



## NUS Libraries Portal Road Show



Roadshow at Engineering



Getting students interested in the Portal at FASS



Completing the survey at SDE

Librarians from the Central Library were out and about at the School of Design & Environment (SDE), Faculty of Engineering and the Faculty of Arts & Social Sciences (FASS) with the goal of promoting the newly improved NUS Libraries Portal from 6 to 10 March 2006.

The week-long roving event was a stellar opportunity for librarians, faculty and students to interact and learn about the portal features, library services, as well as each other! The informal venues right in the heart of the faculties provided a wonderful opportunity for the librarians to really get to know their library users and to get their valuable feedback on existing services.

The users, who did not know or have yet to use the library's multitude of electronic resources, found the event beneficial. They appreciated the library's efforts to help them in their research by making access to academic resources and materials convenient.

A handy quick reference handout, which gave some instructions along with a visual run through highlighting the key features of the Portal, was distributed. In addition, our librarians out at the road show were ready to answer any queries with their expertise. Ad hoc demonstrations of the Portal and how to use electronic resources were given to those who wanted to know more.

Feedback on the Portal was gathered in a mini survey. To add to the atmosphere of fun and as a token of appreciation, survey respondents participated in a sure-win lucky dip. Happy respondents walked away with prizes ranging from pens to t-shirts sponsored by our vendors.

### What we learnt from the survey

A total of 895 responses was received in the mini survey from undergraduates, graduate students, as well as faculty and research staff from various faculties and departments. The top 10 most liked features of the Portal were:

1. Access to E-Journals
2. Access to Databases
3. Access to E-Resources
4. Ability to Search LINC from Portal
5. Personalization
6. User friendliness
7. Portal Search Engine
8. Access to E-Newspapers
9. Access to Course Materials
10. Accessibility to Resources

Some comments from our users on the Portal were:

Clear and clean interface makes it easy to move around.

*Xue Lishan, Architecture*

What I like about the portal is its one-stop layout, it's a good place to go access all library features

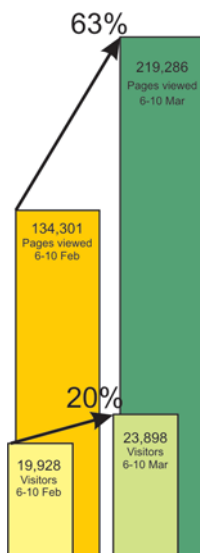
*Shailah Abdullah bin Ab Sakar, Mechanical Engineering*

E-resources, in particular e-journals because it saves my life when I do last minute research!

*Deborah, Geography*

Convenient to access on any campus PC, with direct access to articles!

*Ng Yee Tat, Civil Engineering*



There was a notable 20% increase in visits to the Portal and 63% increase in number of pages viewed as compared to the same period last month, with the Portal revamp and start of the Portal road show.

*Gabriel Yeo - Central Library*

On 28 February 2006, the new look and feel of NUS Libraries Portal ([www.lib.nus.edu.sg](http://www.lib.nus.edu.sg)) was unveiled. The layout has been re-organized into specific zones with clear navigation links to enhance the user experience.

Some of the new features are:

- Easier access to over 24,000 electronic resources and course materials
- Greater convenience in obtaining technical and research assistance
- Improved display of latest library news and events

We hope that you will find it easier to navigate and look for information via the NUS Libraries Portal.

*Kenneth Lim - Central Library*



The mission of the NUS Libraries is to deliver just-in-time information with passion and a smile. The GEMS (Go the Extra Mile for Service) movement by the government complemented our mission and was implemented on 6 March 2006.



Library staff received **1,335** GEMS cards as of 22 March. Amidst their tight schedules, 165 library users had taken the time to pen appreciative and encouraging words. It was lovely to see from their words, how much they appreciated the service our staff provided.

- Great you took the time to attend to me so quickly & efficiently
- Excellent service! Very polite, helpful & informed!
- For the past 4 years, many, many thanks!

The NUS Libraries has an online feedback form which library users could use to compliment or give feedback on our service. The GEMS card initiative was an extension of the feedback mechanism.

Together with our own CARE (Courteous, Attentiveness, Responsiveness, and Effectiveness) programme implemented in 2004, we hope that the GEMS movement will further develop library staff members who are always happy to serve and ever ready to assist faculty members, researchers and students to find that illusive information that is so crucial to their teaching, research, assignment or thesis.

*Lee Cheng Ean - NUS Libraries Quality Service Manager*

## Library Seminars for AR5011

For the first time, librarians from the Central Library conducted specially-tailored library seminars for the Department of Architecture graduate students taking the course AR5011 Research Methodology. The AR5011 course aims to give students an understanding of the research process and to equip them with analytical skills for writing their dissertations. The library seminars complemented the course by equipping students with the skills to conduct literature research independently and effectively.

We worked with course lecturers Dr Lai Chee Kien and Mr T.K. Sabapathy to provide two-hour library seminars for their students. At the seminars, we showed the students how to effectively execute literature searches for their research.

Topics included:

- > keyword search on LINC
- > theses search on LINC, IRCSearch & databases
- > search for relevant articles on databases

Time-saving methods were taught so that students could search architecture-specific databases such as **Avery Index** by architect or building and quickly identify articles that contain site plans and other illustrations. Students were able to try out for themselves as the sessions were conducted in the Training Room and each student had access to a PC. The

librarians also talked about the library services available to graduate students, such as document delivery service to obtain articles not found in the NUS Libraries collection, and new book requests for these and books that the Library doesn't yet own. The criteria for evaluating information sources retrieved and the citation of sources used were also covered.

A total of 54 students attended the three sessions. The feedback from the students was very positive. 96% of the students rated the value of the session in helping them use the library effectively as Good, Very Good or Excellent. 94% rated the contents of the session as Good, Very Good or Excellent. We also asked the students *What was the most important new thing they learnt from the session?* and they said:

- Proper way to conduct quality searches. Extend the search beyond what is already present. Insightful & entertaining!
- Effective, time saving searching using the available resources - making good use of the facilities available.

We are pleased that the students found the seminar very useful and that they learnt more effective ways of conducting their literature search.

*Lim-Yeo Pin Pin & Wendy Lim - Central Library*