

# OIKLS 2017 Study Trips Reports: Executive Summary

## Introduction

In early 2017, under the leadership of the Deputy Associate Provost (Information and Knowledge), the newly formed Office of Information, Knowledge and Library Services embarked upon a series of four study trips to targeted university libraries in Australia, UK, US, South Korea and Taiwan. A total of eighteen (18) libraries were carefully selected for their innovation and/or strengths in special areas of interest for NTU Libraries such as technology, archives, learning spaces, etc. The goal of these trips was to identify new ideas, new approaches, and new organizational structures that would stimulate and inspire our own thinking, as we work toward envisioning and realizing a radically different academic library at NTU.

## Libraries Visited

<b>Australia (16-21 Jan)</b> University of Melbourne Monash University Australian National University University of New South Wales University of Sydney	<b>United Kingdom (4-11 Feb)</b> Imperial College Oxford University Heriot-Watt University Sheffield University Coventry University
<b>United States (20-26 Feb)</b> Massachusetts Institute of Technology Harvard University Duke University	<b>Korea/Taiwan (27Feb – 3 Mar)</b> Seoul National University Yonsei University National Taiwan University National Taiwan Normal University National Tsing Hua University

## Key Recommendations

Each group prepared a full report and provided key recommendations, which will be considered when a full proposal for the future of OIKLS is prepared. With some overlap and areas of commonality between the reports, the following is a summary of the recommended areas for change and/or growth.

### Spaces

1. Consolidate all physical books and resources in a centralised storage facility and provide an end-to-end service to manage and deliver materials on demand using best available technology-enhanced logistics solutions. High use books may remain directly accessible to students, but should also utilise technology-enhanced logistics for access and re-shelving.
2. Convert remaining library space to vibrant and innovative user space, providing a variety of 24x7 spaces and thematic zones to enhance various types of learning and research. Such spaces would provide rich opportunities for learning and research e.g. data analytics & visualization, multimedia design, digital scholarship techniques, etc.
3. Collaborate with various partners on campus to provide holistic services in the library spaces in support of learning and research. Services may include but are not limited to research assistance, writing assistance, data support, coding instruction, global exchange, career services, etc.

4. Incorporate thematic, complexity-based, global issues into library programming, and invite faculty and students to work toward possible solutions over a semester or academic year from a variety of disciplinary and methodological perspectives.

### Initiatives/Services

5. Build and manage a university archive to capture, preserve, showcase and celebrate NTU's institutional legacy.
6. Organise and manage NTU's learning assets, to enable both institutional and personalised discovery, use and reuse across a variety of platforms and contexts.
7. Develop an NTU (or Singapore) research skills development framework that can guide curriculum design and assessment of the necessary information and digital skills for undertaking research and lifelong learning.
8. Collaborate and integrate our resources and services into NTU's mobile portal to ensure seamless and easy access anywhere, anytime, on any device. Such a portal should serve all members of our community throughout their NTU journey, e.g. pre-admission, as a student, as an alumni, etc.
9. Extend our role in the educational mission by closely collaborating with faculty, educational technologists, pedagogical experts and researchers to co-develop new approaches and resources for higher education learning, such as building multi-disciplinary thematic courses and delivering them in unique and innovative ways.
10. Provide avenues for strong alumni engagement including extending access to electronic resources, actively engaging alumni in our programming efforts to support lifelong learning, inviting alumni as partners in learning and research, etc.
11. Lead the establishment of a consortium of academic libraries in Singapore to promote collaboration at a national level in various areas including electronic resource licensing, shared storage facilities, common systems for cross-library searching and delivery of materials, shared repositories, etc.

### Human Resources

12. Incorporate a system of regular job rotation amongst staff to support and enhance learning, agility, vibrancy and continuous innovation and improvement.
13. Hire and utilise expertise from beyond the library profession to complement and extend our capabilities, and to build more technology-enhanced services in emerging areas such as data analysis & visualisation, digital scholarship, app development, research expertise, etc.
14. Create a project management team to facilitate agile, flexible project work and effectively work across divisions as needed.

### Next Steps

The recommendations made by the various study groups will be taken into consideration along with the OIKLS Ideas Bank, inputs from the OIKLS staff retreat in January 2017, recommendations from the WKWSCI advisory group, and various discussions and recommendations from a variety of stakeholders. All of these inputs will assist in the identification of key initiatives to be included as part of the proposal for the future development of OIKLS which will be submitted for management approval in April/May 2017.