Preparing NUS Librarians for the Future

Libraries for Tomorrow

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林
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Tung Ann Distinct Guild

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

Related Library Book(s):
- 新加坡同安会馆庆祝大厦门落成典礼暨成立五十年及庆祝成立十八周年纪念特刊 (1986)
- 新加坡同安会馆文艺部刊刊名册 (甲集) (1985)
- 彼话类研究论集 (1987)
New Librarianship

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

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
Who is our 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

Recruit

Develop

Talent
More on recruitment

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
Applying **User Experience** Design in Digitisation Initiative

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
More on 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

Traditional sphere

- Domain-specific Skills & Knowledge to sustain collaborations

GIS

New sphere

- IT expertise
- Strategic comms

SUBJECT DOMAIN

CHINESE CLANS APP

GIS
More on Talent

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

innovation = idea + implementation
Vijay Govindarajan, The Other Side of Innovation
More on Talent

Sustaining innovation by providing diverse channels for incubating ideas

Virtual Space

Physical Space
More on 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

Patron requests e-book

Ordering Team

We receive request

We buy e-book

We get activated e-book

E-Resource Management Team

We check-in e-book

We catalogue e-book

Patron receives e-book

10 days
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
Demo of MagicTools

MagicTools Video Guide

How to process YBP links for single-title ebook orders
More on Development

- 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

70:20:10 development framework
Librarians are in the **knowledge** business, therefore the **conversation** business.
THANK YOU