2022 LAS PROFESSIONAL SERVICE AWARD
Kamaludeen Mohamed Rafi

Rafi has had over 22 years of professional library experience, having started his journey at the Singapore Polytechnic (SP) Library as a Systems Analyst. He was a key member of SP Library's Management Team and led the library through the ambitious digital transformation journey and was involved in several campus-wide initiatives. Rafi's noteworthy contributions at the SP Library include the setup and implementation of the Library's Makerspace and Digital Media Studios. He was responsible for engaging suitable partners internally and externally to launch the varied initiatives and identifying and training staff for new capabilities to run programmes. He was nimble to adjust services to meet the institution's strategic direction towards self-directed learning as well as having the boldness to adopt new innovative approaches for transformational solutions.

Other projects to Rafi's credit were the successful implementation of the institutional SP Memory Portal and the IM4L Record Management for the institution. These projects required high-level support and approval from SP's Senior Management. Rafi also led the Library Technology group among the polytechnic libraries in sharing best practices, identifying opportunities for collaboration and plan towards a shared library system.

Rafi currently overseas four teams as the current Divisional Head of Research, Resources and Technology Division at NTU Library. Rafi is a strong leader, a passionate people developer and is a well sought-after mentor for his library colleagues. With his strong IT background and experience, he has provided relevant training opportunities for staff and championed the successful implementation of emerging technologies such as robotic process automation (RPA), Chatbot and Data Analytics Dashboard to enhance processes and the user experience. Some of the RPA initiatives have since been introduced to other administrative departments in NTU and have received much interest. In the area of supporting open access publishing, Rafi led in the exploration of transformative agreements initiatives and presented to various committees and to the NTU President's Council on the findings and recommendations which generated high level interest and directions to move forward with the stakeholders.

Rafi has also served in the LAS Council from 2009 to 2011 and the LAS Professional Development Scheme (PDS) Board from 2015 to 2019. During his term as a Chair for the LAS Web/IT committee, he brought in innovation by introducing PayPal based e-payment solution and e-forms to facilitate online membership registration and renewals. He has been a member of the Council of Chief Librarians from 2017 to 2019 and has also contributed to the LAS Executive Library Management Programme (ELMP) in 2014 and 2017 as a guest speaker on Library Automation and Digital Libraries.

Rafi displays exemplary professionalism in his work and communication with stakeholders. He demonstrates strong knowledge and experience in management and library technologies. He has a keen interest in evolving and moving the role of library forward with innovative and strategic initiatives to meet the new developments and changing needs of users. These achievements and characteristics make him an apt and proud recipient of the LAS Professional Service Award.