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Covid-19 experiences and futures forecasting: Experiences from Singapore Management University Libraries

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Covid-19 Experiences and Futures Forecasting: Experiences from Singapore Management University Libraries

Bethany Wilkes
16 October 2020





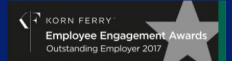
Leaders' Conversations: Academic Libraries in the Post-COVID-19 World

Zoom Webinar, 16 October 2020, SGT 11am to 1pm

Singapore Management University (SMU) & SMU Libraries Snapshot

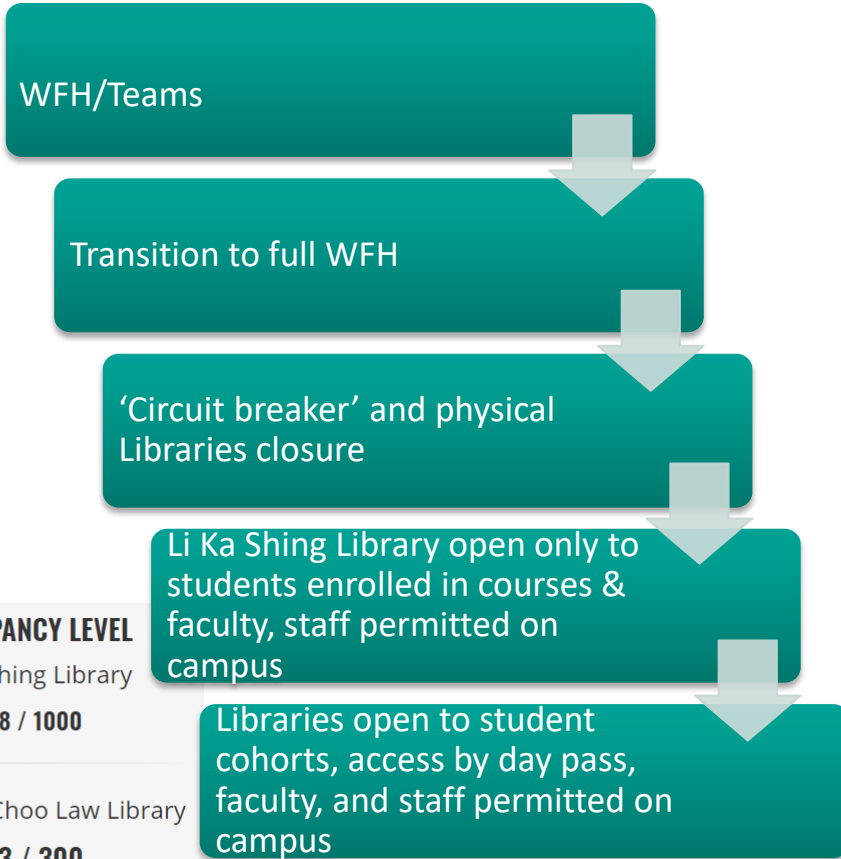
- **SMU** - founded in 2000
- Focus on Management, Social Sciences, Technology and their intersections
- Aim to generate leading-edge research with global impact and produce broad-based, creative and entrepreneurial leaders for the knowledge-based economy.
- **SMU Libraries** - Li Ka Shing Library & Kwa Geok Choo Law Library
- 38 staff: 23 professional librarians
- Digital first – over 555,000 books (almost 90% electric) 7 170,000 databases
- Aim to advance research and teaching, complex problem solving, and cultivating lifelong learning through innovative approaches, information discovery and strategic partnerships for meaningful impact.

SMU at a glance

#12 among specialist universities worldwide	9,697 undergrad and postgrad students	357 globally diverse faculty
 Rated 5 Stars by Quacquarelli Symonds (QS) World University Rankings (WUR)	 Ashoka U Changemaker Campus	 Korn Ferry Employee Engagement Award
1st in Asia in accounting research in the Brigham Young University Accounting Research Rankings	1st in Singapore (3rd in Asia) in the University of Texas Dallas Top 100 Worldwide Business School Research Rankings	4th in Asia in Tilburg University's Top 100 Worldwide Schools Research Rankings



Covid-19 - Staff, operations, service: WFH, 'circuit breaker,' and transition to digital



OCCUPANCY LEVEL	
Li Ka Shing Library	388 / 1000
Kwa Geok Choo Law Library	123 / 300

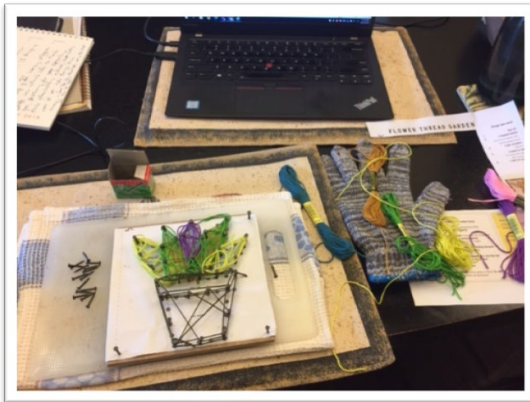
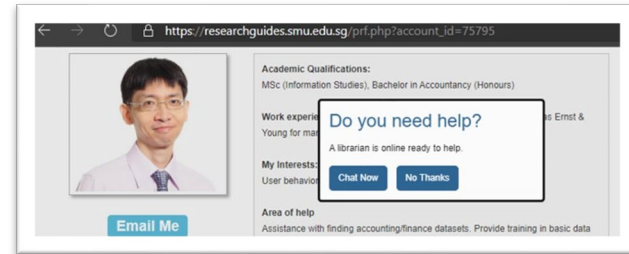


Leadership and collaboration

- SMU Crisis Executive Group
- Campus partners and alignment
- Libraries' Emergency Preparedness Team
- SMU Student Association (SMUSA)
- **Preparing the Libraries' team**
#OneSMULibraries
- Work from Home Arrangements
- Regular communication
- Quick pivot to digital
- Time to upskill
- Staff welfare

Covid-19 - Staff, operations, services: Service continuity and enhanced digital services

- Enquiries, consultations, workshops transition to online in multiple platforms
- Digital access to resources, course materials, key financial databases
 - “Pickup and go” and scanning for faculty
- Online course materials & reading list
- Library workers ‘move’ online



Covid-19 - Staff, operations, services: New opportunities, new partnerships

Preparing Freshmen for Online Learning

Session 1

4pm-5pm **Learn the Tools Your Profs Will Use - eLearn & Custom Tools**
11 August *Covering where to find what in eLearn and features such as finding free slots for scheduling project meetings and more.*

Session 2

4pm-5pm **Learn the Tools Your Profs Will Use - Web Conferencing & Collaboration Tools**
12 August *Covering WebEx, Zoom, Microsoft Teams, and Google Apps.*

Session 3

4pm-5pm **Orient Your Mindsets - Top 5 Online Learning Hacks**
13 August
#1 Online Study Skills
#2 Online Communication Skills
#3 Online Collaboration
#4 Online Group Work
#5 Netiquette for Online Students

All workshops will be held online and a link will be sent to all participants prior to each workshop, so do [SIGN UP](#) ahead!

Brought to you by IITS, CTE, and SMU Libraries.



GETTING READY FOR TERM 1
ADVICE FROM YOUR PEERS

Online Learning Is Different!

TOP 5 HACKS



DIVERSE CITY

9 - 23 SEPTEMBER 2020

around the world in 15 days!

www.smudiverse-city.com
Launching on 9 September 2020, 9am SGT

Be "Top Global Travellers" by participating in Daily Country Activities on website and Connecting Cultures on IG!

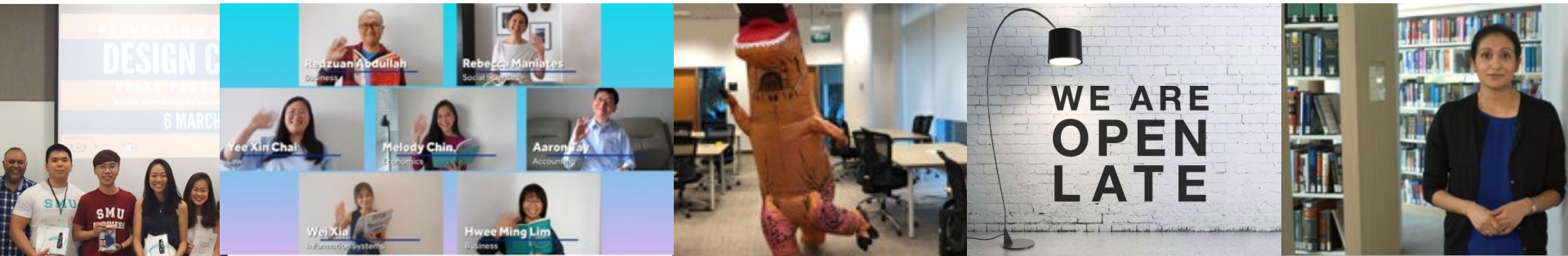
Covid-19 – Libraries’ next reinvention: Digital transformation & the meaning of place

What’s in a space?

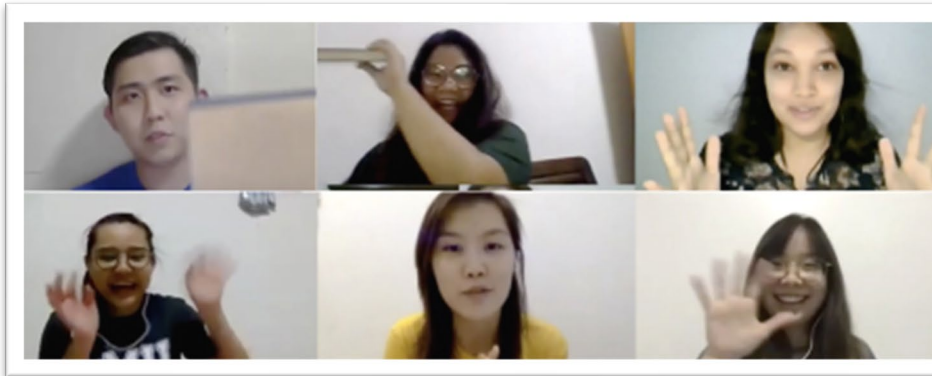
- Hygiene and behavior
- Space is a service
- What differentiates us from other spaces?
 - Are we truly unique places and spaces where interesting things happen?
- How do we bring users back to libraries?
- Print?!?

Digital shift

- More electronic resources with *less budget*
- Advancing open science, Open Access, Open Educational Resources
- Contributions to online teaching and learning
- Research technologies
- User behavior and integrating library services
- Professional development for all library staff



Covid-19 – Libraries’ next reinvention: Our stakeholders, our communities



Breazing Into The New Normal - Staying Efficient And Motivated At Home

Dear SMU Community,

The global COVID-19 pandemic has forced many into a "new normal", where the quick move to the digital environment has changed the way they learn, work and play. How can we be productive and resilient in an online setting?

Part II of this three-part series focuses on transiting into the 'new normal'. It covers resources for staying efficient and motivated at home.



Covid-19 – Libraries’ next reinvention: Collaboration, partnerships, global networks and more

