SMU

SINGAPORE MANAGEMENT UNIVERSITY

Libraries

SMU LIBRARIES

ANNUAL
REPORT 2016

UNIVERSITY LIBRARIAN'S *Message*

Gulcin Cribb

In 2016, SMU had one library, Li Ka Shing Library. From January 2017, the new Kwa Geok Choo Law Library opened its doors to the SMU community.

The new Kwa Geok Choo Law Library has been in the making for over five years, designed to provide services to the entire SMU community, with focus on law collections. The unique and iconic dome of Kwa Geok Choo Law Library has become a magnet for photographers visiting Fort Canning Park.

If you have not noticed the paintings on the walls of level 4 in Li Ka Shing Library yet, I would encourage you to come and take a look. A collection of contemporary paintings that explore art, culture, education and politics in Myanmar as part of the Thukhuma collection has been providing inspiration and beautiful ambience to the users of this space.

The Library played host to a major international conference of business librarians in May 2016. We were delighted to welcome over 80 librarians from 22 countries and participate in discussions on the latest trends and activities taking place in research libraries focusing on business.

The Research Publications module of IRIS (Integrated Research Information System) launched in January 2016 has been a rich resource and tool for faculty and all other stakeholders in terms of usage, access, preservation and reporting of faculty publications. This project was a truly collaborative effort between Integrated Information Technology Services (IITS), Library and Office of Research and Technology Transfer.

Please enjoy this Annual Report highlighting SMU Libraries' activities in 2016. The Library team is looking forward to further enhancing support for and collaboration with the SMU community in 2017.

SMU LIBRARIES STRATEGIC PLAN 2016 – 2018

VISION

To be a leading research library providing ubiquitous access to information using innovative strategies to drive intellectual exchange and the creation of knowledge.

MISSION

The Library's mission is to enable a culture of life-long learning through collaboration, engagement and outreach. It aims to provide seamless access to information using innovative and leading edge technology. The Library is committed to delivering exceptional services and building dynamic relationships within the SMU community and beyond.

SERVICES

- Deliver high-quality, customer-focused services to support and synergize teaching, learning and research.

SPACE

- Foster a safe space that enriches and embodies the SMU experience.

COMMUNITY

- To be recognized as an integral part of the research, teaching and learning ecology of our community.

CULTURE OF ASSESSMENT

- To enhance a culture of assessment in order to meet the needs of our community.

COMMUNICATION

- Promote a dynamic communication with community, while enhancing engagement with stakeholders through outreach programmes.
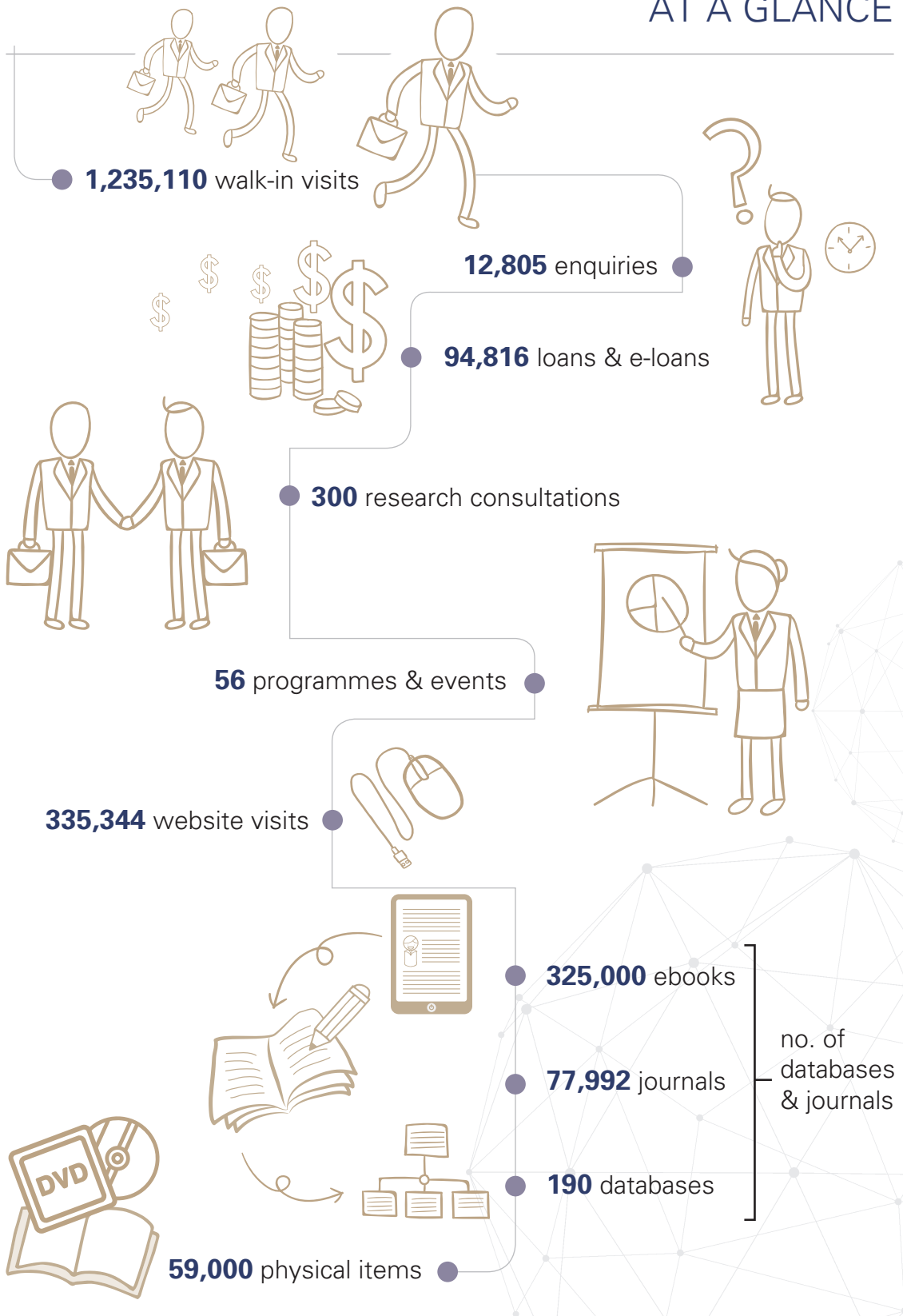
TALENT MANAGEMENT

- Nurture an engaged and highly skilled team that excels in a dynamic global environment.

LIBRARY PERFORMANCE METRICS

1 Satisfaction with the Library's research and learning services
2 Learning through information literacy skills for lifelong learning
3 Quality of relevant services and usage of resources that contributes to SMU's vision
4 Engagement with faculty and postgraduate students in research activities
5 Availability of SMU scholarly publications
6 Library staff learning and development activities
7 Library staff engagement
8 Community engagement within and outside SMU

AT A GLANCE

1,235,110 walk-in visits

12,805 enquiries

94,816 loans & e-loans

300 research consultations

56 programmes & events

335,344 website visits

325,000 ebooks

77,992 journals

190 databases

no. of databases & journals

59,000 physical items

2016 SNAPSHOT / HIGHLIGHTS

1 MILLION INK DOWNLOADS

SMU's open access institutional repository, InK (Institutional Knowledge @ Singapore Management University), achieved the milestone of one million full text article downloads on 9 April 2016. InK was launched in December 2010, with 7,555 records and 600 full text papers, and has grown to 16,348 records with 4,500 full text papers. In less than six years, the full text papers have been downloaded one million times across 210 countries.

The two papers with the highest downloads are:

1. The Singapore Model of Housing and the Welfare State by PHANG Sock Yong (School of Economics) with 18,510 downloads

2. Twitterrank: Finding Topic-Sensitive Influential Twitterers by WENG Jianshu, LIM Ee Peng, JIANG Jing; and HE Qi (School of Information Systems) with 14,737 downloads
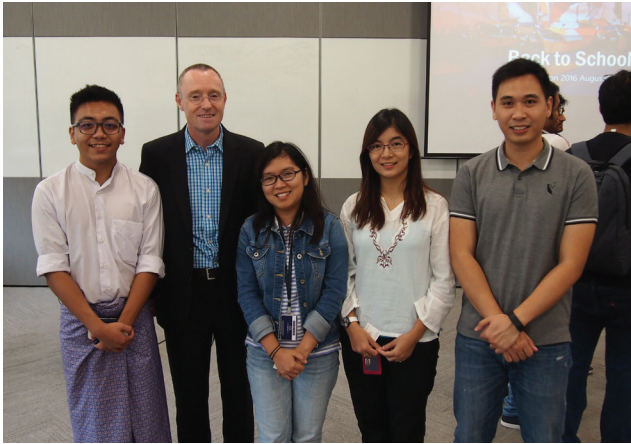
The top downloaded paper from the other schools are:

*   Lee Kong Chian Business School: Different Fits Satisfy Different Needs: Linking Person-Environment Fit to Employee Commitment and Performance Using Self-Determination Theory by Gary GREGURAS and James M. DIEFENDORFF

*   School of Accounting: The Impact of Culture on Accounting Choices: Can Cultural Conservatism Explain Accounting Conservatism by Tony KANG, LEE Lian Fen, Jeffrey NG and Joanne TAY

*   School of Law: The Effectiveness of Acceptances Communicated by Electronic Means, Or – Does the Postal Acceptance Rule Apply to Email by Eliza MIK

*   School of Social Sciences: The Dark Triad: Facilitating a Short-Term Mating Strategy in Men by with Peter K. JONASON, Norman LI, Gregory D. WEBSTER, and David P. SCHMITT

InK makes SMU publications, which includes the full text of journal articles, conference publications and PhD dissertations, available to anyone with access to the Internet, showcasing and sharing the research findings of SMU with the world.

2016 SNAPSHOT / HIGHLIGHTS

Professor Holliday with Burmese SMU students and staff

THUKHUMA COLLECTION

A collection of contemporary paintings that explore art, culture, education and politics in Myanmar have been on display in the library since August 2016.

The paintings are part of the Thukhuma collection and are on a five-year loan from Professor Ian Holliday, Vice-President and Pro-Vice-Chancellor (Teaching and Learning) at the University of Hong Kong.

The paintings were officially launched at the annual Back to School Reception held at the Hive on 26 August 2016. They are on display on Level 4 of Li Ka Shing Library. Another selection from the collection is also on display at the School of Social Sciences.
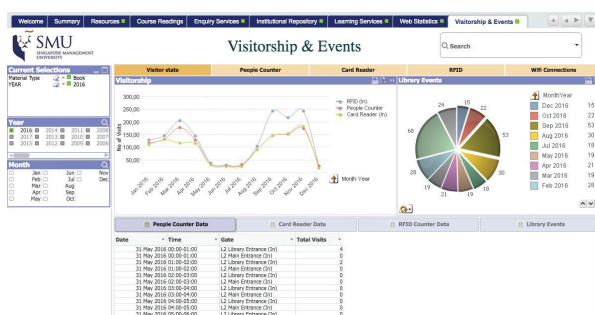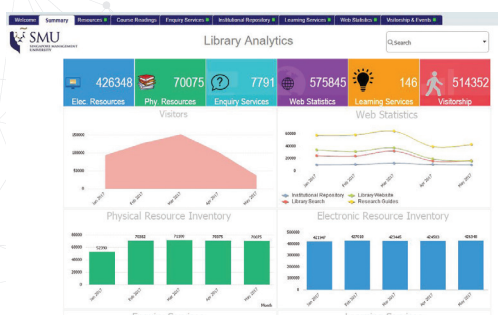

Professor Holliday and Shwe Thein's "Rakhine Sailboats (2014)"

2016 SNAPSHOT / HIGHLIGHTS
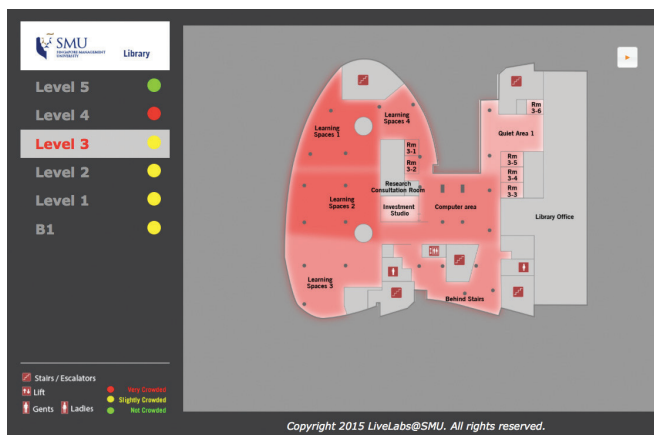
Implementation of Library Analytics (Qlikview)

In April 2016, SMU Libraries and Integrated Information Technology Services (IITS) launched a Library Analytics dashboard based on QlikView. The data visualization and analytics platform pulls together data and statistics across library services such as visitorship, desk enquiries and electronic resource usage, to create visually rich, interactive charts that library staff can analyze and use to assess activities. This was an important initiative in SMU Libraries' drive for continuous assessment, to ensure maximum value is obtained from its investment in spaces, resources and other efforts to support the learning, teaching and research needs of the SMU Community.

Qlikview dashboard showing visualizations of key statistics

Heatmaps

SMU Libraries has collaborated with LiveLabs Research Centre at SMU since 2015 to create heatmaps based on WiFi signals in the Library to monitor usage of various spaces so that students can make real time informed decisions on which learning space to use. Students can check this on the web using their mobile devices. The new version launched recently, not only provides the library information about occupancy rates and movement between buildings in SMU, but also allows the library to study "dwell times" of specific sections of the library, which can help with understanding student activity and preference of study spaces for individual study. The same system will be installed in the new Kwa Geok Choo Law Library in 2017.

Floor plan showing the "hot spots" on different levels

2016 SNAPSHOT / HIGHLIGHTS

"THE WAY FORWARD: SMART, SAVVY, SUSTAINABLE."

From 16th to 19th May 2016, 83 delegates from 22 countries attended the Joint Conference and Meeting (JCM) representing the Academic Business Library Directors (ABLD), European Business Schools Librarians' Group (EBSLG) and the Asia Pacific Business School Librarians' Group (APBSL) held at the Li Ka Shing Library, Singapore Management University.

Over the three days of the conference, speakers presented on a variety of current and relevant topics, including text and data mining, stakeholder engagement, learning programmes and space transformation. Delegates had the opportunity for library visits to the National Library Board's From the Stacks exhibition, Nanyang Technological University's Hive and Library Outpost, as well as other attractions such as a gamelan performance at INSEAD and a demonstration of the famous Singapore Sling cocktail at the Raffles Hotel.

Signing a Memorandum of Understanding on 19 May 2016 between SMU and ZBW – German National Library of Economics, in cooperation and support of the EconBiz search portal

KWA GEOK CHOO LAW LIBRARY – THE JOURNEY

Kwa Geok Choo Law Library has been in the making for a long time, having been first proposed in 2009 as part of the new School of Law building, to celebrate and honour the life of Madam Kwa Geok Choo, an esteemed lawyer and the late wife of Mr Lee Kuan Yew. 2016 was the year to finalise many years of extensive planning and hard work to deliver the new Law Library for opening in 2017.

Library staff have been collaborating with architects, consultants, SMU's Office of Campus Infrastructure Services, IITS (Integrated Information Technology Services) and others to ensure the new law library met the growing needs and requirements of not only the students and faculty of the School of Law, but also the entire SMU community.

Like a beacon, glowing in the night on Fort Canning hill

Putting the dome's structure together during construction of the Kwa Geok Choo Law Library

This is the first time SMU has established a new branch library as part of SMU Libraries. Many parallel activities took place to establish policies and workflows to ensure systems and services were all aligned and consistent between Li Ka Shing and Kwa Geok Choo Law libraries, at the same time making sure it all looked fabulous and functioned well, before opening its doors in January 2017.

Safety first: Library staff inspecting the building prior to its completion
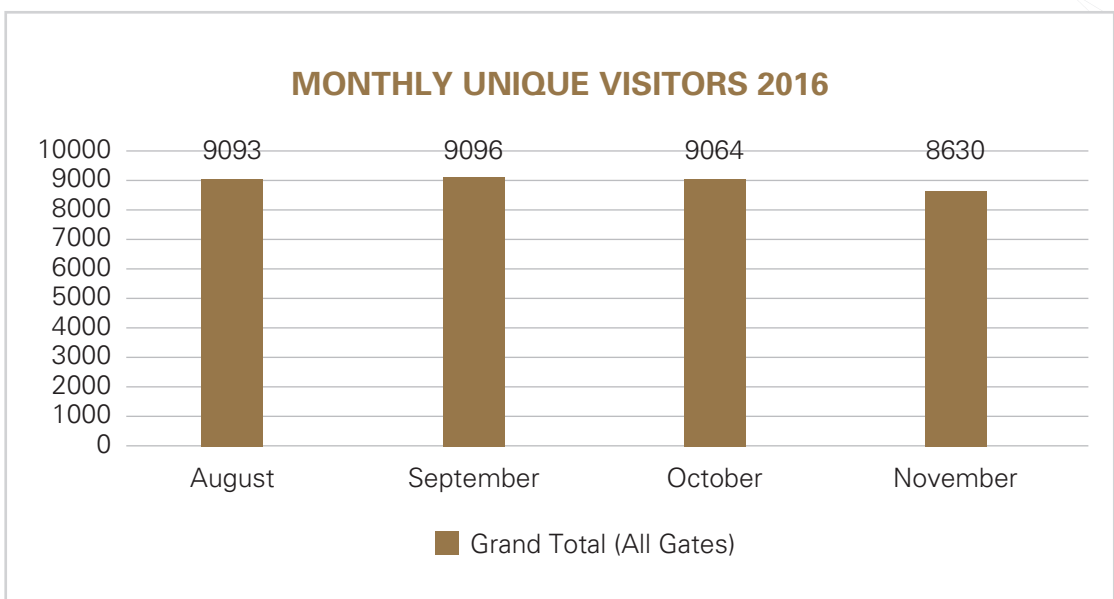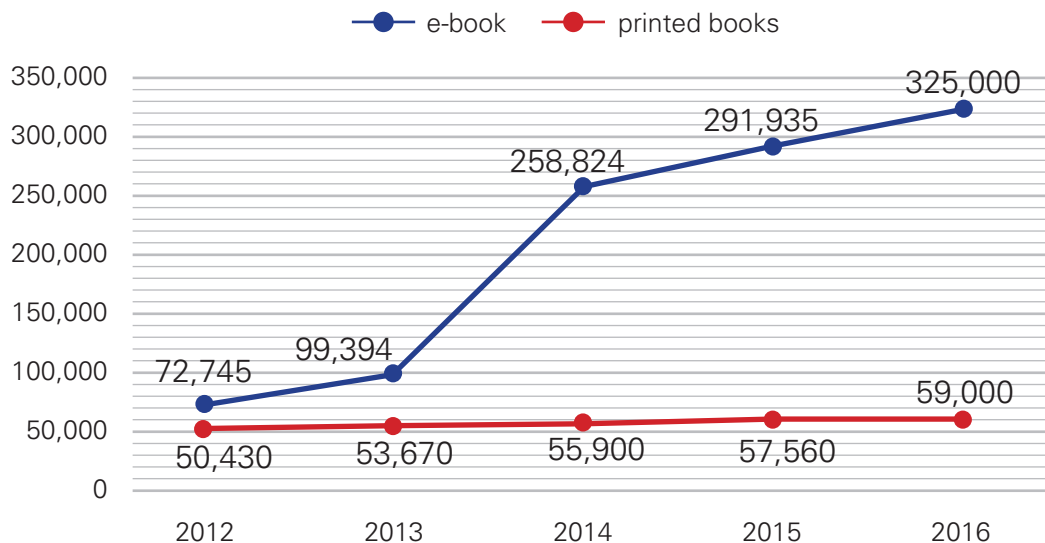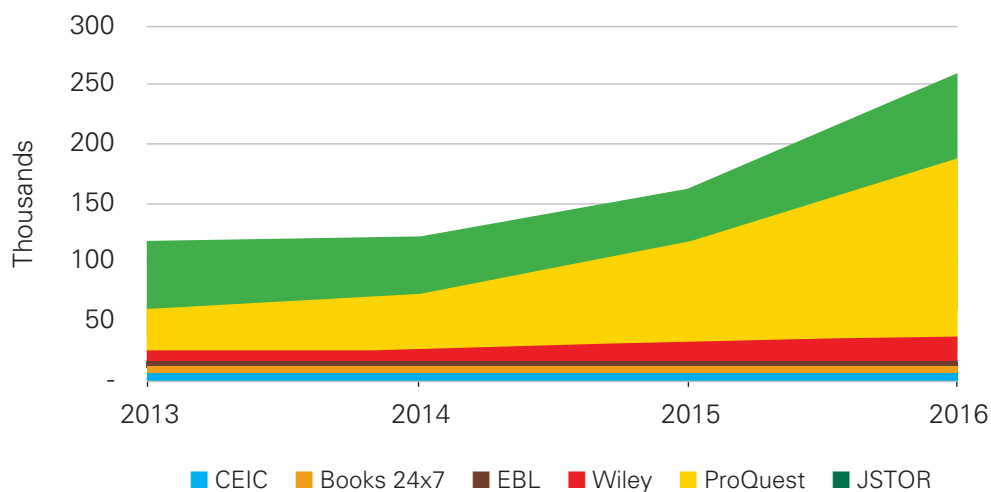
VISITS & USAGE

GATE COUNT

VISITORSHIP

	2012	2013	2014	2015	2016
Gate Count	944,733	1,054,085	1,122,715	1,197,803	1,235,110

UNIQUE VISITS

MONTHLY UNIQUE VISITORS 2016

August	September	October	November
9093	9096	9064	8630

■ Grand Total (All Gates)

VISITS & USAGE

NO. OF BOOKS ADDED

HOW MANY BOOKS ADDED

- e-book
- printed books

	2012	2013	2014	2015	2016
e-book	72,745	99,394	258,824	291,935	325,000
printed books	50,430	53,670	55,900	57,560	59,000

RESOURCE USAGE

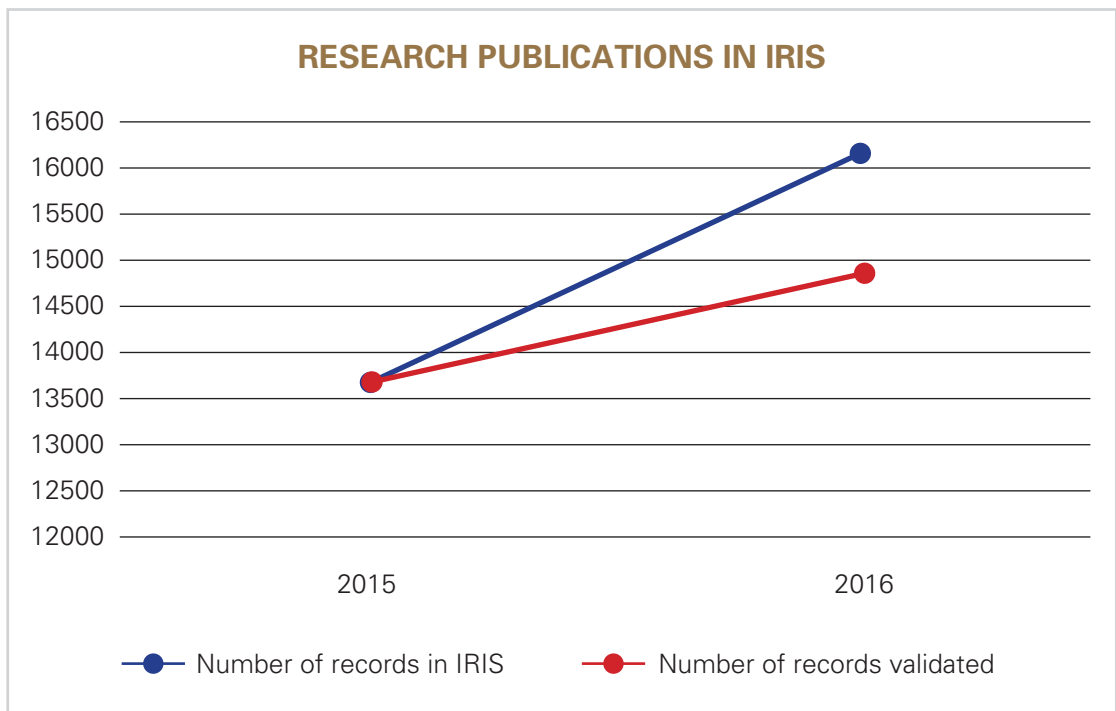### USAGE (ELECTRONIC RESOURCES)

Thousands

- CEIC
- Books 24x7
- EBL
- Wiley
- ProQuest
- JSTOR

RESEARCH SUPPORT

IRIS is SMU's Integrated Research Information System. The Library is the business owner for the research publications module of IRIS. Since its launch in January 2016, many information sessions were conducted to introduce and promote IRIS Research Publications to faculty and administrative staff. By December 2016, over 2,500 new publication records were added to IRIS. The validation process involves checking and verifying that all the details in our published papers are accurate.
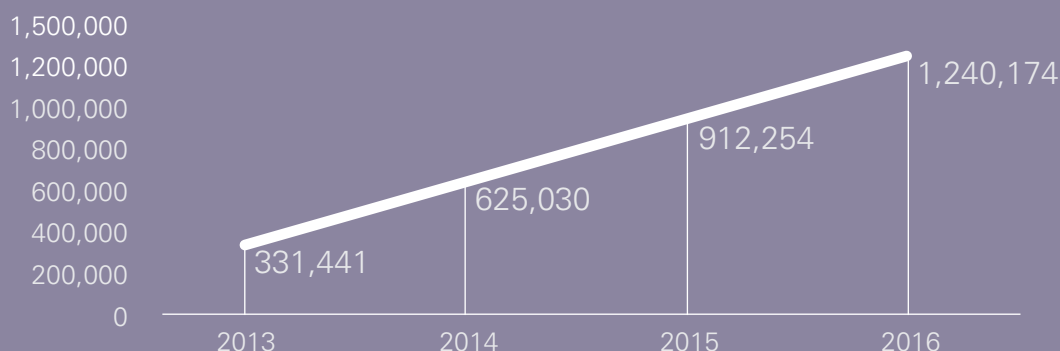
RESEARCH PUBLICATIONS IN IRIS

Legend:
- Number of records in IRIS
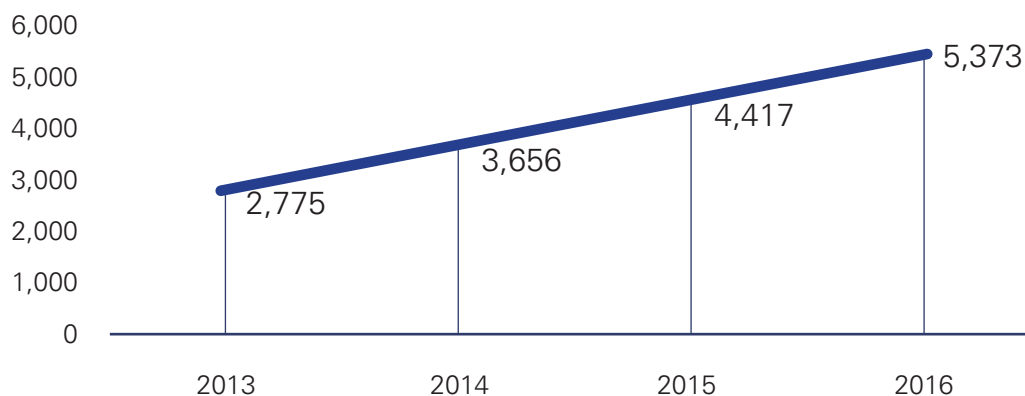- Number of records validated

RESEARCH SUPPORT

GROWING SMU'S INSTITUTIONAL KNOWLEDGE AND OPEN ACCESS SHARING

SMU's open access Institutional Repository (InK), launched in 2010 reached 1 million downloads in April 2016, with 1,240,174 downloads at the end of 2016. The number of full text PDF copies has steadily increased to 5,373.

FULL TEXT DOWNLOADS FROM INK (CUMULATIVE)

	2013	2014	2015	2016
	331,441	625,030	912,254	1,240,174

NUMBER OF FULL TEXT IN INK

	2013	2014	2015	2016
	2,775	3,656	4,417	5,373

RESEARCH SUPPORT

TOP PAPERS DOWNLOADED (PUBLISHED IN 2016), FOR EACH SCHOOL

School of Accountancy

Routledge
Taylor & Francis Group

Preparing accounting graduates for digital revolution: A critical review of information technology competencies and skills development

Gary Pan and Poh-Sun Seow

Singapore Management University, Singapore

ABSTRACT
The pervasiveness of information technology (IT) in businesses has altered the nature and economies of accounting activities. In particular, the emergence of cloud computing, eXtensible Business Reporting Language, and business analytics in recent years have transformed the way companies report financial performance and make business decisions. As a consequence, there is a surge in demand for advanced IT skills among accounting professionals. In this research, we aim to review selected articles published between 2004 and 2014 based on selected search phrases. The outcome of the review may serve as an important input for current and future accounting curriculum revisions.

Introduction

The accounting industry has experienced several turbulent cycles over the last decade. In particular, investors' confidence in the capital markets was severely dented

push for improved productivity among accounting professionals. There has been increased investment in audit software and knowledge sharing applications to support accounting firms to gather, organize, process, evaluate

School of Information Systems

ICCDetector: ICC-Based Malware Detection on Android

Ke Xu, Yingjiu Li, and Robert H. Deng

Abstract—Most existing mobile malware detection methods (e.g., Kirin and DroidMat) are designed based on the resources required by malwares (e.g., permissions, application programming interface (API) calls, and system calls). These methods capture the interactions between mobile apps and Android system, but ignore the communications among components within or cross application boundaries. As a consequence, the majority of the existing methods are less effective in identifying many typical malwares, which require a few or no suspicious resources, but leverage on inter-component communication (ICC) mechanism when launching stealthy attacks. To address this challenge, we propose a new malware detection method, named ICCDetector. ICCDetector outputs a detection model after training with a set of benign apps and a set of malwares, and employs the trained model for malware detection. The performance of ICCDetector is evaluated with 5264 malwares,

However, in order to bypass existing detection methods, malwares move to another direction by conducting malicious operations without requiring suspicious resources. As observed by [4]–[7], malwares may conduct multiple attacks (e.g., *Confused Deputy* attacks and *Collusion* attacks) by manipulating other apps. In fact, instead of being independent to each other, Android applications may communicate through the Inter-Component Communication (ICC) mechanism provided by Android, which is designed to reduce the developers' burden and promote functionality reuse [8]. Although ICC facilitates inter-application collaboration, it can be exploited by malwares to obfuscate malicious behaviors and bypass existing detection methods. For example, consider a malware (com.1x.t.home) which aims to install APK files during

Lee Kong Chian School of Business

The effect of bad reputation: The occurrence of crisis, corporate social responsibility, and perceptions of hypocrisy and attitudes toward a company

CrossMark

KyuJin Shim [a,*], Sung-Un Yang [b]

[a] *Lee Kong Chian School of Business, Singapore Management University, Singapore*
[b] *The Media School, Indiana University, United States*

ARTICLE INFO

ABSTRACT

Based on attribution theory, this study examines how corporate social responsibility (CSR) and media coverage of corporate reputation, crisis, and CSR history affect the attribution of corporate hypocrisy and subsequently shape attitudes toward a company. The study found that perceptions of corporate hypocrisy mediated corporate reputation and attitudes toward a company during a crisis. The study suggested that CSR might be utilized best when a company has a good reputation with no crisis, whereas corporate hypocrisy is perceived most when a bad reputation and/or a company crisis lead the public to infer ulterior motives in CSR. Theoretical and practical implications for corporate communication and effective CSR communication strategies are discussed.

School of Law

MODERNISING COMPANY LAW: THE SINGAPORE EXPERIENCE

This section note is written by Pey-Woan Lee, Associate Professor of Law, Singapore Management University and Christopher Chen, Assistant Professor of Law, Singapore Management University. The authors are grateful to Goh Ee Hua for the research assistance provided. All errors are the authors' alone.

INTRODUCTION

In October 2014, the Singapore Parliament passed the *Companies (Amendment) Act 2014* (Singapore).[1] Encompassing the most comprehensive revision of corporate legislation in the history of Singapore, this Act has been implemented in two phases.[2] This article will consider the impetus for as well as the salient themes that guided this wide-ranging review.

BACKGROUND TO THE REFORM

Enacted in 1967, the lineage of Singapore's modern *Companies Act*[3] (hereafter "the Act") is traceable to the *Companies Act 1948* (UK).[4] Since its enactment, the Act has been amended 17 times.[5] Of these amendments, most were piecemeal responses to specific outdated or problematic aspects of the law, and it was not until the turn of the last century that a comprehensive review of the Act was undertaken. In December 1999, the Company Legislation and Regulatory Framework Committee (CLRFC) was appointed to conduct an extensive review of our company law and regulatory

School of Economics

ADBInstitute

ADBI Working Paper Series

Housing Policies in Singapore

Sock-Yong Phang and Matthias Helble

School of Social Sciences

Country roads, take me home… to my friends: How intelligence, population density, and friendship affect modern happiness

Norman P. Li[1] and Satoshi Kanazawa[2]*

[1]School of Social Sciences, Singapore Management University, Singapore
[2]Managerial Economics and Strategy Group, Department of Management, London School of Economics and Political Science, UK

We propose the savanna theory of happiness, which suggests that it is not only the current consequences of a given situation but also its ancestral consequences that affect individuals' life satisfaction and explains why such influences of ancestral consequences might interact with intelligence. We choose two varied factors that characterize basic differences between ancestral and modern life – population density and frequency of socialization with friends – as empirical test cases. As predicted by the theory, population density is negatively, and frequency of socialization with friends
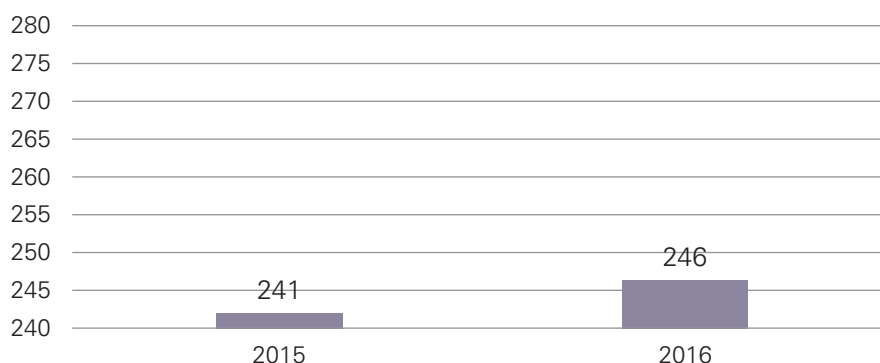
TEACHING & LEARNING
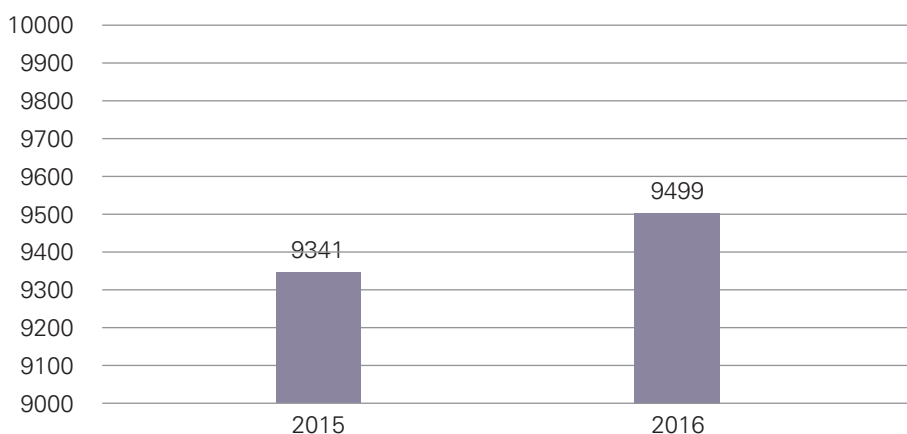
RESEARCH SKILLS TRAINING

Undergraduate and postgraduate students benefit from a range of learning programmes, which include customised research skills workshops offered by Research Librarians in collaboration with Faculty. To further enhance the quality and number of learning programmes offered to the SMU community, the library established a core team of seven librarians, to form the First Year Experience Librarians (FYE) Team. This team curates programmes targeted primarily at freshmen as they transit from post-secondary to higher education.

As can be seen from the figures below, the number of classes offered and consequently the number of students trained have been increasing.

NO. OF CLASSES

Year	No. of Classes
2015	241
2016	246

NO. OF STUDENTS ATTENDED

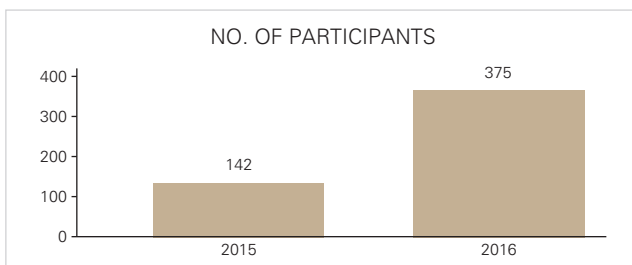| Year	No. of Students Attended
2015	9341
2016	9499

TEACHING & LEARNING

LIBQUEST

As part of matriculation, 1,262 first-year students attended LibQuest, a problem-based learning / scavenger hunt activity where freshmen discover the physical library – its services, facilities and resources.

BITE-SIZED LUNCHTIME WORKSHOPS

Bite-Sized Lunchtime Workshops is a series of one-hour drop-in sessions open to the SMU community. Some of the workshop topics include citation management tools, data cleaning and best practices in managing research data.

Lunchtime Bite-Sized Workshops on the Rise

NO. OF PARTICIPANTS

Year	Participants
2015	142
2016	375

Free Bite-Sized Lunchtime Workshops for the SMU Community

Current Awareness: Tools to Stay Current in Your Field *(NEW!)*
Do you want to keep up-to-date in your area of study – without having to do loads of work? Learn strategies and apps to connect with new research, journal tables of contents, and current news on social media.
Thursday 2nd Feb 2017, Lab 1, 12pm – 1pm

Finding Economic Data & Statistics
Need some data? Learn where you can find a variety of macroeconomic data and country statistics.
Tuesday 7th Feb 2017, Lab 1, 12pm – 1pm

Business Government & Society (BGS) Research Clinic
Stuck? Find articles, data, news and reports for your research paper and presentations and get tips on how to approach your topic too!
Wednesday 8th Feb 2017, Lab 1, 12pm – 1pm

Working with Data: Tips and Best Practices *(NEW!)*
For researchers or UG students who work with data in research projects. Learn best practices in discovering, managing, and sharing your research data, as well as library resources to help you along the way.
Thursday 9th Feb 2017, Lab 1, 12pm – 1pm

Goooooogle!

Bling Bling and Ring Ring
Find market data for luxury goods and mobile/social networks.
Wednesday 1st Feb 2017, Lab 1, 12pm – 1pm

A Dummy's Guide to Data Cleaning *(NEW!)*
Learn the basics of cleaning and manipulating data using the free open source Openrefine tool.
Friday 3rd Feb 2017, Lab 1, 12pm – 1pm

Financial Information at your Fingertips
Need some finance data for your project but have no time to go to the library? Find out how to use business databases that are accessible from home.
Monday 6th Feb 2017, Lab 2, 12pm – 1pm

Demystify the Myth of eBooks
Discover SMU's eBooks collections and know how to use the different eBook platforms.
Tuesday 7th Feb 2017, Lab 2, 12pm – 1pm

Avoid Plagiarism: Cite It Right!
APA Citations and Referencing pains? You will learn how to create your Reference List!
Thursday 9th Feb 2017, Lab 2, 12pm – 1pm

Citation Management Suite *(NEW!)*
Learn the latest tools to help manage and organize your citations. We present 3 tools to help you find the best match for your research workflow.

ENGAGEMENT ABROAD

AUNILO

In conjunction with the 12th ASEAN University Network Inter-Library Online (AUNILO) Meeting, Mr. Heng Kai Leong, (Electronic Resources, Licensing and Subscriptions Librarian) and Ms Tamera Hanken (Head, Information Access and Resources), conducted a two-day workshop with the theme "Evaluation and Assessment of Electronic Resources in University Libraries". The workshop was designed to assist participants in evaluating the continuous usage of electronic resources, how to provide Return On Investment to their institutions; and how to be able to share best practices in evaluating resources with users in mind. The workshop was attended by 32 library professionals from various ASEAN countries.

ASIA OA SUMMIT

Ms Yeo Pin Pin (Head, Scholarly Communication) and Mr Aaron Tay (Manager, Library Analytics & Research Librarian) attended the very first Asia Open Access (OA) Summit held in Kuala Lumpur on November 14-15, 2016. The meeting aimed to highlight and share activities in Asia around open access to publications and data. The meeting supported information sharing across the Asian region, and discussed strategies for Asian countries to work more closely together. Pin Pin presented the Singapore Country Update on open access while Aaron was part of the panel discussion on current trends and initiatives where he discussed engaging researchers.

ENGAGEMENT

STUDENT ASSISTANTS

Student Assistants (SA) contribute greatly to the smooth running and operations of the library. In 2016, the total number of SA employed was 15, with 1 freshman, 7 sophomores, 6 juniors and 1 senior. SAs have to undergo an upskilling programme where their knowledge on library operations, policies and procedures are assessed before they are deployed.

2016 also saw the graduation and "retirement" of our longest serving SA, Chester.

Chester joined the library in 2012 and has worked with the library for all of his 4 years in SMU. During his stint with the library, he participated in various projects including the library renovation 2014 and the change in Library Management System in 2015.
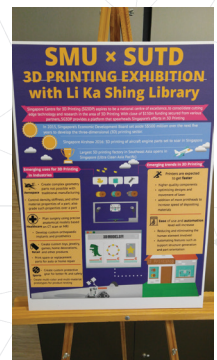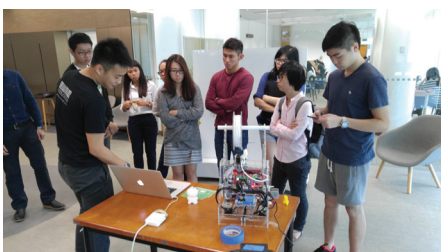
The library held a special commemorative lunch for our SAs on 5 October 2016, to thank them for their hard work and dedication.

SMU's First 3D Printing Exhibition in collaboration with SUTD

On 7 & 8 March 2016, in collaboration with students from SMU & SUTD and SMU Libraries, the university held its first ever 3D printing exhibition to raise awareness of the capabilities of 3D printing as an important learning object and innovative business opportunity. This exhibition was also an example of SMU Libraries' community engagement initiatives to engage with external partners from the education sector.
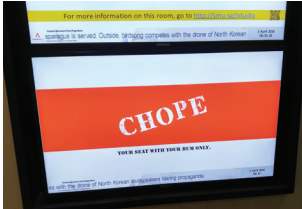
SMU faculty and students had the opportunity to experience 3D printing hands-on and exchanged views on this exciting new technology.

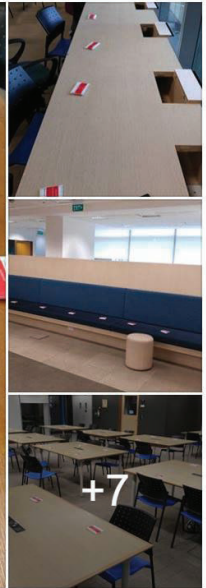# ENGAGEMENT

APRIL FOOLS' DAY AND HALLOWEEN

SMU Libraries added 10 new photos.
1 April 2016 ·

Sorry... Seats are all taken. Find another library. #AllSeatsChoped

#JustKidding
Happy #AprilFools!

+7

👍 Like   💬 Comment   ➤ Share

484   Top comments ▾

124 shares

EVENTS & HAPPENINGS

FACULTY TEA

The annual Back to School reception was held on 26 August 2016 with faculty - and for the first time, postgraduate students - in attendance. The regular event is a highlight among faculty and staff who enjoy catching up over wine and cheese. The Thukhuma collection was launched by Professor Ian Holliday who flew in specially for the occasion (see pg. 5).

E-RESOURCES DAY

SMU Libraries' e-Resources Day was held on 16 September 2016, and aimed to promote and increase stakeholders' awareness of the library's electronic resources. 15 vendors (such as Capital IQ, CEIC, IEEE and Westlaw) joined this inaugural event. More than 800 undergraduate and postgraduate students visited the booths and the feedback was overwhelmingly positive, with most participants commenting that they benefited and became more aware of the library's electronic resources.

EVENTS & HAPPENINGS

BOOK LAUNCHES

Launch of *Mindfulness in Organizations* by Prof Jochen Reb on 25 February 2016

Launch of *Trade, Investment, Innovation and their Impact on Access to Medicines* by Prof Locknie Hsu on 17 March 2016

Launch of *Africa*: *The Management Education Challenge* authored by Howard Thomas, Michelle Lee, Lynne Thomas and Alexander Wilson, on 23 November 2016
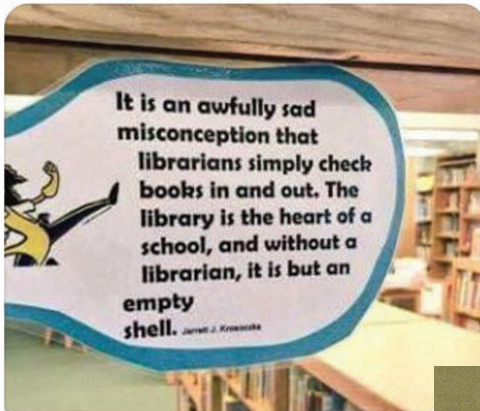

OTHER EVENTS

Author talk: *Age of Discovery* by Chris Kutarna on 7 September 2016

Public Consultation on Singapore's Copyright Regime: Engagement at SMU on 11 October 2016.

COMPLIMENTS

It is an awfully sad misconception that librarians simply check books in and out. The library is the heart of a school, and without a librarian, it is but an empty shell. Jarrett J. Krosoczka

Couldn't help but think of the amazing stuff you all do for us

Thanks 😊

Tell us what YOU Think

- What do we do well?
  - What can we improve?
    - What can we do for you?

YOUR feedback:

Having seen the libraries of a few other top universities in the world while on exchange, I realised how much we've taken for granted the promptness & proficiency of the research staff, library assistants, printing staff, security staff and the cleaning aunties!
— A very grateful, soon to graduate SMU student.

Tell us what YOU Think

- What do we do well?
  - What can we improve?
    - What can we do for you?

YOUR feedback:

Dear Library Staff,
You guys are awesome! Thank you for maintaining the library, it's my favourite place to come and revisit as an alumni ☺
— Grateful Alumni

Tell us what YOU Think

- What do we do well?
  - What can we improve?
    - What can we do for you?

YOUR feedback:

Our library is awesome. I love it so much. I can spend a lot of time at our library.
However, if there are visual tools about: "trend of reading"
  "suggested books"
or "hot books of month"
or "must read reading of books"
then students can easily follow others

YOUR feedback:

The library has always been like my second home. Thank you very much for making the library so accessible especially the Learning Commons (Always reliable) ☺

Need a reply? Give us your email address:
August graduating SMU student   PTO →

Tell us what YOU Think

- What do we do well?
  - What can we improve?
    - What can we do for you?

YOUR feedback:
This the most beautiful library I have ever visited.
- Everything is clean and quiet atmosphere.
But it is more perfect if there an introduction of how can find a book at the first time. I'm looking a computer science book, but don't know how to begin

AWARDS

Nur Azlina Bte Abdullah
The Efficiency Medal,
National Day Awards 2016

Tan Yee Yee
The Efficiency Medal, National Day Awards 2016

Shameem Nilofar
2016 Library Association of Singapore
Outstanding Newcomer Award

Galvin Soh
2016 Library Association of Singapore
Overseas Library Professional Development
Sponsorship Award

PAPERS & PRESENTATIONS

- Singapore update on open access, Pin Pin Yeo

- Building a successful institutional repository: Making SMU faculty publications discoverable, Pin Pin Yeo

- SMU Libraries: "Sensory" in library spaces, Nursyeha Yahaya, Salihin Mohammed Ali, and Devika Sangaram

- Integrating an Information Literacy Course and Assessment in the Information Systems Curriculum: A Successful Collaboration of the Library and Faculty from Singapore Management University, Wei Xia

- Managing Volume in Discovery Systems, Aaron Tay

- Information Seeking Behavior of Expats in Asia on Facebook Open Groups, Priyanka Sharma and Sumita Govindan

- Coll-app-orating with students: iBeacons and AR and gamification, oh my!, Jiaxin Low

- Evolving the team, expanding skills for the future, Hwee Ming Lim and Vincent Ong

- Library and Experiential Learning: Taking Collaboration to the Next Level, Yuyun W. Ishak and Vincent Ong

- Student Engagement and Collaboration: Creative Approaches to an Evidence-Based Learning Space and Management Framework, Tamera Hanken and Gulcin Cribb

- It takes a village to raise a child: Change as a community affair, Gulcin Cribb

- From Ranganathan to Amazon: Are we there yet?, Gulcin Cribb

A list of library staff publications and presentations can be found at
http://ink.library.smu.edu.sg/library_research/

PROFESSIONAL MEMBERSHIPS

- American Library Association (ALA)

- ASEAN University Network Inter-Library Online (AUNILO)

- EconBiz

- Educause

- Hong Kong Library Association (HKLA)

- International Association of University Libraries (IATUL)

- International Federation of Library Associations (IFLA)

- Library Association of Singapore (LAS)

- Open Researcher and Contributor ID (ORCID)

- Pacific Rim Research Libraries Alliance (PRRLA)

Our Passion, Our Commitment, Your Advantage

70 Stamford Road,
Singapore Management University,
Singapore 178901

✉ library@smu.edu.sg

📞 (65) 828-0355