

Singapore Management University

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8-2020

### Turning the COVID-19 pandemic into opportunities for digital transformation: Sharing the Singapore Management University Libraries experience

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# Turning the COVID-19 Pandemic into Opportunities for Digital Transformation:

Sharing the Singapore Management University Libraries Experience

7 August 2020



**POLITEKNIK  
INTERNASIONAL  
BALI**

**INTERNATIONAL WEBINAR**  
**WEBINAR OF LIBRARY #5**

**“Librarians : Creativity and Opportunities  
in the Pandemic Era”**

# Presenters



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# Presentation Overview

- Introducing SMU and SMU Libraries
- Unfolding of Events
- Preparing the Library Team
- Sharing Experiences
  - Service Continuity: Chat
  - Preparing Freshmen: Library Peer Advisors
- Opportunities for Digital Transformation
- Parting Thoughts



# About SMU

- Founded in 2000
- Focus on Management, Social Sciences, Technology and their intersections
- Aim to produce leading edge research that has global impact

## Our Faculty

**376** full-time faculty

## Our Students

**8,656** full-time undergraduates

**2,184** full-time & part-time postgraduates

*As of September 2019*

# SMU Schools and Research areas



## School of Accountancy

- Corporate Reporting & Disclosure
- Corporate Governance, Auditing & Risk Management
- Financial Intermediation & Information
- Financial Performance Analysis
- Accounting Information System



## Lee Kong Chian School of Business

- Organisational Behavior & Human Resources
- Strategy & Organization
- Finance
- Quantitative Finance
- Operations Management
- Marketing
- Corporate Communication



## School of Law

- Asian and Comparative Legal Systems
- Public International Law, Regional and Trade Law
- Corporate Finance and Securities Law
- Private Law
- Innovation, Technology and the Law
- Dispute Resolution
- Legal Theory, Ethics and Legal Education
- Public Interest Law, Community and Social Justice
- Public Law



## School of Social Sciences

- Sociology
- Political Science
- Psychology
- Humanities



## School of Economics

- Economics Theory
- Econometrics
- Applied Microeconomics
- International Economics
- Macroeconomics



## School of Information Systems

- Data Science & Engineering
- Cybersecurity
- Information Systems & Management
- Intelligent Systems & Optimization
- Software & Cyberphysical Systems

# Introducing SMU Libraries



[Library Video](#)

# SMU Libraries: Quick Facts

- Over 550,000 print and electronic books
- Access to over 80,000 print and electronic journals
- More than 170 electronic databases
- 38 staff: 23 professional librarians

Explore more here: <https://library.smu.edu.sg/about/about-us-overview>





# **Covid-19 Transition to Digital: Unfolding of Events**

# The Big Question

What did you think and how did you feel when you first heard about the disruption of your library service due to the COVID-19 pandemic?



Share your thoughts in the Chat

# Leadership and collaboration

- SMU Crisis Executive Group (CEG)
- New University Librarian
- Libraries' Emergency Preparedness Team (EPT)
- SMU Student Association (SMUSA)

# Preparing the Library Team

# Commitment

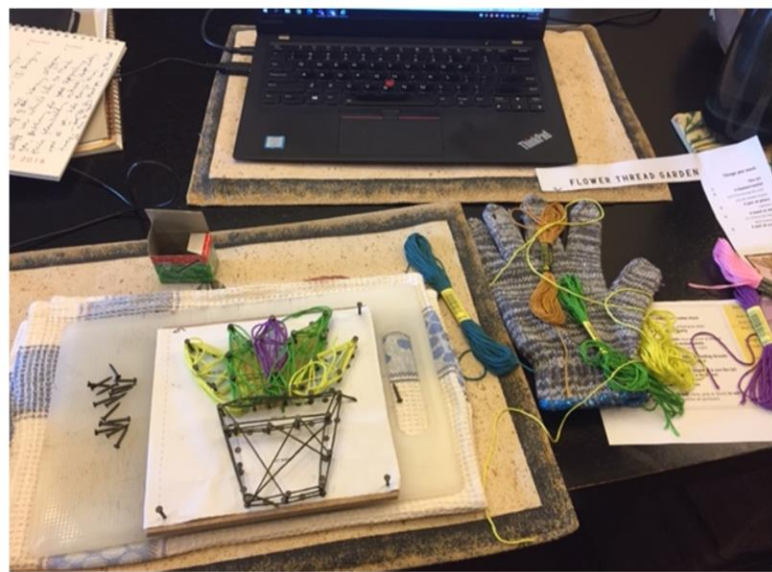
## SMU Libraries COVID-19 Service Continuity

SMU Libraries will continue to provide information and research services in the digital environment. Services at the physical libraries will be available to support students' coursework in addition to faculty research.

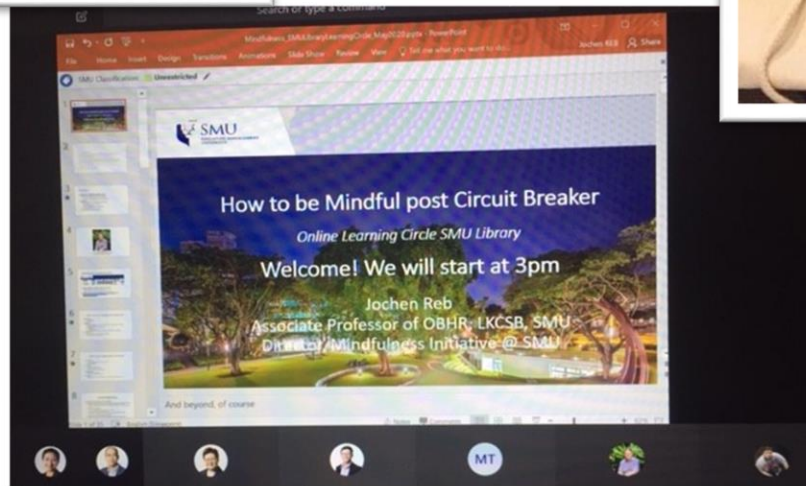
# Team and Operational Readiness

- Team members regularly connected with campus partners e.g. Office of Safety and Security (OSS), Office of Campus Security (OCIS), Office of Human Resources and Administration (OFHRA)
- Regular meetings with Library Planning Team (LPT)
- Split Team Arrangements: Team A/B
- Work from Home Arrangements
- Regular communication – Updates on website; eDM and social media
- Staff Welfare – Care pack, Virtual team building, Mindfulness talks etc.

# Snapshots



# Snapshots



# Snapshots

# **New and Enhanced Services & Delivery**

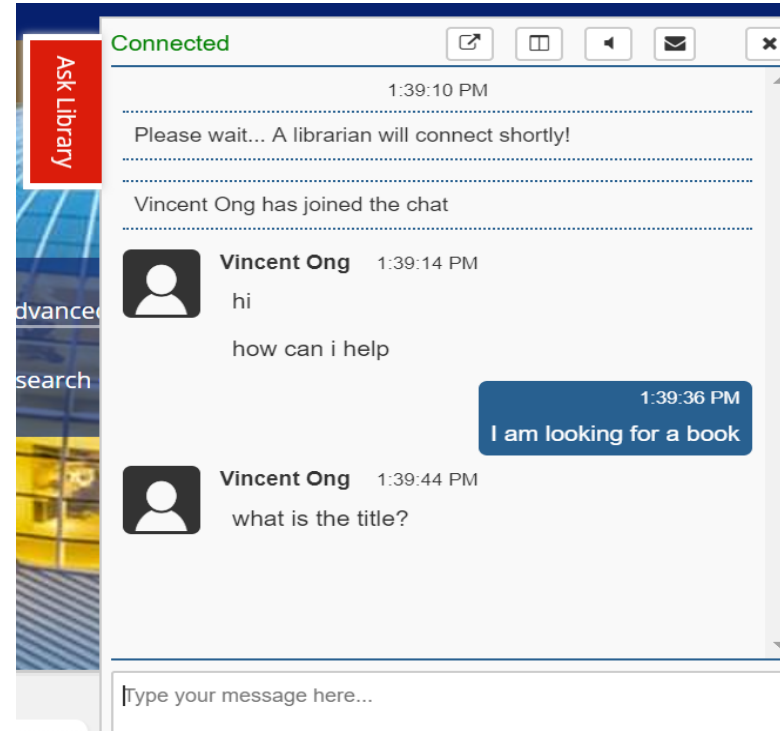


# “Pickup and Go”

- Students (both UG and PG) who are in courses between June and August, and faculty who have approval to be on campus
- Research Help by Research Librarians
- Questions via email and chat
- Research Guides
- Online resources via digital library to SMU community 24/7
- Borrowing, Checkout, and Recall Policies
- Document Delivery and Photo-copying

# “Ask Library” Proactive Chat Service

- Student Assistants (SAs) unable to be deployed; loss of income
- Provided training to a pool of more experienced SAs to handle directional and simple enquiries using library FAQs, Research Guides
- Service extended to 10pm weekdays and 9pm weekends
- Increase in the number of chat interactions



# Digital Literacy: Upskilling Staff

- Emergency Preparedness Teaching & Learning (EPTL)
- Changing Mind-sets
- Boosting Staff morale and motivation
- Using New Tools
- Curating Digital Resources such as eTextbooks, OER
- Hybrid Teaching and Learning Activities
  - Converting f-2-f classes to online
  - Conducting online research consultations

# Upskilling: Are you Ready?



What skills do you think you need to have to thrive in the digital world?

Share your thoughts in the Chat

## Top 10 skills

### in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

### in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity



Source: Future of Jobs Report, World Economic Forum

Source: <https://www.weforum.org/agenda/2016/01/the-10-skills-you-need-to-thrive-in-the-fourth-industrial-revolution/>

# Preparing Students



The Transformation: **Digital Academia**

The Challenge:

**Who** and **What Support Networks** are being created to help **First Year Students** navigate the different facets of **Online Learning?**

The Key: **Campus Partnerships**

The **Library Peer Advisors** (LPAs) provide **Peer-to-Peer Support by Students for Students** in areas such as citation help, database training and conducting library tours.

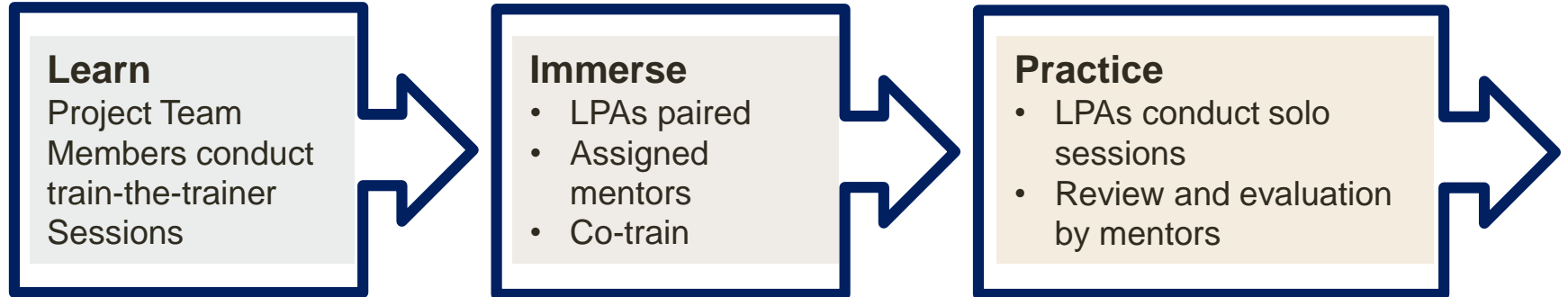


Clockwise from the top left:  
Constance, Joe, Pei Ying, Joey

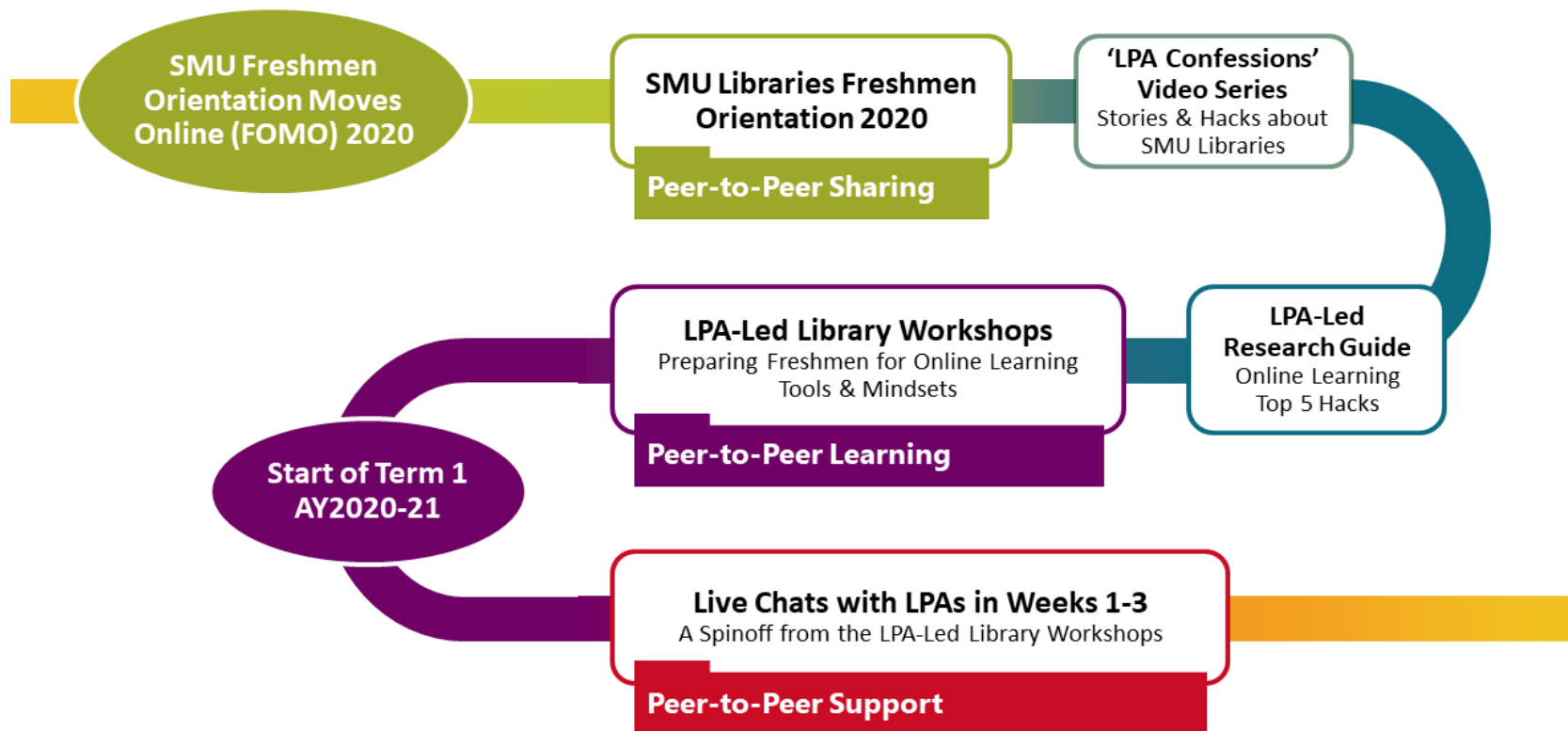


From left to right:  
Yiling, Derrick, Shubhangi

What is our model?







# eLearn Course: LIB001 Library Research Skills



## LA 1: Finding Your Course Reading Using the Library Search

**Course opens:** 1 Aug, 8am

**Quiz starts:** 1 Aug, 8am; **closes:** 15 Aug, 11:59pm

**Estimated time to complete:** 20 minutes



## LA 2: Avoiding Plagiarism Through the APA Style

**Course opens:** 17 Aug, 8am

**Quiz starts:** 17 Aug, 8am; **closes:** 31 Aug, 11:59pm

**Estimated time to complete:** 60 minutes



## LA 3: The Research Process

**Course opens:** 1 Sep, 8am

**Quiz starts:** 1 Sep, 8am; **closes:** 15 Sep, 11:59pm

**Estimated time to complete:** 60 minutes

### Who do I contact for help?

IT Help Desk for access issues: [helpdesk@smu.edu.sg](mailto:helpdesk@smu.edu.sg)

Other enquiries on the course: [library@smu.edu.sg](mailto:library@smu.edu.sg)

# Workshops: Preparing Freshmen for Online Learning

## Session 1

**4pm-5pm** **Learn the Tools Your Profs Will Use - eLearn & Custom Tools**  
**11 August** *Covering where to find what in eLearn and features such as finding free slots for scheduling project meetings and more.*

## Session 2

**4pm-5pm** **Learn the Tools Your Profs Will Use - Web Conferencing & Collaboration Tools**  
**12 August** *Covering WebEx, Zoom, Microsoft Teams, and Google Apps.*

## Session 3

**4pm-5pm** **Orient Your Mindsets - Top 5 Online Learning Hacks**  
**13 August** *#1 Online Study Skills  
#2 Online Communication Skills  
#3 Online Collaboration  
#4 Online Group Work  
#5 Netiquette for Online Students*

All workshops will be held online and a link will be sent to all participants prior to each workshop, so do [SIGN UP](#) ahead!

Brought to you by IITS, CTE, and SMU Libraries.

# COVID-19 Catalyst for Change



# Digital Transformation

*The use of technology to radically improve performance or reach of enterprises.*

Westerman, G., Bonnet, D., & McAfee, A. (2014, July). The nine elements of digital transformation. *MIT Sloan Management Review*.





## **Libraries are connectors**

Our Passion, Our Commitment, Your Advantage

# Radically Improve Performance or Reach of Libraries

- Connection between users and information
  - Digital literacy / algorithmic literacy
  - Electronic resources through multiple access points
  - Inside-out collections
- Connection between research and society
  - Open science (open access, open data)
  - Collaborative networks
- Connection between library staff and work
  - Professional development and upskilling
  - Processes and workflows





# What's Missing? Your Voice

“What is missing from the face-to-face experience and can this be replicated in the digital environment?”



Share your thoughts in the Chat

# Thank You & Questions



Our Passion, Our Commitment, Your Advantage