

Library operations : innovations

- ❖ library@orchard – innovating design process of library, using design thinking
- ❖ library@chinatown – innovating management of libraries, by using library volunteers to run whole library, and use of private sector funding to set up library

park
อุทยานการเรียนรู้

library@orchard : innovations in operations

- design centred around users, using design thinking process
- first fully self-service library, with no service counter
- operation is supported by volunteers



lib
rary
@orchard

library@orchard

An interactive space within library suggested by library users



library@orchard : a reading cocoon



library@orchard : users prefer magazine covers facing out



library@chinatown

Fully funded by the community and run by volunteers

Updated: 10/17/2014 10:57 | By Channel NewsAsia

Important to build up Singapore's social reserves: President Tony Tan

Important to build up Singapore's social reserves: President Tony Tan

Share 0 Tweet 2 Share 0

SINGAPORE President Tony Tan Keng Yam said on Monday it is important to build up Singapore's social reserves.

Dr Tan also noted that everyone has to continue to play a part to make Singapore a more compassionate society and a better home for everyone.

He said this on a visit to the Library@Chinatown on Friday.

Opened in January last year, it is the first community supported library in Singapore.

There are 60 volunteers who help out at the library, a majority of whom are seniors above 60 years old.

The National Library Board said it is seeing how more volunteers can be involved in its new libraries in the future.

Dr Tan said "We all live in a very stressful society here. We need to find meaningful activities, and (going to) the library, of course, (is) a wonderful activity."

"As president, I have a responsibility to look after our financial reserves. It's also important to build up what I would call our social reserves... so that people (will) feel a sense of community and help one another, so we become a better society and a more compassionate society." - CNA/tp

PREVIOUS ITEM Drop in number of private O-Level candidates, but results improving

NEXT ITEM SAF offers more help in locating missing plane

library@chinatown is NLB's first volunteer-run library
唐城图书馆是国家图书馆管理局首间由义工运作的图书馆

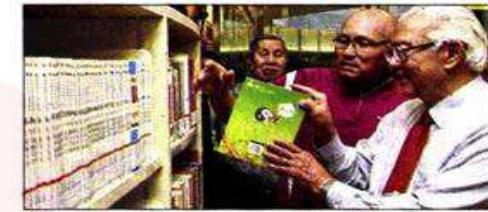
Help us make this library delightful for all!

library@chinatown

900 Travel

Chow Wai Ling, our volunteer, maintains the books on this shelf.

A community-supported NLB library generously donated by:
MADE IN HONG KONG BOOKS AND PAPERS
CPI PTE. LTD.



Volunteer Nicholas Soh Sin Yan (centre), 62, helping Dr Tony Tan during the President's visit to the library at Chinatown Point mall yesterday. ST PHOTO: LAU FOOK KONG

First volunteer-run library doing well

By JANICE TAI

MADAM Siti Norraini Shamsuden, 46, is the go-to person for books on Chinese culture and history at a library in Chinatown.

Ask her and she will point you to the exact shelf where the Chinese calligraphy or fengshui books are.

"I know where Sun Tzu's Art of War philosophy books are or where the Chinese handicrafts books are because they are so interesting," said the housewife. Her interest in Chinese arts and culture grew after she started offering her time last year at the library.

She is one of 60 volunteers who man a tight ship at the first volunteer-run library here, up from 40 when the library first opened last year.

One year on, the library on the fourth floor of Chinatown Point mall has done well even though it has no full-time staff running it.

President Tony Tan Keng Yam, who visited the library yesterday, said volunteers could be tapped to run other libraries if this "interesting experiment" proves successful.

The helpers, who include students, professionals, housewives and retirees, come in a few times a week to shelve books and help patrons find books.

The 1,000 sq m library houses about 30,000 books, in the four main languages here, on Chinese arts and culture.

Dr Tan noted that many of volunteers belong to the pioneer generation and was touched that they have continued to contribute.

He said: "As the President, I have the responsibility to look after our financial reserves but it is also important to build up our social reserves so that people feel a sense of community and we become a more compassionate society."

The National Library Board's chief executive Elaine Ng said the board will look into roping in more volunteers for its library at the upcoming Orchard Gateway Mall in Somerset, slated to open by the second half of the year.

✉ jantai@sph.com.sg

Digital Library innovations

- ❖ Digitising Singapore content – improving access through handheld devices
- ❖ OneSearch– enabling search across all library resources, including commercial databases
- ❖ eReads – digital arrangement of library materials
- ❖ Text analytics – using text analytics to push related content to library users (ReadNext and QuickReads)

Digital library services : Bringing NLB resources to users in a more intuitive manner



Singapore Infopedia : Online encyclopedia on Singapore's history, culture, people and events, curated by librarians

<http://eresources.nlb.gov.sg/infopedia/>

Search Engine Optimisation

Pageviews increased from 400 to 200,000 per month



Mobile Access

Accessible on all devices, including mobile phones



Last 5 years : concerted efforts in digitising Singapore content for digital access



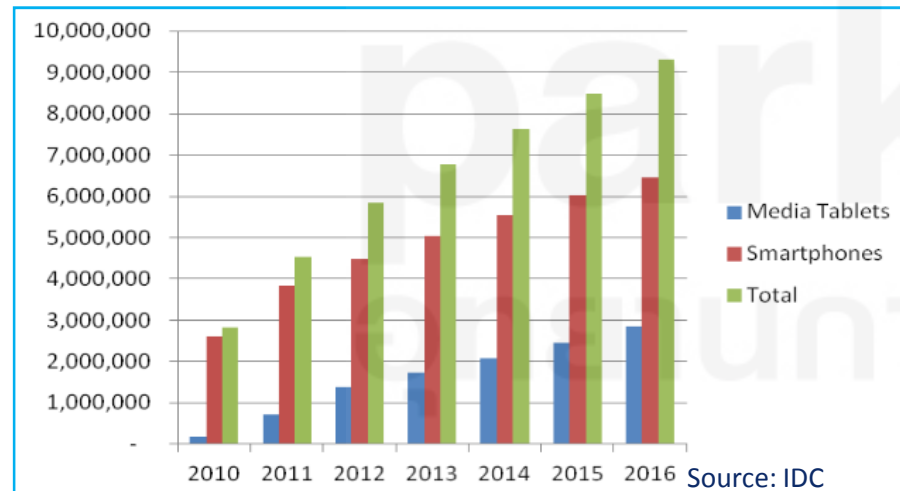
NLB made its content accessible from users' search, social and mobile spaces, 24 by 7

In Singapore

Household Broadband Penetration Rate: 105%

Mobile Population Penetration Rate: 152%

> 60% of population are Facebook members

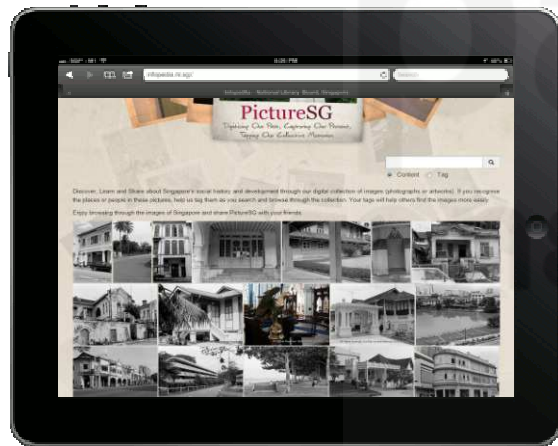
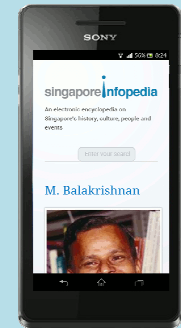
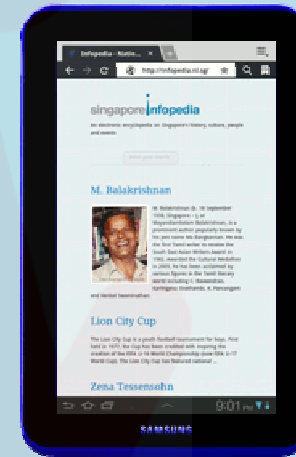
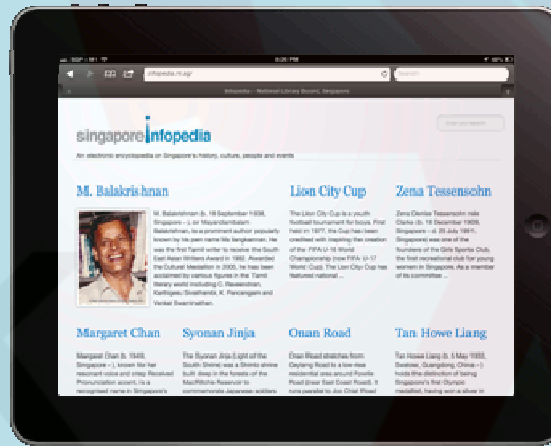


78 % of people in Singapore now have one smartphone, up from 74 per cent last year. 2 in 5 own a tablet computer, compared with one in three a year ago. (18 Jun 2013)

Multi-screen support: responsive web design

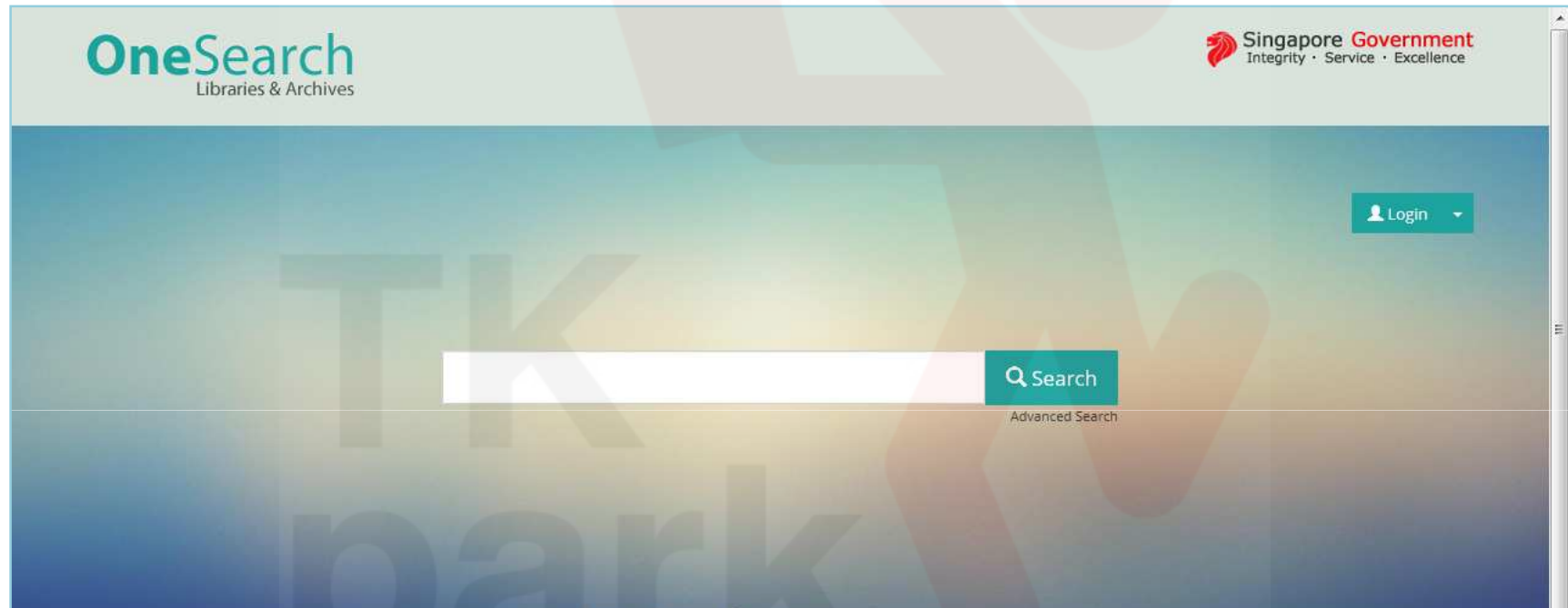
singaporeinfopedia

An online encyclopedia on Singapore's history, culture, people and events



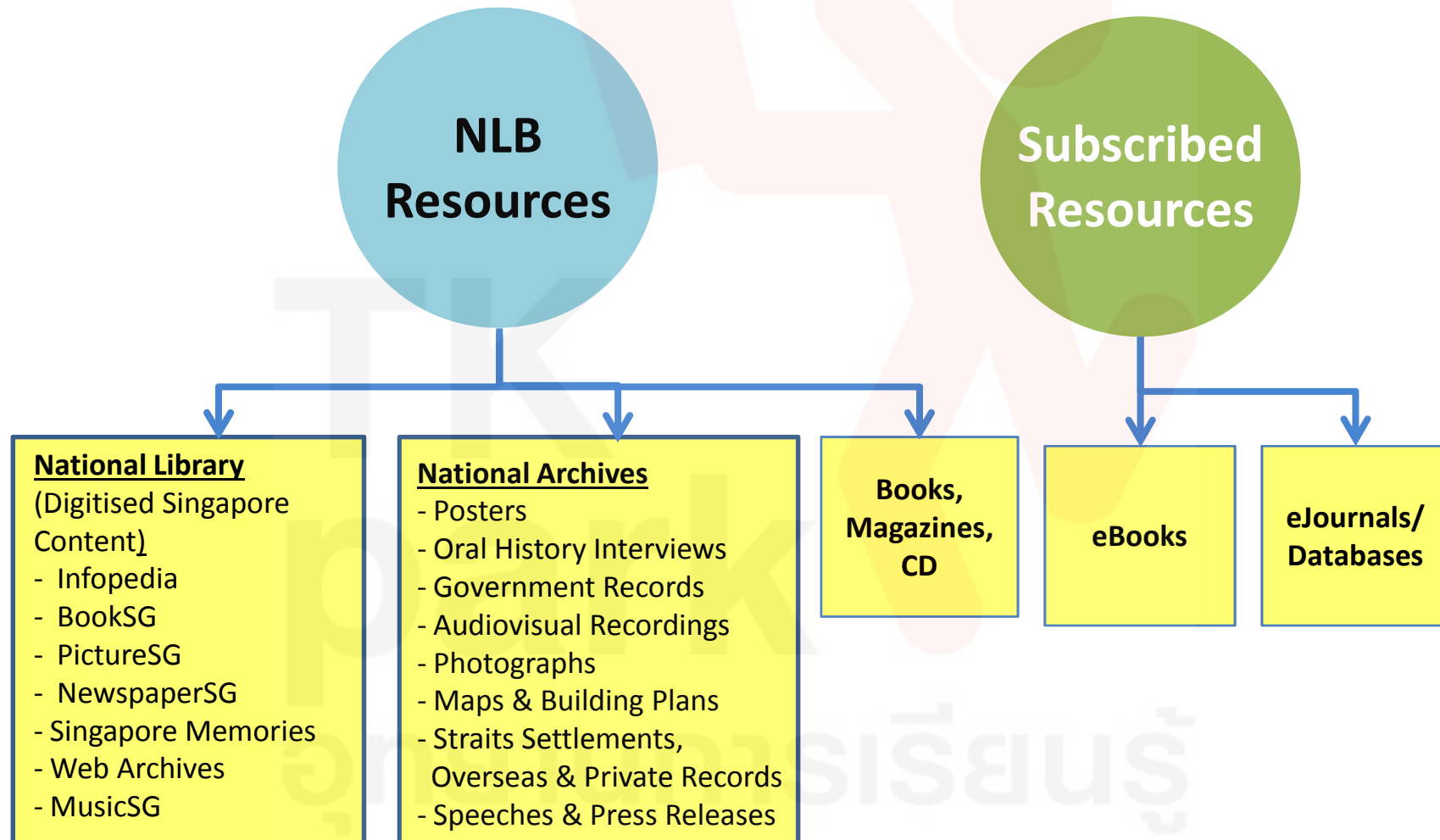
An online collection of photographs or artworks about Singapore

OneSearch : Launch of enhanced integrated search experience in Aug 2014



- Find resources across institutions
 - National Library
 - National Archives
 - Public Libraries
- '*Bento-style*' search result display
 - Resources are not 'hidden' in one long list of search results
- Responsive web and flat design to cater to all devices

OneSearch Content Coverage



eReads

a digital bookshop style arrangement of books

One stop portal for all e-resources
(books, magazines, newspapers, NLB
digitised materials)

park
อุทยานการเรียนรู้

eBooks

- aggregates over 3.5 million eBooks into one simple interface

The screenshot displays the eREADS website, which is the National Library Board's catalogue of digital books, newspapers, and magazines. The interface is clean and organized, featuring a navigation bar at the top with categories like Non-Fiction, Fiction, Chinese/Malay/Tamil, Magazines/Newspapers, and Help. A search bar and a login option are also present. Below the navigation bar, there is a welcome message and a section titled "books we are talking about" which showcases several popular titles such as "Night Film", "Bring Up the Bodies", "tenth of december", "George Saunders", "100-Year-Old Man", and "The Ghost Bride". Other sections include "ode to the little red dot" with titles like "The Hills of Singapore", "Singapore Random", "If I Could Tell You", "The Shallow Seas", and "Aunty Lee's Delights: A Singaporean Mystery". The "let's cook something up" section features cookbooks like "Healthy Family Meats", "Sushi Secrets", "Delicious Desserts", "Greater Mekong", and "Luke Nguyen's". Finally, the "stylish like a fashion blogger" section highlights fashion-related eBooks such as "Secrets of Stylists", "The One Hundred", "The Style Strategy", and "The Wonderful World of Fiji Tapa".

Display of titles by themes

- Titles curated by librarians

read a booker: past shortlisted Booker Prize titles



missed the new york fashion week?

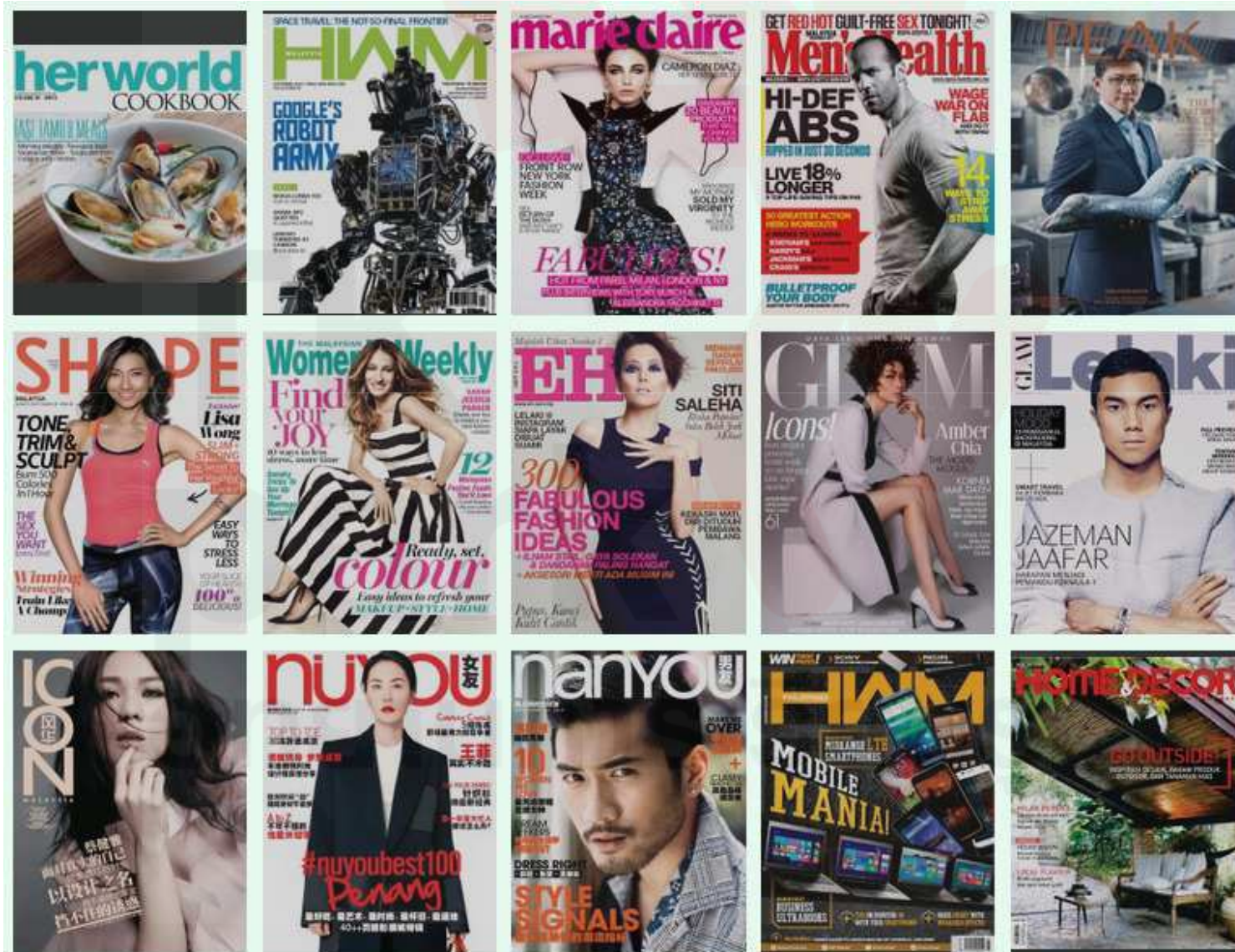


blackswan, antifragile, Nassim Nicholas Taleb



eMagazines

- Features Current Magazines



eNewspapers

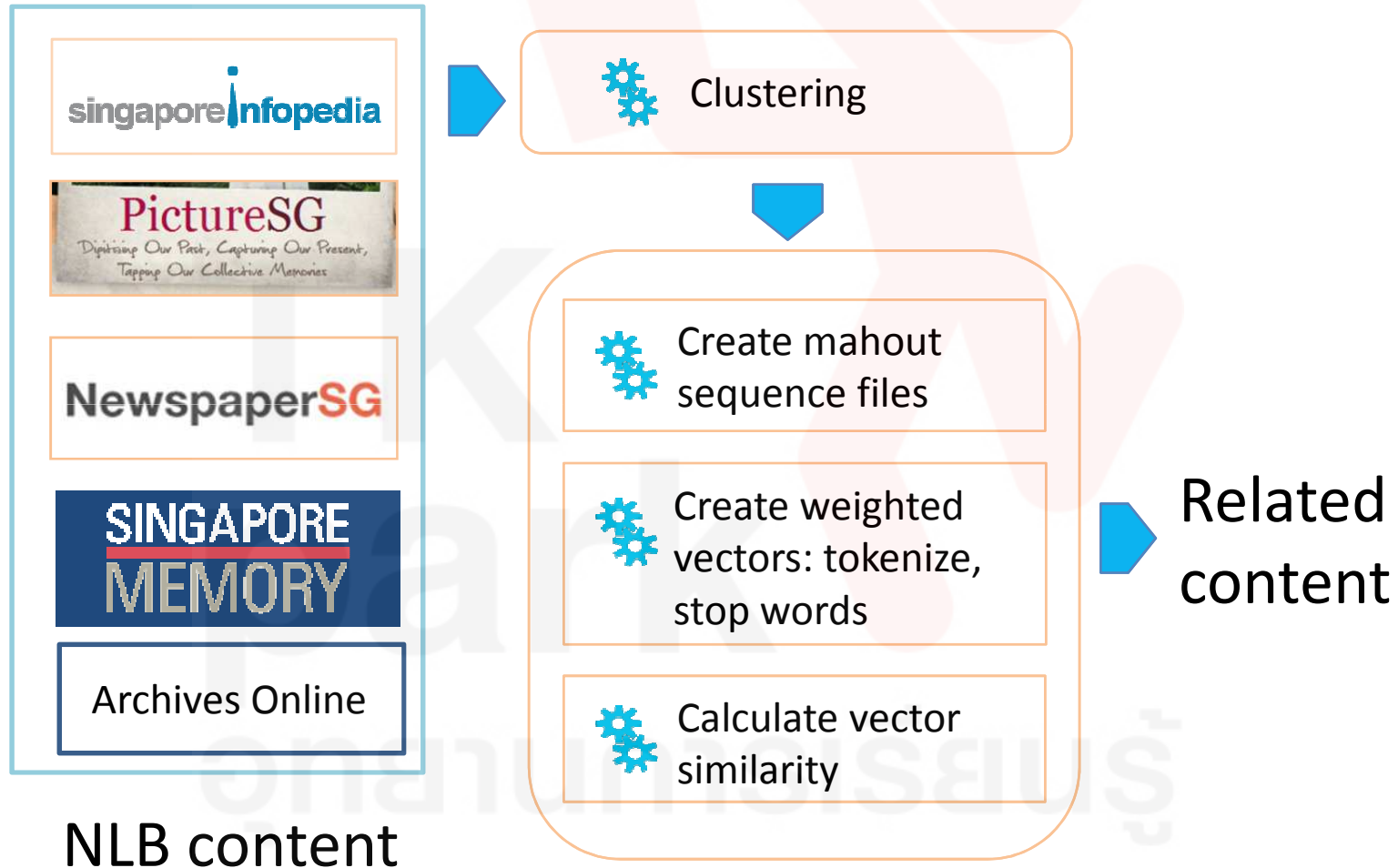
- Features current Newspapers
- Discover over 2,000 online newspapers in 54 languages



NLB users retrieved tens of millions of e-content every year

It would be really nice if we could
convert every single e-retrieval
instance into an **enriching discovery
experience** for every single user
every time..

Using text analytics to automatically identify related content



ReadNext - Location

ReadNext

Quick Reads



Video Analytics Camera

Book Drop



Sensors

Sensors



ReadNext : an interactive platform

What?

Promote new but less popular library materials

Where?

Bookdrop area, Pasir Ris Public Library

How?

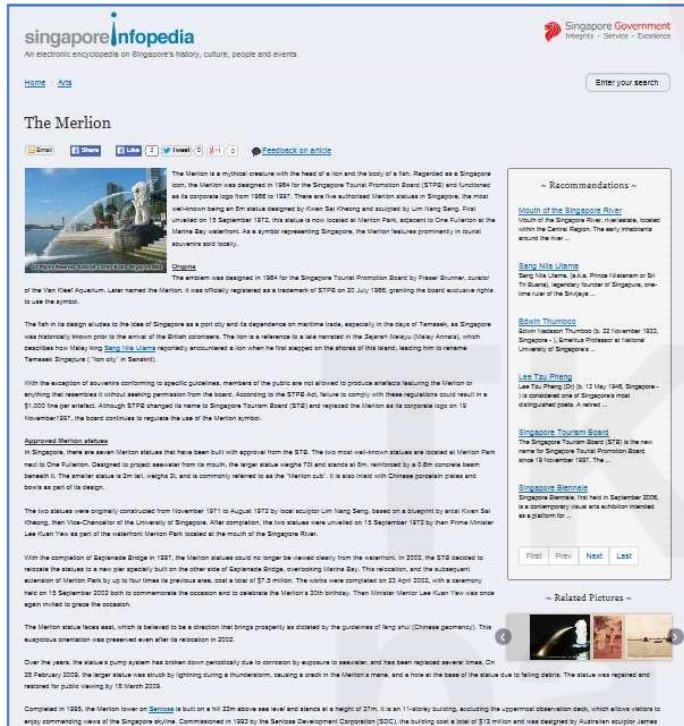
Users interested in the title can scan the QR code or take note of the Call Number and retrieve the title from the book shelves

QuickReads



- Recommends eBooks by topics
- Allows patrons scan the QR code for browsing on the go, anytime

Increased use of content



Infopedia

PictureSG

Referrals from Infopedia 10.65% (after 6 months)

Pageviews per year 1 mil

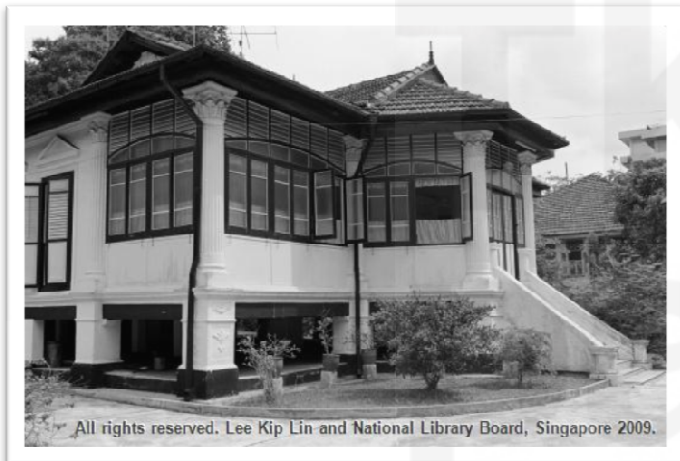
Pageviews per visit 6.41



What else is going on?

Searching the 'unsearchable' – images without meta-data description

Example:
Images without meta-data description



Similar images via content analytics:



A 1982 photograph shows a single-story house built in Malay architectural style at no. 33 Scotts Road (property of Tan Yeok Nee family, now acquired).



A 1982 photograph depicting house no. 33 Scotts Road (property of Tan Yeok Nee family, now acquired). The road mentioned is located in the Orchard Road area.



This 1982 photograph shows house no. 40 Scotts Road. The road mentioned is located in the Orchard Road area.

What else is going on?

Automatic extraction of time-based and location-related information such as street and building names

- Time and location are two of the most fundamental ways we organise things
- The automatic extraction of geo- and time-based references from full-text content can yield more data than through manual tagging

Resources can be mapped for contextual discovery

Users navigate through old images of Singapore buildings, streets, satellite images and events via augmented reality apps



Resources are time-stamped for discovery on a time-line

12 Aug 1956

30 Mar 1988

16 Aug 2002

07 Sep 1971

26 Jul 1992

11 Feb 2009

Thank You!

ngian_lek_choh@nlb.gov.sg

TK
park
อุทยานการเรียนรู้



NLB

National Library Board
Singapore