

Singapore Management University

## Institutional Knowledge at Singapore Management University

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Research Collection Library

SMU Libraries

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7-2024

### "Digital-first libraries" Developing and managing digital platforms and services in SMU Libraries

Salihin MOHAMMED ALI

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# “Digital-First Libraries”

*Developing & managing digital  
platforms & services in SMU Libraries*

Salihin Mohammed Ali

*Senior Manager, Technology & Innovation*

**Singapore Management University (SMU)**



# Agenda

- SMU Background
- Digital Transformation Areas
- Platform Management
- Trends & Challenges

# Background



# Singapore Management University (SMU)

Established in 2000, SMU's mission is to generate **leading-edge research with global impact** and to produce **broad-based, creative, and entrepreneurial leaders** for the knowledge-based economy.

SMU's education is known for its highly interactive, collaborative, and project-based approach to learning as well as its **wide range of undergraduate and postgraduate programmes** as well as **interdisciplinary combinations**

Home to over 12,000 students across undergraduate, postgraduate professional and postgraduate research programmes, SMU comprises eight schools:

- **Lee Kong Chian School of Business**
- **School of Accountancy**
- **School of Economics**
- **School of Social Sciences**
- **Yong Pung How School of Law**
- **School of Computing and Information Systems**
- **College of Integrative Studies**
- **College of Graduate Research Studies**



# SMU Libraries – Li Ka Shing Library





# SMU Libraries – Kwa Geok Choo Law Library





# Quick Facts

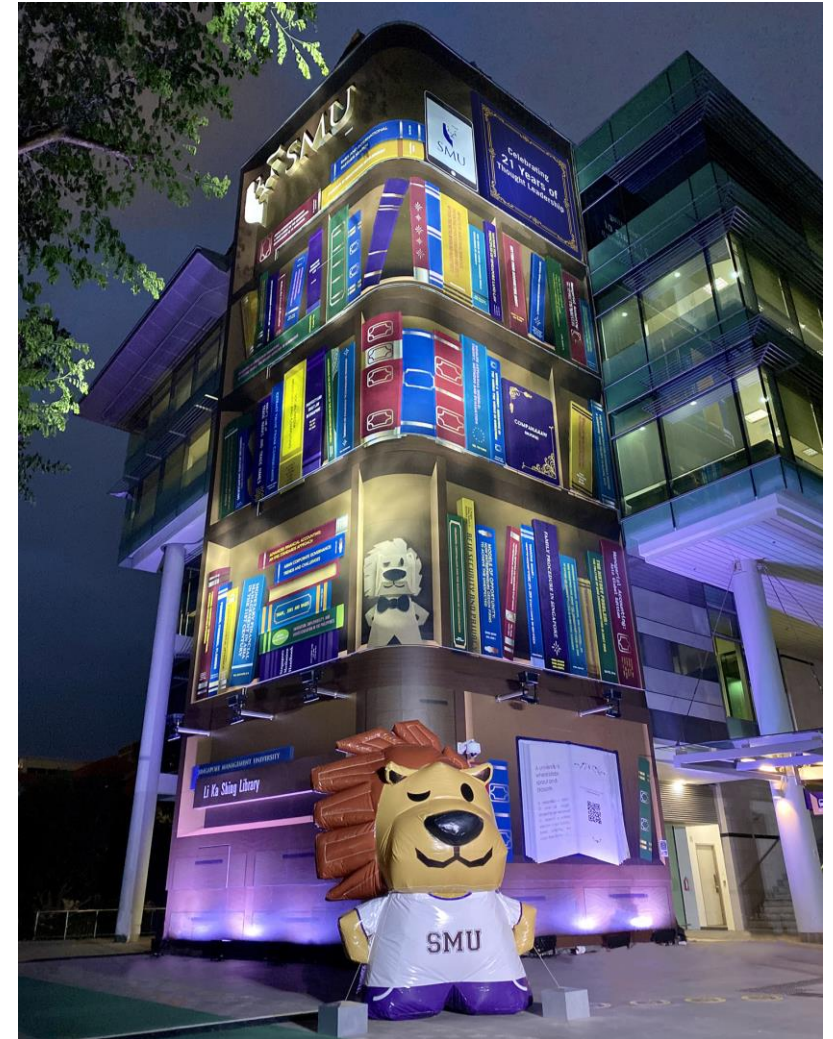
- Nearly 1mil visitors in 2023
- Open – 96 hours per week during term time
- Learning Commons – 24/7 hrs
- 2,300 seats and 10,700 sqm across 2 libraries
- Physical and virtual learning environments and services
  - Learning Labs
  - Project Rooms
  - Investment and Data Studio
- 38 staff – 22 professional librarians





# Quick Facts

- Over 550,000 books (Over 480,000 e-books)
- 85,000+ electronic journals
- 170+ electronic databases
- Access to 34,000+ titles of streaming media
  - [SMU Libraires Collection Policy](#)
  - “e-preferred”
  - “just-in-time”
- Over 8 million downloads from InK
  - [SMU Libraries Open Access Policy](#)



# SMU 2025: GROWING IMPACT, CULTIVATING CHANGE

**Our Aspiration**  
("where to aim")

V I S I O N 2 0 2 5

**Our Priorities**  
("where to play")



Digital Transformation



Sustainable Living



Growth in Asia

**Our Strategies**  
("how to play")

Transformative  
**Education**

Cutting Edge  
**Research**

Engaged  
**City University**

**Our Enablers**  
("how to win")



Industry



Innovation



Internationalisation



Integration

People

Resources

Infrastructure

FOCUS | FRAMEWORK | FREEDOM



# Key Areas

# SMU 2025: GROWING IMPACT, CULTIVATING CHANGE

**Our Aspiration**  
("where to aim")

V I S I O N 2 0 2 5

**Our Priorities**  
("where to play")



Digital  
Transformation



Sustainable  
Living



Growth  
in Asia

**Our Strategies**  
("how to play")

Transformative  
**Education**

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**City University**

**Our Enablers**  
("how to win")



Industry



Innovation



Internation-  
alisation



Integration

People

Resources

Infrastructure

F O C U S | F R A M E W O R K | F R E E D O M



# SMU Digital Transformation Framework

University-wide committee led by CIO and Vice-Provost (Education)

- Digital Learning
- Digitalised Research Enablement
- Sustainable Workforce
- Smart Campus
- User Experience



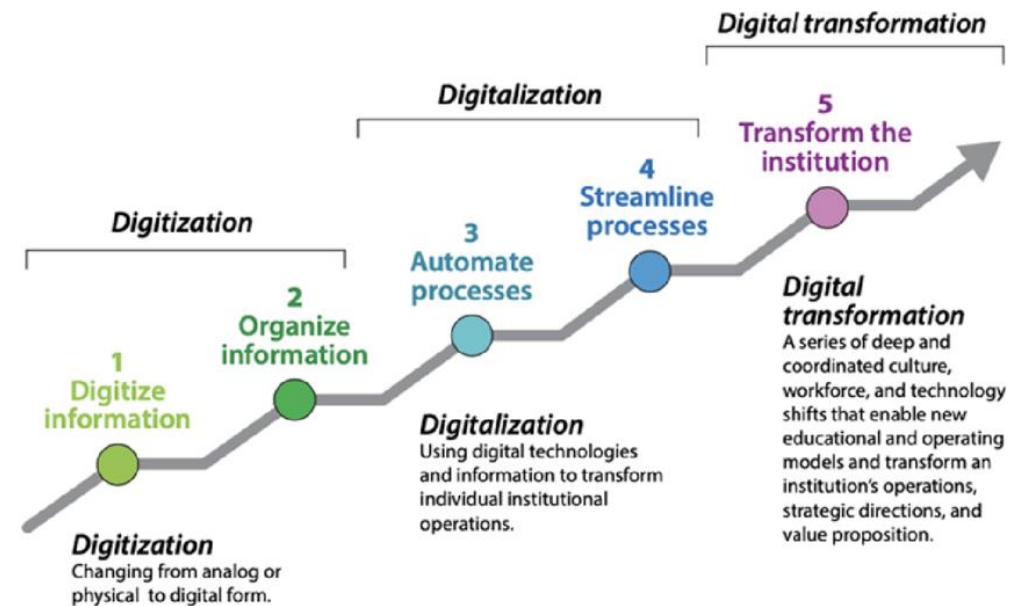
# Key Concepts - Digitization, Digitalization & Digital Transformation

Digitization	Digitalization	Digital Transformation
Transforming non-digital content into a form computers can process	Transforming human-based and document-bound processes into systems that can be computer-operated	Changing business practices and strategies to leverage digital efficiencies
"Digital-first documents and content"	"Digital-first processes and systems"	"Digital-first libraries"
Goal: Take paper and other non-computer understandable documents and transform them into a format that computers can process	Goal: Extract more value from existing digital-format information with additional processing, while also transforming human-based processes into computer-operated ones	Goal: Change the way the business operates by taking advantage of digital-first processes and information to achieve significant efficiencies and enhanced value through operational change
"Digitize these documents" Aka "Digital capture"	"Digitalize these processes"	"Digitally transform this business"

Source: Cognilytica

Digitization vs. Digitalization vs. Digital Transformation COGNILYTICA

<https://www.forbes.com/sites/cognitiveworld/2020/06/23/ai-runs-into-the-document-and-people-barrier-digitization-and-digitalization/?sh=1f8d2c325794>



Katuu, Shadrack. (2022). Management of public sector records in the digital age. 10.13140/RG.2.2.25539.48163.

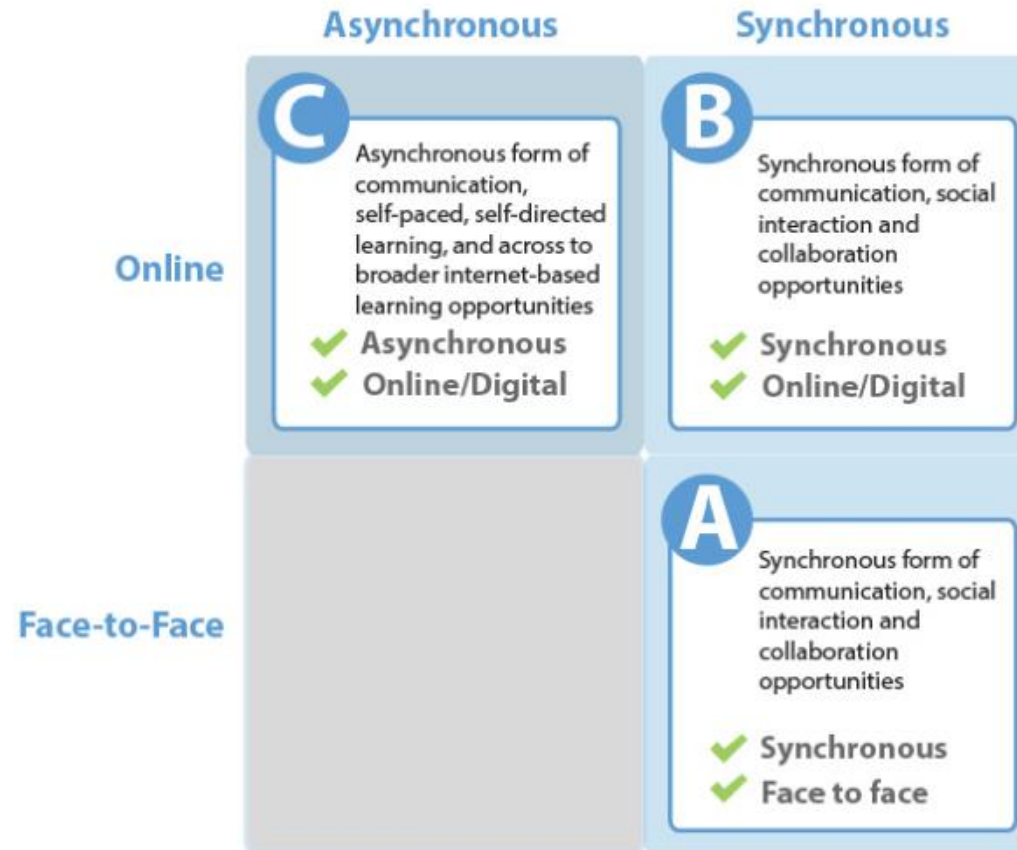


# SMU Digital Learning Strategy – Blended Learning

Research studies have found that Blended Learning approaches help students:

- Develop self-directed learning strategies as they go through course materials at their own pace
- Review and reflect
- Be better prepared for class to achieve intended learning outcomes.

## 3 POSSIBLE MODALITIES



# Bite-Sized Library Workshops



SMU librarians and other academic offices conduct workshops about research skills, database searching, working with data, writing persuasively and presenting confidently, holistic development tips and many other topics.

- Python 101
- Data Analysis with R
- Literature Review Tools
- Research Data Management
- Generative AI Powered Search Engines

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

# Top 10 Most Popular Workshops

No.	Workshop Title	Attendance (per session)
1	Python 101: The Basics (online & in-person)	51
2	Researching with Google & Wikipedia (online & in-person)	47
3	Data Extraction from WRDS with Python Programming (online)	40
4	[New] What Makes a Good Infographic? (online)	36
5	Arguing Your Case (in-person)	30
6	[New] Scholarly Literature Review I - A Beginner's Guide (hybrid)	28
7	Python 101: Tinkering with Pandas' DataFrame (online & in-person)	27
8	[New] Python 101: Visualise Your Data in Python (online)	27
9	R Ep.2: Doing Data Science with R: Tidyverse methods (in-person)	25
10	[New] Storytelling through AR by The MeshMinds Foundation (in-person)	24



# Online Learning Platforms



SMU Libraries provides students, faculty and staff access to self-paced online learning platforms for professional development that cover topics such as:

- Business
- Technology
- Design & Creative
- Software development
- Leadership & Management

# Technology-Enabled Learning Spaces

The University deploys appropriate teaching and learning technology in the seminar rooms, classrooms and discussion rooms. SMU Libraries has similar arrangement in Learning Labs, Project Rooms and other specialised learning spaces

- High laptop ownership among students
- Hybrid and flexible classrooms
- Self-service and instructor/learner-centric



# Live Occupancy Counter

Everything ▼  

Shortcuts:

- DATABASES
- JOURNALS
- NEWSPAPERS
- BOOKS/VIDEOS
- RESERVES
- RESEARCH GUIDES
- INK
- BROWZINE
- OPEN RESOURCES

Next Day

**MONDAY, MARCH 25, 2024**

Li Ka Shing Library	8:00am - 11:59pm
Learning Commons	24/7
Kwa Geok Choo Law Library	8:00am - 11:59pm
Learning Commons	24/7
"Ask Library" Chat	10:00am - 7:00pm

[View All Hours](#)

## CURRENT OCCUPANCY

MON, 25 MAR 2024

Li Ka Shing Library	735 / 1800
Kwa Geok Choo Law Library	194 / 500

[View Occupancy Details](#)

### Get It For Me »

Request to obtain resources not in the collection through interlibrary loan



### Book A Computer »

Book a computer in the Investment and Data Studio



### Library FAQ »

Quick answers to your questions





[Membership](#)

[Opening Hours](#)

[Occupancy](#)

[Facilities](#)

[Policies & Reports](#)

[Service Quality Survey](#)

[Opportunities](#)

[Directory](#)

[Peer Advisors](#)

## CURRENT OCCUPANCY BY LEVEL

THU, 21 MAR 2024 2:27:31 PM

Li Ka Shing Library (L2 including Learning Commons)

Li Ka Shing Library (L3)

Li Ka Shing Library (L4)

Li Ka Shing Library (L5)

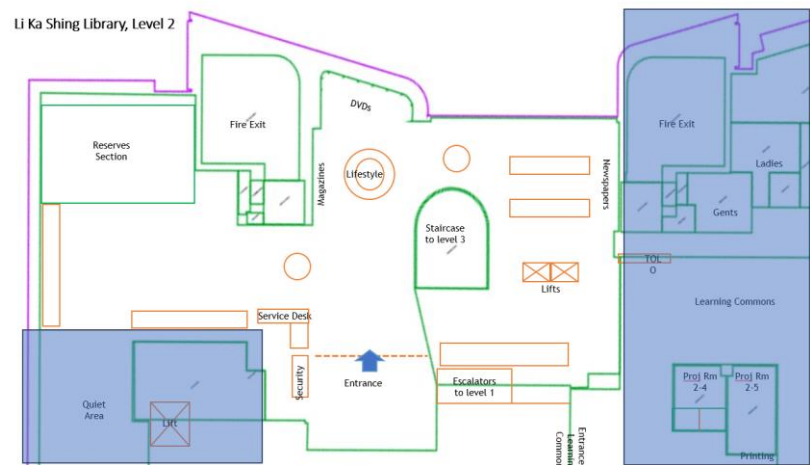
Kwa Geok Choo Law Library (L3)

Kwa Geok Choo Law Library (L4)

Kwa Geok Choo Law Library (L5)

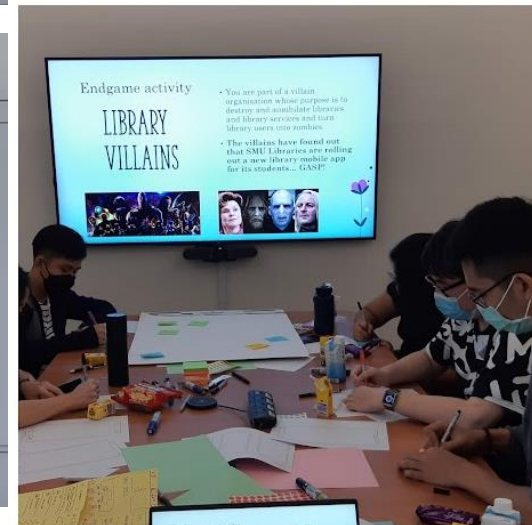
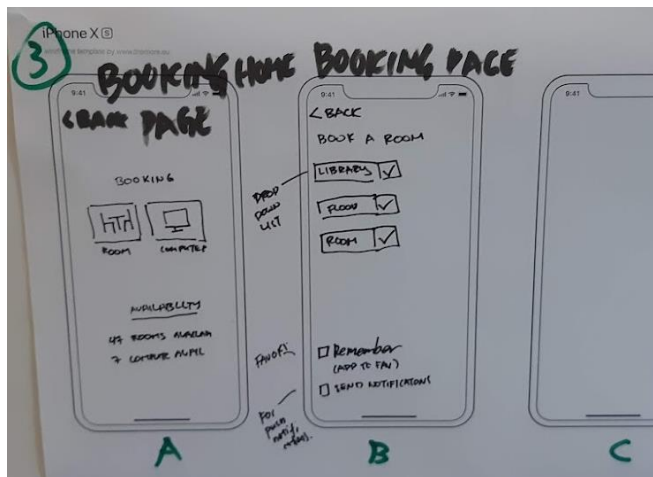
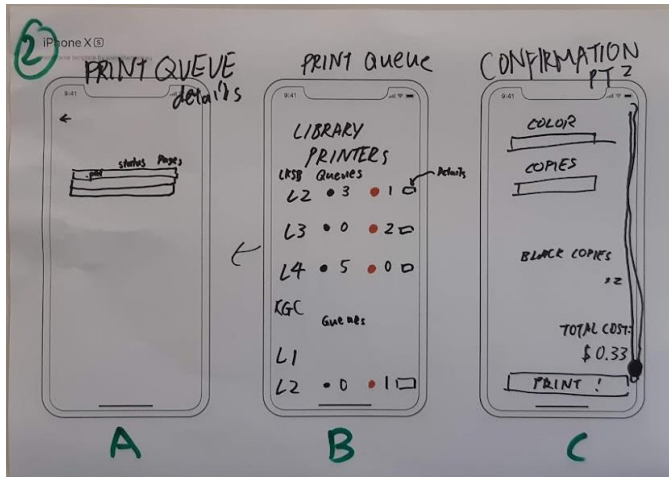
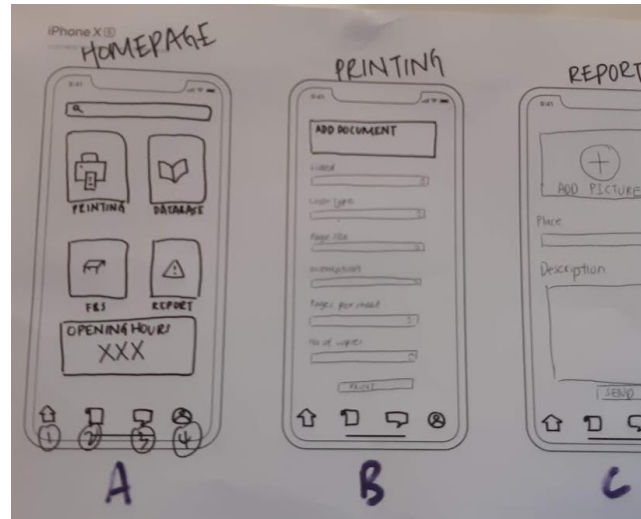
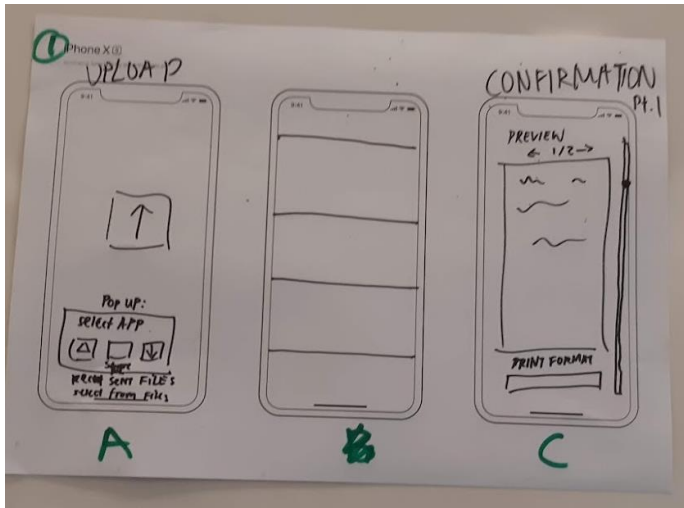
Kwa Geok Choo Law Library Learning Commons

# User-Centric Service Development





# User-Centric Service Development





# Platform Management

# Library Systems & Platforms



Google Analytics

# Different “functions” of platforms

## Art Collection

- **Art Inventory System**  
(ArtArchive)

## Corporate Services

- **People Counter System**  
(Brickstream)
- **Data Visualisation & Analytics**  
(Qlik Sense)

## Communication & Outreach

- **Library Website**  
(Drupal)
- **Digital Signages**  
(Scala)
- **Social Media**  
(Instagram/TikTok)

## Learning & Engagement

- **Library Search**  
(Primo)
- **Reading Lists**  
(Leganto)
- **Research Guides**  
(SpringShare LibGuides)
- **Chat, FAQ, Knowledgebase**  
(SpringShare LibAnswers)

## Research & Data Services

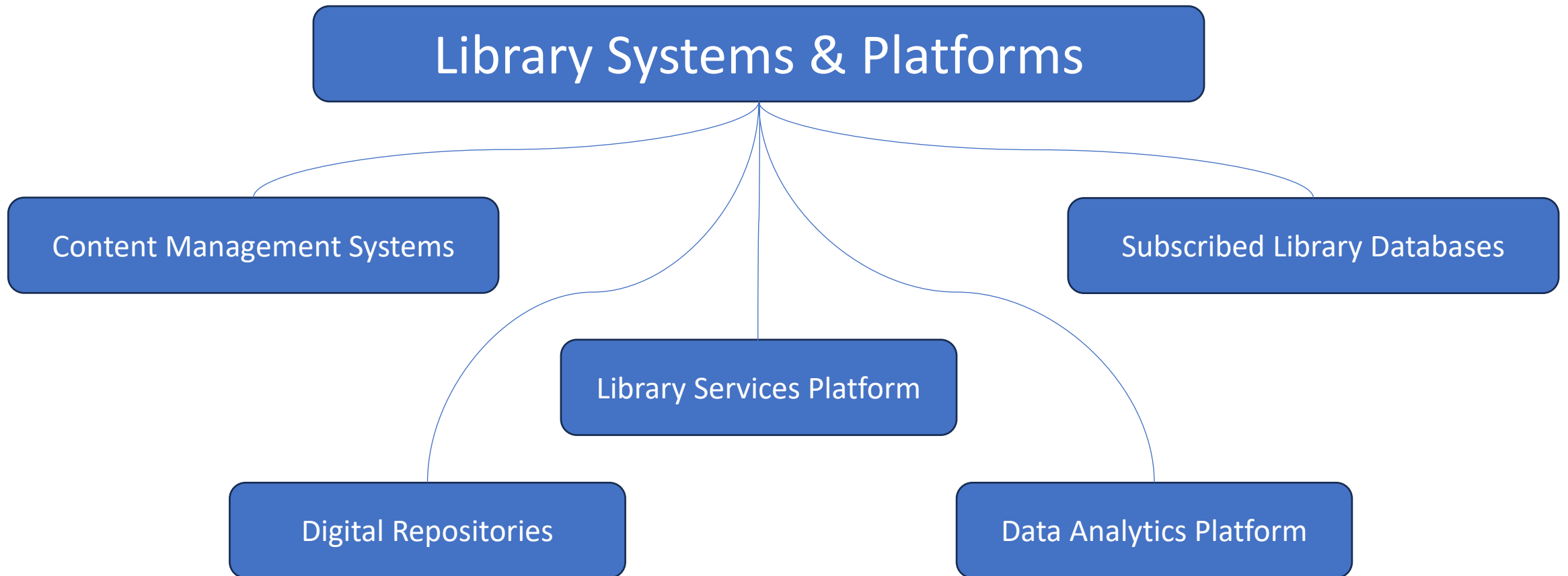
- **Institutional Repository, INK**  
(Digital Commons)
- **Research Data Repository**  
(Figshare)
- **Research Information System, Publications**  
(Converis)

## Collection, Access & Technology

- **Library Management System** (Alma)
- **Self-service RFID circulation**  
(Invengo / Bibliotheca)
- **Access & Authentication**  
(Ezproxy)



# Different “classes” of platforms



**“Library Services Platforms  
take advantage of cloud computing &  
Web technologies to provide  
capabilities to manage physical,  
digital & electronic materials in a  
single unified system.”**

# Library Services Platform

## Functional Characteristics

Management of Electronic and Print Formats of Materials

Replacement of Multiple Incumbent Products

Extensive Metadata Management

Multiple Procurement Workflows

Knowledge Bases

Collection / Data Analytics

Conceptual Organization

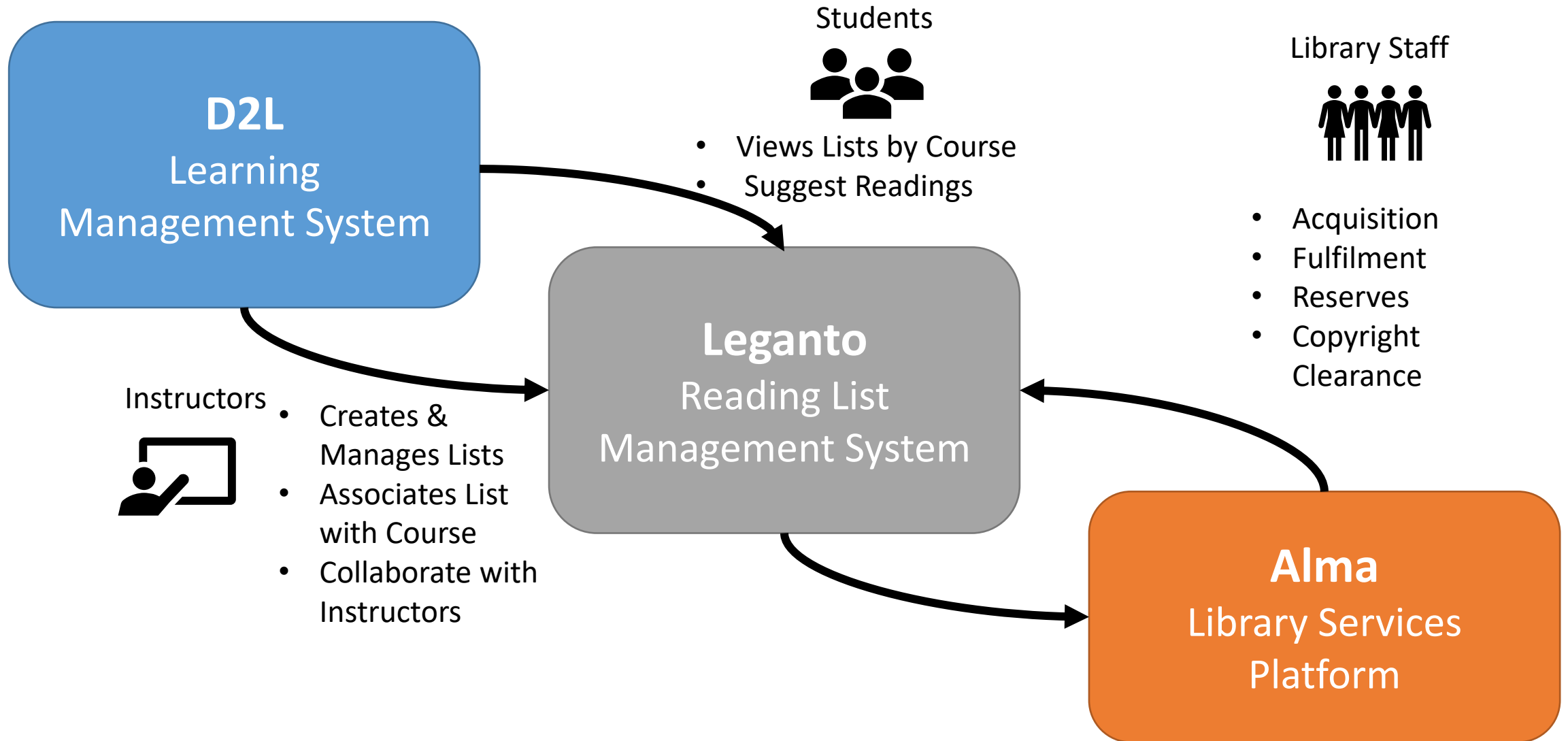
## Technical Characteristics

- Beyond Client/Server Computing
- Web-Based Interfaces
- Multi-Tenant Platforms
- Services-Oriented Architecture
- APIs Exposed for Extensibility & Interoperability

<sup>^</sup> Marshall Breeding, "Library Services Platforms: A Maturing Genre of Products," *Library Technology Reports* 51, no. 4 (May/June 2015), <https://journals.ala.org/ltr/issue/view/509>.



# Course Reading List Services



# Business Process Automation

Using low-code technologies to interact with LSP APIs to create and automate workflows:

- New library membership records
- Updating bibliographic records
- Payment integration
- Course reading list integration

## Microsoft Power Platform

The world's most complete set of integrated, low-code development tools

			
Power Apps for web and mobile application development	Power Automate for process or workflow automation	Power Virtual Agents for customizing Microsoft Copilots or building your own copilot	Power BI for data exploration, analytics and reporting

# A-Z Databases

Find the best library databases for your research.

All Subjects

All  
189  
A  
ABI/BI  
Use the  
Busine  
(Easte  
  
Acad  
Acade  
videos  
scienc  
journal  
more...

- Accounting (41)
- API (33)
- Business (50)
- Career Development (2)
- Citation Analysis (7)
- Company Data (20)
- Computing and Information Systems (17)
- Country Data (14)
- Data Analytics (2)
- Economics (50)
- Education (7)
- Finance (40)
- General (19)
- Health Care and Medicine (1)
- Humanities (2)
- Language and Literature (4)
- Law (51)
- Management (6)
- Marketing (6)
- News (12)

M N O P Q R S T U V W X Y Z #

**ACLS Humanities E-book** [↗](#)

Humanities E-Book is a digital collection of over 1,700 full-text high-quality titles which are fully searchable. Titles focus on the Humanities, comparative and world studies, history, philosophy, political science, area studies on Asia, Southeast Asia, Europe, Middle East, United States of America. The years of publication range from 1880s to present. The collection is offered by the American Council of Learned Societies in collaboration with other learned societies and publishers.

## Popular Databases

- The most frequently-used databases
- New York Times** [↗](#) Popular

One-time registration is required using your SMU email address. After you have successfully created your account, you can access the content via [website](#) or mobile App. New York Times covers News, Editorials/Opinions-Columns/Op-Ed, Sports, Arts, Science, Styles, Home, Travel, and other features. News Archives are available from 1851.
- PsycInfo** Popular

This database indexes psychology and behavioral sciences literature, from 1887 to current. Subjects include Education, Linguistics, Medicine, Organizational Behavior, Psychiatry, and Sociology. [more...](#)
- Statista** Popular

Statistics portal covering a wide variety of topics, drawn from private and public sources of information. It contains dossiers (special theme insights), forecasts and industry reports. 170 industry sectors are covered, with additional focus on the digital market and economy. Also included are infographics, reports and results of studies from market research institutions.
- WARC** [↗](#) Popular

WARC is a Marketing and Communications database providing

Ask Library



# Self-help Research Guides & FAQs

[ALL GUIDES](#)[BY GROUP](#)[BY SUBJECT](#)[BY TYPE](#)[BY OWNER](#)

Search:

- [Alumni Research Navigator](#) ⓘ
- [BrowZine](#) ⓘ
- [Copyright Advisory](#) ⓘ
- [Dissertation / Thesis Research and Writing](#) ⓘ
- [Fake vs. Real: Identifying & Evaluating Information Sources](#) ⓘ
- [Geographic Information Systems \(GIS\)](#) ⓘ
- [Higher Education News](#) ⓘ
- [How do I use APA Citation Style](#) ⓘ
- [How do I use EndNote](#) ⓘ
- [Image and Video Resources](#) ⓘ
- [Library Peer Advisors: Advice from UG for UG](#) ⓘ
- [Managing Your Reading Lists](#) ⓘ
- [My Library Navigator](#) ⓘ
- [Online Learning Is Different! Top 5 Hacks](#) ⓘ
- [Open Educational Resources](#) ⓘ
- [Portal for the India Initiatives at SMU](#) ⓘ
- [Portal for the Lien Centre for Social Innovation](#) ⓘ
- [Research Productivity Tools](#) ⓘ

Showing 13 Subjects

[Accounting](#)**8**[API](#)**1**[Art](#)**1**[Business](#)**43**[Computing and Information Systems](#)**11**[Economics](#)**18**

<https://researchguides.smu.edu.sg/>

<https://libfaq.smu.edu.sg/>

# Databases A-to-Z

SMU Libraries / Research Guides / A-Z Databases

## A-Z Databases

Find the best library databases for your research.

All Subjects ▼

Search for Databases

Go

Accounting (41)

API (33)

Business (50)

Career Development (2)

Citation Analysis (7)

Company Data (20)

Computing and Information Systems (17)

Country Data (14)

Data Analytics (2)

Economics (50)

Education (7)

Finance (40)

General (19)

Health Care and Medicine (1)

Humanities (2)

Language and Literature (4)

Law (51)

Management (6)

Marketing (6)

News (12)

M N O P Q R S T U V W X Y Z #

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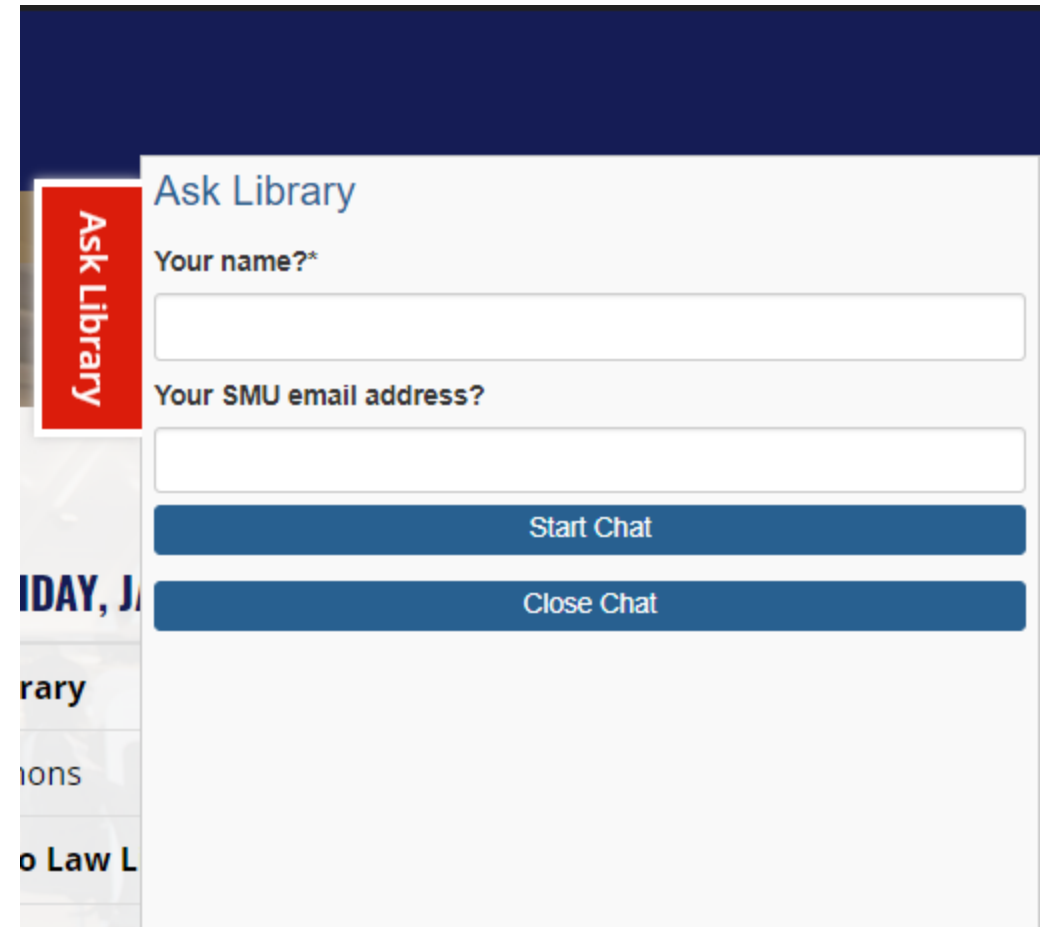
#### WARC [↗](#) Popular

WARC is a Marketing and Communications database providing

# Live Chat Service

The library chat service is manned by librarians for students seeking help in the following areas:

- Difficulties in accessing a resource
- Finding sources
- General information
- Quick answers



The screenshot shows a chat service interface with a dark blue header. On the left, a vertical red button labeled 'Ask Library' is visible. The main content area is white and contains the following elements:

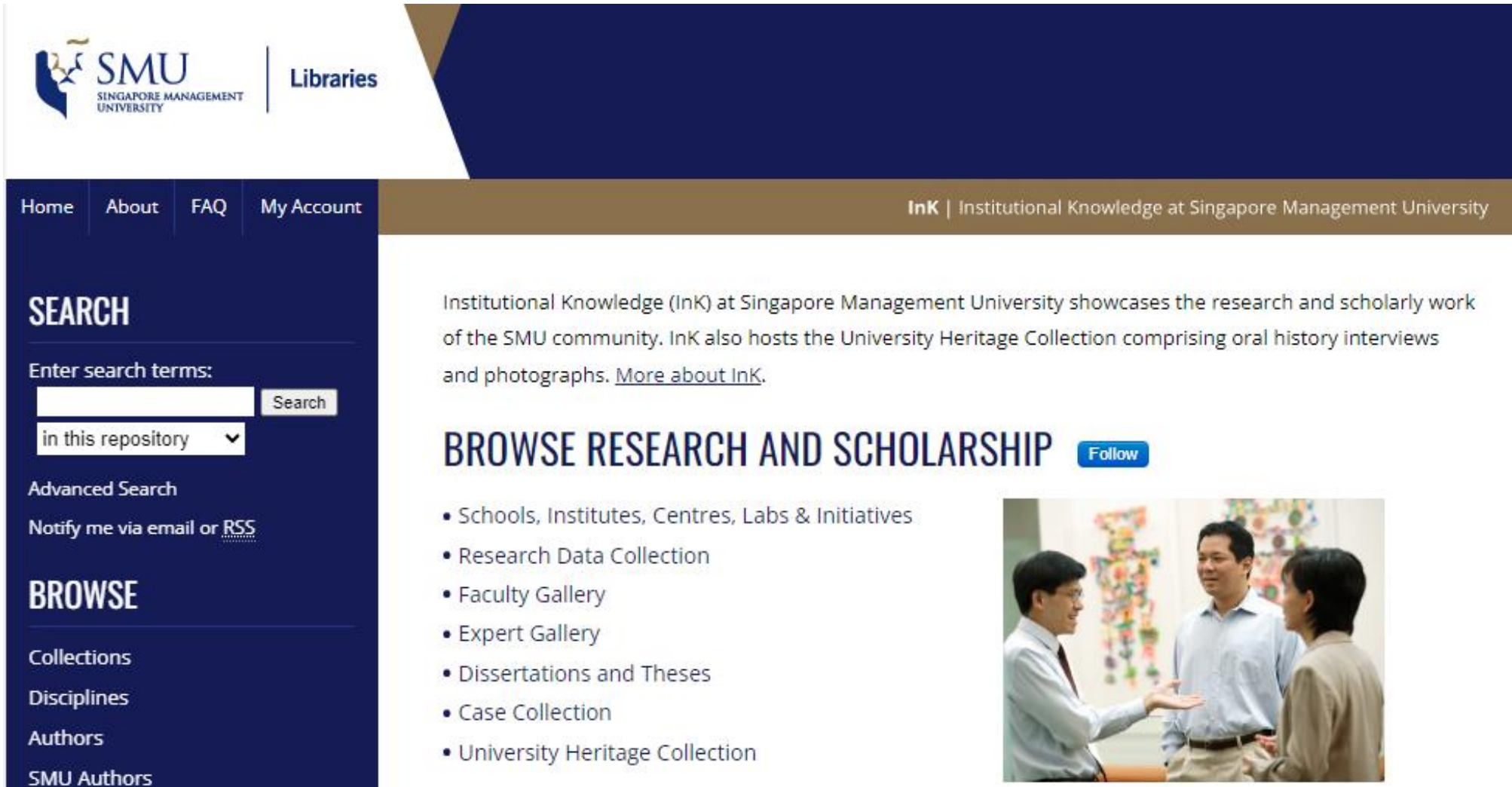
- Ask Library** (header text)
- Your name?\*** (label) followed by a text input field.
- Your SMU email address?** (label) followed by a text input field.
- Start Chat** (blue button)
- Close Chat** (blue button)

Below the chat form, a sidebar menu is partially visible with the following items:

- Library
- ions
- o Law L



# Institutional Knowledge (Ink) Publication Repository



The screenshot shows the website's header with the SMU logo and 'Libraries' text. A navigation bar includes 'Home', 'About', 'FAQ', and 'My Account'. A secondary navigation bar reads 'InK | Institutional Knowledge at Singapore Management University'. The left sidebar contains a search section with a search bar, a dropdown menu set to 'in this repository', and links for 'Advanced Search' and 'Notify me via email or RSS'. Below the search section is a 'BROWSE' section with links for 'Collections', 'Disciplines', 'Authors', and 'SMU Authors'. The main content area features a descriptive paragraph about InK, a 'BROWSE RESEARCH AND SCHOLARSHIP' section with 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 three people in a meeting is positioned to the right of the list.

SMU SINGAPORE MANAGEMENT UNIVERSITY | Libraries

Home About FAQ My Account

InK | Institutional Knowledge at Singapore Management University

**SEARCH**

Enter search terms:

in this repository ▾

Advanced Search

Notify me via email or [RSS](#)

**BROWSE**

Collections

Disciplines


Authors

SMU Authors

Institutional Knowledge (InK) at Singapore Management University 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.](#)

**BROWSE RESEARCH AND SCHOLARSHIP**

- Schools, Institutes, Centres, Labs & Initiatives
- Research Data Collection
- Faculty Gallery
- Expert Gallery
- Dissertations and Theses
- Case Collection
- University Heritage Collection



# Research Data Repository



Discover research from **SMU Research Data Repository (RDR)**

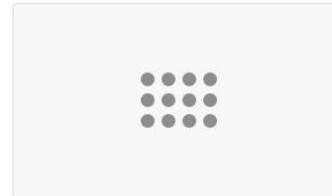
123,935 views

50,194 downloads

[more stats...](#)


ALL CATEGORIES GROUPS SEARCH 

sort by: Posted date  




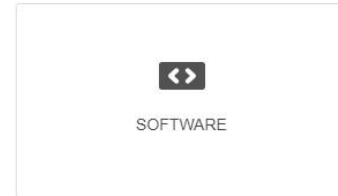
COLLECTION:  
2023 Generate Your L(AI)brary Hackathon  
Posted on 2023-09-22  
SMU Libraries




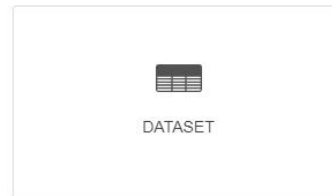
Barbielat: Codes and slides for Generate Your L(AI)brary Hackathon  
Software posted on 2023-09-22  
Jules ROBINS 



mummypokopants: Codes and slides for Generate Your L(AI)brary Hackathon  
Software posted on 2023-09-22  
Keng Boon ANG 



Go Large or Go Home: Codes for Generate Your L(AI)brary Hackathon  
Software posted on 2023-09-22  
Jing Shen TAI 




Data from: Human capital effects in the job search process for new labor market entrants: ...  
Dataset posted on 2023-09-20  
Jomel Wei Xuan NG 



ACKS: Codes and slides for Generate Your L(AI)brary Hackathon  
Software posted on 2023-09-19  
Arjun GUPTA 

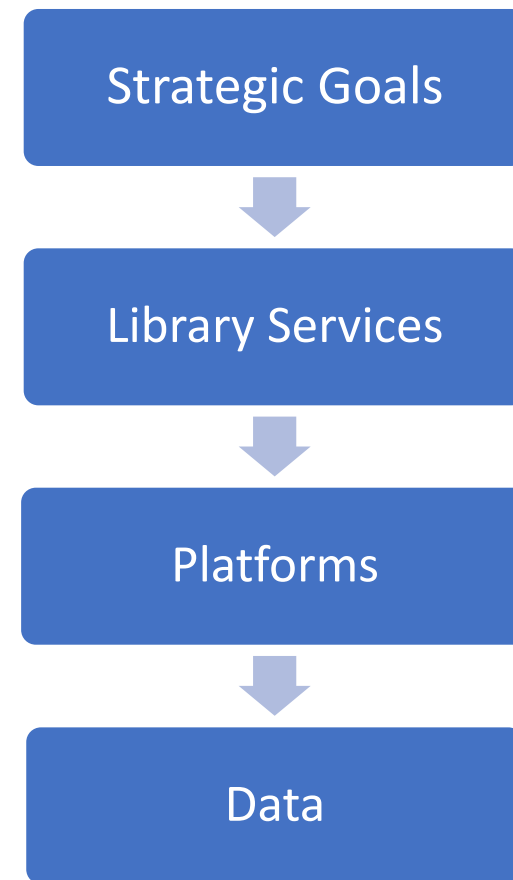
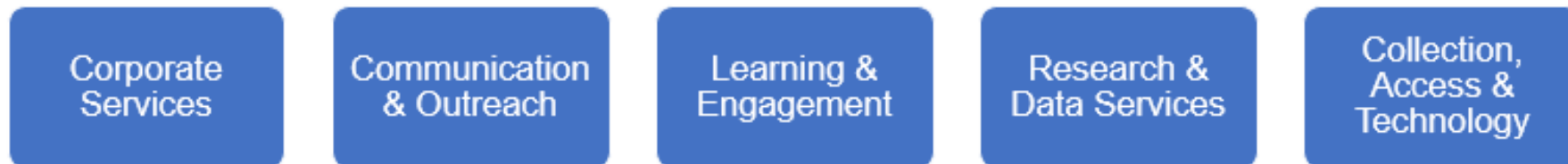


librarybuddies: Codes and slides for Generate Your L(AI)brary Hackathon (2nd pri...  
Software posted on 2023-09-15  
Sean LIM 



LibAI: Codes and slides for Generate Your L(AI)brary Hackathon  
Software posted on 2023-09-11  
Nowshad SHAIK 

# Data Analytics Platform





# Summary

Q YEAR

2021
2020
2019
2018

Q MonthYear

Oct 2021
May 2021
Mar 2021
Feb 2021
Jan 2021
Dec 2020
Nov 2020
Oct 2020
Sep 2020
Aug 2020
Jul 2020
Jun 2020
May 2020
Apr 2020

Elec.Resources

## 689,310

2020 Elec.Resources : 0

Phy.Resources

## 72,927

2020 Phy.Resources : 73,277

Enquiry Services

## 62,953

Enquiry Services

Web Statistics

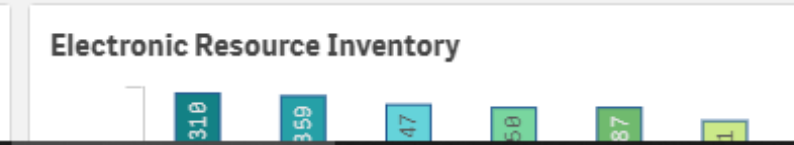
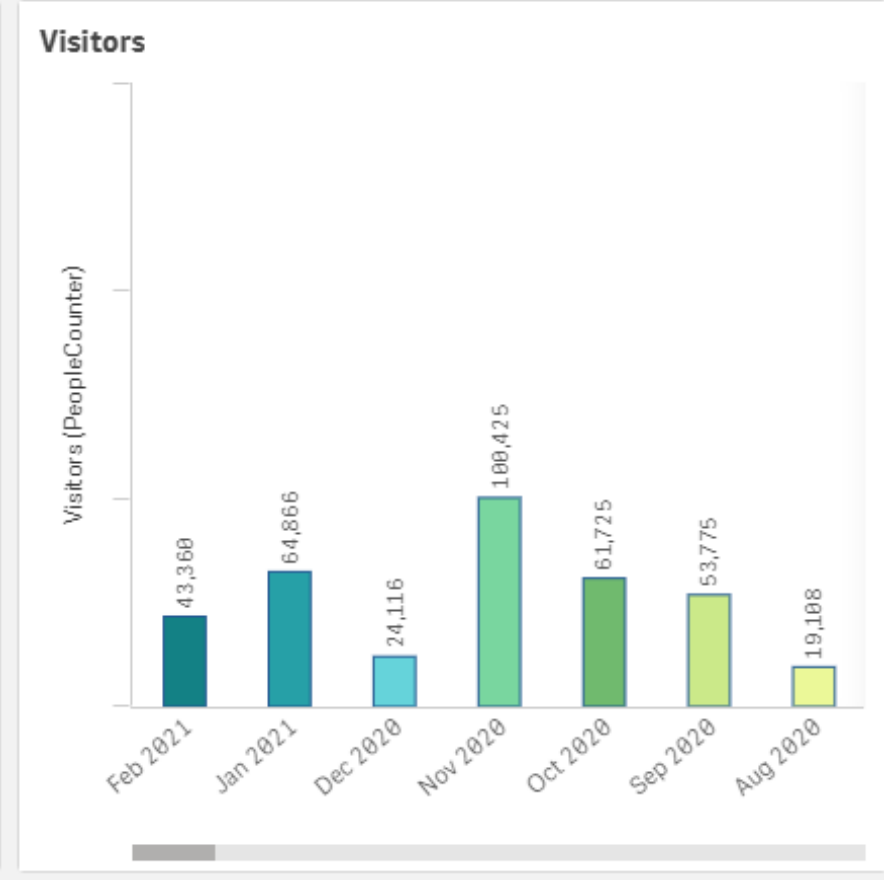
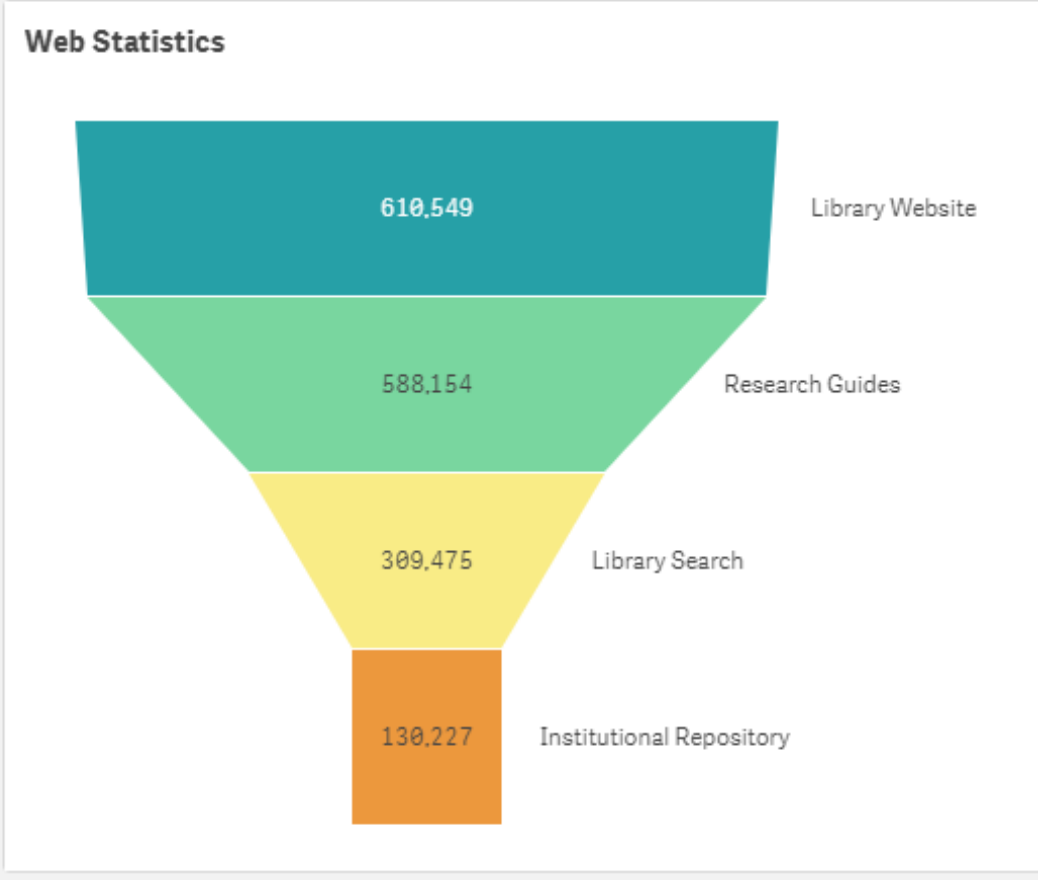
## 8,756,015

Web Statistics

Learning Services

## 4,953

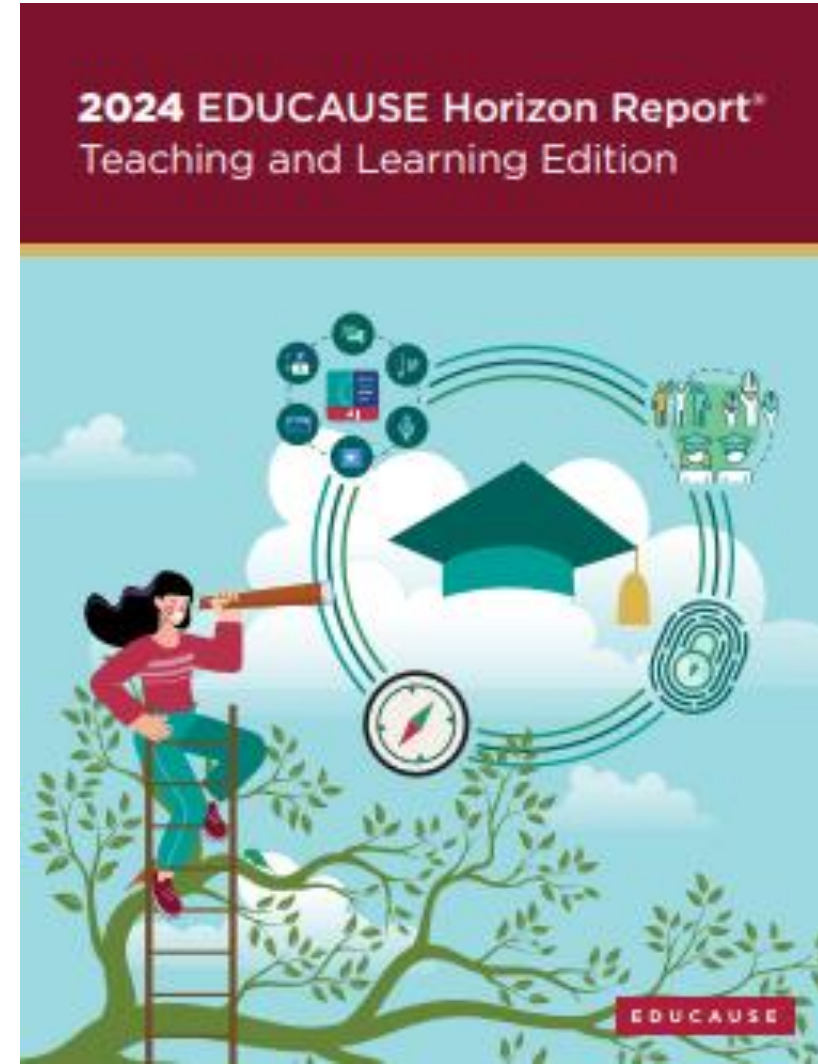
Learning Services



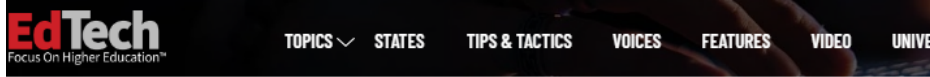
# Trends & Challenges

# Technological & AI Trends

- Digital Divide Persists
- Learning & Data Analytics
- Cybersecurity & Privacy Concerns
- AI is changing the way we communicate
- AI tools have growing potential to reshape pedagogy and student experiences
- AI is increasingly having an impact on the economy and workforce



# Cybersecurity



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## Cyberattacks on Higher Ed Rose Dramatically Last Year, Report Shows

The Malwarebytes annual threat report calls 2023 “the worst ransomware year on record” after attacks spike by 70 percent.



by [Andy Viano](#)

Andy Viano is a journalist and editor at *EdTech: Focus on Higher Education*.

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Higher education institutions were once again inundated by cyberattacks in 2023, according to a report from [Malwarebytes](#), which called it “the worst ransomware year on record” for the education sector.



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### THE SYSTEMS LIBRARIAN Libraries Under Cyberattack by Marshall Breeding

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**COMPUTERS  
LIBRARIES**

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The last year or so has brought incredible challenges to the digital infrastructure of some high-profile libraries. The recent wave of cyberattacks targeting one of the world’s most prestigious and well-resourced libraries brings a sobering reminder of the dangers lurking for libraries in this digital age. Libraries of all types and sizes must be vigilant and prepared for any possible security breach.

The attacks against the BL and the TPL must be taken as a wake-up call for all libraries to redouble their efforts to protect their technical systems.

#### The Worst-Case Scenario

The recent attack experienced by the British Library (BL) approaches what might be considered a worst-case scenario. The incident was discovered on Oct. 28, 2023, as technical systems supporting the library services began collapsing. Practically all parts of the BL’s technology infrastructure were impacted, including the ILS, the catalog, the many



# AI in Libraries

- AI and Digital Literacy
- AI powered search and research tools
  - SciSpace
  - Elicit
  - Scite Assistant
- Improvements in selection, acquisition, cataloguing powered by AI
- Personalised user services
- Chatbots and virtual assistants
- Ethics and Responsibility

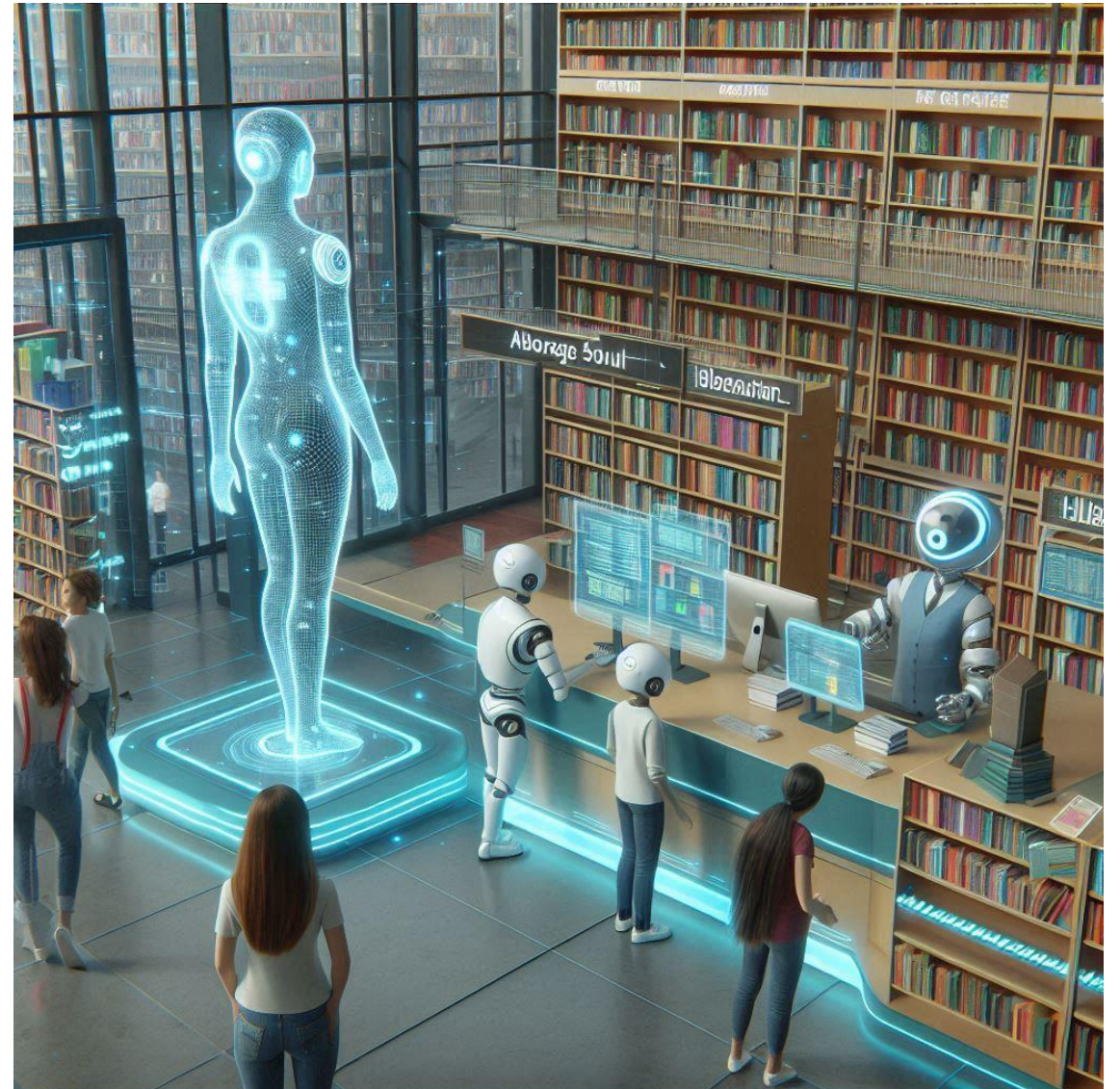


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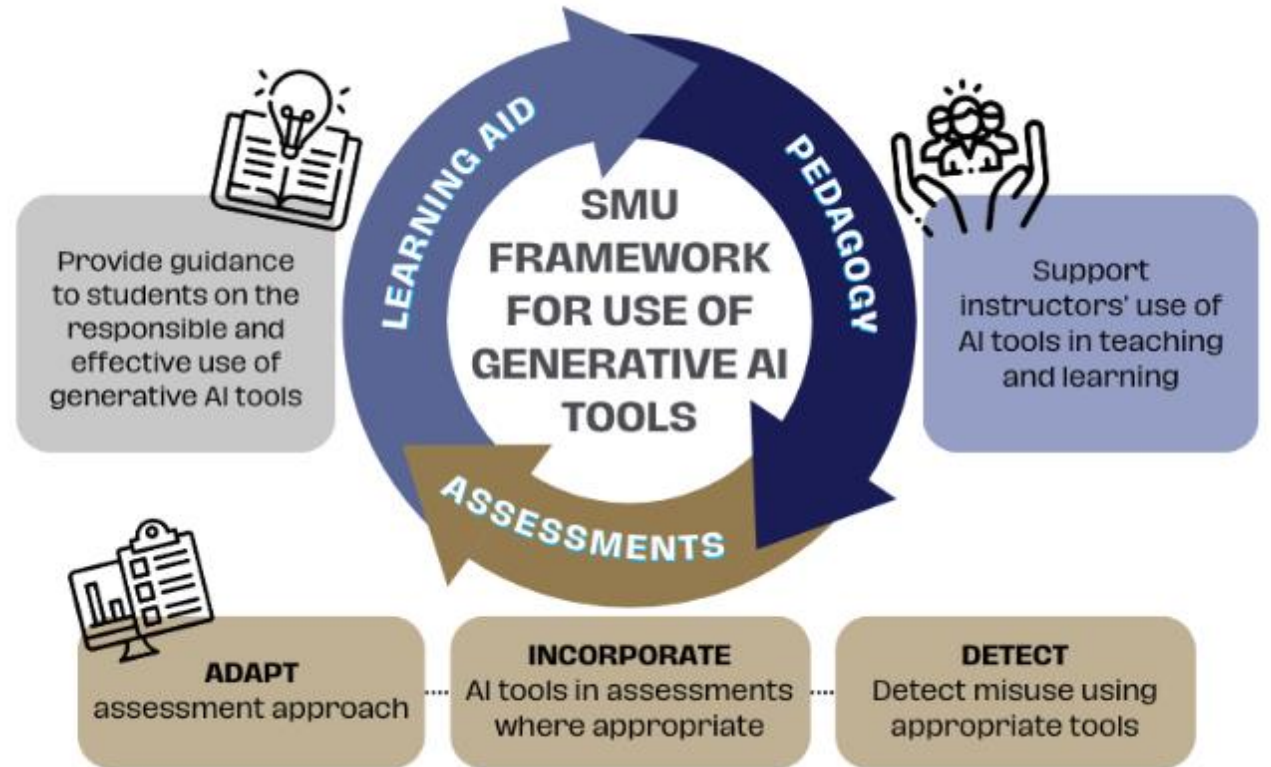
# New competencies

- Understanding and implementing Privacy and Data Protection
  - Understanding legal and **ethical implications of data handling, implementing strong data protection measures**, and educating users of their privacy rights
- Digital Literacy and Technology Integration
  - Ability to evaluate and **adopt new technologies** that enhance user engagement, library operations, and service delivery
- Responsible Data Science and Analytics
  - Using data visualization tools to effectively communicate data to stakeholders
  - **Compare and contrast different AI models and critically evaluate them for ethical implications and suitability** in addressing library challenges
- Sustainability Practices
  - Minimizing energy consumption characteristic of deep learning to **minimize environmental impact** by choosing to utilize greener models

# SMU Framework for The Use of Generative AI Tools

University recognises the benefits of generative AI tools and is committed to integrate them into education while safeguarding academic integrity and aims to teach students to use these tools responsibly.

- Use of Generative AI Tools by Students as a **Learning Aid**
- Use of Generative AI Tools by Instructors as a **Pedagogical Tool**
- Use of Generative AI Tools by Students on **Assessments**



# Takeaways



# Summary

- Digital Transformation Areas
- Platform Management
- Trends & Challenges

University/Library Goals

Teaching

Learning

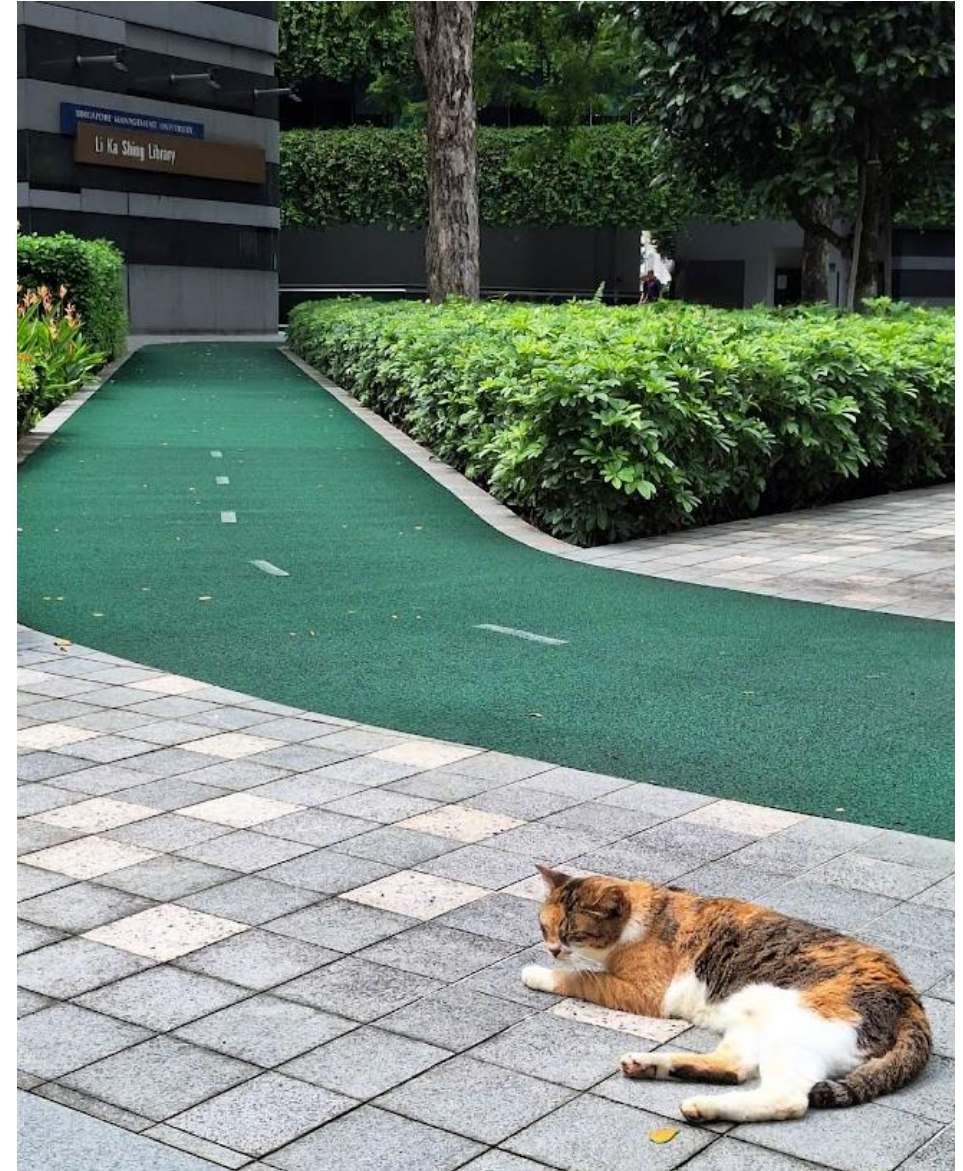
Research

Digital Platforms & Systems

Skills & Competencies

# Questions for you

- What talent and skills are required to enable a digital-first library?
- What infrastructure investments are needed to enable a digital-first library?
- What partnerships are needed to enabled digital transformation?



# Thank you!

Salihin Mohammed Ali

[salihinma@smu.edu.sg](mailto:salihinma@smu.edu.sg)

*Senior Manager, Technology & Innovation*

**Singapore Management University**

