Technology and Innovation

Increasing Library reach and accessing a new audiences through Digital Innovation

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Rediscover, Reinvent, Be Relevant

- **Who**
  - Are our customers

- **What**
  - Do they want

- **How**
  - Are we going to deliver solutions to meet their needs
  - Do we **Delight** the public
Provide services outside of the library

Retain and Enhance existing Patrons experience

Attract new audience to the library
Digital Landscape in Singapore

More Singaporeans are digitally connected

- Singaporeans are the No.1 Smart phone users in the world
- 3.3 Devices per person
- 86% have access to one or more computers at home
- 79% of individuals have used the internet
- 4.4m active mobile social users

Digital disruption/ transformation

- Google search has caused encyclopedia companies to go out of business
- Uber/ Grab Taxi have become a popular way for people access transportation
- Citibank has expanded its reach via online and mobile channels
- IRAS has reduced physical tax filing via online submission
- People shop online via Zalora, Qoo10, Amazon, eBay and Redmart
- Food delivery via foodpanda
- People book air tickets and hotels online rather than via physical travel agents

Components supporting Digital Visitorship
Digital Solutions and Concept Services
NLB Supporting a Smart Nation
Reading on the Go, Anytime and Anywhere

- New NLB Mobile: October 2016
- Ability to download eBooks, audio ebooks
- Borrow and reserve books, CDs and DVDs
- Register for NLB Events
- Access MyLibrary Account
- Pay library fees
eResources may be accessed directly from mobile devices.
Smart Bus Stop

- Smart Bus Stop (Jurong) : Aug 2016
NLB@Home

- Smart TV access to NLB content, audio ebooks, story telling, events, eResources
Library Location Based Services

- Way finding to locate book shelf from mobile phone
- Push of custom content based on location
Project Tango collaboration with Google

- 3D Indoor mapping
- Augmented Reality Services
Next Gen eNewspaper/ eMagazine device
Making Books come “Alive”

- Interactive story telling room
Bringing History Alive

- Digital content, AV, VR and AR
- Archives Online: Policy History, NDR
Virtual exhibitions

- Exhibition Virtual Reality Guided Tour
- Support on browser, mobile device
Reading for Partners (e.g.: WDA, NTUC)

- Delivering content through partner channels
Robotics

- Social robots as virtual concierge
- Automation through shelf reading robots
New Digital Content
Unified digital content

- Digital music and video streaming service
- eBooks
- eNewspapers and eMagazines
- Business and research eDatabases
- Archives Online
Thank you