10-2014

A Day in the Life of ... : Staff Development, Singapore Style

Shameem Nilofar MAIDEEN
Singapore Management University, shameemnm@smu.edu.sg

Sumita GOVINDAN
Singapore Management University, sumitag@smu.edu.sg

Mee Ling NG
Nanyang Technological University, Singapore

Seok Hong LEE
National University of Singapore

Follow this and additional works at: https://ink.library.smu.edu.sg/library_research

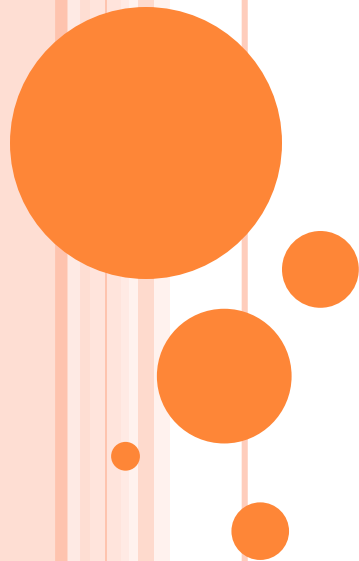Part of the Library and Information Science Commons

Citation

Libraries for Tomorrow Conference 2014

A Day in The Life Of …
Staff Development, Singapore Style

Overview

The What, Why, Who

The Programme Highlights

The Learning Points

WHAT IS THIS PROGRAMME?

- Pilot collaborative staff development programme

- Jointly organised by:

WHY - OBJECTIVES & GOALS

Exposure

Network & Relationship

Communication Skills

Best Practices

WHO - TARGET GROUP

- Not worked in other academic libraries

- In specialist positions without library qualifications

- Worked in a particular library for a long time

- New to working in academic libraries

PROGRAMME HIGHLIGHTS

Overall Organisation of the program

1. Each batch of 6 participants (2 librarians from each institution) together visited each of the 3 University libraries for a whole day each.

2. Each run takes a total of 3 days (on dates agreed between participants).

3. Participants met up in a pre-programme meeting to discuss what topics could be shared/presented during the visits

4. With the agreed schedule of topics, participants acted as facilitators, and proposed a whole-day schedule

5. Participants submitted a Joint Report after the programme

GENERAL STRUCTURE OF EACH DAY'S SCHEDULE:

1. Overview of Library Structure and Major Functions

2. Librarians then took turns to share on the agreed topics

3. Participants also had hands-on experience of selected programmes

4. Guided tours

PROGRAMME, LEARNING POINTS & HIGHLIGHTS

b. 27 Feb 2014 : One-Day Programme at NTU Libraries

Time	Programme	Presenter	Venue
08:50 – 09:00	Arrival at Lee Wee Nam Library, Main Entrance		
09:00 – 09:40	• Overview of NTU Libraries • Organisation structure • Dual role librarians		Lee Wee Nam Lib Meeting Room 1
09:40 – 10:20	• Frontline user services • Interlibrary loan and document delivery services • Alumni library services		Lee Wee Nam Lib Meeting Room 1
10:20 – 10:35	Morning tea break		
10:40 – 11:20	• Integration and reorganization of technical services • Continuous process improvement using tools and technologies • Preparation for RDA		Lee Wee Nam Lib Meeting Room 1
11:30 – 12:10	• Library technology and systems • Library toolbar • Library database interface • Local content platforms (DR-NTU, Portfolio)		Library Technolog Office, Meeting R
12:15 – 13:15	Lunch break		
13:30 – 14:10	• Instructional services		Library Instruction Commons, Dewey
14:10 – 14:50	• Scholarly communication • OA blitz • Library support for MOOCs		Library Instruction Commons, Dewey
15:00 – 15:30	Afternoon tea break and networking		
15:45 – 16:15	• Art, Design & Media Library visit • Use of new media for learning and research support • Content creation services (blogs@ntu, subject guides)		Art, Design & Me Library, Cinema R

A Day in the Life of SMU Library
Fri, 5 July 2013

Time	Programme	Conducted by	Venue
09.00 – 09.45	Arrival @ Li Ka Shing Library		
09.05 – 09.15	Introduction to UL		
09.15 – 09.45	• Overview of library structure and major functions	Veronica	Meeting room 3.1
09.45 – 10.45	• Acquisitions Share and demonstrate operational activities that happens on a daily basis (e.g. EDI, PDA, deduplication), displaying innovative practices of the library		Meeting room 3.1
10.45 – 11.00	Tea Break		
11.00 – 12.00	• User engagement activities Via social media Via suggestion box/feedback board Via information desk		Research Consultation Room
12.00 – 13.00	Lunch & Networking		Meeting Room, Level 5
13.00 – 14.00	Monthly PYXIS meeting (this is a good opportunity to introduce the various leads as well as understand how technology is actively explored and incorporated to provide better services to the users)	Shameem	Meeting Room 3.1
14.00 – 15.00	An information chat with the faces behind Institutional Repository, Oral History and Research Data Services	Sumita	At respective station
15.00 – 15.30	Tea Break		
15.30 – 16.30	A look into Course Reading distribution, copyright clearance and ILLDDS	Veronica	Meeting Room 3.1
16.30 – 17.00	Closing panel discussion with Library Planning Team (LPT), Veronica and Shameem. Feedback and thoughts		Meeting Room 3.1

PROGRAMME, LEARNING POINTS & HIGHLIGHTS AT NTU

Selected Learning Points:

❖ Library Technology initiatives (e.g. LibraryThing; library toolbar, etc.)

❖ Processing of Collections: IRIS Pen with Optical Character Recognition ; Patron-Driven acquisitions

❖ Active Support for Scholarly Communication

PROGRAMME, LEARNING POINTS & HIGHLIGHTS AT NTU

1. Library Instructional Commons

2. Visit to Business Library; Art, Design & Media Library

1. Visiting Library Instructional Commons at NTU Libraries : Trainer's PC "Console"

2. Visiting Art, Design & Media Library at NTU : Participants seated in a "Cinema" and trying on 3D-Glasses

PROGRAMME, LEARNING POINTS & HIGHLIGHTS AT NUS

❖ **Selected Learning Points:**

- ❖ Process Improvement projects : Librarians are trained to apply Lean-six sigma, and shared briefly on their numerous projects

- ❖ Online chat reference software

- ❖ Online exam papers database

PROGRAMME, LEARNING POINTS & HIGHLIGHTS AT NUS

1. Visit of University Town (to see the Automated Book Dispensing Machine, NUSL Express)

2. Visit to Hon Sui Sen Memorial Library (Business Library), and sharing on information literacy programmes

1. *NUSL Express*: Automated Book Dispensing Machine at NUS University Town

2. Visiting the NUS Hon Sui Sen Memorial Library (Business Library)

LEARNING POINTS & PROGRAMME HIGHLIGHTS AT SMU

Selected Learning Points:

- ❖ Engage students in information literacy programmes : "flipped classroom" approach

- ❖ In-house system/database to manage course readings/reserves efficiently

- ❖ Research Data Management Guides

Learning points & Programme highlights at SMU

Participants had hands-on experience of library orientation "treasure-hunt" style quiz, *LibQuest*
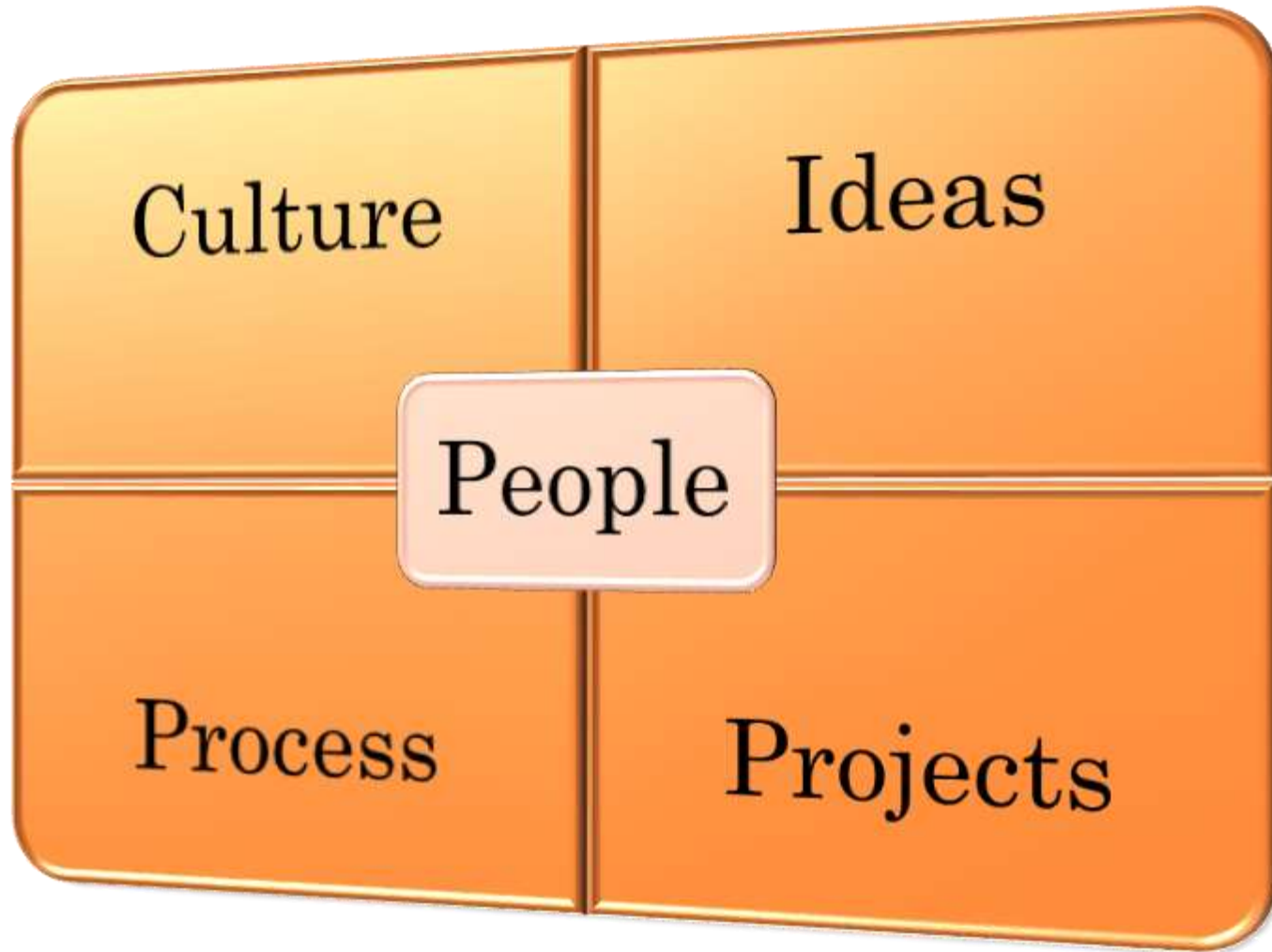
LEARNING POINTS

WHEN IT COMES TO LEARNING………….

The Journey is the Destination

MAKING CONNECTIONS POSSIBLE…………

So, What Now ?

A DAY IN THE LIFE OF …………..PART II

- Programme has been expanded to include SUTD, NIE and SIM
- 1 representative from each Library
- 2 Runs per year with 3 host libraries
- For the first run, the host libraries will be
  - National Institute of Education
  - National University of Singapore
  - Singapore Management University

NUS Libraries - 16 July 2013

Presented by:

- Ng Mee Ling
- Lee Seok Hong
- Shameem Nilofar
- With assistance from Sumita Govindan