NTU Libraries Annual Report
Academic Year 2012/2013
Introduction

This year, the Library Annual Report takes on a new look. We feature 14 short articles that give you a flavour of how our libraries and services contributed to the NTU community during AY12/13. Each article is followed by some additional highlights and statistics wherever appropriate. We hope this format will make for easier reading and let you have a better understanding of the work of our Library.

One of the key roles that users expect of academic libraries is the provision of information resources to enable their research and learning activities. Although the Internet provides lots of free information, much scholarly material is only available for a fee. Our library subscriptions and purchases enable every NTU user to have access to 57,000 journals, 221 databases, 500,000 e-books, 54,000 AV items, 870,000 print books and more. Every NTU user has access to all e-resources via the Internet, anywhere they are in the world. There is no way that a single individual can have access to this vast range and depth of information out of his own pocket!

The Library also participated actively in the open access (OA) movement to make as much scholarly work freely accessible as possible. The Scholarly Communication Division continued its work to manage and promote the use of our institutional repository (DR-NTU) in depositing staff publications for free access. During the year, 2,000 PhD and research theses were also made freely available through the NTU Open Access Mandate initiated in 2011. The division also worked closely with the Research Office to provide more consistency in staff publication metadata to improve discovery. We also began to work closely with academic and administrative staff to create useful resources for teaching and research.

The increasing volume of information means increased complexity, increased unawareness and increased need for managing the use of information for the individual faculty member, researcher, administrator and student. The Library provides services to assist our users in engaging and making full use of this rich information environment. This includes instructional classes, implementation of discovery and search tools, enhancement of learning spaces, platforms for content creation such as the blogs@ntu services and individual guidance and assistance by our specialist subject librarians. Many of these services have raised the capability of our users in engaging with the complex information environment. For example, 7,100 staff and students benefited from the 280 classes conducted to assist them in various aspects of information access and use during the year. These sessions covered topics such as doing literature reviews, use of databases and research management tools such as Endnote, avoidance of plagiarism, etc.

To increase the awareness of relevant and useful resources, the Library also engages users through a wide range of outreach programmes. 22,500 students and staff have participated in library activities and events over the past year such as orientation programmes, quizzes, talks and exhibitions. For example, a series of talks on academic publishing provided an opportunity for our users, particularly research staff to hear and meet with editors from well-known publishers. The Library has also intensified its effort in using social media during the year to reach out to all our users. The goal of these outreach activities is to maximize the opportunities for our staff and students in using our rich resources and services to improve their research, teaching and learning activities.

We hope you will enjoy reading this annual report.

Choy Fatt Cheong, University Librarian
Providing Resources and Discovery

Changing Faces and Models for Library Collections

The Library’s collection continues to grow in support of new and existing courses, programmes and areas of research. Our electronic books (e-books) have reached well over 500,000 titles, quickly catching up to our print collection of 870,000. An additional 115,000 e-book titles are also available through a pay-per-use mode. This pay-on-demand system means that the Library only pays for books that are actually used. This model has enabled our users to discover and have access to a much larger pool of resources that would otherwise not have been possible with existing funding. Media resources such as videos and DVDs are also growing rapidly (40% increase this year) due to increased availability of online audio-visual databases such as Ethnographic Video Online, and the BBC Academy College of Journalism videos.

Additional Highlights

- New e-book collections include the Springer Book Archives (all Springer titles since 1842) and Oxford Reference Online, a rich collection of encyclopedias and other reference works across all disciplines.
- Almost 4,700 donated print books were added to the collection, largely in the arts, humanities and social sciences, They included titles which are no longer available for purchase, such as Singapore publications on the arts given by the National Library Board.
- The Animated Online Library provides access to a 4,000 title archive of animated films submitted to the International Festival of Animated Film Stuttgart – a rich resource on digital animation and filmmaking.
- Available download statistics show that at least 5,107,603 full text documents were downloaded this past year. With a user population of approximately 33,700 students, faculty and research staff (excluding NIE), this works out to about 152 articles downloaded per user!
- Some collection statistics:

<table>
<thead>
<tr>
<th></th>
<th>Apr-12</th>
<th>Apr-13</th>
<th>Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>817,377</td>
<td>869,558</td>
<td>6%</td>
</tr>
<tr>
<td>E-books</td>
<td>461,457</td>
<td>509,470</td>
<td>10%</td>
</tr>
<tr>
<td>Audio visual materials</td>
<td>38,632</td>
<td>53,819</td>
<td>39%</td>
</tr>
<tr>
<td>Journal titles (estimated)</td>
<td>54,326</td>
<td>56,541</td>
<td>4%</td>
</tr>
<tr>
<td>Databases</td>
<td>219</td>
<td>221</td>
<td>1%</td>
</tr>
<tr>
<td>Repository items (DR-NTU)</td>
<td>47,363</td>
<td>51,106</td>
<td>8%</td>
</tr>
</tbody>
</table>
Accessing the Library in Many Different Ways

Users discover information materials in a number of ways – browsing, purposeful searching, recommendations from peers, serendipitous accident, etc. The Library is constantly looking at new tools and enhancement of current tools to help users find information. For example, our Library online catalogue, a highly organized tool, is constantly enhanced to make it more useful. On-going improvements are made in enhancing records with content information & images, better displays and providing a one-search tool (called a web-scale discovery system).

Studies have shown that many users rely on the Internet alone to find information. The Library has also made it easier for frequent Internet users to enhance and follow up with their searching. For example, linking to the Library’s full text electronic subscriptions from Google Scholar was enabled. Our configuration allows Google Scholar users to identify NTU Libraries as their home library, so that search results conveniently display direct links to full text articles that are available from our library subscriptions without having to go the Library webpage. The Library toolbar was also enhanced this year to provide more functionality that helps to access NTU Library resources from wherever they are on the Internet. We added a “Locate@Library” feature to our popular Library Toolbar which allows users to highlight a book title or ISBN from any website, click on the “Locate@Library”, and it will check to see if it is in our collection. Users can install this toolbar, which will sit on top of their open browser all the time.

Additional Highlights

- Enabled users of Google Books to check if a book is available at NTU Libraries via the “Find in a library” feature on the Google Books page.
- The “virtual shelf” feature was enhanced in our library catalogue to improve the user experience of browsing related book covers.
- Mobile device support continues to expand as we work with our vendors to ensure e-resources are mobile-friendly.
Enabling Student, Faculty and Researcher Success

Activity-Driven Instruction to Improve Learning

Our librarians have been working to increase the use of active learning techniques in our library instruction workshops so as to capture student interest, increase engagement and improve learning.

In January 2013, the Engineering Librarians were once again invited by the tutors to conduct library instruction in the HW0210 module for second year engineering students. Armed with new activity worksheets, librarians went into the tutorial rooms ready to really engage students in “Understanding and Accessing Scholarly Information”. The feedback from both the students and the tutors was positive in many respects. Most felt that the activity-driven approach worked well in getting the students to learn about scholarly information for their academic writing.

Another example of close collaboration with teaching faculty is the Thou Shall Not Steal: Avoiding Plagiarism and Achieving Academic Integrity workshop conducted for history and literature students in collaboration with tutors from the Language and Communication Centre (LCC). The interactive session got the students discussing topics beyond plagiarism alone, in order to help them understand the intent and ethics governing academic integrity in general.

Additional Highlights

- More than 280 classes were conducted with more than 7,100 participants (students & staff) throughout the year.
- Delivered our Research & Academic Integrity Seminar for about 100 URECA students in January 2013.
- Over 400 HSS students attended a Resource Discovery Workshop as part of their HW0201 course in Feb 2013.
- Our popular workshop, Thou shall not steal: Avoiding Plagiarism and Achieving Academic Integrity, was also delivered to HW0221 and HW0222 students in Feb 2013.
- Our EndNote workshops continue to be a popular draw, especially with postgraduate students and research staff, and we have worked to incorporate more hands-on practice in these sessions.
Research assistance services complement the formal instructional workshops run by the Library, by providing point of need assistance, always with an instructional approach. Our goal with students is to approach every interaction as a learning opportunity. Whatever questions that our students and staff may have, librarians are on duty to answer them. This year our libraries answered over 95,000 enquiries – including general enquires about library services and facilities, and research enquiries related to information needs and challenges. Assistance is available via email, phone and in-person counter services. General enquiries come mostly at our service counters, but for more in-depth research assistance, our email service is just as popular as meeting face to face. This year we also received enquiries via the Library’s Facebook and Twitter accounts.

### Number of Enquiries

<table>
<thead>
<tr>
<th>Library</th>
<th>Queries</th>
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<tbody>
<tr>
<td>LWNL</td>
<td>53,715</td>
</tr>
<tr>
<td>CMIL</td>
<td>2,489</td>
</tr>
<tr>
<td>HSSL</td>
<td>5,705</td>
</tr>
<tr>
<td>CHNL</td>
<td>2,548</td>
</tr>
<tr>
<td>BUSL</td>
<td>13,421</td>
</tr>
<tr>
<td>ADML</td>
<td>3,228</td>
</tr>
<tr>
<td>WGWL</td>
<td>233</td>
</tr>
<tr>
<td>EMAIL SERVICE</td>
<td>14,000</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>95,339</strong></td>
</tr>
</tbody>
</table>

In order to follow international standards on counting the number and types of questions asked in libraries, we planned for a new way of gathering statistics in this area and trained all staff in the latter part of the year to adopt standard definitions of General vs. Research questions. This will be adopted at the beginning of the next academic year, and help us to better track the impact of our work and expertise on the learning and research activities of the university. Our support staff were also provided training to ensure that they know when and how to refer questions to other experts in the Library.

### Commonly asked questions:

- Do you have a copy of my course textbook?
- Where can I access past-year examination papers?
- Can you help me to find some good articles for my assignment?
Increasing Citation Counts from All Directions

Our role in supporting scholarly communication affects individual staff and the institution as a whole. In this past year, we renewed efforts to clarify and correct institutional & author ambiguities in papers authored by NTU staff that are indexed in Web of Science and Scopus. This work has contributed to an increase in the numbers of papers attributed to NTU staff and consequently an increase in number of total citations for the institution. Of course, there is also benefit to individual researchers for their own paper and citation counts, too.

Recognising that faculty and human resource personnel struggle with using the citation databases to obtain citation numbers and h-indexes efficiently and accurately, we conducted four workshops on Your Publications: Get Noticed and Cited! These sessions look at the fundamentals of citation, the different kinds of citation-based performance metrics, and provide useful tips on getting publications noticed and hopefully cited.

Additional Highlights

- A series of talks was hosted throughout the year on topics related to scholarly communication including the Academic Publishing Week series & “Behind the Scenes: How Scopus selects, indexes & corrects data”.
- A list of NTU related affiliations was identified for inclusion in the Web of Science Organizations-Enhanced search, which ensures all NTU affiliations can be identified and counted.
- Over 80 requests for corrections were submitted to Web of Science and Scopus, which will improve discoverability of citations for our researchers and NTU as a whole.
Increasing the Visibility of NTU Research Output

DR-NTU, our institutional repository of scholarly papers, continues to archive and showcase the University’s research (http://dr.ntu.edu.sg). To fully realize this goal, we began to work towards providing a comprehensive list of NTU research output in the repository, whether or not the full text was available. As a first step we added the metadata of recent papers authored by NTU staff in DR-NTU. Coupled with the NTU open access mandate, we hope this will create an extensive collection of NTU publications, with accompanying full text where legally allowable, which the research community can freely access.

Usage statistics have clearly indicated that people are seeking NTU papers and are being directed to DR-NTU. With less than 10,000 items in DR-NTU, these were viewed more than 800,000 times and the full text was downloaded over 43,000 times.

The open access movement which aims to make scholarly research freely accessible to everyone, has prompted many universities to release their digital theses collection to the world. In response to the NTU Open Access Mandate, over 2,000 NTU PhD & research theses were made open access this past year via DR-NTU and thus are now discoverable and freely available to researchers around the world.

Additional Highlights
- More than 150 winning posters from URECA (Undergraduate Research Experience on CAmpus) Poster Exhibition cum Competition were added. This collection presents a unique selection of materials which are not easily accessible or available to the general public.
- The Earth Observatory of Singapore (EOS), determined to share their scholarly output with the world, established a collection of their publications within DR-NTU. About 150 papers were added and total downloads in this collection exceeded 5,500.
Harnessing Technology

Enhancing User Experience with e-Resources and Services

Technology is a key enabler for provision of library services and access to e-resources to our users. In this past year, one of our goals was improving user experience with our e-resources via search engines and mobile library applications. As a high percentage of NTU students and staff are owners of smartphones, we implemented QR codes in the Library Catalogue in October 2012. Users can store titles of books they found in the catalogue by simply scanning the QR Code displayed in the record using their phone QR code reader. Stored titles can then be retrieved as and when needed without having to search the catalogue again, for example when one is at the Library and the call number is needed! The Library’s mobile application is also integrated with the NTU network account, so users can conveniently check their library accounts and renew library materials without the need to remember a separate set of usernames and passwords.

Additional Highlights

- Our users no longer need to plough through lengthy instructions on locating e-books in our collection. We implemented a single search on the e-books webpage to enable users to seamlessly access e-book titles, be it from our catalogue or from our various e-book providers.
- Our popular Library toolbar for browsers was enhanced in several ways – adding the “Locate@Library” functionality described previously in this report, moving the most popular service, “fulltext@NTU”, to the front for better visibility, creating popular links under the ‘resources’ and ‘services’ tabs, and updating the icons for improved intuitiveness.
- E-payments kiosks were upgraded to include ez-link payment in addition to NETS payment options. ez-link is the most popular option for students to settle library fees/fines. The convenience to top up cash card balance while in the library is also well utilized.
Research and Learning with blogs@NTU

In 2010, NTU Libraries rolled out our “blogs@NTU” service to provide a social networking option for the NTU community. With the growing popularity of social media, blogs@NTU enables users to create interactive websites effortlessly, collaborate on research projects and connect to friends in a safe campus environment. In Dec 2012, the Corporate Communications Office unveiled its blog “HEY! Thoughts”. NTU Libraries worked closely with CCO to create this unique blog for the NTU community to share personal musings, ideas, opinions and thoughts on university happenings, campus life, and more.

In this past year, there was a spike of requests to use blogs as a complementary tool to edveNTUre. We have assisted a number of faculty to create course blogs to foster greater student interaction and peer learning. Students post critical reviews of their readings, document their group projects, create project blogs/websites as part of their course assignments, and take quizzes embedded in blogs. In addition, NTU Libraries has worked closely with faculty and other divisions to design and implement a few strategic blog projects (see below).

Asst Prof Onaga commented that blogs@NTU “is an invaluable resource for teaching and research project work ... The value of working with NTU's library staff on this project include the much appreciated technical support, the ability to improve the look and design of the blog presentation, and ongoing conversations about how to support and manage research content for archiving, sharing and public outreach, to name a few.”

Additional Highlights

- To date, we are supporting 246 blogs across the NTU community with postings contributed by some 750 users.

- Redesigned and began hosting the Teach 311 website, a multi-language collaborative resource that helps teachers, students, and scholars locate and share educational resources related to the triple earthquake, tsunami, and nuclear disaster in Japan. This is an international project with content editors/faculty from around the world.

- In beta stage is the Bagan Project, which creates an online repository of images of temples constructed between the 11th and 18th centuries, including decorations on the exterior facades and mural paintings on the interior walls.
Engaging with our community

Developing and Feeding Inquiring Minds

More than 22,500 students and staff have participated in the Library’s activities and events over the past year such as orientation programs, quizzes, talks, exhibitions etc. Our goal is to contribute to NTU’s culture of learning, inquiry, and innovation.

The year kicked off with Library Freshmen Orientation Activities which include Parties@libraries, Photobooth contest, and quizzes. The Student Union generously sponsored a booth for the library which was located amongst the CCA club booths. Throughout the year, students learn about the wealth of databases that the library has by participating in quizzes with prizes generously sponsored by vendors. Students can also learn from one another. The “Kizuna Project” exhibition held in the Business Library was a project from the NTU Japanese Appreciation Club.

For postgraduate students and early career researchers, we organized a series of talks on Academic Publishing. 8 editors from publishing houses such as Cambridge, Taylor & Francis and World Scientific provided tips and advice on academic writing and publishing. For faculty, we had joint exhibitions and new book launches such as Asst Prof Leong Kaiwen’s “Singapore’s Lost Son” which was an inspiring talk for all on resilience.

Additional Highlights

- Over 900 potential students and their parents toured our libraries as part of the Student Life tour by the Student Union.
- “Confluences”, an exhibition curated by the NTU Art and Heritage Museum, was held in the Lee Wee Nam Library, highlighting perspectives and interpretations of art and science.
- More than 200 new teaching staff and 150 administrative staff were given a personal orientation by their subject librarians. This service is made possible through our collaboration with OHR.
- The “Discover NTU Libraries” contest was featured by MediaCorp in the calendar highlights on OKTO Channel’s programme KNOCKOUT Season 6 in June 2013.
- “Lee Wee Nam Library is such a meaningful place as the computer corner, reading tables and bookshelves have witnessed our love. The memories that we had together preparing quizzes and exams in Lee Wee Nam Library are precious and unforgettable.” NTU Alumni Liao Lei, EEE & Zhang Yuan, CEE on why they wanted their wedding photoshoot at the Lee Wee Nam Library.
Engaging via Social Media

The Library continuously expands its online engagement with the NTU community (and beyond) via social media platforms. This has resulted in a good exchange of views, improvements to our initiatives, and enhanced our understanding of users’ evolving needs.

Apart from the usual face-to-face or email enquiries that we receive, in this past year users have started to post enquiries to us via social media platforms as well. This extends our channels for general and research enquiries, and allows us to assist users in their most preferred way. Beyond our established Facebook page, we now have almost 700 Twitter followers of “@ntulibraries” as well. For a better view on users’ perceptions of the Library, we are now scanning for tweets that mention our libraries in order to improve services based on the feedback received. Our social media platforms have also attracted a number of local and foreign academic libraries to engage with us, connecting us internationally and extending the visibility of the University.

Additional Highlights

- Showcased the creativity of our newest users on our Facebook page via “Project Photo Booth” during Freshmen Welcome Week 2012. Uploading these fun photos of our freshmen created lots of buzz and hopefully connected them to the Library early on.
- Conducted career resource workshops that included using LinkedIn, with an emphasis on the importance of managing social media personas responsibly and professionally.
- Launched the Happenings@NTU Libraries blog, a one-stop information portal of all the latest (and past) events in our libraries such as workshops, talks, exhibitions, etc.
- Extended the reach of our newsletter, Library Xpress, by publishing it on Issuu which is known as the “YouTube for publications”! (see http://issuu.com/ntulibraries). Since its launch, we’ve had 2,600 views, with readers from Singapore, Malaysia, Hong Kong, UK and the US.
- Our Library related blogs (subject guides, resource guides, library news, etc.) attracted over 56,000 visits and 124,000 page views.
Library spaces have become more than just rows of bookshelves and areas for quiet study. Working closely with faculty and students, our subject libraries organized and hosted a variety of activities that bridged disciplines and interests. For example, Lee Wee Nam Library hosted a talk entitled “Tasty Sludge Burger – Yes but no thank you” for Professor Wang Jing-Yuan, and ADM Library hosted a new book talk for Associate Professor Michael Kirk Walsh’s Medieval and Renaissance Famagusta: studies in architecture, art and history.

ADM Library, Chinese Library and the Communication and Information Library (CMIL) also saw students and faculty showcasing their works and using the library for experiments. A good example is the partnership between CMIL and WKWSCI lecturers of advanced courses like Go Overseas For Advanced Reporting (GO-FAR) and Regional Strategic Communication Marketing (RSCM) where they have integrated library exhibitions of students’ final output as part of their course work.

Getting outside of the walls of our libraries, we prepared and launched a targeted ‘Services for Faculty’ initiative to reach out and make sure that our faculty are aware and make full use of our services that can support them in their teaching, research and publishing. Examples include embedding relevant resources and tips into EdveNTUre, chasing down hard-to-find research materials from around the globe, determining citation counts, and ensuring that research output is highly discoverable and citable, and many more.

http://www.ntu.edu.sg/library/services/Pages/staff_orientation.aspx
Additional Highlights

- Engineering librarians conducted library workshops for 49 HW0210 Technical Communication classes where all 2nd year students learned how to find and use engineering information effectively and ethically.

- Chinese Studies librarians collaborated with the Division of Chinese Studies on an exhibition and opening reception at the Chinese Library for the first Chinese Writer-in-Residence, Mr Yeng Nway Ngon (英培安).

- Keenly aware that the Lee Wee Nam Library is located quite far from the SPMS and SBS buildings, the Science librarians “took the library out” with the New Book Display at SPMS event at the MAS Atrium. It attracted more than 380 visitors and 80 items were borrowed on-the-spot.

- Business librarians worked closely with the Division of Banking & Finance to facilitate the use of S&P Capital IQ (a subscribed database of financial data) by students of equity securities courses such as B8269 and BF2205, resulting in close to 350 active individual accounts.

- ADM librarians organized a book selection event where faculty and students were invited to come and recommend books to the library from 3 book vendors. Books displayed ranged from heritage and museum studies, art history, drawing techniques and design to animation and film-making. 108 books were recommended. Attendees also enjoyed a big discount for books they bought for their personal collections.

- Subject librarians worked with faculty from CEE, HSS and WKWSCI to identify and upload 39 outstanding student works to DR-NTU. This is part of the multi-university initiative, OAPS - Outstanding Academic Papers by Students. Started in 2004 to provide a platform to showcase high quality academic papers written by students, OAPS improves visibility of and provides motivation for scholarly excellence in student work.
Collaborating with External Partners

International Visitors & Exchange

The Library regularly provides attachment opportunities for international librarians. This year, 3 librarians from Wuhan University Library stayed with us as part of a staff exchange MOU. They were immersed fully in our daily routines and were briefed on the details of operation work by each library head of department. Dr Wang Mei Ying, Senior Research Librarian came for a month in 13 May 2013 as Visiting Librarian. She delivered three lectures on Chinese books and other current topics to NTU staff, students and the library community in Singapore. Ms Hu Yong Sheng, visited in June and July of 2012 and presented on her work in initiating support services for e-science. Ms Fan Guoping was exchange librarian from 1 Oct to 31st November. In return, Ms Wu Yao Yao, our Chinese Studies Librarian spent 2 weeks in Wuhan University in Jan 2013 to learn about their collection and also presented some of the current work we are engaged in at NTU. In the 4 years of exchange programme since 2009, we have hosted a total of 7 librarians from Wuhan and they have hosted 6 of our staff members, as well. The programme has been a fruitful collaboration which enables staff from both institutions to learn from each other and exchange good practices in a fast changing and globally inclined profession.

Additional Highlights

- 23 professional delegations comprising 314 librarians visited our Library and held discussions with our staff about library services and operations, trends in university libraries, etc.
- 65 other groups comprising 1,283 external visitors were given tours of our libraries as part of their visit to NTU.
- Provided a 2 month internship attachment for 2 library science students - Elly Changi, from University of Technology Mara (UiTM) in Malaysia (Aug-Oct 2012) and Ms Lisa Li Rui, from University of Hong Kong (Jun-Jul 2013).
- Provided a one month internship attachment for Ms Vika Rahmen, a library science student from the University of Indonesia (June 2013).
International Partnerships and Collaboration

NTU Libraries hosted the 10th Outstanding Academic Papers by Students (OAPS) Task Force Meeting in May 2013. Delegates comprised of university librarians from City University of Hong Kong, Taiwan’s Feng Jia University and National United University, Shanghai Jiao Tong University, Tsinghua University, Xiamen University, University of Southern California and NTU.

Highlights of the meeting included an invited presentation by Associate Professor AI Sivakumar, Director of Undergraduate Research Experience on Campus (URECA) Programme, to share about the aims, implementation, challenges and achievements of URECA in encouraging good undergraduates to embark on research activities early. Moving forward, greater collaboration between URECA and the Library in the OAPS project is on the cards. Major achievements of the meeting include formalising the criteria for acceptance of OAPS papers and a concerted procedure in ensuring high quality submissions.

Additional Highlights
- Planning for the 2013 International Federation of Library Associations World Library and Information Congress (IFLA WLIC 2013) to be held in Singapore in August 2013 for over 3,000 library and information professionals from around the world. Choy Fatt Cheong, University Librarian, was a member of the National Committee and many of our librarians were involved in the extensive planning effort.
- Continued membership and collaborations with relevant international bodies such as IATUL, AUNILO, and LATN allow for constant exchange of ideas and possibilities for collaborative projects, for example, this past year we were involved in exploring methods for ensuring the content of institutional repositories are easily discoverable and accessed by all members of the AUNILO consortium (Libraries of the Asean University Network).
Staff Development

Knowledgeable Staff = Responsive Services!

Supporting our users requires constant upgrading and expansion of our own information and research skills, but “no time for learning” is a constant refrain!! Though we are all committed to lifelong learning, this commitment inevitably takes a backseat to the daily work of responding to our users’ learning and research needs. In order to “make time for learning”, NTU Libraries adopted a monthly half-day professional development programme that is mandatory for all librarians. With topics ranging from technology to pedagogy, from new publishing trends to international library standards, this new programme means we will continuously be able to offer outstanding services in support of changing information, research and higher education landscapes. A unique and innovative part of our programme is the integration of learning new social media tools - reinforcing topical learning while providing a meaningful application for learning such tools in the first place. “Making Learning Sticky” is our adopted motto!

Additional Highlights

- A two day staff retreat facilitated by MAD Learning Ltd gave us insight into our individual and team thinking styles (conceptual, structural, social, analytical) helping us to work better together and apply best-suited styles to our work when and where needed most.
- Four librarians attended the prestigious ACRL Information Literacy Institute in Hong Kong, a 5 day intensive program offered for the first time outside of the US, resulting in immediate improvements in our library/research workshops and providing the groundwork for us to work towards a comprehensive information literacy programme for all NTU students.
- Congratulations to two of our librarians and one of our paraprofessionals who have been awarded their MSc (Information Studies).
- 8 of our support staff have completed a total of 14 Library Association of Singapore sponsored WSQ- Level 2 or Level 3 courses, preparing them to provide better services and take on broader responsibilities.
- 14 of our librarians have been awarded Practicing Professional status under the Library Association of Singapore Professional Development Scheme this year, recognizing their active commitment to continuing professional development.
Professional Recognition and Contacts around the World

A number of library staff members gave conference papers and invited talks, and published articles, on topics including social media, digital projects, information services and libraries in the “cloud”. Our librarians also participated in several regional and international conferences including but not limited to IFLA, IATUL, and ICoASL, in order to foster collaboration and contacts, and stay current with developments in library and information science, and academic library operations. This year our Library Promotion Division was invited to provide a workshop at Universiti Brunei Darussalam (UBD)’s post-conference event entitled “Marketing Your Library”, held in conjunction with the Conference on GenNext Libraries 2012. University Librarian, Mr Choy Fatt Cheong, was an invited speaker at several conferences and seminars in the region, including Innovation Management Workshop organized by Thammasat University Libraries and IATUL (9 Nov), CAR Conference organized by Chulalongorn University in Bangkok (28 Feb) and EBSCO User Conference in Hong Kong (11 Apr).

Additional Highlights

Publications, presentations, and conference participation: