Making the library a destination (and not an afterthought!)

Chia Yew Boon :: ybchia@ntu.edu.sg
Head, Humanities and Social Sciences Library

Launched on 25 July 2005, the Humanities and Social Sciences Library is the latest addition to the NTU Library System. The Library can house a total of about 60,000 books and bound journals covering subjects such as Psychology, Sociology, and Chinese and English literature. While the immediate target users are staff and students from the School of Humanities and Social Sciences (HSS), the total number of users is actually much larger. According to a recent survey, the Library is popular with many NTU students from other faculties as well.

From its inception, the Library has been working hand in hand with the academic staff and student body to introduce new services and to continuously develop a strong collection of print and electronic resources. However, many challenges abound. A number of studies have touched on the characteristics of Net Generation (Net Gen) students and warned about the disconnects between Net Gen students and academic libraries. Joan Lippincott in “Net Generation Students and Libraries” mentioned the following:

- students’ dependence on Google for discovery of information resources rather than consultation of library web pages, catalogues and databases as the main source of access
- digital library resources often reside outside the environment that is frequently the digital home of students’ coursework, namely, the course management system
- library services are often presented in the library organisation context rather than in a user-centered mode
- libraries emphasise access to information but generally do not have facilities, software or support for student creation of new information products

Going forward, the HSS Library aims to create integrated access to a wider range of learning resources and to encourage participation and sharing among the HSS user community. Some of the activities which we will embark on include
experimenting with a library blog and offering alert services to students and academic staff. These ideas were succinctly captured in a paper entitled “Do Libraries Matter? The Rise of Library 2.0” by Ken Chad and Paul Miller. The four key principles of Library 2.0 listed in the paper are:

1. The library is everywhere
2. The library has no barriers
3. The library invites participation
4. The library uses flexible, best-of-breed systems

Meredith Farkas, summed it up in her blog as:

"The idea of Library 2.0 represents a significant paradigm shift in the way we view library services. It’s about seamless user experience, where usability, interoperability and flexibility of library systems is key. It’s about the library being more present in the community through programming, community building (both online and physical) and outreach via technology (IM, screencasting, blogs and wikis). It’s about allowing user participation through writing reviews and tagging in the catalogue and making their voice heard through blogs and wikis. It’s about making the library more transparent through its web presence and its physical design."

To reach Library 2.0, we would need to be even more user-driven and take the Library to those places where learning happens. Only then will our target users resoundingly say “Library Matters!”
NTU academic staff gave the Library a thumbs-up for the recently ended series of Citation Analysis Workshops organised by the Library Instructional Services Division. Citation count is one way whereby academic staff and researchers assess the impact of their research work and identify publications that cite their work.

The workshops were conducted using a team presentation approach involving the University Librarian, Choy Fatt Cheong, and heads of divisions: Akbar Hakim (Business Library), Jean Koh (Instructional Services), and Wendy Ong (Library Promotion).

The following topics were covered in the workshops:
- an overview of the principles and ideas behind citation analysis
- highlights of the strength and idiosyncrasies of major citation databases
- organisation of citations using EndNote
- the limitations and pitfalls to consider when counting citations

In addition, participants were given guided hands-on sessions on Web of Science, Scopus and Ebscohost databases and this gave them an insight into performing accurate citation search.

Many have gained from the workshop and welcomed a re-run of the series.

Prof Ng Geok Ing from School of EEE commented, “Overall, I think the class is very useful and my compliments and thanks to the staff who have contributed to the [well-organised] workshop.”

Others recommended similar workshops on understanding other measures of research work such as Hirsch index and impact factor.

The four workshops were well received and the Library plans to have a repeat series of Citation Analysis workshops in May and November 2006 in response to staff who missed the first run. Do look out for it.
Looking for a quick reference? Clarifying a piece of information?

Wikimedia Foundation Inc. is the parent organisation of Wikipedia, Wiktionary, Wikiquote, Wikibooks (including Wikijunior and Wikiversity), Wikisource, In Memoriam 9/11, Wikimedia Commons, Wikispecies, and Wikinews. Based in Florida, USA, its goal is to develop and maintain open content, wiki-based projects and to provide the full contents of those projects to the public free of charge.

Wikipedia and its sister projects allow anyone, with or without special expertise or knowledge, to compose and share a new article or to edit an existing one. Gaining popularity in six short years, Wikipedia has grown beyond the size of a standard print encyclopedia. It has also been written in many other languages.

Projects at a glance

<table>
<thead>
<tr>
<th>Project</th>
<th>Description</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Wikipedia</strong></td>
<td>An online encyclopedia containing more than 3 million articles.</td>
<td><a href="http://www.wikipedia.org/">http://www.wikipedia.org/</a></td>
</tr>
<tr>
<td><strong>Wikimedia Commons</strong></td>
<td>A shared media repository containing more than 430,000 files.</td>
<td><a href="http://commons.wikimedia.org/wiki/Main_Page">http://commons.wikimedia.org/wiki/Main_Page</a></td>
</tr>
<tr>
<td><strong>Wiktionary</strong></td>
<td>An online dictionary and thesaurus.</td>
<td><a href="http://www.wiktionary.org/">http://www.wiktionary.org/</a></td>
</tr>
<tr>
<td><strong>Wikinews</strong></td>
<td>A news source containing original reporting by citizen journalists from many countries.</td>
<td><a href="http://commons.wikimedia.org/wiki/Main_Page">http://commons.wikimedia.org/wiki/Main_Page</a></td>
</tr>
<tr>
<td><strong>Wikisource</strong></td>
<td>A project to provide and translate free source documents, such as public domain books.</td>
<td><a href="http://wikisource.org/wiki/Main_Page">http://wikisource.org/wiki/Main_Page</a></td>
</tr>
<tr>
<td><strong>MetaWiki</strong></td>
<td>Wikimedia project coordination.</td>
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</tbody>
</table>

BUBL Information Service

Lynette Wo :: lynettewo@ntu.edu.sg

Subject Librarian for Finance and Hospitality Management

BUBL (http://bubl.ac.uk) is a catalogue of Internet resources for all academic subject areas. This free user-friendly service enables the user to search in multiple ways:

- Searchable fields
- A-Z listing of subjects
- Subject categories (Dewey Decimal Classification)

BUBL is a service directory that has a quality listing of items carefully selected, evaluated, indexed and described for you. This service directory is maintained by professionals, who compile the listings to help you retrieve quality information.

BUBL is a good source for researching on a broad topic as it is able to help narrow down your searches to a targeted subject category. Other areas such as news and journals are also available in the extensive gateway of information sources.

Jeeves Retires

Lynette Wo :: lynettewo@ntu.edu.sg

Subject Librarian for Finance and Hospitality Management

No longer is the butler Jeeves serving the homepage of Ask.com (www.ask.com). In replacement, a new look has been created with newly added features to make this search engine more user-friendly (see Figure 1).

Jeeves has officially retired from Ask.com as a result of the search engine’s revamp. In order to compete with Google, Yahoo and MSN, Ask.com had to re-create itself in order to be taken seriously as a leading search engine.

The most distinctive new feature is the Search Tools box on the homepage. A display of icons and links for direct access has
Digital preservation ensures that information is stored in a digital form and that it remains accessible. It is now common for providers to supply academic journals in digital format and these journals are often extremely varied in scope.

The Library of Congress has awarded a $3,000,000 grant to develop Portico in October 2005. Portico – a new online database which consolidates scholarly articles from different providers and publishers – aims to provide access to journals even after the publication of these journals has ceased. This move underlines the growing importance of digital resources and the expanding wealth of academic research which is stored in digital format. Portico offers a service that provides libraries with a permanent archive of scholarly electronic journals. Thus, this database is likely to become a valuable archival resource for retrieving digital resources that might otherwise become permanently inaccessible.

For more information, access the Portico website at www.portico.org.

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**Fuss-free returns at any NTU library**

You can now return NTU Library books at any NTU library:
- Lee Wee Nam Library
- Library 2
- Humanities and Social Sciences (HSS) Library
- Asian Communication Resource Centre (ACRC)

Exceptions are:
- Reserve Book Room (RBR) items
- Audiovisual items
- Interlibrary loan items

The above items have to be returned to the respective service points from which you borrowed them. Interlibrary loans have to be returned to the counter at Library 2. Further queries? Please contact the Circulation Services Division at 6790 5210 or email circulation@ntu.edu.sg.

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**Faxing and scanning facilities at Lee Wee Nam Library**

Faxing and scanning facilities are available at the Lee Wee Nam Library Printing Room (Level 2). Local faxes cost $0.50 per page while overseas faxes are priced from $2.00 onwards.

Colour scanning facilities are also available. Scans are free but print-outs are chargeable.

If you have further queries, please check with the vendor in person or call 6793 5980.
Psychology: A SAGE Full Text Collection via CSA

Chng Chor Noy :: cnchng@ntu.edu.sg
Head, Information Services Division
Subject Librarian for Psychology

This database provides the full text of 35 journals published by SAGE and participating societies on the subject of psychology. Some journals go as far back as 1970.

Searches

The CSA search interface has options for quick search, advanced search and command search. The Command Search option is available under the Search Tools tab.

Search results

Each record provides an abstract, descriptors, links to references, table of contents of the journal, the number of times the article has been cited (if available) and the pdf format. The descriptors are useful points for accessing articles on specific subjects.

The database also provides a thesaurus to help you retrieve relevant records. It is available under the Search Tools tab.

Cited reference linking

Cited reference linking is available in the search results displayed under cited by number (see Figure 2).

Browse journals

Under the Browse tab, select Psychology: A SAGE Full Text Collection for titles in this database. The library also subscribes to two other SAGE full text collections via CSA. They are Communication Studies and Sociology.

Scifinder Scholar 2006

Annelissa Tan :: mctan@ntu.edu.sg
Subject Librarian for Biotechnology, Genetics & Cell Biology

Chong Nyuk Moi :: nmchong@ntu.edu.sg
Subject Librarian for Chemistry

Calling all academics and researchers specialising in life sciences and chemistry! Learn about comprehensive biomedical published literature, structure drawings and reaction searching via Scifinder Scholar.

What is the coverage of Scifinder Scholar?

Scifinder Scholar has a coverage of nearly 14 million journal articles and patent documents for scientific disciplines including biomedical sciences, chemistry, engineering, material science, agricultural science, and more.

Databases include:

- CASplus: the world’s most comprehensive database of chemical literature with over 25 million patent and journal articles. Data starts from 1907 and is updated daily.
- CAS Registry: the largest and most current database of chemical substance information in the world, containing more than 27 million organic and inorganic substances and 56 million sequences. Data starts from 1957 with some classes going back to the early 1900s.
- CASREACT: a reaction database with over 9.8 million single and multi-step reactions, taken from more than 520,000 records in journal articles and patents. Data starts from 1840 and is updated weekly.
- CHEMCATS (Chemical Catalogs Online): contains over 8.2 million commercially available products. It has catalogues and chemical libraries from 1995 to present.
- CHEMLIST (Regulated Chemicals listing): contains more than 238,000 substances on national and international chemical inventories and regulatory lists. It is updated weekly.

Alerts

You may save searches, create search alerts as well as journal issue alerts. The alert feature will keep you informed of new materials in your area of interest.

An alert remains effective for six months, and may be renewed at any time.

Benefits

You can search and obtain full text articles on psychology from 35 SAGE journals easily and quickly. Some of the journals go as far back as 1970. The database also allows browsing of the table of contents of the journals.

Online help

Online help is available by clicking Help & Support at the right hand corner of the screen.

How to access

http://www.ntu.edu.sg/lib/collections/db/a346836.htm
For assistance, please contact the Information Desk at 6790 6312 or email infodesk@ntu.edu.sg.
What’s new in SciFinder 2006?

SciFinder 2006 allows you to:

• explore patent and journal references from all scientific disciplines from the 19th century onwards
• obtain the substance information you need from millions of substances recorded in the most current and reliable collection of chemical substance information in the world
• understand how reactions work: create, modify, and vary reaction questions by assigning and reassigning specific roles (reactants, reagents, products, catalysts, solvents) to the structures in the question
• locate the regulatory information you need. Each substance reference provides all the agencies that regulate the substance
• order chemicals you need is a breeze as supplier contact information, price estimates, shipping terms, or safety and handling information are available at a glance

SciFinder 2006 is enhanced with new features that enable you to:

• use similarity search to retrieve substances that are similar to your query structure, ranked by Tanimoto score
• limit your substance answer set by applying “pre-search” filters as shown in Figure 1

Get a life! Oxford Dictionary of National Biography will show you how

Wong Oi May: omwong@ntu.edu.sg
Subject Librarian for English & Foreign Languages

An e-book that goes beyond the ordinary dictionary – that’s what the Oxford Dictionary of National Biography (Oxford DNB) is all about. It contains more than 50,000 written biographies of remarkable people from around the world who shaped all aspects of Britain’s past.

Get a life or a daily biography

Sign up for “life of the day” and receive a biography from Oxford DNB in your email box on a daily basis.

Alternatively, Oxford DNB allows you to shuffle through biographies at random simply by clicking “get a life at random”. Click “get a life” on the topmost bar and every click is a new surprise.

How to search?

• By name
• By groups of people
• By the text across the dictionary

Theme-based searching

This feature allows browsing through biography entries arranged by reference lists, reference groups or feature essays.

For example, if you would like to know more about the genius of Chaucer, check out the feature essays listing. You can also browse through the reference list section to find out who the colonial administrators and post-independence leaders of Singapore are. Use the reference group category to answer questions such as whether the Society of Civil Engineers (act. 1771–2001) is the first group of non-military engineers in the English-speaking world.

Updates

Online updates three times a year provides you with new biographies, themes, and features.

Printing and emailing

Printing and emailing is a breeze. Simply click on the respective icons on the navigation bar.

How to access?

To access Oxford DNB, search the Library’s OPAC (Online Public Access Catalogue) using the title “Oxford dictionary of national biography”. Alternatively, access it via a search in the e-books drop-down menu on the Library’s homepage.

How to access?

• SciFinder Scholar is easy to install. Refer to the installation guide at http://www.ntu.edu.sg/lib/collections/db/a345852.htm
• The current subscription allows up to five concurrent users to use the SciFinder Scholar software to search the Chemical Abstracts databases
• Need additional online help? Try the Interactive Tutorials in SciFinder Scholar at http://www.cas.org/SCIFINDER/SCHOLAR/interact/

For further assistance, please contact the Information Desk at 6790 6312 or email infodesk@ntu.edu.sg.
Feedback helps to improve services

Many users who visited the Lee Wee Nam Library after they returned from their short semester break will notice that the printing room has now been considerably expanded. Previously the room was heavily congested and noisy; particularly during the start of the term when all students seemed to make a beeline for the network printing facilities. The much improved facility is a result of close cooperation between the Library, the Office of Facilities Planning and Management (OFPM) and the photocopying vendor, Campus Supplies. More importantly, it was initiated as a result of feedback from students during the first Library meeting with the NTU Students’ Union last year. This is an illustration of the importance and usefulness of providing feedback to the Library.

There are several channels that you can use to provide feedback to the Library. One of the most commonly used channels is the feedback email wwwlib@ntu.edu.sg. All you need to do is to click on the email link in our Library webpage and compose your thoughts, suggestions and comments. This is our preferred method of sending feedback as a routine process is in place to ensure that all feedback emails received through this channel are answered promptly. We do have many users writing to us through this channel and we are committed to reply to each individual mail as soon as we can. Some feedback can be answered immediately while others may require further investigation.

We have also gathered feedback, suggestions and comments from our users which are posted on notice boards or recorded during user meetings. These, together with answers and replies, are published and regularly updated in the feedback section of our Library webpage (see http://www.ntu.edu.sg/Library/Home/LibraryFeedback)

For academic staff, feedback can also be given to your subject librarian (a list of them is given in our Library webpage) or any librarian listed in our homepage through phone calls, emails or when you see them in person. For issues that might be easier to discuss face to face, students and staff can also contact us to arrange for meetings.

Our Library pays very close attention to feedback from our academic staff, students and other users. A senior library staff member, the Head of Library Promotion Division, is assigned to monitor feedback, take follow up action with relevant library divisions and coordinate replies. She also analyses feedback received over time and tries to detect trends and common issues of concern so that the Library can address them on a long term basis. As the University Librarian, I am also aware of every feedback received and reply given, and when necessary, answer them myself.

We value feedback from our users as we believe that as a service organisation, we need to be aware and responsive to problems faced by people who use our services and facilities. We may not always be able to accede to users’ suggestions and proposals, but we value the opportunity to provide explanation and clarification that may not be obviously clear at first sight.

One of the most important driving principles behind our work in the Library is to filter policies, operations and development plans through the perspectives of our users. The feedback you give to us will help guide us in providing you with excellent services that are relevant and valuable.

Choy Fatt Cheong
University Librarian

A Word from the University Librarian

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University Librarian

A new expanded printing room – the result of user feedback

Editorial Committee:
Dexter Chee :: dexter@ntu.edu.sg
Wendy Ong :: wendy@ntu.edu.sg
Wong Oi May :: omwong@ntu.edu.sg