Metamorphosed librarians at the National University of Singapore Libraries

- developing an excellent electronic resource collection and increasing accessibility to the NUS community

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NUS Libraries
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The Traditional Librarian
The Blended Librarian

Hello, hello? Is that the librarian? How do I watch a video from my laptop? Hello, hello! Can you hear me?

Hello! Can you help me find exam papers for all the semesters going way back 1999? Do you have them in electronic form?

Excuse me... 你可以讲华语吗? 我现在要找一本书, 但是忘记了书的号码...

I have to go to the Esplanade. How do I get there?

Where is the photo copier?

Excuse me, could you help me please. I am in such a hurry. My deadline is like tomorrow and I can't find any articles on how the markups model affect price forecasting in supply chain and...
Why the last 3 years were most challenging

1. Change in University’s organizational structure
2. Change in governance
3. Required to set target deliverables
Towards a Global Knowledge Enterprise
building synergies between education, research and entrepreneurship.
NUS Libraries Vision

To be a premier knowledge hub that promotes the University’s global knowledge Enterprise vision

NUS Libraries Mission

To deliver just-in-time information with passion and a smile
9 strategic goals 2002-2005

1. Provide timely & user friendly access to relevant information
2. Provide proactive, customer-focused and value-added services
3. Impart information seeking skills
4. Maintain an innovative library
5. Develop highly skilled staff
6. Promote effective communication
7. Forge strong alliances
8. Provide conducive & safe library
9. Establish effective organization structure
Quality Assurance Framework for University (QAFU)

Achieve deliverables set University Self Assessment Report (USAR) to the MOE

- User satisfaction on eservices
- Library collection
- Digital resources
- Library services
- Collaborations
NUS Libraries’ next journey of excellence ...

Focus on

- Collection excellence
- Service excellence
- Increased accessibility
- Staff development
The Central Library

Collection serves

- Faculty of Art & Social Sciences
- School of Design & Environment
- Faculty of Engineering
The Chinese Library

Collection - 3rd largest collection outside China

Rich in materials on
- Chinese Studies
- Southeast Asia
- Chinese classics
- Chinese Overseas
- Japanese studies
The C J Koh Law Library

Collection focuses on

- Singapore Law
- UK Law
- US Law
- ASEAN laws
- Laws of China
Collection serves primarily the NUS Business School

Focuses on business, finance and management
The Medical Library

- The de facto medical library in Singapore
- One of the best in this region
- Collections on medicine, dentistry and pharmacy
The Science Library

- Biological Sciences
- Chemistry
- Computer Science
- Mathematics
- Statistics
- Physics
Who do we serve?

> 52,000 members as at June 2004
> 75% staff & students

Others include

- NUS alumni
- Faculty & students of other tertiary institutions
Print resources

- over 1.18 million unique titles
- over 2.3 million volumes
  - Books: almost 1.6 million volumes
  - Journals: over 700,000 volumes

- 13,512 active journal subscriptions
  - 9,694 paid subscriptions
Digital Library Initiatives

1. Licensing & purchasing electronic resources
   - From 1993-2004, eresources increased nine fold
   - more than 100 databases
   - 13,000+ ejournals
   - 9,000+ ebooks
Digital Library Initiatives

1. Licensing & purchasing electronic resources

   The ejournals are licensed as bundles from major publishers:
   - Blackwell Synergy (~672 titles)
   - Elsevier’s ScienceDirect (~1,516 titles)
   - SpringerLink (includes Kluwer) (~1,122 titles)
   - Taylor & Francis (~1,064 titles)
   - Wiley InterScience (~201 titles)
Digital Library Initiatives

2. Digitization projects & digital services

Digital Media Gallery (DMG)

- Historical photos of the NUS
- Vanishing scenes of Singapore
Digital Library Initiatives

2. Digitization projects & digital services

Video-on-Demand (VOD)

Click on the following to Video via LINC

via IVLE
Digital Library Initiatives

2. Digitization projects & digital services

Past year examination papers

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Arts and Social Sciences</th>
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<tbody>
<tr>
<td>Subject</td>
<td>Centre for Language Studies</td>
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<tr>
<td>Course Name</td>
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<tr>
<td>Course Number</td>
<td>LAV2201</td>
</tr>
<tr>
<td>Year</td>
<td>2003 Nov</td>
</tr>
<tr>
<td>Level</td>
<td>2</td>
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<td>Document Links</td>
<td>View exam paper</td>
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NATIONAL UNIVERSITY OF SINGAPORE
FACULTY OF ARTS & SOCIAL SCIENCES

CENTRE FOR LANGUAGE STUDIES


LAV2201 – VIETNAMESE 2

November 2003

INSTRUCTIONS TO CANDIDATES
Digital Library Initiatives

2. Digitization projects & digital services

Books from Singapore University Press

Ebooks/Conferences by Publisher: SUP

<table>
<thead>
<tr>
<th>Codes</th>
<th>Ebooks/Conferences</th>
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<tbody>
<tr>
<td>W</td>
<td>Architectural Detailing for the Tropics</td>
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<tr>
<td>W</td>
<td>Chinese Temple Architecture in Singapore</td>
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<tr>
<td>W</td>
<td>City and the Forest, The: Plant Life in Urban Singapore</td>
</tr>
<tr>
<td>W</td>
<td>Contemporary Family in Singapore: a Structure and Change</td>
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<tr>
<td>W</td>
<td>Dynamics of One Party Dominance, The: the PAP at the Grassroots</td>
</tr>
<tr>
<td>W</td>
<td>Geo-strategy and the South China Sea Basin: Regional Balance, Maritime Issues Future Patterns</td>
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<td>W</td>
<td>Malays and Modernization: a Sociological Interpretation</td>
</tr>
<tr>
<td>W</td>
<td>Prince of Pirates: the Temenggongs and the Development of Johor and Singapore, 1784-1885</td>
</tr>
<tr>
<td>W</td>
<td>Public Housing in Singapore: a Multidisciplinary Study</td>
</tr>
<tr>
<td>W</td>
<td>Singapore Studies: Critical Surveys of the Humanities and Social Sciences</td>
</tr>
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</table>
Digital Library Initiatives

2. Digitization projects & digital services

Online Indexes
- PERIND
- Southeast Asian Studies (in Chinese)
- Index to Singapore Acts
- Chinese Overseas Periodical Index
Digital Library Initiatives

2. Digitization projects & digital services

Online library publications

- Singapore Literature
- Statistics of Singapore
- Chinese Education in Singapore, 1819-1959
- A Sense of History
## 2. Digitization projects & digital services

### Table of Contents

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>CALL #</th>
<th>STACK#</th>
<th>STATUS</th>
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<td>PR3093 Sha</td>
<td></td>
<td>AVAILABLE</td>
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</tbody>
</table>

- Acknowledgements
- Notes on the Contributors
- Foreword / Peter Holland
- Introduction / Mark Thornton Burnett, Ramona Wray
- The Book on the Screen: Shakespeare Films and Textual Culture / Andrew Murphy
- The Postmodern Theatre of Paul Mazursky's Tempest / Douglas Bruster
- Camp Richard III and the Burdens of (Stage/Film) History / Stephen M. Buhler
- Shakespeare Meets the Godfather: The Postmodern Populism of Al Pacino's Looking for Richard / Neil Sinyard
- Urban Dystopias: Re-approaching Christine Edzard's As You Like It / Amelia Marriott
- Impressions of Fantasy: Adrian Noble's A Midsummer Night's Dream / Mark Thornton Burnett
- 'The Way the World is Now': Love in the Troma Zone / Margaret Jane Kidnie
- 'These Violent Delights have Violent Ends': Baz Luhrmann's Millennial Shakespeare / James N. Loehlin
- 'Either for tragedy, comedy': Attitudes of Hamlet in Kenneth Branagh's In the Bleak Midwinter and Hamlet / Emma Smith
- The End of History and the Last Man: Kenneth Branagh's Hamlet / Julie Sanders
- From the Horse's Mouth: Branagh on the Bard / Ramona Wray, Mark Thornton Burnett
Digital Library Initiatives

2. Digitization projects & digital services

Preservation of newspapers & rare books

- Lat Pau (1887-1932)
- Journal of Three Voyages: along the coast of China in 1831, 1832 & 1833
- Sin Kok Min Jit Poh (1919-1933)
Digital Library Initiatives

2. Digitization projects & digital services

**Online art gallery**

- Paintings donated to the Chinese Library
- C J Koh’s paintings
Digital Library Initiatives

2. Digitization projects & digital services

Document Delivery Services (DDS) using Ariel

- 4,000 requests processed

1. User submits DDS request online
2. Library receives request
3. Search for DDS supplier & place order
4. Library receives article & informs user
5. User views article on desktop

User can check status of request online

1-3 days (turnaround time)
Digital Library Initiatives

3. Intensifying use of IT

- Integrated Virtual Learning Environment (IVLE)
- E-reserves
Digital Library Initiatives

3. Intensifying use of IT

- InfoGate (federated search & link resolver)
  - EnCompass
  - LinkFinderPlus
3. Intensifying use of IT

- Library proxy
Digital Library Initiatives

3. Intensifying use of IT

- Library portal
  - Single sign-on
  - Personalization
  - Electronic forms
Digital Library Initiatives

3. Intensifying use of IT

- Other services
  - Wireless LAN
  - LINC via AirLINC for pocket PCs & WAP enabled mobile phones

(akan datang - July 2005)
How have the roles of the NUS Librarians evolved?

- Move from paper-based to hybrid library
The morphed librarians developed skills in ...

a. IT applications for diverse resources
   - configure links (URLs)
   - build connectors (InfoGate)
   - manage e-resources & license agreements
   - Millennium INNOPAC, EnCompass, IVLE and many others ...
The morphed librarians developed skills for ...

b. Outreach projects

- partner faculty to conduct courses
- conduct focus group sessions
- Library Instruction ONline (LION)
The morphed librarians developed skills in ...

c. Entrepreneurial ventures

- best source
- negotiate site licenses
- effective financial planning
# Statistics at a glance ...

## Collections

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of libraries</td>
<td>6</td>
</tr>
<tr>
<td>Number of print titles</td>
<td>1.18 unique titles</td>
</tr>
<tr>
<td>Number of print volumes</td>
<td>2.3 million</td>
</tr>
<tr>
<td>Number of print journal subscriptions</td>
<td>&gt;13,000</td>
</tr>
<tr>
<td>Number of paid print subscriptions</td>
<td>&gt;9,600</td>
</tr>
<tr>
<td>Number of electronic databases</td>
<td>&gt;100</td>
</tr>
<tr>
<td>Number of ejournals</td>
<td>&gt;13,000</td>
</tr>
<tr>
<td>Number of ebooks</td>
<td>&gt;9,000</td>
</tr>
<tr>
<td>Number of AV materials</td>
<td>&gt;22,000</td>
</tr>
<tr>
<td>Number of microform titles</td>
<td>&gt;23,000</td>
</tr>
</tbody>
</table>
Statistics at a glance ...

**Users served**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of users served in total</td>
<td>&gt;52,000</td>
</tr>
<tr>
<td>Number of faculty &amp; researchers served</td>
<td>&gt;3,000</td>
</tr>
<tr>
<td>Number of graduate students served</td>
<td>&gt;8,000</td>
</tr>
<tr>
<td>Number of undergraduates served</td>
<td>&gt;21,000</td>
</tr>
</tbody>
</table>
Statistics at a glance ...

**Services provided**

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of book requests processed</td>
<td>&gt;45,000</td>
</tr>
<tr>
<td>Number of orders placed</td>
<td>&gt;26,000</td>
</tr>
<tr>
<td>Number of loan transactions</td>
<td>&gt;1.3 million</td>
</tr>
<tr>
<td>Number of queries</td>
<td>&gt;70,000</td>
</tr>
<tr>
<td>Number of education programmes</td>
<td>&gt;300</td>
</tr>
</tbody>
</table>
Statistics at a glance ...

Total Staff size

<table>
<thead>
<tr>
<th>Number of full-time librarians</th>
<th>49 (3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of part-time librarians</td>
<td>7</td>
</tr>
<tr>
<td>Library IT team</td>
<td>3</td>
</tr>
<tr>
<td>Other library staff</td>
<td>282</td>
</tr>
</tbody>
</table>
Staying efficient & relevant

- How do we provide value-added services with a shrinking budget?
- How do we equip users with information seeking skills?
- How can we continuously develop our skills and competencies?
Thank you
Terima-kasih