

Special Libraries in the Public Sector

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Agenda

- **Provision of Professional Services to Special Libraries**
 - A historical perspective
 - Special Libraries managed by NLB today
- **Unique Value Propositions**
- **Challenges Faced by Special Libraries**
- **Trends in the Library & Reference Services**
- **Strategies for Special Libraries**
- **Advantages of Remote Library Services**
- **Conclusion – Going Forward**

Provision of Professional Services to Special Libraries in Singapore: A Historical Perspective

Library & Information Services to Government Agencies

- ▶ The provision of library & information services to government agencies by National Library Board (NLB), & the former National Library started as far back as the 1960's
- ▶ Services include manpower services, where qualified & experienced library professionals from NLB are deployed to manage libraries at the government sites



Network of libraries

Public Libraries:

● Standalone Libraries (10):

Ang Mo Kio Public Library
Bedok Public Library
Bishan Public Library
Bukit Merah Public Library
Central Public Library
Geylang East Public Library
Jurong West Public Library
Marine Parade Public Library
Queenstown Public Library
Toa Payoh Public Library

● Mall Libraries (12):

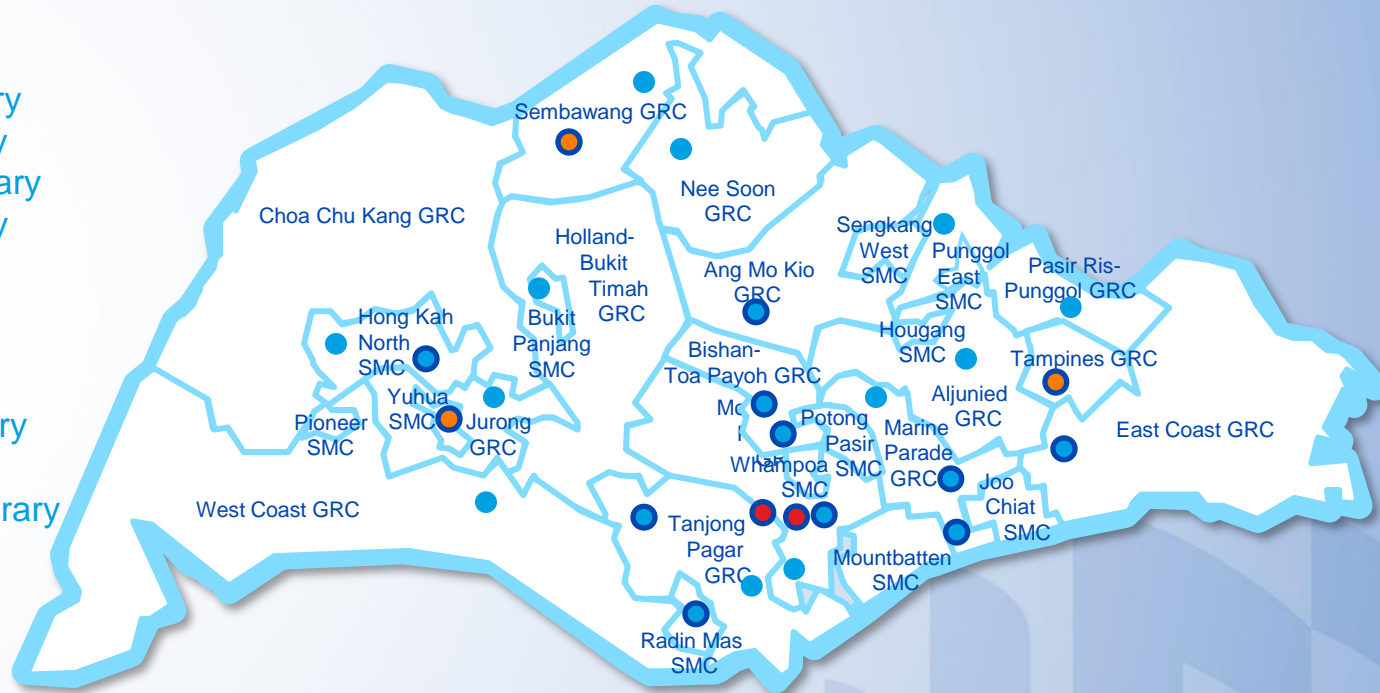
Bukit Batok Public Library
Bukit Panjang Public Library
Cheng San Public Library
Choa Chu Kang Public Library
Clementi Public Library
library@chinatown
library@esplanade
Pasir Ris Public Library
Sembawang Public Library
Sengkang Public Library
Serangoon Public Library
Yishun Public Library

● Regional Libraries (3):

Jurong Regional Library
Tampines Regional Library
Woodlands Regional Library

● National Library

● National Archives



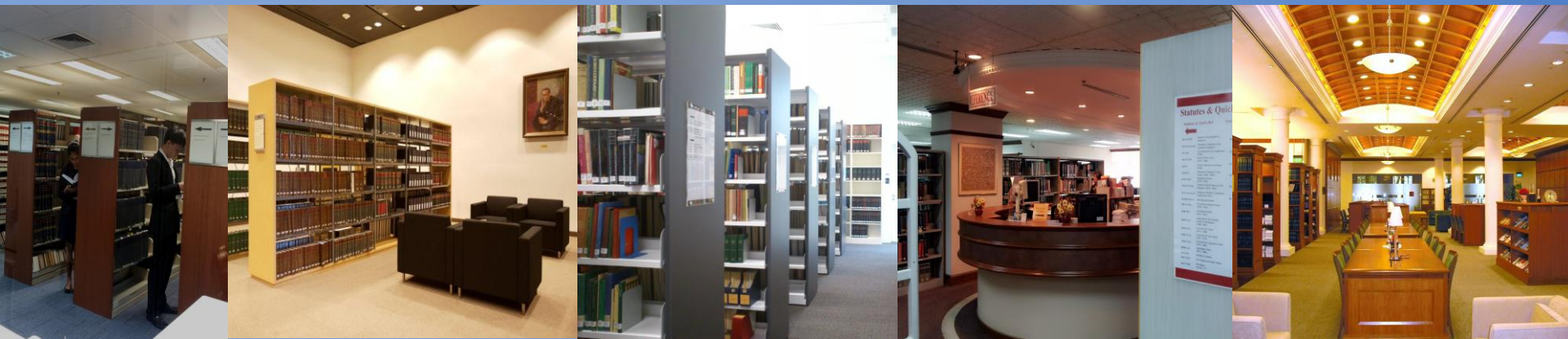
Special Libraries Managed by NLB Today

NLB's professional library staff are deployed to fully manage & operate the following Special Libraries:

1. Attorney-General's Chambers
2. Civil Defence Academy
3. Civil Service College
4. Home Team Academy
5. Legal Aid Bureau
6. Ministry of Foreign Affairs
7. Ministry of Social and Family Development
8. Ministry of Trade and Industry
9. Parliament of Singapore
10. Singapore Tourism Board
11. Subordinate Courts
12. Supreme Court

Special Libraries: The Law Cluster

1. Attorney-General's Chambers
2. Legal Aid Bureau
3. Parliament of Singapore
4. Subordinate Courts
5. Supreme Court



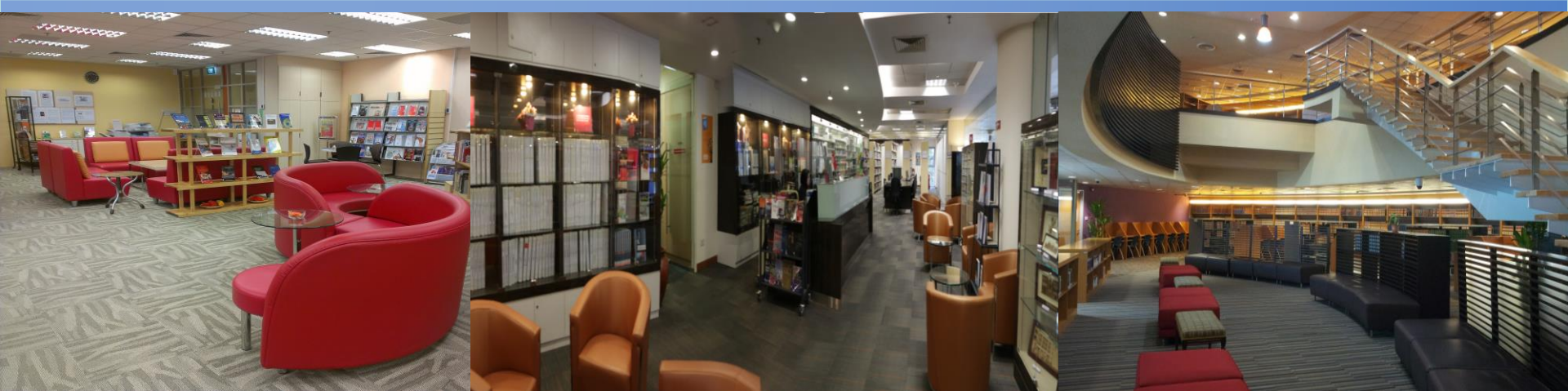
Special Libraries: The Business Cluster

1. Ministry of Foreign Affairs
2. Ministry of Trade and Industry
3. Singapore Tourism Board



Special Libraries: The Social Science & Humanities Cluster

1. Civil Defence Academy
2. Civil Service College
3. Home Team Academy
4. Ministry of Social and Family Development



Unique Value Propositions

- Offer expertise in the management & provision of library & information services.
- Responsible for continuous professional development & skills upgrading
- Automatically connected to NLB's network of:
 - Vast collection of physical and digital resources
 - Sharing of knowledge & best practices
 - International & regional networks such as IFLA & CONSAL



Challenges Facing Special Libraries

- ▢ Downsizing of Library Budget
- ▢ Downsizing of Physical Collection
- ▢ Downsizing of Library

Trends in the Library & Reference Services

- ▶ Reference services & sources are changing to meet new user interests & needs. Libraries must re-engineer to accommodate users' workflows & habits
- ▶ Advances in ICT technologies have led to irrevocable, ongoing paradigms shifts in service innovations and delivery
- ▶ Libraries are shifting from the physical to the virtual medium

Strategies for Special Libraries

▣ Remote Reference & Information Service

- ▣ Reference enquiries are supported off-site by email or phone

▣ Remote Research Service

- ▣ Research services such as Alerts, Pathfinders, Current Awareness Service can be provided at regular intervals to clients

▣ Collection Development & Collection Services

- ▣ Collection services are supported off-site through consultancy and delivery order requested by clients

▣ Hybrid of Onsite & Remote library Services

- ▣ If desired by clients, a hybrid of onsite & remote library services may be considered

Advantages of Remote Library Services for Clients

▀ Cost Saving for Clients

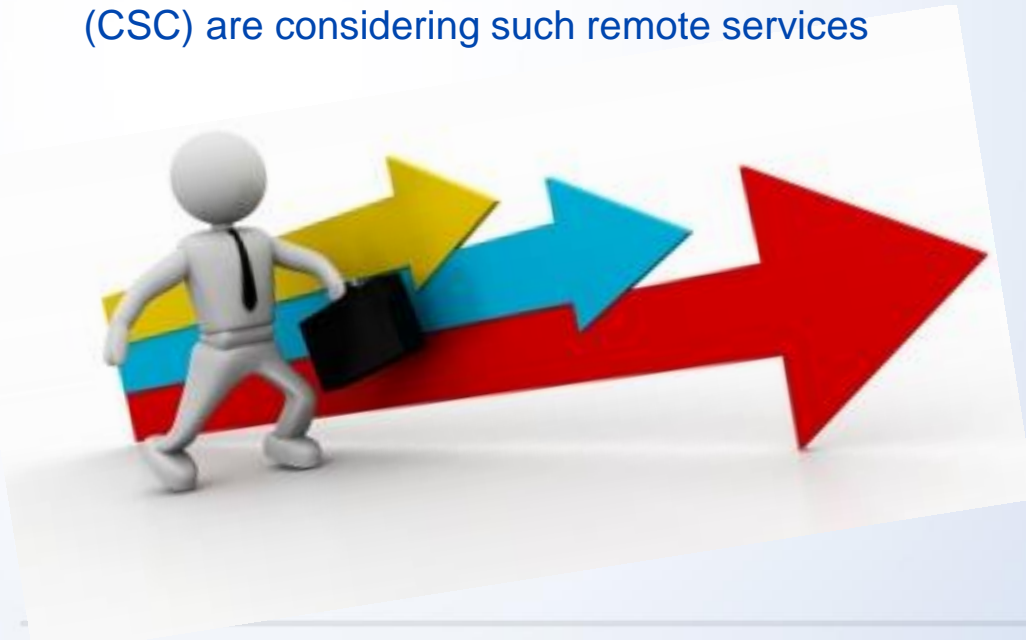
- ▀ With remote reference & research services, clients may save substantially compared to having full-time librarian(s) onsite
- ▀ Clients do not have to incur overhead expenses for full-time staff to be stationed at their premises, e.g. office space & related expenses

▀ Uninterrupted Services

- ▀ Clients do not worry about onsite staff being away on vacation, medical leave or training
- ▀ The remote library services, which are not provided by a single staff, are available uninterrupted

Going Forward ...

- ▶ NLB is assessing & offering clients with off-site Reference & Information Services, as well as Research Services to augment the current provision of services
- ▶ Currently the Ministry of Communications & Information (MCI) subscribes to the off-site Reference & Information Services, as well as Research Services (fortnightly Trend Alerts)
- ▶ Others like the Ministry of Social & Family Development (MSF) & the Civil Service College (CSC) are considering such remote services





Thank You!
