



Professional Development *SINGAPORE*



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Nanyang Technological University Libraries
National University of Singapore Libraries
Singapore Management University Libraries

10th AUNILO Meeting 2014

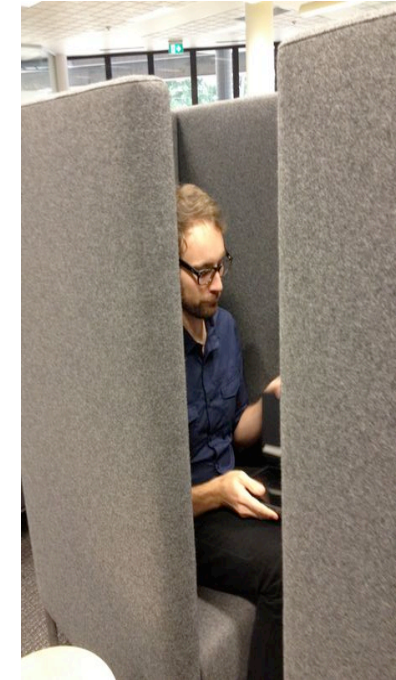
In-House PD Programmes

- Monthly half-day PD sessions for professionals
- Mandatory to ensure that all **have** and **make** the time for PD
- “Making Learning Sticky” - broad themes + applied tasks
- Recent focus areas include pedagogy, scholarly publishing, mobile technology
- Regular customer service and technology-related staff development for support staff



External PD

- Annual Individual Learning Plan (ILP) – what and how - local training, online courses, agreed upon projects and/or study plans
- Support for international conferences/workshops to broaden professional knowledge beyond immediate local context
- Exchange programmes with international partners
- Support for further education, including MLIS



In-House PD Programmes

- Emphasis on on-the-job training
- Planned training for new recruits
- Share & Learn Always series
- Webex



Share and Learn Always (SLA) - Cross functional sharing on E-Access Management procedures and processes at AM

Share and Learn Always (SLA) - engage MAs/OAs to share their experiences in answering queries and serving customers

Share and Learn Always (SLA) – update staff on changes in library policies, services and products

Tutorial on Patents and Patsnap

Training on Sierra Desktop App

Resource Description and Access (RDA)

Lean Six Sigma Green Belt Certification

Systematic reviews for medicine

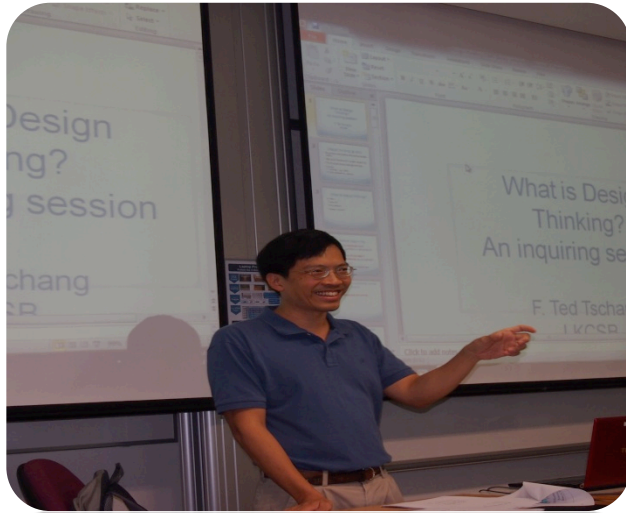
Systematic legal research

External PD

- Collaborate with NUS departments eg Office of Quality Management (OQM), Office Human Resource (OHR), CELC and LAS to organize workshops
- Support for MLIS
- Support for attending international conferences and leadership institutes
- Support for attending talks organized by LAS

NUSL Workshop – Information management and Dashboards for Improving Business Process, by Tang Khoon Sin / NUSL, OQM
New Internet Technologies, Digital Literacy and Privacy, by Dr. Sangeet Bhullar / NUSL
New Technologies and Information Literacy Skills in a Web2.0 World for Librarians by Dr. Sangeet Bhullar / NUSL
Workshop on Social Media Strategies, by Robin Low / NUSL, OHR
Citation, Journal Impact Factor and H-Index as Indicators of Research Performance, by Prof Szarina Abdullah / NUSL, LAS
Interactive Training Strategies Workshop, by Dr. Sivasailam Thiagarajan / NUSL, OHR
Workshop on Objectives, Targets and Strategic Goals / OQM, NUSL / HortPark
Strategic Management Workshop, by Tang Khoon Sin / NUSL, OQM
Effective Progress & Appraisal Reports for Librarians, by Peggie Chan / NUSL, CELC
Effective Appraisal Reports for Librarians, by Dr. Jeffrey Mok/ NUSL, CELC

Compendium of Programmes



Invited Faculty: Workshop on Design Thinking



NL Indonesia Attachment Sharing



Learning from Industry: Learning Journey to 3M



Collaboration with CTE: Workshop on IL Assessment



Getting Ready for Term 1: Train-the-Trainer LibQuest

SMU Library Staff Development	Description
Culture of Assessment at SMU	LEAN Training, Business Process Improvement, Problem Solving Courses Webinars, Talks, Readings, Discussions, Evidence and data gathering, use
Learning Circle	9 events: Faculty Speakers, Learning Journey, Conference Sharing, Tech Talks
A Day In the Life Of...	Immersion Programme in collaboration with NUS, NTU and SMU
Learning Week: Refresh!	Series of in-house training on selected topics branded as “Getting Ready for Term 1”
Staff Team Building	1-day Off-site. Using TMS (Team Management System) profiling
SMU-wide Seminars and Workshops	University-wide events and programmes organised by Schools, Departments, Centres and Institutes
Conferences and Specialist Meetings	Local, Regional and International, e.g. IATUL, LIBER, ACRL, ALA, Online, IFLA, ECIL, ARL and so on
Visits and Study Tours	Local, Regional, International Libraries for best practices
Vendor Training	Product Updates and Enhancements. Co-ordinated with Electronic Resource Librarian and Research Librarians
Strategic Goal Planning	Leadership Team and Selected Staff
Internship	1 Student from NTU’s LIS Programme or equivalent
Attachment Programme	Requests from other libraries to learn best practices e.g. Information Literacy
Shadowing	Learning about the different functional teams and services. New staff or recent graduates
Staff Rotation	Identified staff are seconded to a department for an agreed period of time
Professional Qualifications	MLIS Programme; WDA Library Certificate (LAS)
Professional Associations	Attend LAS and other related associations events
Online Learning	Webinars, eLearning, e.g. ALA, ACRL, RUSA

Staff involvement in their own learning

What do you want to know about service excellence?

Start this poll to accept responses

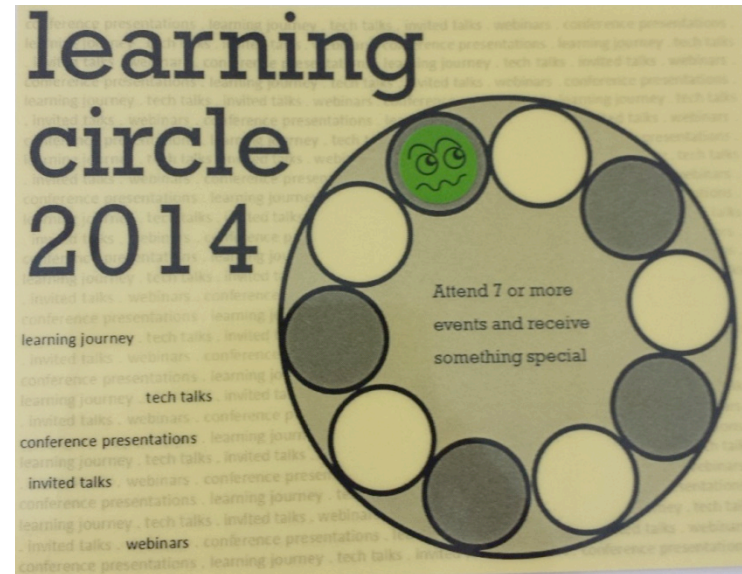
"What is service excellence? It seems so broad."
6 days ago

"Can "service" be measured? How would I know if my service is up to mark at a satisfactory level? Asking the customer to "rate" the service on a survey form is at times forced and superficial."
6 days ago

"How can we measure service excellence?"
6 days ago

"How to inspire / inculcate service excellence among service staffs"
6 days ago

"How to define a service quality? By customer's satisfaction? What if customer ask too much?"
6 days ago



LAS Professional Development Scheme

- Library Association of Singapore confers the award of “Practicing Professional (PP)” for achieving a defined level of training and other PD activities within a 2 year period
- Point-based system - must engage in 3 areas: Expertise development, Industry Knowledge Development, Personal Development
- NTU, SMU and NUS use as an element in annual performance appraisal and hiring



"A Day in the Life" Collaboration

- Exposure to each others services, operations, and programmes
- Small group, participant-led
- Group spends one full day at each of the 3 libraries
- Presentations from and discussions with those doing the work
- Broaden view of how different academic libraries organize themselves and deliver services



Singapore PD in Summary

Singapore academic libraries consider continuing professional development CRUCIAL to our work, and use multiple strategies:

- Formal and informal internal practices
- Engaging with professional trends and developments at an international level
- Use of Library Association of Singapore Professional Development Scheme
- Collaborate across libraries to broaden exposure, share ideas and enrich understanding