



The Singapore Experience : DIY Library@Sengkang

Fatimah Sulaiman
National Library Board
Singapore

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S i n g a p o r e

Singapore – A multi-racial society

Founded in 1819
Independence : 1965

Population : 4 million
Size : 641 sq km

Languages

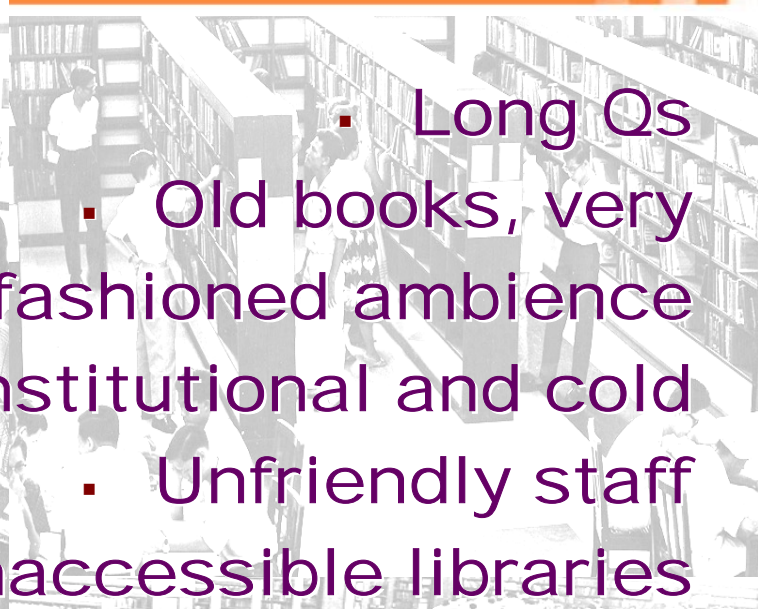
English

Malay

Chinese

Tamil





- Long Qs
- Old books, very
- Old-fashioned ambience
- Institutional and cold
- Unfriendly staff
- Inaccessible libraries (only 10 towns served)
- Physical libraries only
- All of the same
- Only for “studious” people

Lots of room for improvement!

LIBRARY 2000

Investing in a Learning Nation



REPORT OF THE

LIBRARY 2000 REVIEW COMMITTEE

To Expand the
Learning Capacity
of the Nation so as to enhance
National Competitiveness
and to promote a
Gracious Society

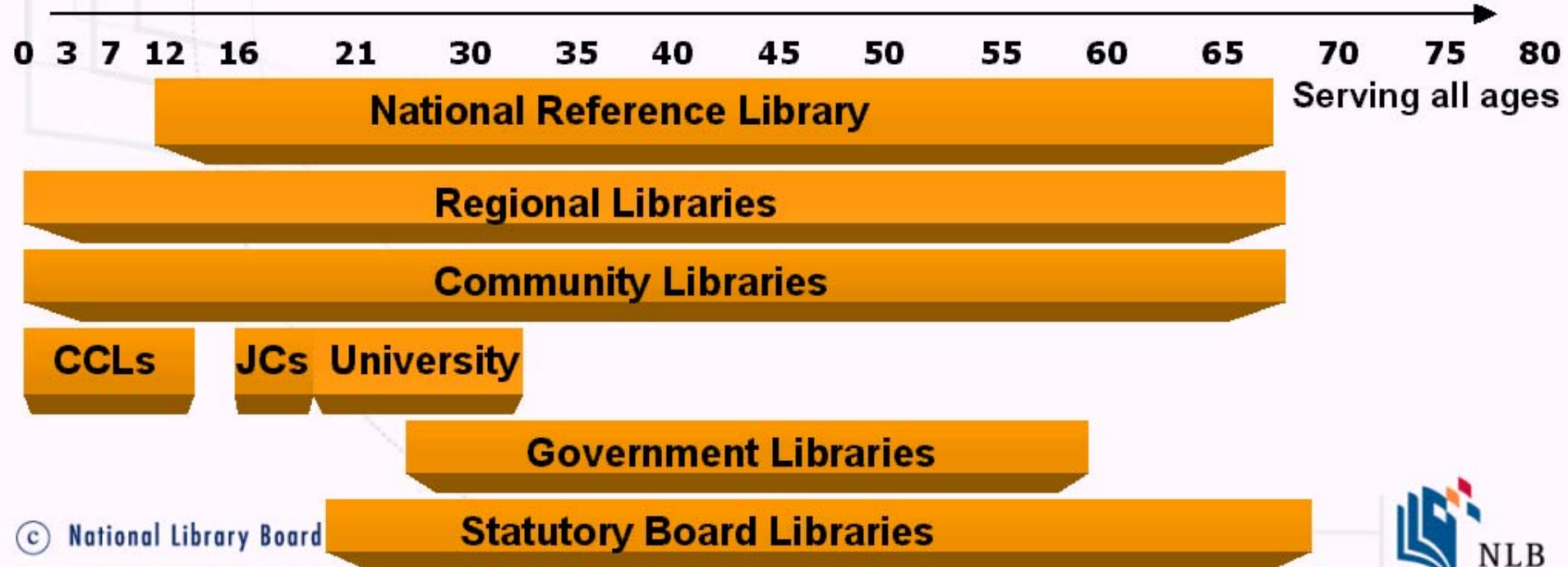
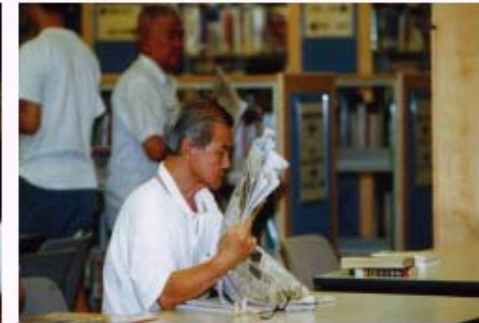
To deliver a world class library system that is convenient, accessible and useful to the people of Singapore.

A New Age of Libraries Beckons NLB

THE LIBRARIES

Quick Facts

Something for everyone



THE LIBRARIES

Quick Facts



- **Regional Libraries (3)**
- **Community Libraries (19)**
- National Library (1)**

Total of 73 Libraries*

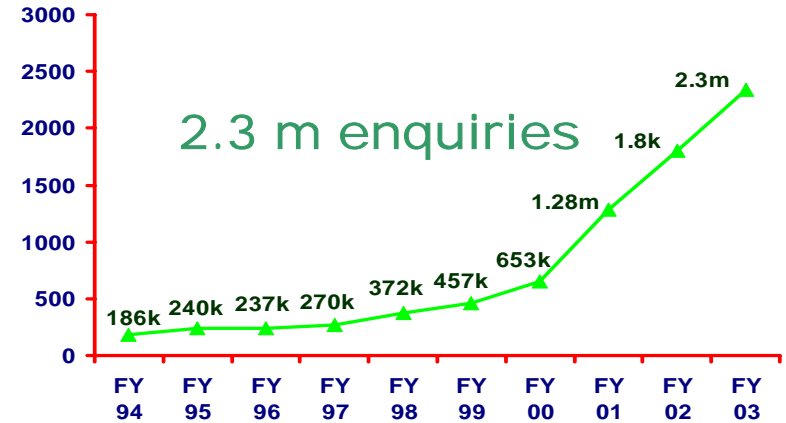
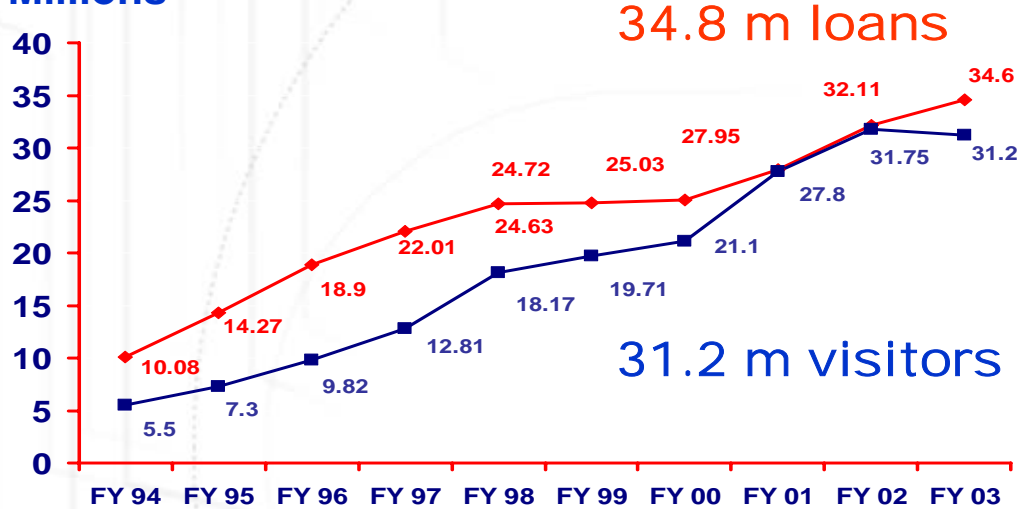
** Including off-site libraries such as Govt, Stat Board & School Libraries. As at March 2004.*



- **Community Children's Libraries (18)**
Jointly with PCF (PAP Community Foundation)

Increased Library Usage

Millions



- 1 in 2 people living in Singapore is a library member
- 100,000 people visited Woodlands Regional Library on its opening day (29 April 2001)
- More people visit libraries than cinemas (cinema attendances in 2003 were 3,499 per 1,000 population while library visitorship was 7,443* per 1,000 population)

* Based on loan of library materials of 8,336 per 1,000 population and average loan of 1.12 per library visitor



Aim : To make library visits enjoyable, memorable, enriching and hassle-free

Queues were removed : 3M



Queues were removed : RFID



RFID check-out



RFID check-in

- ✓ No more queues
- ✓ Almost instantaneous borrowing and returning



RFID sorting



Checking of loans and payment: all automated



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Library e-Kiosks

All-in-One kiosk replacing Three Self-service machines

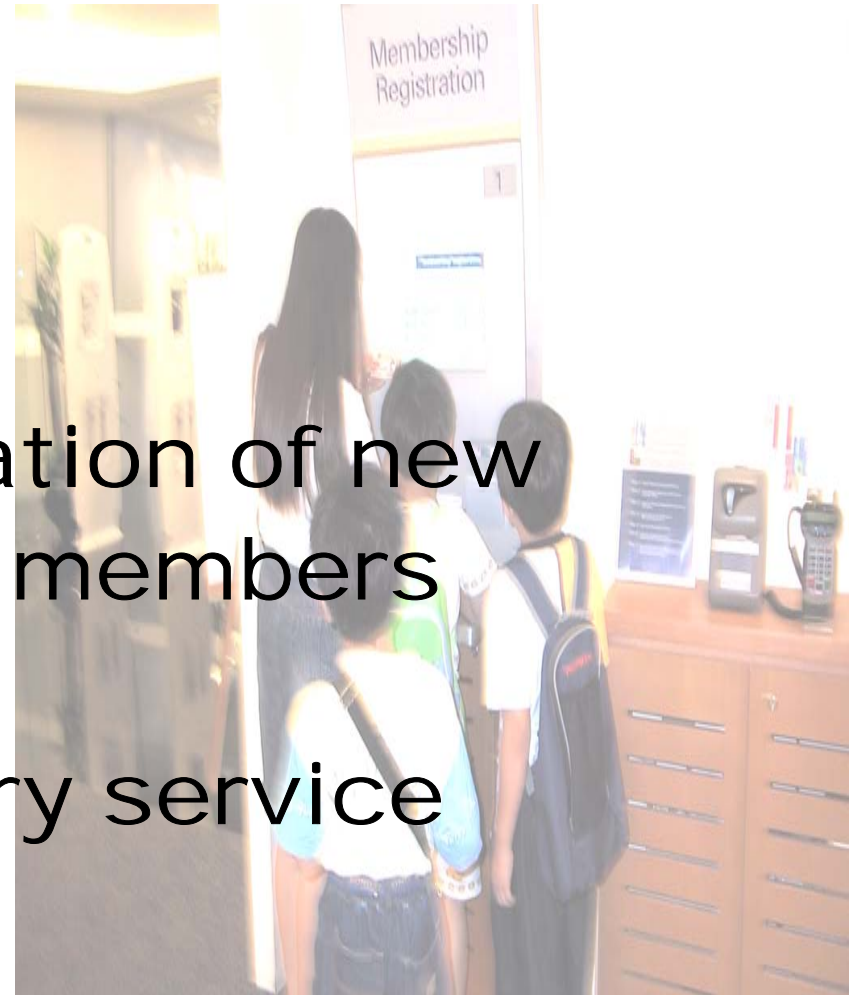


Final 2 services to be DIY-ed:



- Registration of new library members

- Enquiry service



DIY : Registration of new members



❖ **Free registration and free lifetime library membership for all Singapore citizens**

❖ **One-time registration fee and free lifetime library membership for Permanent Residents**

❖ **Low joining fees for Foreigners:**

- Registration Fee - S\$10.50**
- Annual Subscription Fee - S\$10.50**

❖ **Self-service Membership Registration Kiosk: Become a library member in less than 5 minutes!**

DIY : Registration of new members



© National Library Board Singapore



Select desired function on the touch screen by pressing on it.

Follow the rest of the steps shown on the screen.



Select the supporting document you wish to use:

If you are using a

-NRIC/School Smart Card/ Membership card, place the card into the slot with the barcode facing away from you. Remove the card when your NRIC number appears on the screen.

Or



-Birth Certificate (to register a child), enter the Birth Certificate number as shown.



Collect your membership card at the end of the transaction.

DIY : Cybrarian (enquiry) Service

NLB

21 June 99

Links to Visit: [@ the Library](#) [What's New](#) [Events](#) [Library Cam](#)

LOST IN CYBERSPACE ??? GET HELP FROM OUR CYBRARIAN.

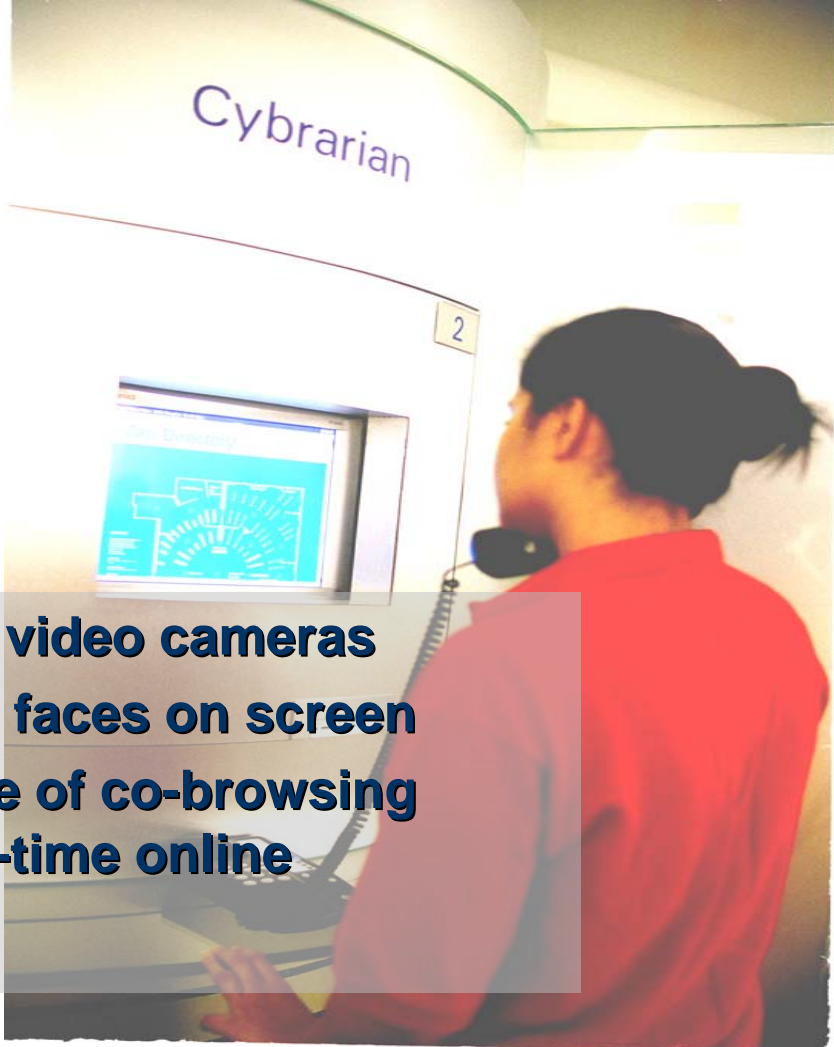
WHAT IS THE CYBRARIAN SERVICE ?

- It is a real-time , online service .
- It allows face to face interaction between you
- An opportunity to get online help on our mul
 - Internet Access
 - Electronic Databases
 - Virtual Communities
 - TIARA
 - CD-ROM / Video-on-Demand

- **Prototyped in 1998 with video cameras**
- **Customers did not want faces on screen**
- **2002 version – made use of co-browsing software to provide real-time online demonstration**

The first session was kicked off by our very own DPLS @ TPCL on 15 Sept, 1 p.m.

Interested to know what the Cybrarian Service is like and like to try it out first hand ? Do go down to Toa Payoh



DIY : Cybrarian Service



❖ Calls are routed to the **Contact Centre** whose staff handle simple directional enquiries and escalate reference enquiries to the Reference Point or Service Librarians.

Coming up next...



- **Self-service Programme Registration at the Library e-Kiosk**

DIY e-Services : NLB Digital Library



E-Transactions through elibraryhub.com in Singapore

Welcome to NLB's E-Payment System

Pre-paid Account Top-Up
Choose from a variety of payment methods to top-up your prepaid account.

Current Balance: \$30.00
Top-Up Amount: \$10.00 (Maximum \$30 for credit card payment)
GST: \$0.00
Gross Amount: \$40.00
Payable Amount: \$40.00
New Balance will be: \$70.00

Online Account Set Up

Account Status
View a summary of your account information including rates of loans, outstanding transactions, and loan status.

Managing Accounts Online

Prepaid Account: \$100.00
Service Packages (Personal):
You have not purchased any Service Package.
Loan Status:
You have borrowed the following items. You can return them for a fee of \$5.00 each.

NLB National Library Board Singapore

Singapore Government
Integrity • Service • Excellence

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Services
At your fingertips

Home > Services > Account Services
Monday, 10 October 2011

My Account
Username:
Password:

Your Account
Register
Forgot Password?

Also in this Section
Account Services
eServices
Regulatory Services

Account Services
Apply for NLB Membership

Account Services
Check Your Account / Renew Items / Pay your fines
Use this to get a summary of your account, status of loans/reservations, renew items previously borrowed and pay for outstanding transactions.

Change Password
For security reasons, we recommend you change your password regularly.

Update Particulars and Profile
Your particulars and personal profile information is here is used solely for the purpose of personalising your visit to this site.

NLB Membership
Basic Membership

- Remote access from home
- Checking library records
- Making payments
- Registering for library membership

DIY lifestyle services : music posts



DIY lifestyle services : Programming Zone and Cafe



Remaking the Library: *Colourful & Vibrant Spaces*



Sengkang Community Library with no staff onsite



Concierge



Cybercafe



Cybrarian

Sengkang Community Library with no staff onsite



❖ **Circular arrangement of shelves for easy orientation:**

Unlike most conventional library layouts, the shelves are not placed in linear form.

Instead, shelves radiate outwards from a central focal point where one can see all the main signages in the library

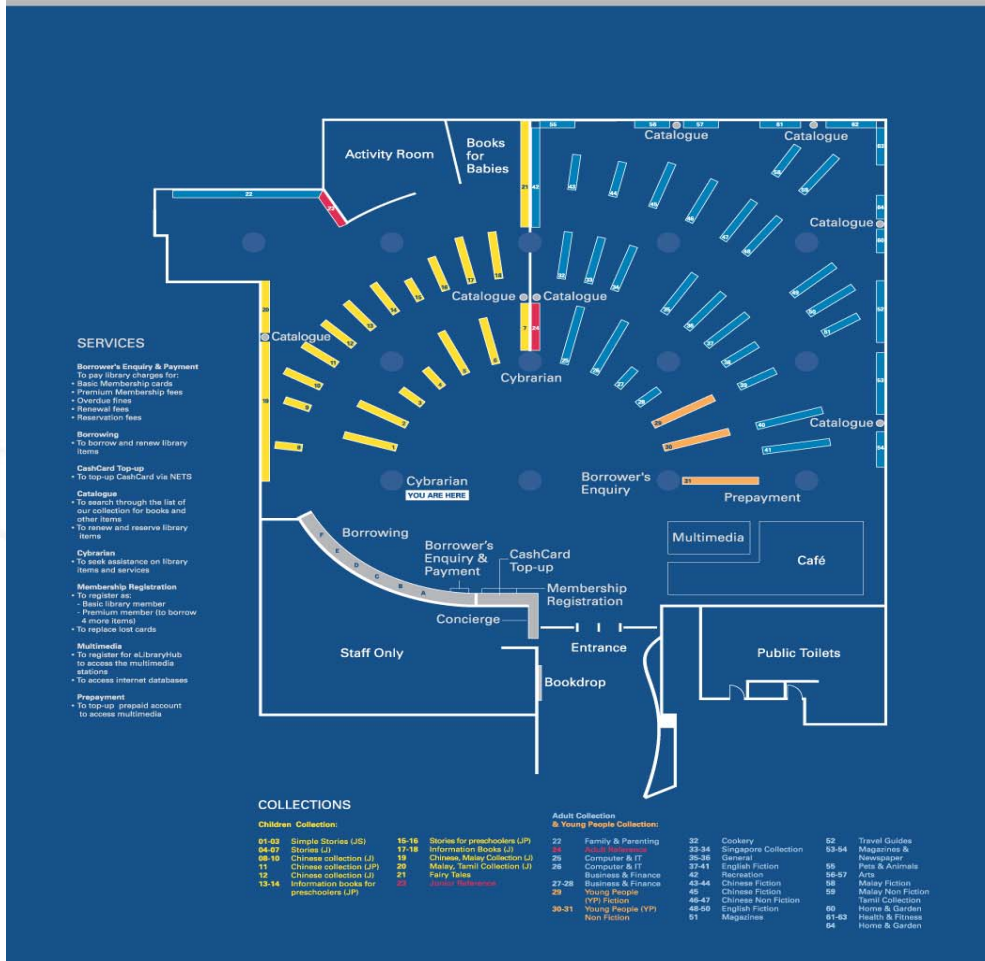
Sengkang Community Library with no staff onsite



Numbered shelves, for easy location

DIY : Cybrarian Service

Map Directory



Unique layout for ease of supervision

New feature: Senior Citizens FOLs



Comparative Statistics (FY03)

Comparative Statistics FY 03

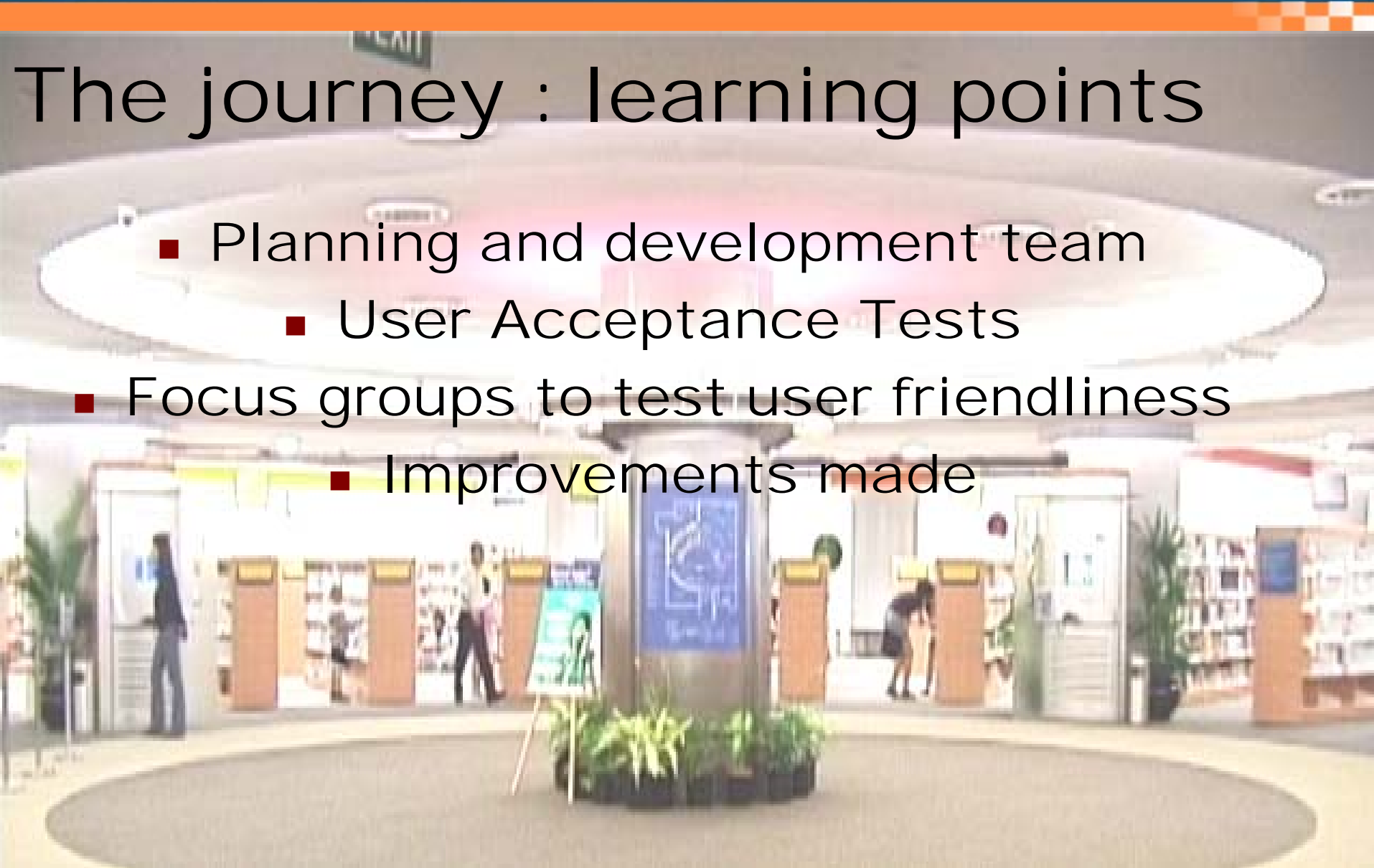
| | *SKCL | *CSCL |
|-------------------------|------------------------|-----------|
| Loans | 1,449,150 | 1,217,700 |
| New Members | 7,573 (only locals) | 8,983 |
| Visitors | 1,669,377 | 1,199,501 |
| Cost per m ² | \$31.96 | \$40.22 |

*SKCL – SengKang Community Library

*CSCL – Cheng San Community Library

The journey : learning points

- Planning and development team
 - User Acceptance Tests
- Focus groups to test user friendliness
 - Improvements made



Feedback from users



- **Instructions were easy to understand**
- **Quick and convenient**
- **Nice membership card**
- **Cybrarian service impressive and effective**
- **Cybrarian guided me to correct shelf**

Feedback from users



- **Touch screen keyboard different**
- **Instructions are only in English**
- **Payments are at a different kiosk**
- **Children playing with cybrarian service**
- **Prefer to talk to Librarian personally**

Next steps

- Monitor and improve user satisfaction
- Monitor and improve cost effectiveness
- Improve prototype service ie. membership registration, cybrarian
- New service : directing user from online catalogue to location of library item







Imagination. Opportunity.
Excitement.

- ┌ **Open till midnight?**
- ┌ **Cybrarian anywhere?**
- ┌ **Librarian working anywhere, anytime?**
- ┌ **DIY kiosks everywhere?**

NLB's Response

Libraries for Life, Knowledge for Success

| self-discovery | self-reliance | self-fulfilment | competitive edge |
|---|---|---|---|
| <p>YOUNG SINGAPOREANS</p> <p><i>Libraries for Life</i></p> <hr/> <ul style="list-style-type: none"> -develop curiosity -joy of discovery -love of learning -pedagogies  | <p>SENIOR CITIZENS</p> <p><i>Knowledge for Success</i></p> <hr/> <ul style="list-style-type: none"> -mental stimulation -social engagement -productive leisure -basic technical competency  | <p>ADULTS</p> <hr/> <ul style="list-style-type: none"> -personal growth -research and scholarship -upgrading skills -professional and career enhancement  | <p>BUSINESS AND GOVERNMENT</p> <hr/> <ul style="list-style-type: none"> -enhance competitiveness -open possibilities -seizing opportunities -on-time information and intelligence  |

THANK YOU.....