Subject librarians: the critical link between the Library and users

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Libraries today are not just repositories of information but focus very much on helping people access and use the cumulated knowledge base of human achievements. Unlike the past when we expect people to use information resources within libraries, the more distributed modes of information access today compel librarians to actively reach out to users.

One of the major changes we made in NTU Libraries a few years ago was to restructure our organization to push our librarians outwards to be closer to our users. This was done by assigning librarians to provide support activities and services to user groups based on specific disciplines. These subject librarians focus on serving defined user groups, such as academic divisions in various schools, providing them a range of services; from building collections to conducting instruction classes and promoting the use of resources.

Due to limited manpower, almost all librarians, including some heads of divisions were assigned to commit half of their working hours to subject librarian work while continuing with their usual library operational tasks.

Major functions of our subject librarians are: collection development, instruction, support the use of e-resources, reference and research assistance, and liaison work with academic divisions.

1. Collection development
   An important role of the Library is to develop and maintain the library collection, whether print or electronic, to support the learning, teaching and research needs of our community. This role is distributed to all subject librarians, and each has been given a budget to build and maintain the print and AV collection in their respective subject areas. Their goal is to develop a collection that will match the teaching and research interest of staff and researchers closely.

   The main tool to do this is the subject collection profile. The profile is developed with inputs from schools and specifies for each subject area the intensity in which the Library collects publications in various subject categories. For example, resources on nanotechnology may be collected at a high research level, providing sufficient depth of coverage to support our staff's research interest while agriculture may be collected at introductory or minimal level since we do not have strong research or teaching interest in this area.

2. Instruction
   Over the last few years, there has been a sharp increase in demand for our
A WORD FROM THE UNIVERSITY LIBRARIAN

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librarians to conduct information literacy classes for students. Examples:

• use of databases and information resources in a subject area
• effective literature review and library research
• citing academic work
• advanced information seeking techniques & more

Subject librarians work with our Instructional Services Division to design courses, plan content and deliver classes to meet the specific needs of students at different stages of their studies. The aim of our instructional programmes is to make our students and users more aware of the myriad of information resources and tools at their disposal and in the long run, help them develop good independent learning and life-long learning skills.

3. Support the use of e-resources

The Library provides a wide range of databases and e-resources that are essential to support today’s research and learning environment. Subject librarians are in charge of groups of e-resources in their assigned subject area. By specializing in these resources, and keeping track of their updates and development, they are able to provide in-depth assistance, guidance and advice on their use. Furthermore, regular monitoring of the usage of the databases and e-resources under their charge will alert them of areas that can be improved.

Familiarity with the resources allows our subject librarians to provide useful feedback to publishers to improve their products. For example, some of our subject librarians are involved in an international user advisory group for Elsevier’s Science Direct, a popular database used by many staff and students. Subject librarians also constantly think of ways to promote the use of these e-resources to maximize our heavy investment in providing them.

4. Reference & research assistance

Providing advice and guidance on finding and using information is one of the oldest functions of reference librarians. Subject librarians specializing in information and literature in their respective subject fields enhance this role further as they acquire more knowledge and experience in dealing with queries on specific subject areas. Besides responding directly to users through email and personal communication, subject librarians also take turns to man the various research assistance desks to provide face-to-face assistance to walk-in users. Types of queries include:

• identify documents and information sources
• advise on information searching and gathering process
• verify bibliographic data
• suggest leads to sources of information
• provide facts and information required
• offer assistance in the fulfillment of information needs

5. Liaison

Acting like “account managers” in a commercial organization, subject librarians are key links between the Library and academic staff and students in various divisions in schools and colleges. They inform academic staff of library events, new resources, services and alerts of publications. They are also expected to make continuous effort to understand the information needs of the academic staff they serve and be aware of the research interest, direction and trends in the academic divisions. This enables the Library to anticipate needs and provide better services and support.

Subject librarians cover many functions, all of which focus on serving the needs of people engaged in learning, teaching and research in specific disciplines and subjects. They marshal and coordinate the resources and strength of all library operational divisions (e.g. Acquisitions, Promotion services, Technology and system, etc) to provide high level of service and support to all our users.

Though the key roles of subject librarians are articulated above, it is expected that they will evolve over time to match the rapidly changing environment and circumstances.

1. Do find out more about your subject librarians by visiting http://www.ntu.edu.sg/Library/About/Staff/Subject.htm

2. Contact your subject librarians for any of the following:

• Source and obtain books, e-resources and other materials that you need to support a new course or research project. It is useful to involve the subject librarian early in the planning of new courses or lectures so that we have sufficient time to obtain the materials and get them ready for use
• Conduct instructional classes for your students to learn how to use information and information resources in the appropriate disciplines effectively
• Troubleshoot any problems that you might have when using the myriad of databases and e-resources available
• Answer reference questions or provide advice on information searching and document location
• Conduct orientation tours and briefing for new staff
• Feedback about library services and suggest areas where the library can support your information and research needs
• Discuss any matters relating to libraries and information services
号外！图书馆增添两个中文电子图书数据库！

Lee Meiyu（李梅瑜）:: leemy@ntu.edu.sg
中文学科馆员

子图书指的是把书籍内容数码化，上载到网络上供人阅读。电子图书由于能24小时让人上网阅读，无时间限制并且使用便利，因此受到广大的欢迎。如今，图书馆也为师生们增添了两个中文电子图书数据库。

这两个电子图书数据库是：
阿帕比数字资源平台（Apabi）
超星数字图书馆（Superstar）

阿帕比和超星是世界三大中文电子图书数据库之一。两者因其数据库内容的严谨和惊人的藏书量而成为中文电子图书数据库方面的重要资源。

图书馆已分别在阿帕比和超星，为师生们购买了约5000和99,000本书籍的网络使用权。如喜欢阅读当代课题如政治法律，经济或文学，绝对不能错过这两个极为方便的图书馆资源。

想进一步了解阿帕比和超星的同学，可依照下列的步骤链接网站：

1) 请上网到图书馆数据库资源网页（database webpage）。https://venus.wis.ntu.edu.sg/lib_databases/

2) 按照英文字母顺序(A-Z Listing)寻找阿帕比数字资源平台（Apabi）或超星数字图书馆（Superstar），并且点击进入。

3) 请按照指示下载个别数据库所需的阅读软件。分别为 Superstar Reader (SSR391.EXE) software 和 Apabi Reader software。

4) 进入数据库后，您可在初级检索（阿帕比命名为快递查询）或高级检索（超星命名为组合检索）查询有关的书籍和课题。

5) 您也可以以阿帕比的根类别或超星的树状索引游览有兴趣的范围。

Get your articles from multiple databases with one click!

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Instead of searching each database separately, you can now look up articles on a topic across different databases with ezsearch.

Le Menu
“Start with this” is the default Quickset that searches across indexes such as the Web of Science and SCOPUS. Quicksets for different subjects have been created for your quick reference. Each Quickset contains 3 to 5 databases pertaining specifically to the subject.

Search results retrieved from the different databases are displayed in the same table. The most relevant articles will be shown at the top.

Click this button ⊗ to find out if the Library has the article you want. Check the library catalogue, download the citation to EndNote, look up other articles by the same author, and search the web or request for document delivery if full-text of the article is not available.

À la Carte
• Customise this tool to fit your needs at My Space
• Save your frequently referred articles to the eShelf so that you can read the articles anytime
• Create your own Quickset of databases at My Databases
• Put your favourite e-journal titles at My e-Journals
• Save your searches to History and set up email alerts for new articles added

Petits fours
• Search for e-journals subscribed by the Library @ Find e-journal
• Look up e-journals by their subjects @ Category
• Check whether an article is available in our collection @ Citation Linker

Login at ezsearch.ntu.edu.sg and get started.

Bon appétit!
Along the banks of major rivers, we see thriving communities. In the same way, the library is like a river of knowledge where communities of scholars congregate to innovate and recreate.

The NTU “river of knowledge” is expanding to support the growth of the communities. Many librarians have joined the Library this quarter to help with the expansion. Let us take a walk along the banks and meet some of these folks:

At the business bank, we meet Audrey Chng, subject Librarian for Hospitality Management. She holds a BA with Honours from the University of Adelaide. Prior to joining the NTU community, she worked at the Barr Smith Library (University of Adelaide) and National Library Board. She is interested in information retrieval skills, media and travel.

“I look forward to getting to know my fellow colleagues and pursuing my master degree in library science”

Next, we see Alan Choy, taking measurement of a stretch of the river bank. Alan works in the Library Facilities Planning Division, which is involved in upgrading and building new libraries. He is also the subject librarian for marketing. An internship with the National Library Board when he was a student sparked his interest to pursue librarianship as a career.

Moving on to the Chinese studies bank, we find Cheng Wei Yeow, subject librarian for Chinese studies. Rapid changes in information technology ignited his interest in the roles and functions of libraries. This has inspired him to embark on a career in the library profession. He has varied interests and has an insatiable desire to discover and learn new things.

Wei Yeow graduated from National University of Singapore with a Bachelor of Arts (Chinese Studies and Chinese Language). He worked as an executive officer in a resource centre for 4 years before joining NTU Library. His work experience includes providing information services to students and researchers and organizing large-scale events such as conferences and walkathons.

“I hope to use my experience and knowledge to assist the NTU community in their research and learning”.

We move on to the Engineering bank and catch up with RamaRavikumar Ramakrishnan.

Rama, as he is fondly called at the library, is the Subject Librarian for Mechanical and Aerospace Engineering. He supports manufacturing engineering, mechatronics and design as well as systems and engineering management. A perfect fit for him since he holds a BA in Mechanical Engineering and has completed his Master degree in Information Studies.

Rama is keen to narrow the digital divide by equipping users with literacy skills through instructional programmes. He also believes in making libraries more user friendly for people with special needs.

Joining Rama at the Engineering bank is Linn Ong, the subject librarian for Materials Science & Engineering. Trained as a teacher, she enjoyed the challenge of reaching out to students with special needs and behavioural problems. Although she doesn’t teach as much as a librarian, her new challenge now is finding effective ways to support the teaching, learning and research activities in her school. For a start, she wants to develop a strong materials science and engineering collection.

Next, we see Lena Sam, the subject librarian for Environmental and Water Resource Engineering. Prior to joining NTU Library, she worked for an engineering & contracting company in the oil and gas industry where she had a variety of job experiences including HR, intranet administration and document and record management. She...
刘艳 YanLiu@ntu.edu.sg Project Librarian

刘艳，喜欢看书，喜欢喝茶，书香茶香，氤氲交汇，是最舒适的享受。四年大学生活，浸染于图书馆的故纸堆和新纸堆中，虽然没有啃透字字句句，却也小有收获，喜欢回味无穷的诗词歌赋。喜欢借书给来的游记随笔，喜欢千变万化的数字演算，还喜欢神秘厚重的历史纪实。2006年在中国科学院文献情报中心武汉分馆实习，亲身体会到了给书分类编目、为读者导航信息带来的成就感和满足感。图书馆是个信息大集合，非常喜欢以一己之绵力，为读者在茫茫书海中指引方向，一起享受畅游的快乐。

罗必明 Luo Biming@ntu.edu.sg Project Librarian

四年的大学生涯，使罗必明掌握了坚实的专业理论基础，在武汉大学图书馆和中国科学院武汉分院图书馆的实习，更培养了他的实践技能，对文献编目和古籍整理工作有不少体会。读书是他最大的爱好，每每掩卷沉思之余，但觉满手余香。广泛的阅读让他对中国文学有一定的了解，虽无李杜之才，闲暇时也爱兰亭挥毫、草堂题诗。偶有不虞之誉，感且愧之。慕魏晋之高义，好唐宋之遗风，常以陈凡一对联自勉：“偏多热血偏多骨，不悔情真不悔痴”。他愿以敬业之精神，专业之技能，为读者提供深层次的文献信息服务。

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图书馆，是纷繁信息世界里的重要节点，袁野眼里的图书馆，不仅仅是书的集合，而是融合了现实与虚拟信息的复合体。在努力学习知识的过程中，他获得了敏锐的信息意识，时刻跟踪图书馆领域的热点问题，尤其对于信息技术在图书馆领域的应用充满好奇。他虽然不是一个技术决定论者，但是电脑已经成为了他的重要“伙伴”，可以称他为“数字狂人”。

袁野衷心地希望，能和三个伙伴以及其他同事一起，为广大的读者挖掘最有用的信息资源，为王赓武图书馆的发展奉献绵薄之力。

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同其他三位伙伴一样，江彬彬也毕业于风景如画的武汉大学。对于任何一个爱书的人来说，图书馆就是天堂。她也不例外，深受中国传统文化的熏染，她很享受在图书馆的一切，书海可寻的好书常使她惊喜不已。而四年的图书馆专业教育更让占据了扎实的信息素养，她热衷于搜集和整理信息，乐于提升信息素养，将信息素养在纷繁芜杂的信息海洋中搜寻最值的价值的信息，并从中获得满足感。此外，在新华社湖北分社和深圳市宝安区图书馆实习中积累的分类编目等信息资源整合经验使她对王赓武图书馆项目更加得心应手。

图书馆是传承文化知识的一个重要渠道，她衷心希望通过自己的努力为读者提供专业化、深层次的信息咨询及其他服务。
To wiki or not to wiki

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One of the common dilemmas that students face these days in writing their essays is whether ‘to wiki or not’, in other words, whether they should cite Wikipedia in their references. Certainly, the popularity of Wikipedia cannot be refuted; it has grown exponentially in the last five years to become one of the top 10 sites in the world. However, whether it should be used as an authoritative reference tool for academic research is a different matter altogether and is an issue that students should consider carefully if they are planning to cite it in their work.

Wikipedia and other free and open-source online encyclopaedias such as Scholarpedia, Citizendium, and Conservapedia rely on contributions from volunteers for its content and are anarchic in nature. Traditional paid encyclopaedias like Encyclopaedia Britannica Online and Oxford Reference Online have a more structured approach. Teams of editors and an editorial board of advisors, including Nobel laureates, Pulitzer Prize winners and leading scholars meet to discuss and debate ideas before inclusion. Articles in these encyclopaedias are deemed more trustworthy and accurate as they are written and edited by academics and experts in their respective fields.

Wikipedia has long been plagued with scepticism over the accuracy of its content. Last year, the founding editorial director of USA Today, John Seigenthaler, said that Wikipedia had an entry that had incorrectly named him as a suspect in the assassinations of President John F. Kennedy and his brother Robert Kennedy.

Objectivity of the content on Wikipedia is also questionable due to the constant evolving nature of the entries by various editors, especially in regards to controversial topics like politics, religion or abortion. As a result, measures have been put in place to police editing rights on the site. IP addresses of all editors are recorded and editors are also encouraged to create user accounts to log in when editing entries. In addition, some people can be blocked or asked to not edit some entries.

When it comes to scope, free and open-source online encyclopaedias have a strong advantage over traditional paid encyclopaedias in pop culture, leading edge technology and current news. “Web 2.0” on Wikipedia consists of a substantial write up on this social and technological phenomenon with many references and links. Oxford Reference Online and Encyclopaedia Britannica Online did not have an article dedicated to it yet.

The immediacy of editing “wiki” sites means that knowledge about new events/phenomenon/objects can be compiled easily and quickly by volunteer editors, often within hours of occurrence, whereas revisions of paid encyclopaedias take a much longer time because entries have to be edited. Thus, paid encyclopaedias are not as current as free Wikipedia and lose out in terms of coverage.

Limiting your search to material type or library location

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You did a search for library materials on a certain subject in the catalogue. You retrieved a long list of titles but what you really want are videos.

What if you are in ADM Library and want to find videos only in that library?

What do you do?

Here’s how:

1. Click on ‘Advanced Search’ on the Library Catalogue menu
2. Key in your keywords
3. Select FORMAT ‘audio visuals’
4. SORT BY ‘title’ (to retrieve titles in alphabetical order)
5. Click ‘Search’
6. You should retrieve a list of audiovisual titles for the subject.
7. To limit to the library location, select LOCATION ‘ADM Library’

Although students can easily refer to free, open-source encyclopaedias for their free and up-to-date information, they should not be the only points of reference. It can be used as a starting point but facts should be further verified in other sources. Wikipedia entries, in general, should not be cited as key references in academic writing as they are inherently unstable. Information cited in a Wikipedia entry may change over time and therefore cannot be used as a basis to support arguments in academic work. Check the library’s electronic resource collection, where a wide range of reliable information resources exist.

Library subscribed encyclopaedia

- Oxford Reference Online: http://www.ntu.edu.sg/lib/collections/eb/providers.htm
- In addition, select from more than 130 databases or 27,000 electronic journal titles to verify your facts and look for information to support your arguments.

Other free and open-source online encyclopaedias:

- Scholarpedia: http://www.scholarpedia.org
- Citizendium: http://www.citizendium.org
- Conservapedia: http://www.conservapedia.com

SEARCH TIP:
It is often said that Singaporeans use too many acronyms. I couldn’t agree more. When I introduced myself, I find myself having to say that I work in ACRC which is located at WKWSCI. Blank stares...

So it is my pleasure now to introduce ACRC, one of 6 NTU libraries. ACRC stands for Asian Communication Resource Centre. Located at the Wee Kim Wee School of Communication & Information (WKWSCI), operation began in June 2003 through the merger of the Asian Media Information and Communication Centre (AMIC) Documentation Unit and the SCI Resource Centre. To achieve greater synergy for the NTU community, it became part of NTU Library in 2005.

Collection
ACRC’s collection comprises of materials on advertising, broadcasting, communication research, information studies, journalism, knowledge management, library science, media law and ethics, public relations, and related topics.

A portion of the communication and information materials which are older and less used is housed in Library 2 due to space constraint. Check the library catalogue at http://www.ntu.edu.sg/Library/OPAC/ for latest updates.

Special collections at ACRC:
- AMIC Conference Proceedings & Research Reports
  AMIC is a charity-registered organisation (http://www.amic.org.sg) established in 1971 with the support of the Government of Singapore and Friedrich-Ebert-Stiftung of Germany. It aims to spearhead the development of media and communication expertise in the Asia-Pacific to foster socio-economic progress in the region. It works closely with WKWSCI and the Secretariat is located within the School's compound.
  Conference proceedings and research reports produced by AMIC are available at ACRC. However, less used materials may be in Closed Stacks. Please approach the Enquiry & Loan Counter if you need assistance to retrieve them.

- Theses & Dissertations
  Selected SCI master theses and doctoral dissertations are available as 3-day loan. Electronic copies are also available at NTU Publications (http://www.ntu.edu.sg/Library/Collections/NTUPub/).

- Final Year Projects Reports
  FYP reports are available in NTU Publications at http://www.ntu.edu.sg/Library/Collections/NTUPub/.
  Interesting accompanying materials such as videos, press kits, photo journals and feature writing books are available at ACRC.

- Leisure Reading Materials
  WKWSCI students are encouraged to read widely including newspapers and current affairs periodicals. As such, ACRC provides access to the following reading materials:
  - The Straits Times
  - The Business Times

Facilities
ACRC is a very small library of about 500 m² over two levels. A plasma TV and six multimedia players with LCD monitors are available for group and individual viewing. There is also a cozy reading area for users to relax and read.

Subject librarians
There are 3 subject librarians supporting the learning, teaching and research needs of WKWSCI. Wendy Ong is the Head of ACRC as well as the subject librarian for library & information science. Chen Peishan is the subject librarian for communication research & journalism, and Phoebe Lim is the subject librarian for advertising, public relations, broadcast & film. Yusri Bin Yahya and Sheila Chua support the daily operations of ACRC together with a team of student assistants.

For more information on ACRC, please visit the ACRC blog at blogs.ntu.edu.sg/library/acrc
王赓武图书馆掠影

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Project Leader, Wang Gungwu Library Project

美丽的南洋理工大学校园，静谧的南洋湖畔，矗立着一栋三层建筑的中式大楼，红砖绿瓦，峭壁飞檐，那便是华裔馆。这里曾是前南洋大学行政楼，它标志着海外华人兴建的唯一一所华文大学。由于它特殊的历史文化意义，这座建筑物已被定为具有历史价值的国家保留建筑之一。也许你每天从它面前匆匆而过，看喷泉溅珠吐玉，看朱漆大门洞开，却鲜有机会走进去一窥它的全貌。如果是这样，你不必遗憾，因为不久之后，你将有一个更堂皇的理由走进去——去图书馆。

图书馆背景

华裔馆创办于1995年，其宗旨是发展成为具有领导地位的世界华人研究的中心，进行收集资料，促进公众教育，出版刊物、专题研究以及开展社区服务。成立以来，华裔馆展开了一系列的活动，如今已是硕果累累。华裔馆内的资料室，在文献资料的收集、整理和保存方面，起着不可低估的作用。大约3万多册的藏书，以华人历史与海外华人资料为主。藏书大多来自各界捐赠，其中1万多册由著名学者王赓武教授所捐赠，2003年9月，该资料室以王赓武教授的嘉名命名为王赓武图书馆，以表彰他在海外华人研究方面的卓越成就，以及他对图书馆藏书的巨大贡献。

馆藏特色

王赓武图书馆藏书约38,800余册，中文和英文兼具，其中以中文图书为主，内容涵盖华人历史与海外华人研究资料，文、史、哲、宗乡会馆出版物，南大历史研究资料等。其馆藏主要来自:

- 崔贵强藏书：由著名新加坡历史学者崔贵强所捐赠，约1,800多册。崔先生是位潜心研究东南亚华人史，尤其是新马华人史的学者，其藏书多为这方面之参考与学术论著，如《新马新南洋族群史》、《东南亚历史丛书》和《新马华侨》等。
- 区如柏华社文史资料：由新加坡资深报人区如柏捐购，约有数百部，主要是新加坡社团近二三十年出版的特刊和关于华社的剪报资料。
- 王赓武藏书：由前南洋大学荣誉教授、著名新加坡社会学家王赓武教授所捐赠，约4500册，以文史为主，分为音韵和语言文学类，还有一些大型丛书和类书，如《宋著要辑本》和《玉海》等。
- 林源河藏书：前南洋大学荣誉教授、著名新加坡社会学家林源河先生所赠，约7000册，以文史为主，如《钦定全唐文》、《四部备要》和《古今图书集成》等。
- 印尼华文课本：为印尼华裔温戴奎教授所赠，约数百余册，内容除了有109册印尼华校采用的小学和高中课本之外，还有少数的报刊、小说和杂志。
- 中国大使馆赠书：为数262本，多为文史书籍，部分为重印古籍和中国当代作家文艺作品。

华裔馆与南大双方协商，在2007年4月推行了一个为期两年的新合作项目。该项目旨在将王赓武图书馆整合并由南大图书馆统一管理，未来将其建成一个海外华人研究所，以及一个学科分馆的形式开放给全校师生以及相关研究人员。

项目任务

为了落实计划，王赓武图书馆的主要发展任务包括了以下几点:

1. 分类编目
2. 合并馆藏资源，突出馆藏特色
3. 扩大馆藏容量，增加典藏设施
4. 扩大读者服务范围，加强服务力度
5. 优化读书环境

归并整合后的王赓武图书馆，其藏书和设施将更齐全，得天独厚的读书环境，读者可以留连于全新的书架间，累了，还可以在舒适的沙发上小憩，随手翻翻文史杂志，或干脆看看外面椰影婆娑，云卷云舒，安静优雅的环境。

目前，图书馆的装修工程以及编目工作正紧锣密鼓地进行。不久之后，王赓武图书馆将以全新的面貌迎接师生们。