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Digital learning and innovative possibilities from the pandemic as part of Singapore Management University (SMU) Libraries' digital transformation

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Overview of Presentation

- Part 1: About SMU and SMU Libraries

- Part 2: Innovative Possibilities during the Pandemic

- Part 3: Strategic Planning for Digital Transformation

- Part 4: Application: Break-out Room Discussions

Part 1
About SMU and SMU Libraries

SMU
SINGAPORE MANAGEMENT
UNIVERSITY

- 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
Enrolment of about 10,000 undergraduate and postgraduate students

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 Computing & Information Systems

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

SMU Libraries: Quick Facts

Li Ka Shing Library

- 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

Kwa Geok Choo Law Library

Part 2
# Innovative Possibilities during the Pandemic

Commitment

SMU Libraries COVID-19 Service Continuity

SMU Libraries will continue to provide information and research services in the digital environment. Services at the physical libraries will be available to support students' coursework in addition to faculty research.

Team and Operational Readiness

- Connected and communicated with campus partners e.g. Office of Safety and Security (OSS), Office of Campus Security (OCIS), Office of Human Resources and Administration (OFHRA)
- Regular meetings with Library Planning Team (LPT)
- Split Team Arrangements: Team A/B
- Work from Home Arrangements
- Regular communication – Updates on website; eDM and social media
- Staff Welfare – Care pack, Virtual team building, Mindfulness talks etc.
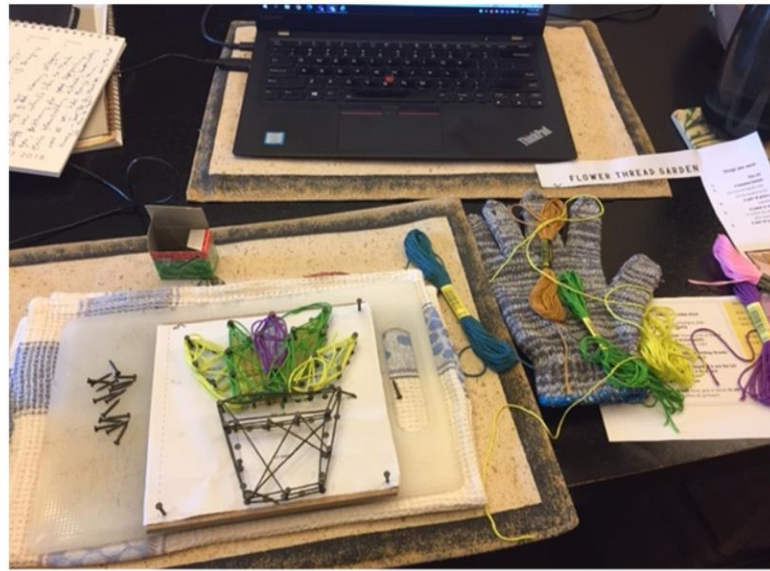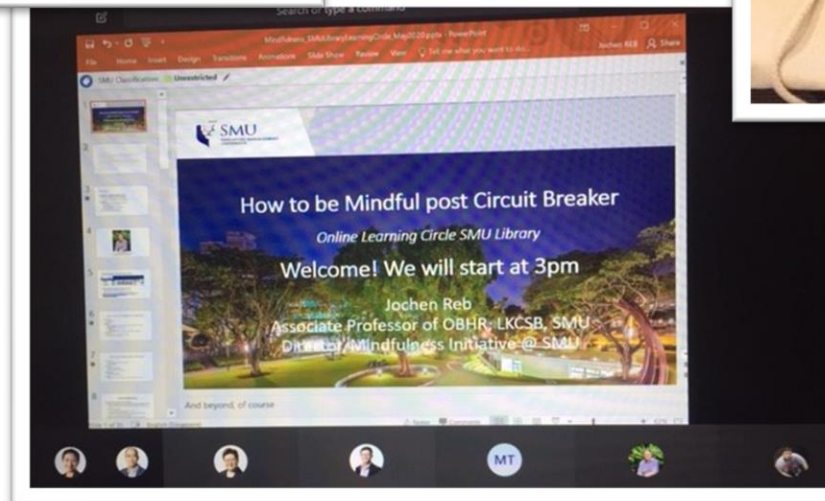
Snapshots

Snapshots

Snapshots

Digital Literacy: Upskilling Staff

- Emergency Preparedness Teaching & Learning (EPTL)
- Changing mind-sets
- Boosting staff morale and motivation
- Using new tools
- Curating digital resources such as e-textbooks, OER
- Hybrid teaching and learning activities

  - Converting f-2-f classes to online

  - Conducting online research consultations

Enhanced Services

- Access: Students (both UG and PG) who enrolled in courses and faculty who have approval to be on campus
- Borrowing, checkout, and recall policies were reviewed
- 'Pick-up-and-go' service
- Document delivery and photo-copying arrangements
- Online research help by Research Librarians
- Research guides for self-directed learning
- Online resources via digital library to SMU community 24/7
- Questions via email and chat

"Ask Library" Proactive Chat Service

- Extended enquiry services in the digital environment - 10pm weekdays and 9pm weekends

- Student Assistants (SAs) unable to be deployed at Service Desk

- More experienced SAs were trained to answer directional and simple enquiries using library FAQs, Research Guides

- Increase in the number of chat interactions

- Library staff more opportunities to engage in value-added services
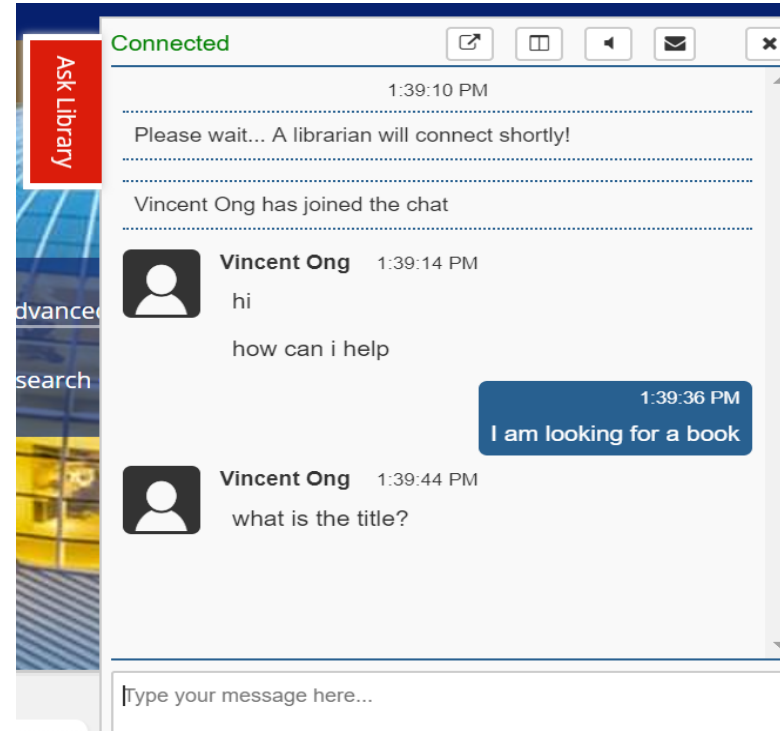
Library Peer Advisors: Preparing Freshmen
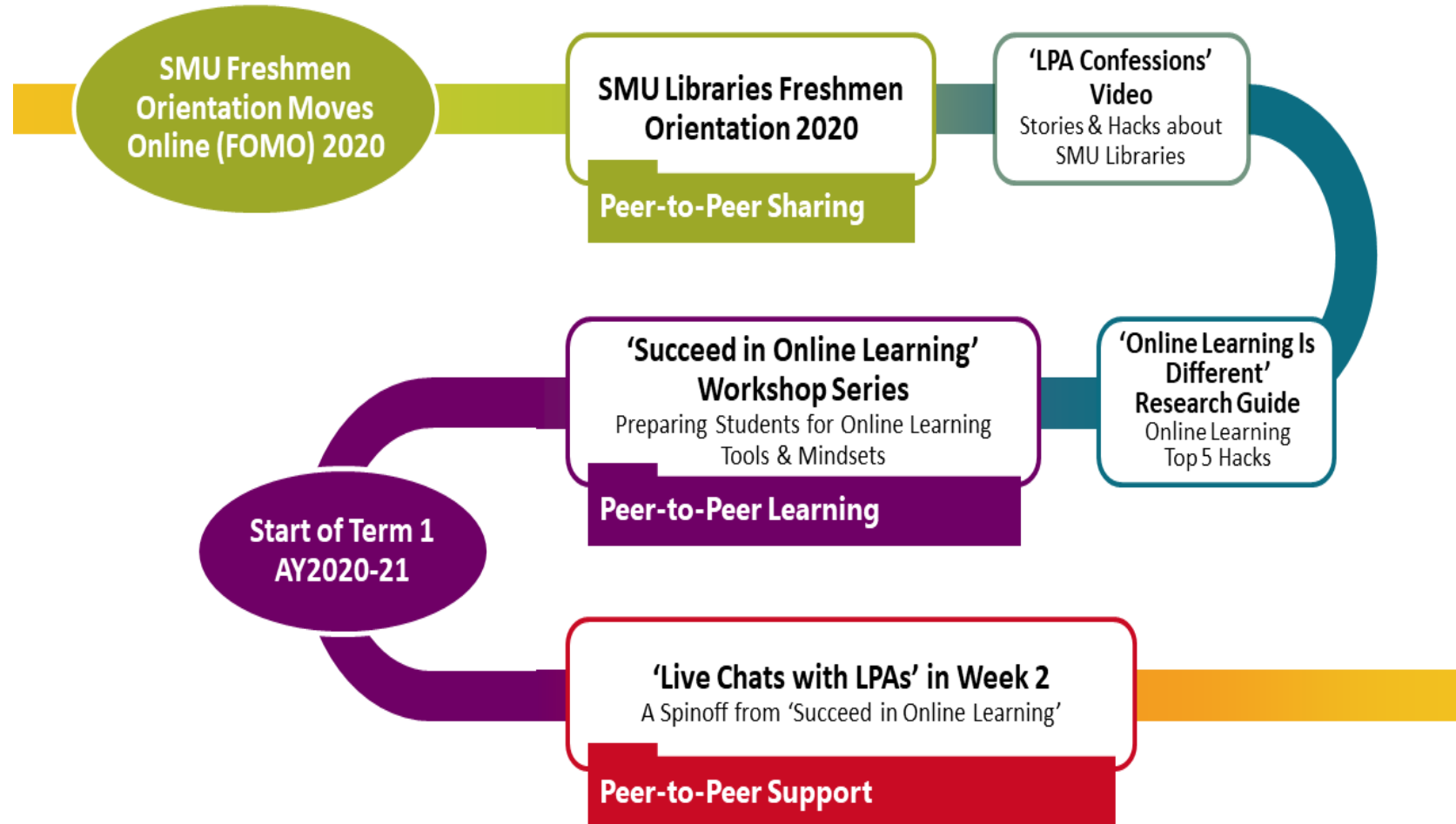
eLearn Course: LIB001 Library Research Skills

LA 1: Finding Your Course Reading Using the Library Search
Course opens: 1 Aug, 8am
Quiz starts: 1 Aug, 8am; **closes:** 15 Aug, 11:59pm
Estimated time to complete: 20 minutes

LA 2: Avoiding Plagiarism Through the APA Style
Course opens: 17 Aug, 8am
Quiz starts: 17 Aug, 8am; **closes:** 31 Aug, 11:59pm
Estimated time to complete: 60 minutes

LA 3: The Research Process
Course opens: 1 Sep, 8am
Quiz starts: 1 Sep, 8am; **closes:** 15 Sep, 11:59pm
Estimated time to complete: 60 minutes

Who do I contact for help?
IT Help Desk for access issues: helpdesk@smu.edu.sg
Other enquiries on the course: library@smu.edu.sg

Part 3
Strategic Planning for
Digital Transformation

Tip: Look for recently published Strategic Plans to identify trends and priorities in libraries

Strategic Planning as a Catalyst

Strategic Plan 2021 - 2025

University's Priorities

Digital Transformation | Sustainability | Growth in Asia

VISION

To be a world-renowned university library. We advance research, education, complex problem solving, and cultivate lifelong learning through innovative approaches, information discovery and strategic partnerships to achieve meaningful impact.

MISSION

We do this by:

Curating and providing seamless access to relevant collections and resources

Promoting skills and habits for critical engagement with information and effective participation in the changing digital information landscape

Fostering environments that inspire curiosity and empower knowledge creation

Anticipating and exceeding the needs of our community through building dynamic local and global relationships

Developing our staff to engage in continuous learning in a joyful and purposeful place of work

VALUES

As a team, we uphold SMU's **CIRCLE** values:

Commitment: Sticking to an agreement and seeing a project through to completion even when the going gets tough.

Integrity: Being honest and truthful with yourself and especially with others.

Responsibility: The voluntary act of holding oneself accountable for one's own actions.

Collegiality: Collegiality means more than just getting along with people. It means being a responsible citizen within the University community.

Leadership: Leadership is an influence, a conviction and a responsibility a team establishes.

Excellence: Excellence entails giving your very best in every endeavour you undertake.

DIRECTIONS	GOALS
Empower information and knowledge discovery Easy access to relevant, responsive Library and open resources furthers the research, teaching, and self-directed learning needs of the SMU community.	Enhance and curate collections in University's strategic priority areas Advocate and integrate open resources into collections and practices to advance opportunities for impact and sustainability Increase user-centred, integrated discovery of resources Expand visibility and awareness of the Libraries' resources to optimize usage and investment
Advance and champion research SMU conducts and produces leading research. The Libraries' active and robust research support furthers research for the greatest exposure and societal impact.	Enhance and build research support services that span the research lifecycle Integrate emerging research trends and technologies into research support and practice Promote trends in academic publishing Grow research partnerships via in-depth consultations, workshops, and collaborative projects Provide opportunities to advance contextual sense making of cutting-edge research

Further digital competence

Information, research, and data literacy contribute to graduate learning outcomes and successful, critical engagement with the digital information landscape.

Empower users with deep understanding of information and digital literacies

Integrate pertinent literacies (e.g. information, digital, data) into the student learning experience

Cultivate connections, entrepreneurialism, and diverse learning experiences in sustainable spaces

The Libraries' spaces, physical and virtual, are active environments that inspire and educate through collaboration, curation, events, arts, and expertise.

Create and maintain inclusive, user-centred, flexible spaces that enable a variety of learning experiences

Cultivate opportunities for the active engagement with knowledge and thought leadership

Create learning experiences that relate to the University's priority areas

Collaborate in innovative ways with influential stakeholders and partners in areas of strategic importance

The Libraries build and nurture relationships to leverage our strengths and resources for the collective good of our communities – from local to global.

Partner with industry, cultural, and heritage institutions in the civic district

Advance participation in local, regional, and global activities with affiliated institutions and associations

Foster connections amongst the members of the Singapore Alliance of University Libraries

Strengthen the SMU Libraries brand

Identify and anticipate the evolving needs of our community by engaging in continuous reflection, assessment, and alignment of the Libraries' resources and services.

Actively seek-out and develop relationships with community stakeholders to recognize how SMU Libraries can contribute to their success

Develop and integrate robust feedback mechanisms for the assessment of existing services and the development of new offerings

Employ user-centred approaches to understand users' research and library experiences to shape the Libraries

Publicize and communicate the Libraries' agile and responsive services

Invest in knowledgeable staff who pursue learning and development

SMU Libraries are committed to the recruitment, development, well-being, and retention of motivated staff who continually improve their expertise in service of community needs. We foster a staff community of collaboration, learning, and innovation for a one SMU mindset.

Improve and enhance opportunities for individual and shared learning

Create mechanisms and spaces for collaboration

Enable responsive, flexible staffing and models for new and emerging environments

Part 4
Application: Break-out Room Discussions

Break-out Sessions

Time Allocated: 30 mins

Here's how it will work

- Step 1: You will be assigned a random group

- Step 2: Identify a speaker to report back

- Step 3: Identify a time-keeper

- Step 4: Contribute actively to the discussions

- Step 5: Discuss for 15 minutes

- Step 6: Return to main room

- Step 7: Speaker for the group report back: 5 minutes

Group 1: Are you ready?

What skills do you think Librarians need to have to be successful in the digital world?

Group 2: How can we help students?

Today many students are 'born digital' and are tech-savvy.
But are they discerning and critical thinkers?
What digital literacy skills do students need?

Group 3: What are your priorities?

Reflecting on SMU's Library Strategic Plan, what are some priority areas you would consider for your library as part of your digital transformation?

Recap: Here's how it will work

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5MT Report Backs

Thank You
Comments, Thoughts, Reactions

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References

Singapore Management University Library. (2020, November). *Strategic Plan 2021-2025*. https://library.smu.edu.sg/sites/library.smu.edu.sg/files/library/pdf/StrategicPlan2021-25Web.pdf