



An Evolving Role for Libraries in 21st Century Universities

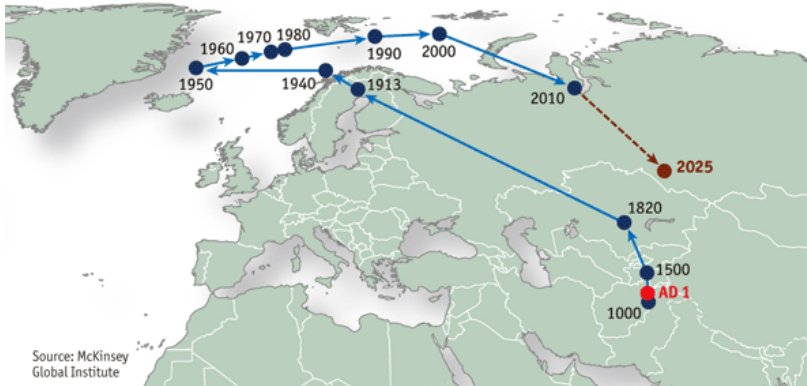
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President, Singapore Management University
12 June 2017

What a different world it is...

- **The digital transformation: from a world of information scarcity to a world of information overload**
 - What do you use e-mail for?
 - Where do you get your news from?
 - Facebook is so “2010”: from broadcasting to communicating !
 - The (re)-discovery of fake news
- **The geographical transformation: from West to East**
 - Shifting economic power
 - Thus shifting sources of innovation
 - Increasing needs for well educated professionals
 - And a hunger for good basic and translational research
- **The changing impact of technology:**
 - from supporting human behavior to socio-materialism
 - Reverse product life-cycle
- **Do Millenials behave differently?**

Evolution of the earth's economic centre of gravity

AD 1 to 2025

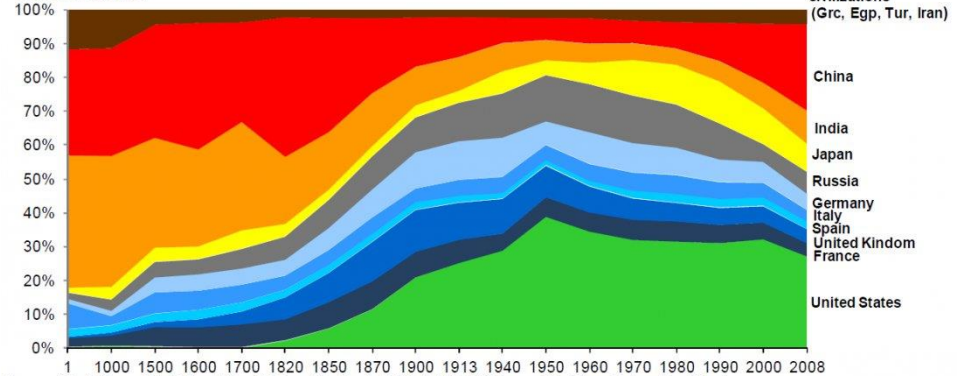


Source: McKinsey Global Institute

Source: The Economist, 28th of June 2012

Economic history of China and other major powers

Share of world GDP



Source: "Statistics on World Population, GDP and Per Capita GDP, 1-2008 AD", Angus Maddison, University of Groningen.

- Reinventing the learning environment
 - Using our vast resources in data to change the research paradigms
 - Exploit the need for adult/continuing education
- ... **and thus defining the University of the 21st century**

- **From a teaching paradigm towards a student centered learning paradigm**
- **Experience-based learning: the student needs to take responsibility for the learning**
- **Flipped classroom**
- **The classroom becomes virtual and may exist everywhere and at all times of the day**
- **Learning analytics will become more relevant**

- **Emergence of the new competition, e.g. Coursera, continuing education,...**
- **Pricing?**
- **Rise in expectations from all types of stakeholders**
- **Increased diversity in audiences and programmes**
- **Continuing Education (*SkillsFutures in Singapore*)**
- **...**

My view on the changing role of the Library (or should I say the information supply and delivery)



Libraries as communities and facilitators

- **Provide easy access to the ever expanding online sources of data, information and knowledge**
- **Develop our students' and faculty's skills in sorting out the good, the bad and the ugly in the world of fake information**
- **Provide a learning commons**
- **Stimulate meeting and interaction**
- **Study spaces adapted to different types of needs**

➤ **The ideal place to hang out!**

**Bad Libraries Build Collections,
Good Libraries Build Services,
Great Libraries Build Communities**

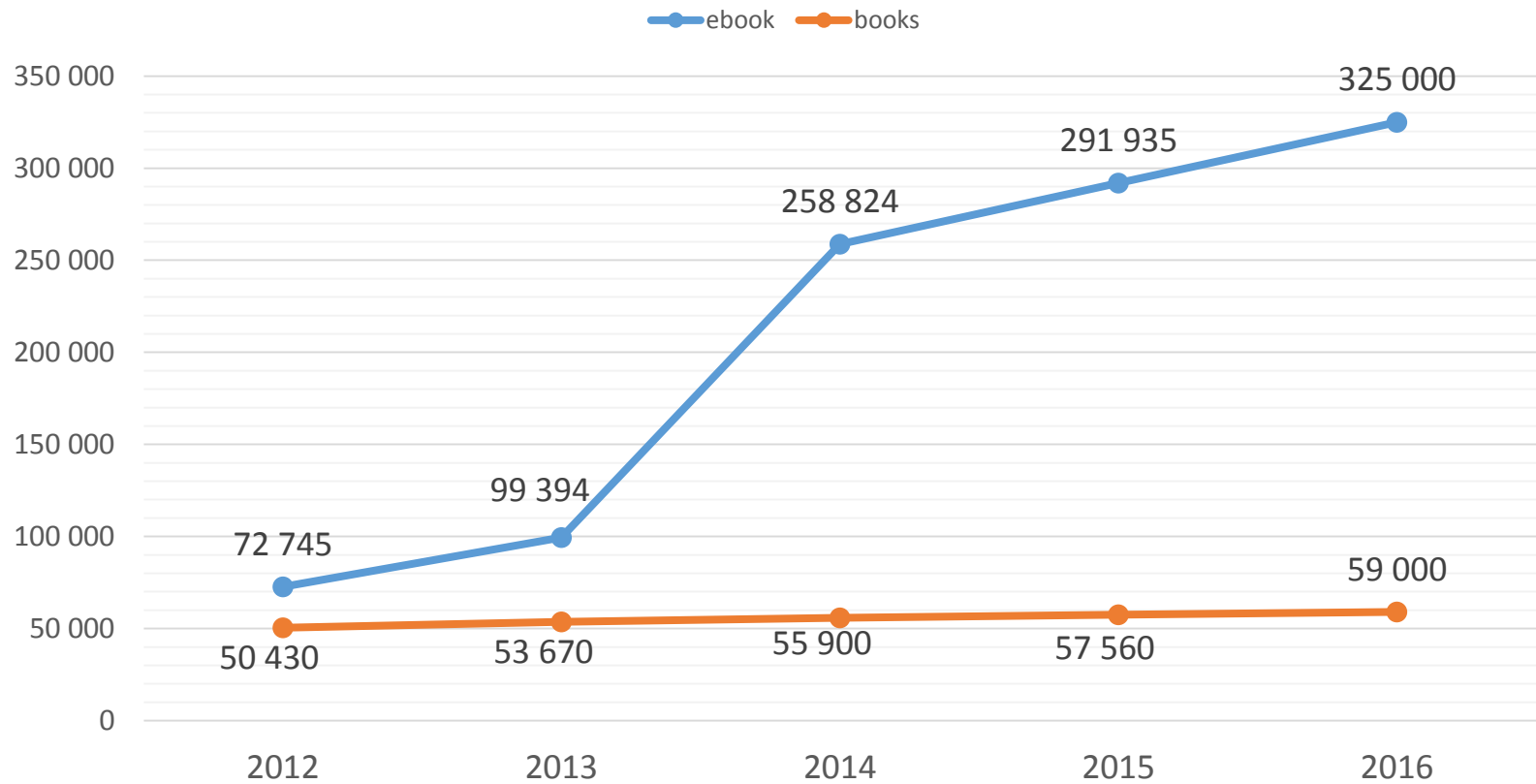
(David Lankes)

Not in Volumes

Not in Gate Counts

In the Dreams and Aspirations of the Community

How Many Books Added



Key Services

- **Research Librarians** for each School and Admin. Dept.
- **Orientation** for all new faculty
- **Research Consultations** for faculty and students
- **Research Skills Training**
- **Institutional Repository** for SMU research publications with IRIS as source system
- **Recommend Resources** for purchase
- **Reserve** collections for high use resources
- Special spaces for **graduate students**
- Assistance with **Copyright**



For a small University with less than 10,000 students

In a typical month¹ this happens in the library...

Think you know **SMU Libraries**? Here are some facts that might surprise you.

Library visits

8 OUT OF 10 visit the library at least once a month²

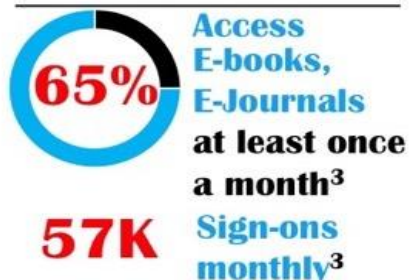


Occupancy rate @ learning commons at midnight⁴

61%



E-Resources access



Top Resources (by sign-ons)³

Lawnet	11k
Ebscohost	8k
Proquest	5k
Passport	3k
Factiva	1k

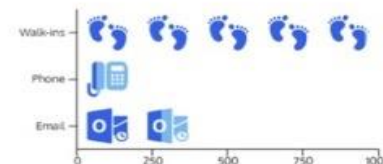
Loans on print items⁵



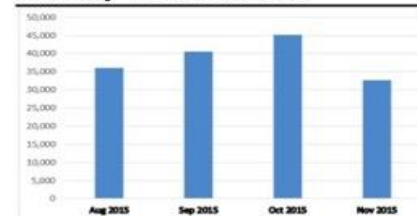
Article Downloads⁷



Enquires⁶



Library Website visits⁸



What you say about SMU Libraries



Faculty finds libraries exceed expectations in **7 out of 9** areas⁹



Most preferred place to study by students¹⁰



The place of the library in the context of university

SMU Governance (policies, procedures, legal, financial, HR etc.); BOT, COD, SMM; SMU Vision, SMU budget

**Library (policies, vision, strategic plan)
Culture of Assessment within the Library
Communication, consultation, stakeholder engagement across the community**

**RAPP (Respect, Accountability, Passion and Professionalism) in addition to
SMU's CIRCLE values of Commitment, Integrity, Responsibility, Collegiality, Leadership and Excellence**

SMU Libraries use the following as the basis for planning

- **Students' expectations regarding learning, outcomes, engagement and involvement**
- **Expectations – governments, funding agencies, University administration to demonstrate value and impact;**
- **Increasing importance of assessment and evaluation to ensure decisions and planning are made using evidence, data**
- **Critical importance of stakeholder involvement in planning, implementation and decision making**
- **Competition amongst higher education providers to attract and retain high quality students, faculty and research grants, other kinds of funding and support**

SMU LIBRARIES STRATEGIC PLAN 2016 - 2018



Libraries

**OUR PASSION,
OUR COMMITMENT,
YOUR ADVANTAGE**

VISION To be a leading research library providing ubiquitous access to information using innovative strategies to drive intellectual exchange and the creation of knowledge.

MISSION The Library's mission is to enable a culture of life-long learning through collaboration, engagement and outreach. It aims to provide seamless access to information using innovative and leading edge technology. The Library is committed to delivering exceptional services and building dynamic relationships within the SMU community and beyond.

CORE VALUES

- Respect
- Accountability
- Passion
- Professionalism

SERVICES

Deliver high-quality, customer-focused services to support and synergize teaching, learning and research.

CULTURE OF ASSESSMENT

To enhance a culture of assessment in order to meet the needs of our community.

SPACE

Foster a safe space that enriches and embodies the SMU experience.

COMMUNICATION

Promote a dynamic communication with community, while enhancing engagement with stakeholders through outreach programmes.

COMMUNITY

To be recognized as an integral part of the research, teaching and learning ecology of our community.

TALENT MANAGEMENT

Nurture an engaged and highly skilled team that excels in a dynamic global environment.



LIBRARY PERFORMANCE METRICS

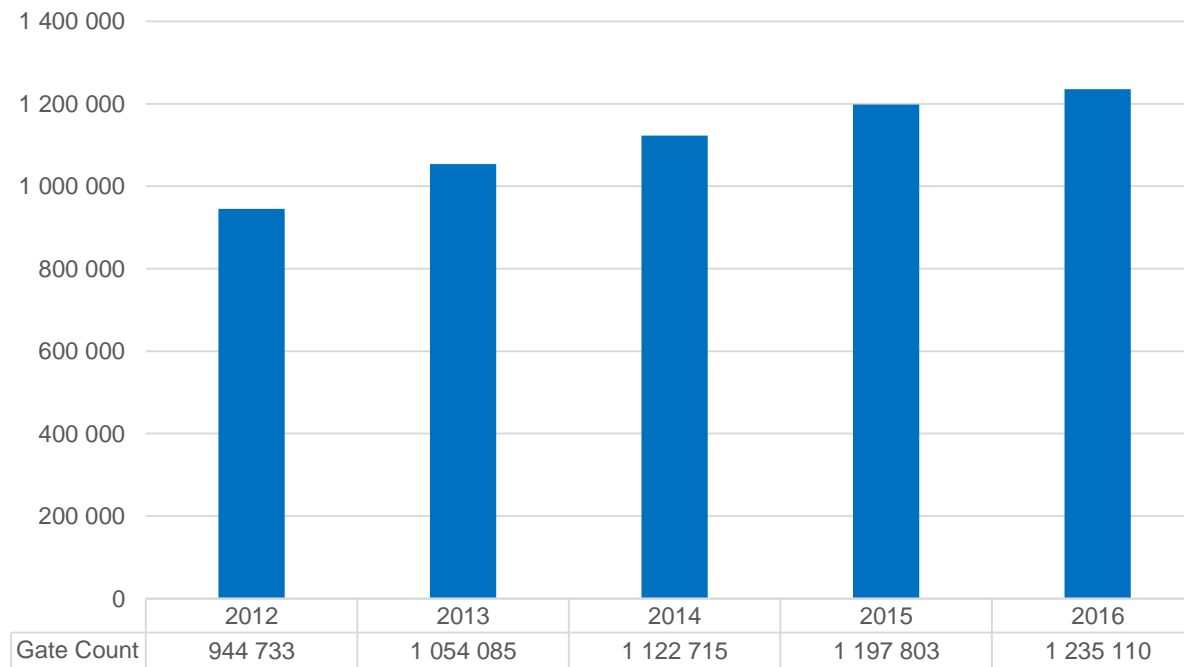
1. Satisfaction with the Library's research and learning services
2. Learning through information literacy skills for lifelong learning
3. Quality of relevant services and usage of resources that contributes to SMU's vision
4. Engagement with faculty and postgraduate students in research activities
5. Availability of SMU scholarly publications
6. Library staff learning and development activities
7. Library staff engagement
8. Community engagement within and outside SMU



Facilities & Spaces

	Li Ka Shing Library	Kwa Geok Choo Law Library
Size	8,800 sqm	2,200 sqm
Seats	1,800	500
Collection	30,000 volumes	21,000 volumes
Learning Venue	2 Learning Labs 1 Hive	2 Learning Labs
Postgraduate Facility	2 Postgraduate lounges	1 postgraduate lounge and project room
Discussion Room	34 Project Rooms	13 Project Rooms
Other Learning Spaces	Quiet Areas Investment Studio 24/7 Learning Commons	24/7 Learning Commons Individual Study Carrels
Other facilities	Printing rooms (Level 2, 3 & 4) Rooftop Garden (Level 5) Phone Booths (Level 2)	Printing Room (Level 4) Rooftop Terrace (Level 5) Phone Booths (Level 2)

Visitorship



- 1. Satisfaction with the Library's research and learning service**
- 2. Learning through information literacy skills for lifelong learning**
- 3. Quality of relevant services and usage of resources that contributes to SMU's vision**
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LibQual Benchmarking Survey -Satisfaction

	2015 Overall Mean	2013 Overall Mean	2014 ARL	2014 EUROPE
How would you rate the overall quality of the service provided by the Library?	7.54	7.40	7.50	7.11
In general, I am satisfied with the way in which I am treated at the Library	7.50	7.39	7.75	7.35
In general, I am satisfied with library support for my learning, research, and/or teaching needs	7.41	7.28	7.37	6.97











