SINGAPORE COUNTRY REPORT TO CDNL-AO 2011

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1. **General overview of recent major developments at the reporting library**

   a. **General Trend of Visitorship and Membership**

   The total membership for FY2010 stands at 2.06 million while 36.5 million people visited the libraries during the same period.

   b. **Key Information Services**

   Government and Business Information Services

   The Government and Business Information Services (GBIS) was formed on 1 April 2010 with the twin aims of offering government agencies with a range of relevant services such as fee-based research as well as to provide small-medium enterprises (SMEs) with relevant information on business start-ups and continuity. One of the new initiatives for the Government was the Ideapolis research e-platform which provides researchers with opportunities to network and collaborate with each other.

   GBIS also manages the Business, Science and Technology collection at the Lee Kong Chian Reference Library. This year saw the signing of three MOUs with DP Information Bureau, Credit Bureau and the Institution of Engineers, Singapore as GBIS partners. The collaboration includes provision of expert knowledge to GBIS patrons as well as holding of workshops and exhibitions.

   In addition, a Service Level Agreement was signed with SPRING Singapore on 26 Nov 2010 to enable both the physical and digital access of international standards to be made available at GBIS Reference Library. The Standards Collection comprises monographs and 36,000 volumes of Standards from various international organisations including the International Standards Organization, German Institute for Standards and British Standards Institute, as well as 901 Singapore Standards in electronic format. Both parties will also collaborate to facilitate conducting standards literacy programmes as well as exhibitions to educate the public at large.

In November 2010, GBIS piloted the outsourcing of Tier 1 counter services enquiries to concierge services vendor.   The aim was to enable the limited number of librarians to focus on collection and service development.

2.   **Note of the reporting library's relationship to the government, citation of legislation which sets out the library's mandate, and other legislation which directly affects the library's operations.**

   a.   **National Library Act (Cap. 197), Singapore**
   Legislation was enacted in 1995 to form a national statutory board entitled the National Library Board, to modernise and mobilise the national and public libraries and all library services for the Republic of Singapore. The Act enabled NLB to be the national organisation empowered to undertake all library functions, including national union catalogue; legal deposit of published works in Singapore; the issuance of ISBN and ISSN numbers for all Singapore publications; the comprehensive public and community libraries services, nationwide and the extensive powers of the nation's National Library functions.

   b.   **Legal Deposit Act**
   Singapore does not have a Legal Deposit Act although legal deposit is in the National Library Act mentioned above.

   c.   **Advances or improvement in the copyright law affecting libraries**
   NLB is working closely with the International Federation of Library Associations and Institutions (IFLA), World Intellectual Property Office (WIPO) and the Intellectual Property Office of Singapore (IPOS) to lobby for changes in the copyright legislation in order to educate and sensitise the legislators to the need for library exceptions and exemptions in the Intellectual Property Rights legislation, both at an international level and in Singapore (Copyright Act). The NLB is revising its current Act to incorporate digital legal deposit.

   d.   **Other acts which may have influence on libraries**
   The Copyright Act (Cap. 63) in Singapore has a direct operational impact on the ambit of NLB's powers and functions. Also, all the Singapore Criminal laws, especially, the Penal Code and Criminal Evidence Act have an operational impact, on a daily basis. In the construction of new public libraries, the Building Control Act; the Workman's Compensation Act; the Employment Act and the relevant professional legislation have operational significance. The Computer Misuse Act; the Electronic Transactions Act; the Telecommunications Act; Anti-Spamming Act; the Income Tax Act; the Charities Act; the Trustees Act, also have legislative relevance to NLB's operations and plans.

3.   **Key fact and figures**

   - In FY2010, out of 148 databases subscribed, 99 databases are enabled for offsite access nationwide by NLB members.
   - Total number of NLB staff (professionals and paraprofessionals): 914
   - Total operating expenditure: S$185.83 million (FY2010)
   - Loans: 33.5 million (FY2010)

4. New developments in creating and building collections

a. MusicSG

MusicSG is a non-profit digital archive set up to digitize, archive and provide access to all forms of published Singapore musical works. It has assembled a collection of music composed or published by Singaporeans, music produced or published in Singapore and music related to Singapore. This is part of a nation-wide initiative to preserve Singapore's heritage. One year after the inking of a memorandum of understanding with the Composers and Authors Society of Singapore (COMPASS), the first microsite (http://mysicsg.pl.sg) was launched, on 11 November 2010. The following digital content is available: music recordings, articles on topics related to Singapore Music, biographies, lyrics and scores.

b. Publications by NLB

As at December 2010, there was a total of 10 publications by NLB: 8 online resource guides/bibliographies ("ASME Codes & Standards", "Goh Keng Swee", "Indian National Army", "南音", "Singapore Architects: Tay Kheng Soon", "Singapore Land Transport System", "Singapore's National Monuments" and "Singapore Governance") and 2 printed resource guides/bibliographies ("The Hadhrami Arabs in Southeast Asia with special reference to Singapore: An annotated bibliography" and "Investing in Asian Art")

c. Donors Dinner 2011 on 31 March 2011

The Donors Dinner is an appreciation dinner to honour donors who have loaned or donated significantly to the documentary heritage of Singapore within the period spanning 1st January 2009 to 31st December 2010. Seventeen donors have been identified to receive the National Library Donors Award on 31 March 2011. A video presentation showcasing how the donated items are preserved, digitised and made accessible to the public, including the benefits of donating heritage materials will be incorporated. Guests will also be able to view the display of some of the significant donations. A citation booklet will be produced and given away to the hundred guests during the formal dinner.

d. Exhibitions on Singapore Heritage

Two key exhibitions featuring the diverse communities' contributions to Singapore's history were organised in 2010.

Launched on 3 April 2010, the "William Farquhar: Singapore's First Resident and Commandant (1819–1823)" Exhibition traces the life and career of Major-General William Farquhar, Singapore's first Resident and Commandant between 1819 and 1823. Mr David Sangster, great-great-grandson of William Farquhar donated a lithograph, "The Rajah of Malacca," drawn by M Gauci in 1830 to NLB. Highlights of artefacts featured in this exhibition are artefacts borrowed from the descendants of William Farquhar. Dr Heather Lumsden, great-great-great-granddaughter of William Farquhar, and the last descendant of William Farquhar to have been born in Singapore was also present at the launch. The five-month long exhibition attracted 52,328 visitors, some of the notable visitors included descendants of William Farquhar, who made the trip to Singapore for the exhibition.

The second exhibition was "Rihlah – Arabs in Southeast Asia" was held from 10 April to 31 December 2010. Through photographs and artefacts ranging from shipwreck treasures to musical instruments and personal documents contributed by the local and overseas Arab Community, the "Rihlah" (Arabic word for Journey) exhibition tells the story of the migration of Arabs to Southeast Asia and the cultural exchanges and adaptations that took place. In conjunction with the exhibition, two publications – a commemorative book entitled Hadhrami Arabs Across the Indian Ocean: Contributions to Southeast Asian

Economy and Society" and an annotated bibliography entitled "The Hadhrami Arabs in Southeast Asia with Special Reference to Singapore" were published by NLB. The exhibition attracted 137,655 participants over 6 months and a total of 18 programmes (including a Conference and Middle Eastern Bazaar) were organised for 1,700 participants.

5. New developments in managing collections

a. Innovation - NLB's NewspaperSG awarded the Best Public Service (PS) 21 Project (Gold)
Launched on 28 Jan 2010, the NewspaperSG (http://newspapers.nl.sg/) registered 700,691 digital visits and 3.9 million page-views as at end February 2011.

To provide a more convenient access to the digital copies of Singapore newspapers, NewspaperSG allows users to save the link to articles on their Facebook accounts and conveniently retrieving the articles beyond their own personal computers. As of end February 2011, the application has registered a total of 3,314 hits. The application can be accessed at apps.facebook.com/nlbmylibrary.

The content has since grown to include another 5 newspapers and will progressively be extended to cover other major vernacular newspapers. The next phase of development will feature a multi-lingual user interface which is planned for roll-out in April 2011.

The NewspaperSG was awarded the Best Public Service (PS)21 Project (Gold) at the PS21 ExCEL Awards held on 2 November 2010. The award was given in recognition of projects that offer the best innovative ideas that add value to the public service and contribute to the economy.

6. New developments in providing access to collections

a. BookSG
BookSG (http://sgebooks.nl.sg/) – an online collection of digitised books held in the National Library Singapore, covering rare and historical imprints was recently enhanced with digitised books from the National Library Board's Depository Collection published between 1950s to 2005. The addition allows users to preview the content to help them determine whether a particular title is useful for their research. The full-text of a title can either be retrieved via the digitised copy or the hardcopy at the NLB's libraries. The enhanced content comes with a new search feature which enables users to search for illustrations. As at end of February 2011, the website registers 79,253 page views and 26,869 digital visits.

b. Service Enhancements
Service enhancements included the enhancing of the online reservations page to improve the user experience so that members can check for availability of library items before they start keying in a request. The free reminder service for overdue items also saw improvements with sms and email alerts being sent more frequently before and after the items are overdue.

c. National Union Catalogue
The virtual union catalogue now accesses the catalogues of 14 major libraries in Singapore. This forms the basis for inter-library loan amongst the libraries in Singapore.

d. National Bibliography

The Singapore National Bibliography is published 2 times a year on DVD. It provides a record of Singapore's publishing activities and is an important source of information on the heritage of Singapore, reflecting its past and present cultural and social heritage for the present and future generations. Currently two issues are produced each year.

The SNB Issue No. 2 of 2010 includes all the information previously included in the printed annual bibliography, as well as new publications. For this issue, there are 101,027 records in the SNB database, comprising 70,919 records in English, 22,365 in Chinese, 5,268 in Malay, and 1,732 in Tamil.

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

a. Singapore Memory Project

The Singapore Memory Project is a national initiative to collect, preserve and provides access to Singapore's knowledge assets so as to tell the Singapore Story. It aims to build a national collection of content in diverse formats (including print, audio and video), to preserve them in digital form, and make them available for discovery and research. The content will not just be from institutional sources, but also from individuals, clans, societies and will comprise stories and memories from the common folk. The Singapore Memory Project is a whole-of-nation collaborative initiative facilitated by the National Library Board and in partnership with other institutions. The major milestone is set on August 2015.

b. "When Nations Remember" (WNR) Conference

In conjunction with the Singapore Memory Project, „When Nations Remember' an inaugural summit focusing on memory initiatives worldwide, was held on 11 and 12 October 2010.

Organised by NLB, the two-day conference which was attended by some 300 local and overseas delegates, hosted the sharing and discussion of memory-building initiatives from renowned international keynote speakers including Mr John van Oudenaren, Director, World Digital Library, Ms Penny Carnaby, Chief Executive/National Librarian, National Library of New Zealand and Dr J.S.M. (Bas) Savenije, Director General, National Library of Netherlands. Also included in the panel were an interesting mix of speakers from various fields of the arts, digital media and academia.

The dialogue sessions with the international and local speakers representing various established memory projects and individual community efforts enabled participants to exchange ideas on the best practices of national memories preservation. The networking opportunities throughout the conference also helped forge new relations amongst companies and individuals who pledged to contribute their memories to this nationwide initiative.

Unique to this conference, apart from attending seminars, delegates were brought outdoors on a series of choreographed experiences to help them understand firsthand the vital importance of remembrance and personal narratives in national memory building, within the Singaporean context.

c. World Book Day 2011

In celebration of World Book and Copyright Day, NLB collaborated with the Committee for Promotion of Chinese Language Learning to organise a series of programmes from 8 April to 6 May 2010 and these saw a total of 14,535 participants. Besides the popular Book Exchange and Spot the Reader events, a total of 21 programmes were held in various venues across the island. Three programmes in English, Malay and Tamil were also held to celebrate the joy of reading as well as 4 programmes to foster awareness on copyright issues.