performance Analysis
- Accounting Information System

Lee Kong Chian School of Business

- Organisational Behavior & Human Resources
- Strategy & Organization
- Finance
- Quantitative Finance
- Operations Management
- Marketing
- Corporate Communication

School of Law

- Asian and Comparative Legal Systems
- Public International Law, Regional and Trade Law
- Corporate Finance and Securities Law
- Private Law
- Innovation, Technology and the Law
- Dispute Resolution
- Legal Theory, Ethics and Legal Education
- Public Interest Law, Community and Social Justice
- Public Law

School of Social Sciences

- Sociology
- Political Science
- Psychology
- Humanities

School of Economics

- Economics Theory
- Econometrics
- Applied Microeconomics
- International Economics
- Macroeconomics

School of Information Systems

- Data Science & Engineering
- Cybersecurity
- Information Systems & Management
- Intelligent Systems & Optimization
- Software & Cyberphysical Systems

Introducing SMU Libraries

Click to Watch

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SMU Libraries: Quick Facts

- Over 550,000 print and electronic books
- Access to over 80,000 print and electronic journals
- More than 170 electronic databases
- 38 staff: 23 professional librarians

Explore more here: https://library.smu.edu.sg/about/about-us-overview

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Case Study 1

Bite-Sized Workshops

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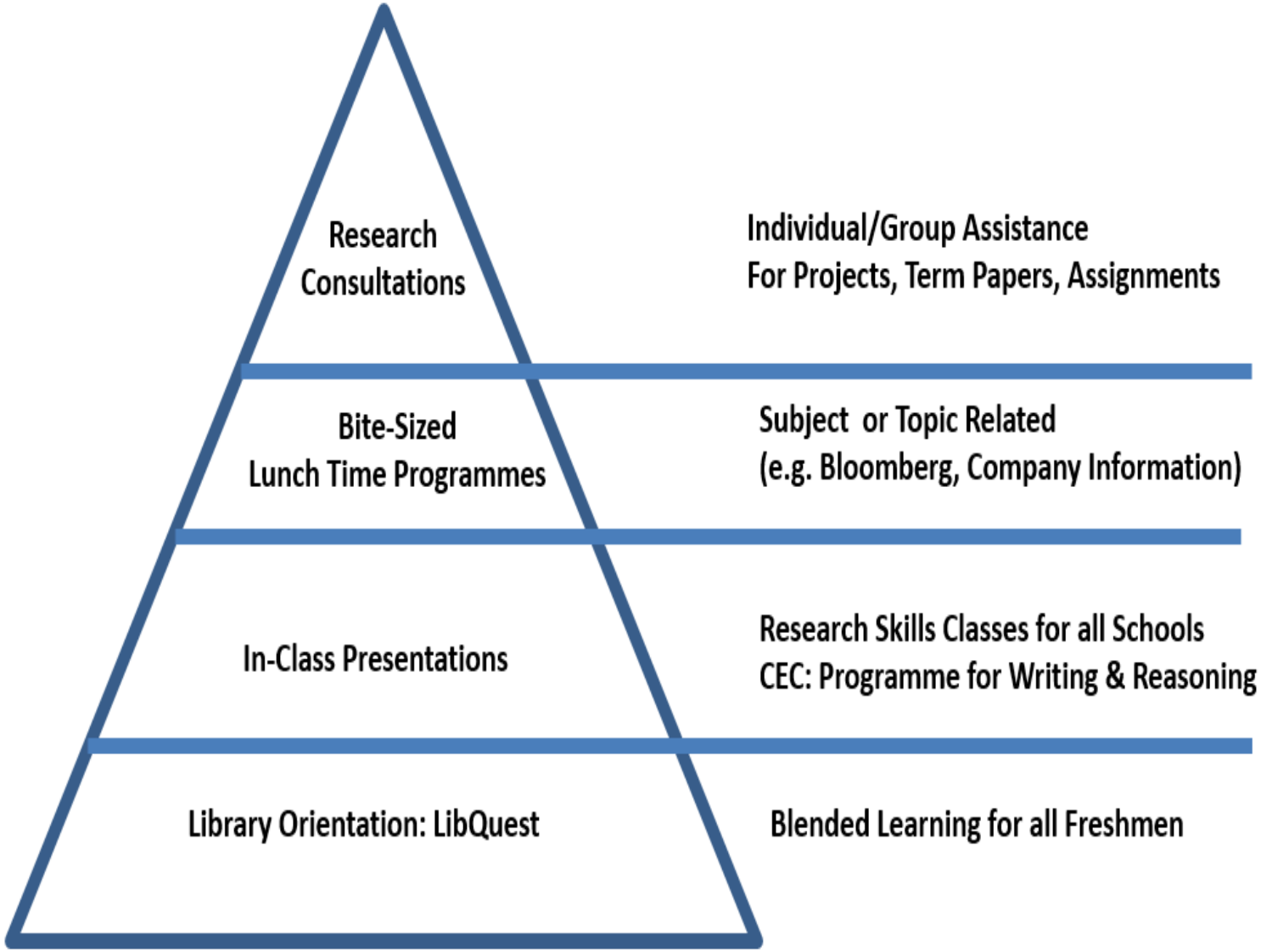
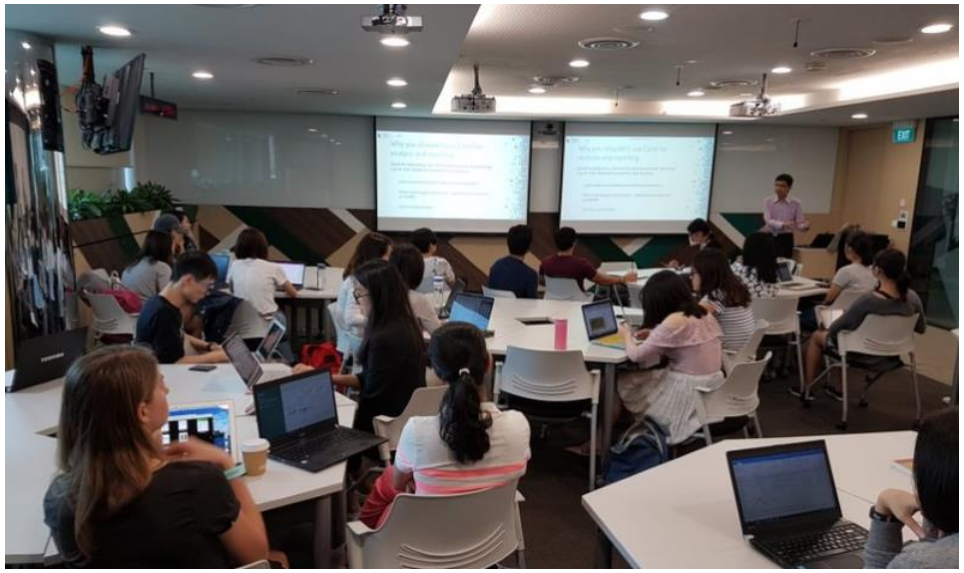
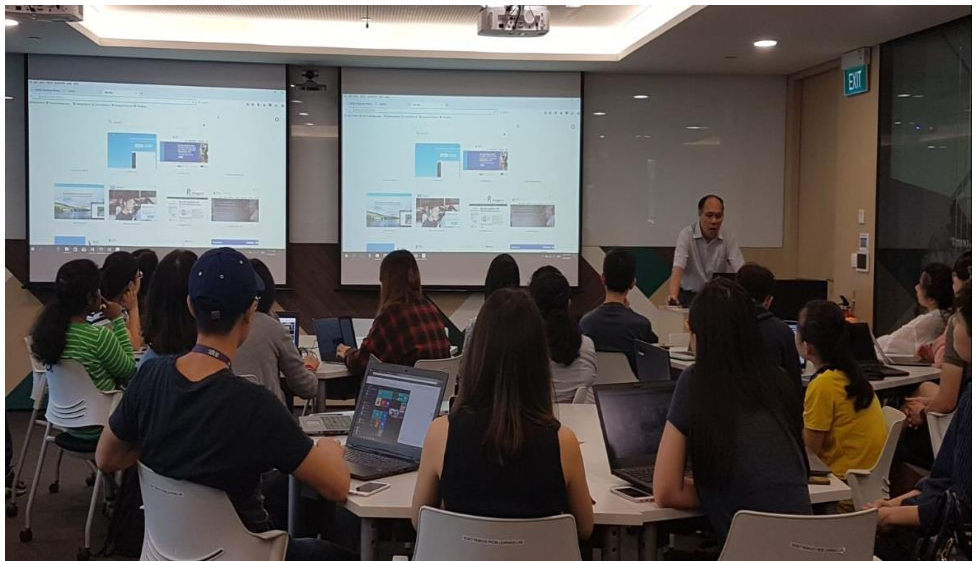
Background: IL Model



Context: Bite-Sized Workshops

- Supplement the in-class instruction and reaches out to the wider SMU community.
- Co-curricular learning that equips participants with lifelong learning skills to be future-ready.
- Conducted primarily by Research Librarians (RLs) and the Engagement Team (ET).
- Collaboration with campus partners: Centre for English Communication (CEC), Office of Postgraduate Programmes and Faculty.
- Offered during Term 1 and 2 every academic year.
- The duration of the Workshops are typically 1 hour and onsite in the Learning Labs at the Li Ka Shing Library.





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Evolution of the Programme

Phase 1: AY2015/16; AY2016/17

- Initially started off with 5 workshops targeted at students
- Promoted and marketed as *Free Bite-Sized Lunchtime Workshops*
- Attendance low; expanded to SMU community
- Workshop offerings and attendance increased

Phase 2: AY2017/18

- Rebranded to focus on skills (Research Skills; Writing Skills; Working with Data and Metrics; Citation Management Skills; Digital Literacy; Resource Literacy)
- Promotion and marketing enhanced: *Register but Don't Chope!*
- Collaboration with Faculty (Prof Kam) and Centres (CEC); PGPP (MITB and MM). Students awarded certificate for minimum number of workshops attended
- Cross section of attendees; increase in the number of workshops

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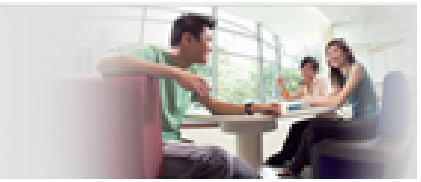
Make-over

SMU Libraries

LEARNING EVENTS



Free Bite-Sized Library Workshops

RESEARCH SKILLS

Researching blues... need help on how to get started, what to use and identify the fakes.

[1] Business Government & Society (BGS) Research Clinic

Stuck? Find articles, data, news and reports for your paper and presentations for course. Get tips on how to approach your topic too!

Monday 11th Sep 2017, Lab 1, 12pm – 1pm

[2] Current Awareness Tools to Stay Ahead in Your Field

Do you want to keep up-to-date in your area of study – without having to do loads of work? Learn strategies and apps to connect with new research, journal tables of contents, and current news on social media.

Thursday 14th Sep 2017, Lab 1, 12pm – 1pm

[3] WTF: What The Fake? (NEW!)

Are you amused by the 'fake' out there? Were you duped? Are you discerning? The presenters will share using real examples of fake news and fake scholarly articles and share some criteria for critical thinking in the digital world!

Thursday 14 Sep 2017, Lab 3 KGC, 12pm – 1pm

DATABASES: WHICH DO I USE?

What, where to find and how to use?

[1] Demystifying the Myth of eBooks

Discover SMU's eBooks collections and know how to use the different eBook platforms.

Friday 15th Sep 2017, Lab 1, 12pm – 1pm

[2] Business Research Skills

Searching... but not finding? In this session, learn how to research business info effectively using SMU databases and free websites.

Friday 15th September 2017, Lab 2, 12pm – 1pm

[3] Bling Bling and Ring Ring

Find market data for luxury goods and mobile & social networks.

Thursday 21st Sep 2017, Lab 1, 12pm – 1pm

[4] Economic Data & Statistics on the Web

Need some data? Learn where you can find key statistics on the economy for a variety of countries, including Singapore.

Friday 22 Sep 2017, Lab 2, 12pm – 1pm

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LEARNING EVENTS

Bite-Sized Library Workshops

RESEARCH SKILLS | DATABASES: WHICH DO I USE? | WRITE IT WELL | PRESENT WITH PIZZAZZ | CITATION MANAGEMENT SUITE | WORKING WITH DATA

The Review: Questions

- Covered two academic years (2016/17 and 2017/18)

- Questions

a) Who is attending the Workshops?
b) When is a good time to offer the Workshops?
c) What was some of the feedback about the Workshops?
d) What are some recommendations to enhance and strategically position the Workshops?
e) What resources are required? i.e. talent capacity and capability and space?
f) What are some options to build upon the current state to strengthen and sustain the existing programme?

- Attendance Lists (RegOnline)
- Post-workshop survey (Survey Monkey)
- Anecdotal Feedback (e.g. SMUSA and LibRAC)
- Surveys (Insync, SMUSA Wellness Centre)
- Peer Comments (Research Librarians and ET)

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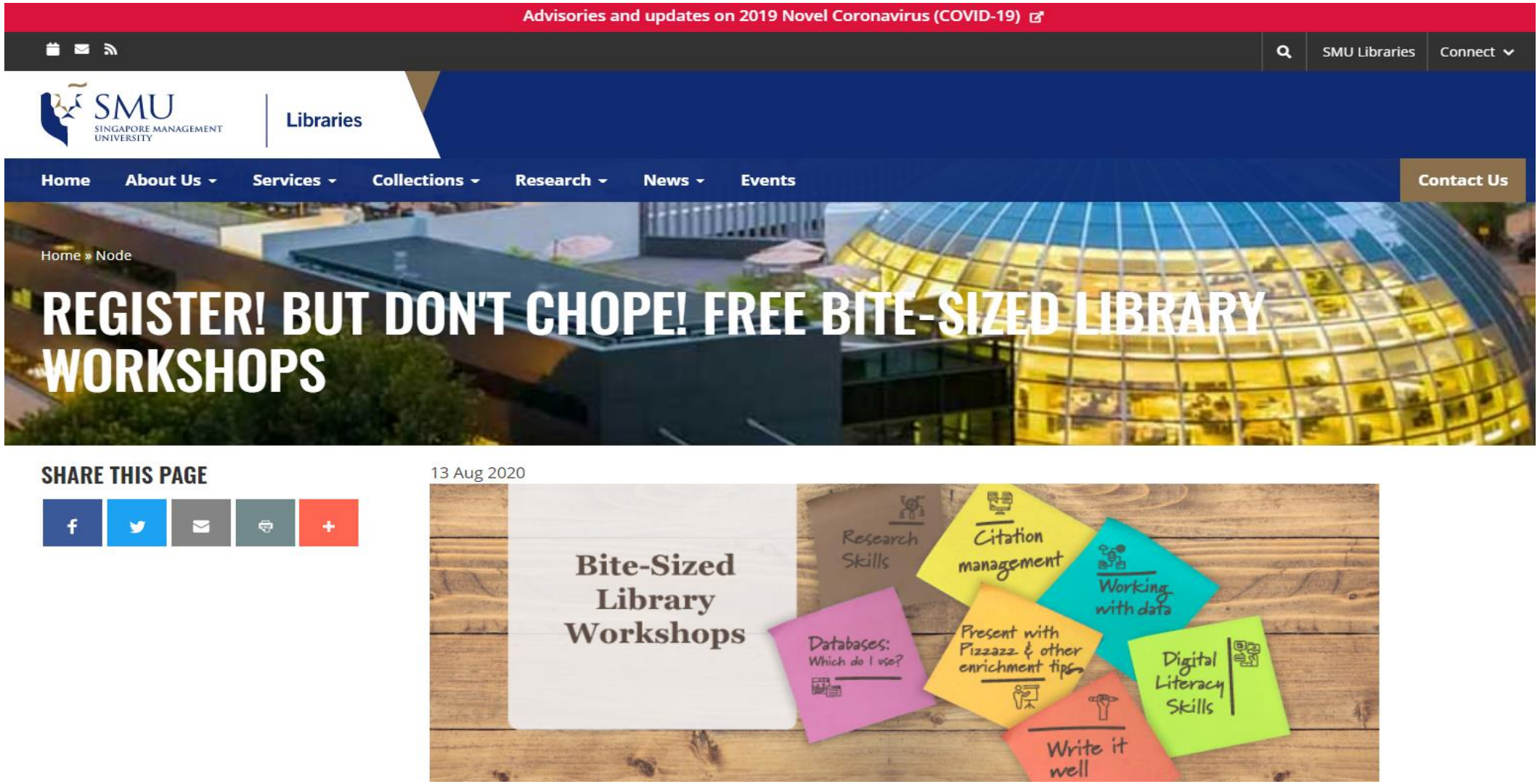
The Review: Recommendations

"Apart from the academic curriculum, we prepare our students well for the workforce by equipping them with the knowledge, experience, and skills sought after by employers. SMU students have various opportunities for global exposure, community service, and internships, and these prepare them to become well-rounded individuals and leaders."
SMU Provost, Professor Lily Kong.

(Source: SMU's 2017 fresh graduates see increase in employment rate and all-time high for mean starting salaries in latest employment survey.
https://www.smu.edu.sg/sites/default/files/smu/news_room/SMU%20GES%202017%20Media%20Release.pdf)

To collaborate with the Office of the Dean of Students (ODOS) to recognise out-of-classroom learning hours. This can be included in student's transcripts as part of their co-curricular activities (CCA) and offer e-certificates on demand. This is in line with employers wanting skills beyond academics and grades.

The Bite-Sized Workshops Today



https://library.smu.edu.sg/bite-sized-workshops

No-One Left Behind: Discovery Learning

- There's something for everyone: Is there something you for you?
- Hands-On > https://library.smu.edu.sg/bite-sized-workshops

- What caught your eye? What's your Bite?
- Write your comments in the chat box

Research Skills

How to get started, what to use and identify the fakes.

Workshops include:
Researching with Google & Wikipedia
Mapping Your Literature Review
Research Skills for Entrepreneurs to Be
and more...

Databases: Which Do I Use?

What, where to find and how to use it?

Workshops include:
Charting for Bloomberg and EIKON
Economic Data & Statistics
EMIS and FITCH CONNECT
and more...

Write It Well

Learn to put perusal argument and avoid plagiarism!

Workshops include:
The University Matrix Series with Assoc Prof. Gordon Perchthold
Arguing Your Case with Justyn Olby
Avoiding Plagiarism Through APA
and more...

Working with Data & Metrics

Data, data everywhere... how do I harness and present them?

Workshops include:
Introduction to GIS with QGIS with Assoc Prof. Kam Tin Seong
Data-Driven Technology-Enabled Business Innovation: From Research to Practice with Assoc Prof. Zhu Feida
Introduction to Research Data Management
and more...

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Pivoting the Bite-Sized Workshops

W2	Mon 24 Aug		Tue 25 Aug		Wed 26 Aug		Thurs 27 Aug		Fri 28 Aug	
4-5 pm	Key Presentation Skills 174 / 134	Avoiding Plagiarism through APA 117 / 89	Become Aware of Your Imperative - Are You Ready for Changing Expectations? 67 / 51	Making Your Research Reproducible with R Markdown in Rstudio 83 / 67	Doing Data Science with R 141 / 110	OMG! I'm Hit! (12-1pm) 27 / 17	Introduction to Research Data Management 87 / 48	Using Introductory Python in S&P Capital IQ (4-5.30pm) 130 / 111	Creating Web-based Presentation Slides with R 109 / 62	Zotero - Need to get organized fast? 54 / 30

W3	Mon 31 Aug		Tue 1 Sep		Wed 2 Sep		Thurs 3 Sep		Fri 4 Sep	
4-5 pm	Now You See It! Interactive Visualization for Data Discovery 123 / 69	Presentation Slide Design 205 / 124	Captivate Through a Compelling Executive Summary 127 / 81	Art@SMU: Want to Know More? 30 / 26	Current Awareness Tools to Stay Ahead in Your Field 161 / 99	Data-Driven Technology-Enabled Business Innovation: From Research to Practice 106 / 66	Cleaning Data with OpenRefine 93 / 37	Business Government & Society (BGS) Research Clinic 81 / 29	Factset 97 / 52	Researching with Google & Wikipedia 232 / 144

W4	Mon 7 Sep		Tues 8 Sep		Wed 9 Sep			Thurs 10 Sep		Fri 11 Sep		
4-5 pm	Zotero - Need to get organized fast? 51 / 30	EMIS and Fitch Connect 133 / 73	Present Insights, Not Data, from Academic Frameworks 113 / 56	Introduction to GIS with QGIS 83 / 39	Demystifying Blockchain: From Bitcoin to New Economies 88 / 62	Qualtrics for Survey Design 72 / 31	Getting Started with Bloomberg 149 / 99	What Makes a Good Infographic? 165 / 90	WTF: What The Fake? 82 / 39	Economic Data & Statistics 166 / 90	Arbitration Research 101 62 / 21	Getting Started with Bloomberg 58 / 32

W5	Mon 14 Sep		Tues 15 Sep			Wed 16 Sep		Thurs 17 Sep		Fri 18 Sep	
4-5 pm	Researching Law... Made Simple for Non-Law Students 56 / 31	Data Governance and Data Asset 115 / 56	Craft an Engaging Business Report 139 / 69	Art@SMU: Want to Know More? 31 / 19	Getting Started with Bloomberg 95 / 61	Image Bootcamp: How to Find, Use and Cite Copyright-Free Images 96 / 50	Mapping Your Literature Review 159 / 89	Research Skills for Entrepreneurs to Be 112 / 55	Charting for Bloomberg and EIKON 193 / 117	Navigating Manupatra: How to locate Indian legal resources 12 / 5	5 Recommended Databases for WR Students: A Quick Guide 156 / 77

W6	Mon 21 Sep	Tues 22 Sep	Wed 23 Sep	Thurs 24 Sep	Fri 25 Sep
4-5 pm	Arguing Your Case 217 / 98	Do Magic - Orchestrate Your Presentation to a Business Executive 144 / 52	Business Research - Wish I Had Known This. (for UG by UG) 30 / 18		Business Research - Wish I Had Known This. (for UG by UG) 23 / 12

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Fireside Chat

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Case Study 2

Library Peer Advisors (LPAs)

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The LPA Initiative

The Library Peer Advisors (LPAs) provide Peer-to-Peer Support by Students for Students in areas such as citation help, database training and conducting library tours.

Clockwise from the top left:
Constance, Joe, Pei Ying, Joey

From left to right:
Yiling, Derrick, Shubhangi

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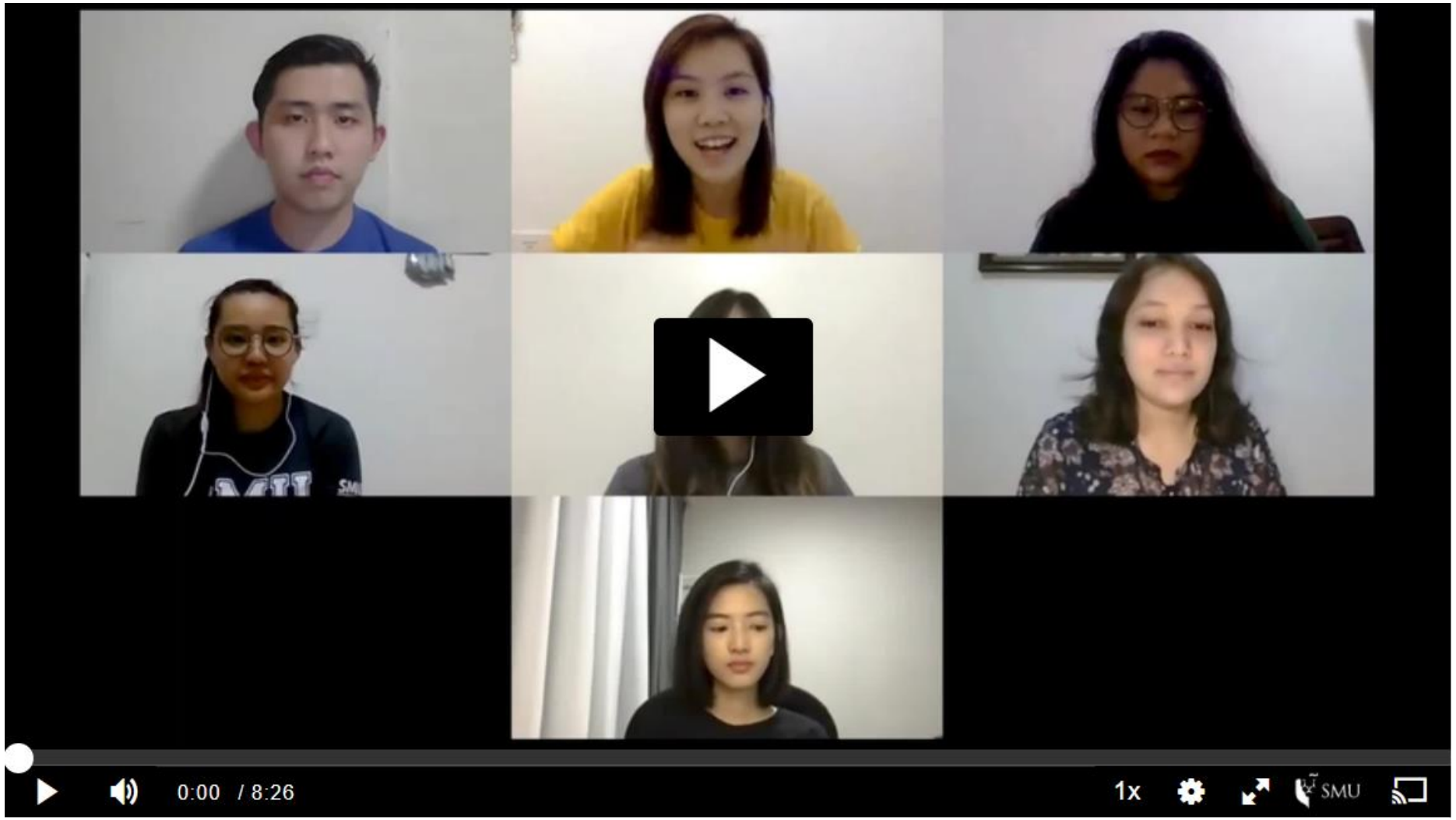
‘LPA Confessions’ Video

Click to Watch



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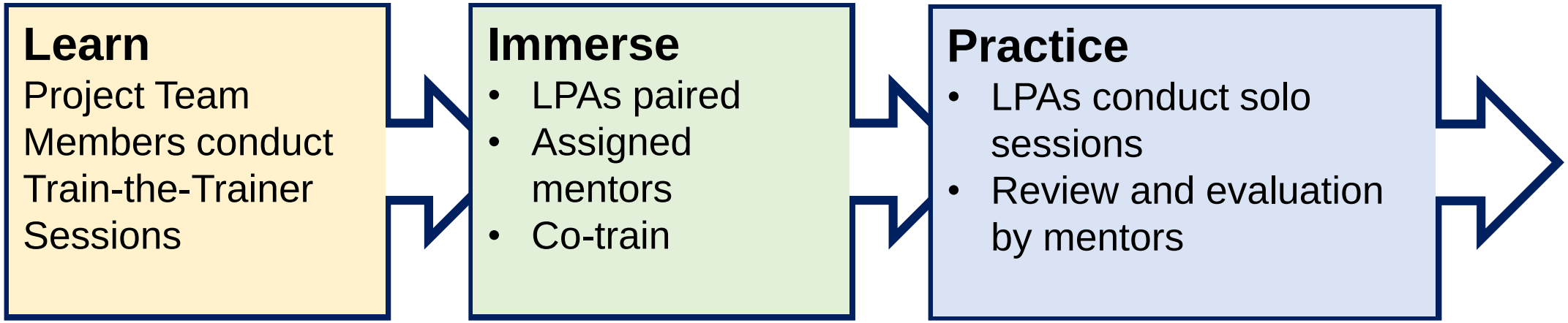
The Learn-Immerse-Practice Model



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Pandemic! Pandemonium! Possibilities!

Preparing Students for Digital Academia

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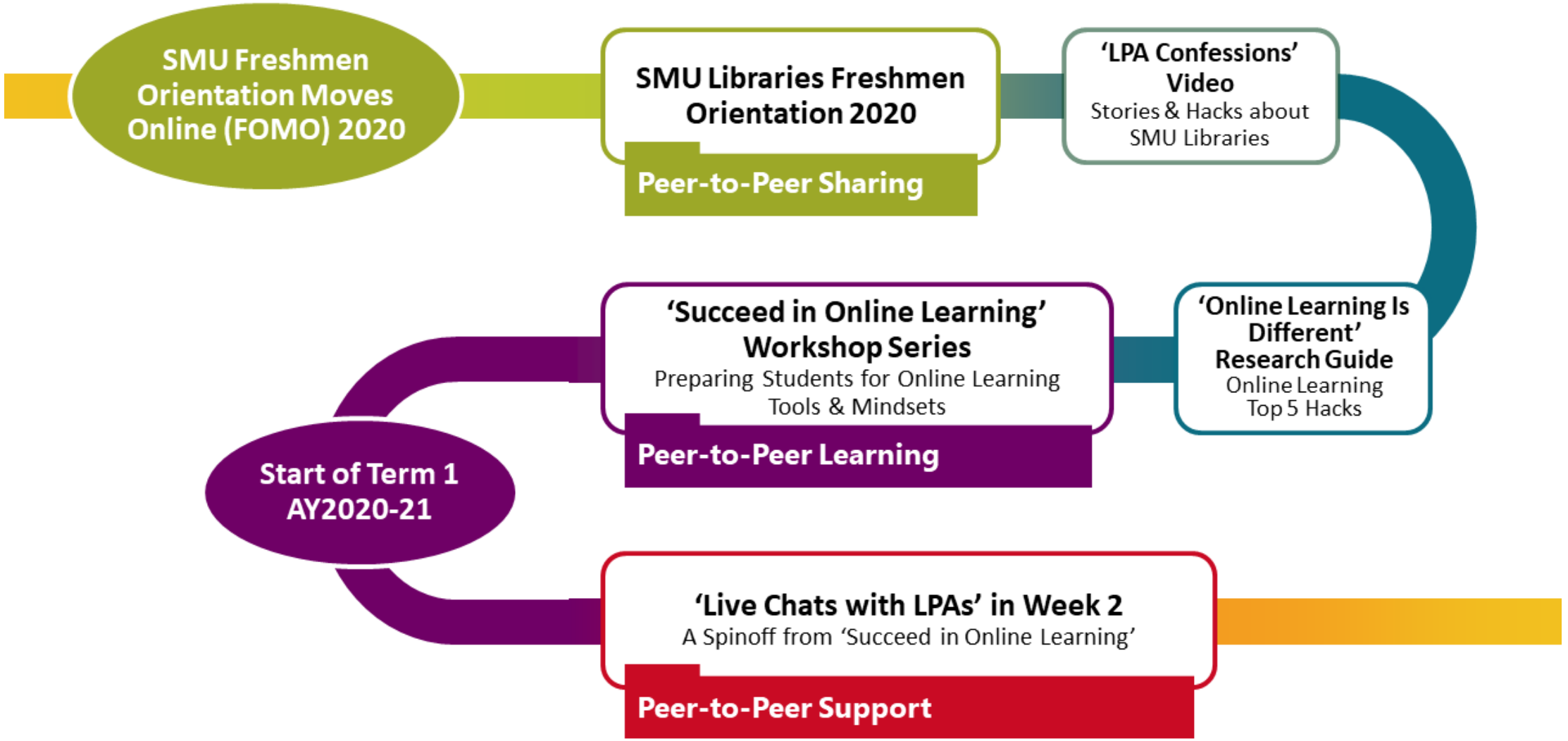
LPAs' Involvement



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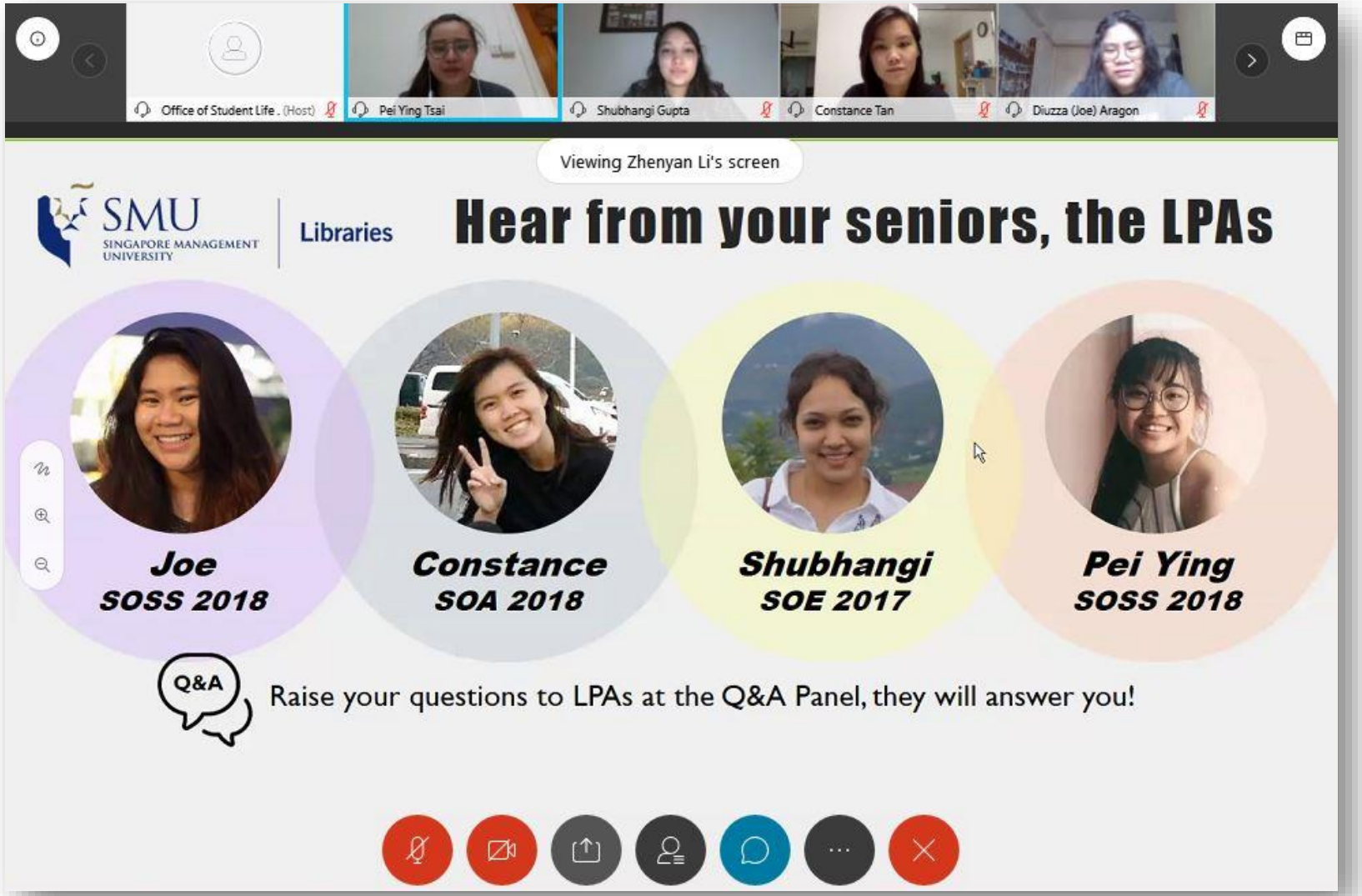
SMU Libraries Freshmen Orientation 2020



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‘Succeed in Online Learning’ Workshop Series

Learn the Tools Your Profs Will Use - eLearn & Custom Tools

Covering where to find what in eLearn and features such as finding free slots for scheduling project meetings and more.

Learn the Tools Your Profs Will Use - Web Conferencing & Collaboration Tools

Covering WebEx, Zoom, Microsoft Teams, and Google Apps.

Orient Your Mindsets - Top 5 Online Learning Hacks

#1 Online Study Skills
#2 Online Communication Skills
#3 Online Collaboration
#4 Online Group Work
#5 Netiquette for Online Students

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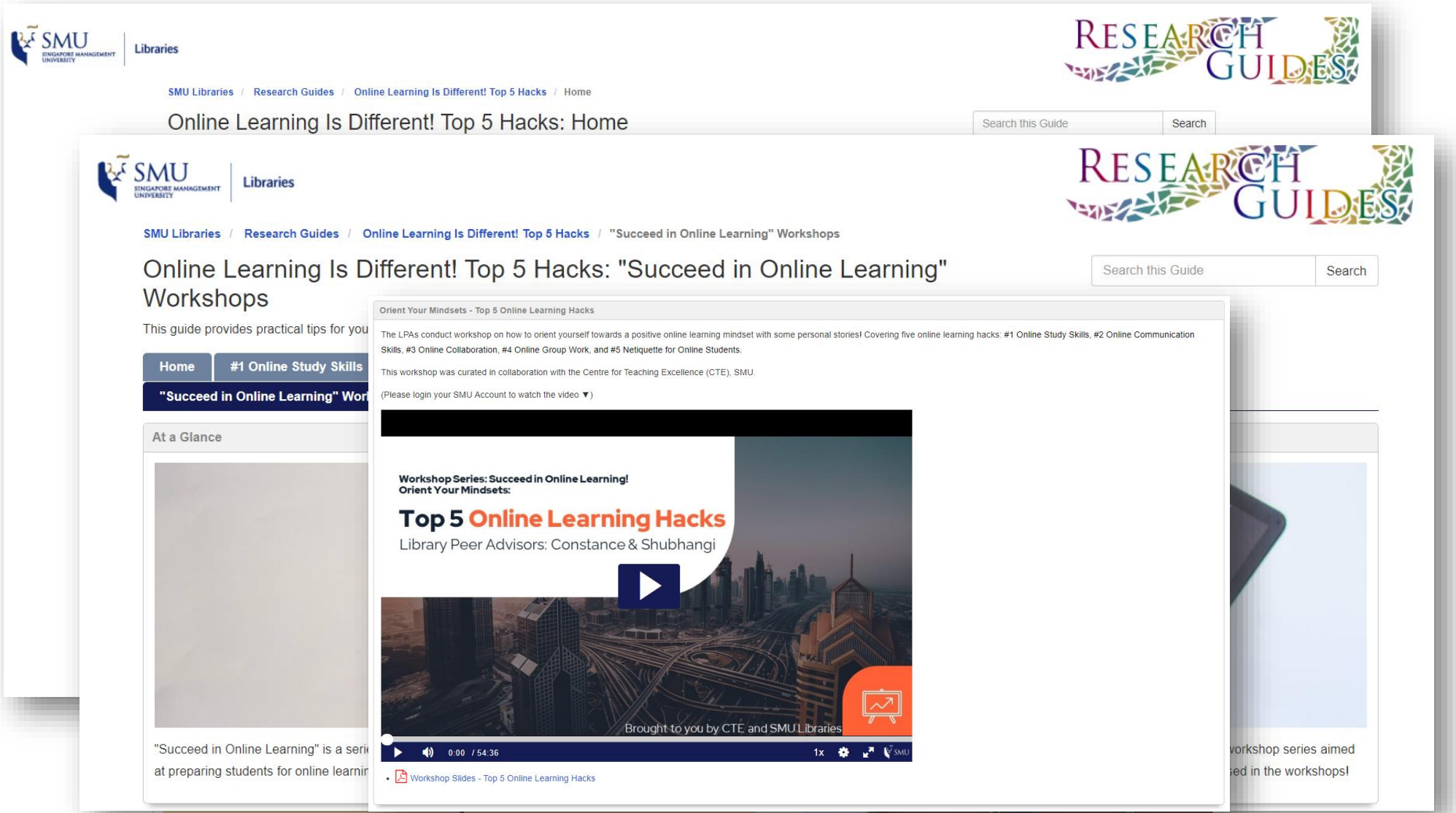
‘Online Learning Is Different!’ Research Guide

Click to Read



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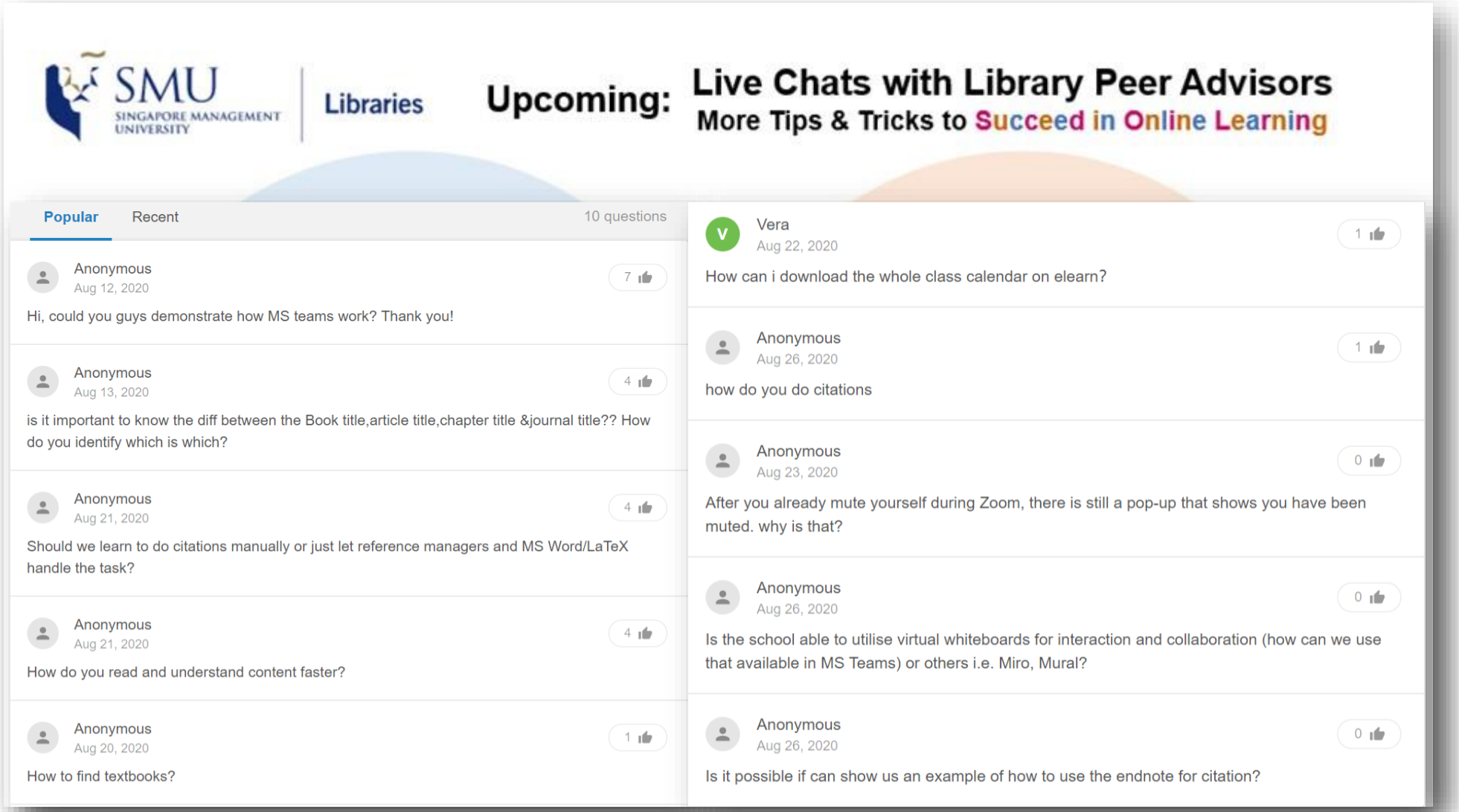
Live Chats with LPAs



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Feedback from Students/Partners

Really love the approachable and friendly vibes from the LPAs haha. Thank you for organising these workshops!
– Student

I like the segment whereby the presenters taught us their experience with how to make full use of online classes and be productive. – Student

I like how the presenters were really detailed and clear. I learnt how to make use of the various online tools like Zoom and Webex Meetings better after this workshop. :)
– Student

… I seriously think it is more effective to have students-coaching-students in these things. The sharing of the experience in using these tools and your profs' style of running their courses is valuable info for the freshmen.
– Partner from the Office of Integrated Information Technology Services, SMU

Thank you for sharing the research guide on online learning developed by the LPAs. They have done up the sections using a lighthearted approach to introduce some serious topics! Please convey my message to the LPAs that I had an enjoyable time reading their work.
– Partner from the Centre for Teaching Excellence, SMU

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Fireside Chat

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The Big Questions

Share your thoughts in the Chat

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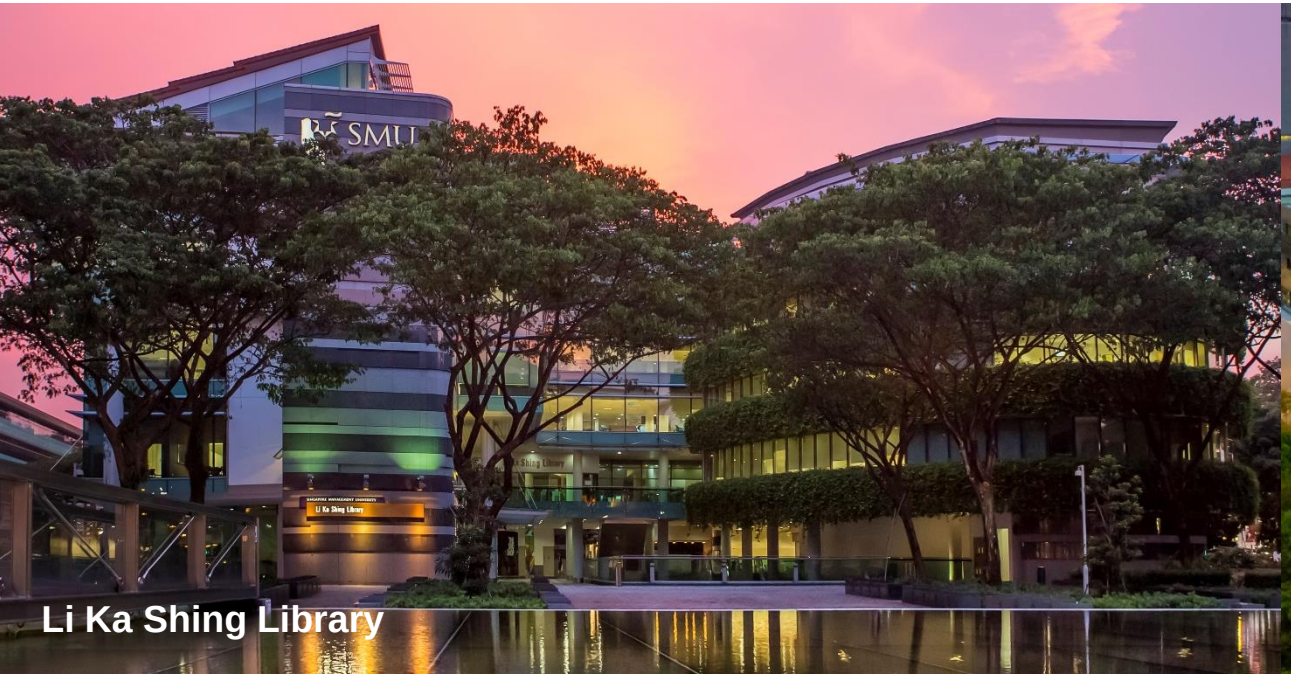
Mind Sets
Information Digital Media Literacy

Thank you!

Mr Rajen Munoo rajen@smu.edu.sg
Ms Zhenyan Li zhenyanli@smu.edu.sg



Li Ka Shing Library

Kwa Geok Choo Law Library