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It takes a village to raise a child: Change as a community affair

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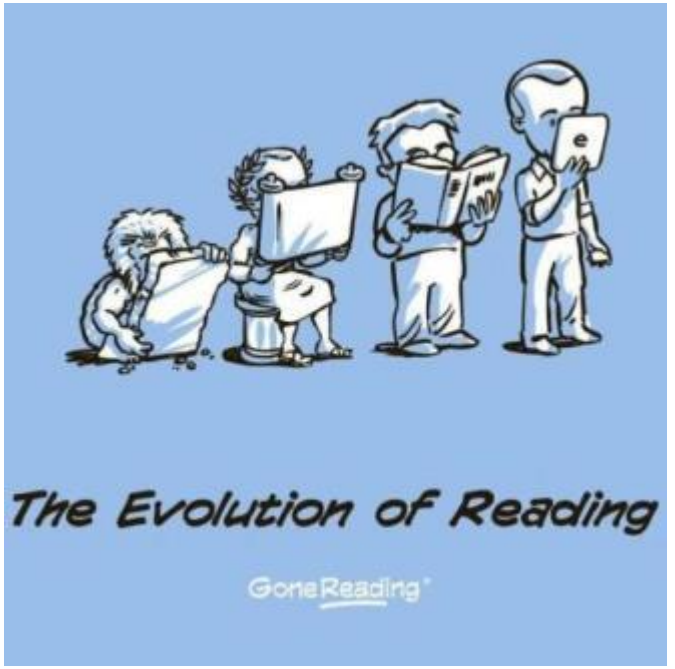
SMU
SINGAPORE MANAGEMENT UNIVERSITY
Libraries

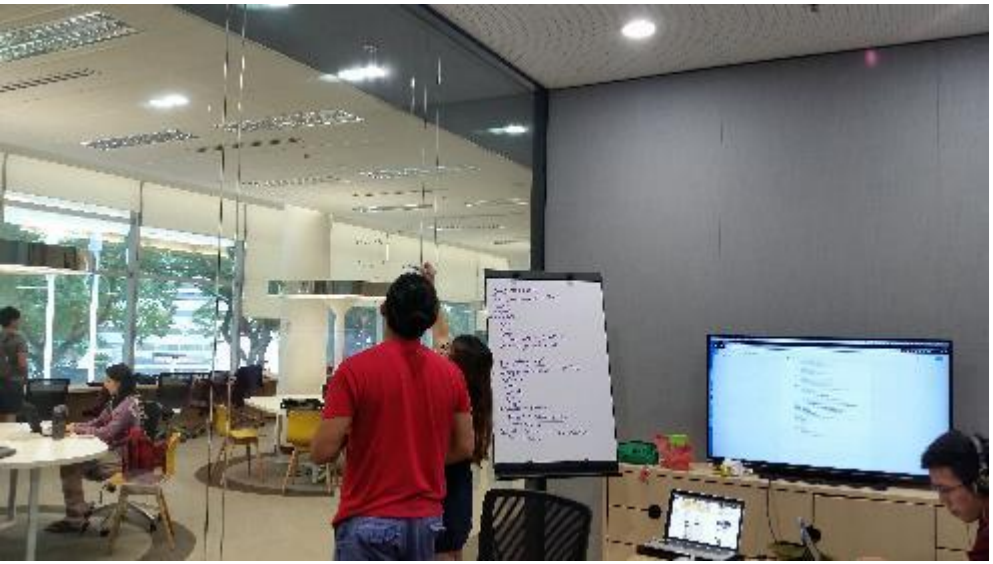
Bir çocuğun yetişmesine tüm köyün emeği geçer: Değişim herkesin işi

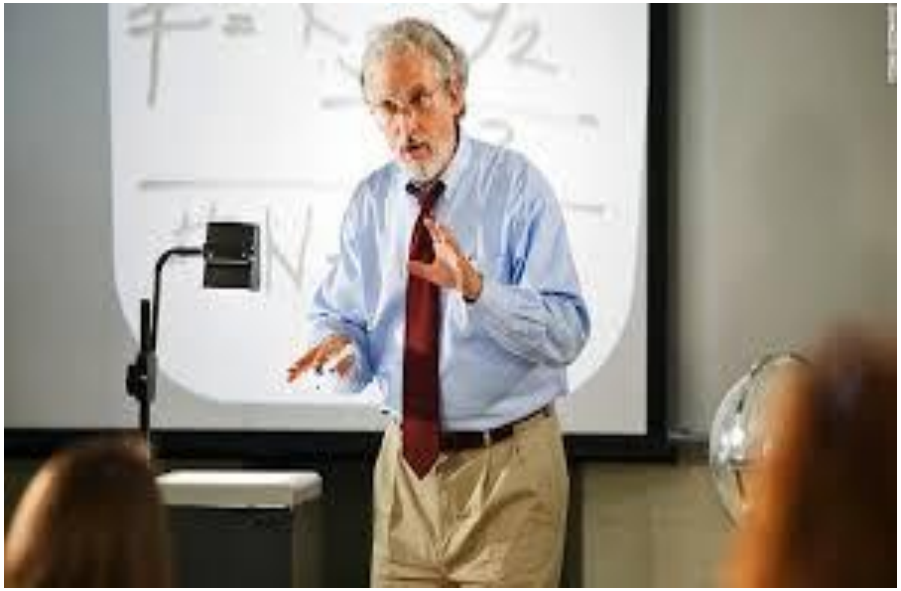
Gülçin Cribb, Kütüphane Direktörü

“Tek başına çabuk gidersin ama hep beraber daha ileri gidersiniz”

— Michael Benanav, *Men of Salt: Crossing the Sahara on the Caravan of White Gold*


The Evolution of Reading
Gone Reading





SINGAPORE MANAGEMENT UNIVERSITY

Geleneksel modelde kullanıcı kütüphane yaşamının içersinde

.....fakat şimdi kütüphanenin

kullanıcının yaşamı içersinde olmasını düşünüyoruz

Geleceğin Kütüphanecileri ve en Gerekli Beceriler

- **Politika/ Şampiyonluk**/ Avukatlık (savunuculuk)
- Ortaklık
- İletişim/ insani ilişkiler
- Yaratıcılık/Inovasyon
- Eleştirimsel düşünme
- Veri analizi
- Esneklik
- Liderlik
- Pazarlama
- Proje Yönetimi
- Teknoloji Uzmanlığı
- **Girişimcilik**

İletişim

- Kütüphanenin katma değeri **- kritik.** Tevazu için zaman yok.
- Hedef kitle kim olursa olsun - kısa, basit ve görsel yaklaşım
- Sistematik ve iyi tasarlanıp planlanmış. Neyi nasıl geri bildireceğini planla – ve planı uygula
- Yaratıcı içerik – içeriğin yaratıcı sunumu
- Hem mesajı hem de kanalı değişik **hedef kitle** gurubuna göre özelleştir - hocalar, üst düzey yöneticiler, lisans ve lisans üstü öğrenciler ….

Kötü Kütüphaneler
Koleksiyonlar yaratır,
İyi Kütüphaneler Hizmetler yaratır,
Büyük Kütüphaneler Toplumlar
yaratır

David Lankes

Ciltlerle değil
Kapı sayısı ile değil
Toplumun Düşleri ve İstek ve
Őzlemlerinde

Deneyim

"Müşteriler ürün ya da hizmet değil, deneyim isterler" Steve Jobs

En iyi kurumlar bu 4 e'nin çoğunu temin etmeye çalışır:

- **E**ğlence
- **E**ğitim
- **E**scapism (kaçış)
- **E**stetik görünüm

Manager, Learning & Engagement

OVERVIEW

Manager, Learning & Engagement
Murdoch University Library

- **Continuous, full time position**
- **Level H0909 | $104k-$109k plus employer superannuation contribution of 17% and an opportunity to salary package**
- **Ref: 0152B02/201571**

The Role

The Manager, Learning & Engagement at Murdoch University Library is responsible for leading and managing the Learning & Engagement Team, ensuring the design and delivery of high quality, innovative library services which meet the learning & teaching and research needs of the University.

As part of the Library's Leadership Team and currently reporting to the University Librarian, the Manager Learning & Engagement makes a major contribution to the development of Library plans and policies.

Skills and Experience

The successful candidate will have demonstrated ability to effectively manage and motivate a team, liaise and collaborate with key stakeholders and develop relationships with the wider Murdoch community.

Previous project management experience as well as knowledge of current trends and issues in academic librarianship will be highly regarded.

For further information about this position, please refer to the Position Description below.

Think Murdoch

Recognised by The Times Higher Education as one of the top 100 universities in the world under the age of 50, Murdoch University is internationally recognised as a research-led institution.

This is a great time to join Murdoch. There are a multitude of opportunities and exciting projects that are presented by the State Government Activity Centre on our doorstep. The co-location of the New Fiona Stanley Hospital and the St John of God Hospital provide many synergies for our learning and teaching, research and community engagement.

For more information or to apply:

Please visit http://jobs.murdoch.edu.au/ to view the Guide for Applicants and Position Description, here you will also find the

Singapore Management University

- 2000 yılında doğdu
- "**İş ve Yönetim Dünyası**" için mezunlar hazırlanmasına odaklı
- 6 Fakülte/Okul: İşletme, Muhasebe, Ekonomi, Sosyal Bilimler, Bilgi Sistemleri ve Hukuk
- 9000 öğrenci, 7500 lisans öğrencisi
- 360 akademisyen
- Holistic (bütünsel) eğitim: küçük sınıflar, zorunlu toplum hizmeti ve staj, aktif active öğrenci yaşantısı, 86% yurtdışı deneyimi
- Araştırma sıralamalarında ileri düzeylerde

Kısa Bilgiler

- + 340,000 kitap (+ 290,000 e-kitap)
- +1.2 milyondan fazla ziyaretçi, 2015

- Haftada 96 saat açık; Őğrenme Merkezi – 24/7
- 1,800 oturma yeri ve 8,000 metrekare

- Hem fiziksel hem de sanal Őğrenme ortamı

- 39 personel – 22 profesyonel Kütüphaneci
- 900,000 doküman indirimi - InK

Ana Değerlerimiz – SMU Libraries

- Tutku ve merak (passion)

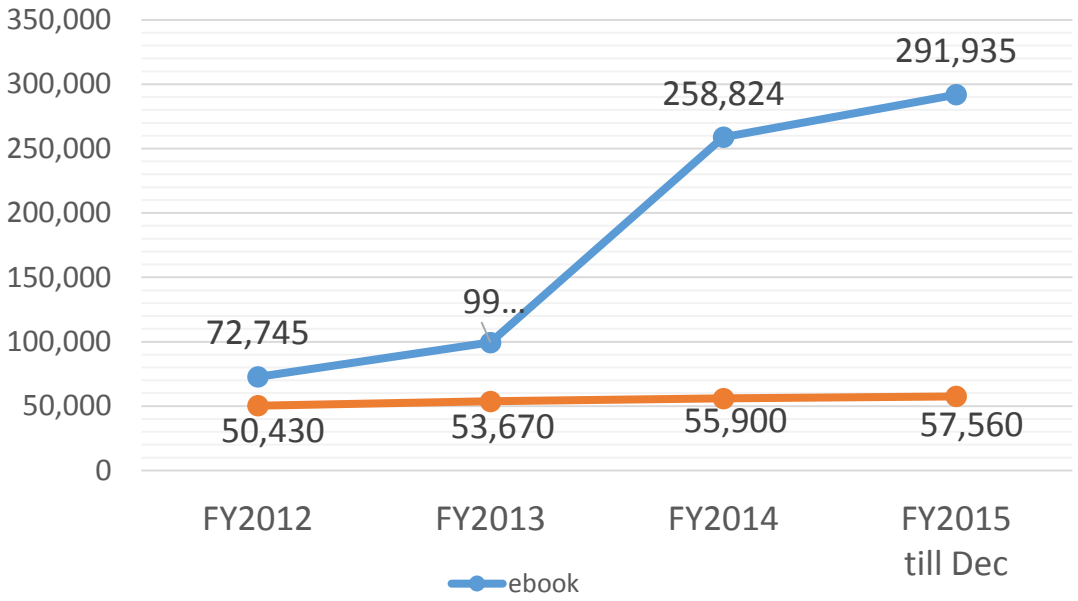
- Saygı (Respect)

- Sorumluluk (Accountability

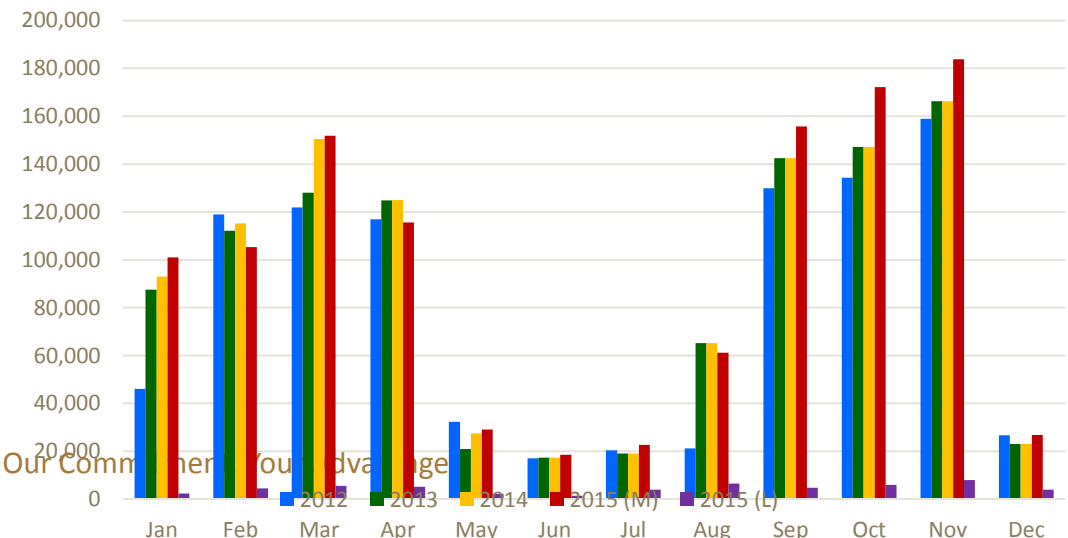
- Profesyonelllik (Professionalism

Photo: Owen Raggett

How Many Books Added



Monthly Gate Count



Our Passion, Our Commitment, Your Advantage

Araştırma Kütüphanecileri

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SMU | Libraries

Çevik Yönetim (Agile Management) – 5 yol

- Çevresel (peripheral) vizyon kullan – Yenilikleri, gelişmeleri gözlemle, olası yeni şeyleri sez, senaryo planlaması kullan
- Tartışma ve fikir ayrılığını teşvik – Varsayım/inançların kanıtlanmasına izin ver
- Dene, dene, gene dene
- Basitleştir & düzleştir – karar vermeyi ön hatlara it, kaynakların ölçeklenebilirliği için dış olanaklar kullan
- Çabuk davran –
  - ‘aktif bekleme’ uygula;
  - masrafları control altında tut;
  - kaynakları hesaplı kullan ve yönet - fırsat çıktığında kurumun derhal hareket edebilmesi için

Çevresel (peripheral) vizyon @ SMU

- LMS fizibilite çalışması
- Danışman raporu: “Araştırma kütüphanelerinde değişen roller: Geleceğe bakış …”
- IRIS Projesi (Araştırma Yayınları)

Avustralya tetkik gezisi:

- Yeni hizmet modeli - fikirler
- En iyi uygulamalar, gelişmeler, yenilikler ve gözlemleme

Farklı düşünceleri teşvik @ SMU

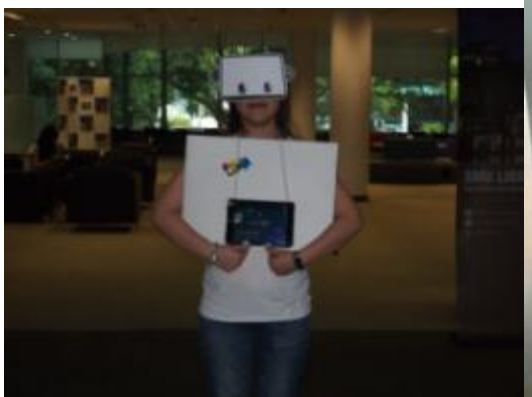
- Değer tanımlama çalıştayı
- Paydaşın sesi
  - SMUSA
  - LibQual
  - Őneri tahtası
- Değerlendirme kültürü
  - Veri tabanlı karar verme
  - Kanıtlara dayanarak planlama ve karar verme

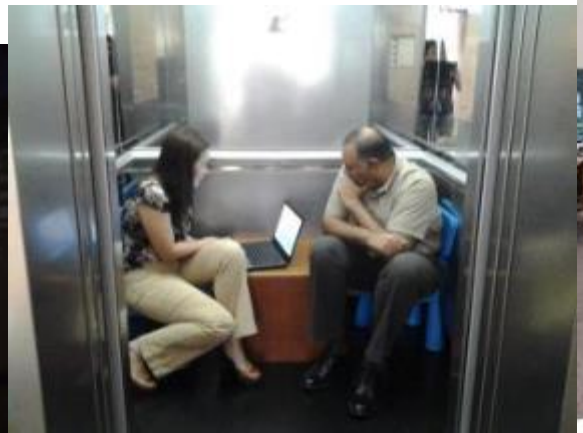
Deneme@ SMU

- Yeni Hizmet Modeli
- “Telefon Kulübesi”
- Basılı kitap PDA
- Yeni Kütüphaneci programı - 1inci sınıf deneyimi (FYE)
- Yeni pozisyonlar, varolan pozisyonların değişimi
  - Kütüphane Veri Analizi Müdürü (Manager, Library Analytics)
  - Araştırma Veri Hizmetleri Kütüphanecisi (Research Data Services Librarian)

Deneme @ SMU

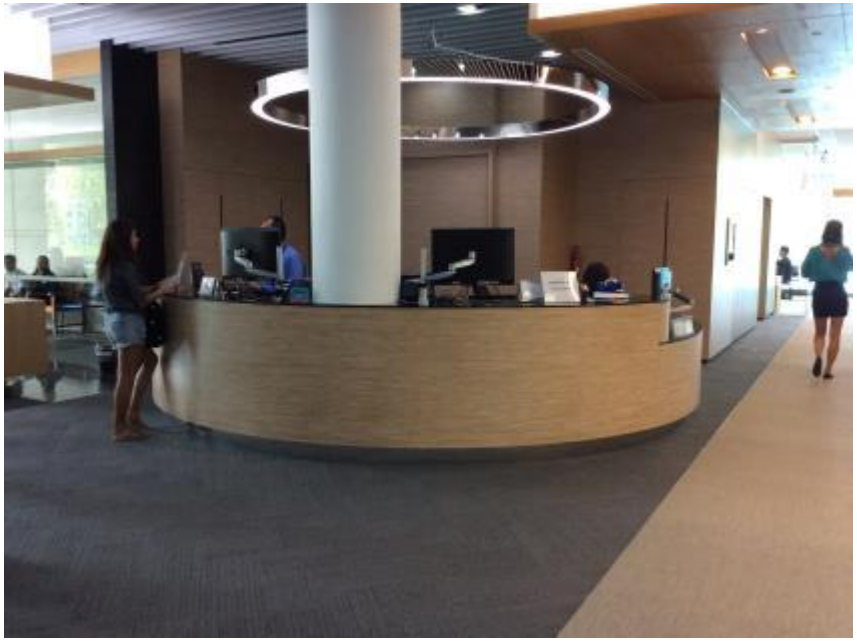
- Őğrencilerle yakınlaşma, örn. Cadılar Günü, 1 Nisan Şakaları, Akademisyenlere özel Yıllık Kokteyl……
- Sanal Sohbet (Chat)
- Web üzerinden oryantasyon
- Sandalye kapma projesi hogging project





Bilgiye Merdiven

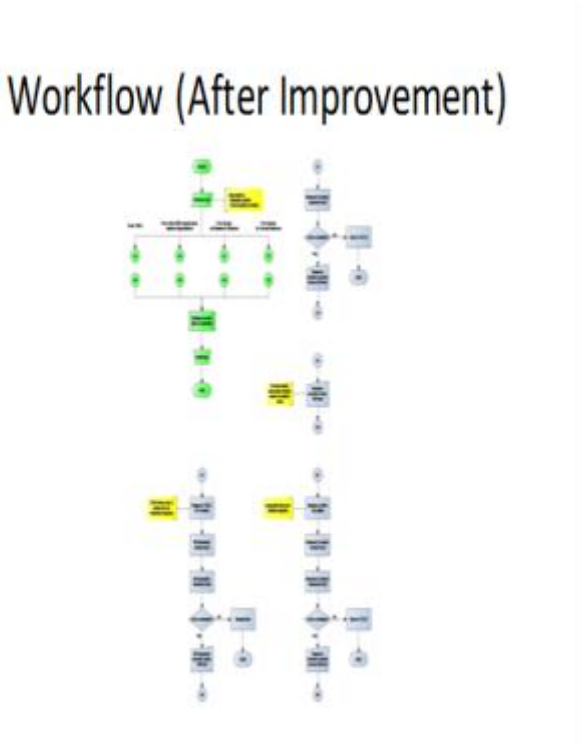
Basitleştirme & düzleştirme@ SMU



- Kütüphanecilerin rolü
- Masa / Sanal ve Fiziksel
- Őğrenci Asistanlar
  - Eğitim ve yetkilendirme
- HERKES'in becerilerinin yüksek düzeylere doğru…
- Süreçlerin basitleştirmesi
- Bir çok şeyin artık yapılmaması (STOP doing things)

Basitleştirme & düzleştirme @ SMU

- Lean Altı Sigma Yeşil Kuşak eğitimi
  - Süreç İyileştirme Kütüphanecisi (Process improvement librarian)
  - Kütüphane Veri Analizi Müdürü (Manager, Library Analytics)
- Personel çalışma alanlarının yenilenip tasarımı



Lean Improvements

Category	Improvement
Inventory / 5S	• Filter early to prevent unwanted items from piling up. • Remove untidy gift shelf which is no longer necessary.
Wait / pull / one piece flow	• In-tray ("Gifts for cataloging") within peripheral vision of Gifts Specialist (visual trigger). • Electronic form notifies Gifts Specialist upon new entry. • Research Librarians only need to assess items that go to them directly, straightaway.
Over-processing	• Remove unnecessary confirmations. • Reduce the number of people involved in process.
Defect	• Redesign and replace blue / white slip with an electronic form to reduce ambiguity, missing checks and human errors.
Not using employee's intellect	• Empower Gifts Specialist to make decisions about item suitability and bibliographic information.

LibQual 2013 and 2015

A benchmarking exercise:

Library as Place

ID	Question Text	Change	2015 Perceived Mean	2013 Perceived Mean
LP-1	Library space that inspires study and learning	+0.48	7.15	6.67
LP-2	Quiet space for individual activities	+0.29	7.01	6.72
LP-3	A comfortable and inviting location	+0.55	7.38	6.83
LP-4	A getaway for study, learning, or research	+0.27	7.29	7.02
LP-5	Community space for group learning and group study	+0.31	7.20	6.89
Add	A place for reflection and creativity	+0.37	6.43	6.06
	Library as Place Overall SMU (ARL = 6.94)	↑	7.20	6.83

Academic Pursuits

ID	Question Text	2015 Superiority Mean	2013 Superiority Mean	Change
LP1	Library space that inspires study and learning	-0.80	-1.36	+0.56
LP2	Quiet space for individual activities	-0.93	-1.28	+0.35
LP3	A comfortable and inviting location	-0.52	-1.01	+0.49
LP4	A getaway for study, learning, or research	-0.51	-0.80	+0.29
LP5	Community space for group learning and group study	-0.50	-0.80	+0.30

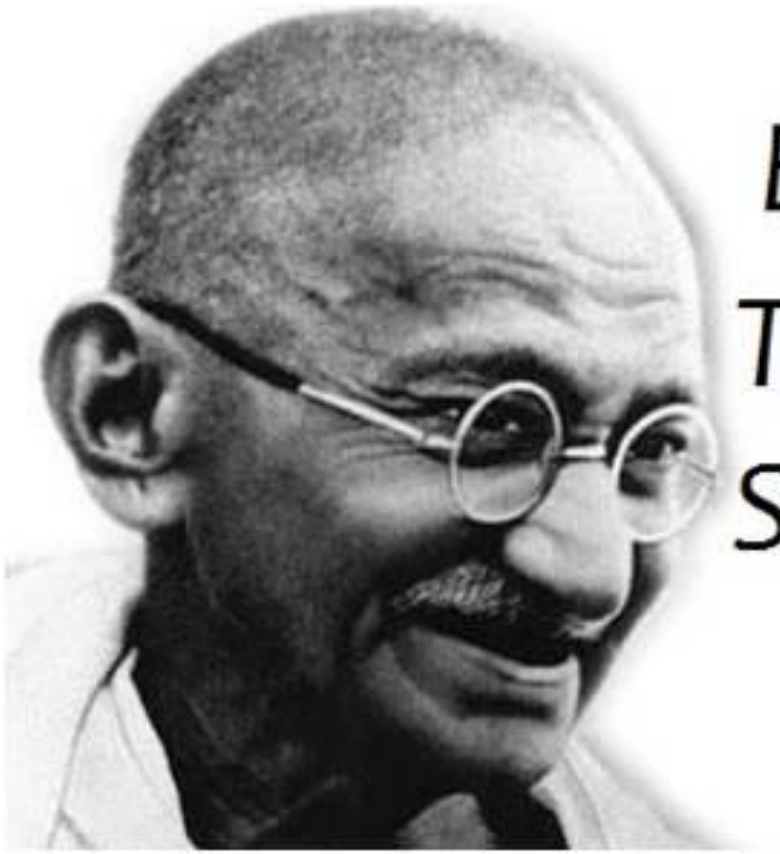
LI KA SHING LIBRARY WINS THE OUTSTANDING DEPARTMENT AWARD

17 Dec 2015

On Tuesday, 28 July 2015, SMU held its inaugural **Business Excellence Awards** at the University Lounge. This event, hosted by President Prof. Arnoud De Meyer, recognized a total of five departments and 29 individuals for their contributions toward

Çabuk Hareket Etme @ SMU

Renovated Spaces...



Be The Change That You Want to See In The World.

Dünyada Görmek İstediğin
***Değişmeyi** Sen Ol*

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