A. SERVICES

1. USE OF LIBRARIES

There were 2,196,044 visits to NTU libraries during the academic year. This is a drop of 5% compared to AY2009 and is accounted for by the restricted access to the libraries during the Youth Olympic Games (YOG) period between Jul-Aug 2010. There were 192,280 fewer visits to libraries during the YOG compared to the same period of AY2009. Major renovation work at the Business Library (which registered a drop of 17%) from Jan-Mar 2011 also contributed to the drop in the visitor rate.

Fig 1 Visits to libraries

2. USE OF LIBRARY MATERIALS & RESOURCES

Library electronic resources were used intensively, as indicated by download statistics provided by vendors and publishers. It is estimated that each user would have downloaded an average of 152 articles during the year.

There is an increase in number of downloads over the previous year which can be attributed to an increase in the number of subscribed databases and an increase in the number of electronic journals due to conversion from print, or from additions to existing journal packages. Some of the reported increase is also due to more publishers providing usage statistics.

E-books

AY10 registered 376,094 sessions in the use of e-books. This is an increase of about 44% compared to the previous AY. This is likely due to an increase in the e-book collection during the year.

Loans

Loans of library materials decreased by 16.7% from 560,567 in AY09 to 467,006 in AY10/11. This is the first time that loans declined after...
steady growth in the last 3 years. However the loan of material is still significant with an average of 1,428 items borrowed per day. The loan rate (number of books borrowed per visitor per visit) was highest in Humanities & Social Sciences Library (HSSL) (0.437) followed by Art, Design & Media Library (ADML) (0.372), Business Library (BUSL) (0.297), Asian Communication & Research Centre (ACRC) (0.273), Chinese Library (CHNL) (0.265), Wang Gungwu Library (WGWL) (0.184) and Lee Wee Nam Library (LWNL) (0.148). See Fig. 3 below.

![Fig 3 Use of books & audio visual materials](image)

**Inter-library loans & document delivery**

The interlibrary loan and document delivery 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 AY10/11, staff from College of Humanities & Social Sciences (CoHASS) requested for the most number of books from other libraries, followed by College of Engineering (COE). Most of the requests for books were fulfilled by other local libraries, with only 4 books being requested from overseas libraries. The Library also supplied 315 books on inter-library loan to other local libraries and 8 to overseas libraries. Since Mar 2011, the Library has been absorbing the cost of overseas interlibrary loans for users who did not have access to research funds.

Requests for document procurement came largely from CoE followed by CoS. Since Aug 2009, the Library has been subsidising requests for students and staff who had no access to research/ teaching materials funds and needed to use requested documents for their research, teaching or project work. This has led to an increase in requests every year, from 329 in AY08/09 to 594 in AY09/10 and 759 in AY10/11.

![Fig. 4 Interlibrary loans & document requests](image)
3. REFERENCE SERVICES

The Library answered 75,546 queries in AY10 (excluding those at the IT Help Desk at LWN Library). 1,576 were in-depth reference queries requiring more time to answer and were mostly dealt with by our professional staff while other enquiries are mostly questions on library services, facilities and administration.

<table>
<thead>
<tr>
<th>Library</th>
<th>Types of Queries</th>
<th>Total</th>
<th>Ratio of Reference Queries / Enquiries</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Reference</td>
<td>Enquiries</td>
<td></td>
</tr>
<tr>
<td>LWN</td>
<td>451</td>
<td>49149</td>
<td>49600</td>
</tr>
<tr>
<td>ACRC</td>
<td>175</td>
<td>2246</td>
<td>2421</td>
</tr>
<tr>
<td>HSS</td>
<td>131</td>
<td>4170</td>
<td>4301</td>
</tr>
<tr>
<td>OTHERS</td>
<td>404</td>
<td>5144</td>
<td>5548</td>
</tr>
<tr>
<td>CHINESE</td>
<td>77</td>
<td>3132</td>
<td>3209</td>
</tr>
<tr>
<td>BUSINESS LIB</td>
<td>284</td>
<td>8119</td>
<td>8403</td>
</tr>
<tr>
<td>ADM</td>
<td>50</td>
<td>1865</td>
<td>1915</td>
</tr>
<tr>
<td>WGW</td>
<td>4</td>
<td>145</td>
<td>149</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1576</td>
<td>73970</td>
<td>75546</td>
</tr>
</tbody>
</table>

Fig 5 Queries received by the library

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 our operational divisions (including Access Services which handles the Ask-a-Librarian e-mail account) also received a high number of reference enquiries. The highest ratio of reference queries to enquiries for a library comes from ACRC (0.078), followed by Business Library (0.035).

1,576 reference queries were received by phone, email or walk-in modes. Most of the reference queries were asked by walk-in users (49.4%) as well as via e-mails (39.3%).

Fig 6 Mode of enquiries

4. INSTRUCTIONAL SERVICES

A total of 411 classes were conducted for 9,904 users in AY10. Compared to the previous AY, this is an increase of 42% for classes conducted and an increase of 80% for users attending instructional classes conducted by the Library.

This huge increase could be attributed to increasing collaboration between subject librarians and their schools. More classes were conducted to address the different information and research needs amongst the different segments of users in the university. For example, in Sep 2010, the mechanical and aerospace engineering librarians were invited to participate in two one-hour long sessions of the Engineering Innovation Design (EID) lectures, a compulsory module for all 500 second-year MAE students. This accounted for the significant increase in users from the School of MAE as seen in Fig. 8 below.
To cater to the huge demand for EndNote classes, the Library also introduced additional monthly evening EndNote sessions since Jan 2011. Advanced EndNote classes were also organized for more advance users.

Instructional videos created by the Library were uploaded onto the NTU Libraries YouTube Channel so that users can view these videos at their own convenience and share them on other social media platforms. The videos reinforce concepts learned during library instructional classes and let users pick up skills and knowledge on information seeking and research needs independently.
B. RESOURCES

Library materials

The distribution of library materials and resources available to users as of April 2011 is given in Fig. 11.

<table>
<thead>
<tr>
<th></th>
<th>Apr 2010</th>
<th>Apr 2011</th>
<th>Increase (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>738,848</td>
<td>795,067</td>
<td>7.6%</td>
</tr>
<tr>
<td>E-books</td>
<td>161,855</td>
<td>263,085</td>
<td>62.5%</td>
</tr>
<tr>
<td>Audio visual materials</td>
<td>30,941</td>
<td>32,739</td>
<td>5.8%</td>
</tr>
<tr>
<td>Journals (estimated)</td>
<td>48,000</td>
<td>48,000</td>
<td>0.0%</td>
</tr>
<tr>
<td>Databases</td>
<td>205</td>
<td>213</td>
<td>3.9%</td>
</tr>
<tr>
<td>Repository (DR-NTU)</td>
<td>39,778</td>
<td>44,955</td>
<td>13%</td>
</tr>
</tbody>
</table>

Fig 11 Library materials available to users

Print and electronic books

31,226 new books and 10,141 e-books were purchased and added to the Library collection in the financial year. This is an increase of 4.23% and 4.01% respectively over the last FY (excluding donated items).

Thirty-seven percent of the new acquisitions went to the Humanities and Social Sciences collection, 25.8% Engineering collection, 20% to Science collection and less than 8% to the Business collection. Books are selected by subject librarians and the collection profiles are approved by representatives of schools. The collection development policy for book selection is available in the Library website.
Databases

A database provides a collection of bibliographic, full-text or multimedia records and documents related to a subject, discipline or some other aspects or scope defined by its publisher. It provides a range of features to enable users to search by specific fields such as author, title, subject, classification and other characteristics. It also has tools to interrogate and make full use of the records. It is usually provided as a distinct product or service by a publisher. Based on this definition, the Library has 213 databases across all disciplines taught or covered in NTU schools and divisions. This was an increase of 8 databases (3.9%) over the last year.

Journals

The Library converted most of its print journals to electronic journals during this AY. The reduction of duplication of titles that were available electronically, the advantage of having additional features offered by e-journals such as 24/7 availability, links to related resources, and sharing and networking functionalities were amongst the reasons for this conversion. Exceptions were made for certain publications to facilitate browsing and specialized usage needs, such as, popular and news magazines, as well as publications containing artworks, fashion and design.

There were about 48,000 e-journal titles available to users. These included subscriptions to individual titles as well as to journal packages. The count is approximate as a proportion also comes from databases which provide full text access from publishers which do not provide full information on their journal coverage.

AV materials

1,219 audio-visual titles were added to the collection. Over three quarters of the titles were purchased for CoHASS - ADM (45.72%), HSS (15.63%) and ACRC (14.11%). Geological and thematic maps of Singapore, Indonesia and Japan were acquired for the first time. These maps can be geo-referenced.

Book donations

The Library added 3,101 book volumes and 123 non-book items donated by well-wishers to the collection. Included in the donations are titles received from the Library’s participation in the “Window to China” program coordinated by the National Library of China. Notable donations included are:

- Mr Wang Chu Meng – 1,588 titles mainly on Chinese literature and classics, and other Chinese publications.
- Mr Loo Shaw Chang – 993 titles on Chinese linguistics and Chinese literary works by well-known authors from Hong Kong, Taiwan, Singapore and China.
C. OUTREACH

Creating awareness of the rich collection of library resources and the availability of a wide array of services is important in helping staff and students maximize the use of the cumulated knowledge of mankind. Most outreach work is coordinated by the Library Promotion Division and all subject librarians participate actively in outreach programmes and activities such as blogging, orientation tours, presentations, and organizing events and exhibitions.

Fig 12 Students looking at library bookmarks

1. SOCIAL MEDIA

Library blogs
The Library coordinates the development and the implementation of the campus-wide blogs@ntu programme. During the AY, the internally hosted blog platform was upgraded to a new version to support more features. Besides enhancing the administrative features, attractive templates, providing blog design services, tips on integrating blogs with other social media tools such as Facebook and Twitter were offered to users. To date, 20 blogs have been set up with schools and departments to market their programmes and attract potential students, reach out to alumni, conduct courses and showcase their research.

The Library also established 7 subject library blogs to actively disseminate information about library workshops and new resources. From Sep 2010 to Jun 2011, these blogs attracted 20,000 visits with 85% of these visits originating from Singapore. The online visitors spent 911 hours reading our postings. In addition, the library also leveraged on the blog system to set up 43 subject rooms to provide one-stop guides to a range of subjects such as Linguistics and Economics.

Library Facebook
NTU Library started its presence on Facebook in 2009. There were 2,241 fans as of Jun 2011. In Mar 2011, a benchmarking exercise was done to compare the use of Facebook in Asian university libraries. NTU Library’s Facebook page was ranked #7 in terms of the number of fans.

The Facebook page has been a useful channel for keeping users aware of various library events, new services and resources. There was an average of 3,400 views for each post. Students were encouraged to interact with the Library via Facebook. In addition to “Like” and posting comments, student clubs also used the Library Facebook page to reach out to non-members. Some also used this channel to conduct surveys.
2. **OUTREACH EVENTS**

**Exhibitions**

53 exhibitions were held in various libraries during the AY. A number of exhibitions were jointly organized with academic schools, students and external bodies. The Library also worked with College of Engineering, College of Science and International Student Centre to display books at their venues and events. Details and archives of the exhibitions are available at: [http://blogs.ntu.edu.sg/library/exhibitions/](http://blogs.ntu.edu.sg/library/exhibitions/)

<table>
<thead>
<tr>
<th>Date</th>
<th>Title</th>
<th>Jointly Organized with</th>
</tr>
</thead>
<tbody>
<tr>
<td>22-Mar</td>
<td>The Unseen Beauty of NTU</td>
<td>NTU Photo-Video graphic Society</td>
</tr>
<tr>
<td>01-Mar</td>
<td>Project Light</td>
<td>Nusantara Development Initiative</td>
</tr>
<tr>
<td>11-Feb</td>
<td>Discover South East Asia</td>
<td>International Student Centre</td>
</tr>
<tr>
<td>04-Nov</td>
<td>Exhibition on Chinese Medicine</td>
<td>School of Biological Sciences</td>
</tr>
<tr>
<td>20-Oct</td>
<td>Integrated Circuits Book Exhibition</td>
<td>School of EEE</td>
</tr>
</tbody>
</table>

*Fig 14 A selection of exhibitions in libraries*

**E-resource fair**

The Library organized its Annual e-Resource Fair on 27-28 Oct 2010. The purpose of the Fair was to “bring the Library out” of the building to attract more users. 12 vendors participated in the Fair. 2,470 people visited the vendor and library booths. The fair also included quizzes, an NTU Library Facebook photo activity and 2 workshops titled ‘Help! I need to go beyond the Internet.’

**Orientation for students and staff**

Between 2 -16 Sept 2010, the Library organized various orientation activities such as talks, tea parties and quizzes for new students to make them aware of library resources, services and facilities. In addition, the Student Union provided a space for the Library to set up a booth during the Student Union Welcome Week which was visited by 3,534 people.

*Fig 15 Learning more at the e-Resource Fair*

**Library orientation for new staff**

In collaboration between the Office of Human Resources and the Library, every new faculty and research staff member receives a welcome letter from the University Librarian and a Library brochure. Subject librarians followed up with a personal email to invite the staff member to attend a library orientation briefing and tour. 210 new staff attended library orientation briefings during the AY.
Fig 16 Library activities for new students

Talks

251 staff and students attended 6 talks organized by the Library. These talks were aimed at academic staff and students as well the librarian community in Singapore.

Fig 17 Prof Eddie Kuo sharing about peer review

<table>
<thead>
<tr>
<th>Date</th>
<th>Talks</th>
<th>Joint organizer</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-Jun</td>
<td>Information Management Trends and The impact of Data in the Cloud. Speaker: Eric Thoo, Gartner</td>
<td>Gartner</td>
</tr>
<tr>
<td>2010-Apr</td>
<td>Sharing Plates: Cooking &amp; coping with cancer. Speakers: Rhys Lim, Final Year Student from WKWSCI</td>
<td>WKWSCI</td>
</tr>
<tr>
<td>2011-Jul</td>
<td>The New Wave: Social Media &amp; Libraries: An NTU perspective Publishing Journal Articles - An Insider Speaks Libraries: Frameworks for Excellence Mediaive: Why We Should All Be Participants in Media, NOT Just Consumers” Speaker: Chia Yew Boon, Phoebie Lim &amp; Nurhazman Abdul Aziz, NTU Librarians Dr Niamh O’Connor, Publisher Royal Society of Chemistry Reiner Kallenborn, University Librarian, Technische Universität München Dan Gilmor, Director of the Knight Center for Digital Media Library Association of Singapore Royal Society of Chemistry Library Association of Singapore WKWSCI</td>
<td></td>
</tr>
</tbody>
</table>

Fig 18 Talks organized by the Library

Online quizzes and competitions

To create better awareness and encourage the use of electronic resources, the Library partnered with several vendors to organize a number of online quizzes. A total of 2,182 staff and students participated in 8 quizzes during the AY.
Library Xpress

3 issues of the Library news bulletin, Library Xpress were published online and in print. Each issue is a mix of articles on, or news about the information world, tips on using databases and library resources and useful guides.

3. MEETINGS WITH USERS

A systematic programme of meetings between new senior academic and administrative managers and senior Library staff was initiated this year in order to acquaint staff with Library issues and to exchange ideas on areas for collaboration and improvement.

Meetings with organisational units were held at all levels to:

- Explore new co-operative projects (e.g. with Careers and Attachment Office on facilities and resources)
- Plan and implement joint projects (e.g. with CELT to organise E-FEST 2011)

Meetings with faculty were held at all levels to:

- Initiate planning for totally new schools (e.g. Lee Kong Chian School of Medicine)
- Provide guidance on the directions for future academic programmes (Chinese, ADM and HSS Libraries)
- Provide for dialogue on the development of specialist collections (Chinese, ADM and HSS Libraries)
- Plan for the needs of new Centres (e.g. Centre for Asian Art & Design)
- Explore possible outcomes for donated collections (e.g. Chinese and ADM Libraries)
- Request and justify significant data bases faculty wish the Library to acquire
- Initiate joint activities for specific courses or categories of students
- Work on ways to provide students with access to specialist and difficult to obtain resources (e.g. restricted films, standards)
- Provide in-office advice on bibliometric analysis of the faculty member’s citations and on inputting of research publications to the NTU open access digital repository
Meetings with student groups were held to:

- Plan workshops for student clubs (e.g. NBS Banking and Finance Club)
- Plan implementation of measures supported by students (e.g. EarthLink and double sided copying as default and GSTS on sustainability issues)
- Talk with student union executive groups on Library issues

D. FACILITIES & INFRASTRUCTURE

1. LIBRARY LEARNING COMMONS

With more than 2 million visits a year, the Library strives to optimise the user experience by providing spaces that are designed to cater for user interests and needs. The Library responds to user and library staff feedback when working on new facilities improvement plans. This section highlights some of the renovations and changes implemented during the AY.

Lee Wee Nam Library Learning Commons Survey

The Library conducted a survey on the use of Lee Wee Nam Library Learning Commons (LWNLLC) in early March 2011. User feedback and suggestions were useful as preparations were underway to build a second learning commons at that time. Close to 97% of the 521 respondents felt that the learning pods with LCD monitors or smart boards were useful.

![Fig 21 Multiple screen PCs in the Learning Commons](image)

Multi-screen computers followed closely with an 88% vote. 89% indicated that they preferred to meet in the LWNLLC for group work to meeting elsewhere. 76% said that the equipment, facilities and ambience in the LWNLLC have made their group work easier and 58% agreed that using the LWNLLC has improved the outcome of their assignments and project work.

Learning Commons at Business Library

The Business Library Learning Commons (BUSLLC), supported by the Cool Campus Committee, was launched in Aug 2011. It was conceptualised based on the success and learning points of the Lee Wee Nam Library Learning Commons (LWNLLC). The facilities include 7 open and fully-equipped discussion pods, 10 x2-screen PC workstations and 3x3-screen PC workstations. In addition, BUSLLC also includes the Career Research corner, Language Learning corner, Cinema, Business Lounge and Boardroom to provide students with more interactive space.
2. SHELVING CAPACITY

Many libraries were packed to near capacity and beyond due to the continued build-up of collection for new schools and programmes particularly in CoHASS. The Library carried out the following projects to increase the shelving capacity in subject libraries as well as the Closed Stacks to meet the critical space demands.

- **Chinese Library**

  Mobile compact shelves replaced non-mobile regular book shelves in part of the Chinese Library. This increased shelving capacity by approximately 40%. This is estimated to provide sufficient space until 2013.

- **Humanities & Social Sciences Library**

  Additions and reconfiguration of shelves have helped to increase shelving capacity by approximately 33%.

- **AV collections in Business Library and ADM Library**

  Through reconfiguration of shelves, Business Library AV shelving capacity was increased by 20% and the capacity of ADM Library by 25%. This is to cater to the growth of the AV collection in these two libraries over time.
• **Closed stacks**

The maximum shelving capacity of the mobile compact shelving section of the closed stacks has been reached. Thus, to cater for more transfers of less used books to the closed stacks, the Library has temporarily added non-mobile regular shelves to the non-compactus section. The aim is to replace the regular shelves with mobile compact shelves next FY.

### 3. RENOVATION AND ENVIRONMENTAL CONTROL WORK

Renovation work was carried out to create a more positive user experience. In addition, air-conditioning, which is an integral part of proper environmental control for rare book collections, was also improved.

**Lee Wee Nam Library**

The exhibition and express PCs area of the main entrance floor was renovated to create more optimal use of the current space and to allow a neater presentation of exhibits and express PCs.

**Wang Gungwu Library**

The air-conditioning system at the closed stacks and special textbook collection room of the Wang Gungwu Library at the Chinese Heritage Centre was improved to achieve better environmental conditions for the books there. Previously, the relative humidity was found to be too high.

*Fig 24 Exhibition & express PCs area in LWN Library  Fig 25 Special textbook collection in Wang Gungwu Library*

### 4. MUSEUM

The NTU Art and Heritage Museum has been housed and supported as an administrative unit by the Library since its inception in 2008.

The Museum Committee (the inaugural membership was listed in the 2008/2009 Library Annual Report) met twice, in Jul and Oct 2010. The 2009 Singapore Voices exhibition was re-mounted at three polytechnics, Ngee Ann, Singapore and Republic Polytechnics and one school, Hwa Chong Institution during the year. The exhibition highlighted lesser used
dialects in Singapore and was jointly developed with the NTU Department of Linguistics and Multi-Lingual Studies. The eight languages on show were exhibited with technology applied to enhance the visual display. Student researchers also worked on background information to enhance a future Singapore River exhibition.

The Museum staff headcount remained at 2 professional staff, but this was augmented by some casual staffing. The Museum store rooms were appropriately fitted out to house art collections during the AY. Training was held for the ADLIB Museum database in conjunction with IT staff from NTU, NIE and NUS.

5. TECHNOLOGY INFRASTRUCTURE

DR-NTU

DR-NTU is an institutional repository that aims to capture the intellectual output of staff and students of NTU. The Open Access section allow free access to self-archived staff publications by anyone using the Internet while the Restricted Access section contains student work, examination papers and other restricted materials. Enhancements were made during AY10 including:

- Improved scalability
- Improvement to workflow
- A new user interface incorporating new features such as an announcement column for publicity and awareness, highlight of recent submissions, graphical views of the usage patterns such as the number of document downloads and views and the country where users access the documents. These features enable contributors to the repository to keep track of the usage of submitted documents.

Intranet portal

The Library worked with CITS and CELT in the implementation and launch of the revamped staff and student Intranet portal which offers enhanced features including a dedicated library channel for a one stop access to resources and services. Users can personalize the portal and add or remove services from the channels according to their needs to suit different occasions.
Library mobile services

The Library mobile interface was developed on a blog platform, Wordpress and linked via the NTU mobile platform. Users can use their smart phones to access the library catalogue, selected databases and links to the facilities booking system. Other useful items offered on the mobile services are news and updates on Library resources and services, tips on using resources checking the Library FAQs. A poster on this new service “Library at your Fingertips” was presented at the Library Association of Singapore Seminar, “Libraries for Tomorrow” in Apr 2011 and subsequently won the best overall poster award.

Facilities Booking System

The previous client-based facility booking system was upgraded to a web-based version to allow users to do booking on the Internet or on the Library’s mobile services. The enhancement also extended the booking functions for new facilities such as learning pods, cinema room, language learning rooms and group discussion rooms at the Business Library and the Library Instructional Commons.

Library management system

The upgrade of the library system was awarded to Sirsi Dynix after a comprehensive evaluation exercise of the two tenderers shortlisted to present their proposals on-site in the first quarter of 2011. The project began in May 2011 and is expected to be completed in 6 months. This will offer users an enhanced interface for the library catalogue, a multi-library system to provide better tracking of books between locations, and a new module to manage access to digital content.

Self-check kiosks

With the upgrade of all student and staff cards to incorporate a contactless feature by end 2010, the self-check kiosks in all the libraries were also upgraded from magnetic stripe readers in January 2011. Users need only tap their cards to enable borrowing of library books at the kiosks.

Spark project collaboration

SPARK (Singapore Poetry Archive) is a project initiated by the School of HSS with significant support from HSS Library since its initial planning and implementation stage. SPARK is a virtual library for the collection of primary and secondary resources related to the poetry of Singapore and the surrounding region. The Library served as the project manager for this inter-divisional project which also involved CITS and an external vendor.
The system provides an archive of multimedia submissions in the Library digital repository, an attractive and interactive homepage to serve out the content by means of an attractive interface for users to access and at a later stage, an NTU blog and a mobile friendly user interface.

6. ORGANISATION OF LIBRARY MATERIALS

In FY10, the Library provided approximately 154,000 new metadata records in the Library Catalogue and DR-NTU for the search and retrieval of its new information resources. These systematically structured records enable users to find library materials effectively and efficiently.

As part of the continuous effort to improve the discoverability of NTU Library resources, the Library embarked on the OCLC WorldCat holdings reclamation project. Upon completion of this project, users will be able to see if NTU Library owns a particular resource title as well as DR-NTU resources via ‘Find in a library’ in Google Scholar and Google Books as well as WorldCat.org, the widely available online catalogue of OCLC.

Bibliographic services librarians worked with the School of HSS and Earth Observatory of Singapore on two separate Dublin-Core metadata consultancy projects to help them structure their collection of special resources which they plan to put up on the DSpace platform.

E. MANAGEMENT & STAFFING

1. THE UNIVERSITY LIBRARY COMMITTEE

The University Library Committee (ULC) is a university-wide Committee, chaired by the Senior Associate Provost, to provide oversight on the direction and policies of the University Library system. The ULC plays an important role in helping the Library align its plans and operations in support of the strategy and goals of the University.

The Committee met for the final time with the first term membership on 13 Dec 10. The main items for discussion included the status of the Library building plans, the approval and promulgation of the Open Access Mandate Policy and the Library materials budget.
THE UNIVERSITY LIBRARY COMMITTEE (AS OF JUNE 2011)

<table>
<thead>
<tr>
<th>Member</th>
<th>Representing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair</td>
<td>Prof Er Meng Hwa</td>
</tr>
<tr>
<td>Members:</td>
<td>Prof Schubert Foo</td>
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<td>A/Prof Thirumany Sritharan</td>
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<td>A/P Yoon Ho Sup (CoS)</td>
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<td>Mr Li Bo / Ms Ang Hua Huang</td>
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<td>Mr Chok Yew Keong</td>
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<tr>
<td>University Librarian</td>
<td>Mr Choy Fatt Cheong</td>
</tr>
<tr>
<td>Secretariat</td>
<td>Mrs Isabella Trahn</td>
</tr>
</tbody>
</table>

2. STAFF STRENGTH

There are 105 staff positions in the Library. Of these, 44 are professional librarians with Masters degrees in information studies/library science, 2 are museum curators, 8 are paraprofessionals with polytechnic diplomas, while 51 are support staff. There was an increase of 2 in headcount during the AY.

Changes in senior staff assignment

Ms Er Bee Eng was promoted from Co-ordinator of Access Services to the Division Head.

Promotions

The following staff members were promoted during the year:

- Mdm Er Bee Eng to Grade M1, Assistant Director
- Mr V Somasundram to Grade E3, Senior Library Officer
- Ms Julinah Sabria Binte Abu Bakar to Grade E3, Senior Library Officer
- Mrs Lai-Ng Choo Mui to Grade E2, Senior Clerical Officer
- Mr Chan Tuck Kwai to Grade E2, Senior Clerical Officer

Staff resignations

The following staff left the Library on the date shown:

- 7 Aug 2010, (completion of contract for Wang Gungwu project) Mr Yuan Ye, Mr Luo Bi Ming and Ms Jiang Bin Bin
- 19 Oct 2010, Ms Lee Mei Yu, Librarian, Acquisitions Division/ Chinese Library
• 1 Apr 2011, Ms Kartini Binte Saharawee, Clerical Officer, University Librarian’s Office
• 22 Apr 2011, Rajid Ahamed Saleema Siddeeqa, Library Officer, Library Promotion Division
• 29 Apr 2011, Ms Liu Yan, Bibliographic Services Division/ Humanities and Social Sciences Library
• 13 May 2011, Ms Liu Han, Librarian, Acquisitions Division/Engineering Library
• 30 Jun 2011, Ms Tan Lay Peng, Librarian, ADM Library

New staff

The following staff joined the Library on the date shown:

• 14 Jul 2010, Ms Men Yali, Librarian, Scholarly Communications /Science Library
• 01 Dec 2010, Ms Emma Wilcox, Librarian, HSS Library
• 17 Jan 2011, Ms Liu Han, Librarian, Acquisitions Division/Engineering Library
• 01 Jun 2011, Mr V Somasundram, Assistant Librarian, Library Promotion Division/ADM Library (para-professional staff upgraded to professional staff)

3. STAFF TRAINING AND DEVELOPMENT

Staff Retreat

Professional staff met at NTU@One North on 5 and 6 Aug 2010 for a 2 day mini retreat which achieved the following:

• A consensus on continuing the Library’s 4 strategic goals and direction
• A better understanding of the focus of our Library, in a period of significant change in the University as well as in the information industry
• A clearer picture of the preferences of our professional staff in the configuration of their main roles. The straw poll conducted at the Retreat indicated that 54% preferred to continue with dual roles, 36% preferred single operational roles and 10% preferred single subject roles
• Discussion of the main areas of focus for the current year’s work plan

Training and staff participation at conferences

The Library places great importance on helping staff members to develop their knowledge, skills and expertise to enable them to provide the highest level of service to our users. During AY10, staff attended 16 conferences locally and within the region and 6 conferences further afield to present papers and posters and to keep up-to-date with current developments in the rapidly changing information and publishing industry.

Other Library staff also attended various training programmes provided by internal as well as external organizations. During AY10, there were 116 professional staff attendances by 29
individuals at local external events and 57 support staff attendances by 39 individuals at 33 local external events. Internal library training is not included in these figures.

**Professional Development Scheme**

The Professional Development Scheme (PDS) of the Library Association of Singapore is a relatively recent instrument, designed to ensure that professional librarians belonging to LAS undertake a consistent and broad ranging approach to their own professional development. Individuals must apply every two years with a detailed record of professional activities over a specified period in order to gain, or retain, the status of Practising Professional (PP). During AY10, the inaugural batch of 10 NTU Librarians who gained their PP status two years previously were successfully re-endorsed for another 2 years.

**Conference Papers and Speaking Engagements by staff members**

- Jul 15, 2010, **Mr Choy Fatt Cheong** presented a paper, jointly written with **Ms Ng Chay Tuan**, “E-books: What users want and what users do: Preliminary findings of a study on use of e-books from NTU Library” at the Asia Pacific Libraries E-books Seminar at National Kaohsiung University of Applied Science, Taiwan.

- Aug 15 2010, **Mr Nurhazman Abdul Aziz** presented a paper, “Sowing the seeds: towards reaping a harvest using social web applications in Nanyang Technological University Library”, at the 76th IFLA General Assembly and Conference, Gothenburg, Sweden.

- Aug 25 2010, **Ms Ruan Yang** gave a paper entitled, “Supporting University Innovation—a case study of NTU Library” at the 5th Shanghai (Hangzhou) International Library Forum Shanghai (Hangzhou), China.

- Sep 26 2010, **Ms Phoebe Lim** presented the keynote address entitled “Promoting academic library resources and services”, at the CALIS (Chinese Agriculture Libraries and Information Services) Annual conference, Qingdao, China.

- 20 Oct, 2010, **Mr Choy Fatt Cheong** gave an invited presentation to the ExLibris Asia Pacific Sales Meeting “User driven libraries” in Bangkok, Thailand.

- Dec 01, 2010, **Mr Choy Fatt Cheong** gave a paper, “Professional Development Scheme in Singapore” at the IATUL workshop, Librarians' Skills in a Changing Environment organized by Technical University of Munich, Munich, Germany.

- Dec 01 2010, **Mr Lim Kong Meng** gave a paper written jointly with **Mr Choy Fatt Cheong**, “The Virtual Library and Continual Education for Engineers” at the ASEAN Federation of Engineering Organisations 28th Annual Conference, Hanoi, Vietnam.

- Dec 10 2010, **Ms Padmaja Muralidharan** gave a presentation to the National Seminar on Content Management, Vellore, India on “E-resources and User Services in NTU Libraries”.

- Feb 14, 2011, **Mr Choy Fatt Cheong** presented a paper, “Survey on digital contents in AUNILO libraries” at the 7th AUNILO Meeting, held in Manila, Philippines.
Mar 31, 2011, **Mr Choy Fatt Cheong** gave a presentation, “Case Study: Learning Commons at Lee Wee Nam Library” at the 2nd Learning Commons Development and Design Forum, organized by Informa and held at Brisbane, Australia

Apr 14 2011, **Ms Phoebe Lim** presented a paper. “Study Rooms at NTU” at the Libraries for Tomorrow Seminar, One North, Singapore

Apr 15, 2011, **Mr Choy Fatt Cheong** gave an invited talk on the roles of libraries to the library staff of City University of Hong Kong


**Poster presentations**

Aug 09-15 2010, **Ms Catherine Tan & Ms Wendy Ong**, presented their poster “Opening Minds to Different Worlds” at the 76th IFLA World Library and Information Congress, Gothenburg, Sweden

Apr 14 2011, **Mr Michael Tan** presented a poster “Library at Your Finger Tips: Extending Blogs@NTU” at the Libraries for Tomorrow Seminar, One North, Singapore. This poster presentation was awarded the conference prize.

Apr 14 2011, **Ms Padmaja Muralidharan** presented a poster, “Digital Repository@NTU: User–centred Services from Re-usable Subject Metadata”, at the Libraries for Tomorrow Seminar, One North, Singapore

Apr 14 2011, **Ms Norlisa Binte Othman** presented a poster,“Adaptive Skills for the Bibliographic Future” at the Libraries for Tomorrow Seminar, One North, Singapore

Apr 14 2011, **Mr Frank Seah** presented a poster, “Benchmarking of University Library Facebook pages in Asia”, at the Libraries for Tomorrow Seminar, One North, Singapore

4. **STUDENT LIBRARY ASSISTANTS**

Student assistants remain critical to the day to day operations of the Library. With the continuing shortage of permanent staff and the increasing demand for developing new services, the Library had to rely on over 200 student workers during the year to carry out not only traditional work such as shelving and processing of library materials but also more demanding tasks such as web design and maintenance, creation of web-based promotional materials and blog updating.

G. **EXTERNAL RELATIONS**

1. **COOPERATION WITH OTHER ORGANISATIONS**

Membership of Local and International Organisations
During AY10, NTU Libraries was an institutional member of the Library Association of Singapore (LAS), Hong Kong Libraries Association (HKLA), International Association of Technical University Libraries (IATUL) and Libraries of the Australian Technology Network (LATN).

**PIPIL Programme**

The Professional Internship Programme for International Librarians (PIPIL) 2010 was held from 05 – 29 Oct. Participants for the 2010 PIPIL programme came from the following institutions:

1. Chulalongkorn University Library, Thailand
2. Mahidol University Library, Thailand
3. Universiti Sains Malaysia Knowledge Information Centre, Malaysia
4. Universitas Indonesia Central Library, Indonesia
5. Ateneo de Manila University Professional Schools, Philippines
6. Universiti Brunei Darussalam Library, Brunei
7. University of Malaya Library, Malaysia
8. Wuhan University Library, China

Participants attended briefings on all aspects of the work of the Library, visited all Library locations, sat in on relevant meetings, joined in Library social events, visited relevant external Library related sites and prepared and gave presentations on their own Libraries and on what they had learned from the programme.

**Other staff attachments**

Mr Cheng Wei Yeow, Bibliographic Services Division and Chinese Library, spent April 2011 at Wuhan University Library as Exchange Librarian, in accordance with the current Memorandum of Understanding between the Library and Wuhan University. Ms Lu Min, Deputy Director at Wuhan University Library in China spent 2 months as Exchange Librarian from Sep – Oct 2010 and a library science student from Hong Kong University, Ms Ka Lai Liu was attached to the NTU Library for 2 months from Jun-Jul 2011.

**Outstanding Academic Papers by Students (OAPS) Project**

The OAPS Project is a collaborative initiative by some notable university libraries to promote student academic writing and to provide a platform for showcasing high quality academic papers written by students.

In the second year of the Library’s participation of the project, another 6 top student papers from WKWSCI, together with 5 inaugural best papers from CEE, were selected and showcased in the international OAPS Portal. These papers are also highlighted in the Library website and Institutional Repository DR-NTU.
2. VISITS

The Library received 390 professional librarian visitors during the reporting period. 2,225 people visited the various libraries as part of their campus tour. Notably in July 2011, the Library hosted 1,085 visitors. The majority of these visitors were students from Singapore secondary and primary schools being led by the Student Affairs Office.

3. COMMUNITY WORK

The following staff members served on committees of various professional bodies:

- **Choy Fatt Cheong**, Board Member, IATUL (International Association of Scientific & Technological University Library); Chairman, Working Committee on Professional Development Scheme, Library Association of Singapore; Editorial Board, Singapore Journal of Library and Information Science

- **Goh Su Nee**, Member, SILAS Steering Committee on RDA Implementation

- **Tan Leng Yan, Catherine**, Council Member and Chair of Business Development, Library Association of Singapore (to May 2011), Member Social and Programmes Committee, Library Association of Singapore (from May 2011)

- **Isabella Trahn**, Council Member and Chair, Training and Development Committee, Library Association of Singapore (to May 2011)

- **Janice Chia**, Council Member and Chair, Training and Development Committee, Library Association of Singapore (from May 2011)

- **Hazel Loh**, Member, Awards Committee, Library Association of Singapore (continuing)

- **Chen Peishan**, Member, Training and Development Committee, Library Association of Singapore (from May 2011)

- **Frank Seah**, Member, Business Development Committee, Library Association of Singapore (to May 2011), Member, Social and Programmes Committee (from 2011)

- **Ong Juey Ming**, Secretary, Working Committee of the Professional Development Working Scheme, Library Association of Singapore

- **Rama Ravikumar Ramakrishnan**, Member, Web Committee, Library Association of Singapore (continuing)

- **Lina Wang**, Member, Programs and Social Committee, Library Association of Singapore (to May 2011)

- **Balbindar Kaur**, Member, Publications Committee, Library Association of Singapore (to May 2011)

- **Phoebe Lim Choon Lan**, Member, Membership Committee, Library Association of Singapore (continuing)

- **Luo Biming**, Member, Programs and Social Committee, Library Association of Singapore (to May 2011)

- **Nurhazman Abdul Aziz**, Chair, Web Committee, Library Association of Singapore (from May 2011)

- **Wong Oi May**, Member, Social and Programmes Committee (from May 2011)