NTU LIBRARIES ANNUAL REPORT

Academic Year 2008/09  (July 2008 – June 2009)

Content
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B. Resources
C. Outreach
D. Facilities & infrastructure
E. Management
F. Staff
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SUMMARY

Visits to NTU libraries increased 10% to 2.26 million. Users logged 2.7 million sessions on the Library website and 2.4 million sessions on databases and e-journals were recorded. Loans of library materials increased by 18% to 495,470. 264 instructional classes were conducted for 6,340 students. Library staff answered 23,954 enquiries, 11% of which are in-depth reference queries.

The Library added 37,583 printed books and 17,089 electronic books during 08/09 financial year. Electronic resources comprising databases and e-journals occupy the lion’s share of the materials budget at 63.5%. 34,000 e-journal titles and 196 databases were made available to users.

The Library launched its institutional repository, DR-NTU to store and make staff publications and student works digitally accessible. It carried out a campus wide user satisfaction survey, LibQUAL+ which showed that users were generally satisfied with library staff performance but not satisfied with library space provision.

Several projects were carried out to improve the physical facilities of the Library. This includes the creation of a quiet floor in Lee Wee Nam Library, reconfiguration of Library 2 into the Business Library, remodeling of ACRC Library, creation of a Closed Stacks area, etc. The entire library collection was also converted to an RFID tracking system.

The NTU Art & Heritage Museum, which is under Library management was also launched by the NTU President in Oct 2008.

The University Library Committee chaired by Senior Associate Provost was formed to ensure appropriate academic oversight on the direction and development of the Library. 9 staff resigned and 8 new staff joined the Library. 11 staff were promoted. 21 professional staff obtained the status of Practicing Professional of the Library Association of Singapore. Librarians gave 12 presentations at conferences and other external institutions locally and overseas. The Library hosted 2 international internship programmes (4 weeks in Aug 08 and 3 weeks in Jun 09) for 12 librarians from the region. 15 Library staff participated as office holders or members of various external committees and organizations. The Library hosted 20 delegations of overseas visitors during the Academic year.
A. SERVICES

1. Use of Libraries

The Library continued to register heavy use of its facilities in AY08/09 with 2.26 million visits to all libraries. This is an increase of about 10% over AY07/08.

On average, there were 7,171 visits to our libraries each day. Lee Wee Nam Library, the largest library accounted for 58% of all visits (Figure 1).

Over the whole AY, August and October registered the most number of visits while December and June were lull periods as expected. Figure 2 shows the number of visits each month. About half of all visits each week day occurred in the afternoon (between 12:00 – 5:00 pm). 28% of visits were in the morning while 22% after 5:00 pm (Figure 3).

2. E-Resource access and use

Access to e-resources

The Library Portal is the electronic shop front of the Library, providing links and information on services and resources. It is one of the most popular websites on campus and more than 2.7 million sessions were recorded during the AY.

In addition, more than 2.4 million sessions to databases and e-journals (via the Ezproxy service) and 1.2 million sessions to the Library catalogue were recorded.

There were 231,000 sessions on the A-Z Journal search, though users can access journals indirectly through other links. Access to e-books was fairly constant over the year except for the long vacation period from May to July, averaging about 21,140 sessions per month or 1.7 sessions for each e-book title per year (Figure 5).
User of e-resources

The pattern of e-resource usage by students appeared to be different from staff. When usage by students dipped drastically in November, staff use peaked for the whole year (Figure 6). Student use of e-resources rose sharply from Dec 08 to Mar 09, possibly due to work on final year projects and theses.

In terms of intensity of use, statistics collected on access to e-resources via Ezproxy by students and staff showed that on average, research staff/faculty access e-resources 246 times a year compared with 56 for a student.

3. Loan of library materials

Book loans

Loan of library materials increased by 18% from 418,591 in AY07/08 to 495,470 in AY08/09. This is despite the greater availability of remotely accessible e-resources.

The loan rate (number of books borrowed per visit) was highest in Art, Design & Media (ADM) Library (0.539) followed by Library 2 (Business Library) (0.380), Humanities & Social Sciences (HSSL) Library (0.371), Chinese (CHNL) Library (0.303), Asian Communication & Resource Centre (ACRC) (0.224), Wang Gung Wu (WGW) Library (0.182) and lastly Lee Wee Nam (LWN) Library (0.117).

Interlibrary loans & article procurement services

The inter-library loan and article procurement services provide access to materials that are not available in our libraries. The number of requests gives an indication of the adequacy of the library collection. In AY08/09, staff from College of Humanities & Social Sciences (CoHASS) requested for the most number of books from other libraries, followed by College of Engineering (COE).

On the other hand, requests for purchase of articles came largely from CoE followed by CoHASS. Most of the requests for books were fulfilled by other local libraries, with only 9 books being requested from overseas libraries. Article requests were fulfilled through purchase from overseas vendors for 47% of requests. The Library also supplied 214 books on inter-library loan to other local libraries and 7 to overseas libraries (Figure 8).
4. Instructional Services

Instructional Services and subject librarians conduct regular workshops and classes to help users make better use of information in their academic and research work. Classes are open to all as well as arranged with academic staff in various schools. 264 classes were conducted for 6,340 students and staff in the AY. Figure 9 shows the number of participants by each individual school. Most participants are from HSS, followed by SBS, NBS and MAE.

Library classes cover 4 areas – awareness of library resources, using resources on specific subjects, research methods (e.g. literature review) and tools (e.g. using Endnote). A matrix of courses is designed around these areas. About 32% of participants attended the basic courses (covering mostly resource awareness topics) followed by sessions on use of Endnote (21%) as shown in Figure 10.

Generally, classes have a strong positive impact on participants as gathered from formal written feedback conducted at the end of each session. Before attending library classes, most users do not realize the range and depth of useful information resources and tools at their disposal. They also gained better understanding of scholarly communication practices, such as using proper scholarly sources and citing works properly, conducting literature reviews and being more aware of plagiarism.

5. Reference Services

The Library answered 23,954 queries (excluding those at IT Help Desk at LWN Library). 2720 (11%) were in-depth reference queries requiring more time to answer and are mostly dealt with by professional staff while other enquiries are mostly questions on library services, facilities and administration.

The ratio of reference queries to routine enquiries in a library indicates the intensity of effort required for answering every query received. LWN Library received the most reference queries and also has the highest reference to enquiries ratio (0.421). This is followed by ACRC (0.304) and HSS Library.

<table>
<thead>
<tr>
<th>Library</th>
<th>Type of queries</th>
<th>Total</th>
<th>Ratio of Reference queries/Enquiries</th>
</tr>
</thead>
<tbody>
<tr>
<td>LWN</td>
<td>1,989</td>
<td>4,727</td>
<td>6,716</td>
</tr>
<tr>
<td>ACRC</td>
<td>122</td>
<td>401</td>
<td>523</td>
</tr>
<tr>
<td>HSS</td>
<td>212</td>
<td>2,102</td>
<td>2,314</td>
</tr>
<tr>
<td>Others</td>
<td>187</td>
<td>2,485</td>
<td>2,672</td>
</tr>
<tr>
<td>Chinese</td>
<td>49</td>
<td>2,373</td>
<td>2,422</td>
</tr>
<tr>
<td>Library 2</td>
<td>137</td>
<td>7,963</td>
<td>8,100</td>
</tr>
<tr>
<td>ADM</td>
<td>24</td>
<td>1,104</td>
<td>1,106</td>
</tr>
<tr>
<td>WGW</td>
<td>0</td>
<td>101</td>
<td>101</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2,720</td>
<td>21,256</td>
<td>23,954</td>
</tr>
</tbody>
</table>

Figure 11: Total queries answered by each library
(0.101). WGW Library (which did not receive reference queries), Chinese Library (0.021) and Library 2 (0.017) have the 3 lowest ratios.

Reference queries were received by phone, email or walk-in modes (Fig. 12). Most reference queries were asked by walk-in users (53%)

B. RESOURCES

1. Library materials

The budget for library materials rose slightly over FY07/08 and expenditure increased by 3.1%. There was no substantial change in the distribution of expenditure on various library material types. Electronic resources comprising databases and e-journals continue to occupy the lion’s share of the budget at 63.5%.

Books

37,583 new books and 17,089 e-books were added to the Library collection in the FY. Most books were purchased for CoHASS (62%) as the Library is still building up the humanities & social science collection from scratch as well.

Electronic books & AV materials

For e-books, most of the purchases (9,265 titles or 54% of total) were for subject areas covered in CoE. 1,605 audio-visual titles were also added to the collection. Most of the titles were purchased for CoHASS - ADM (37%), HSS (25%) and ACRC (10%). General titles account for 17%.

Journals

New journal titles are subscribed either individually or as part of a package. As most journals are subscribed as part of large packages covering multidisciplinary areas, it is difficult to break down the proportion of budget and titles by subject areas. Each journal package provides a variable number of titles which may change during the subscription period. Furthermore many of these titles are not specifically required but are available because of the package subscription. A substantial number of titles are also available as part of database subscriptions making the task of analysis more difficult. In total, there are about 34,000 unique e-journal titles available for access.

Databases

Databases are e-resources that provide various search mechanisms for finding journal articles, conference papers, patents, news articles, images, etc. The Library subscribed to 196 databases, a comprehensive range that cater to all fields covered in NTU. All the important databases in major disciplines are available including the 2 large citation databases, SCOPUS and Web of Knowledge.
2. Institutional repository

Implementation of DR-NTU

DR-NTU was launched in Sep 2008. It is an institutional repository that aims to capture, organize and make accessible the intellectual output of staff and students. The Repository was initiated as part of a joint project with the Information Studies Division in WKWSCI. It is built on DSPACE, an open source software. DR-NTU was implemented in 2 versions, restricted and open access and was carried out in 2 phases during the AY.

Restricted access version

The Restricted version (for student and staff access only) went live in Sep 2008. To date, all student theses, reports and staff applied research reports have been successfully migrated from the old system while examination papers are in the process of being migrated. College of Engineering has also agreed to have their students submit the full text of FYP reports instead of just the abstracts. This will be implemented with effect from 2009.

Open access version for staff publications

The Open Access version (for archiving staff publications such as journal articles and conference papers) went live in Jan 2009. Currently staff can submit their articles electronically on their own. To make this process easier, the Library worked with CITS to integrate the submission procedures with the RIMS system. This will enable staff to submit the full-text of their publications at the same time as they submit their publications details in RIMS. This is scheduled to be completed in Sep 2009.

As of end of June, there were 772 submissions from academic schools – 79.9% from RSIS, 15.8% CoE, 3.6% CoS and the rest from CoHASS in the Open Repository. There are also 2,955 items digitized from the AMIC (Asian Media Information & Communication Centre) proceedings collection. The Restricted Repository has about 7,700 theses, 9,000 reports and 1,200 examination papers in digital format.

Proposal for Open Access Mandate

The Provost-Deans Group gave in-principle agreement to the Open Access Mandate and instructed the Library to seek further feedback from the academic community. The proposal was then discussed and supported by the newly formed Library Committee. The College of Engineering also arranged 4 sessions for the Library to explain the proposal to their faculty. Though the attendance was low, staff members present were generally keen on providing their journal articles on open access. However, there were some concerns about difficulties in submitting the appropriate version of their publications. To assist in populating DRNTU, the Library carried out mediated deposit to help staff members upload their publications in the short term.

Figure 14: DR-NTU Communities and collections
3. Book donations

The Library accepts donation of books and materials that are relevant to the library collection. Highlights of past donations can be viewed in the Library Donation webpage. During FY 08/09, 1,445 volumes of books were donated by the following benefactors:

- Prof. Kwok Kian Woon - 112 English and Chinese titles on historiography and cultural studies.
- Mr. Tan Phor Ser - 744 Chinese literary works by famous writers published in the 1930s to 1980s.

![Some books donated by Mr Tan Phor Ser](image)

C. OUTREACH

The Library engaged in various types of outreach and promotion activities to create better awareness of the rich collection of learning and research resources and services available to our users. The purpose is to help users maximize the use of expensive resources.

1. LibQUAL+ user survey

Campus-wide user survey

The LibQUAL+ Survey (administered by the Association of Research Libraries (ARL) in the USA) was carried out from 30 Sep to 30 Oct 2008. Approximately 10,000 respondents (reflecting NTU population profile) were targeted and 4,631 users replied. This is one of the highest response rate recorded among universities that carried out the survey in the same period. 74.4% of responses were from undergraduates, 16.69% from graduate students, and 8.84% from staff (of which 3.93% were faculty).

LibQUAL is an outcome-based assessment instrument that measures how well a library serves its users, in contrast with the more traditional input and output performance measures. The results therefore provide an indication of the performance of library services in areas that are important to users; whether it is performing up to the expectation of users and where users would like to see improvements most. There are 22 core survey items measuring user perceptions of service quality in three dimensions:

- Affect of Service (i.e. attitudes, responsiveness and abilities of library staff)
- Information Control (i.e. availability, accessibility and use of library resources)
- Library as Place (i.e. library physical environment and facilities for individual and group learning)

For each item, users indicate their minimum service level, desired service level, and perceived service performance. The gaps between these responses thus provide a measure of the library's performance. An open-ended comments box provides a wealth of information for qualitative analysis. The radar chart in Figure 16 below shows a summary of the survey results in graphical format.
The radial lines represents the 22 questions in the 3 categories – Affect of Services (blue), Library as a Place (purple) and Information Control (orange). Performance gaps are indicated by the width of the colored bands in the concentric circles. Areas in blue indicate how users perceived the library to have performed in relation to the minimum acceptable level. Areas in yellow indicate how much less than the desired level the users perceived the Library to have performed. The chart shows the widest band of yellow in most of the questions related to library space provision, indicating user concern in this area of performance. In one area this concern with library as a place clips just below the minimally acceptable level (red) (item LP2, not clearly seen in the diagram)

LIBRARY STRENGTHS

The adequacy gap in LibQUAL+ surveys measures the difference between the perceived mean and the minimum mean – a measure of how far beyond minimum user expectations the Library is performing. The top ten highest overall gap scores, indicating in which areas NTU Library perform best are shown in Fig. 17All top ten aspects of the 27 areas polled relate to service. The result shows that the Library staff performed comparatively well in providing services which users appreciated.

<table>
<thead>
<tr>
<th>How well is the Library doing in meeting users expectations?</th>
<th>GAP</th>
<th>DIMENSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees who instill confidence in users</td>
<td>0.87</td>
<td>AS-1</td>
</tr>
<tr>
<td>Employees who deal with users in a caring fashion</td>
<td>0.85</td>
<td>AS-6</td>
</tr>
<tr>
<td>Teaching me to find library resources myself</td>
<td>0.83</td>
<td>LOCAL-1</td>
</tr>
<tr>
<td>Willingness to help users</td>
<td>0.82</td>
<td>AS-8</td>
</tr>
<tr>
<td>Employees who are consistently courteous</td>
<td>0.79</td>
<td>AS-3</td>
</tr>
<tr>
<td>Providing help where and when I need it</td>
<td>0.78</td>
<td>LOCAL-2</td>
</tr>
<tr>
<td>Giving users individual attention</td>
<td>0.75</td>
<td>AS-2</td>
</tr>
<tr>
<td>Employees who have the knowledge to answer user questions</td>
<td>0.75</td>
<td>AS-5</td>
</tr>
<tr>
<td>Dependability in handling users’ service problems</td>
<td>0.75</td>
<td>AS-9</td>
</tr>
<tr>
<td>Readiness to respond to users’ questions</td>
<td>0.72</td>
<td>AS-4</td>
</tr>
</tbody>
</table>
LIBRARY WEAKNESSES

Figure 18 below shows the superiority gap which measures the difference between the perceived mean (current performance) and the desired mean (users ideal). This is a measure of how far the Library has to go to fully meet user expectations. The top ten areas where the most significant improvement needs to be made are shown.

Figure 18 Weaknesses

As expected, 6 of the top ten areas requiring most improvement related to facilities and equipment (LP). The remaining four relate to information resources and access (IC) improvement. Service requires least improvement.

Overall results show facilities as the greatest area of concern and the area in greatest need of improvement as perceived by undergraduate and graduate students. In regard to facilities, users want specific improvement, in priority order, to:

- Library space that inspires study and learning
- Quiet space for individual activities
- Community space for group learning and group study
- A comfortable and inviting location
- A get away for learning and research

Users from mature NTU disciplines (e.g. engineering) are the most satisfied; with those from emerging disciplines (e.g. social sciences and humanities) least satisfied, especially with the information resources available to them. Overall, graduate students are the most satisfied group, then undergraduates and faculty least satisfied. There were almost 800 specific compliments returned, almost all of which were appreciations of staff efforts.

2. Outreach and promotion activities

Library Blogs

All libraries launched their subject library blogs during the AY. These blogs are aimed at alerting targeted user groups on new resources added to the respective library, providing updates on library news and services, tips on using tools and resources, news on industry (particularly those relating to information sources and use) and other useful information. Each blog has its own unique design, character and tone that reflect the nature of the user group they serve. They are pushed out to users monthly and are also present in the blogosphere.

From Nov 08 to Jun 09, we attracted 43,600 visits to our blogs. These online users spent 1,151 hours reading our postings and chalked up 118,000 page views. 56% of the visits were from Singapore and 44% from overseas. Of these, NTU staff and students contributed 20% of the total visits. The most visited blog is the Business Library Blog.

Figure 19 Business Library Blog
Meetings with users

In addition to regular formal meetings with academic schools, each subject library also organized informal tea sessions and other joint activities with their respective faculty staff and students to promote better relations with our users. All libraries organized orientation tea receptions in Aug 08 with an average turnout of 82 participants for each session. In addition, other tea sessions cum briefings were also organized throughout the year:

ACRC 23 Jan 09 – Tea with faculty
Chinese Library 9 Feb 09 – Tea with CCLC faculty
Science Library 05 Mar 09 - Tea for SBS staff
Science Library 13 Apr 09 – Tea & briefing for PAP & MAS staff
Science Library 29 Apr 09 – Tea with CBC staff.

Exhibitions

23 exhibitions were held in various libraries during the AY. A number of exhibitions were jointly organized with academic schools, students and external bodies. Highlights of these exhibitions:

- Go For (photographic exhibition) with WKWSCI on 15 Sep 09
- High Performance Computing with SCE on 10 Jan 09
- From Scratch to Strum (guitars) with NTU Cultural Activities Club & Maestro Guitars on 02 Feb 09
- Dynasty (Chinese ceramic works) with Thow Kwang Pottery on 09 Feb 09
- Stars & Constellations with NTU Astronomy on 16 Mar 09

E-Resource Fair

The Library organized its 3rd Annual E-resource Fair on 8-9 Oct 08. The purpose of the Fair is to “bring the Library out” of the building to attract more users. Booths with PCs were set up along the link-way between the Nanyang Auditorium and Administration building where there is heavy user traffic between the North and South spines. 11 vendors participated in the Fair and users who passed by were introduced to the wide range of e-resources.

Most of the exhibition materials, including bibliographies and further information on the topic of each exhibition is recorded and archived in the Library Exhibition Archive website: <http://blogs.ntu.edu.sg/library/exhibitions/>
Orientation

Between 5-18 Aug 2008, 2,994 students participated in our orientation activities for new students. A more individualized approach was taken to engage new students this year. Each new student was assigned a subject librarian as their personal librarian and received a personal email introducing them to our library resources and services.

In Feb 2009, the Language and Communication Centre worked with the Library to create a special library orientation program for the incoming 500 SM2 and SM3 students.

Talks

The following events were organized for academic and research staff who were interested in publishing their works in journals and as books

12 Feb  - Insider's Guide to Getting Published in Journals – Workshop co-organized with Emerald, attended by 200 staff and students

25 Mar  - Navigating the Book Publishing Process – Workshop co-organized with Elsevier, attended by 92 people

Online quizzes and competition

To create better awareness and encourage the use of electronic resources, the Library partnered with several vendors to organize online quizzes and competitions. A total of 3,115 staff and students participated in 5 quizzes and competitions during the AY.

Library Xpress

3 issues of the Library news bulletin, Library Xpress were published. Each issue is a mix of articles on news about the information world, tips on using databases and library resources and useful guides.
D. FACILITIES & INFRASTRUCTURE

1. Library spaces & buildings

During the vacation period in Nov/Dec 08, multiple renovation work was carried out in 4 libraries to increase and improve library space after the suspension of the LWN Library project. Despite the small window of time available, most of the work was completed successfully. The following summarizes the changes made to the facilities. With these changes, the Library now has a total of 14,088 sq m of floor space and provides 1,752 seats. This helps to relieve some pressure from the heavy traffic but still falls short of the norm for libraries supporting a student population size similar to ours.

Lee Wee Nam Library

The 5th floor of LWN Library building (previously CED office) was renovated and transformed into a Quiet Reading Area providing additional 334 seats and collection space for the Electrical Engineering collection. Staff offices were also relocated to 2 different locations.

The entire engineering collection in Library 2 was moved to LWN Library and relocated to 2 floors leaving more space in Library 2. The Science and Engineering Reserves Collection and service points were also merged.

Business Library

Library 2 was refurbished and transformed into the Business Library. The Learning Commons at Level B3 was further extended with more seating and computers while Level B4 was re-designated as a Quiet Zone. The Media Resource Library was closed in preparation for its reconfiguration as our second instructional centre and the AV collection and equipment moved up to the new Business Library.

ACRC Library at WKWSCI

ACRC (the library at WKWSCI) was renovated to improve the ambience and also to achieve greater effective use of space in this very small Library. A new mini learning commons equipped with network printer, electrical power points for users to plug in their laptops as well as a 10 Library PC workbench now replaces a former arrangement of bulky tables and chairs with limited seating capacity at the basement level.
Library Closed Stacks

A new Library Closed Stacks was created at part of the offices vacated by Office of Facilities Planning & Management (OFPM). A tender was awarded for installation of new compact shelves to house the less used book collection. Existing compact shelves were also relocated from LWN Library level 5 and Canteen 2 storeroom to the new Closed Stacks. 2 adjacent rooms were converted to a Museum Conservation area and environmental monitoring equipment installed.

The Closed Stacks is a “spill over” space for library materials that could not be accommodated in the open-stacks libraries due to pressure of space. Retrieval for books in the stacks is done almost every day.

Improvement in facilities

The furniture and equipment in the Library Instructional Room was upgraded to provide a more conducive environment for the well-used space. A new classroom management system, Jungle Bytes was installed together with an upgrade of 24 computer terminals. The sound system was improved and a new instructor console was installed. All chairs were also replaced to provide more comfortable seating.

A computer booking system developed by our printing vendor, Campus Supplies was introduced to manage the use of computers at peak periods. 20 computers were designated for 1 hour use in LWN Library. There was good feedback from users and the scheme was extended to other subject libraries.

A new Listening area was installed in ADM Library providing users with better seating configuration and equipment to use the network audio database and services as well as standalone audio equipment.

Some immediate minor improvements to facilities provision was made after feedback from the LibQUAL+ Survey. Hot and cold water dispensers were installed at LWN Library, lighting in some areas was improved and air-conditioning airflow was adjusted. A major exercise was undertaken to install dehumidifiers to the air conditioning system at Level 5 which was left out during the renovation.

Renovation was carried out to create a rare book room and storage area at the Wang Gung wu Library at the Chinese Heritage Centre (CHC).

Minor renovation was carried out at the entrance of all libraries to prepare for the erection of return bins for the new RFID system.
2. Museum

NTU Art & Heritage Museum
The Museum Opening and Inaugural Exhibition held at School of ADM was opened by the President on 20 Oct 08. Two of the Museum artworks (recently donated by well known artist Lim Tze Peng) were lent to the Singapore Art Museum for exhibitions at the Beijing- and Shanghai- Art Museum. A total of 13 artifacts worth about $137,000 were donated to the Museum and 11 others have pledged a total of 522 art works since.

A museum collection database programme has been acquired and storage spaces within the Library Closed stacks have gone through a first phase of adjustment to stabilize the environment.

Members of the NTU Museum Committee, chaired by A/Prof Kwok Kian Woon were appointed by Provost and the Committee held 2 meetings in 2009.

3. Infrastructure

RFID
The RFID project was awarded in December 2008 to 3M Technologies (S) Pte Ltd. More than 600,000 library materials have been tagged and the system became operational in April 2009 except for the return chute at Lee Wee Nam Library (renovation will be completed by Jul 2009)

With the implementation of the system, books can be returned automatically by users without any need for staff to check them in physically. Time to borrow books should also be slightly faster and inventory can be carried out easily. There is also the potential to reduce back-end work in sorting and shelf reading when additional equipment is added.
New pages added to the Website

A number of improvements were made to the Library Portal to improve the user interface as well as provide more information. Some of the pages added include:

- Library Alumni Service – this page provides NTU alumni access to the 5 business related databases which were made available to alumni free of charge (Business Monitor Online, Emerald Management Xtra, MarketLine, Business Insight and RGE Monitor).

- Museum website – this is a temporary website providing basic information about the newly formed museum. It will be upgraded by end of 2009

- Statistical profile of the Library – this page provides a selection of facts and figures about the library, e.g. collection size, areas of library space, staffing, loan and usage statistics, etc.

- New journal title alert – these alert pages keeps users informed of new journal titles added to the Library collection

- Database User Interface – The list of databases that enable users to access them has been converted to a database-driven list which allows the Library to manage this more efficiently.

Improvement to Library system

The Library management system, SIRSI was upgraded with higher end servers and a software upgrade to Symphony version 3.2.1. This rectified some system bugs, improved the system response time and enabled users to have a better experience using the Library catalogue. The Library staff also benefitted with enhanced features to enable them to perform their work more efficiently.

RSS feeds were configured for users to subscribe to news & announcements from the Library website and the various subject libraries as well as new title feeds.

The Library’s FAQ database, formerly managed on an CRM system “RightNow” has been successfully migrated to “FlexAnswer”, the central system used by other campus units. Work was carried out to integrate the system and weed out dated entries. Currently there are 256 FAQs remaining.

Organization of Library materials

The Bibliographic Services Division catalogued a total of 41,024 titles during the FY. Most of these were English book titles, followed by CJK (Chinese/Korean/Japanese) books.

The DR-NTU Taxonomy was developed to provide pre-coordinated hierarchical subject browsing. All DR-NTU documents are tagged with essential bibliographic information such as title, author(s), abstract, copyright date, supervisor(s), school, citation, etc. in the Dublin Core metadata format. Relevant subject keywords from the DR-NTU Taxonomy are also added to each metadata record.
The University Library Committee

A high level University Library Committee chaired by Senior Associate Provost, Prof Er Meng Hwa and comprising members from colleges and student bodies was formed in Sep 2008 to ensure appropriate academic oversight on the direction and development of the Library generally and specifically to endorse the allocation of the library materials budget. The terms of reference are:

- Review and endorse the allocation of library materials funds between colleges
- Advise on priorities in strategic directions, policy development and regulations
- Advise on optimal ways of integrating Library and academic and research programmes
- Refer relevant matters to the Academic Council and other higher bodies for further consideration and respond to matters referred to the Committee
- Review and make recommendations on the development of physical spaces and facilities for the University Library

Members of the Committee

Members representing the 4 colleges are Professor Schubert Foo (Associate Dean CoHASS), A/Professor Thirumany Srintharan, (Associate Dean CoE), A/Professor Victor Yeo Chuan Seng (Nanyang Business School) (NBS), A/Professor Yoon Ho Sup (College of Science) (CoS). The 2 student representatives are Mr Li Bo (undergraduate student) and Mr Chok Yew Keong, (graduate student).

3 meetings were held and issues discussed included library budget best practice, library spaces and facilities, open access mandate and collaboration with other university libraries.

Committee’s recommendation on library building and open access

The Library Committee recommended the development of 2 building hubs to consolidate and house all the library collections, services and facilities. The first hub at the current Lee Wee Nam Library should house the Engineering Library and Science Library and the second hub should accommodate the HSS, Chinese, Business, Communication and Art libraries. The Committee also agreed on instituting an open access policy for staff publications. These recommendations were passed to the Provost-Deans Group for approval.

Organizational Changes

The Library carried out a minor reorganization in Jan 2009 in view of the completion of the setting up of the 7 subject libraries and the need to streamline various central and technical services. The 9 divisions and the 7 subject libraries were clustered into 5 groups – Technical Services, Library Technology, LWN Library, New Library Cluster and Central Services.

![Fig. 40: New Library organization chart as of 1 Jan 2009](image-url)
A new staff function, Finance and Budget was created and the Facilities Planning Division continued to be under the University Librarian. The Deputy University Librarian covers Central Services (including Museum), Library Administration, Library Human Resources and Quality Assurance.

With the new changes, the Circulation Services Division (CSD) and the Information Services Division (IND) were disbanded and some of the staff reassigned to the new Access Services Division (ASD). The remaining CSD and IND staff were distributed to LWN Library and Business Library. The new ASD oversees user access to resources and facilities and provide document services, both locally and globally. They also have particular responsibility for general inquiries, and standards, statistics and staff training for circulation and reference and inquiry work.

**Student Assistants**

The Library increased its employment of student assistants due to the shortage of staff. 140 students have been recorded for employment by the Library so far in this academic year. Though they have been essential in maintaining our library services, there are limitations and constraints in their deployment particularly for operational work at critical periods.

The range of duties undertaken by student assistants has also widened to include more updating of online materials and digital design for content produced by professional staff.

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**F. STAFF**

1. **Staffing situation**

   **Staff strength**

   Only one new headcount was approved for the year, bringing the staff strength of the Library to 100. Of these, 42 were professional staff (senior officers) and 58 were support staff.

   The user to library staff ratio was 339. This is 2-3 times the ratio reported by other comparable research universities in the United States and is an indication of the severe under provision of library staff. Due to the shortfall in the staff, 140 student assistants were employed to help the Library sustain its daily operations. Various pools of support staff from Central Services were also formed to supervise 6 subject libraries during after-office-hours (evenings and weekends) on rotation.

   Of the 42 professional staff, 34 have dual roles as both subject librarians and operational staff. The subject librarians cover almost all major subject areas in academic schools and divisions and are responsible for collection development, instruction, management of e-resources, promotion, reference and liaison in their assigned subject areas.

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1 Based on 31,112 undergraduate and graduate students, 1,614 faculty and 1,150 research staff reported in AY08/09
Changes in senior staff assignment

The following staff members were assigned new roles in various divisions and libraries due to the library’s reorganization as well as replacement for staff who resigned from the Library.

a. **Ms Ng Chay Tuan** was appointed as Deputy Director, Technical Services Group on 1 Jan 2009. She will continue to be Head of Acquisitions Division.

b. **Ms Samantha Ang** relinquished her role as Head of Circulation Services Division after it was disbanded. She was re-assigned as Head of Lee Wee Nam Library and remained as Head of Science Library.

c. **Ms Ong Juay Ming**, Senior Assistant Director was appointed as the Library Finance and Budget Head on 1 Jan 2009. She remained as Head of Serials and E-Resource Division and Engineering Librarian for Mechanical Engineering.

d. **Ms Goh Su Nee**, Assistant Director, was appointed as Head, Bibliographic Services Division on 1 Jan 2009. She took over from Mrs Puah Boon Nia, Deputy Director, who will focus on building up the Chinese Library as Head. Ms Goh will also continue to be Head of Facilities Planning Division.

e. **Mr Nordin Baharudin**, Assistant Director was appointed as Head ADM Library on 1 April 2009. Mr Baharudin’s role as Business Librarian (Law) was taken over by Ms Han Lee Yen on 28 April. His role in managing the Library management system in the Library Technology Division will be filled in July 2009.

f. **Ms Er Bee Eng**, Senior Librarian was appointed as Coordinator of Access Services Division (ASD), the new division formed after the re-organization of Library on 1 Jan 2009. Ms Er continues as Science Librarian (Biological Sciences)

Promotion

6 senior officers and 5 support staff were promoted during the year:

a. Ms Ng Chay Tuan to M3, Deputy Director
b. Mr Lim Kong Meng to M2, Senior Assistant Director
c. Mr Baharudin Bin Nordin to M1, Assistant Director
d. Ms Ruan Yang to E6, Senior Librarian
e. Ms Chen Peishan to E6, Senior Librarian
f. Ms Joy Lynn Wheeler to E6, Senior Librarian
g. Ms Vong-Tan Geok Heok to E3, Higher Executive Officer
h. Ms Norlisa Bte Othman to E3, Senior Library Officer
i. Ms Nurashikin Bte Mohamed Jasni to E3, Senior Library Officer
j. Ms Yap-Kwok It Land to E2, Senior Clerical Officer
k. Ms Phang-Lee Peck Choo, Patsy to E2, Senior Clerical Officer

The following assistant librarians were also promoted to E5, Librarian after they obtained their professional library qualifications on completion of the MSc (Information Studies) programme.

a. Mr Tan Han Yong (Bibliographic Services and Social Science Librarian (Sociology))
b. Ms Lee Meiyu (Acquisitions and Chinese Librarian)
c. Mr Alan Choy Chee Hou (Facilities Planning and Business Librarian)

Figure 43 Newly promoted support staff – from left to right : Vong-Tan Geok Heok (Higher Executive Officer), Patsy Phang-Lee Peck Choo (Senior Clerical Officer), Yap-Kwok It Land (Senior Clerical Officer), Norlisa Bte Othman (Senior Library Officer), Nurashikin Bte Mohamed Jasni (Senior Library Officer)
Resignations

9 staff members resigned from the Library during the Academic year

a. Ms Anandasivam Geraldene Kasthuri, Assistant Director and Head of ADM Library on 20 Oct 2008 (her position was funded by WKWSCI)

b. Ms Ong Lay Yen, Assistant Librarian (Bibliographic Services & Subject Librarian for material engineering) on 1 Feb 2009

c. Mr Lee Hong Joo, Pepe, Assistant Librarian (Instructional Services and Subject Librarian for Psychology) on 5 Sep 2008

d. Ms Patricia Andria Lannon, Senior Librarian, Information Services (Part-time) on 28 Nov 2008

e. Mr Wong Shung Boon, Library Officer (ACRC) on 1 Feb 2009

f. Mr Cheng Kian Hong, Clerical Officer (Serials & e-resources) on 15 Feb 2009

g. Ms Rahmah Bte Abdul, Clerical Officer (Acquisitions) on 1 Jul 2008

h. Ms Wong Shirin, Clerical Officer (ACRC) on 13 Feb 2009

i. Ms Chua Puay Puay, Sheila, Clerical Officer (ACRC) on 14 Oct 2008

New staff

The following staff joined the Library during the AY

a. Mr Roeland Schulemeijer, Senior Assistant Director & Head of NTU Museum on 1 Sep 2008

b. Mr Seah Eng Kiat, Assistant Librarian (Library Promotion Division and Science Librarian (Chemistry) on 1 Sep 2008

c. Ms Han Lee Yen, Librarian, Instructional Division and Business Librarian (Business Law) on 2 Jan 2009

d. Ms Amanda He, Library Officer, ACRC on 1 April 2009

e. Ms Wong Shirin, Clerical Officer (ACRC) on 10 Nov 2008

f. Mr Soh Cheng Hoe, Clerical Officer (CSD) on 24 Nov 2008

g. Ms Sri Devarani, Clerical Officer (ACRC) on 12 Jan 2009 (funded by WKWSCI)

h. Ms Tan Leh Leh, Clerical Officer (ACD) on 9 Feb 2009

2. STAFF TRAINING & DEVELOPMENT

Team building Retreat for Support Staff

54 support staff participated in a 2 ½ day Retreat at Pulau Bintan, Indonesia from 4-6 June 09 conducted by Focus Pte Ltd. This is the first time that a retreat was organized for support staff. The event was a success and achieved its goal of improving teamwork through better understanding and appreciation of fellow colleagues.

Figure 44  Support Staff Retreat at Bintan, Indonesia
Training

Library staff attended 206 sessions of 85 external training courses and staff development programmes/activities during the AY. On average, each staff attended 2 programmes. A list of some course providers and programme organizers is given below:

ACE Training Center
Adobe Systems Pte Ltd
Asia Business Forum (ABF)
Asian Film Archive
Avantus Training Pte Ltd
BCA and Spring Singapore
British Council Singapore
Chinese Heritage Centre
Civil Service College
Elsevier Asia Pacific
Ernst & Young
Gartner
Goethe Institute
IEEE
Institute of Systems Science
ISEAS
Lianhe Zaobao
Library Association of Singapore
MAD/IDA
Maitre Allianz Pte Ltd
Microsoft
National Book Development Council of Singapore
National Institute of Education
NLB Academy
NTU CED
NTU CLASS
NTU Confucius Institute
NTU OHR
NTU, WKWSCI
NUS
NUS Extension
Ovum
Red Cross Training Centre
SILAS
SCS
SMU
Singapore Manufacturers Federation
Software Exchange (Singapore) Pte Ltd
Special Libraries Association, Asian Chapter
Sun Microsystems
The Singapore Maritime Foundation

Professional Development Scheme (PDS)

In Jan 2009, the Library Association of Singapore (LAS) initiated the Professional Development Scheme (PDS) to certify professional librarians in their engagement in continuing professional training and development effort. The award of “Practicing Professional (PP)” is given to librarians who attain a prescribed level of training and professional development activities by cumulating 1,000 points within 2 years. All NTU professional librarians were encouraged to participate in the scheme and use the award as an indication of their fulfillment of continuing training requirements. As of June this year, 21 staff members have already qualified.

Participation at library and professional conferences

Professional library staff attended the following local and international conferences

<table>
<thead>
<tr>
<th>DATE</th>
<th>CONFERENCE</th>
<th>COUNTRY</th>
<th>No. STAFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 Jun - 3 Jul 2009</td>
<td>LIBER: Association of European Research Libraries Conference</td>
<td>France</td>
<td>1</td>
</tr>
<tr>
<td>1-4 Jun 2009</td>
<td>IATUL (International Association of Technological Univeristy Libraries) Conference</td>
<td>Belgium</td>
<td>1</td>
</tr>
<tr>
<td>21-22 Jun 2009</td>
<td>Contemporary China Conference and Book Donation Ceremony</td>
<td>Hong Kong</td>
<td>1</td>
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<tr>
<td>18-21 May 2009</td>
<td>Open Repositories Conference</td>
<td>USA</td>
<td>1</td>
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<tr>
<td>20-23 April 2009</td>
<td>CONSAL (Congress of Southeast Asian Librarians)</td>
<td>Vietnam</td>
<td>3</td>
</tr>
<tr>
<td>2 - 5 Dec 2008</td>
<td>International Conference on Asia/Pacific Digital Libraries</td>
<td>Indonesia</td>
<td>2</td>
</tr>
<tr>
<td>26 - 28 Nov 2008</td>
<td>ICOASL (International Conference of Asian Special Libraries)</td>
<td>India</td>
<td>1</td>
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<tr>
<td>17 - 21 Nov 2008</td>
<td>International Conference on Libraries &amp; Society</td>
<td>Malaysia</td>
<td>1</td>
</tr>
<tr>
<td>17 - 20 Nov 2008</td>
<td>Elsevier Development Partner Conference</td>
<td>USA</td>
<td>1</td>
</tr>
<tr>
<td>17 - 18 Nov 2008</td>
<td>SPARC Conference</td>
<td>USA</td>
<td>1</td>
</tr>
<tr>
<td>04 - 05 Nov 2008</td>
<td>Asian Libraries in the World of Information</td>
<td>Hong Kong</td>
<td>3</td>
</tr>
<tr>
<td>16 - 17 Oct 2008</td>
<td>Bridging Worlds Conference</td>
<td>Singapore</td>
<td>9</td>
</tr>
<tr>
<td>13 - 16 Oct 2008</td>
<td>International Conference on the Development of Subject Librarianship</td>
<td>China</td>
<td>1</td>
</tr>
<tr>
<td>25 - 28 Sep 2008</td>
<td>OCLAC/MOUG Conference</td>
<td>USA</td>
<td>1</td>
</tr>
<tr>
<td>04 - 07 Aug 2008</td>
<td>Libraries Assessment Conference</td>
<td>USA</td>
<td>1</td>
</tr>
<tr>
<td>25 Jul - 2 Aug 2008</td>
<td>Campus Technology 08</td>
<td>USA</td>
<td>1</td>
</tr>
<tr>
<td>14 - 18 Jul 2008</td>
<td>International Conference on Records and Archives</td>
<td>Singapore</td>
<td>1</td>
</tr>
<tr>
<td>8 - 12 Jul 2008</td>
<td>Visual Resources and Image Management Conference</td>
<td>USA</td>
<td>1</td>
</tr>
</tbody>
</table>

Figure 44 International Conferences Attended AY 2008/9
3. Conference papers and speaking engagements

The following staff members presented papers and reports at various conferences and libraries:

1-3 Jun 2009  Mr Chia Yew Boon presented a paper, “Factors influencing the quality of knowledge sharing in an online community” at the 3rd Redesigning Pedagogy International Conference 2009: Designing new learning contexts for a globalizing world held at National Institute of Education, NTU, Singapore.

11-22 May 2009  Ms Phoebe Lim gave 3 presentations and participated in 2 informal sharing sessions at Wuhan University Library. The content of the presentation included challenges of library promotion, the formation of Library Promotion Division, its promotional strategies, and specific examples for further elaboration. 150 to 200 librarians from Wuhan University and various libraries in Hubei Province attended the presentations.

24 Apr 2009  Mr Choy Fatt Cheong gave a presentation on “Library staff development” to Library staff at the City University of Hong Kong. He was also invited by the University to be their Guest-of-honor for the OAPS (Outstanding Academic Papers by Students Project) Certificate Awarding Ceremony.

22 Apr 2009  Ms Lena Sam Choon Foong presented a paper “Digital Repository at Nanyang Technological University : Implementing a subject metadata scheme” at the 14th Congress of Southeast Asian Librarians, 2009 held at Melia Hanoi Hotel, Hanoi, Vietnam. The paper was co-written with Padmaja Muralidharan, Tan Han Yong and Goh Su Nee.

2-5 Dec 2008  Ms Hazel Loh gave a presentation on “DR-NTU-Digital Repository model at NTU” and also participated in the poster session at the ICADL Conference 2008 held in Bali, Indonesia. She was assisted by Ms Tint Hla Hla Htoo.

20 Nov 2008  Ms Rashmi Lad gave a presentation on citation analysis to staff members of the University of Malaya in Kuala Lumpur.

14 Nov 2008  Mr Choy Fatt Cheong presented an overview of the development of NTU library to library staff at the Technical University of Munich, Germany.

10 Nov 2008  Ms Goh Su Nee gave a presentation on RDA Learning points at the SILAS User Group Meeting at NLB, Singapore.

06-26 Nov 2008  Ms Lee Mei Yu gave presentations to staff of Wuhan University Library as part of the inaugural inter-library staff exchange programme.

10 Jul 2008  Ms Goh Su Nee gave a presentation on new AV cataloguing trends & issues at SILAS Knowledge sharing session at NLB, Singapore.

18-19 Jul 2008  Ms Padmaja Muralidharan was invited by Avinashilingam University for Women, Coimbatore (India) to present on “Research Resources and Review” as part of the 2-day workshop on Research Methodologies and Techniques.
1. **International collaboration**

Cooperation and collaboration agreements with Wuhan University in China and Technical University of Munich in Germany were initiated during the reporting period. This is an addition to our previous formal cooperation agreements with Hong Kong Polytechnic University and National Kaohsiung University of Applied Science.

**Wuhan University Library, China**

On 28 Oct, the University Librarian of Wuhan University in China, Prof Yan Jinwei and his staff member, Ms Liu Xia visited the Library to sign a staff exchange and collaboration agreement with our Library. In the Agreement, each Library will sponsor an attachment program for one librarian from the Exchange Partner for a period of up to 4 months at intervals agreed by both parties. Each Library could also sponsor one Visiting Librarian from the Exchange Partner to conduct seminars or sharing sessions on library issues for a period of up to 4 weeks. Both libraries will also develop interlibrary loan/document delivery services to provide documents to the other party from their own library holdings.

Wuhan University Library has a rich and extensive collection and our collaboration will benefit library staff as well as library users from both universities. Following the signing of the agreement, Ms Lee Mei Yu (Acquisitions Librarian and Chinese Librarian) was posted to Wuhan University Library for 3 weeks in Nov 2008. She learned about the ancient book collection at Wuhan, acquisitions practices and library work culture. She was followed by Ms Phoebe Lim (Senior Librarian, Library Promotion and Communication Librarian) who gave 3 presentations and 2 sharing sessions on library promotions and marketing with Wuhan Library staff from in May 2009.

**Technical University of Munich Library**

The Technical University of Munich (TUM) in Germany proposed a twinning agreement with our Library in 2008. Twinning is an informal agreement whereby our libraries pledged to work together for mutual benefit to enhance the services and operations of our respective libraries. TUM is a leading technological university in Germany and their library shares many similarities and concerns with NTU library, making us ideal partners for collaboration. Specifically the twinning agreement aims to:

- Promote mutual interest and understanding of the working environment of each other’s libraries through staff visits and exchanges and regular communication
- Collaborate in improving library services through sharing of documentation on work related areas
- Carry out joint projects of mutual interest

As part of the agreement, one of TUM Library staff, Mrs Theresia Maier-Gilch spent 3 days at NTU Library from 2-4 Apr 2009. She was briefed on all our operations and gave a presentation on TUM Library to library staff.
OAPS (Outstanding Academic Papers by Students) Project

The Library was invited to participate in the OAPS (Outstanding Academic Papers by Students) Project initiated by City University of Hong Kong. Participating libraries in the OAPS project collect outstanding academic papers written by students which have been proposed and endorsed by their respective faculty staff. These are then forwarded for publication in the OAPS Working Paper Series (print publication) and also to Tsinghua University Open Access Central Repository. Other participating libraries include University of Southern California in USA, Shanghai Jiao Tong University, Tsinghua University, Xiamen University and others.

The Library’s role in this scheme is to support students by training them on improving literature review skills and understanding the publication process. The scheme will also encourage our students to be more aware and interested in scholarly communication. It will be a positive influence promoting good practice in academic and intellectual integrity among our students. The Library Committee has endorsed the scheme and the Chair of WKWSCI has agreed to work with the Library on a pilot programme.

2. Staff attachment

**PIPIL Programme**

4 academic librarians from Brunei, Thailand and China were attached to the Library for one month, from 28 Jul to 22 Aug 2008 under the Professional Internship Programme for International Librarians (PIPIL). The programme provides regional academic librarians with a good understanding of the management of our Library through participation in meetings, operational work, planning activities and close interaction with our senior management staff. They were also given opportunities to visit other libraries to establish a strong professional network with other Singaporean librarians. The interns were:

- Ms Chatwaroon Sudjaipraparat, Chulalongkorn University, Thailand
- Ms Saifon Taokaew, Chulalongkorn University, Thailand
- Ms Merhane Mohamed Salleh, Universiti Brunei Darussalam
- Mr Liang Wei Bo, Shanghai Maritime University, China

![Figure 48 PIPIL Interns](image)

**Vietnam National University at Ho Chi Minh City**

A special 3-week programme was conducted for senior librarians from the Vietnam National University (VNU) in Ho Chi Minh City from 30 May to 20 Jun 2009. The programme which was funded by the World Bank covers key areas in library technical services and users’ services.

![Figure 49 VNU attachment group](image)

The 8 librarians were **Ms Le Hong Hue**, Vice-Director; **Ms Huynh Thi My Phuong**, Head of Technical Service, Central Library; **Ms Tran Thi Hong Xiem**, Head of Faculty of Economics Library; **Ms Hoang Thi Hong Nhung**, Deputy Head of Public Service, Central Library; **Ms Bui Thi My Duyen**, Cataloging Librarian; **Ms Nguyen Thi Kim Binh**, Cataloging Librarian; **Ms Phan Thi Hong Hanh**, Cataloging Librarian and **Ms Nguyen Thi Nhu Quynh**, Cataloging Librarian
3. Community Work

Membership of local and international organizations

The Library is a member of the following associations and staff members participated actively in their activities and management

- Library Association of Singapore (LAS)
- Council of Chief Librarians
- International Association of Technological University Libraries (IATUL)
- ASEAN University Network Library Online (AUNILO)
- Asia-Pacific Business School Librarians Group (APBSLG)

External Committees

Library staff members served on the following external committees.

**Mr Choy Fatt Cheong**
- Member, Board of Trustee of Library Fund, National Library Board
- Board member, International Association of Technological University Libraries (IATUL)
- Chairman, LAS Professional Development Scheme (PDS) Working Committee & member of PDS Board
- Member, Chief Librarians Council

**Mrs Isabella Trahn**
- Council member, Library Association of Singapore
- Chairperson, LAS Training & Development Committee
- Member, Workforce Development Authority Library Competency Standards Development and Training

**Ms Hazel Loh**
- Member, LAS Award Committee
- Member, Virtual Union Catalogue (VUC) Working Committee

**Mrs Puah Boon Nia**
- Member, Huayinet Committee

**Ms Han Lee Yen**
- Member, Law Librarians Group

**Ms Ong Juey Ming**
- Secretary, LAS PDS Working Committee

**Ms Catherine Tan**
- Council member, Library Association of Singapore
- Chairperson, LAS Business Development Committee

**Ms Rashmi Mahadev Lad**
- Member, LAS Training & Development Committee

**Ms Goh Su Nee**
- Member, SILAS Steering Committee on RDA Implementation
- Member, Virtual Union Catalogue (VUC) Working Committee

**Ms Lina Wang**
- Member, LAS Programmes & Social Committee

**Ms Phoebe Lim**
- Member, LAS Membership Committee

**Ms Balbindar Kaur**
- Member, LAS Publications Committee

**Mr RamaRavikumar Ramakrishnan**
- Member, LAS Website Committee

**Mr Frank Seah Eng Kiat**
- Member, LAS Business Development Committee

**Mr Luo Biming**
- Member, LAS Programmes & Social Committee
4. Visitors

A total of 20 delegations of librarians from overseas visited the Library for tours and discussion with library staff from Jul 08 to Jun 09. Among them were the Director General of the National Library of Australia, Ms Jan Fullerton and the President-Elect (2009-11) of IFLA (International Federation of Library Associations) Ms Ellen Tise.

<table>
<thead>
<tr>
<th>Date</th>
<th>Visitor/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 Jul 08</td>
<td>Rajamangala University of Technology Suvarnabhumi (RMUTSB) - 25 delegates</td>
</tr>
<tr>
<td>22 Jul 08</td>
<td>North South University, Bangladesh - Md. Mostafizur Rahman, Deputy Librarian</td>
</tr>
<tr>
<td>24-Jul-08</td>
<td>Universiti Sains, Malaysia - Mrs Siti Fatimah Hashim, Head of Acquisitions Div and 5 delegates</td>
</tr>
<tr>
<td>30 Jul 08</td>
<td>Petroleum Resource Centre, Malaysia - Ms Haslinda Abdullah and 5 delegates</td>
</tr>
<tr>
<td>18 Sep 08</td>
<td>National Library of Australia - Ms Jan Fullerton, Director-General, National Library of Australia</td>
</tr>
<tr>
<td>14 Oct 08</td>
<td>Petra Christian University, Surabaya - Anita Nusantari, Librarian</td>
</tr>
<tr>
<td>15 Oct 08</td>
<td>Bridging Worlds Conference - 10 delegates</td>
</tr>
<tr>
<td>20 Oct 08</td>
<td>International Medical University Malaysia - Hasbullah Atan, Chief Librarian and 9 delegates</td>
</tr>
<tr>
<td>14 Oct 08</td>
<td>University of California, Fullerton – Mr John Hickok, Instructional Coordinator</td>
</tr>
<tr>
<td>31 Oct 08</td>
<td>Pacific Rim Digital Library Alliance (PRDLA) - 40 delegates</td>
</tr>
<tr>
<td>03 Nov 08</td>
<td>CAPE Institute of Technology, India - Mr Krishna Pillai, Chairman and Mr. Sridhar Sriramani, Board member</td>
</tr>
<tr>
<td>03 Dec 08</td>
<td>Chongqing University of Posts &amp; Telecommunications, China – Prof Lin Jin Zhao, Vice President and 24 delegates</td>
</tr>
<tr>
<td>03 Dec 08</td>
<td>University of Adelaide - Mr Paul Wilkins, Deputy University Librarian</td>
</tr>
<tr>
<td>17 Dec 08</td>
<td>Korean College Library Association - 17 delegates</td>
</tr>
<tr>
<td>19 Dec 08</td>
<td>National Kaohsiung University of Applied Science - Prof Su Te Jen, University Librarian and 13 delegates</td>
</tr>
<tr>
<td>06 Jan 09</td>
<td>Vietnam National University, Hanoi - 16 delegates</td>
</tr>
<tr>
<td>08 Jan 09</td>
<td>Vietnamese Academy of Science &amp; Technology, Publishing House - Prof Nguyen Khoa Son, VP and Mrs Le Huyen Trah, Head of Admin</td>
</tr>
<tr>
<td>09 Jan 09</td>
<td>Ramkhamhaeng University, Thailand - Dr Sunee Karschamroon, Chairperson of Library and Information Science Graduate Program and 48 delegates</td>
</tr>
<tr>
<td>11 Feb 09</td>
<td>University Technology Malaysia Library - Noraziah Sharuddin and 15 delegates</td>
</tr>
<tr>
<td>24 Feb 09</td>
<td>International Federation of Library Associations (IFLA) – Ms Ellen Tisa, President-Elect</td>
</tr>
<tr>
<td>26 Mar 09</td>
<td>Gadjah Mada University and other libraries - Mr Ida F Priyanto and 21 delegates</td>
</tr>
<tr>
<td>31 Mar 09</td>
<td>Miguel de Benavides Library, Philippines - Kaori B. Fuchigami, Librarian and 20 delegates</td>
</tr>
<tr>
<td>09 Apr 09</td>
<td>Suan Dusit Rajabhat University - 7 delegates</td>
</tr>
<tr>
<td>17 Apr 09</td>
<td>University of Malaya – Mrs Janaki Sinnasamy, Deputy Chief Librarian and 3 faculty staff and Head of Library</td>
</tr>
<tr>
<td>02 Jun 09</td>
<td>Swiss Federal Institute of Technology in Zurich - Dr Christine Bartsch</td>
</tr>
<tr>
<td>17 Jun 09</td>
<td>Universiti Malaysia Terengganu - Sharifah Akmal Syed abd Rahman, Librarian and 19 delegates</td>
</tr>
</tbody>
</table>

Figure 51: Librarian visitors to NTU Library AY/2008/9