

**SINGAPORE COUNTRY REPORT
for the 18th Conference of Directors of National Libraries
in Asia and Oceania (CDNLAO)
12-14 April, 2010**

1. General overview of recent major developments

General Trend of Visitorship and Membership

The total cumulative library membership from April to December 2009 stands at 2.02 million, while 27.92 million people visited the public libraries during the same period.

Key Information Services

Local History Service

The Local History Service was launched on 11 April 2008 as part of the Lee Kong Chian Reference Library (LKCRLL) Singapore Information and Research Service.

EnterpriseOne Business Information Service (EBIS)

EBIS was launched on 2 Aug 2007 as a joint collaboration information service to the business community, providing services and programmes such as seminars, information consultancy, monthly macroeconomic and industry updates and industry reports.

New Information Services

Reference Point Document Delivery Service

In 2008, the National Library of Singapore implemented two new online platforms for the delivery of reference and information service: the Reference Delivery Service system, which functions as an online template for the delivery of reference replies to end-users and the Network of Specialists, a collaborative platform through which staff can seek help and share their expertise with each other when dealing with enquiries received from users.

In February 2009, an additional platform was launched to integrate document delivery service features into the Reference Delivery Service interface. This prototype takes its name from the National Library of Singapore's Reference Point enquiry service and is called Reference Point Document Delivery Service. This system allows staff members to make item recommendations for physical deliveries via the Reference Delivery Service interface. The document recommendations made can then be ordered by patrons to be delivered to any location of their choice. The completed order pages are then routed to staff again for confirmation of availability and copyright compliance before approval is given to proceed to online payment (via credit card or NLB's Digital Library prepaid account) and remote delivery. The integration of Reference Delivery Service, Network of Specialists and Reference Point Document Delivery Service has provided staff with all the tools made possible by technology that can assist by increasing operational efficiency and enhance user-experience for enquirers using the RIS service.

2. Key facts and figures (size of major collections, number of staff, total operating budget, etc).

In FY2008, NLB's legal depository collection was 920,755 volumes. Of 160 databases subscribed, 113 databases are enabled for offsite access nationwide by NLB members. Total number of NLB staff (professionals and paraprofessionals): 918
Total operating expenditure: \$147million (FY2008)
Loans: 25.8 million (FY2008)

3. New developments in creating and building collections.

NewspaperSG: Online Archive of Singapore's Newspapers for Public Access

NewspaperSG (<http://newspapers.nl.sg/>) was launched on 28 January 2010 and provides users with access to archived news content of 17 Singapore newspapers, including *The Straits Times* (1845-2006), and the earliest newspaper in Singapore, the *Singapore Chronicle and Commercial Register* (1831-1836). This website is opened to all and users can search, browse and view the full-text of 16 newspapers, and *The Straits Times* (1845-1989) from the Internet. Access to *The Straits Times* (1990-2006) is restricted to onsite access at NLB Libraries. These local newspapers of historical significance will provide Singaporeans and users abroad with a convenient resource to find out more about Singapore's history including content which is still under copyright. Since the launch, NewspaperSG has received about 18,000 visits and close to 100,000 pageviews monthly.

Digital Legal Deposit Platform (DLDP)

DLDP was created to acknowledge publishers, organisations, donors and content developers (such as authors, music composers and self-publishers) that actively deposit and donate their materials with the National Library.

NLB And COMPASS Embark On Initiative To Preserve Singapore's Music Heritage

On 13 November 2009, NLB and the Composers and Authors Society of Singapore (COMPASS) inked the first-of-its-kind collaboration for locally published musical works to be archived in a digital format with the aim of preserving and promoting Singapore's music heritage. Initiated by NLB, MusicSG aims to encourage Singaporean artistes and composers and other music industry players to submit locally published musical works to the newly created depository. The works could include scores, lyrics and recordings published in Singapore or by Singaporeans overseas. In addition to archiving Singapore's musical works, MusicSG intends to raise the awareness and to deepen an appreciation of Singapore's music heritage with avid music followers and the general public. This joint effort supports NLB's Library 2010 vision to promote a knowledgeable and engaged society through a comprehensive range of information services and resources that are relevant to the community.

Memoranda of Understanding (MOU) with Overseas Libraries

No.	MOU Partnership	Date
1.	NLB and the National Library of Australia (renewal of MOU)	17 Sep 2008
2.	NLB and the Kuala Lumpur Library (new MOU)	9 Oct 2008
3.	NLB and the National Library of Indonesia (renewal of MOU)	26 Feb 2009

Donor Collections

From April 2009 to Feb 2010, NLB received a total of 31,738 donated items, comprising books, magazines, manuscripts, photographs and other ephemeras from 22 new donors and 29 repeat donors. In addition, 10,490 pages of donated documents were cleared of

copyright and digitized. One of the interesting unique items donated was an address in the form of a folded book made of silk with carved sandalwood covers, presented to the Duke of Edinburgh by the Chinese community in Singapore during the prince's visit in 1869. When fully opened out, on one side of the book is the address in Chinese and a translation in English and a list of 79 prominent Chinese community leaders. On the reverse side is a painting drawn in Indian ink showing a panoramic view of the Singapore waterfront in 1869.

Digital library

National Library Web

On 15 April 2008, the National Library Web (NL Web www.nl.sg) was launched as part of the National Library Board's initiative to develop the TriWeb services. The TriWeb services is a family of three websites created to replace the current single access website (www.nlb.gov.sg). Each site is aimed at fulfilling different functions and addressing its own positioning and target audience. The three sites are: National Library Board Web (www.nlb.gov.sg), the corporate website that contains information on key NLB events, news and other useful resources about NLB; the Public Library Web (www.pl.sg), that features key services by the Public Libraries; and the NL Web, that features the statutory functions, heritage role and services provided by the National Library Singapore. It also features Singapore resources in various microsites and Singapore-related sites such as Singapore digitised books and newspapers.

e-Library / e-Resources

NLB's eResources include more than 160 Databases, more than 600 eMagazines, over 900,000 eBooks, more than 1,100 eNewspapers in 37 languages, 25,000 audio books, more than 550,000 music tracks and 2,000 eComics. Also available are digitised rare materials, digitised newspapers, content/services created by NLB such as *Singapore Infopedia* (<http://infopedia.nl.sg>), *BiblioAsia* - a news journal to promote collection services and programmes of the new National Library, bibliographies, virtual exhibitions and Web Archive Singapore, a rich collection of Singapore-related online contents that showcase various facets of Singapore life (<http://was.nl.sg>). NLB eResources are publicly accessible at <http://eresources.nlb.gov.sg/index.aspx>.

4. New developments in managing collections.

Managing digital collections

Incorporation of Dublin Core Metadata Initiative Limited in Singapore

The Dublin Core Metadata Initiative (DCMI) Limited was incorporated in Singapore on 23rd December 2008. The National Library Board and National Library of Finland are its founding members. The current three affiliate members are:

- National Library of New Zealand;
- The National Library of Korea; and
- JISC - The Joint Information Systems Committee from UK

Knowledge Organisation Systems (KOS) Project

The KOS project develops new vocabularies and links them with NLB's legacy vocabularies to a base of concept terms used to describe NLB's digital resources.

These comprise over 60,000 terms, spanning over 20 vocabularies for both NLB's corporate and library domain areas.

Digital Preservation

NLB is in the process of implementing a digital preservation system, building towards a Preservation Services Centre with initial services planned for other Singapore Government agencies.

Web Archiving

NLB has implemented the International Internet Preservation Consortium (IIPC) standards and tools for our web archiving effort.

Under Web Archive Singapore (WAS), to date, a total of 18,000 web sites (of local domain .sg) deemed to be of national and historical significance have been archived. NLB's objective is to create a collection of websites reflecting various aspects of Singapore's life and heritage, and eventually to fulfill one of our Ministry's desired outcomes: to achieve a sense of community, national identity and rootedness among Singaporeans.

This can be achieved by archiving information that shapes the national identity. The web is increasingly used as a tool for social communication and interaction. Over time it forms a record of events that captures the milieu of a nation, which tracks how our national identity develops and evolves. Archiving this record provides an invaluable source of documented heritage for Singapore's present and future generations. This understanding will create a sense of community and belonging, communal feelings commonly fostered by a good and strong archive.

5. New developments in improving access to collections

Digital Rights Management Tool

A Digital Rights Management Tool has been developed to manage digital rights for NLB's digital resources, comprising a Policy Manager, Sealing mechanisms and a Management Console for the administration of user IDs and user groups.

Content Publishing Management System (CPMS) Phase 1

An online content portal with personalisation and services aggregation was created. Phase 1 was completed with features and services such as web statistics, online content management, customisable web portal theme, member registration and login, RSS feeds portlets and integration of YouTube, Flickr & Amazon services.

Enquiry Management System

NLB launched the Enquiry Management System organisation wide on 1 February 2010. It is an enquiry database for recording and responding to enquiries and customer feedback received via the library's remote enquiry channels. The system provides real-time tracking of enquiry turnaround time, staff's resolution time as well as tracks outstanding enquiries. With this system, the enquiry handling and management processes have improved, resulting in a more efficient and timely way of handling library customer enquiries and resolving customer feedback.

NLS Resource Guide

The National Library Singapore's Resource Guides (<http://libguides.nl.sg/>) was launched on 26 September 2009. This is a Web 2.0 platform for librarians to share their knowledge and collaboratively author and update online guides on various subjects and topics to aid patrons in their research. LibGuides is a popular platform that is used today by 1,036 libraries (<http://www.libguides.com/>) all over the world. Not only can patrons now locate these useful resources using search engines, they can also search libguides.nl.sg using popular tags, provide feedback, sign up to receive email alerts, and share their favourite guides on delicious, Digg and over 220 other networks. NLS Resource Guides is also available on Facebook via the LibGuides app (<http://apps.facebook.com/libguides/>). Through the online community, librarians here at NLB can also share content, ideas and best practices with over 16,000 librarians around the world.

National Union Catalogue

The virtual union catalogue, which accesses the catalogues of 11 major libraries in Singapore, was launched on 1 June 2009. This forms the basis for inter-library loan amongst the libraries in Singapore. There are currently 3,335,695 records present in the National Union Catalogue (VISTA) as at February 2010.

6. Examples of collaboration between the reporting library and other national collecting institutions (libraries, archives and museums).

The Singapore Memory Project

The Singapore Memory Project (SMP) is a national project to collect, preserve and access Singapore's knowledge assets to tell the Singapore Story. It is a sustained long-term national knowledge initiative to put in place a system to enable our cultural and intellectual memory to be collected, organised, preserved, and promoted for research and discovery. SMP is also a whole-of-nation collaborative initiative facilitated by the National Library Singapore and in strong partnership with other institutions such as libraries, heritage agencies, research institutions, amongst others. The Project is directed by a Steering Committee, managed by a Singapore Memory Secretariat and advised by Core Group Partners comprising the Institute of Southeast Asian Studies Library, the National Archives of Singapore, the National University of Singapore Libraries and the Information Resource Centre, Singapore Press Holdings. The funds for the first phase of the project was approved on 22 January 2010 and the key milestone of the project is 2015 when we expect to have collected up to 5m memories. SMP will also be the anchor event for Singapore 2015, a national programme to celebrate Singapore's 50th anniversary on August 2015.

Submitted by:
Ms Ngian Lek Choh
Deputy Chief Executive & Director, National Library
National Library Board Singapore
April 2010