Collaborative projects: people, knowledge and connections

Advancing & Building Connections – NUS Libraries' efforts in supporting the NUS community

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Highlights of our efforts in building connections

… to digital collections
… with better facilities
… with bibliometric services
… with publishers
… in the classroom & at a lecture
… by integrating information literacy programmes
… through continual process improvements
… with other academic libraries

Vision, mission, core values & strategies

Vision: A premier knowledge hub promoting the University's vision as a leading global university centred in Asia

Mission: To deliver just-in-time information with passion and a smile

Strategic Thrusts	Strategic Objectives
Staff Excellence	1. Nurture and retain high performance and innovative staff
Collection Excellence	2. Develop timely and relevant resources 3. Enhance retrieval from collections
Service Excellence	4. Promote services and resources 5. Improve services
Operational Excellence	6. Continual improvement of process and infrastructure

Respect – Respect for differences, fostering mutual trust & teamwork

Integrity – Honesty & professionalism in our conduct

Commitment – Dedication and ownership that creates value for the NUS Libraries

Excellence – Emphasis on attaining the highest standards in service

Building connections to digital collections

- Institutional repository – ScholarBank@NUS

Building connections to digital collections

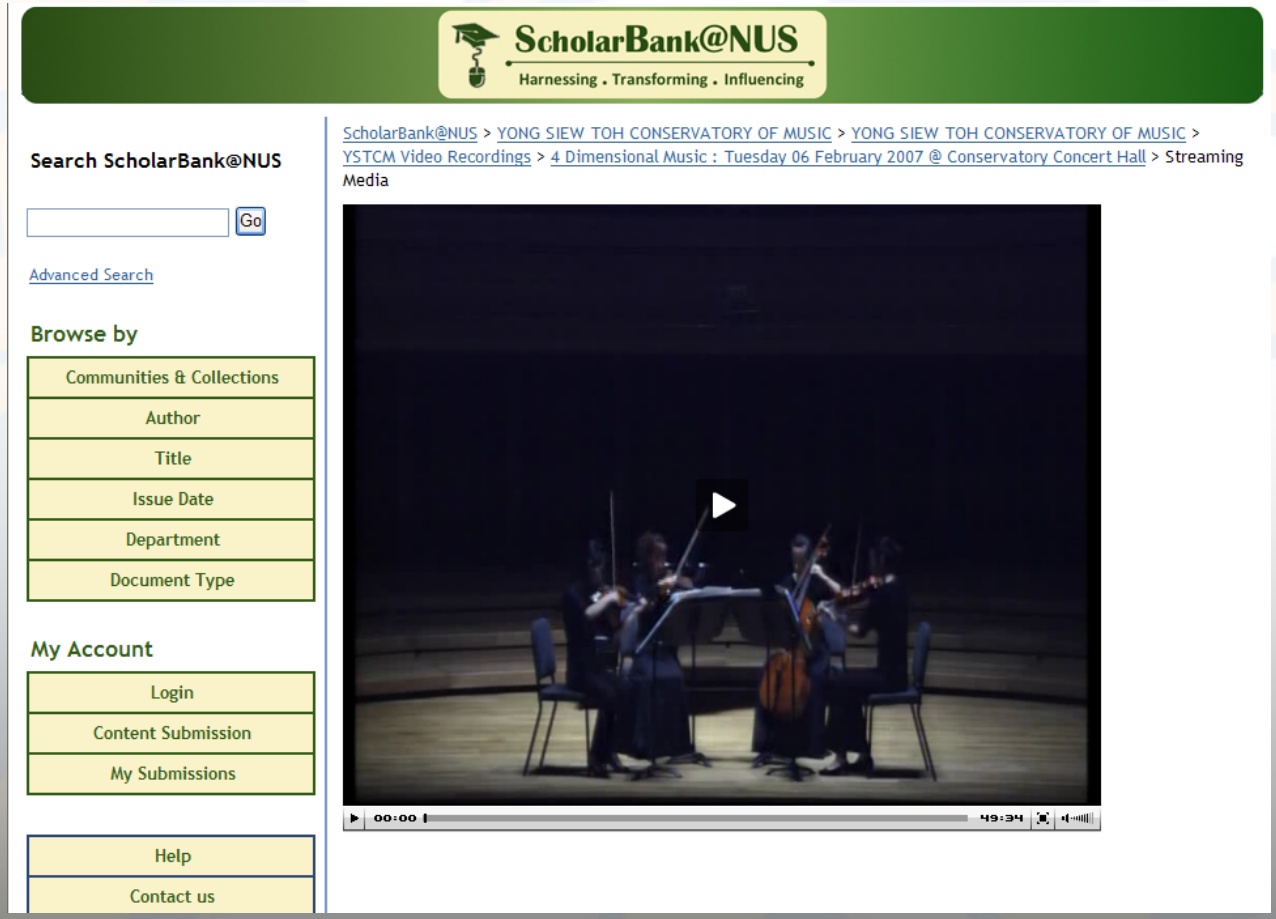
- ScholarBank@NUS - E Theses & Dissertations
  - Master's (by Research) & PhD Theses

Collection	Contents/Requirements	Accessibility
Open	• Citations (author, title, abstract, etc) • Full-text	World-wide
Restricted	• Citations (author, title, abstract, etc) • Full-text • Login using NUSNET ID	World-wide (citations only) NUS staff and students (citations & full-text)
Closed	• Citations only (author, title, etc) • No abstract and full-text	World-wide (citations only)

Building connections to digital collections

- ScholarBank@NUS - Music Recordings

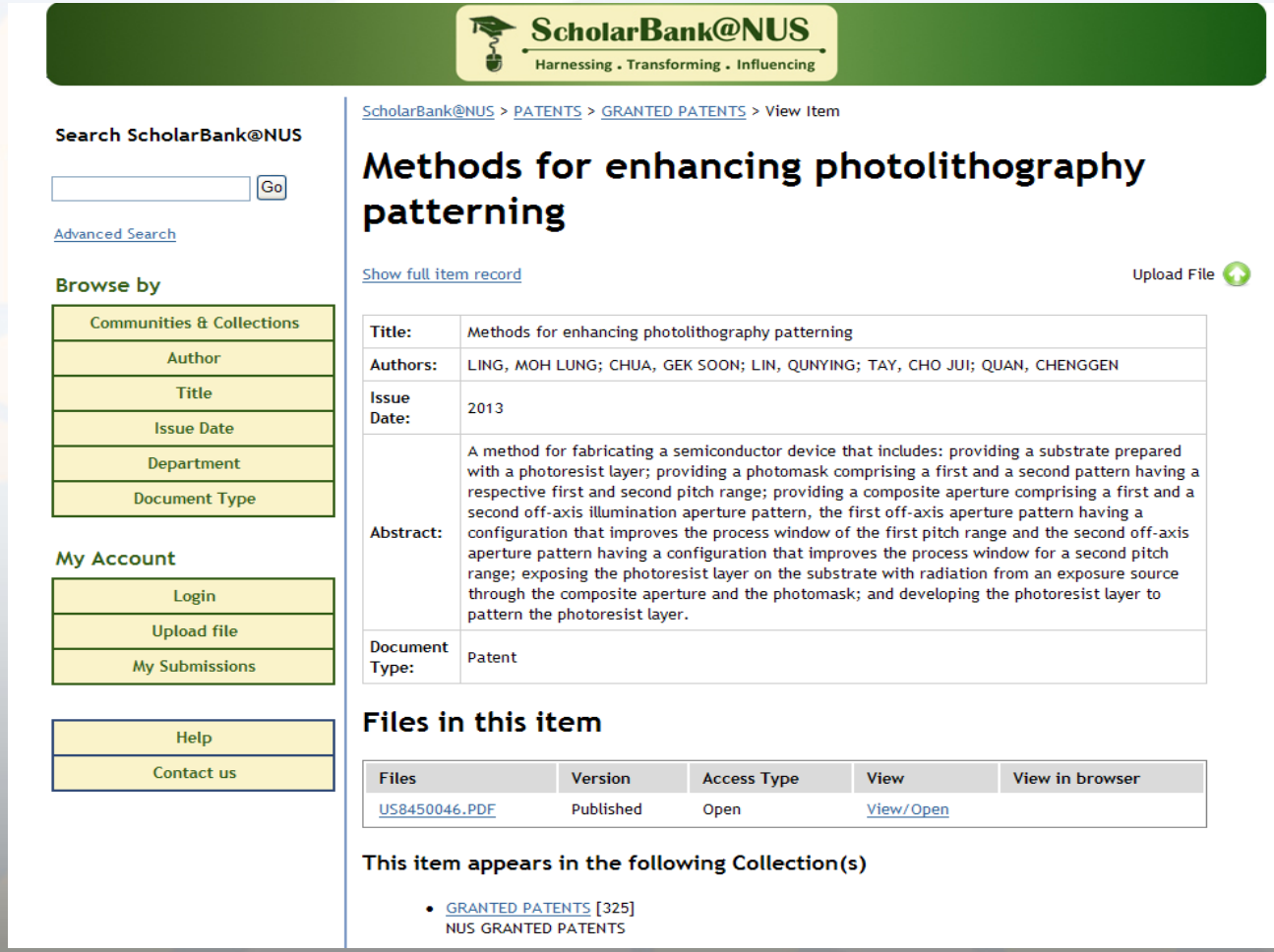
Audiovisual Streaming



Building connections to digital collections

- ScholarBank@NUS - Patents

Granted patents & Published Applications



Building connections to digital collections

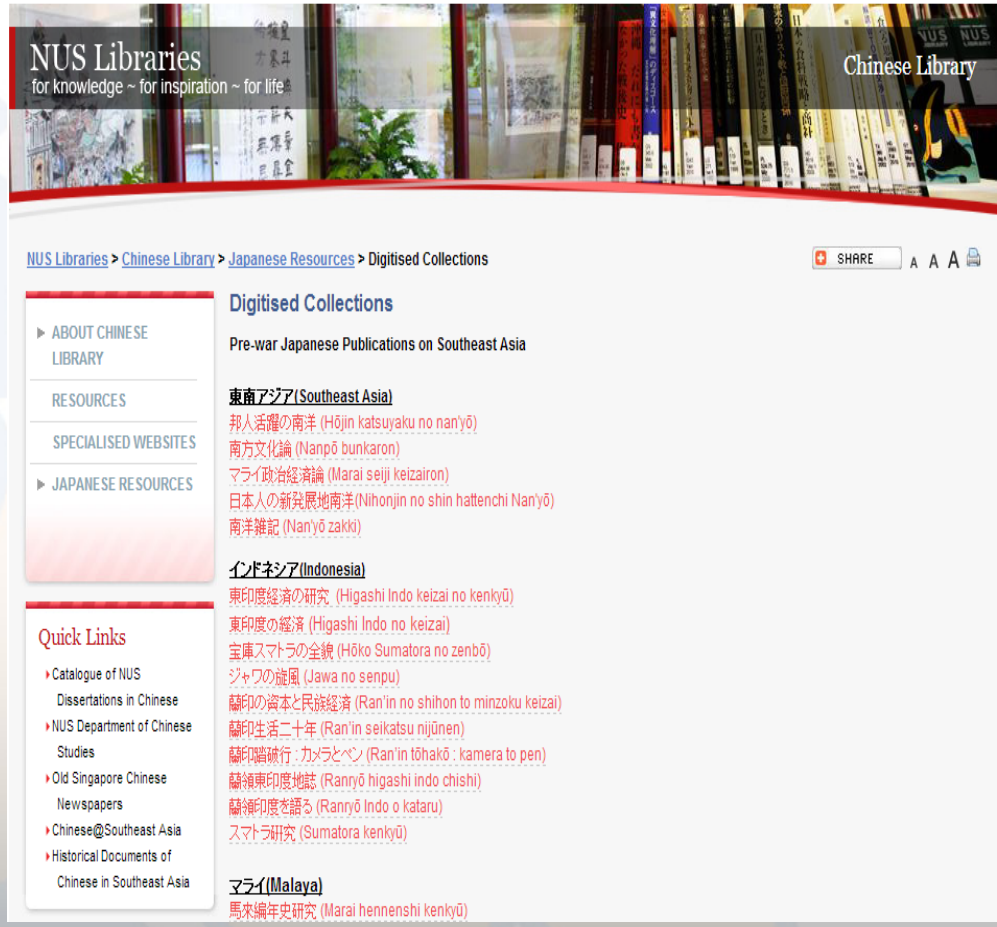
- Historical documents of the Chinese in Southeast Asia
- 299 titles
- Used for assignments

http://libportal.nus.edu.sg/frontend/ms/sea-chinese-historical-doc/about-sea-chinese-historical-doc

Building connections to digital collections

- Pre-war Japanese publications in Southeast Asia

- 40 titles on history, culture, economics and politics of Southeast Asian countries, and Chinese Overseas



http://libportal.nus.edu.sg/frontend/ms/chinese-library/japanese-resources/digitised-collections

Building connections to digital collections

- Singapore Memory Project

- A nationwide movement which aims to capture and document precious moments and memories related to Singapore
  - 6 local Chinese newspapers
  - 53 books, reports, papers & gazettes
  - Sample tiff files of Lat Pau to convert image files to text-searchable formats

Not accessible yet!

Building connections with better facilities

- Office of Facilities Management, Univ Campus Infrastructure
  - Additional power sockets
  - Green Library Committee to promote eco-friendly library culture programs and proposed changes to align with BCA Green Mark or other Green building standards

- President's Office
  - Automated library (NUSL Express) for self borrowing and returning
  - Bringing course readings to students for modules offered at the University Town 24x7

Building connections with better facilities

- Student club
  - 24 hour reading room before and during exams

- NUS Living Lab
  - Working with NUS Living Lab on crowd density analytics using data from existing CCTV cameras

Building connections with bibliometric services

- **Benchmarking**

  - Department of Psychology

  - A Resource librarian submitted an in-depth report - compared 40 US colleges & impact analysis of each faculty member

  - Department of Obstetrics and Gynaecology

  - a team of Librarians from the Medical and Science Libraries submitted a Citation Report containing Publication, Citation Metric data and the search strategies used for 25 Universities and their affiliated Medical Centres and Hospitals

Building connections with bibliometric services

- **Building portfolio for annual tenure & promotion exercise**
  - Training extended to administrators from teaching departments
  - Included tips on compiling citation metrics form Google Scholar using a freeware Publish or Perish
  - Formulate search strategies for re-use whenever they need to update the dept's data
  - Compile citation reports for evaluation of potential hires and prominent speakers
  - Providing data used for analysing NUS' core research areas

Building connections with publishers

Examples of workshops on how to get published and research process

- Choosing your co-authors: the finer tips – Lexis-Nexis
- Guide to getting published – Emerald
- How to publish in Nature – Nature Publishing Group
- How to publish an Article - SAGE
- Best practice of research process – Thomson Reuters
- How to enhance your research performance using the Web of Knowledge – Thomson Reuters

Building connections in the Classroom

1. Invited by lecturer to systematic review tutorials
2. Faculty Librarian circulated among student groups who had to present their search strategies to the class

   Provided advice on the search process

   Recommend databases

   Helped students improve their search strategies

   Did some impromptu teaching to the entire class on some key elements of searching

Measure of Success:

Faculty to work with Library to incorporate more such sessions into the Public Health curriculum.

Librarian copied in Lecturer's email to students as resource person for students doing health projects

Increase in number of students approaching Librarian for assistance

Librarian's comment:

In the classroom as we co-teach, we can see and hear what the students and lecturers are saying and thinking – useful to understand our clientele and extend our reach further!

It is a great feeling to be there exactly when the students need you !

Building connections at a lecture

1. Pharmacy librarian requested to sit in a lecture on Systematic Reviews
2. Lecturer mentioned the librarian's presence during the lecture

   encouraged the students to contact the librarian for help in constructing search statements for systematic reviews
3. Librarian spoke to students during lecture and gave them her contact information

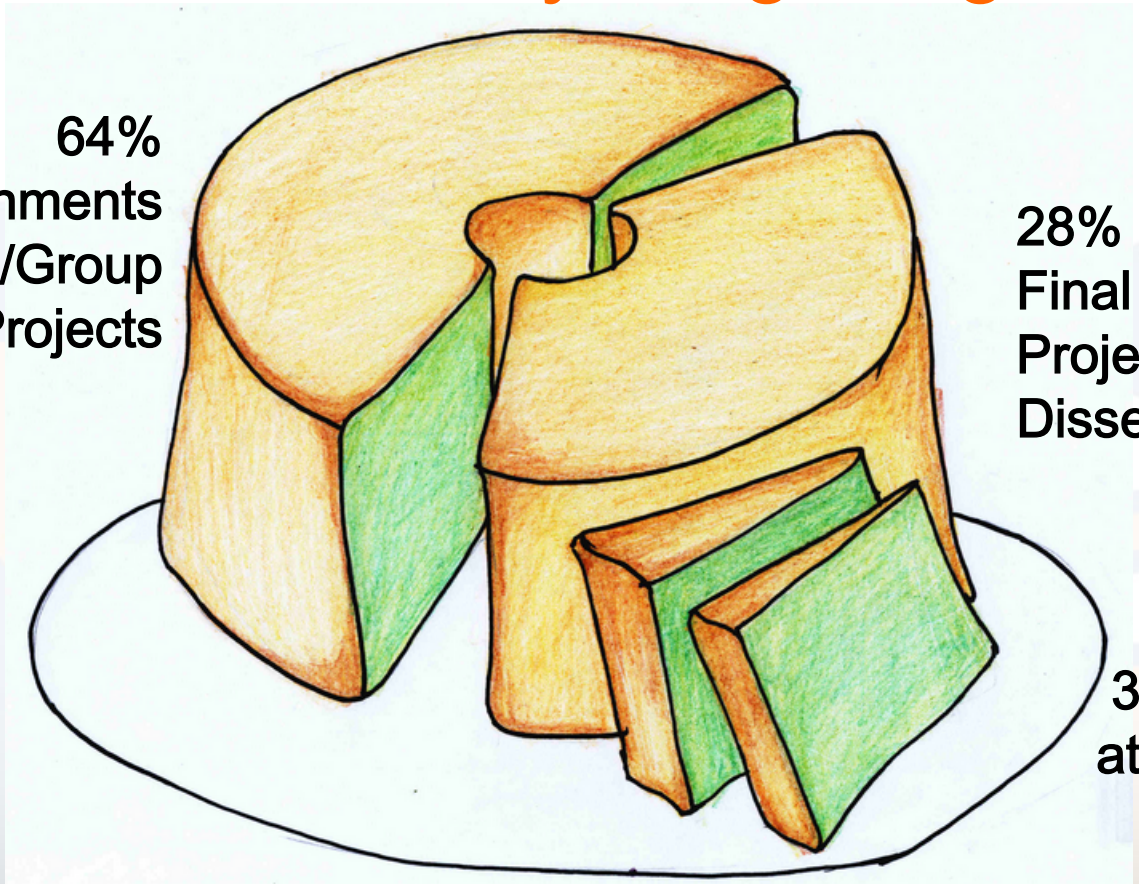
<u>Measure of Success:</u>

Student contacted the librarian a few days later for an advisory session and subsequently, he recommended this advisory service to his other classmates!

<u>Librarian's comments:</u>

Sitting in the lectures helps in understanding the students' curriculum. It is also a very good opportunity to network with the lecturers and students. Let them know that you are actively participating in their learning & research process!

Building connections by integrating ILPs



80% of Information Literacy Programmes are integrated with curriculum

ES1531 – Critical Thinking and Writing for 1st Year Engineering

- Information literacy programme started in 2009.
- Target was 100% reach
- In 2012/13, the reach was 98%
- 5% of marks given to information literacy in 2012/13
- 5% of marks taken back in 2013/14
- In 2013/14, students are required to produce an annotated bibliography

ES1531 – Critical Thinking and Writing for 1st Year Engineering

To guide and support students, librarians:

1. Created Quick Guides and uploaded to their course page to follow
2. Conducted 4 hands-on sessions on information searching
3. Conducted a Webex lecture on evaluation of sources
4. Held online chats for students to ask questions
5. Created online discussion forums for students to ask questions
6. Provide student advisory sessions for students to consult librarians

ES1531 – Critical Thinking and Writing for 1st Year Engineering

Sem 1, 2013/14 (Class size = 580 students)	
Total number of students who attended the 4 hands-on sessions	367 (63%)
Total number of unique downloads for quick guides package	447 (77%)
Total number of students who attended WebEx lecture	170 (29%)

E-Learning Week (9-13 Sep)

Mon	Tues	Wed	Thur	Fri
Online chats for 2 modules	Online chats for 2 modules	Online chats for 2 modules	Online chats for 1 module	Online chats for 1 module
		Webex for 1 module	Webex for 2 modules	

Online chats peaked from 11am – 3pm

Building connections through continual process improvements

- With Office of Quality Management
  - Apply Lean Six Sigma tools to save time and costs

Project title	Project target
To improve the time-to-available of e-journal titles in newly-subscribed packages	To reduce the average processing time by at least 10%, and improve accuracy in providing the right link to the e-journal title in the Library catalogue
Improving claiming process for current journals	1. Reduce 56% of unsupplied gift journal issues to 20%. 2. Sustain and gradually reduce the existing unfulfilled claims for paid journal issues to 20%
To streamline processing of Inter-library loans requests	To improve the average processing time of local and overseas Inter-library loan requests so that 95% of requests are completed within the KPI standard of 7 days and 31 days respectively
To speed up the Document Delivery Service process	To reduce the turnaround time to process DDS requests, so as to meet the KPI of “90% of requests fulfilled within 7 days
Streamline RBR collection updating process to meet current KPI (70%) of books used	Streamline the RBR collection updating process using Lean techniques so as to meet the KPI of “70 % of books on RBR shelf used more effectively
Improving Ordering & Claiming Processes for the C J Koh Law Library	Orders for CJKLL titles to meet KPI of “80% of fulfilled orders are received within 45 days

Other connections

- A Day in the life of NUS, NTU and SMU libraries
  - Provide opportunities for library staff to be exposed to the operations of other academic libraries in Singapore
  - evaluate operational best practices
  - foster good relationships with their peers in other libraries

- Libraries of ASEAN University Network (AUNILO)
  - Evaluating discovery services (DS) to implement a single DS to find information in all the institutional repositories of the participating libraries

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Thank you