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To transform or NOT to transform: Academic libraries in the age of uncertainty

Gulcin CRIBB

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To Transform or NOT to Transform: Academic Libraries in the Age of Uncertainty

Gulcin Cribb
University Librarian

Presented at 8th Rizal Library Conference 2019, October 17-19, Manila

Why Higher Education Will Change

> Innovation in higher education is not an option. It is essential

By Steve Mintz

// October 3, 2019

https://www.insidehighered.com/blogs/higher-ed-gamma/why-higher-education-will-change

Change

Constant
Inevitable
Journey
VUCA
Transformational
For the long-term
Communication

Leading in a VUCA Environment: U is for Uncertainty

Volatility, Uncertainty, Complexity, and Ambiguity

Tsunami of Information

Attention Economy

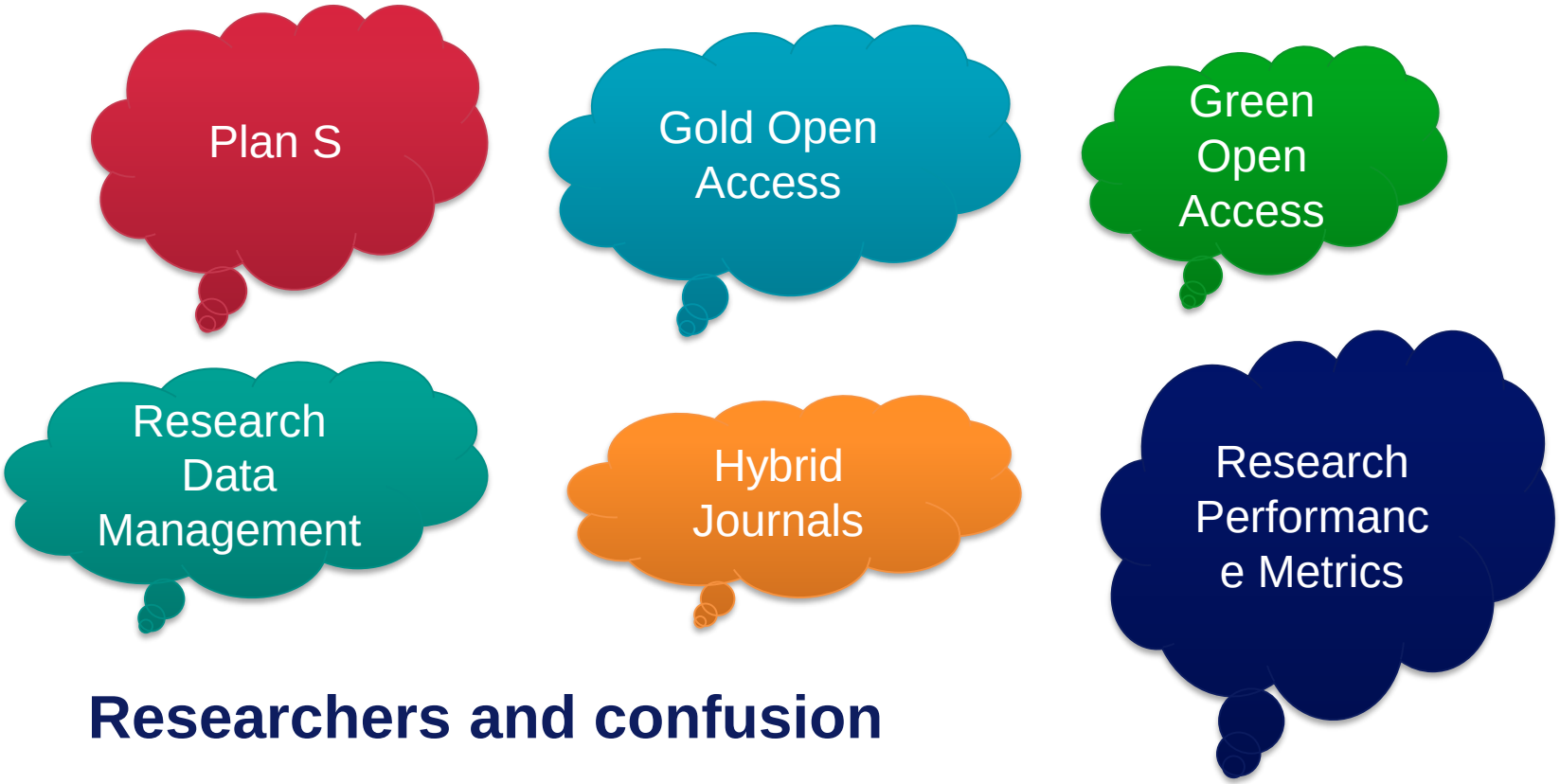
No longer monopoly on providing discovery and access to articles

Fake News – Alt-Facts – Post-truth

Experience Economy

Multi-generational stakeholders, esp. the workforce

TGIF



Researchers and confusion

SMU Libraries

SMU in a glance

#11 among specialist universities worldwide

9,623 undergrad and postgrad students*

357 globally diverse faculty**

QS STARS RATED FOR EXCELLENCE 2017

Rated 5 Stars by Quacquarelli Symonds (QS) World University Rankings (WUR)

#ASHOKA U Changemaker CAMPUS

Ashoka U Changemaker Campus

KORN FERRY Employee Engagement Awards Outstanding Employer 2017

Korn Ferry Employee Engagement Award

School of Accountancy

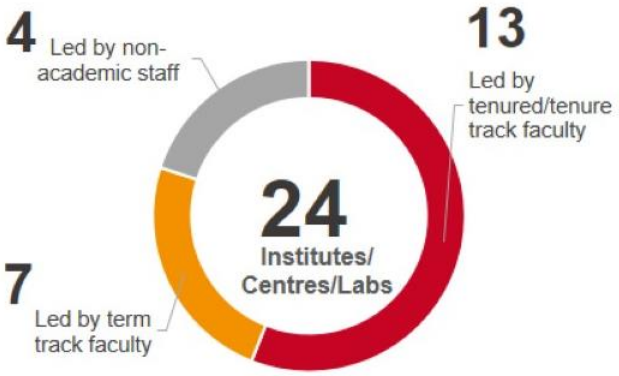
Lee Kong Chian School of Business

School of Economics

School of Social Sciences

School of Law

School of Information Systems



Our Students

8,182

full-time undergraduates*

1,828

full-time & part-time postgraduates*

** As of 17 September 2018*

Full-time Faculty

361

Professional Master's Programmes

20

Undergraduate Programmes

6

Undergraduate Majors

24

Doctoral Programmes

9 Academic Research

3 Professional Doctorate

Faculty research productivity

Faculty teaching impact

Student experience & learning

Reputation/ impact on community

Innovation and Operational Excellence

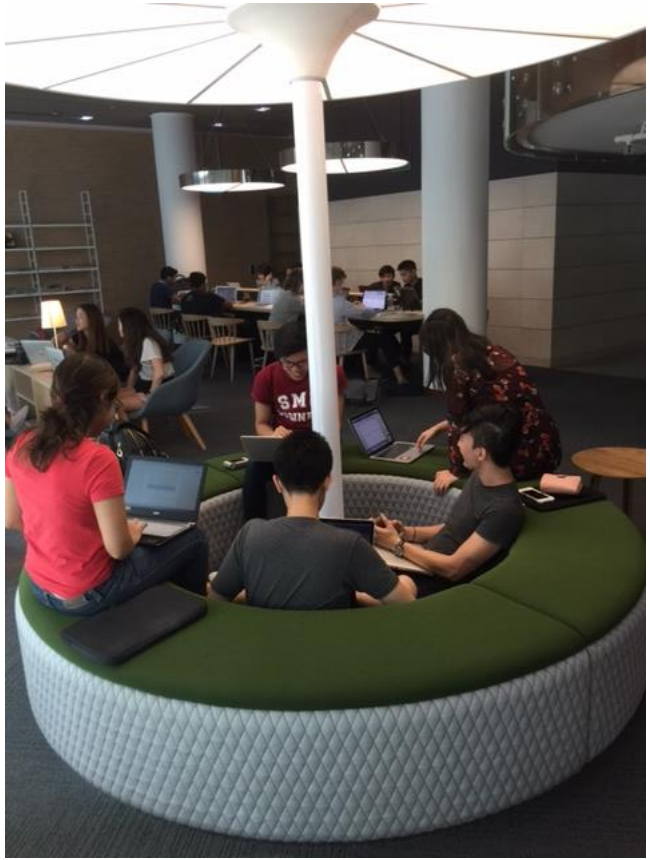
Learning spaces @ SMU Libraries

Learning Commons

Reflective Corner

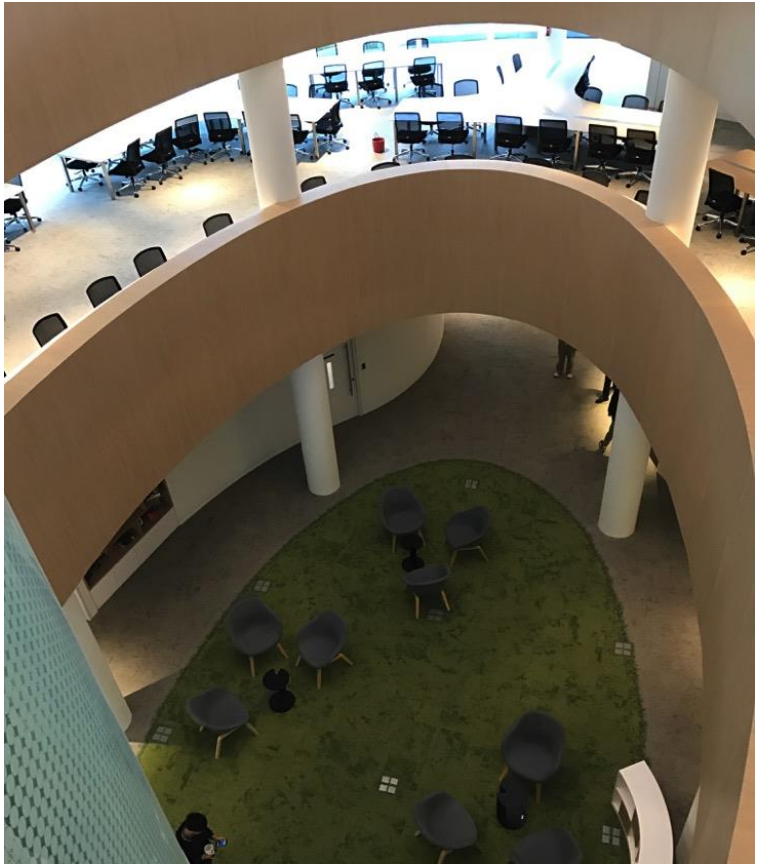
Hive

Flexible use of space



EXIT

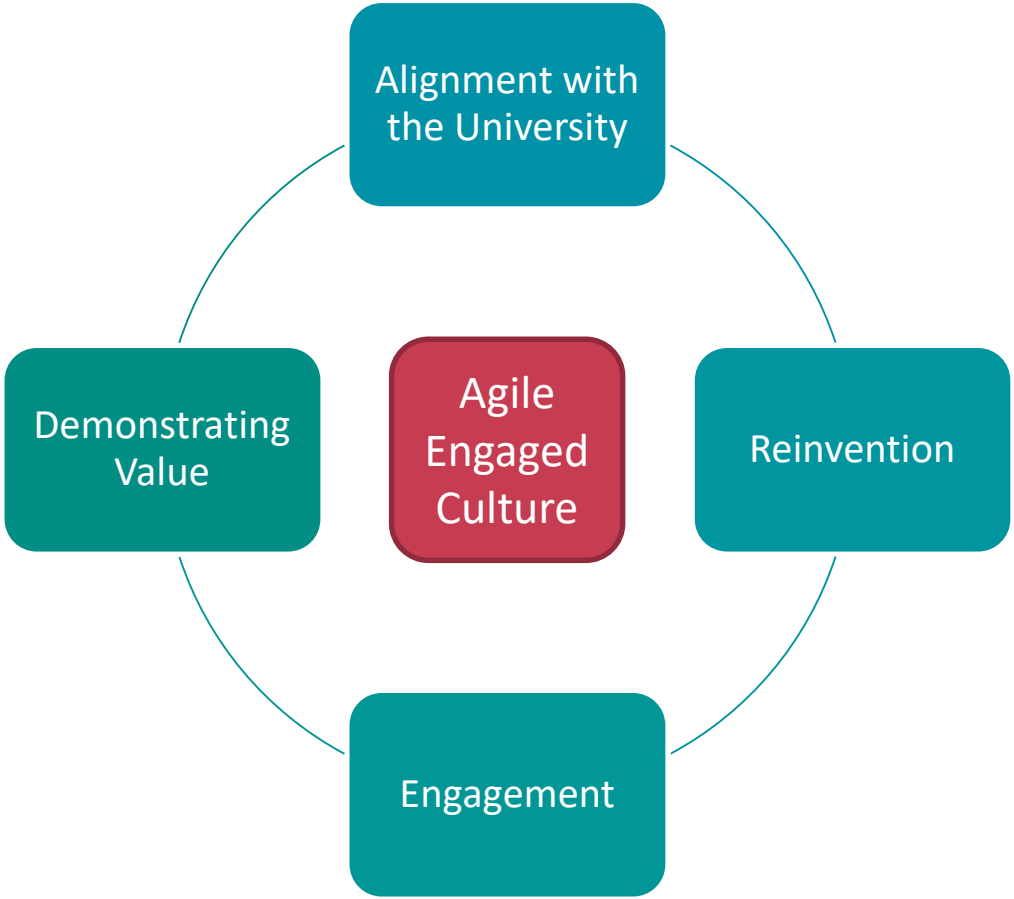
Investment
Studio



SMU

Strategy and Alignment

- Library is a business
- We lead and manage
  - People/Talent
  - Financial resources
  - Technology
  - Spaces/facilities (virtual and physical)
  - Stakeholder engagement (branding, communication, marketing, outreach…..)


Alignment with the University
Reinvention
Engagement
Demonstrating Value
Agile Engaged Culture

SMU
SINGAPORE MANAGEMENT UNIVERSITY
LIBRARY
ANNUAL REPORT
2018

01

UNIVERSITY LIBRARIAN'S MESSAGE

SMU Libraries has retained its status as the 'Most Preferred Place' by SMU students for many years running, according to the 2018 annual SMUSA (SMU Students Association) survey. I am sure you would agree with me that what makes a great space is a combination of many aspects, facilities, services, light, sounds, people, ambience, one's feelings or perception of the Library, the values that the Library and the library staff represent to the users and so on.

Whenever I meet SMU Alumni, the first thing they usually share with me is their fond memories of the Library and how much they miss the spaces and how they love coming back to visit the Library whenever they are on campus. Of course the Library is not only a physical space, but it is a combination of all the services, expertise, resources and experiences it makes available to the entire SMU community.

2018 was another year full of fabulous offerings, experiences, interactions and achievements. Almost 2 million entries were recorded for Li Ka Shing and Kwa Geok Choo Law Libraries in 2018. SMU students, faculty and staff had over 2 and a half million digital interactions with the Library which includes use of virtual services, resources and expertise. SMU academic papers have been downloaded 2 million times from SMU's Institutional Knowledge, InK by people from all over the world as of 6 July 2018.

Many innovative services took off in 2018 too, for example the new Reading List Management System which aims to help faculty to streamline their reading list preparation and to help students with their learning experience in using and accessing these lists, all via elearn. Another new initiative has been making 150 most popular textbooks available as e-textbooks for use anytime and anyplace through a new platform enhancing students' experience and convenience.

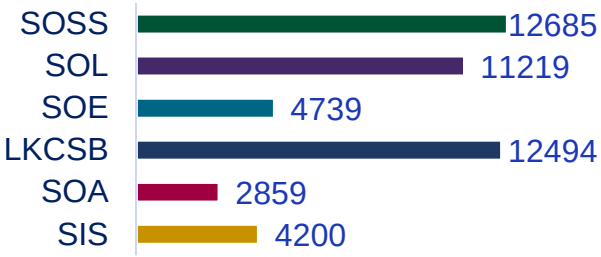
Finally, let me acknowledge the Library team which includes many student helpers for their outstanding work, commitment and enthusiasm in supporting the SMU community.

Gulcin Cribb
University Librarian

What happened in a typical **month** at **SMU Libraries**

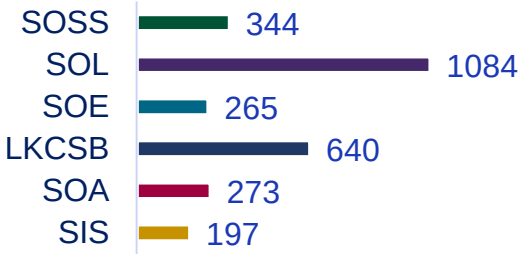
52.8% **students** use eBooks & eJournals at least once a month

48,196 book chapters** accessed



Book chapters accessed by school

2,647 print books^ borrowed



Print books borrowed by school

*Data collected from Jan to Dec 2018
*From Proquest ebook Central
^Data collected from Aug to Nov 2018

How students use **SMU Libraries**

7 out of **10**

students visit the library at least once a month

Most preferred place

- to study with friends

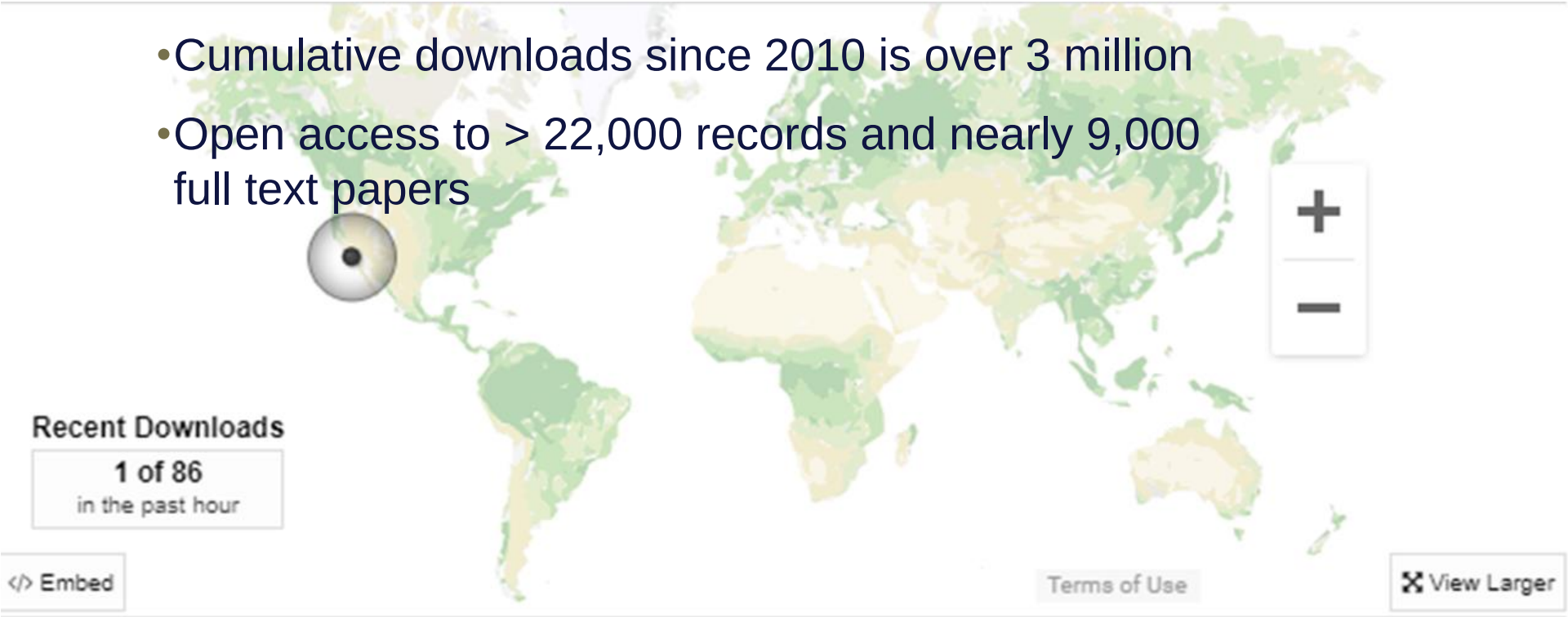
One of the most preferred places

- to work on assignments
- to study alone

SMUSA Student Survey 2018 result

Showcasing SMU Research in InK

- Cumulative downloads since 2010 is over 3 million
- Open access to > 22,000 records and nearly 9,000 full text papers



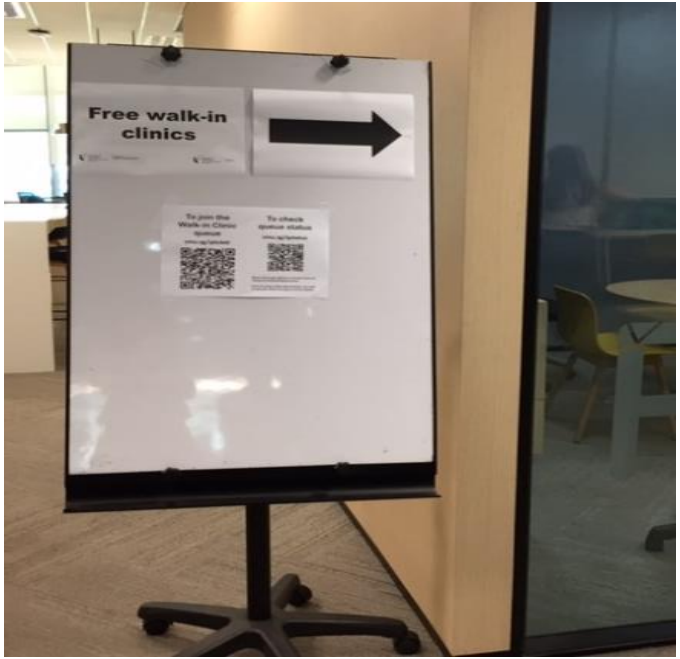
Data ≠ Impact

Communicate Value

THUKHUMA
COLLECTION:
CONTEMPORARY
PAINTINGS
FROM MYANMAR

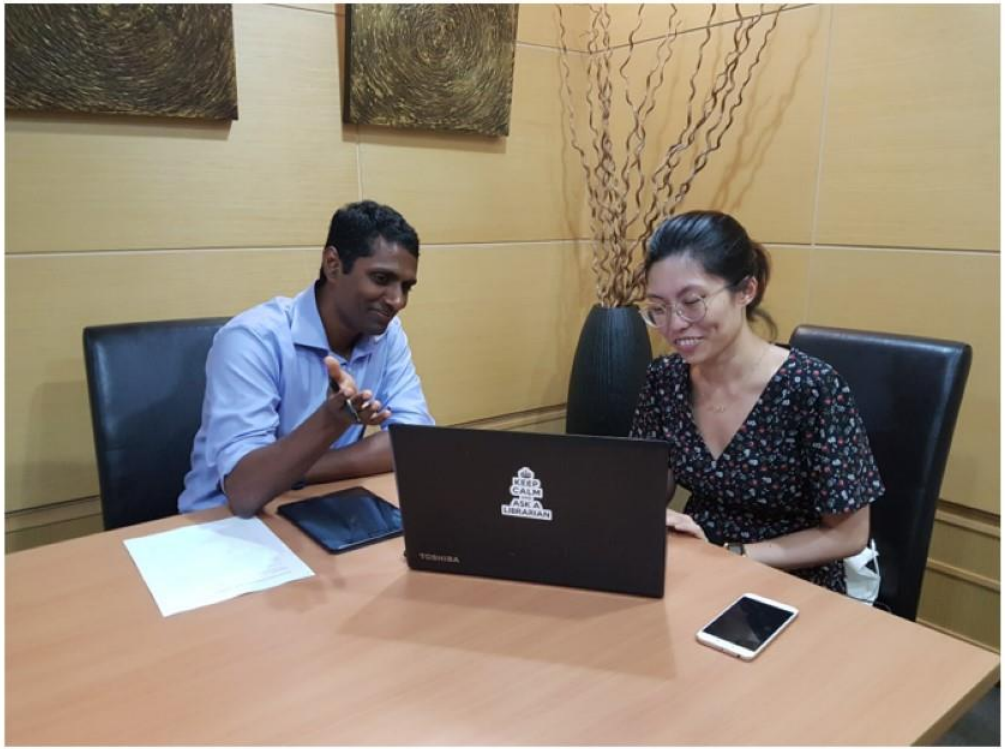
EXIT
SINGAPORE STREETS
THROUGH THE EYES OF
CHUA EK KAY

Waste


Free walk-in clinics

SMU
SINGAPORE MANAGEMENT UNIVERSITY

Business librarians @ Business School – Embedded Librarianship



Research Librarians for Schools

Rajen, Head, Learning and Information Services

Aaron, Accounting

Sumita, Business

Redzuan, Business

Melody, Economics

Yee Xin, Law

Wei, Information Systems

Rebecca, Social Sciences

Contact us @ **library@smu.edu.sg** for your research & information needs

SMU Libraries and The Wall Street Journal
cordially invite you to the inaugural

Breakfast with WSJ Editors

Date: Wednesday, 18 September 2019
Time: 8:30 am – 10:30 am
Venue: SMU Libraries, Li Ka Shing Library, Level 2, The Hive

Synopsis

What does the rise of China and U.S.-China trade tensions mean for the rest of the world? Plus, what are the other major stories coming out of Asia?

Tue 20/8/2019 4:12 PM

Library

Register! But Don't Chope! Free Bite-Sized Library Workshops

To Library

The **Bite-Sized Library Workshops** are here again.

Join the Librarians and other campus partners such as, CEC, IITS, ODOS, OLGA, and Faculty from 27 August to 13 September to learn more about working with data, writing persuasively, digital literacy, research skills and many other topics!

Sign up for your workshops today!

DIGITAL LITERACY SKILLS
(NEW TRACK)

WORKING WITH DATA & METRICS

- Doing data science with R

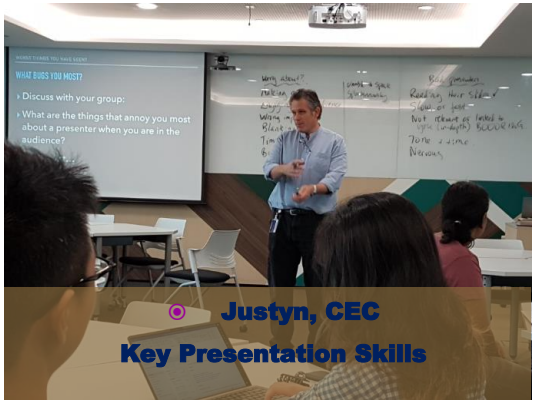
- **Bite-sized topics**
  - Research Skills (6 topics)
  - Databases: Which Do I Use? (2 topics)
  - Data Literacy Skills (6 topics)
  - Working with Data & Metrics (7 topics)
  - Present with Pizzazz & Other Enrichment Tips (9 topics)
  - Citation with Management (1 topic)

- **Campus Partners**
  - CEC, IITS, ODOS and OLGA
  - Faculty from SIS, LKCSB and a Post-Doctoral Fellow from Institute of Innovation & Entrepreneurship

Sessions in Pics

Prof Zhu, SIS

Demystifying Blockchain: From Bitcoin to New Economies



Justyn, CEC

Key Presentation Skills

Kamiliah & Pat

Art@SMU

Prof Kam, SIS

Interactive Visualization for Data Discovery

Sumita

WTF! What The Fake

Rebecca

Current Awareness Tools to Stay Ahead in your Field

OER at SMU – Raising Awareness

- **Open Education Week 2019.** SMU Libraries was a listed contributor to #OEWeek in March, contributing a 5 minute video '*Understanding OER*'.

- ***OER Champions!*** In an announcement to the SMU community, we celebrated our faculty champions already using Open Textbooks in their courses.

- In the past year, **225 SMU students saved approx. $65 000,** based on the price of the last used commercial textbook. This was publicised on Instagram/Facebook to engage our community.

- **Partnered with the University's Centre for Teaching Excellence** to raise awareness.

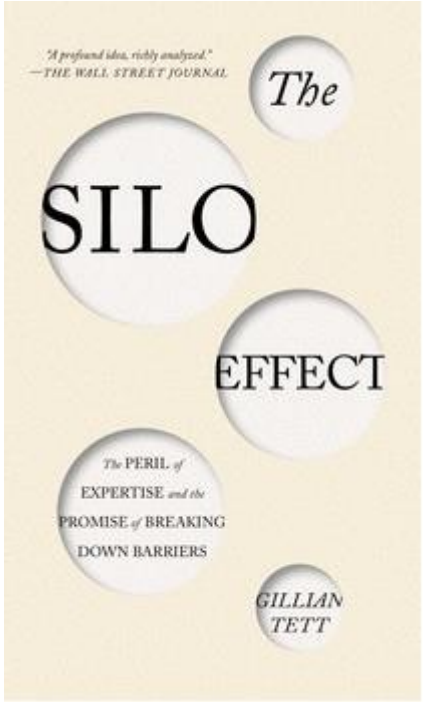
OER Research Guide on how to find, review, and adopt OER.

OPTIMA
BATTERIES
START
Silver State Classic Challenge
OPTIMA
BATTERIES
OPTIMA
BATTERIES
OPTIMA
BATTERIES
Globalstar
261
Ford

Challenge

6 I's of Innovation

Identify
Ignite
Investigate
Invest
Implement



The Silo Effect

The Peril of Expertise and the Promise of Breaking Down Barriers

By Gillian Tett

The Silo Effect asks a basic question: why do humans working in modern institutions collectively act in ways that sometimes seem stupid? Why do normally clever people fail to see risks and opportunities that later seem blindingly obvious? Why, as Daniel Kahnemann, the psychologist put it, are we sometimes so "blind to our own blindness"?

The most damaging phrase in the language is
“We’ve always done it this way!”

Storytelling Plan

Great exaggerations! Death of libraries

Gulcin CRIBB, *Singapore Management University*

Follow

Publication Type
Blog Post

Publication Date
1-2018

Abstract
Libraries these days are built digital brick by digital brick – brick being the metaphor for digital books, journals, articles, objects, media, digital infrastructure, networks, apps, data, and analytics. The growth of print collections has been declining considerably in recent times. Singapore Management University (SMU) Libraries spends over 90% of its funds on digital collections, 80% of its collections are digital.

"The reason librarianship has existed in one form or another for 4 millennia is because it has changed to implement long held principles in light of the changing realities of those that the library serves"

David Lankes

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