The Library: a goldmine and playground

SCI students learn more about their school while being familiarized with NTU Library

Chief Editor’s note:

NTU Library has been collaborating with various schools in the past year to conduct information searching workshops and advanced research seminars for students of these schools.

We highlight in this issue two such collaborative projects -- “Information Searching Skills: Resource and Internet Search”, a library workshop for students of CS105 Introduction to Communication Research, SCI and “Advanced Research Seminar (Literature Review)”, a series of seminars for final year students of NBS.

Classroom faculty who are interested in initiating a similar collaborative information searching/literacy project with the Library should contact Mr Akbar Hakim, Instructional and Research Support Librarian at tel: 6790 5221 or email: akbar@ntu.edu.sg

Regardless of academic discipline, every good student must be armed with the ability to find information and to be able to determine the value (in terms of relevance and accuracy) of that information. This information search and retrieval skill is particularly crucial for students in the School of Communication and Information; after all, information is our business!

We teach the undergraduate research methods course in the School of Communication and Information. The sad fact is many of our students approach the research methods class with
trepidation. Common misperceptions are that research is best left to the elite students, that research involves lots of mathematics, and that research has little relevance in the students’ non-academic lives.

In introducing the students to the practice of research and to the notion that “Research IS fun!” we try to show our students that the ability to uncover and analyze information is a skill they make use of everyday. For instance, determining the most efficient way to get from home to school in time for classes, or which canteen is the least crowded at lunchtime!

The NTU Library has been invaluable in helping to ease our students into the wonderful world of research. At the start of the semester, students are introduced to information search strategies and skills through a one and a half hour library workshop conducted in the Lee Wee Nam Library by Mr Akbar Hakim, Instructional and Research Support Librarian. This workshop takes students through the information search process and gets them acquainted with basic online search strategies which are essential for sifting through the sea of information on the Web and for conducting effective searches.

Besides introducing the students to the various search tools on the web, Mr Akbar also highlights the many databases that NTU library subscribes to as well as the other useful resources such as electronic journals that can be found easily and readily on the library’s website. Students find these resources particularly useful and practical for their project work and class assignments.

To allow the students to try out these newly-acquired skills and knowledge, the last half-hour of the workshop is designated as hands-on session, where students seat themselves in pairs and explore freely on the computer terminal they share.

To assist with the workshop, a worksheet is provided for Mr Akbar to use as an instructional aid. The questions on the SCI Info-Scavenge (see sidebar) are designed not just to test the student’s ability to search for information, but also to develop their ability to look beyond the obvious, and to link disparate pieces of information to create new knowledge. A secondary — and just as important benefit since the research methods class is taught to first year students — the questions help students learn a little more about NTU, the SCI, and faculty teaching year one classes.

Feedback following the library workshop has been positive and students note that the session does indeed help them see research in a more favourable light! Just as important, students report the value of the information search and retrieval skill for their other
As educators, we find it most gratifying when students complete their assignments eagerly and with excitement. Borrowing from a familiar adage: “It’s not what we teach, it’s how we teach it”. Thank you NTU Library for helping to make CS105 fun and enriching!

Examples of Info-Scavenge Questions

1. For the 2000-2001 academic year, what was the ratio of male to female students in SCI? How does this compare with the ratio in EEE?
   **Answer:** SCI’s ratio = 1 male: 2.99 females; EEE’s ratio = 3.46 males: 1 female

2. Dr Kavita Karan co-teaches CS101, Introduction to Communication Studies. Her PhD is from the London School of Economics.
   a) Which London Underground station is nearest the LSE and open seven days a week?
   b) How much will it cost an adult to travel from Heathrow Airport Terminal 1 to the LSE by underground?
   **Answers:** (a) Holborn Station [http://www.lse.ac.uk/School/maps/map2.htm](http://www.lse.ac.uk/School/maps/map2.htm)
   (b) £3.60 [http://www.thetube.com/cgi-bin/tquery2.exe](http://www.thetube.com/cgi-bin/tquery2.exe)

3. As of July 1, 2002, A/P Hao Xiaoming serves as the SCI’s second Vice-Dean. Dr Hao earned his PhD from the world’s oldest journalism school. Name this school and its founder.
   **Answers:** University of Missouri School of Journalism, and Walter Williams [http://www.journalism.missouri.edu/home/about.htm](http://www.journalism.missouri.edu/home/about.htm)

4. As an undergraduate, SCI sub-dean Dr Su-lin Gan completed a three-month internship at the Cable News Network (CNN) in Atlanta.
   a) Today, if you wanted to tour CNN Center, how much would it cost you (in US$)?
   b) How long would it take to travel from Hartsfield International Airport to the CNN Center on the MARTA?
   **Answers:** (a) US$8 [http://www.cnn.com/StudioTour/](http://www.cnn.com/StudioTour/)
NBS and NTU Library
Collaborative Advanced Research Seminar

Amanda Vanderput
Corporate Communications Executive
Nanyang Business School
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Nanyang Business School (NBS) and NTU library successfully organized a collaborative project in response to final year students’ requests for advanced research seminars. This was the first time that NBS had organized such a seminar for her final year students.

The series of repeated day-long seminars, which ran from 1 to 5 July 2002, was aimed at training students to do a literature review systematically. “We were trying to help the students develop strategies so that for their final year projects, they will understand the importance of the literature review and how to go about doing it,” says A/P Edna Reid of the Division of Information Technology and Operations Management, NBS. A/P Reid is one of the co-facilitators of the advanced research seminar.

The seminar was opened to all NBS final year students but participation had to be limited to 250 students due to classroom constraints and a larger than expected response. This meant that only one student per project group was allowed to attend the seminar. “We didn’t expect the overwhelming response because students were invited on a voluntary basis. Normally students don’t volunteer for more work!” remarked A/P Reid.

About 97% of participants found the seminar helpful and felt better prepared for their advanced research project...
About 97% of participants found the seminar helpful and felt better prepared for their advanced research project, according to feedback results compiled by 3rd year Business student, Geoffrey Wong, who assisted and also participated in the collaborative seminar. “After attending this seminar, my team mates and I gained a better understanding of what the literature review is all about, and it gave us a starting point in our research,” says Geoffrey.

However, the feedback also highlighted some areas for improvement. Many students felt that the whole day seminar was too long and that it should have been split into two days. Others felt that their other group members should have been allowed to participate in the seminar.

Mr Akbar Hakim, Instructional and Research Support Librarian and co-facilitator of the seminar, said that the organising committee would have to look into student feedback when preparing for the next series of seminars. “There are plans to possibly incorporate the seminar into part of the school’s course curriculum,” says Mr Akbar. This will help with the scheduling of seminars for the large student base.

However, despite these minor problems, the seminar was an overall success. “I would very much recommend the seminar to the next batch of students,” says Geoffrey. “It is not just about the literature review but also research methods, search strategies and other tips that can be very useful for FYPs and when we start working as well.”

The organizers are planning a seminar on EndNote, an important bibliographic management tool that will help students write their final year projects and create bibliographies. They are also planning follow-up seminars covering advanced searches on specific and in-demand business and finance related databases like Bloomberg, OSIRIS, Datastream, Company Analysis, Factiva and Bankscope. These series of seminars are expected to be held in September and November 2002.
With the increasing emphasis on National Education (NE) in tertiary education in Singapore, and in response to a request from Dr John S. T. Cheong, Associate Professorial Fellow, MPE/Division of Engineering Mechanics, NTU Library organised its first NE exhibition with the theme “Civil Defence, National Disaster & Crisis”. The exhibition was held at the Lee Wee Nam Library from 25 March to 13 April 2002.

This first thematic display in NTU on “Singapore: Past, Present & Future” highlighted resources available in the Library on the theme. The display of posters, leaflets and books at the exhibition helped bring the audience down memory lane on some past events related to “Civil Defence, National Disaster and Crisis” (see Dr Yeoh Oon Clye’s email on page 7). It also created an awareness amongst our staff and students that being a small nation, Singapore is a vulnerable country and readiness is critical for her own protection and survival.

In order to attract as many staff and students as possible to the exhibition, announcements were made via ChannelNTU and iGEMS, and exhibition posters were sent to schools and residential halls as well. And in conjunction with the exhibition, the one-stop website for resources on “Singapore: Past, Present & Future” was revamped. The link to this invaluable website is provided from our Library’s virtual subject guide webpage at http://www.ntu.edu.sg/library/virtual.htm. Staff and students may also view the website directly at http://www.ntu.edu.sg/library/ne/main.htm.

Plans have been made to make this NE display a “travelling exhibition”. In addition, a second NE exhibition on “Singapore: Past, Present and Future” with the theme “Bonding Our People, Defending Our Nation” has been scheduled to be staged at the Lee Wee Nam Library in October 2002.
--- Original Message ---
From: Yeoh Oon Chye (Dr)
Sent: Wednesday, 10 April, 2002 4:28 PM
To: Ho Soo Miang
Cc: Cheung, John S T (Dr)
Subject: RE: NE Exhibition 25 March 2002 to 13 April 2002
Importance: High

Dear Soo Miang,

I spent some delightful moments browsing the NE display and collection of books about WWII, the collapse of New World Hotel, etc. Some of the books brought back memories of the dark days that our parents suffered, but still very vivid after all these years because I lived through those years of the Japanese invasion and period of occupation. I even attended the Japanese school for about 3 years! I felt the same way each time I viewed the exhibition in Sentosa and in the Museum. Of the entire exhibit, there is one booklet (published in 4 separate languages) about how to handle emergencies which I believe is really most valuable for every household. It has clear illustrations and simple text and the content covers all aspects of emergencies that arise from home to the event of the earthquake!!! By the way, when asked, I wonder how many of us can recall [and really believe] what Total Defence stands for?

Just a passing thought: I hope that all the students who are required to attend NTU’s NE have been encouraged to view the exhibit...There are many useful readings displayed at your exhibition that are certainly pertinent.

This is just a short note to share my thoughts with you and to express my appreciation for such a nice and worthwhile exhibition. Of course, thanks for the “gentle reminder” too.

Oon Chye
If you missed viewing this first NE exhibition on “Civil Defence, National Disaster and Crisis”, please visit the aforementioned website or check out the following books which were displayed at the exhibition:

- **Singapore Joint Civil Defence Forces.** Civil defence in Singapore: readiness is your only protection. Singapore: Singapore Joint Civil Defence Forces, [1991]. (Library 2, Open shelf books UA929.S56C582)


- **Wee Kim Wee.** A common stake, a common destiny: address by President Wee Kim Wee at the opening of the Third session of the Seventh Parliament on February, 22 1991, and, Addenda to the President’s address. Singapore: Publicity and Promotions Division, Ministry of Information and the Arts, [1991]. (Library 2, Open shelf books DS598.S76S617)

- **Chou, Cindy.** Beyond the empires: memories retold. Singapore: Oral History Centre, National Archives of Singapore, National Heritage Board, c1995. (Library 2, Open shelf books DS598.S7B573)

- **Zhou, Mei.** Elizabeth Choy: more than a war heroine: a biography. Singapore: Landmark Books, c1995. (Library 2, Open shelf books DS610.73.C47Z63)


- **Chua, Morgan.** My Singapore: history will never be the same again. Singapore: Raffles, c2000. (Library 2, Open shelf books DS610.4.M995)

Acknowledgement

The Library would like to thank the following for their contribution and generous donation of publications:

- Dr John S. T. Cheong, Associate Professorial Fellow, MPE/Division of Engineering Mechanics, for his valuable advice and display of student projects relating to NE at the exhibition.
- Central National Education Centre, Central Manpower Base, Ministry of Defence, for the posters on “Total Defence”.
- LTA Khaini Fadhila, Singapore Civil Defence Force, for the loan of relevant publications and the donation of posters and booklets.


昭南历劫记 / [罗汉松] 新加坡 : 新文化机构, [19--] (Lee Wee Nam Library cjk D767.55.L964)


和平的代价 : 马来半岛沦陷期间，136部队及其他反侵略势力纪实 / [冯仲汉主编]. 【新加坡】：新加坡中华总商会，1995. (Lee Wee Nam Library cjk DS596.4.H432)
The Conference was organized by the Universiti Brunei Darussalam Library from 24-27 September 2002. I was invited to speak at the Conference and presented a paper entitled, “NTU enterprise-wide information management system: innovations through collaboration and integration”. This paper introduces Nanyang Technological University as a world-class university. It describes briefly its mission, goals, main business activities, stakeholders and organizational structure. It discusses three aspects of information resource management from the viewpoints of types of information or data sources, access to information and ownership of information. It also spells out the key visions and strategies that have determined the evolution of an information management system for the university. It discusses collaboration and integration based on the development of iGEMS, the university portal. The paper concludes with some thoughts on new roles for the library and essential skill-sets for librarians.

The Conference was officially opened by Yang Berhormat Pehin Orang Kaya Laila Wijaya Dato Haji Abdul Aziz Umar, the Minister of Education, Brunei Darussalam. The speakers were from Australia, Brunei Darussalam, Indonesia, Malaysia, Singapore and United Kingdom and there were about 100 participants. There were seven plenary sessions covering a comprehensive and well-thought-out selection of papers on the following themes:

1. Evolution and exploitation of information knowledge
2. Integrated information resources agenda
3. Global information and knowledge management
4. National information system and information resources heritage
5. Information/knowledge resources management development and issues
6. Information resources assessment
7. Challenges ahead and managing change

A set of resolutions were tabled for discussion in the last session.

It was a privilege to be invited guests. The hospitality extended was excellent. I took the opportunity to savour local cuisines and enjoy the beauty of Brunei beaches and its flora and fauna. Of lasting impression is Kampong Ayer, the world’s largest water village, currently home to about 30,000 people.

My thanks to Universiti Brunei Darussalam Library for their generosity in terms of their time and effort in making my Brunei trip a very memorable one.
On 27th Aug 2002, the General Studies Unit, College of Engineering, NTU and the Urasenke Singapore Association jointly organised the Official Presentation of the Educational Materials on behalf of the Grand Tea Master, Dr Sen Soshitsu XV, to the Nanyang Technological University Library. The ceremony was held to commemorate the receipt of 93 books and audio-visual materials that were presented by Dr Sen on his first visit to NTU on 6 December 2001.

The occasion was graced by Mr Makita Kunihiko, Ambassador of Japan to Singapore, who delivered the official opening address. In his speech, Mr Makita expressed his delight that the Chado course taught in the inter-semester 2001 by Senior Tea Master, Mrs Watamizu Soyu, was a huge hit with NTU students.

In response, Dr Cham acknowledged with thanks to Dr Sen Soshitsu for the donation of the excellent collection of books, many of these on the traditional art of Chado and authored by the Grand Tea Master himself. He remarked that such a fine selection of books and audio-visual materials would not only aid the teaching and learning of Chado in NTU but it would also help to promote Japanese culture in our attempt to broaden the cultural awareness and appreciation of our students.

Dr. Cham also expressed his personal gratitude to Dr. Sen for his personal gift of one million Yen to the NTU 21st Century Fund to promote the teaching of Chado in the general studies elective GH04 and other aspects of Japanese culture in NTU.

Mr Freddie Ang, President of the Urasenke Singapore Association, then symbolically presented one of Dr Sen’s books to NTU President, Dr Cham Tao Soon.

In Japanese culture, the offering of a cup of green tea is a gesture of friendship, respect and tranquility. Members of the Urasenke Singapore Association, in the typical tradition of Japanese hospitality, prepared and served traditional Japanese sweets and the ceremoniously prepared green tea to President Cham, His Excellency Mr Makita and a host of VIPs and invited guests.

On this occasion, guests learnt that at the inauguration to launch the new General Studies elective, “Japanese
Culture Through Chado”, Dr Sen Soshitsu graced that special occasion in December 2001 with his lecture-demonstration in NTU on the “The Heart of Tea, the Heart of Japan”. With great effort and care, his skillful portrayal and performance of Chado brought to life the spirit of The Way of Tea that also symbolized the “Heart of Japan”. His strong commitment to the sharing of the spirit and cultural practices of Chado in Singapore for the first time is firmly rooted with the donation of his collection of books to the Library and his personal gift to NTU.

In addition, the Senior Tea Master, Mrs Watamizu Soyu, was carefully selected by Dr. Sen himself to teach Chado to NTU students in 2001. The appointment of the most experienced Tea Master, Mrs Naoko Nakabayashi, to teach Chado in the current inter-semester 2002 is a perfect reflection of commitment in sustaining the high teaching standards for the enrolled class of a hundred students. Mrs Nakabayashi will continue to teach in the January 2003 semester and the demand from students for the general studies elective GH04 is expected to be very enthusiastic.

Another highlight of the Book Presentation was the multicast of the video recordings of the lecture and demonstration by the Grand Tea Master on “The Heart of Tea, the Heart of Japan” and the classes on the teaching of “GH04 - Japanese Culture through Chado” via the Video On-Demand (VOD) service in the Library. These were accompanied by an exhibition of a special selection of Chado utensils. A selection of the 93 books and audio-visual materials were also displayed together with the vibrant posters that were created by the scanned enlargement and digitization of book covers and photographs.

About Dr Sen Soshitsu XV

Dr Sen Soshitsu XV is highly revered in Japan. He is the fifteenth-generation blood descendent of the founder of Chado (Sen Rikyu) and the present Grand Tea Master of the Urasenke School of Tea. For over 40 years, Dr Sen has imparted the spirit of The Way of Tea and its ideals to help others to attain genuine peace and happiness. With effect from January 2003, he will be formally succeeded by his eldest son who has been groomed over the years to be the Grand Tea Master XVI.
Students, staff and visitors to the Lee Wee Nam Library can now dip into a veritable treasure trove of Japanese art and culture. Hours of engaging discovery are promised for all of the books, including 11 titles on Chado by the Grand Tea Master himself, and those touching on core, fascinating aspects of Japan. Other titles donated include dictionaries and encyclopedias, guides to Japan and a panoply of books on Japanese horticulture, architecture, music, and cuisine. In addition, five videos on topics like tea etiquette, scroll-hanging and flower arrangement - all generously donated by the Grand Master - are also available for viewing.

**Acknowledgement:**

All artifacts, set-up for tea ceremony, and the serving of green tea are courtesy of the Urasenke Singapore Association.

**Sources:**


Acknowledgement Speech by Dr. Cham Tao Soon, President, Nanyang Technological University, on the occasion of the Book Presentation to the NTU Library, August 27, 2002.

Theses and dissertations are presented to the university by graduate students of all schools in NTU. Abstracts of these theses and dissertations are made available in the Library OPAC. Library users could search for these abstracts by title or author. Alternatively, users could also search by keywords and retrieve a list of thesis titles and authors to browse. As an example, if you were to search for theses presented by graduate students of the School of Mechanical and Production Engineering with the following keywords, “mechanical and production engineering and 2002 and thesis”, the OPAC result screen will show a list of brief records. One of them is shown below:

Library users could click on Abstract to read before deciding if they want to borrow the hard copy available in the Lee Wee Nam Library. Details regarding the location and procedures for submitting a request and collecting a particular NTU thesis can be found at this webpage: http://www.ntu.edu.sg/library/collections/special.htm#proj. A snapshot of a section of this page is reproduced below:
A two-day pre-conference on New Millennium Librarianship was held at Woodlands Regional Library on 22-23 April 2002. The objective of the pre-conference, which had an impressive list of speakers from the academia and industry, was to share experiences and expertise.

Two exhibitions were also held during the pre-conference - a Map Exhibition, showcasing the “Wonder of Southeast Asia’s Maps” and an Arts Exhibition, highlighting “Expressive Fascination Arts” of seven renowned local artists. Day 1 of the pre-conference focused mainly on information security issues whereas Day 2 touched on map collection, design libraries and art.

Day 1: Information Security

Fingerprint expert, Mr Robert M. Christensen delivered a keynote speech on “Biometrics and Information Security in a Borderless World”. He unraveled the mysteries of applying digital biometrics to address the security issue of border crossings by modern technology.

Dr Satheesh Ramachandran, a scientist at Knowledge Based Systems, USA presented a paper on “Using Knowledge Discovery Methods for Network Activity Monitoring”. He described the relevance and application of data and text mining algorithms for information infrastructure protection.

A/P Abdus Sattar Chaudhry, NTU talked about “Information Security Issues in Digital Libraries: Strategies for Protecting Information Contents and User Privacy”. He addressed the information security concerns for safeguarding information and information access tools including specific policies and protection measures.

Day 2: Map & Design Libraries

Have you ever experienced wondering around Asia in 18 minutes, hopping from one map to another? Mr S.C. Tam, a map collector and curator, took us on a tour round his colourful map-world which included maps of world cities, food & restaurants, shopping malls, Disneyland, sea journeys, and expo sites. He unravelled various kinds of maps and discussed their educational value as well as their unique roles as travelling guides in enriching the tourism business.

Some of Mr Tam’s 30,000 precious maps were showcased together with NLB’s rare map collection at the Woodlands Regional Library from 22-28 April 2002. We were fortunate to experience a unique pictorial journey covering several decades of Chinese and Southeast Asian history through the maps of India, Indonesia, Malaysia, the Philippines and China.

In addition, our knowledge of maps was further enhanced by Miss Josephine Chang, principal conservator of National Archives, National Heritage Board Singapore who provided an insight into Map Collection Management. She revealed techniques to preserve and prolong the shelf life of oversized and deteriorated maps in terms of their treatment, storage methods and environmental control. Other presentations included designing creative artworks and exhibitions online to make virtual galleries and museums a success to spark new interest in Southeast Asian art and culture.

This pre-conference has provided an insightful understanding of information security and security techniques. Issues relating to the role of information professionals in providing and/or restricting access to information and collection for security reasons were covered. Information professionals were also urged to play an active role in supporting the use and preservation of maps and artworks as valuable assets in the life cycle of knowledge creation.
The World Library Summit (WLS) <http://www.wls.com.sg>, first of its kind in Singapore, was held from 24th to 26th April 2002 at the Singapore International Convention & Exhibition Centre in Suntec City. It was jointly organized by the National Library Board of Singapore and the Ministry of Information, Communications and the Arts. The summit provided an excellent opportunity for professionals in the information and knowledge related fields to meet and exchange ideas.

The 3-day conference, officially opened by Mr. David T. E. Lim, Acting Minister for Information, Communications and the Arts, attracted over 800 participants from over 15 countries, including 10 librarians from NTU. I was fortunate to be one of the participants.

THEME

In this knowledge economy where public access to information is critical in developing the knowledge society, it was no surprise that the theme for the inaugural WLS 2002 was founded along this topic: Global Knowledge Renaissance. The focus throughout was on knowledge governance and people connectivity as key foundations for new knowledge societies.

The summit brought together practitioners and distinguished speakers from the industry, academia and the government to expound and discuss issues and challenges of knowledge technology and business.

Amongst them were:

- Dr. Douglas Carl Engelbart, Director, Bootstrap Institute & Bootstrap Alliance, USA, who delivered the first keynote address on “Knowledge Augmentation for the 21st Century”;
- Dr. Charles F. Goldfarb, Consultant and Speaker, USA and the original SGML inventor, who focused on the technology of knowledge retention;
- Dr. Christopher Chia, Chief Executive, National Library Board, who spoke on the topic of “Knowledge Governance with e-Government”; and
- Prof. Neo Boon Siong, Dean, Nanyang Business School, NTU, who presented a paper on “The National Library Board Case Study by Harvard Business School”.

There were altogether seven plenary sessions with two parallel tracks and two days of pre-conference seminars during the summit.
HIGHLIGHTS

The seven plenary sessions were organized along three main thrusts:

Knowledge Augmentation

Keynote speaker, Dr. Douglas Carl Engelbart examined the issues of knowledge retention and how we can augment human capabilities in societies through the innovative use of new technology and through knowledge sharing across cultures and civilizations. Another two notable speakers, Dr. Dagmar Schmidmaier, State Librarian & Chief Executive, State Library of New South Wales, Australia and Ms Renate Gompel, Head, Office for Library Standards, Die Deutsche Bibliothek, Germany, shared their views on the importance of creating a knowledge sharing culture and network. In particular, libraries should form strategic alliances and establish appropriate networks to benefit from the synergies.

People Connectivity and Cultural Entrepreneurship

Issues and problems relating to connecting people to people and to machines/systems across cultural boundaries through projects or collaboration and how different disciplines can converge and focus on common goals for mutual gains were discussed here. In a plenary session, Mr. Lim Siam Kim, CEO, National Heritage Board shared his experience and views on the convergence of libraries, museums, archives and the Arts.

Knowledge Governance & Collaboration

Speakers here addressed the critical success factors for governing different knowledge domains alongside different knowledge infrastructure and across geographical boundaries. Issues such as governing policies on standards of knowledge & content management, such as the Dublin Core, Digital Object Identifiers and the SFX context sensitive reference linking, and the enforcement of intellectual property rights were discussed here.
At the Gala Dinner, the first CONSAL award was presented to Mr. M. Santos Atty Antonio, Chief Law Librarian at the University of the Philippines, College of Law Library, in recognition of his invaluable contributions to the ASEAN library community. In addition, we also witnessed the launch of the ASEAN Information Network and a copyright book that serves as a useful guide to libraries. Dr. Vivian Balakrishnan, Minister of State, National Development was the Guest-of-Honour at the Gala Dinner for the award and launch ceremony.

I was also present at one of the 2-day Pre-Conference Seminars held at Tampines Regional Library. The topic of the seminar was “Forging Ahead: Academic Libraries in ASEAN - Academic Libraries in Transition”. It was heartening to see Mr. Foo Kok Pheow, our University Librarian, chairing one of the sessions and the warm responses received from the participants. From the seminar, I learned about the latest search retrieval technologies available in the market. One of them is the MUSE Technology, which offers the ability to search across different system platforms through a single search interface, similar in concept to the Cicada Search software used on NTU’s portal, iGEMS.

The summit also provided us with a good opportunity to share ideas and network with librarians from other countries. It was also an ideal platform to help create opportunities for future collaboration and partnership.

It was indeed a fruitful and rewarding experience for many of us after 3 days of ideas and knowledge sharing. I have certainly benefited from the summit with new insights and broadened perspectives. As pointed out by A/P Schubert Foo, Head, Division of Information Studies, NTU, “academic librarians, as knowledge workers, need to play active roles in searching for innovative solutions to the issues involved in adapting to new environments”. A/P Foo also reiterated the importance of getting academic librarians to be more involved in the research of academic librarianship, and to further enhance their roles as educators of information literacy. With this enlarged role, the status and value of our profession will certainly be improved.
——Original Message——
From: Tommy Yeung [mailto:tyeung@ln.edu.hk]
Sent: Monday, May 13, 2002 12:03 PM
To: Foo Kok Pheow
Subject: Thank you

Dear Mr. Foo,

Thank you for letting us visit the NTU libraries. Despite the fact that we only had a short stay, we had seen a lot and learned a lot there. The technological setup of NTU is impressive and the iGEMS project has given us a lot of useful ideas. We must thank your staff in making such a good presentation to our members and showing us around in the library and media centre. Jobs are well planned and done under your leadership. I would not hesitate to recommend professional librarians of Hong Kong to visit your library in case they happen to be in Singapore.

We look forward to hearing more exciting developments from the NTU libraries.

Regards,

Tommy Yeung
President, Hong Kong Library Association
The following is a brief on their project titled, “Long Time Spent in Processing Photocopy Requests”.

iTEAM looked into streamlining and standardizing the procedures for processing photocopy requests in the Resource Dept, with the aim of shortening the time spent by staff in processing such requests.

The solutions implemented as a result of the project were:

1. Setting an overall standard for the time required to complete the main stages in the workflow for processing photocopy requests.

2. Educating academic staff during library orientation with regards to submission of photocopy requests so as to prevent duplicate submissions.

3. Involving more professional staff in the bibliographic verification of photocopy requests received.

4. Assigning and training clerical staff on the revised workflow for placing of orders and receiving of requested documents.

5. Using a distribution list to allocate photocopy requests received for professional staff to handle.

6. Standardizing the existing photocopy request databases, making use of the databases to generate order forms automatically, and placing orders with suppliers via fax or email.

7. Documenting the standardized workflow, order procedure, allocation procedure, “covering duties” procedure and use of the databases.

During the trial period from 1-26 March 2002, the time taken to process a photocopy request was reduced by 39.6%, that is, from 5.4 working days to 3.3 working days. This resulted in a saving of 2.1 working days per request. Thus, the Resource Dept is now able to handle photocopy requests more efficiently as staff is able to process more requests within the same period of time. In addition, the Library now provides a better quality photocopy request service which will greatly assist staff and students of NTU in their quest for information and in the completion of their research and project work.
Congratulations to Mrs Cheryl Tang, Cataloguing Librarian, for winning a Merit Award in the Individual SSS Competition during the NTU PS21 Award Ceremony on 31 May 2002.

This is her winning suggestion:

**Suggestion Title:**

To use free search engines, eg., Google, when searching for specific websites before cataloguing using OCLC CORC, thus saving costs.

**Present Practice/Procedure and Problems:**

2. If there is a hit record, do copy cataloguing.
3. If there is no hit record, do original cataloguing.

**Proposed Practice/Procedure:**

1. Instead of using OCLC CORC to search, use free search engines, eg., Google, to search specified websites.
2. Copy and paste the resultant URL of the website in the “Create Single Record” page of OCLC CORC.
3. The OCLC CORC system will indicate if there is a hit record or not.
4. Copy or original cataloguing will be done accordingly.
5. Hit records are then exported to our local system at a cost of US$0.20 each.
6. There is therefore no necessity to use OCLC CORC to search, thus saving on the US$0.85 per search on the system.

**Likely Benefits to be Derived (Savings & Improvement in Quality and Service):**

Using free search engines to search for websites before cataloguing them using the OCLC CORC system is a more cost effective work process than searching directly the OCLC CORC system for these websites. The OCLC CORC system expenditures on searching and exporting records between May to December 2001 has shown substantial savings from searching less records in the system.
Exhibitions & Displays :
Experiences of tertiary education libraries and beyond

Ms Dexterine Ho Soo Miang (seated left in photo above), Senior Assistant Director, Resource Dept, with guest speaker Mrs Wong-Yip Chin Choo (seated right), Deputy University Librarian, shared their experiences with an audience from academic and school libraries at a Library Association of Singapore talk on Monday 14th October 2002.

Mrs Wong provided a macro view of the elements required and the outcomes an academic library can obtain when committing to a programme of exhibitions and displays. She explained how NTU Library in 2001 had taken the unique opportunity of a major facelift with the then renaming of its Library 1 to the Lee Wee Nam Library to create a display-event space and to plan at management level towards an ongoing display-exhibition programme.

Dexterine brought the discussion to the micro level by looking at the practical aspects of planning and production of exhibitions and displays. She highlighted the need for display planners to be alert to their target audience especially with regards to what appeals to them, what are their needs and interests.
iGEMS emerged 2nd in Microsoft Asia PESC Competition

Our iGEMS project was one of the top 4 winners from the 22 entries submitted to the Microsoft Asia Productivity Experience Solution Challenge Competition. This is an Asian Competition on portal solution utilizing or leveraging on Microsoft technologies. A total of 22 solutions were reviewed in the preliminary rounds. Of the 12 entries from Singapore, iGEMS emerged as the only finalist. Solutions from the finalists will be featured in MS Office Solution Gallery at http://www.microsoft.com/office/techinfo/solutions/default.asp.

iGEMS’ strength lies in the provision of a community portal for staff and students with single sign-on access to all services and resources.

Top 4 Winners:
1st Place: worXPace Portal - Sonata Software, India ISV
2nd Place: i-Gateway to Educational and Media Services (iGEMS) - Adroit, Singapore Solution Partner
Runner-Up: Financial Management System - BSME Holborn Computer Resources, Hong Kong ISV
Runner-Up: Knowledge eXPerience Portal - Computer Systems Advisers, Malaysia

Top 8 Finalists (not necessarily in ranking order):
- Excellence Network: Excellence Excenter - China
- Guangzhou Lington, Ltd: Mobile Billing Solutions for SME - China
- Infocan Computer, Ltd: Document Management System - Hong Kong
- BSME Holborn Computer Resources: Financial Management System - Hong Kong
- Sonata Software: workXPace Portal - India
- Adroit: i-Gateway to Educational and Media Services (iGEMS) - Singapore
- Axis Computer: Knowledge Management Solutions - Malaysia
- CSA: Knowledge eXPerience Portal - Malaysia

Library membership at other tertiary institutions

NTU teaching and research staff as well as graduate students who wish to join other tertiary libraries are now required to request for a Letter of Introduction from the Library. This Letter of Introduction would be issued by the Circulation Department. The request form for the Letter of Introduction is available online at the following links: http://www.ntu.edu.sg/library/services/overview.htm#locallib http://www.ntu.edu.sg/library/services/locallib.htm

The above mentioned categories of users can apply to join the following libraries:

1. NUS Library
2. Singapore Polytechnic Library
3. Ngee Ann Polytechnic Library
4. Temasek Polytechnic Library
5. Nanyang Polytechnic Library

Seminar on e-Security with Gartner

The Library held a joint seminar on e-security with Gartner.com on 9 April 2002 at the Lee Wee Nam Library. The one and a half hour seminar, presented by Steve Bittinger, Research Director, Gartner, was attended by 10 academic staff from the various schools in NTU. The seminar, titled “Security and trust for the online world”, covered key areas of security risk and fraud risk that arise in the transition to online services, looked at ways of estimating the potential magnitude of exposure or loss and recommended approaches to minimising those security risks or losses. Perspectives on PKI, smartcards, authentication, authorisation, non-repudiation and privacy - elements that all contribute to building trust - were also provided.
New Staff

Ms Sally Yong joined NTU Library on 5 December 2001. She is currently with the Acquisitions Dept. This is her first library career after three years in the human resource field. Currently in the final semester of her M.Sc. (Information Studies) course, she will continue to use what she has learnt to further better her work. She can be contacted at 6790 5214 or email slyong@ntu.edu.sg.

Ms Chan Shan Shan joined NTU Library in February 2002 and has since been attached to the Cataloguing Dept. After graduating from Hull University (England) with a Computational Science degree, she went on to obtain her M.Sc. (Information Science) from NTU and an MBA from the University of West Florida. Prior to joining NTU library, Shan Shan worked in public libraries for seven years. Shan Shan has this to say about her working life in NTU Library thus far, “The past year has been a wonderful year and I have learnt a lot working in the Cataloguing Dept. There is a good working environment and I am glad that I have joined this family. I look forward to the challenges ahead.”

Shan Shan is also a happy mother to four children, three boys and one girl. She can be contacted at 6790 4690 or email sschan@ntu.edu.sg.

Bloomberg TV

Bloomberg TV is now streamed on campus via three plasma TVs located at Level 2, Lee Wee Nam Library; Nanyang Auditorium (next to Coffee Express); and at the entrance to the Nanyang Business School. The plasma TV at Library 2 will continue to show ChannelNewsAsia.

ChannelNTU

ChannelNTU is now available for viewing in iGEMS. At the public portal page of iGEMS, click on Events and then ChannelNTU. The channel can also be viewed after login to iGEMS. Upon login, go to Community and select ChannelNTU.