

Seminar Programme

11:00 am - 12:00 pm	Registration
12:00 pm – 12:15 pm	Welcome & Keynote Address: <u>NGIAN LEK CHOH</u> ; Director, National Library, Singapore
12:15 pm – 12:45 pm	Session 1: Paper: DEVELOPMENT OF THE VIRTUAL UNION CATALOGUE IN SINGAPORE AND CASE STUDIES OF INTERNATIONAL UNION CATALOGUE SYSTEMS <u>SOH LIN LI and SHARMINI CHELLAPANDI</u>
12:45 pm – 1:15 pm	Session 2: Paper: ENHANCED LIBRARY DATABASE INTERFACE 2.0 <u>MICHAEL TAN SIEW CHYE, NURHAZMAN ABDUL AZIZ and HAZEL LOH</u>
1:15 pm – 2:15 pm	LIGHT LUNCHEON & POSTER VIEWING *
2:15 pm – 2:45 pm	Session 3: Poster highlights talk session: * <ol style="list-style-type: none">1. THE EXPERIENCE AND USE OF INSTANT MESSAGING AT THE REPUBLIC POLY LIBRARY <u>SEOW HAI SIM & ELVIORA LOH</u>2. WHAT I'D LIKE THE WORLD TO READ <u>LYNN KOH, TOH YEN YEN & HENG HUEY BIN</u>3. LIBRARY IN YOUR POCKET <u>CHUA LAY LIAN</u>4. MOLLY THE MOBILE LIBRARY: AN INNOVATION ON WHEELS <u>KRIST CHAN</u>5. FROM YOUTH TO YOUTH; YOUNG PARAPROFESSIONAL STAFF ENGAGING THE E-CONNECTED GENERATION WITH THE UNIVERSITY LIBRARY <u>V SOMASUNDRAM, JULINAH BINTE ABU BAKAR, NURASHIKIN BINTE MOHAMED JASNI, AMANDA HE, RAJID SALEEMA SIDDEQA, NORLISA BINTE OTHMAN</u>
2:45 pm – 3:00 pm	Session 4: Demonstration talk:

	NUS CENTRAL LIBRARY 3D MAP <u>LOH MEE LAN</u>
3:00 pm – 3:30 pm	Session 5: Paper: TOWARDS SUBJECT GUIDE 2.0: CREATING DYNAMIC SUBJECT GUIDES <u>TAY CHEE HSIEN, AARON</u>
3:30 pm – 4:00 pm	Session 6: Paper: MORE SERVICES AT SINGAPORE POLYTECHNIC LIBRARY <u>KANNADASAN VENKATACHALAM and KAMALUDEEN MOHAMMED RAFI</u>
4:00 pm – 4:15 pm	Session 7: Sponsored Talk: INNOVATION AT 3M <u>GRACE CHOO</u>
4:15 pm	Session close and thanks: <u>MRS. ISABELLA TRAHN</u> , Deputy University Librarian, Nanyang Technological University

* (other posters on view)

Additional Posters:
<ol style="list-style-type: none"> 1. I REMEMBER SG BY <u>ANG SOR HOON</u> 2. IM@TP BY <u>JESSIE KOM</u> 3. E-LEARNING FOR INFORMATION LITERACY BY <u>CHUA CHIEW YONG</u> 4. LEVERAGING ON WEB 2.0 TECHNOLOGIES: THE NYP LIBRARY EXPERIENCE BY <u>CHIA WAI YING</u> 5. E-REMINDER AND NOTIFICATION SERVICE BY <u>VENUS TAN</u> 6. JUST SHARE: AN EXPERIMENT ON USER GENERATED LEARNING CONTENT AND COMMUNITY MODERATION BY <u>HAFSAH YASIN</u>

Programme Abstracts and Author Details

PAPER - SESSION 1:

The Development of the Virtual Union Catalogue in Singapore and Case Studies of international Union Catalogue Systems

SOH Lin Li, National Library Board, Manager, Lin_Li_SOH@nlb.gov.sg

Sharmini CHELLAPANDI, National Library Board, Senior Librarian, Sharmini_CHELLAPANDI@nlb.gov.sg

ABSTRACT:

The Virtual Union Catalogue (VUC) system in Singapore provides a single point of access to search the collections of the participating libraries. It is a collaborative effort among the Institutes of Higher Learning, Academic and Research Institutes and the National Library, Singapore. The project allows users to conduct a single search across all catalogues of the participating libraries online without the need for a centralised catalogue. Real time searches are conducted in various catalogues using the **Z39.50** protocol with the results harvested and pooled.

The VUC project was planned in phases and released to librarians of the participating libraries on 1 June 2009. The initial two phases focused on collecting information about the union catalogues, especially looking at case studies from different countries such as Denmark, Australia and Canada on their Union Catalogue systems. These internal systems provided great insights on the new roles of union catalogues and the technology involved in tapping the catalogue information.

Phase 3 of the project started off with workgroup sessions attended by representatives from the participating libraries in Singapore. The first session, held in April 2008, gathered and confirmed the specifications and requirements for the new VUC interface and system. Technical information from individual libraries was collected so that the new system could be set up to tap into their catalogue seamlessly. The staging site was set up in September 2008 with all participating libraries briefed on the systems capabilities. User Acceptance Tests (UATs) were conducted in February and March 2009 and Phase 3 of the VUC was then released to the 11 participating libraries in June 2009.

The upcoming plan for VUC is to incorporate an electronic Inter-Library Loans (eILL) system. The workgroup met again in July 2009 to work on the vision and principles of the new VUC system targeted to launch in 2010.

ABOUT THE AUTHORS:

Soh Lin Li, Manager, National Library Office, National Library Board, manages the National Library Office in NLB, which develops and administers policies and initiatives to promote the profession of librarianship and collaboration between libraries in Singapore. She also works with various partners, ranging from local organisations and publishers to international counterparts, on a variety of collaborations and national campaigns to brand and market the role of the National Library.

Sharmini Chellapandi, Senior Librarian, National Library Office, National Library Board, has taken on numerous portfolios in her 10 years with NLB. Her current portfolio in the National Library Office is largely focused on the statutory and heritage functions of the National Library and managing studies and reviews on issues and trends related to National Libraries.

PAPER - SESSION 2:

Enhanced Library Database Interface 2.0

Michael TAN Siew Chye, Senior Librarian, NTU Libraries, michaeltansc@ntu.edu.sg
Nurhazman Abdul Aziz, Assistant Librarian, NTU Libraries, Nurhazman@ntu.edu.sg
Hazel LOH, Deputy Director, NTU Libraries, ktvoo@ntu.edu.sg

All members of the Library Technology Division, NTU Libraries

ABSTRACT:

Description - This initiative aims to provide a modern and intuitive end-user interface for NTU Library's databases, equipped with social network and multimedia capabilities for user interaction and sharing purposes by library patrons. It also aims to provide a much improved and integrated workflow for the administration of the subscribed database and information web pages by librarians to enable real time updating of content to achieve a shorter turn around time for publishing/updating information to the database webpage.

Implementation deliverables:

- Enhance community resource sharing by linking Information pages to social networking sites (e.g facebook, twitter, Delicious, etc).
- Enhance information pages with multimedia capabilities (e.g flash, mpeg video)
- Empower user (the Librarians) to publish and update information pages for databases under their purview independently and instantly with a WYSIWYG interface.
- Enable ease of tracking of Database usage and patterns.

Benefits:

- Provide end-user interactivity and ease of sharing for the information pages.
- Significantly reduce the coordination and time to publish/update database information pages.
- Quick usage report analysis generation with Google Analytics.

ABOUT THE AUTHORS:

Michael Tan, Senior Librarian (Library Technology & Systems)/Humanities and Social Science Librarian (Psychology), has been working in the IT (Information Technology) and Library environment for several years. He has been involved in projects ranging from setting up a computer laboratory, web design, electronic resource acquisitions and access, referencing, user training and digital rights management. Areas of professional interest include: web based IT, digital libraries and information portals, knowledge engineering and management, e-learning and e-resources and databases.

Nurhazman Abdul Aziz, Assistant Librarian (Library Technology & Systems)/ Business Librarian (IT & Operations Management) Library Technology & Systems Division, has a great interest and passion in the development and implementation of Information and Communication Technology (ICT) tools in our daily lives. ICT tools do not only aid our daily work, but also allow us to learn new knowledge from the results of the implementation, such as the World Wide Web. My interests have grown from a multimedia design background into information services with the advent of ICT tools.

Hazel Loh, Head, Library Technology & Systems / Deputy Director, oversees the Library Systems and IT infrastructure, the development and management of the Library portal, the maintenance of access and user interfaces to e-resources, the development and management of the institutional repository system and coordinates the Library IT budget, projects and maintenance contracts.

POSTER AND TALK - SESSION 3:

The Experience and Use of Instant Messaging in the Republic Polytechnic Library

SEOW Hai Sim, Librarian, NLB. Email: Hai_Sim_SEOW@nlb.gov.sg

Elviora LOH, Associate Librarian, NLB. Email: Elviora_LOH@nlb.gov.sg

ABSTRACT:

This poster will communicate the experience and use of IM in a library context at the Republic Polytechnic Library, which has been using IM for more than four years as one of the communication tools to effectively engage its customer in delivering timely & relevant information services. This poster will discuss the effectiveness of IM as a tool to understand the customer's information needs ; and to discuss what specific library areas (such as databases, library policy, user education) that could be effectively addressed by means of IM (compared to other means of communication such as email, telephone, face-to-face reference interviews).

The discussion would include the use & effectiveness of IM in a library context from both the customer's and librarian's perspectives. The poster would also discuss the pros and cons, limitations and practical implications in using IM in a library context in satisfying library users' information needs.

ABOUT THE AUTHORS:

SEOW Hai Sim, who holds a library professional qualification, is with Client Services, National Library Board. He has numerous years of experience working in public, academic and special libraries. His current interests are to investigate the impacts of Web 2.0 on businesses and organizations.

Elviora LOH recently joined the National Library Board and is currently seconded to the Republic Polytechnic Library, where she is responsible for library promotions & programming.

POSTER AND TALK - SESSION 3:

What I'd Like the World to Read

Lynn KOH, Lynn_KOH@nlb.gov.sg , TOH Yen Yen, Yen_Yen_TOH@nlb.gov.sg and HENG Huey Bin, Huey_Bin_HENG@nlb.gov.sg

ABSTRACT:

1. Purpose of the Initiative

What I'd like the World to Read (WILTWTR) was introduced in 2008 as a programme for the Public Libraries to engage teens. It is part of the Services to Young People team's strategy to promote reading among teens and the teen collection in the libraries through peer recommendations, and to establish a clear identity for Teen Services.

The programme invited teens to use a digital format to express their creativity and recommend the one book that ought to be read by their peers worldwide.

2. Planning

The project team decided to use technology that teens were comfortable and interested in, such as using digital cameras or mobile phones to create video and sound recordings, and using Microsoft PowerPoint for slide or photo presentations. We used the Internet as a platform to showcase the submissions for a global reach; also taking into account that teens spend a lot of time online and have an interest in New Media.

We also published a few examples of our own as a demonstration to teens and prepared step-by-step instructions on NLB's blog for teens, Y.O! (<http://nlb.gov.sg/blogs/yo>).

3. Implementation

Teens were invited to upload their submissions online, using free file storage and sharing services such as YouTube, Google Video, Slideshare, and 4shared. The files are embedded onto Y.O! blog, thus enabling teens to exchange views through commenting on the blog posts. WILTWTR garnered a total of 36 submissions from 45 participants, and 4,109 views on 23 blog posts. There were a total of 29 comments left on the posts, including one by the author of a featured book - Wendy Toliver.

4. Limitations or practical implications (if applicable)

Submissions had to be limited to two minutes to ensure that they could be easily uploaded to the free file storage and sharing services online. This limitation also ensured that teens did not need sophisticated editing equipment or skills to create an entry.

5. Possible improvements

WILTWTR would benefit from having our own file hosting service on the Internet. This would allow us to host larger files and allow teens to submit longer and more creative work. More time and effort will also need to be expended to secure greater participation from overseas library partners and their teen patrons.

ABOUT THE AUTHORS

Lynn KOH is an Associate Librarian with the National Library Board's Public Library Services Group since 2007. In that time, she has been specialising in Young People's Services, promoting the young adult collection, as well as heading and working on projects on programming and outreach initiatives for teens. She is currently undertaking a Masters in Science course in Information Studies to develop her skills as an information professional.

TOH Yen Yen is also an Associate Librarian with the National Library Board. for two and a half years. She has served as an Adult and Young People's Librarian in the Public Library Services, focusing on promoting the fiction collection. Part of her duties include blogging about interesting enquiries and their answers on NLB's ASK! blog. She enjoys reading Young Adult authors such as Jerry Spinelli, Richelle Mead, and John Green.

Huey Bin HENG joined the National Library Board in 2000 as a Public Librarian. She specialises in the Young People's Services since 2005 and was one of the key players for developing modules for library enrichment workshops. Currently, she is a Deputy Service Team Leader, leading a team of Adult & Young People's librarians and project managing the Young People's programs.

POSTER AND TALK - SESSION 3:

Library in Your Pocket

Lilian CHUA, Project Manager, National Library Board lay_lian_chua@nlb.gov.sg

ABSTRACT:

Background

The Library in Your Pocket mobile portal allows users to access library services via their mobile device. Services provided on the portal include, among others: Catalogue search, Check Account, transactional services such as reservations and renewals, browse New Arrivals, ASK! A Librarian service, SMS Reminder Service, and downloading of short stories. In this service, downloading of short stories is a new initiative tailored for the Library in Your Pocket.

Launched as a public BETA for a one-year trial at the beginning of 2009, the portal has received more than 800 positive and constructive feedback. Through these feedback and internal workflow improvements, the

team is now looking at potential enhancements of the portal to better serve our customers. The objective of this project is to allow anyone on the move quick, easy and convenient access to popular library services on their mobile phones. With mobile phones fast becoming indispensable in people's everyday life, this initiative opens up a new channel for the library to reach out to potential customers.

Planning

Prior to development, the team set out to achieve the following:

1. Understand receptivity towards performing transactions via mobile devices
2. Understand readiness of mobile communications in Singapore
3. Identify library services relevant to mobile users

These were achieved through surveys and environment scan of the situation in mobile communications. Based on our understanding of mobile users' behavior, appropriate library services were identified. Besides traditional services like "Check Account", we included short stories, enquiry service and library information. A wide range of features appeals to a broad audience, and dynamic information and services can help attract repeat visitors.

Implementation

Implementation was undertaken through two phases: Proof-of-Concept (PoC) and prototype (public BETA). At PoC phase, technical feasibility of providing services via mobile technologies took priority.

Factors considered include:

1. Portal must be easy to navigate
2. Portal must be quick to load
3. Portal must display optimally regardless of phone model
4. Point-of-entry should only be a click away and not require installation

When the initial design of the portal was ready, the team carried out a public survey and conducted focus groups to understand public receptivity and user interface issues. Useful information from focus groups enabled us to improve site navigation.

Several rounds of internal trials were carried out, starting with the project team, followed by the division and then the entire NLB. The trials surfaced technical bugs and feedback for refinements. Finally, a public BETA was launched to gather feedback and useful ideas from the public to help us understand what is lacking and what content would attract repeat visitors.

Limitation

No payment gateway available: library users make payments via existing channels.

Possible improvements

1. More navigation aids added to make the portal more user-friendly
2. Pages designed to be more appealing by having richer graphics
3. More fresh content to keep the site interesting

ABOUT THE AUTHOR:

Part of the service research team of the Research and Service Innovation (RSI) division at NLB, **Lilian CHUA** focuses on exploring new services that cater to customers' mobile lifestyles. From performing transactions to receiving SMS reminders, customers can look forward to enjoying a myriad of library services at their convenience. Staying connected via the mobile device is a growing trend in customers' lifestyle habits, and Lilian's work ensures that the library stays relevant to the customers' needs.

POSTER AND TALK - SESSION 3:

MOLLY® the Mobile Library, an innovation on wheels

Krist CHAN, Librarian, MOLLY® the Mobile Library, Public Library Services, National Library Board
Krist_CHAN@nlb.gov.sg

ABSTRACT:

MOLLY® the Mobile Library, a new generation wireless mobile library service, was launched by the National Library Board (NLB) on 3rd April 2008. As part of NLB's Library 2010 objectives in expanding the learning capacity of the nation, MOLLY® brings the library collection and services to the underserved parts of our communities.

Many people do not have the opportunities to utilize the public library and its services due to various social, economical, physical or intellectual challenges. MOLLY® was conceptualized to extend NLB's reach to these communities. Key groups recognized for the various constraints that may hinder the use of libraries include residents in welfare homes and orphanages, students in special education, and senior citizens.

A major difference between the mobile library service in 1960s and MOLLY® is the technological innovations in the latter. A converted SBS-Transit bus, MOLLY® is designed to provide users with an experience of what visiting a public library will be like. As an educational bridge between new or unfamiliar users and the public libraries, MOLLY® is given the same basic technical set-up of a library, which includes a borrowing station, book-drop, counter-stations for inquiry assistance and staff operations, built-in RFID (radio-frequency identification) gates and an e-Kiosk for membership registration, loan records and payment of fees.

To increase accessibility and island-wide reach, MOLLY® is designed to be self-contained without relying on external power sources and LAN lines to fully operate. Riding on 3.5G mobile broadband connection, which provides a comprehensive network coverage and handles large volumes of library transactions, MOLLY® is equipped to allow real-time data communication to simulate library transactions and to provide the convenience of use.

Through the poster session, we hope to share our learning experiences and challenges of delivering the library experience to the less privileged through MOLLY®, as well as promoting reading around the island.

ABOUT THE AUTHOR

Krist Chan is a Children's Librarian with the National Library Board Singapore. Specializing in the development of collections, reading and outreach programs targeted at children, parents and educators, she now serves on board MOLLY® the Mobile Library after obtaining her Master of Science (Information Studies) degree from Nanyang Technological University in 2008.

POSTER AND TALK - SESSION 3:

From Youth to Youth: young paraprofessional staff engaging the e-connected generation with the university library

V Somasundram, Julinah Sabria Binte Abu Bakar, Nurashikin Binte Mohamed Jasni, He Xiuting Amanda, Rajid Ahamed Saleema Siddeeqa, Norlisa Binte Othman, NTU Libraries

ABSTRACT:

PURPOSE OF INITIATIVE: To showcase the social media and technology used by NTU Libraries and how paraprofessionals play a part in reaching out to the e-connected generation.

POSTER CONTENT: To ensure the library's prominence in academic learning, NTU Libraries integrate new media in their services to stay connected with the students. Here are some of the tools that paraprofessionals in NTU Libraries have adopted:

(a) Facebook

- ☐ Invite NTU students to be a fan of the NTU Library Facebook page so that Library can share the latest happenings, photos of events etc.

(b) Web Banner

- ☐ Design web banners to promote our services , e-resources and events through the use of dynamic visuals

(c) Wall paper

- ☐ Promote library services, events, databases and latest applications and features through the use of wallpaper on more than 600 library PCs

(d) Library Toolbar

- ☐ Enable user to search for Library e-resources no matter where they are on the Web
- ☐ Even Schools and Professors have requested for the toolbar to be installed on their PCs

(e) Blog

- ☐ Engage the student community to interact with the librarians through an informal setting
- ☐ Create awareness of the latest happenings in each subject libraries among the user community
- ☐ Entice students to learn more about resources available through the use of media tools, such as pictures, audio, video or RSS feeds

(f) MSN Messenger

- ☐ Chat with users to understand their needs
- ☐ Respond to quick reference enquiries
- ☐ Disseminate library happenings through short MSN messages

(g) DR-NTU

- ☐ Collect conference papers and journal articles (which publishers permit self archiving) by NTU faculty & researchers to be stored in DR-NTU (Open Access)
- ☐ Coordinate and upload student works such as theses, work attachment reports and final year project reports in DR-NTU (Restricted Access)

(h) Express PCs

- ☐ Incorporate thin client technology to allow seamless application updates to all Library Express PCs
- ☐ Meet user requests in a faster and more efficient way compared to the conventional way of manual one-to-one

ABOUT THE AUTHORS:

All of the authors are young paraprofessional staff in various departments of NTU Libraries. They all keen to provide bright, innovative services which appeal to their generation.

DEMONSTRATION AND TALK:

3D Interactive Map of NUS Libraries

LOH Mee Lan, NUS Law Library

ABSTRACT:

With the rising popularity of 3D worlds, NUS Libraries has recently created a 3D interactive map of three of its libraries namely the C J Koh Law library, Central Library and the Chinese Library. Beside the 3D virtual tours of the Libraries, the 3D map includes also 3D book search tool that allows users to locate the appropriate collection and shelf holding an item as well as other features.

ABOUT THE PRESENTER:

LOH Mee Lan is a Senior Librarian currently working at the C J Koh Law Library, NUS.

PAPER - SESSION 5:

Towards Subject Guide 2.0 - Creating Dynamic Subject Guides

TAY Chee Hsien , Aaron, Economics Resource Librarian, National University of Singapore Libraries
clbtcha@nus.edu.sg

ABSTRACT:

Purpose of Initiative

Librarians around the world have begun to experiment with dynamic subject guides, dubbed “Subject Guide 2.0”.^[1-3] They take their cue from web 2.0 sites by incorporating interactive features, social sharing and dynamic layouts to appeal to users. The proposed paper describes our initial efforts in the area.

Implementation

There is no one way to implement “Subject Guide 2.0”. Libraries have used wikis^[4] startup pages like Netvibes^[5], Delicious linkrolls^[6], paid or open source solutions like Libguides^[7] and Library à la Carte^[8].

While the solutions mentioned are exciting, they involve a radical change to the subject guides and require work to migrate the content to another platform. Instead, we adopted an evolutionary approach by adding widgets^[9] which add dynamic content to our existing subject guides.

Widgets can be added just by cutting and pasting predefined html code and can be used by librarians with minimum technical skill. A pilot was carried out, and training conducted for Librarians in the Social Science team. Some of the widgets used are described in the paper.

Instead of just listing recommended databases in the guide, we add Search widgets, allowing users to quickly try out various databases by entering search terms and going directly to the result. These widgets can be easily embedded onto any page.

While some database vendors offer search widgets, not all of them do. We worked out an original method of quickly creating a search widget for practically any database (with Ezyproxy stem built-in). The full paper will explain how this was done.

The Recently added-widget is an original widget we created that automatically displays the newest additions items of a given subject from our OPAC. Other widgets we added included the Slideshare widget to display Powerpoints and Addthis widget to allow social bookmarking and additional sharing statistics to complement pageview statistics.

Future Possibilities

We have just scratched the surface on what is possible for widgets. Many of these widgets *be embedded into other library web pages, blogs or offered to users as desktop widgets or Facebook apps* by converting them using universal widget convertors like Widgetbox, Iwidgets, Clearspring and Netvibes¹⁰.

Currently we embed our widgets into a normal html page, but these widgets can be embedded into other platforms such as Wikis (to ease updating), or startup pages like Netvibes or Nexus (to provide more dynamic formats with tabs).

The main disadvantage of widgets is that they tend to slow down the page as they pull information from other sources (typically from servers not under the library's control). As such they should be evaluated carefully for stability.

References

1. Farkas, M., *The long road towards subject guide 2.0*. Information Wants to be Free blog. Retrieved November, 2007. 8: p. 2007.
2. Yang, S. *Are we halfway on the road to Subject Guide 2.0?* 2009 [cited 2009 July 20, 2009]; Available from: www.njla.org/njacrl/SubjectGuides.ppt.
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4. Mason, E., *Using a wiki to publish a research guide*. Library Hi Tech News, 2008. 25.
5. Netvibes. *Using public pages as virtual libraries*. 2009 [cited 2009 July 20]; Available from: <http://blog.netvibes.com/?2009/06/19/282-using-public-pages-as-virtual-libraries>.
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7. Cromer, D.E., *LibGuides Subject Pages: Not Just for Subject Research*, in 12th Conference of Atmospheric Science Librarians International. 2009: University of California, Los Angeles, CA
8. Corrado, E. and K. Frederick, *Free and Open Source Options for Creating Database-Driven Subject Guides*. The Code4Lib Journal, 2008. 2(9).
9. Colvin, J., *Using Widgets to Embed Library Resources and Services*. Music Reference Services Quarterly, 2008. 11(3): p. 241-244.
10. I cover some of the possibilities on my blog at <http://musingsaboutlibrarianship.blogspot.com/2009/04/make-library-search-widgets-with.html>

ABOUT THE AUTHOR:

Tay Chee Hsien, Aaron joined the National University of Singapore Libraries in 2007. He is the Economics Resource Librarian and is currently enrolled in a part-time Phd program with Charles Sturt University on the topic "valuation of library services using stated preference methods". He enjoying blogging his ideas about library 2.0 applications at <http://musingsaboutlibrarianship.blogspot.com/>

PAPER - SESSION 6:

More Services at Singapore Polytechnic Library

Kannadasan Venkatachalam, venki@sp.edu.sg and **Kamaludeen Mohamed Rafi**, rafi@sp.edu.sg

ABSTRACT:

Purpose of the initiative

The Singapore Polytechnic Library introduced a new option, “More Services”, in its web OPAC to provide users with the following services:

- Request for transfer of items between libraries
- Suggest to library to add more copies, withdraw outdated books, buy new editions, etc.
- Recommend the title to a friend
- Read/write review on the title

This suite of new services empowers the users to take action on the items retrieved from the OPAC. Besides providing convenience at the touch of a button, this innovation had saved time for both users and library staff. Users need not copy the information retrieved from the OPAC and use another application to email the library or their friends. Library staff need not spend time to clarify requests from the users as all requests now contain the full bibliographic information of the record from the OPAC.

Planning

During the planning, usability and user-friendliness were the key considerations. A vital factor was the usability, i.e., the ability to offer relevant e-services when the results are retrieved. The system has to display the appropriate e-forms based on the context, that is, the location and status of the item searched. There was also great effort taken to ensure that the solution is user-friendly so that a request for service requires minimal data entry.

Implementation

A user-friendly script was written at the client end to provide the solution. There was no modification to the library application system. A simple routing workflow was incorporated in the implementation.

When an option is selected, the appropriate form will be displayed to the user. When the user submits the request, an email is triggered to the respective staff or the library mailbox.

Possible improvements

We are planning to apply this application to empower lecturers to add relevant titles in the OPAC to their list of recommended textbooks and reading lists. The same method is being explored for users to inform the library about loss of library items and other problems pertaining to the items they have borrowed from the library.

ABOUT THE AUTHORS:

Rafi holds a degree in Electrical and Electronic Engineering and a Masters degree in Information Studies. He has been working with SP Library since 1997 and currently manages the Library’s Circulation and Systems Section. He was involved in the implementation of several e-services and automation projects in SP Library. Representing the Library’s interests, Rafi also sits on several poly-wide committees on IT Projects such as the Enterprise Information Portal, M-Services and End-User Support Committee which support the new campus initiatives.

Venki holds a degree in Electrical and Electronic Engineering and Masters degree in Information Studies. He has been working with SP Library since 2001 and currently works as Librarian & Systems Analyst in the Circulation and Systems Section. He is in charge of maintaining the Library servers and its applications. He was involved in several projects such as the implementation of the Library Blog, RSS and development of Project Room booking system, Past Years Exam Paper archive system, SMS Alerts and integration with Blackboard & Student Portal. Besides his involvement in IT related work, he also assists Acquisitions section with collection development duties.

OTHER POSTERS:

i remember.SG

ANG Sor Hoon, Manager, National Library Board, sor_hoon_ang@nlb.gov.sg

ABSTRACT:

Background of Initiative

This initiative aims to achieve the following:

1. Allow users to experience Singapore history visually and geographically
2. Allow users to discover library resources related to the relevant heritage interest of the users
3. Provide a platform that people can use to tell stories with a strong visual impact

Initially conceived as a simple concept of visualizing Singapore's history with timeline on a map, the idea developed further to becoming a one-stop heritage portal. Pictures and stories of Singapore throughout history are geographically tagged and displayed on the map of Singapore. As users explore them on the map, they are connected to related photos from different time periods and library resources on the same place. (Many users may not realize that the library houses a rich heritage collection. This portal helps users discover such content by tailoring to the users' interests, i.e., depending on what pictures or areas the users are interested in. Furthermore, the portal also helps the library enrich its heritage collection by appealing to users to donate their own heritage resources such as pictures, videos and narratives. This not only enhances the library's content, but also affords ownership to the community. Launched on 1 August 2009 as part of NLB's Heritage Road Show IV, iremember.SG is attracting users to donate their heritage resources as part of a competition.

ABOUT THE AUTHOR

Ang Sor Hoon joined National Library Board, Singapore, as a Librarian in 2001. She is currently a Manager at the Research and Services Innovation division. She had conceptualised and project managed various projects, ranging from experiential services in physical libraries to access and discovery of reference content and services in the digital world.

OTHER POSTERS:

IM @ TP.

Jessie KOM, Information Officer, Temasek Polytechnic Library, fonghwee@tp.edu.sg

ABSTRACT:

Reference counter statistics are falling - students just don't seem to be that interested in coming to the library to ask for help anymore - and this is not only happening at the Temasek Polytechnic (TP) Library. In view of this, coupled with a marked patron preference for Google and Web 2.0 technologies, how are library reference staff to reach out to their patrons?

Well, the TP Library tried web-based Instant Messaging (IM) as an additional service method requiring the absolute minimum of effort on the part of the patrons. In other words, the patron has no downloading or registration to do, no software installation or authorizing of buddies or contacts to carry out. They merely have to enter a query and wait for a reply. This poster will show how the library makes use of such an IM service to provide another avenue of help to patrons.

ABOUT THE AUTHOR

Jessie Kom is an Information Officer with the Temasek Polytechnic Library. She has a technical background, and a keen interest in multimedia and web development.

OTHER POSTERS:

E-learning for Information Literacy

CHUA Chiew Yong, NLB Academy

ABSTRACT:

Purpose of Initiative

The NLB Academy is the arm set up to spearhead the teaching of information literacy skills in all Singaporeans. This includes all workers in the library industry. The NLBA has leveraged on e-learning initiatives to equip users with such skills.

To this end, NLBA has developed a suite of e-Learn courses focusing on information literacy competencies in four key areas:

- **Resource Skills:** an introduction to various information resources available (print and electronic) in the library as well as the more authoritative ones on the Internet. This will help equip learners to be independent and effective library users and researchers.
- **Research Skills:** teaching effective information search strategies and techniques as well as basic research methodology for gathering primary data.
- **Critique Skills:** the evaluation of information obtained based on authoritativeness, accuracy, timeliness, etc.
- **Publishing Skills:** how to put together and present the research results

Currently such skills are taught to Singaporeans as young as 10 years in the schools. However, such skills are not taught to older Singaporeans. There is a dearth of such courses for adults who also need such skills to work effectively in the Knowledge Based Economy.

NLB librarians who rely on their information skills to support other information seekers are well placed to develop these courses, to train other Singaporeans in their search for information.

Planning

NLBA has an e-Learn Management System in place to hold and offer these e-learn courses, and where the participants can do the courses through the internet. NLBA has engaged content experts to provide their subject expertise for the content of these e-learn courses.

Implementation

The first e-Learn courses was rolled out in 2007, and to date NLBA offers 19 e-Learn courses. These can be found on the website at <http://www.nlba.sg> More courses are also currently being developed.

Limitations or practical implications

The duration of each e-Learn course is only 2 hours, and this presents a limit to the length and type of content that can be provided. This means only the key information and lessons can be covered, and leaves out other details.

Possible improvements

With this limitation in mind, NLBA has introduced the 'blended' format of such courses. This includes both the e-Learning segment and a classroom session. The classroom session will provide more detailed explanation by the trainers and present a chance for the participants to apply directly what they learn with the guidance of the trainers at hand.

ABOUT THE AUTHOR:

CHUA Chiew Yong works with NLB Academy.

OTHER POSTERS:

E-reminder and Notification Service

Venus TAN, Manager, NLB, Venus_TAN@nlb.gov.sg

Abstract:

1. Purpose of the Initiative

The e-Reminder and Notification Service allows library members to receive email or SMS alerts to remind them of the impending due dates of their borrowed items, as well as overdue reminders if the items become overdue. Members who opt for email notification will also receive next-day email confirmation for the items they return at the book drop. Other e-alerts sent to subscribers of the service include notification of collection of reserved items, alerts on lost/damaged item/s, as well as reminders on premium/foreign membership expiry. This service was mainly borne out of the need to reduce the time lapse between notice generation and receipt by library members. The service is also considered a green initiative, as it reduces the volume of paper notices being sent out each month which then translates into savings on printing and postage costs.

2. Planning

Development of the service was done in two phases. Phase 1 introduced email as an alternative mode of notification to allow library members the option of receiving library notices through email instead of snail mail. The service was subsequently enhanced to include email reminders to alert library members to the impending due dates of their borrowed materials. Phase 2 saw the introduction of SMS notification as well as the added feature of email confirmation of items returned through the book drop.

3. Implementation

Registration for the service could be done online through the Public Libraries Singapore website or with library staff's assistance at the customer service counter. The Library e-Kiosk was also enhanced subsequently to allow for quick and easy self-registration to the service at the libraries. Those who registered for library membership or subscribed to premium membership would also be prompted by the Library e-Kiosk to sign up for e-notification. Road shows were held at the public libraries during weekends and the school holidays to raise awareness of the service and to encourage library members to sign up for the service. A lucky draw was also organized to increase the number of subscribers to the service.

4. Limitations or practical implications (if applicable)

Emails sent to some of the webmail service providers such as Yahoo! And Hotmail are sometimes classified as spam or bulk mail and are not delivered directly to the Inbox. This has resulted in some users claiming that they did not receive the email reminders/notices. The 160-character limit for SMS messages meant that SMS reminders and alerts had to be kept short and yet carry enough information to be of use to library members. Due to this limitation, SMS reminders of impending due dates only carry the number of items and the due date as compared to email reminders which also provide the titles and accession numbers of the items.

5. Possible improvements

With more mobile phone subscribers having smartphones and data usage plans, the SMS reminders can be further enhanced to include a URL link to a webpage which provides further details such as the titles of the items on loan. The confirmation for items returned can also be extended to those who signed up only for SMS notification if the costs of sending SMS messages decrease in future.

ABOUT THE AUTHOR:

Venus TAN has been working in the Public Libraries for 9 years, since she joined NLB in 2000. Besides managing Cheng San Public Library and Toa Payoh Public Library, she is also in the Public Libraries' systems team and was part of the project development team for the e-reminder and notification service.

OTHER POSTERS:

Just Share: an experiment on user generated learning content and community moderation

Hafsah Yasin, Senior Librarian, National Library Board, hafsah@nlb.gov.sg

ABSTRACT:

Purpose:

Just Share is a project that supports the strategies stated in the NLB Library2010 Report. The objective of Just Share is to encourage people to share and learn through photos and accompanying descriptions of Singapore. Users' submissions are published on the www.pl.sg website immediately, rather than being moderated first.

The focus of Just Share is on community involvement. Users are able to submit photos of Singapore and post additional information on the subject by commenting and giving ratings. Some entries are supplemented by linking to relevant resources such as books and e-resources by librarian moderators.

The poster session will share how the objectives are met, our implementation and management of potential risks, and outcomes from the service. We will also invite ideas from the participants on improving Just Share.

Planning:

The guiding principle for Just Share interface is to keep the design simple and intuitive. The public is also familiar with immediate uploading of information on the Internet. However, the team had to consider the organization's role as a body of authoritative and safe content and legal implications.

The team set the following terms to manage both user and organization's expectations.

- Contributors have to be NLB physical and digital members
- Agree to terms and conditions set before submission of content
- Contributors identified by real names
- Two flags from the public will automatically unpublish an entry
- Librarian moderators scan through the entries in the administration module

Implementation:

Just Share was launched on 15 April 2008 on Public Library website with ten categories that showcase Singapore's diversity and uniqueness. A photo competition was organized from 1 September 08 to 31 March 09 to increase awareness. To date, we have a rich pool of about 3,000 submissions from 338 users. Two examples are shown in appendix 1.

As part of the implementation, our plan is to metatag the photos that will enable users to search and retrieve relevant photos. This will add to the resources that users can retrieve via Info Discovery.

Possible improvements

Level of user interactivity and involvement can be improved through

- incorporating user alerts capability
- allowing contributors to license their photos (e.g. Creative Common license) facilitating copyright permissions.

ABOUT THE AUTHOR

Hafsah Yasin has been with the National Library Board (NLB) for 14 years. She is the project manager of Just Share, a feature on the Public Library website where people share and learn through photographs. She is also the Eastern Region Head for Children's Services, part of the Public Library Services of the NLB, overseeing the programmes, services, collection and manpower.