

## Li Ka Shing Library

### Stewardship Report FY 2012/2013

Throughout FY 2012/2013, the Li Ka Shing Library contributed to the University's research, learning and teaching and community engagement strategies, to attract and retain outstanding researchers and students and to enhance SMU's prestige and reputation.

Of special significance and note are:

- **PYXIS+**, the library's new innovative search engine to discover information in a seamless way, supports the delivery of a holistic undergraduate experience and a culture of rigorous learning and innovation. PYXIS+ is a one-stop shop, single search engine, giving access to millions of journal articles, over 100,000 books and SMU research publications.
- **Library Collection** – We have just exceeded the 100,000 mark with our collection of books. 50% of the books in the collection are electronic and the other 50% are printed volumes.
- **Library Usage** – Library space is very well used. We broke our own record in 2012. The number of students and staff visiting the Library stood at 944,733, just under a million, the highest number since the establishment of the library.
- **Borrowing Books** – Loans of printed books are increasing. We lent 72,653 books in 2012. Almost 10 books per student. Usage of electronic books and e- journals is growing at a higher rate.
- **Faculty Research Papers** – The Institutional Repository (InK) contains records for over 10,000 research papers and cases written by SMU faculty. Since its inception, over 180,000 downloads have been recorded from the full-text papers.
- **Course Readings** - An integrated system to manage course packets, course reserves, course readings and inter-library loans and document delivery services (CRILL) established and created a seamless e-process for the convenience for end users.
- A **Mobile Library Application** to access library collections for information about library services, anywhere and at any time.
- **LibQuest: Library Orientation** - LibQuest is a game-based Information Literacy (IL) programme for freshmen. The programme is in form of a scavenger hunt and is designed to cover various learning outcomes that enable the students to explore the library in a fun and exciting way. Students find answers to clues embedded on the library's Facebook page and the Research Guides. Based on feedback, this approach is much preferred compared to the traditional sit down lecture-worksheet activity form style.

## **RESEARCH AND SCHOLARSHIP**

### **Research Data Services**

A survey and discussions with faculty members was conducted to explore their research data needs and required services. After carefully evaluating and analysing valuable feedback, the library is initiating a series of research data services aimed at helping faculty, researchers, and students better utilize and manage research data. A few research guides were created to help the SMU community to identify and disseminate data resources, and recommend best practices of research data management. The purpose of having these services is to ensure research data is well organized, safely stored, discoverable and reusable. The research data services will also increase efficiency of research and enable exposure of research outcomes through collaboration and dissemination in the long term.

## **TEACHING AND LEARNING**

### **Law Students' Internship Training at the Supreme Court Library**

SMU Law students are required to complete a 10 week compulsory internship programme. To support the internship experience, the library offers a Legal Internship Prep Course which is conducted offsite at the Singapore Supreme Court Library. The purpose of having the training programme off campus is to 'immerse' the students in an unfamiliar setting which has different and sometimes has fewer resources and services available compared to the academic research library. The content and style are different from the format used in library training onsite, and the focus is on 'real life' research questions, emphasising the research methodology.

### **Academic Writing: Imparting Critical Thinking Skills**

Academic Writing is a hands-on training programme designed to kick-start research and critical thinking skills in students taking the Academic Writing course. The module includes basic searching skills for both subscribed databases and free web resources, and a hands-on activity highlighting the importance of selecting better quality resources. This is another successful initiative of faculty collaboration.

## **COMMUNITY AND PLACE**

### **Engagement with the SMU Community and Beyond**

SMU Library is very proactive in engaging both faculty and different groups of students and undertakes a variety of activities to connect with the customer groups to ensure that they are engaged. For example, library staff meet members of various student groups on a regular basis, in particular the SMU Student Association and attend their activities. The library also formed a 10-member Library Advisory Committee, which includes representatives from each School (faculty) and the student community.

Other examples of engagement included, a Student Suggestion Board where individual comments/suggestions receive a library response written in a humorous and constructive manner. The 'Ask and You Shall Receive' campaign, allowed students to recommend DVD titles, of which at least 90% of them, were added to the collection. Similarly, the library worked closely with STRATEGICA – a student club focused on Games which advised the Library on the selection of board games and digital games for students to borrow. Different types of social media are used in a fun way to engage the students and they are very receptive to these initiatives. The most successful case in point being the celebration of Halloween at the library. The fan base of library's Facebook page grew by almost 20% in that one day. Photographs taken on the day went viral and students were very vocal in their appreciation of the 'TLC' provided by SMU Librarians.

Beyond SMU, the library's role in society and the industry has been recognised when it hosts a variety of campus activities including cultural talks for the community, book launches, literary festivals and seminars, as well as information and training sessions on developments in the library profession for the local and international library community.

## **NEW INITIATIVES FOR 2013/2014**

- **Library Transformation Project**

Plans are underway to transform the Li Ka Shing Library's physical space to enhance services and facilities that will facilitate student learning, student experience and teaching and pedagogical excellence. This is in response to the increasing growth of the student population, different learning styles, a space for 24/7 access and multifunctional space utilisation for different events and groups of users using modern furniture and technological applications. The initial stage of the transformation will involve a master planning exercise, thereafter a stage by stage completion of the physical space transformation.

- **Law Library Project**

SMU has embarked on building a separate Law library and a new School of Law building. The Kwa Geok Choo Law Library will be an important learning and research partner to Law students and Faculty. They will enjoy cutting edge technology, innovative learning spaces and outstanding information services. It will provide a place for study, learning, research and social activities.

- **Library Customer Satisfaction Survey**

Recently the Library surveyed its community using the Association of Research Libraries' LibQUAL survey tool. This will allow the Library to benchmark its performance with other similar libraries. A series of promotional and marketing activities took place to increase the survey response rate and lucky participants were rewarded with vendor sponsored prizes.

The preliminary results of the LibQual survey show that students and faculty think very highly of library staff and services. The library is doing very well in the following areas:

- Employees who instil confidence in users
- Employees who deal with users in a caring fashion
- Employees who are consistently courteous
- Giving users individual attention
- Willingness to help users

The areas that need improvement are:

- Library space
- Accessing electronic resources

The Library transformation project aims to enhance the library space issues as explained above. Library staff are working hard to improve accessibility of electronic resources by way of enhancements to the interfaces as well as by way of a variety of educational, informational and promotional activities to raise the awareness of our students and faculty.