

COUNTRY REPORT for the CDNL-AO Meeting 2012

Name of Country: Singapore
Name of Library: National Library Board
Name of Director: Ms Ngian Lek Choh
Name of contact person: Ms Sharon Teng
Address: National Library Board, 100 Victoria Street, Singapore 188064
Telephone: +65 63326047
Official Website: <http://www.nlb.gov.sg>
Official E-mail: helpdesk@nlb.gov.sg

1. General Overview

1.1 General Trend of Visitorship and Membership

As at end of Mar 2012, NLB's total cumulative library membership stands at 2,068,833, while 34,122,470 people visited the public libraries and the National Library during the same period.

1.1.1 Membership (Apr 11 to Mar 12)

Public Libraries + Community Children Library + Regional Libraries	2,064,713
Mobile Bus	4,120
Total Membership for NLB's public libraries as at Mar 12	2,068,833

1.1.2 Visitorship (Apr 11 to Mar 12)

Public Libraries + Community Children Library + Regional Libraries	34,068,270
Mobile Bus	54,200
Total Visitorship for NLB's public libraries as at Mar 12	34,122,470

2. Relationship to Government

2.1 The National Library Board Act

The National Library Board Act establishes and incorporates the National Library Board ("NLB") as a statutory board and transfers to it the National Library and all matters connected therewith. The NLB Act also sets out the functions and powers of the NLB. Some of these are as follows:

- To establish and maintain publicly funded libraries and to provide library information services;
- To promote reading and encourage learning through the use of its libraries and services;
- To acquire and maintain a comprehensive collection of library materials relating to Singapore and its people;
- To compile and maintain a national union catalogue and a national bibliography;
- To take appropriate measures to obtain, maintain and preserve library materials deposited with NLB under Section 10 (see below);

- To provide for the preservation of order and the prevention of nuisance in its libraries, library buildings and grounds;
- To fix the days and times of admission to its libraries;
- To prescribe the amount of fines that may be levied for the damage, loss or late return of borrowed library materials and for the waiving or refund of such fines;
- To raise funds by all lawful means and to receive gifts and donations, whether on trust or otherwise;
- To establish liaison with overseas library authorities and information providers to secure maximum collaboration of all activities relevant to its functions;
- To advise the Government on national needs and policies in respect of matters relating to publicly funded libraries and library information services in Singapore.

Section 10: Deposit of Library Materials

The publisher of every library material published in Singapore shall, at the publisher's own expense and within 4 weeks after the date of publication, deposit two copies (except as otherwise provided by regulations) of that library material with the NLB at such place as the NLB may determine.

3. Key Facts and Figures

As at Mar 2012(FY11): NLB's legal deposit collection was 984,452. As of Mar 2012, of 133 databases subscribed, 98 databases are enabled for offsite access nationwide.

Total number of NLB staff (professionals and paraprofessionals): 952 (as at Mar 2012)

Total operating expenditure: \$231.37m.m (as at Mar 2012)

Loans: 37,388,838 (as at Mar 2012)

Total library collection (books, serials, special materials): 8,669,466 (as at Mar 2012)

4. New Developments in Creating and Building Collection

4.1 NewspaperSG <<http://newspapers.nl.sg>>

As of Mar 2012, there are 26 newspaper titles available on NewspaperSG, NLB's online archive of newspapers. Vernacular newspapers such as Berita Harian, Lianhe Zaobao, Sin Chew Jit Poh, Nanyang Siang Pau and Tamil Murasu have been digitized and made available on NewspaperSG since August 2011. This service can be accessed in the libraries as well as remotely and is viewable on the smart phones and tablets. Users can also save article citations to their personal spaces on NLB's myLibrary Facebook application.

4.2 MusicSG <<http://musicsg.pl.sg>>

MusicSG (<http://musicsg.pl.sg>) is Singapore's first non-profit digital archive housing a collection of music composed or published by Singaporeans, produced or published in Singapore and music related to Singapore. Launched on 11 Nov 2010, the archive is aimed at raising awareness of Singapore music and providing resources for research and discovery. The collection is growing and it includes Dr Eugene I. Dairianathan's book on "A Narrative History of Music in Singapore 1819 to the Present", which was sponsored by the National Arts Council. It also participated in a few outreach

events including the COMPASS Annual Awards Ceremony and the Singapore Heritage Festival in July. MusicSG is also part of the nationwide initiative to preserve Singapore's heritage.

4.3 Heritage and Donors' Collections

Between Apr 2011 and Mar 2012, the National Library's Heritage and Donors' Collection received 41,316 items from supporters and donors. During the year, a total of 36,846 items were processed and catalogued for the NLB libraries.

Notable donations in the year included the following:

- 170 items relating to Singapore's performing arts, including souvenir magazines, programme booklets and ephemera, with the earliest items dating to the 1950s, from Mr Yeo Oi Sang.
- Two albums illustrating the late bacteriologist Dr Wu Lien-Teh's stay in Manchuria and China from 1910 to 1937. His family also donated 100 monographs, some of which were authored by Dr Wu.

4.4 e-Library / e-Resources

As of Mar 2012, NLB's eResources include 133 databases, more than 3,000 titles of eMagazines, over 2.3 million eBooks, more than 1,700 titles of eNewspapers in 48 languages, more than 210,000 images, more than 950,472 music tracks and more than 13,100 issues of eComics. Also available are digitized rare materials, digitized 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>.

Digital user visits : 8,855,870 (as at Mar 2012)
Electronic retrievals : 52,777,185 (as at Mar 2012)

5. **New Developments in Managing Collection**

5.1 Digital Preservation

NLB has implemented a digital preservation system, initially focusing on digital collections held by NLB.

5.2 Web Archiving

To date, around 19,000 websites deemed 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 its Ministry's desired outcomes i.e. 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 would form a record of events that captures the milieu of a nation, which tracks how Singapore's 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.

5.3 Dublin Core Metadata Initiative Limited (incorporated in Singapore on 23rd Dec 2008)

The National Library Board and National Library of Finland are its founding members. Apart from JISC (The Joint Information Systems Committee from UK) and the national libraries of New Zealand and Korea, affiliate members and partners include:

- Archives New Zealand
- State Services Commission of New Zealand
- MIMOS Berhad
- InfoCom Corporation (Japan)
- Information School at the University of Wellington, New Zealand
- Research Center for Knowledge Communities, University of Tsukuba

The annual DC conference will be held in Kuching, Sarawak from 5-7 September this year.

5.4 Digital Preservation

NLB operationalised its digital preservation system, utilising Ex Libris' Rosetta with the ingestion of 100,000 digitised legal deposit files for digital preservation. iPRES2011, the 8th International Conference on Preservation of Digital Objects, was hosted by NLB from 1-4 Nov 2011 jointly organised with the Wee Kim Wee School of Communications and Information, Nanyang Technological University, Singapore. NLB staff shared on PREMIS preservation metadata standard and web archiving at the conference.

6. New Developments in Providing Access

6.1 WorldCat.org

The Singapore Integrated Library Automation Services (SILAS) was set up to promote cooperative online cataloguing services among its 50 member libraries. As of last year, member libraries have linked their library catalogues to Worldcat.org, a public catalogue of the largest bibliographic database in the world.

6.2 NLB SearchPlus

NLB SearchPlus is a sophisticated information discovery system that enables library users to search all of NLB's catalogues for resources in various forms. In July 2010, the NLB SearchPlus system was installed at 26 public stations at all libraries.

6.3 ReadOn

ReadOn is a new title-recommending website that enables library patrons to search for new arrivals as well as related titles that have been searched by other patrons. Launched in July 2010, ReadOn includes book covers, annotations, librarians' recommendations as well as similar titles that other library patrons have borrowed.

6.4 Library in Your Pocket

Several new features were added to the Library in Your Pocket application for both iPhones and Android smartphones. With the addition of these features, the average monthly visitors via mobile platforms increased from 3,000 to 33,000 over the past year.

6.5 Open Data and Web Services

NLB has embarked on an initiative to provide digital platforms for external organisations to access and integrate NLB content and services into their applications for mobile and tablet devices.

7. Collaborations with Other Institutions and Professional Associations

7.1 Office Bearers of International Federation of Library Associations and Institutions (IFLA)

In addition to NLB's role as the IFLA Regional Office for Asia and Oceania hosted by the Professional and International Relations Division of NLB, the following NLB staffs have been nominated as office bearers of IFLA Committees:

- a) Ms Ngian Lek Choh, Deputy Chief Executive NLB as Standing Committee Member of IFLA National Libraries Section;
- b) Ms Tay Ai Cheng, Assistant Chief Executive and Chief Librarian, Public Library Services as Secretary/ Treasurer of the IFLA Metropolitan Libraries Section;
- c) Ms Judy Ng, Director, National Reference and Special Libraries as Chair of the IFLA Reference and Information Services Section.

7.2 World Library and Information Congress: 77th IFLA General Conference and Assembly, 13-18 Aug 11, San Juan, Puerto Rico

Thirteen NLB staff attended the 77th IFLA General Conference and Council in San Juan, Puerto Rico. They participated in meetings, presented papers, visited libraries and attended conference sessions and networking events with IFLA HQ and members.

7.3 79th IFLA World Library and Information Congress 2013

Singapore won the bid to host the 79th IFLA WLIC 2013 in Singapore in a bid jointly submitted by National Library Board (NLB) and the Library Association of Singapore (LAS). The result was officially announced by Ms Ellen Tise, IFLA President during the closing session of IFLA WLIC 2012 in San Juan, Puerto Rico. IFLA WLIC 2013 will take place in Singapore for the first time from 17–23 August 2013, with the congress theme: "Future Libraries: Infinite Possibilities".

7.4 Renewal of the Joint Collaboration Agreement between IFLA and NLB: Re-appointment of NLB as IFLA Regional Office for Asia and Oceania from 1 Jan 2012 to 31 Dec 2016

IFLA, represented by Jennefer Nicholson, Secretary General, renewed the Joint Collaboration Agreement between IFLA and NLB, re-appointing NLB as IFLA Regional Office for Asia and Oceania for a further five years from 1 Jan 2012 to 31 Dec 2016 during her visit to Singapore on 18 Jan 2012. The agreement was first signed in Jan 2006.

7.5 Congress of Southeast Asian Librarians (CONSAL)

The 2nd Executive Board XV CONSAL Meeting was held from 18 to 22 Apr 2011 in Medan, North Sumatra. Ms Ngian Lek Choh, DCE, represented CE, as well as in her capacity as the Immediate Past President of the Library Association of Singapore, to attend the meeting. A proposal to document the top 10 Treasures in the National Libraries of the CONSAL member countries was approved at this meeting.

7.6 NLB-National Library of China MOU Staff and Senior Staff Exchange Programme

As part of the Memorandum of Understanding (MOU) signed with the National Library of China (NLC), NLB and NLC would send staff to each other's libraries for attachment. For 2011, 4 NLB librarians were attached to NLC from 14 to 28 Sep 2011. In turn 2 NLC staff was attached to NLB from 6 Nov to 3 Dec 2011. For the NLB-NLC Senior Staff Exchange Programme, 5 NLC Senior staff visited NLB from 5 to 10 Dec 2011.

7.7 "Window to Singapore" project with Suzhou Dushu Lake Library, Suzhou Industrial Park (SDLL, SIP)

The "Windows to Singapore" is a mutually beneficial project in which NLB collaborate with Suzhou Dushu Lake Library (SDLL) to set up a collection of 1,500 items on Singapore materials in SDLL, Suzhou Industrial Park (SIP). The subjects will showcase Singapore's economy, businesses, culture, education, public administration, tourism, etc.

As NLB's first "Windows to Singapore" in overseas libraries, this project is funded by Singapore's Ministry of Information, Communications and the Arts, and Ministry of Foreign Affairs. The target is for NLB to procure 900 items over 2 years, till Mar 2013. NLB has sent about 500 items to SDLL by Mar 2012. SDLL will contribute 600 items to the collections, and give 200 Chinese items to NLB.

The Opening Ceremony of the "Windows to Singapore" will take place on 24 May 2012 at SDLL, in conjunction with the 18th Anniversary Celebrations of SIP.

7.8 NLB Book Donations to Overseas Institutions

NLB successfully completed a Book Donation Ceremony for a donation of 117 titles from Taipei Representative Office (TRO) on 20 Sep. The books were from Taiwan Golden Tripod Awards and National Palace Museum Taipei. Ms Vanessa Shih, Representative TRO, attended this ceremony and CEO NLB accepted the donation on behalf of NLB. Media personnel from Lianhe Zaobao; Taiwan Macro view TV; China TV; and Central News Agency, Taiwan, also attended the ceremony.

7.9 Renewal of Arrangements on Cooperation with National Library of New Zealand (NLNZ) from 17 Nov 2011 to 16 Nov 2016

National Library of New Zealand (NLNZ), represented by Mr Bill Macnaught, National Librarian, NLNZ renewed the Arrangement on Cooperation with NLB for a further five years from 17 Nov 2011 till 16

Nov 2016 during the visit to NLB from 16 to 17 Nov 2011. The Arrangement was first signed on 4 Dec 2006.

7.10 Professional Talks

NLB continued to organise its Professional Talks Series where both international and local library and information professionals were invited to speak to NLB staff on their respective areas of expertise, attracting a total of 289 participants. Some of NLB's speakers under this series for the past year included Mr. Sun Yigang, Assistant Director-General, National Library of China spoke on the topic, *The Services of the National Library of China* on 7 Dec 2011, Dr. Elisabeth Niggermann, Director General, German National Library shared on two topics: *Europe Digital Library, Archive and Museum: Europeana* and *The German National Library and the Digital Revolution* on 9 Dec 2011, Ms Caroline Brazier, Director of Scholarship and Collections, British Library, spoke on *Collect or Connect: The Future of Library Collections and the Digital User* on 4 Nov 2011 and Mr. Bill Macnaught, National Librarian, National Library of New Zealand shared on the *Current Developments in the National Library of New Zealand* on 17 Nov 2011.

8. Education and Training

8.1 Professional Development Programme

The Professional Development Programme (PDP) for Librarians is an in-house Library Skills Programme offered by NLB Academy (NLBA). The PDP is a progressive roadmap and entails 3 levels: Foundation, Intermediate and Advanced.

- PDP (Foundation)

Implemented in 2009, the PDP (Foundation) is also called "Professional Diploma in Library Management and Information Services". It comprises 9 theory modules and a practicum and is intended for new librarians or associate librarians (i.e. new entrants with a Masters in Library but who lack working experience in the library) to acquire practical skills & know-how.

- PDP (Intermediate)

The PDP(Intermediate) comprises thematic seminars and conferences. It is intended for existing librarians to deepen their professional knowledge.

- PDP (Advanced)

The PDP(Advanced) is a 2-year programme implemented since FY06, that places experienced librarians on a specialist track to undergo mentoring, attachment and training.

8.2 Advanced Certificate in Library & Information Services (ACLIS)

In 2011, an Advanced Certificate in Library & Information Services (ACLIS), a nationally accredited programme, was launched for Library Officers. The WSQ-Advanced Certificate in Library and Information Services (ACLIS) is a Workforce Skills Qualification (WSQ) course within the Creative Industries Clusters: Library and Information Services Framework. It is a Library Skills Programme offered by NLB, which is also an Authorised Training Agency (ATO) by the Singapore Workforce Development Agency. It is designed to provide the library industry workforce with the skills and knowledge needed to perform job tasks in a variety of library contexts. The course aims to build and develop the supervisory competencies of para-professionals.

8.3 NLB's Scholarship Programme

NLB's scholarship programme for staff to pursue local and overseas postgraduate studies was introduced in 2006 to groom talents and leaders to bring the world's knowledge to Singapore and help the Board in achieving its vision of being a world-class library. To date, 16 scholarships have been awarded.

8.4 NLB's Sponsorship Programme

NLB also has a sponsorship programme to encourage staff development and to build a good team of trained professionals who will help the Board in achieving its vision of being a world-class library. This programme is also in line with NLB's Shared Value – Passion for Learning, where NLB encourages continuous learning by providing staff with opportunities to acquire the relevant competencies and skills.

In FY11, 3 librarians were awarded sponsorships to obtain library qualifications in Master of Science (Information Studies) at the Nanyang Technological University of Singapore.

From FY12 onwards, NLB will also be awarding sponsorships to staff aspiring to become subject experts, to obtain postgraduate degrees in subject disciplines that are relevant to NLB.

Submitted by:

Ms Ngian Lek Choh
Deputy Chief Executive and Director, National Library
National Library Board Singapore
May 2012