

**15<sup>th</sup> CONFERENCE OF DIRECTORS OF NATIONAL LIBRARIES  
IN ASIA AND OCEANIA (CDNLAO)**

**COUNTRY REPORT  
LIBRARIES IN SINGAPORE 2006**

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**LIBRARY ADMINISTRATION**

**New Libraries**

*National Library*

The long-awaited new National Library (NL) re-opened its doors to the public on 22 July 2005 with a simple and dignified soft opening ceremony. It was graced by the Chairman and Chief Executive (CE) of National Library Board (NLB) as well as distinguished guests. Singapore's President S R Nathan officially opened the NL building on 12 November 2005 in the presence of dignitaries and distinguished guests. The opening marked a new chapter in the history of NLB.

Towering 16 storeys high, the new National Library consists of two distinctive blocks that are linked by two "sky bridges". It houses two main libraries: the Central Lending Library (CLL) on Basement Level 1 and the Lee Kong Chian Reference Library (LKCRIL) on Levels 7-13. Other occupants include the National Arts Council's Drama Centre, programming zones, garden terraces, a café, an open plaza on the ground level as well as the NLB's Corporate Headquarters.

Conveniently located within proximity of two MRT stations and in the heart of Singapore's art, culture, learning, entertainment and commercial hub, the National Library is well positioned to be a modern knowledge hub to serve the information and research needs of working adults, students, professionals, researchers and other information seekers in Singapore and the region.

*Academic & Research Libraries*

**INSEAD Tanoto Library**

INSEAD ([www.insead.edu](http://www.insead.edu)) is widely recognised among the world's top-tier business schools as one of the most innovative and influential. It is the only business school with full-fledged campuses in Asia (Singapore) and Europe (Fontainebleau). The Asia Campus occupies a 2.8-hectare site in Singapore's Bona Vista district, the country's 'knowledge hub'. Opened on 23 October 2000, the campus features seven amphitheatre and state-of-the art telecommunications links enabling students and participants on both campuses to attend lectures and discussions in real time. Currently there are 34 permanent Faculty members and about 81 Administrative and Research Staff working on the campus.

In its nascent stage, the library was originally conceptualised as an unmanned "virtual library" with just a small room and network ports. Soon, it was realized by INSEAD management that a full-fledge library was needed to serve the users on Asia Campus. The library was converted into a working library with 1000 books and shared electronic resources and manned by 1 Librarian and 1 Assistant Librarian.

As a manifest of INSEAD management's commitment, a new library was earmarked to be built in the new wing of INSEAD. On 1<sup>st</sup> May 2005, the old library was successfully moved to its current premise. The library has grown in terms of physical space, manpower and services. With these aspects in place, the Asia Campus Library, renamed the Tanoto Library, in recognition of a generous gift by the Tanoto Foundation, is poised to make an impact in INSEAD.

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**National University of Singapore Libraries**

In the National University of Singapore, a Music Library is being constructed as part of the new building for the Yong Siew Toh Conservatory of Music. It is scheduled for completion in the middle of 2006.

**Singapore Management University Li Ka Shing Library**

Singapore Management University moved to the Bras Basah area of the city, opening its doors in July 2005. The campus includes the Li Ka Shing Library, which is centrally located on the new City Campus. The official opening of the library was 24 February 2006, and took place in the presence of the donor, Li Ka-shing and Singapore's Minister Mentor Lee Kwan Yew.

The new library building offers a range of work spaces, including quiet individual carrels, book-able project rooms for 4-6 students, open spaces for individual or collaborative use, and a cafe within the library for study breaks. A new collaborative study area is under design and development. The entire building is wireless and designed for laptop use, but there are also wired ports and a limited number of dedicated computers. A library classroom for hands on training and other faculty research services are also in the building. Emphasis is on service, access and cooperation rather than on building large collections.

The Li Ka Shing Library continues to outsource some of its activities to the National Library Board (NLB), integrating NLB's operational services and staff with SMU's own library staff to provide a seamless connection for our students and faculty to their teaching, research and learning materials.

Concurrent with the move to the city campus was the arrival of the new University Librarian, Ruth Pagell, from Emory University in Atlanta, Georgia. Librarians with special skills and subject expertise have joined the SMU library staff.

**General Trend of Visitorship and Membership**

*Public Libraries*

Membership figures in public libraries continue to rise. A total of 222,849 new members signed up at the public libraries between April 2005 and January 2006. As at January 2006, the total cumulative membership stood at 1.93 million. The total membership at March 2005 was 1.84 million.

The number of visitors to the library for the period 1 April 2005 to January 2006 stands at 28.8 million. The re-opening of the Central Lending Library in July 2005 in the new National Library building contributed to the rise in the number of visitors.

**Library Personnel**

*Academic & Research Libraries*

**Nanyang Technological University Library**

Eleven new professional staff joined the Nanyang Technological University (NTU) Library since April 2005 arising from six new posts created and staff attrition. Two are trainee librarians and will be sponsored to attend the part-time Master of Information Studies programme at the School of Communication and Information.

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Staff members attended training, study tours and conferences locally and in various countries including USA, Hong Kong, China, Malaysia, Vietnam and India.

All support staff and heads of departments attended customer-service training specially tailored to the needs of the library by an external training company.

### **Temasek Polytechnic Library**

The Library is managed by a team of 16 professional staff comprising librarians and systems personnel, 20 para-professionals in library & information technology and supported by 6 administrative support staff. It also manages the Resource Center @Sentosa. For the past year, with the Polytechnic's drive for cost effectiveness, focus on manpower efficiency and enhancing staff competencies, TP Library has consolidated its services, streamlined its operations and continued to sponsor library staff to attend library and information studies for professional development. Manpower has reduced by 9% over the last reporting year.

## **COLLECTION PROFILE**

### *National Library*

The Lee Kong Chian Reference Library has a collection size of over 500,000 items in various formats to serve the research and information needs of researchers, professionals and the general public. The Lee Kong Chian Reference Library houses the Social Sciences and Humanities; Science and Technology collections (103,000 items); Arts and Business collections (62,000 items); Chinese, Malay and Tamil collections (more than 60,000 items); Donors' collections (14,000 items); Asian Children's collection (20,000 items); and the Singapore and Southeast Asian collections (240,000 items).

Mr Koh Seow Chuan, a prominent Singaporean architect and an avid collector of social historical documents, maps, antique books, and art works and stamps, donated about 2,500 documents of his private collections to the National Library Board (NLB). The collection, which takes after his name, forms a valuable source of historical and social research on Singapore, especially on topics such as legal documents of well-known trading and landed families, early pioneers and their family fortunes, social history of the different ethnic communities in early Singapore, and structure of the Chinese diaspora in early Singapore. In conjunction with the official opening of the National Library on 12 November 2005, some of his valuable hand-carried letters and maps are on permanent display and his donated collections are available for access and research upon written request by the public. There are plans to make the contents of his collection more accessible while preserving the original documents.

The late Mr Harry Wee, a prominent Singaporean lawyer, bequeathed his library collection estimated at approximately 20,000 volumes and some hundreds of files to NLB. The publications are all law books and journals relating mainly to British laws and legislation, and legislations of the Straits Settlements, Singapore, Malaya, Malaysia, India, Australia and other Commonwealth countries. Some of these publications date back to 1808. A project team comprising six officers has been

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formed in November 2005 to look into how best NLB could make use of the collections for display, access, research and digitisation. Approximately 8,366 books and three boxes of journals were moved from the premises of the late Mr Wee in January 2006 and sent for fumigation.

*Academic & Research Libraries*

**INSEAD Tanoto Library**

Collection Profile

Main areas	Accounting / Economics / Finance / Management / Marketing / Organisational Behaviour / Strategy / Technology Management
Reference	Company information / Country information / Dictionaries / Directories / General Business / Market Research / Primary Research / Statistical Data
Social & Physical Sciences	Computing / Environment / Ethics / Health / Mathematics / Politics / Psychology / Sociology
Special collections	INSEAD Publications Japanese Collection

The Tanoto Library has a total collection of 14,000 books. When it moved to its new premises, 8000 books were received from the Europe campus and merged into the existing collection. The current collection includes:

Print Resources

Books	14,000
Paper Periodicals	31 Titles
International Newspapers	23

E-Resources

Electronic Journals	4912 Titles
Electronic Resources	29 electronic databases providing Industry/ Market/ Country /Company information with remote access

Electronic resources are ubiquitous for the Asia and Europe campuses to facilitate INSEAD'S faculty and MBA participants when they shuttle across campuses.

**Nanyang Technological University Library**

Nanyang Technological University (NTU) Library continued to build up its collection, particularly in humanities, social sciences, art and design and physical sciences, to support three new academic schools (School of Art & Design, School of Humanities & Social Sciences and School of Physical & Mathematical Sciences. By end of the Financial Year (FY) 2005/2006 (March 2006), the Library would have added about 24,000 books and 1,450 AV items.

The Library added a number of significant electronic databases and e-journal packages in 2005. It now has a fairly comprehensive range of databases and e-

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journals which will meet the wide range of research and studies carried out by staff and students in NTU. Among the notable additions this year are SCI-FINDER (providing Chemical Abstracts), SCOPUS (a new A&I service from Elsevier), Project MUSE (humanities & Social Sciences e-journals), Wanfang Chinese Journals and Business Information Database and Grove Art Online (art information).

NTU publications database comprise mainly full-text theses and exams papers with a small selection of staff papers and annual reports. The library would have added a total of 4,300 items by the end of the Financial Year. To date, the Library has 23,653 items in this database.

**National Institute of Education Library**

The National Institute of Education Library has a total of 340,000 volumes and 1,000 journal subscriptions in its collection.

The Library continues to catalogue useful internet resources that support and enrich its curriculum. There are more than 900 selected internet resources in its catalogue covering subjects such as education, psychology, language, linguistics, art, music and the sciences.

**Singapore Music Resources**

The National Institute of Education Library has started developing a local music collection. It consists of scores and sound recordings of works which would be useful to teachers preparing students for the GCE "O" and "A" level music examinations. The collection ranges from local musicals such as "Sing to the dawn" and "Beauty World" by Dick Lee to choral and band arrangements of local folksongs by composers such as Leong Yoon Pin, Phoon Yew Tien and Goh Toh Chai. Recordings of local works performed by the Singapore Youth Orchestra, the Singapore Youth Choir and some local schools can also be found in the collection.

**National University of Singapore Libraries**

As at June 2005, the collection in the National University of Singapore (NUS) Libraries stood at 1,171,044 book titles, 49,092 periodical titles with 12,981 current subscriptions. The number of electronic titles has grown to 24,092, with 12,490 electronic journals and 11,350 electronic books.

The music collection has been strengthened in preparation for the new Music Library. The music collection stood at 17,176 book titles and 161 journal titles.

In preparation for a degree course on nursing being offered at the Alice Lee Centre for Nursing under the Yong Loo Lin School of Medicine, the Medical Library will be building up a nursing collection.

**Chinese Rare Books Website**

The NUS Chinese Library has a rich classical Chinese collection which contains a number of rare books. A Chinese rare books website, featuring the preface and table of contents of the rare books, has been created to promote the collection among the University and the international communities via Internet. The website showcases the rare books published during the Yuan (1260-1368) and Ming Dynasties (1368-1244). (URL: <http://www.lib.nus.edu.sg/chz/rarebook/> )

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**Ngee Ann Polytechnic Library**

A Career and Further Education Corner which centralises relevant resources was set up. A Web Resource Guide was developed containing links to useful Internet resources. These have been effective in supporting career counselling by lecturers and in facilitating browsing and reference by users.

**Republic Polytechnic Library**

The youngest polytechnic in Singapore has a collection size of 50,000 items today. The core collection consists of biomedical sciences, health and sports sciences, engineering and titles on problem-based learning to support the technical courses offered by the polytechnic.

**Singapore Polytechnic Library**

The Library has a collection of about 230,000 print and multimedia materials. Digital collection comprises e-books, e-journals, databases, project reports, past examination papers and internet resources.

**Temasek Polytechnic Library**

The Temasek Polytechnic Library's collection includes more than 201,950 volumes in the print collection and over 17,000 AV items. Titles in the collection cover diverse subjects taught in the polytechnic – including Applied Sciences, Architecture, Business & Management, Education, Engineering & Technology, Fine Arts & Design, Information Technology, Law, Library Science, Life Science, Mass Media & Communication.

**ISEAS Library**

The ISEAS Library, Institute of Southeast Asian Studies (ISEAS) has a total collection of 528,470 multi-lingual and multi-format items on Southeast Asian studies comprising 205,805 books and bound periodicals, 713 current journals, 236,260 microforms, 2,235 audio-visuais, 27,617 slides, 17,497 photographs and 36,878 negatives. Its Private Papers Collections comprise those of ten prominent Singaporean and Malaysian personalities notably David Marshall, Singapore's first Chief Minister; Tan Cheng Lock, a Malayan nationalist; and Ismail Abdul Rahman, former Deputy Prime Minister of Malaysia.

**PUBLICATIONS**

*National Library*

Zheng He & Maritime Asia Commemorative Book

The Zheng He & Maritime Asia commemorative book is a comprehensive catalogue of key artefacts and images from the exhibition by the same title that was showcased at the National Library from 13 August 2005 to 12 February 2006. Researched wholly by NLB, the book contains dual translations in English and Chinese. It provides information about Admiral Zheng He's maritime trade activities in Asia through a highly visual design approach enlivened by photographs, drawings, maps, box stories, list of resources and references to the exhibits and other materials not shown in the Exhibition. This 156-page book is priced at SGD33 per copy (inclusive of GST), with about 2,500 copies available for sale.

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### Tan Swie Hian Collection Catalogue

Tan Swie Hian, Singapore celebrated multi-disciplinary artist, was also the first person to contribute to the "My Library Movement" initiated by the National Library Board. Mr Tan donated his personal collection of more than 6,500 books, manuscripts, journals, art works and artifacts.

The catalogue aims to provide readers with a basic guide to the Tan Swie Hian's collection, highlight the significance and value of the items placed in the collection, and hopefully, lead readers towards their own journey of reflection and appreciation.

### BiblioAsia

The first issue of *BiblioAsia*, a news journal to promote the collection services and programmes of the new National Library, was published in August 2005. Currently three issues have been published. *BiblioAsia* is available in print and electronic formats.

### *Academic & Research Libraries*

#### **National Institute of Education Library**

As one of the liaison libraries for the International Atomic Energy Agency, the National Institute of Education Library continues to index articles from core scientific journals for inclusion in the *INIS* (International Nuclear Information System) database.

#### **National University of Singapore Libraries**

As part of the centennial celebrations in NUS, the NUS Libraries published two electronic publications:

- Our Chancellors and Vice-Chancellors: A Biographical Sketch
- NUS History: A Bibliography

### Chinese Overseas Studies Indexing Project

The Chinese Overseas Studies Index (COSI) database was launched via the NUS Libraries portal on 10 November 2005. To date, it contains about 1,900 citations. The project aims to produce an online index to periodical articles relating to the study of Chinese Overseas, with citations from about 70 local, regional and international journals. The subjects covered include humanities and social sciences as well as business and management. In addition to periodical articles, book reviews, book chapters and conference papers are included. The index would facilitate access to relevant materials for Chinese Overseas researchers, thus saving them much time.

### **ISEAS Library**

The ISEAS Library compiled three special subject bibliographies:

- Cultural Globalization in Southeast Asia: a select bibliography
- Islamic movements, intellectual tradition and education in Southeast Asia: a select bibliography
- Earliest publications on Indonesia in ISEAS Library: a select list

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## **INFRASTRUCTURE**

### *Public Libraries*

The Central Lending Library re-opened in the new National Library building on 22 July 2005. The Library has a floor space of 6,400 square metres with a seating capacity of 230. The collection focuses on visual, creative and literary arts, business and finance, award-winning literature, and current local and foreign newspapers. It has a start-up collection of about 134,000 volumes, 726 magazine/periodical titles and 74 newspaper titles of which nine are local and 65 are foreign newspapers.

### *Academic & Research Libraries*

#### **INSEAD Tanoto Library**

The Tanoto Library occupies a floor space of about 1000 square metres. There are 62 seats equipped with internal network points. The library has wireless LAN and 12 common access PCs. Within the library are 3 discussion rooms equipped with DVD players and television sets.

In terms of staffing, the Tanoto Library is headed by a Library Manager, with a Librarian in charge of acquisitions. Two assistant librarians manage the counter and perform technical duties. A Reference Librarian is at hand to provide user training and answer reference enquiries.

The Tanoto Library works closely with its counterpart, the Doriot Library in INSEAD's Europe Campus. The same library system is used on both campuses enabling a seamless work flow for both libraries.

#### **Nanyang Technological University Library**

The interim Humanities & Social Sciences (iHSS) Library was opened in July 2005 and is a temporary facility that houses the collections of 2 future libraries - the HSS and the Chinese libraries. The 1,000 square metre facility was converted from a carpark and is directly below the School of Humanities and Social Sciences. It has a modest seating space for 120 students, including 12 public access computers. Its maximum capacity of 60,000 volumes will accommodate the expanding HSS and Chinese collection for the next 2-3 years before the new permanent libraries are ready.

#### **National University of Singapore Libraries**

The C J Koh Law Library is scheduled to move to the Bukit Timah Campus in the middle of 2006 together with the Faculty of Law. The staff had met with the architect to plan the layout of the new site. Also part of the collection would be moved to the Central closed stacks in preparation for the move.

#### **Republic Polytechnic Library**

The Library will move to its spanking new home in Woodlands in March 2006. The new 9,333 square metre Library is located at the heart of the *Agora* and has seating for more than 2,000 students.

#### **Temasek Polytechnic Library**

Following the implementation of the Automated Return Kiosk (ARK) and book sorter bins in April 2005, Temasek Polytechnic Library had a successful trial in automating

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the start-up and shut-down times of the ARK. This further maximises the operating hours of the ARK and facilitates efficient registration of returns.

Temasek Polytechnic Library set up a Resource Centre to cater to staff and students' reading and research needs at the Tourism Academy@ Sentosa. The Resource Center was operational from 11 May 2005 with a book collection of up to 8,000 volumes; AV resources such as CD-ROMs, DVDs and videocassettes; periodicals and online databases. It also offers loans (borrow, return, reservation, renewal and other membership privileges) and quick reference enquiry services, and facilities like OPAC stations, self-check stations, PC clusters and AV viewing stations.

### SERVICES

#### *National Library*

Besides its suite of email, phone, fax and onsite reference services, the Lee Kong Chian Reference Library has prototyped a new SMS Enquiry Service which provides a convenient access point for patrons to post their information enquiries from virtually anywhere and on the move. Reference librarians will recommend materials from the library collections as well as electronic and web resources to serve the patron's information needs. For simple fact-seeking questions, the librarians will SMS quick answers readily. The service will be launched in April 2006.

With the opening of the new National Library Building in 2005, the National Library launched a series of monthly programmes based on cover stories that showcase the collections of the Lee Kong Chian Reference Library. Each monthly cover story comprised panel discussions with experts in the field, practice workshops, large scale performances and collaborative projects. Cover stories done so far include *Body Parts: The Science of Human Reconstruction* in association with the Imperial College Alumni Association of Singapore (ICAAS) and *Dream of the Red Chamber* with the Singapore Literary Society.

In addition, the National Library has launched a signature series entitled *Directing Asia: Insights into Asian Cinema*. In collaboration with film distributors such as Shaw Brothers, Golden Village, UIP and Cathay-Keris, the National Library has featured speakers such as Jackie Chan, Stanley Kwan, Pan Nalin and the local director Jack Neo as well as renowned short-film and technical experts from the film industry. The objective of the series is to engage the mainstream public in intellectual discourse through the medium of mainstream cinema.

#### *Public Libraries*

*READ! Singapore* is a nation-wide initiative by the National Library Board (NLB) to promote the culture of reading. It was inspired by the success of similar initiatives in cities like Brisbane, Chicago, Houston and Seattle. However, for *READ! Singapore*, the National Steering Committee selected 12 books in the four official languages.

Readers could then come together to have book discussions, whether in formal groups such as book clubs, reading clubs, literary societies, book discussion sessions in the libraries, schools, offices, book stores, coffee clubs, community clubs or simply get together with their families and friends at an informal social gathering.

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*Actively Seeking Knowledge* or ASK is an advisory and enquiry service by the Public Library Service. Library patrons can make their enquiries in person, by telephone or email. The Reference and Readers' Advisory Counters for Adults & Young People and Children are located at the Jurong, Tampines and Woodlands Regional Libraries.

In the Central Lending Library, a Fiction Advisory Service was launched in July 2005. "Fiction Focus Corner" was set up to display book reviews and recommendations under the title of "What We Are Reading". Booklists and genre guides on a variety of themes, for example, romance, mystery, horror, science fiction and fantasy were compiled for distribution. A similar wall 'Expressions Wall' was also set up in the Children's Section.

*Academic & Research Libraries*

**INSEAD Tanoto Library**

The library opens 7 days a week during the school term, which is an average of 83.5 hours per week. Library orientation presentations are given to all participants at the beginning of their term. Training focusing on the specific needs of the INSEAD Community (students / executives / faculty and staff) are conducted throughout the year. Research support provided by the library is chargeable to departmental budgets or research grants. Services for Faculty include *Electronic Table of Contents Service* (E-TOCS) which provides INSEAD faculty with the latest contents pages of approximately 400 journals by email. Another service for faculty is *Books on my desk*. Library staff personally deliver the books to faculty hence cultivating a close working relationship between the library team and faculty. Last year, library services were extended free to INSEAD Alumni as part of their International Alumni Association membership.

**Nanyang Polytechnic Library**

The Nanyang Polytechnic Library, conveniently located in the Campus Centre, is a conducive and comfortable environment for study and research. Apart from state-of-the-art facilities, the Library has a good collection of print and electronic resources.

The Library web page provides information on services and new developments. **WISE** (Web Information Services for Everyone) is the Library's electronic portal to many useful online information and learning resources. Access to WISE is available from any PC on the campus network.

The wireless access environment in the Library was further enhanced with the upgrading of the campus wide wireless LAN infrastructure to provide wider internet/intranet coverage and access.

As part of the ongoing efforts to enrich existing collections and to promote a student-focused approach to information delivery, the Library encourages students to recommend titles of interest for the Library collection. The implementation of online reservation of 'in-process' books via OPAC has helped bring new titles to users quickly. The OPAC was also enhanced with enriched content data that helps users identify library resources relevant to their needs more effectively. The elements cover

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the Table of Contents, Summaries and Annotation, Library Journal Reviews, Cover Images, First Chapters & Excerpts, and the Choice Reviews.

The Library's RFID Self-Check Machines have recently been upgraded to bilingual feature allowing users to choose their preferred language either in English or Chinese.

Web tutorials are provided to familiarise users with online databases and OPAC search functions. The Resource Finders outline reference sources that are useful to students. Apart from online resources, users can join library orientation programmes or approach Library staff for assistance.

The Nanyang Polytechnic Library participated in the 'Celebrating Libraries' Campaign organised by the National Library Board to solicit story contributions from users on how their libraries have made a difference in their lives. Great stories have been received from users who have benefited from using the Library services and resources.

**National Institute of Education Library**  
***Automated Disc-Dispensing Machine (ADM)***

The National Institute of Education (NIE) Library's self-service machine for the loan and return of resources in CD format was upgraded following the implementation of a new library system. With the upgrading of the ADM, library members can now place holds on ADM items which are out on loan to other users. When a reserved item is returned to the machine, it will hold it for the requestor. It will not dispense any CD which has an "On Hold" status unless it is requested by the rightful member.

***Personalised Induction Programme***

LIBRIS introduced Personalised Induction Programme in January 2004 as part of its outreach initiatives. Invitations are sent out to new academic staff joining NIE. This programme provides a one-to-one opportunity for new academic staff to acquaint themselves with NIE Library's resources, services and facilities. The programme may include some or all of the following: a tour of the Library, an overview of library services, introductions to Unit Managers, demonstration on the use of online catalogue and discipline-specific electronic resources.

***Get to Know Your Library Website***

A "Get to Know Your Library" website for new students was created in July 2005. The content of the website includes library guides, clickable floor plan with links to descriptions on services, resources and facilities, online library orientation (PowerPoint slides), interactive quizzes, interactive information skills tutorial, user guides and pathfinders. The website facilitates access to web pages on user education and assists users in familiarising themselves with services, resources and facilities in the National Institute of Education Library.

***Persistent URL***

The National Institute of Education Library makes use of Persistent URL to generate its monthly *New Titles List* and create for users, bibliographies or reading lists with dynamic links to bibliographic records in the library catalogue.

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### Library Outreach

NIE Library conducts workshops to equip secondary school students with basic library and research skills before they embark on a research project. The students are introduced to reference/research sources, database searching techniques and style guides for documenting their references. Hands-on activities are given after each topic for the students to apply the knowledge/skills learnt.

### **Nanyang Technological University Library**

A new system (Ezproxy) was implemented to enable users to access the Library's subscribed databases and e-journals easily through the Internet. Staff and students can now log on easily to the Library's e-resources anywhere outside of campus with their NT account and password. The Ezproxy implementation was also customised to allow the Library to monitor excessive downloading from individual users and cut off their access before vendors detect violations and disable access to all users.

A new service on OPAC (Online Public Access Catalogue) was launched to provide more informative and attractive content for users searching for books and other library materials. Users can now see the covers of books, content pages, summaries and book reviews of selected titles apart from the usual bibliographic details. The enhanced content makes browsing and searching books more enjoyable and allows users to select appropriate titles more effectively. The Service also provides regularly updated listings of best-selling list from major newspapers and sources.

All the 500 workstations for users in the library were completely upgraded. Users now enjoy a larger screen and have better access to USB ports. Five new self-service information kiosks that enable users to pay their library fines and top up their cash cards were also installed all the libraries.

### **National University of Singapore Libraries**

The librarians at Central Library introduced hands-on tutorials for new students in the first two weeks of the semester. The idea for the hands-on tutorial came from the feedback on last year's orientation for new students. The Training Room in Central Library was utilised for the hands-on sessions.

The librarians at the Hon Sui Sen Memorial Library started providing virtual user education programmes for part-time MBA students who are unable to come to campus for such programs. The virtual program was conducted using CIT's Emeetings. The program taught teams of part-time MBA students how to search for specific information for their assignments. The students and librarian agreed to "meet" on the Internet during lunch, the only time the students could 'meet'.

The librarians at the Medical Library participated in the Medicine Year 1 course on Foundation in Research Skills. Medical Library staff had been helping to teach literature searching skills in this programme since it first started. This year, the Library tried a new approach by providing consultation sessions on literature searching to student group representatives. The student representatives will, in turn, teach their team-mates.

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Starting in December 2005, the NUS Libraries participated in the career talks organised by the NUS Career Centre, Office of Student Affairs. The librarian showed the graduating students what resources are available to help them in their job search.

A half-day course on using library resources was made available to Administrative staff in NUS as part of the Office of Human Resources training programme. Two sessions have been conducted and were well attended.

### **Ngee Ann Polytechnic Library**

Information skills was for the first time infused into one of the School of Engineering's common Year 1 module. Librarians conducted research skills classes to students introducing them to effective and efficient strategies in OPAC, databases and the web. There was direct and immediate application of the skills as examples used and databases introduced are related to project topics. An online Webquest activity based approach to learning information research skills, referred to as "Survivor Cyberskills", was infused into the inter-disciplinary module at Ngee Ann Polytechnic. Students found this online activity approach towards picking up information skills an enjoyable experience.

The Library conducted talks on topics such as "Giving Credit Where Credit is Due", "Copyright Issues in the Use of Images, Sound Clips and Video Clips", "Getting Images from Library Home Page", "Transformation of E-Services in Libraries" to students/staff. Professional librarians also held sessions for lecturers on creating online reading lists covering Library's e-resources and integrating them into Blackboard learning management system.

With a focus on the promotion of reading, separate displays of books were set up for movie tie-ins, award winning fiction and bestsellers on the charts of Kinokuniya, Borders, Popular, Amazon, Straits Times and New York Times. A webpage was developed to provide a variety of approaches to stimulate and encourage reading.

A Library Day with the theme, "Hot Spots@Library" was organised with the objective of highlighting significant e-resources and databases as well as their search skills and strategies. A Library Book Fair was held from 4-5 August 2005 to provide opportunities for students and staff to browse, select and borrow titles of their interest immediately. This approach allows students and staff to be involved in the Library's collection development process and encourages them to read beyond their recommended texts.

A Room Booking System was implemented for the Library's Discussion Rooms and Training Rooms. The system, developed in-house on Lotus Notes, facilitates the bookings and provides equal opportunity for all students to use the Rooms during different time slots within the Library's operating hours. The system allows the printing of booking receipts which are used as check-in confirmation for any bookings. The System has improved operational efficiency as bookings can now be done remotely.

A new online Library Guide was developed. It also includes a 360-degree virtual tour of the Library.

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### **Singapore Polytechnic Library**

The following value-added customer services were implemented:

In a move to make collection development more proactive, the Library started an alert service for academic staff to recommend suitable titles for the collection. It aims to foster greater participation and ownership among teaching staff to develop an excellent collection relevant to the courses taught.

Besides the physical 'New Arrivals' display at the Library foyer, a new "e-shelf" was created on the Library Home Page to promote the recently added resources. The e-shelf offers an attractive panel of book covers of recently released titles each time the page is refreshed. Clicking on a book cover image directs users to the online catalogue providing more information on the book such as title, author, location, call number, table of contents, summary and availability of copies in the Library.

The Library Online Catalogue was enhanced to display records of the Chinese collection in the Chinese Language.

"Courtesy notices" were electronically mailed to remind users in advance of the due date of borrowed materials, thus enabling them to return or renew their materials on time.

Reserved materials were processed faster with the pickup notifications automatically generated. Furthermore, users can specify their preferred collection point at the time of reservation.

### ***Computer Facilities***

While in the Library, students using notebooks may connect to the campus Wireless LAN to access the full range of campus-wide IT services. Similar to services offered on the structured LAN, students may access the digital library resources, e-learning modules, software applications, printing, scanning, e-mail and the Internet.

A new e-Printing system was launched in the Library's PC Zones to enable students to use the networked printing service and make electronic payment using the EZlink card. Additional printers and scanners were also installed and the printing facility was extended to all 400 computer stations in the Library.

Students may do a current or advance booking of computers using the self-service booking ikiosks in the Library or from any ikiosk on campus.

The Personal Experience Talk (PETs@library) programme was launched in July 2005 to provide a platform for staff to network and share their personal interests and hobbies. To spark further interest on the topics, reading lists and book displays complemented the talks.

### **Temasek Polytechnic Library**

As Temasek Polytechnic enters into a year of celebrations for its 15<sup>th</sup> anniversary, the Library contributed its services in the setting up of commemorative display and book displays to tie in with various anniversary celebration events organised by the Polytechnic departments.

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The online basic research skills tutorials first developed in Blackboard since early 2004 were expanded and customised to incorporate different schools' demands to fit the tutorials into the various course curricula. Although the online tutorials were initially targeted at First Year students, the Library developed and successfully implemented three tutorials with varying levels of difficulty and assessment quizzes targeted at each year of study for the School of Engineering. Besides online tutorials, the Library continues to conduct face-to-face workshops for students and teaching staff as well as run customised research workshops on request from administrative staff.

Temasek Polytechnic Library is customer oriented and works towards continuous service improvement. Since 1997, it has been conducting an annual library satisfaction survey. Feedback comments from the survey are taken seriously and the Library takes effort to compile, analyse and follow-up on them. Information on the follow-up actions taken is also communicated to all library members. The latest online survey in January 2006 showed a record-breaking number of more than 4,000 survey returns. The overall satisfaction level with Library services and facilities has been 95% and above for the past three years despite the increasing demands of the library users. This is reflective of the close partnership and rapport that Library has developed and nurtured with the academic staff and the students over the years and in understanding their resource needs.

**ISEAS Library**

The ISEAS Library puts up thematic book displays regularly, mostly to coincide with the themes of ISEAS seminars. It actively supports ISEAS research programmes and projects by providing library-based research, etc.

The ISEAS Library offers the state of the art fumigation service to libraries, institutions and individuals in Singapore at a minimal cost. The fumigation chamber is automated. It uses nitrogen gas, environmentally safe for both human and materials, to suffocate insects in all stages of their development and kill fungus. There is no chemical residue on the surface of the materials after fumigation.

**Digital Library Services**

*National Library & Public Libraries*

The newly revamped Digital Library which has integrated the corporate website and the previous portal (eLibraryHub) was launched in conjunction with the opening of the National Library in July 2005. The website, [www.nlb.gov.sg](http://www.nlb.gov.sg), provides library members with onsite and remote access to a digital library of more than 351,000 electronic resources, including over 221,000 e-journals aggregated in 79 databases, as well as some 129,000 e-books, e-magazines, and images in 11 online collections. The library portal also offers a host of library-related transactional and information services.

*Academic & Research Libraries*

**INSEAD Tanoto Library**

INSEAD libraries have the tradition of providing off-campus access of subscribed premier business databases to faculty, staff and students. In June 2004, EZproxy was implemented to enhance this service.

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**National Institute of Education Library**

The Digital NIE Dissertations and Theses have been added to the Digital Media Archive which is an integral part of the new library system.

Library staff and students have access to more than 30,000 electronic books from more than 220 of the world's leading academic and professional publishers.

**National University of Singapore Libraries**

The NUS Libraries Portal and the library proxy were further enhanced in August 2005:

- Users can select favorite databases and ejournals by title and have them listed in their personal library portal.
- Users can tell at a glance which website they are going to when there are more than one site for a journal. This is made possible with the addition of a new publisher column for ejournals and ebooks listings.
- Users can select to see displays of new Chinese, Japanese or AV titles that are recently added to the library's collection. These new categories are in addition to existing subject choices.
- When users click on the e-resources, a new window will be opened for each title. Users are now able to work on more than one title at a time.

In March 2005, the NUS Libraries Portal underwent a re-vamp to improve its look and feel. The new features provide:

- Easier access to electronic resources and course materials
- Greater convenience in obtaining technical and research assistance

**Ngee Ann Polytechnic Library**

Ngee Ann Polytechnic Library is in the process of upgrading its Spydus Library Management System from version 6.2.4 to version 8.2.4. The new system provides a graphical interface with a point-and-click XML based interface for easier retrieval. The system also incorporates Syndetics enriched content such as cover images and table of contents for book titles. The Library has been working with the same library system (formerly known as URICA) and upgrading its library software along the way since 1985.

The Library implemented SuperSearch using WebFeat's Prism. This is one of the most popular federated search engines in the US. It offers simultaneous search of OPAC, databases and Web resources. The search engine has reduced users' time in doing basic searches across data sources. Users also do not have to grapple with differing search strategies across different vendor databases. Usage of subscribed databases has shown an increase as a result of this implementation.

**Singapore Polytechnic Library**

In September 2005, the Library coordinated a campus-wide project to enhance knowledge sharing and learning by providing student project reports online. Project reports were digitised, catalogued and made accessible on the library catalogue and e-learning platform. The Library collaborates with the Schools for students to submit new projects each year.

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### **Temasek Polytechnic Library**

In keeping with web design trends, the Temasek Polytechnic Library portal design was revamped in May 2005 with a new look and the contents revised and re-organised to focus on services relevant to each patron group. As part of continuous service improvement, the Aleph library system, Metalib and SFX services were also upgraded to the latest version.

The PC Booking System was upgraded, after 2 years of operation. The new version maintains the design and functionalities of the old system, so users do not need to relearn new functionalities. However, the standard single-sign-on is now used to book and login to the Internet PCs. Thus, users need not remember another set of ID and password.

### **ISEAS Library**

ISEAS Library has extended its facilities to its in-house researchers by providing electronic access to its 103 e-journal through the Library Website.

ISEAS Library has completed the digitisation of 7,637 slides selected from 29 other researchers' collection of Southeast Asian people, culture and places. Another 26 negatives were selected and digitised from the Library's private paper collection.

ISEAS Library has indexed its Dorothy Pelzer's digitised slides using an image retrieval software. The database has a total of 2,058 entries.

## **COLLABORATION**

### *National Library*

The National Library Board (NLB) signed a Memorandum of Understanding (MOU) with the Nanyang Technological University, School of Communication and Information (NTU SCI), to produce an e-publication that will help facilitate knowledge sharing in the field of library and information science between the professional academic communities in Singapore.

Under this MOU, NLB and NTU SCI will jointly publish an online journal on knowledge science best practices and management for Singapore and this will be extended in stages to the overseas library and information community.

### *Academic & Research Libraries*

#### **Plus8 Consortium**

Eight academic and research libraries participate in the Plus8 Consortium aimed at negotiating for better pricing for subscription to e-databases. The Consortium has been successful in achieving lower subscription fees and better deals for e-databases.

#### **Chinese Overseas Data-Bank and Research Collection**

A total of 13 Singapore organisations continue to collaborate on the Singapore Inter-Agency Committee on the Chinese Overseas Data-Bank and Research Collection (COCODR, or HuayiNet (<http://www.huayinet.org/>)).

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COCODR organised through its Organising Conference Committee, the Third International Conference of Institutes and Libraries for Chinese Overseas Studies scheduled for 18-20 August 2005 to coincide with the 600<sup>th</sup> anniversary of the first voyage of the Ming Muslim eunuch Admiral Zheng He. The theme of the Conference was *Maritime Asia and the Chinese Overseas 1405-2005*. It attracted over 200 participants from Singapore and abroad. The Advisor was Professor Wang Gungwu, Director, East Asia Institute, NUS. The keynote speaker was Minister for Foreign Affairs, Mr George Yeo.

### **Nanyang Technological University Library**

The Nanyang Technological University (NTU) Library hosted 26 groups of international library professional visitors from 12 different countries since the beginning of Financial Year (FY) 2005 (April). During these sessions (usually lasting 2-3 hours), our library staff exchanged views and experience with the visitors on a variety of library related issues. The visits provide useful opportunities for greater understanding of worldwide library practice as well as help establish good relationships with our counterparts elsewhere.

### **National Institute of Education Library**

Broadcast library catalogue search to Singapore Libraries was set up in June 2005 using Z39.50 protocol. The set up allows one-stop-searching of multiple library catalogues via the NIE WebOPAC and facilitates resource sharing through interlibrary loans and document delivery.

### **National University of Singapore Libraries**

A consortial arrangement was made between Nanyang Technological University and NUS to provide access to the entire suite of journals published by Taylor & Francis. This resulted in an increase by 710 titles in the number of journals users of both universities can access.

The NUS Libraries collaborated with the NUS School of Computing to develop an Intelligent Keyword Search software which aims to improve LINC searching with features such as (1) Morphological Query Expansion (2) Phrase Query Expansion (3) Known Item Detection and (4) Spelling Correction.

### **Ngee Ann Polytechnic Library**

Ngee Ann Polytechnic Library continues to participate in the Plus8 Consortium comprising institutions of higher learning and ISEAS Library aimed at negotiating for better pricing for subscription to e-databases. The consortium has been successful in achieving lower subscription fees and better deals for e-databases.

### **Singapore Polytechnic Library**

A Maths Corner was set up in the Library through partnership with the Mathematics and Science Department. Incorporating elements of discovery, the Maths Corner aims to make the learning of mathematics more fun and less intimidating. Students are challenged to develop their analytical and creative thinking skills by exploring mind-breaking games like brain benders, logic games, puzzles, magic squares and optical illusions.

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The Library collaborated with the School of Electrical and Electronic Engineering to organise the "Lego Walk-a-Jog" competition featuring robots designed by students. After the competition, the robots were exhibited at the Library along with a display of books on *Robotics*.

Another collaborative project with the Department of Language and Communication resulted in students attending library tutorials on information searching and co-organising an essay writing competition to encourage students to express their views and opinions.

In addition, newly enrolled students were trained to search for information resources using the **ELISER**, or Electronic Library Information Services and Resources gateway, and project students attended the project-based subject tutorials.

Three photographic exhibitions were staged in the Main Library to display the winning works by the Polytechnic's student and staff members. One exhibition featured photographs on snippets of *Life in Batam*. Another exhibition showcased the *Best of National Day Photo Competition* which captured the essence of being Singaporean, and the third exhibition showed photographs of the *Shoot French Photography Competition*.

#### **Temasek Polytechnic Library**

In continuing with past year practice, Temasek Polytechnic Library hosted the work shadowing programme and conducted library orientation tours for secondary school students. The Library also provided library operations training for teachers from the MOE Teacher Work Attachment programme.

The Library also participated in the "Water for living, Books for learning" community service project to bring books and cleaner water to orphanages, schools and childrens' centres in neighbouring countries like Cambodia, Laos and Kalimantan. Besides being a book donation collection centre, the Library also provided basic cataloguing, processing and shelf arrangement training for the volunteers.

#### **ISEAS Library**

ISEAS Library is an active participant of the United States-based CORMOSEA (Committee on Research Materials on Southeast Asia).

The Masterlist of Southeast Asian Microform Project (MSEAM) database project, initiated by ISEAS Library through the Southeast Asian Consortium on Access and Preservation (SEACAP) is the online union catalogue of microform collections in the region. Hosted by ISEAS Library, the database now has over 15,000 records from 37 institutions.

ISEAS Library has also exchanged publications with 136 institutional partners with a view to maintaining links with libraries and organisations, which share similar research and area interests with ISEAS.

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## MAJOR EVENTS

### *National Library*

#### Lee Kong Chian Research Fellowship

The National Library Board (NLB) will offer research fellowships for those intending to do research on its Singapore and Southeast Asian Collections. The Lee Kong Chian Research Fellowship hopes to attract distinguished scholars, curators, historians and librarians from Singapore and overseas to undertake collection-related research with the aim of creating subsidiary works, such as documentaries, exhibitions and other print resources, that will benefit the arts, media and heritage communities. Lasting six months each, four research fellowships will be given out in the first year with the number increasing to 12 in three years. NLB plans to award its first fellowship by mid-2006.

#### Celebrating Knowledge: The Power and Potential

NLB organised a 2-day Conference on 14-15 November 2005 in conjunction with the official opening of the new National Library at Victoria Street, Singapore. The title of the conference was *Celebrating Knowledge: The Power and Potential*. The Conference provided a platform for information and knowledge professionals, librarians, academics and consultants to exchange views and ideas on the future and the impact of new digital technology on the library and learning.

The objectives of the Conference were:

- To create a forum for looking into the future of knowledge institutions and workers
- To provide a platform for establishing and promoting Singapore as a regional knowledge, research and business centre
- To foster international relationships between libraries and players in the knowledge world

#### Celebrating Libraries

*Celebrating Libraries* is an island-wide project organised by the National Library Board (NLB) to solicit story contributions from people on how they have benefitted in concrete, tangible ways from using the library, or from consulting a librarian. The main purpose of "Celebrating Libraries" is to highlight how libraries can contribute to the success of the community. Another objective of this project is to pay tribute to librarians and acknowledge their often unheralded, but meaningful contributions. "Celebrating Libraries" aims to enhance the profile of the librarianship profession by showcasing their impact on society. The campaign was launched on 9 January 2006 and members of the public have four months to submit their entries. The selected anecdotes will be published. The expected date of publication is September 2006.

The list of participating libraries are as follows:

1. All NLB libraries
2. National University of Singapore (NUS Libraries)
3. Nanyang Technological University (NTU Library)
4. Singapore Management University (Li Ka Shing Library)
5. National Institute of Education (Library and Information Services Centre)
6. Singapore Polytechnic (SP Library)
7. Ngee Ann Polytechnic (NP Library)

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8. Temasek Polytechnic (TP Library)
9. Nanyang Polytechnic (NYP Library)
10. Republic Polytechnic (RP Library)

*Zheng He & Maritime Asia Exhibition*

The Zheng He & Maritime Asia Exhibition was initiated to celebrate and mark the opening of the new National Library building and to commemorate the 600th Anniversary of Zheng He's voyages to the South Seas. Held from 13 August 2005 to 12 February 2006, this is the first large-scale exhibition undertaken by NLB to support the Lee Kong Chian Reference Library in extending library users' learning experience beyond the physical collections. Besides creating awareness of the early history of Singapore and the region, the 700 square metre exhibition aims to highlight and preserve Singapore's maritime heritage.

Exhibitions are now part of the National Library's holistic and integrated approach used to create enriching experiences to engage library users, promote it as a place for reference services and research. Two other permanent exhibitions at the National Library are: "From Books to Bytes: The Story of the National Library" tells the story of Singapore's library heritage, and the Singapore Literary Pioneers Gallery which features 30 of the nation's writers in the four official languages. In addition, the National Library has supported more than 10 short-term exhibitions curated by external organisations since its soft-opening in July 05.

*Academic & Research Libraries*

**National University of Singapore Libraries**

The NUS Libraries participated in the centennial celebrations of NUS by having four different exhibitions in the Central Library, Chinese Library, C J Koh Law Library and Medical Library. The Medical Library was able to trace its humble beginning as a small collection kept together with pathological specimens in a corner of a lecture room in the Straits and Federated Malay States Government Medical School from 1905. The exhibitions were focused on the history of the various libraries and how the libraries have developed and grown to support the expanding needs of its community.

Submitted by:

Ms Ngian Lek Choh

Deputy Chief Executive & Director, National Library

National Library Board Singapore

March 2006

With contributions from INSEAD Tanoto Library, Nanyang Polytechnic Library, Nanyang Technological University (NTU) Library, National Institute of Education (NIE) Library, National University of Singapore (NUS) Libraries, Ngee Ann Polytechnic Library, Republic Polytechnic Library, Singapore Management University Li Ka Shing Library, Singapore Polytechnic Library, Temasek Polytechnic Library and ISEAS Library, Institute of Southeast Asian Studies, Singapore.