Preparing NUS Librarians for the Future

Libraries for Tomorrow

Amir Hamid & Feng Yikang

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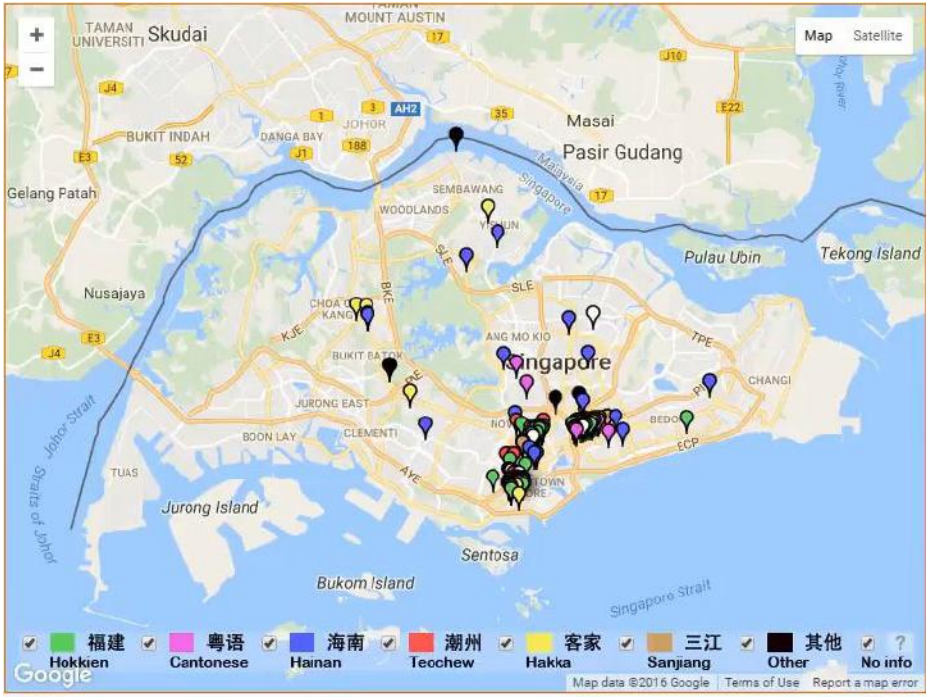

新加坡同安会馆
Tung Ann District Guild

Address: Tung Ann Building 141 Cecil St #09-00 Singapore 069541
Telephone: 62202840 / 62228182
E-mail: tungann@singnet.com.sg
Website: www.tungann.org.sg

- Year Established: 1929
- Locality: 福建 (Hokkien)
- No. Members: 1386 (source: SFCCA)

Related Library Book(s):

- 新加坡同安会馆庆祝新大厦落成典礼暨成立五十三周年及互助部成立十八周年纪念特刊 (1986)
- 战前新马报章文艺副刊析论(甲集) (1986)
- 郁达夫研究论集 (1987)

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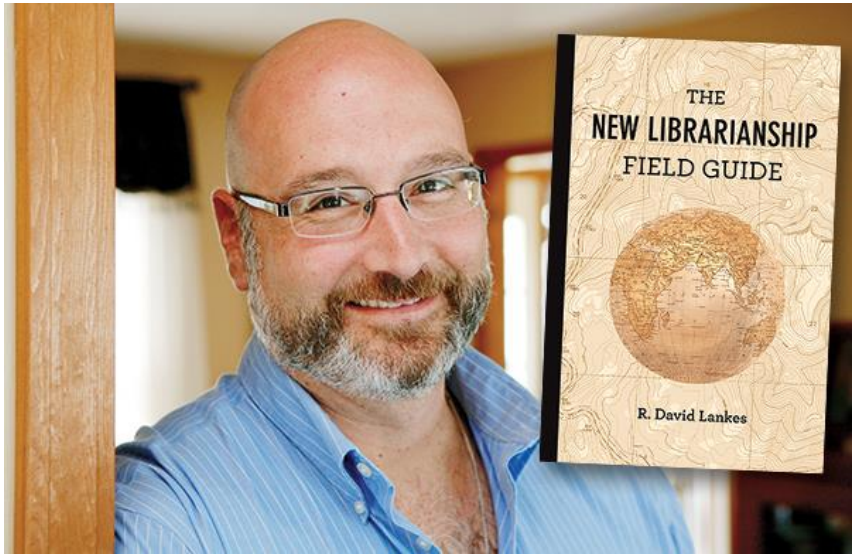
New Librarianship



David Lankes
Professor and Dean's Scholar for New Librarianship, Syracuse University's iSchool
2016-17 Follett Chair, Dominican's Graduate School of Library & Information Science

- The mission of librarians is to improve society through facilitating **knowledge creation** in their communities

Who is our community?

Learning Community

Research Community

Teaching Community

Our Mission

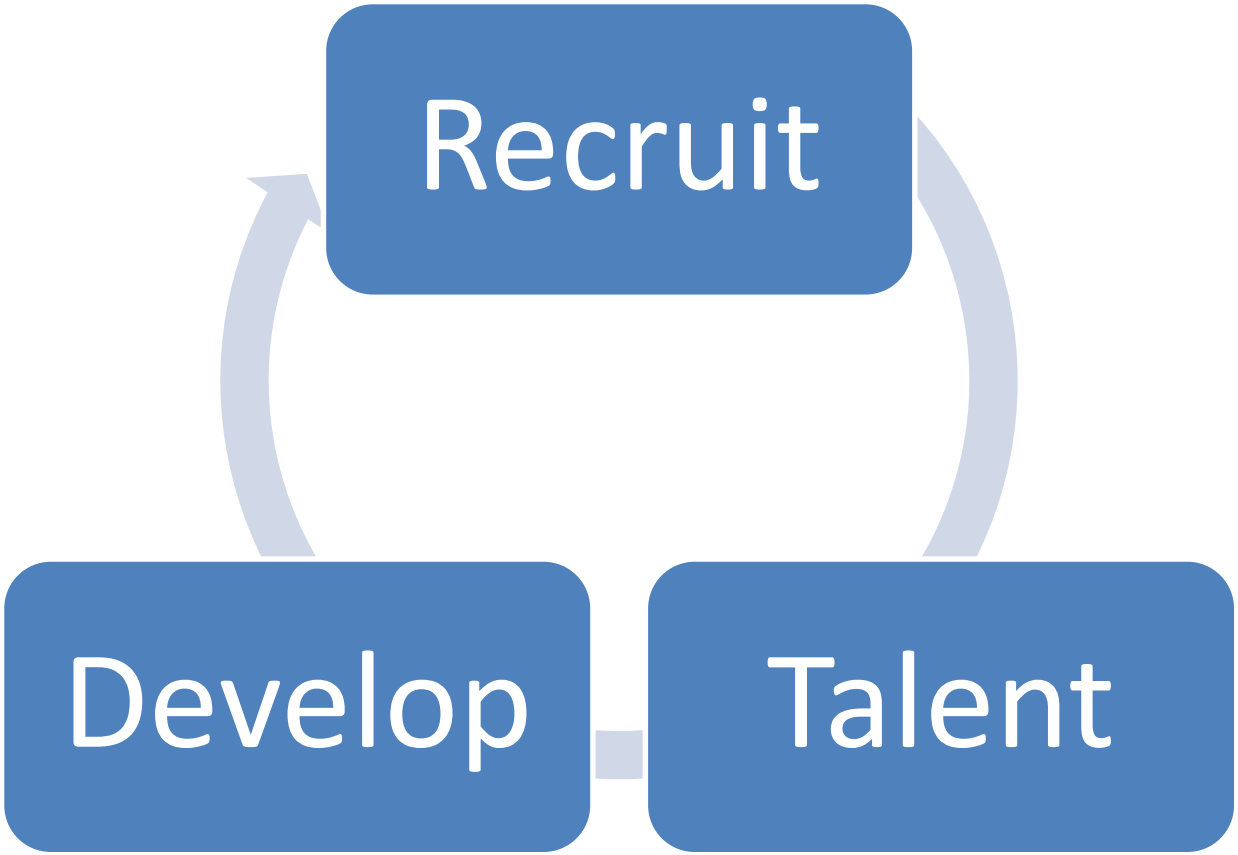
To actively engage and partner the NUS community in advancing scholarship and research through innovative library services

Preparing Librarians for the future

NUS Libraries embodies the new mandate, and continues to help its librarians:

- Be **ever ready** to meet new challenges
- Take **ownership** over building capabilities to meet evolving needs in teaching, learning and research
- Work in **teams** to create natural synergies

Framework for building capabilities



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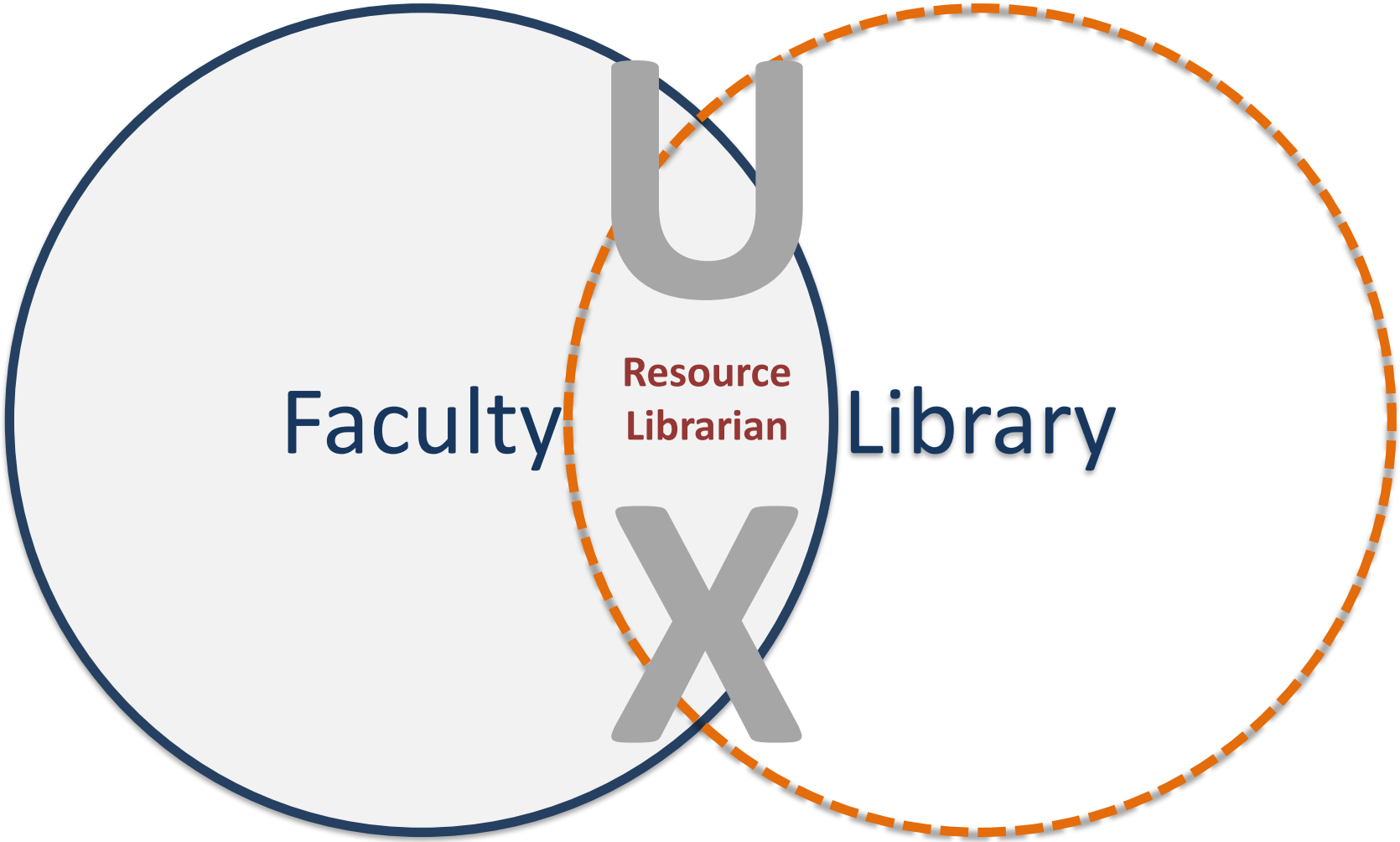
More on recruitment

Recruit

1. Examples of emerging needs and trends that are identified; and influence library recruitment decisions:
   - Infographics
   - GIS augmented research and teaching
   - User Experience
   - Data Analytics
   - Digital Scholarship

2. Redeploy existing staff

Active engagement is key



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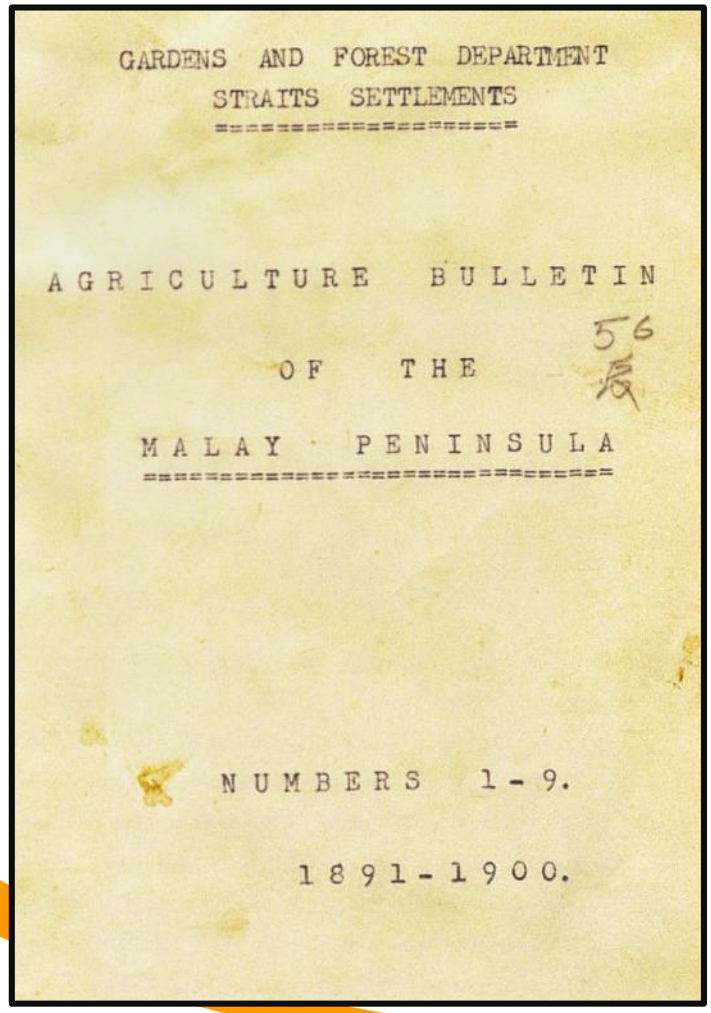
Applying **User Experience** Design in Digitisation Initiative


GARDENS AND FOREST DEPARTMENT
STRAITS SETTLEMENTS

AGRICULTURE BULLETIN

OF THE

MALAY PENINSULA

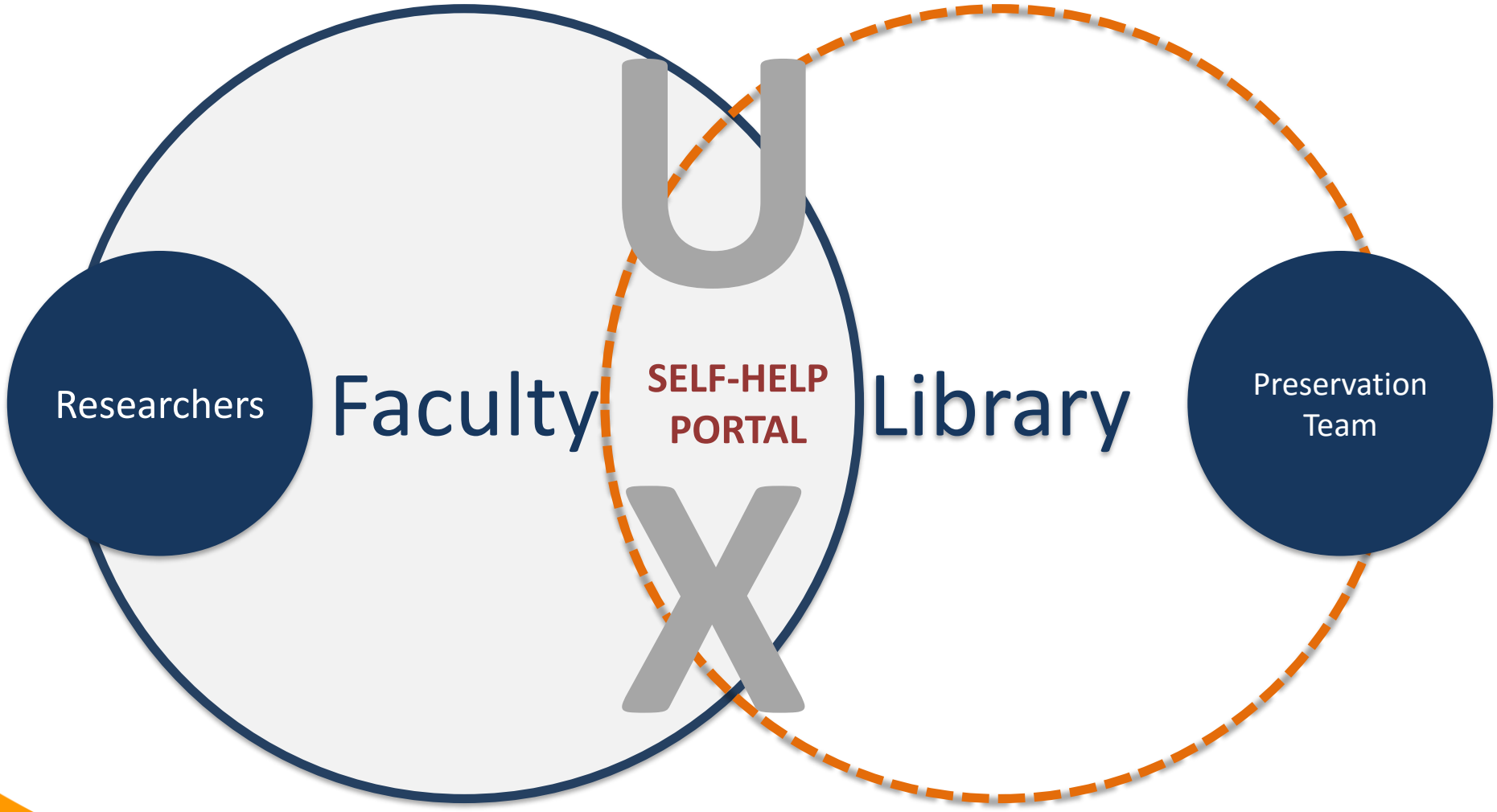
NUMBERS 1-9.

1891-1900.

Preservation team set out to digitise rare print collections to:

- Enhance **searchability**
- Enhance **access** via web interface
- Enable emergent **digital methods** to leverage on these collections for research

Applying **User Experience** Design in Digitisation



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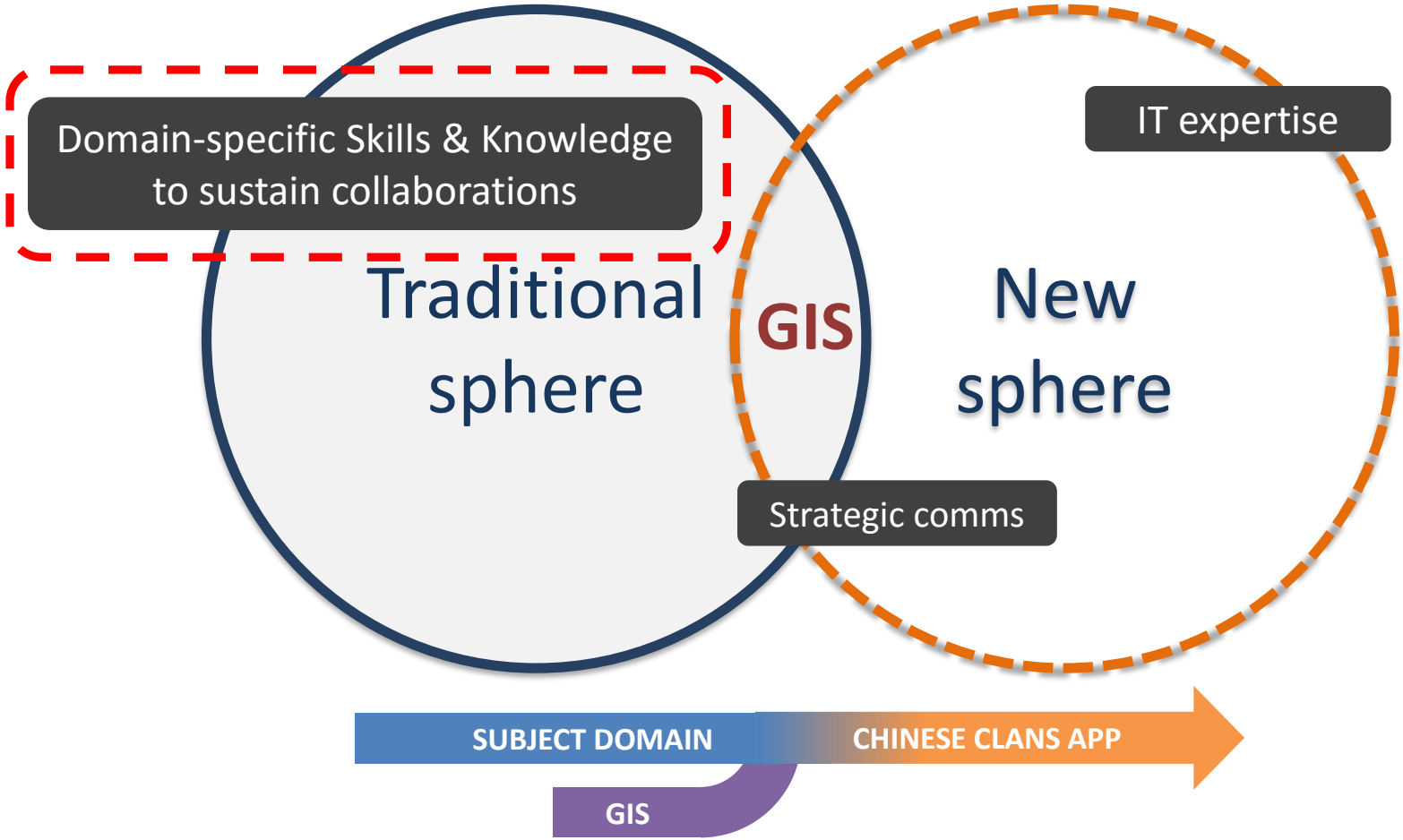
More on Talent

Talent

To better engage an academic community:

- Different and **non-traditional** skill sets are needed
- Greater **convergence** between different skills to produce more holistic and innovative services

Stretching emerging technology through convergence



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More on Talent

innovation = idea + implementation

Vijay Govindarajan, The Other Side of Innovation

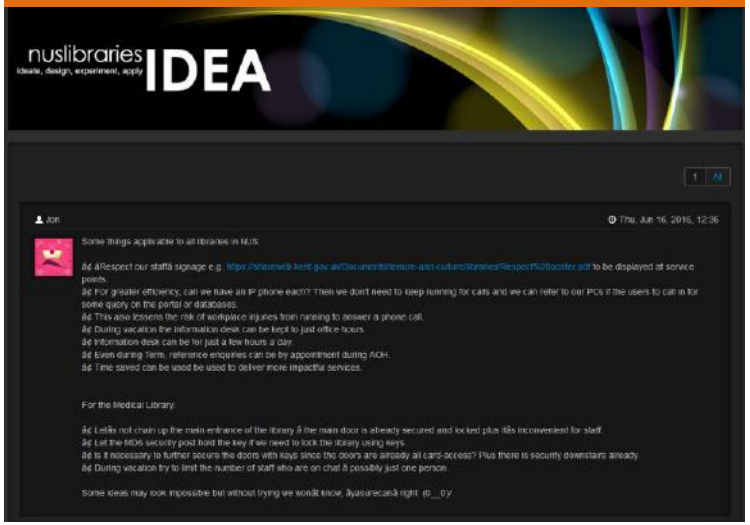
- Innovation not an abstract concept
- Librarians are trained in tools and techniques to apply **service design** into services and programmes.

More on Talent

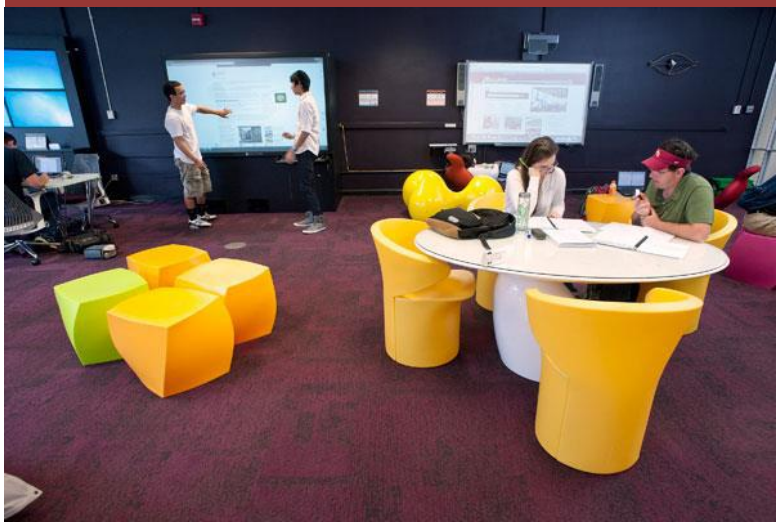
Talent

Sustaining innovation by providing diverse channels for incubating ideas

Virtual Space



Physical Space



More on Talent

Talent

To realise more user-centric library initiatives:

- Adopt Lean Six Sigma's **end-to-end** perspective to enhance work processes
- Break silos and expand staff perspective on end-to-end processes that **start from** and **end with** the user.

Breaking silos in library units

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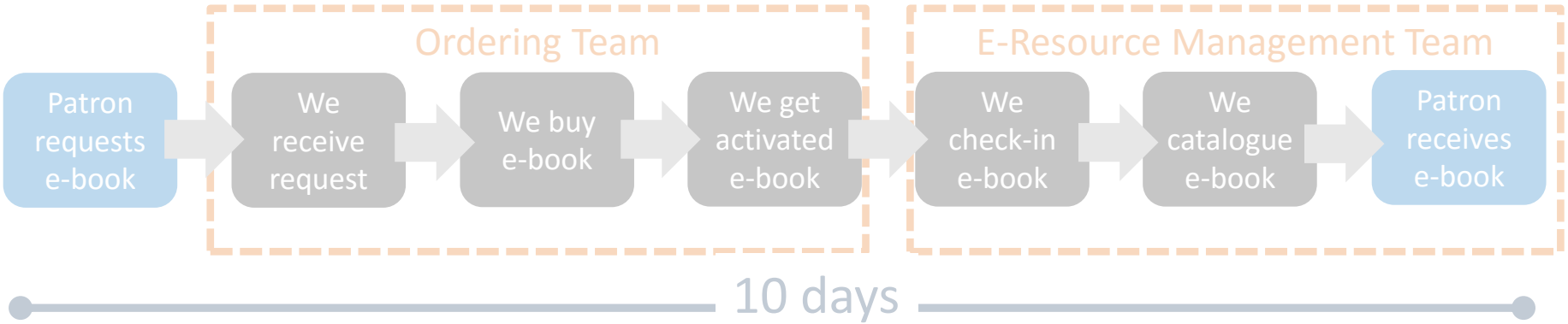
Breaking silos in library units



…it was certainly a quick response, for which I am very grateful.
--- Dr. Chris Courtney, Asia Research Institute

You have all a fantastic and rapid job turning this round so brilliantly and responsively.
--- Prof Damian John Chalmers, Law Faculty

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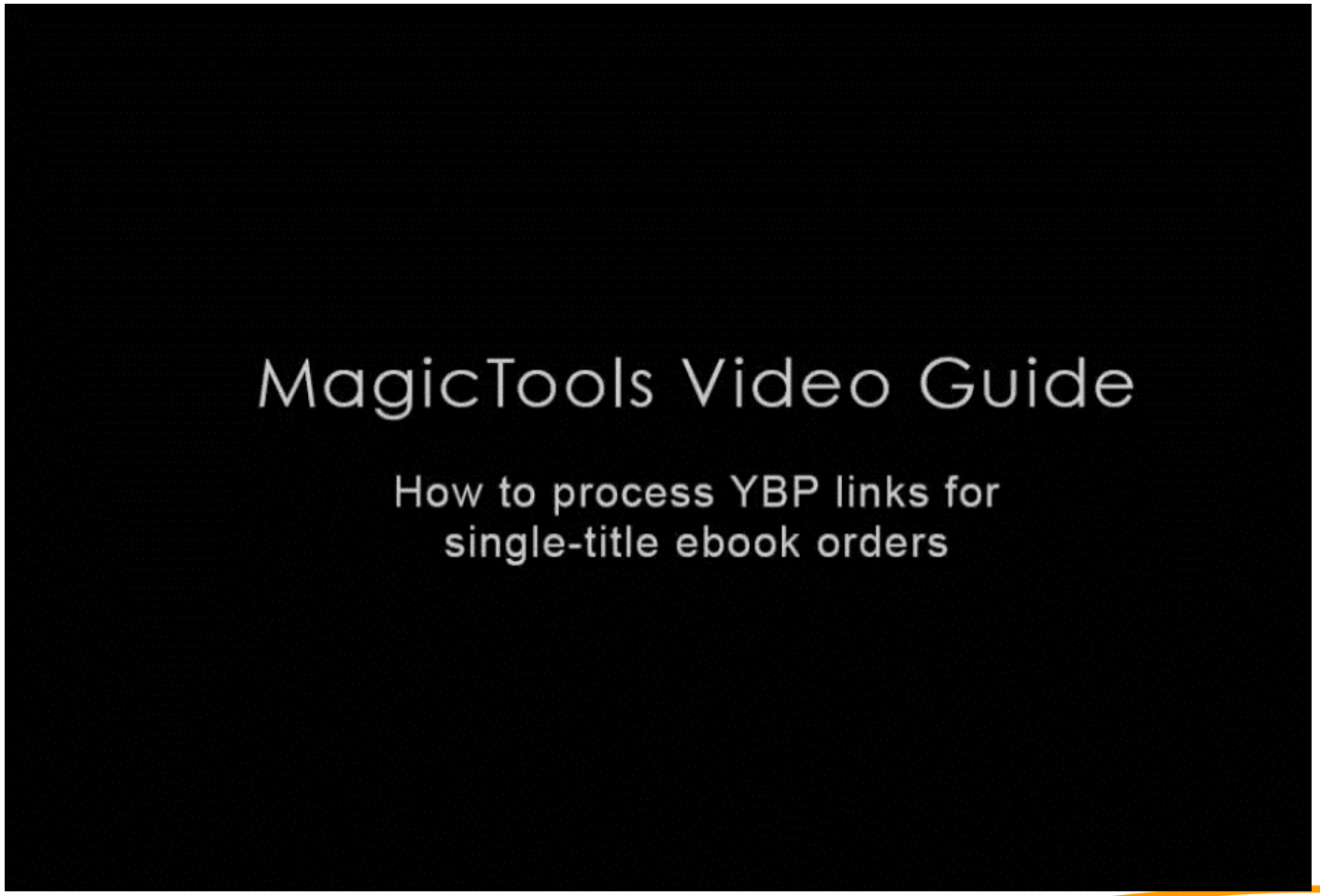
Demo of MagicTools



More on Development

Develop

70:20:10
development framework

- Continuous assessment of **training and development needs**.
- Build on existing expertise/depth through training, or project work
- As community needs grow in scope and complexity, unmet needs are identified, and feeds back into recruitment

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Librarians are in the **knowledge** business,
therefore the **conversation** business.

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THANK YOU

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