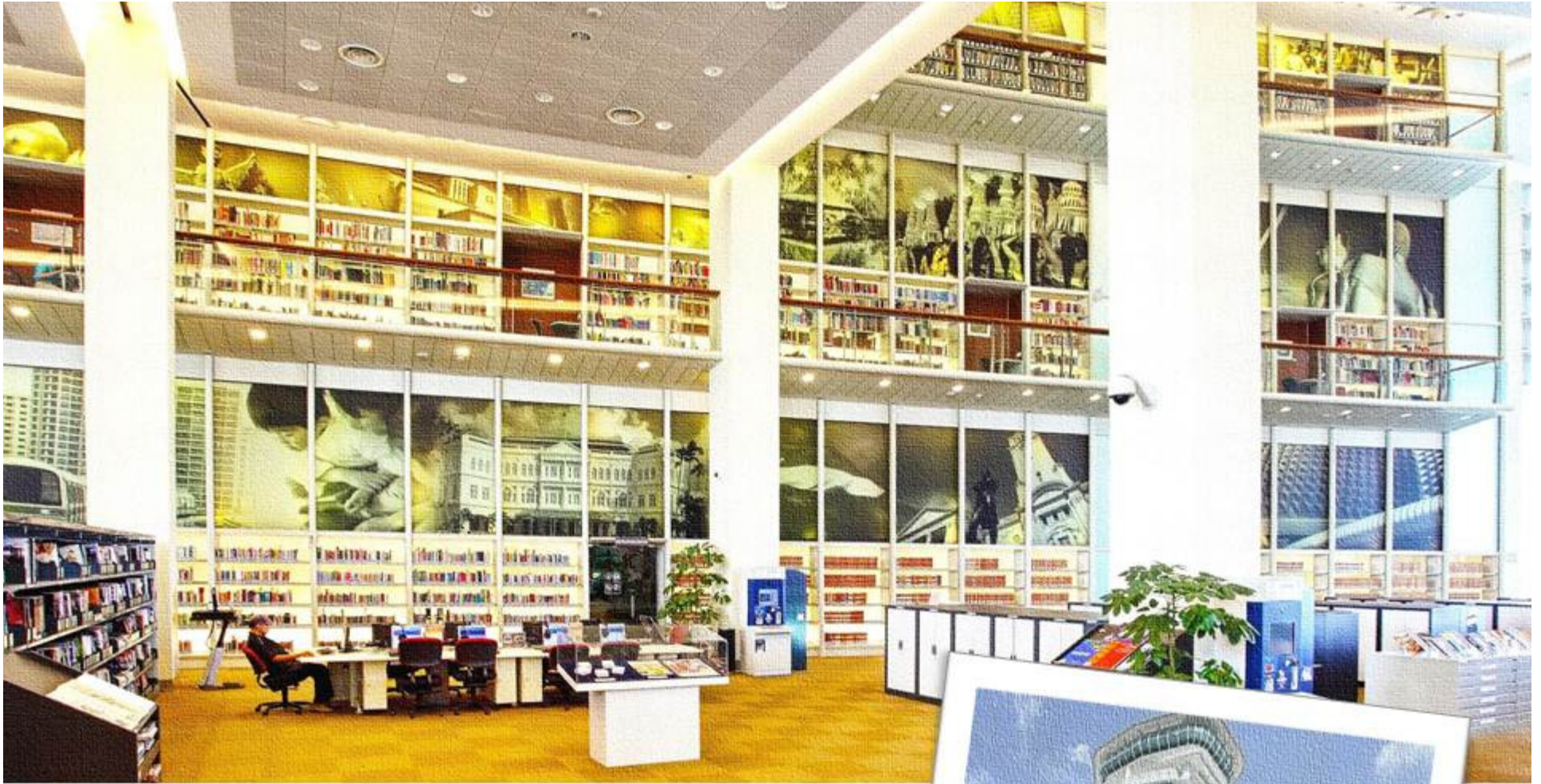


UP! Your Reference Quotient at the National Library of Singapore

**Reference & Info Services Section
Presenter: Janice Loo**





National Library of Singapore (NLS)





**Access to nation's heritage
+ ref collections**

**Fulfil research needs of
local + global users**

**Houses materials on or about
Singapore + region**

**Four levels of info counters
onsite + remote ref service**

NLS Reference Services Where Are We Today?



Human Search Engine or Partner in Knowledge Creation?

**What is a 21st Century
Reference Librarian?**



BRIDGING

Human Search Engine+
Partner in Knowledge Creation

NLS Reference Services
Professional Development Strategy

UP! Your Reference Quotient



**NLS Reference Services
Professional Development Strategy**

OBJECTIVES

Enhance + refresh staff capabilities

Develop better competency in ref + research work

Equip staff in talent building + deployment

Gain good understanding of ref services policies

Ensure operational efficiency

Re(ignite) passion for library profession

**UP! Your Reference Quotient
Launched January 2013**



Foundational knowledge

Familiarity with professional role

TRAINING

- Duties of ref librarians
- Customer service standards
- NLS classification of enquiries
- Escalation process for difficult enquiries
- Info packaging for fee-based products
- On-the-job training + mentoring





Enhance knowledge capacity

Augment subject expertise

Raise research capability

Nurture research scholarship

TRAINING

- Singapore heritage sources
- Genealogy talk
- Behind-the-scenes curators' tour of the "Roots: Tracing Family Histories Exhibition"
- Peranakan research sources





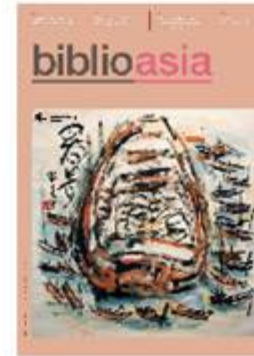
Enhance proficiency in annotated citations

Keep abreast of developments in selected knowledge domains

SKILLS APPLICATION NLS Client Research Services Attachment Programme

- Launched September 2013
- Summarise articles + reports
- Ongoing





SKILLS APPLICATION

BiblioAsia News Journal

- Promotes NLS collection





**Deepen knowledge of print,
digital + donor collections**

**Good understanding of
collection policies for purchased
+ non-purchased items**

TRAINING

- **Selection policies**
- **NLS collections:**
Rare materials, Maps, Newspapers,
Ephemera, Arts portal, Reference Closed
Access, Donors' Gallery
- **Electronic databases**



TRANSFORM STAFF INTO KNOWLEDGE CREATORS

SKILLS APPLICATION

- Provide higher quality ref advisory services
- Develop high value info products





COLLECTION DISPLAYS



HAWKERS

FROM PUBLIC NUISANCE TO NATIONAL ICONS

From being at the heart of the hawker culture in Singapore, a long way from where it was first introduced in 1820.

By [Author Name]



MGS memories of 11 Mount Sophia

Mount Sophia (MGS) is among the oldest schools in Singapore. Today, its pupils' popular and premiere girls' team recall its roots. As this team and staff of the school share their alma mater memories MGS student, share stories that left a deep impact

Today's generation of students... MGS memories of 11 Mount Sophia

In the family: Family history resources in the National Library

Henry Tan

When tracing our family history, we embark on a meandering voyage to an unknown destination, each step often painfully slow because of the seemingly impossible mountain of resources to sift through or the dead-ends faced



重温“丽的呼声”昔日多姿多彩的时光

温慧玲

开播75年的“丽的呼声”广播在4月宣布停播，许多听众不舍。回顾于1947年开播，丽的呼声可说是上个世纪50至90年代期间家喻户晓的广播媒体。丽的呼声是加第一家私营电台，它户以普通话作内容，是加最早的收费制电台的广播。丽的呼声还有两个广播频道，是加的中文字音广播台的中文字音频道。丽的呼声在1947年开播，由陈延炯主持，最初定位为

of Singapore and Singaporeans are the primary staff members for these channels. The womenfolk in the family would gather to listen... Mrs Beeton in Malaya

ON THE DINING TABLE

CHANGING PALATES THROUGH THE DECADES

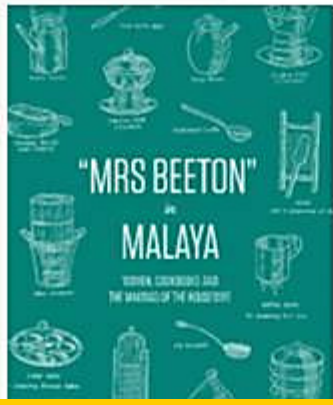
What we eat is often shaped not only by culture and tradition but also society and government policies.

SUMBANGSIH MAS: AN EXHIBITION ON MUHAMMAD ARIFF AHMAD

新加坡民信业的起源、运作与历史

新加坡国家图书馆于2012年9月13日至2013年1月27日在馆内7楼举办《家书抵万金：新加坡侨批文化展》。展览内容分为两个部分。

第一部分介绍新加坡侨批业的起源、第二部分的展览... 家书抵万金：新加坡侨批文化展



BIBLIOASIA JOURNAL





EXHIBITIONS



3
Collection
Quotient

EXHIBITIONS

DID YOU KNOW?

On 29 June 1945, the Social Welfare Department opened its first People's Restaurant in Telok Ayer to provide malnourished and cash-strapped food prices...

[View Entry](#)

Explore the era below

OR

[EXPLORE THEME](#)



Explore by Category

- ARTS
- STREETS AND PLACES
- COMMUNITY AND SOCIAL SERVICES
- ECONOMY
- EDUCATION
- HERITAGE AND CULTURE
- EVENTS
- NATURE AND ENVIRONMENT
- ORGANISATIONS
- PERSONALITIES
- POLITICS AND GOVERNMENT
- SPORTS AND RECREATION

3
Collection
Quotient

ONLINE RESOURCES



Acquire know-how to connect with user communities in their preferred spaces



TRAINING

- **Write and communicate in social media**
- **Harnessing the potential of new media communications**
- **Increasing traffic to your website – Use of SEO and Search Engine Marketing**



HISTORYSG

An online resource guide



Explore now at eResources.nlb.gov.sg/history



National Library Singapore

3.3 ★★★★★ (7 ratings)

397 likes · 398 talking about this



Licensed by the National Library Board on 1 June 2016, the aim of the First National Courtesy Campaign was to create a pleasant social environment where the people and communities towards each other.

The campaign's first slogan was "Make... See More



The Area Licensing Scheme was introduced on 2 June 1975! Also known as ALS, the scheme is a road pricing measure that aims to reduce rush hour traffic congestion in the Central Business District.

It levied a flat charge on all vehicles en... See More



Where do you find the best laksa in Singapore? Do you know there are many variations of this beloved dish? Read this article to find out what they are! <http://bit.ly/99999999>

Image credit: Koon (<https://t.co/kjgqPRNk>)

#nationallibrarysg



SKILLS APPLICATION

- **NLS Facebook + Pinterest to promote Singapore-related content + NLS collections**
- **Learn by doing**



OUTCOMES

Excellent

Relevant
Useful

Good refreshers

Great platforms
to learn from
one another



UP! Your Reference Quotient

Impact on Librarians' Professional Development
26 Workshops . Average 15 - 20 Attendees

OUTCOMES

You are clearly a very dedicated, diligent + thorough researcher

I would like to thank the librarian for spending time to provide comprehensive answers

Extremely professional, more than what I could have expected

Excellent, prompt + accurate references

Feedback

For enquiries about our services, write to: helpdesk@library.nlb.gov.sg. You may also reach us at our helpdesk number 6332-3255. We value your feedback. Please fill in the form below, and help us improve our services.

Please fill in all the required fields (marked with an*).

Name*

Comments *

REFERENCE SERVICES

OUTCOMES

a wonderful
issue



Well done & congrats!
**Keep up the
high standards**
Keep improving
the photos

the journal is
**getting
better &
better**
... more relevant &
interesting

BIBLIOASIA JOURNAL

OUTCOMES

I am most fascinated
with this **excellent**
exhibition

I **loved** seeing
the family heirlooms,
precious items full of
love & affection

Well done, the
exhibition helps increase
the awareness of family history

EXHIBITIONS

OUTCOMES

A body of works by a talented pioneer. The Khoo Seok Wan exhibition had **wonderful** translations of Chinese & English text.

This exhibition provides me with a fuller, more complete understanding of Khoo Seok Wan ... **enables me to enjoy his poems & know more** about his literary pursuits.

Such literary pioneer should be lauded. I am **heartened** that such an exhibition is finally given such prominence here in Singapore. **Thank you NLB** for such an **effort & insight**.

EXHIBITIONS

PHASE 2

- More in-depth training
- Hands-on opportunities
- Invite external industry speakers
- Convert modules for NLB e-learning portal



**UP! Your Reference Quotient
Moving On**



NLS UP! YOUR REFERENCE QUOTIENT

21st Century Reference Librarian



M O R E T H A N

**Human Search Engine
Partner in Knowledge Creation**

**What is a 21st Century
Reference Librarian?**

JANICE LOO
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National Library of Singapore

T H A N K Y O U

Paper Authors: Janice Loo, Wun Han Chow, Belinda Chan and Sharon Teng