

Title: Annual Report to CDNL 2010
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1. General overview of recent major developments

General Trend of Visitorship and Membership

As at end of March 2010, the total cumulative library membership stands at 2,047,012, while 37,973,019 people visited the public libraries and the National Library during the same period from Apr 2009 to Mar 2010.

New Information Services

Reference Point Document Delivery Service

In 2008, the National Library of Singapore implemented two new online platforms for the delivery of reference and information service: the Reference Delivery Service system, which functions as an online template for the delivery of reference replies to end-users and the Network of Specialists, a collaborative platform through which staff can seek help and share their expertise with each other when dealing with enquiries received from users.

In February 2009, an additional platform was launched to integrate document delivery service features into the Reference Delivery Service interface. This prototype takes its name from the National Library of Singapore's Reference Point enquiry service and is called Reference Point Document Delivery Service. This system allows staff members to make item recommendations for physical deliveries via the Reference Delivery Service interface. The document recommendations made can then be ordered by patrons to be delivered to any location of their choice. The completed order pages are then routed to staff again for confirmation of availability and copyright compliance before approval is given to proceed to online payment (via credit card or NLB's Digital Library prepaid account) and remote delivery. The integration of Reference Delivery Service, Network of Specialists and Reference Point Document Delivery Service has provided staff with all the tools made possible by technology that can assist by increasing operational efficiency and enhance user-experience for enquirers using the RIS service.

2. Key facts and figures (size of major collections, number of staff, total operating budget, etc).

In FY2009, NLB's legal depository collection was 920,755 volumes. Of 165 databases subscribed, 113 databases are enabled for offsite access nationwide by NLB members. Total number of NLB staff (professionals and paraprofessionals): 932 (as at Mar 2010)
Total operating expenditure: \$174,997,331 (as at Mar 2010)
Loans: 32,274,923 (as at Mar 2010)

3. New developments in creating and building collections.

NewspaperSG: Online Archive of Singapore's Newspapers for Public Access

NewspaperSG (<http://newspapers.nl.sg/>) was launched on 28 January 2010 and provides users with access to archived news content of 17 Singapore newspapers, including *The Straits Times* (1845-2006), and the earliest newspaper in Singapore, the *Singapore Chronicle and Commercial Register* (1831-1836). This website is opened to all and users can search, browse and view the full-text of 16 newspapers, and *The Straits Times* (1845-1989) from the Internet. Access to *The Straits Times* (1990-2006) is restricted to onsite access at NLB Libraries. These local newspapers of historical significance will provide Singaporeans and users abroad with a convenient resource to find out more about Singapore's history including content which is still under copyright. Since the launch, NewspaperSG has received about 18,000 visits and close to 100,000 pageviews monthly. The third phase of digitisation has been confirmed and will include papers in Chinese and Malay. *TODAY* and *Weekend TODAY* will also be made available.

NLB And COMPASS Embark On Initiative To Preserve Singapore's Music Heritage

On 13 November 2009, NLB and the Composers and Authors Society of Singapore (COMPASS) inked the first-of-its-kind collaboration for locally published musical works to be archived in a digital format with the aim of preserving and promoting Singapore's music heritage. Initiated by NLB, MusicSG aims to encourage Singaporean artistes and composers and other music industry players to submit locally published musical works to the newly created depository. The works could include scores, lyrics and recordings published in Singapore or by Singaporeans overseas. In addition to archiving Singapore's musical works, MusicSG intends to raise the awareness and to deepen an appreciation of Singapore's music heritage with avid music followers and the general public. This joint effort supports NLB's Library 2010 vision to promote a knowledgeable and engaged society through a comprehensive range of information services and resources that are relevant to the community.

International Visitors

NLB received a total of 177 visits for 3,114 international visitors between April 2009 and March 2010. Some prominent visitors whom NLB hosted were Her Royal Highness, Princess Maha Chakri Sirindhorn of Thailand on 24 April 2009, Ms Zilya Valeeva, Deputy Prime Minister, Minister of Culture, Republic of Tatarstan, Russian Federation on 8 July 2009, the Asia-Pacific Economic Cooperation (APEC) Ministerial Meetings Spouse Programme on 11 November 2009, Shadow Secretary of State for Culture,

Media and Sport for United Kingdom, Mr Jeremy Hunt on 11 January 2010 and Mr Wang Meng, former Minister of Culture (1986 to 1989), People's Republic of China and one of China's foremost contemporary writers on 4 March 2010.

Donor Collections

From April 2009 to Mar 2010, NLB received a total of 50,446 donated items, comprising books, magazines, manuscripts, photographs and other ephemeras from 24 new donors and 29 repeat donors. In addition, 10,490 pages of donated documents were cleared of copyright and digitized. One of the interesting unique items donated was an address in the form of a folded book made of silk with carved sandalwood covers, presented to the Duke of Edinburgh by the Chinese community in Singapore during the prince's visit in 1869. When fully opened out, on one side of the book is the address in Chinese and a translation in English and a list of 79 prominent Chinese community leaders. On the reverse side is a painting drawn in Indian ink showing a panoramic view of the Singapore waterfront in 1869.

Digital library

e-Library / e-Resources

NLB's eResources include 165 databases, more than 600 eMagazines, over 900,000 eBooks, more than 1,100 eNewspapers in 37 languages, 25,000 audio books, more than 550,000 music tracks and 2,000 eComics. Also available are digitised rare materials, digitised newspapers, content/services created by NLB such as *Singapore Infopedia* (<http://infopedia.nl.sg>), *BiblioAsia* - a news journal to promote collection services and programmes of the new National Library, bibliographies, virtual exhibitions and Web Archive Singapore, a rich collection of Singapore-related online contents that showcase various facets of Singapore life (<http://was.nl.sg>). NLB eResources are publicly accessible at <http://eresources.nlb.gov.sg/index.aspx>.

4. New developments in improving access to collections

Enquiry Management System

NLB launched the Enquiry Management System organisation wide on 1 February 2010. It is an enquiry database for recording and responding to enquiries and customer feedback received via the library's remote enquiry channels. The system provides real-time tracking of enquiry turnaround time, staff's resolution time as well as tracks outstanding enquiries. With this system, the enquiry handling and management processes have improved, resulting in a more efficient and timely way of handling library customer enquiries and resolving customer feedback.

NLS Resource Guide

The National Library Singapore's Resource Guides (<http://libguides.nl.sg/>) was launched on 26 September 2009. This is a Web 2.0 platform for librarians to share their knowledge and collaboratively author and update online guides on various subjects and topics to aid patrons in their research. LibGuides is a popular platform that is used today by 1,036 libraries (<http://www.libguides.com/>) all over the world. Not only can patrons now locate these useful resources using search engines, they can also search libguides.nl.sg using popular tags, provide feedback, sign up to receive email alerts, and

share their favourite guides on delicious, Digg and over 220 other networks. NLS Resource Guides is also available on Facebook via the LibGuides app (<http://apps.facebook.com/libguides/>). Through the online community, librarians here at NLB can also share content, ideas and best practices with over 16,000 librarians around the world.

National Union Catalogue

The virtual union catalogue, which accesses the catalogues of 11 major libraries in Singapore, was launched on 1 June 2009. This forms the basis for inter-library loan amongst the libraries in Singapore. There are currently 3,335,695 records present in the National Union Catalogue (VISTA) as at February 2010.

6. Examples of collaboration between the reporting library and other national collecting institutions (libraries, archives and museums).

The Singapore Memory Project

The Singapore Memory Project (SMP) is a national project to collect, preserve and access Singapore's knowledge assets to tell the Singapore Story. It is a sustained long-term national knowledge initiative to put in place a system to enable our cultural and intellectual memory to be collected, organised, preserved, and promoted for research and discovery. SMP is also a whole-of-nation collaborative initiative facilitated by the National Library Singapore and in strong partnership with other institutions such as libraries, heritage agencies, research institutions, amongst others. The Project is directed by a Steering Committee, managed by a Singapore Memory Secretariat and advised by Core Group Partners comprising the Institute of Southeast Asian Studies Library, the National Archives of Singapore, the National University of Singapore Libraries and the Information Resource Centre, Singapore Press Holdings. The funds for the first phase of the project was approved on 22 January 2010 and the key milestone of the project is 2015 when we expect to have collected up to 5m memories. SMP will also be the anchor event for Singapore 2015, a national programme to celebrate Singapore's 50th anniversary on August 2015.

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