

臺灣公共圖書館新加坡學習參訪團行程

12/3(星期日)	活動內容	人員/說明
08:20-13:05	臺灣桃園機場 (TPE) → 新加坡樟宜機場 (SIN)	
16:00-20:00	晚餐及參訪：佛牙寺、萬佛閣、馬里安曼興都廟、牛車水市場、克拉克碼頭	
12/4(星期一)	活動內容	人員/說明
08:50-09:00	主辦單位致詞	Ms Tay Ai, Deputy Chief Executive & Chief Librarian、柯皓仁館長
09:00-09:45	專題演講 1 國家圖書館概況－服務、發展及未來展望	Ms Tay Ai, Deputy Chief Executive & Chief Librarian
09:45-10:30	茶敘	
10:30-11:30	專題演講 2 臺灣圖書館及新加坡圖書館的比較分析	柯皓仁館長
11:30-12:30	課程 1 公共圖書館的創新之旅	Mr Stanley Tan 公共圖書館營運組主任、Ms Lo Wan Ni 公共圖書館營運組經理
12:30-13:30	午餐	
13:30-15:00	課程 2 人才培育創新－以社區帶動社區的服務	Mr Felix Ser、Mr Gary Soh 公共圖書館營運組館員
15:20-17:20	參訪新加坡國家圖書館	Mr Chung Sang Hong, Assistant Director, Content & Services、Ms Kam Kit Geok, Manager, Content & Services
17:20-19:00	晚餐及自由活動	
19:00-21:00	意見交流及報告撰寫	隨團老師主持
12/5(星期二)	活動內容	人員/說明
09:00-10:30	課程 3 新加坡圖書館之閱讀推廣－公共圖書館推廣及培養民眾閱讀習慣的各種計畫	Ms Heng Huey Bin 公共圖書館服務兒童與青少年組組長
10:30-10:40	茶敘	
10:40-12:10	課程 4 新加坡圖書館之數位化服務	Mr Kia Siang Hock 技術與創新組副主任
12:10-13:30	午餐	
14:00-15:00	參訪裕廊區圖書館 (Jurong Regional Library)	Mr Winston Tan 公共圖書館區域主管(東區)、Ms Tiffany Chong 淡賓尼區圖書館館長


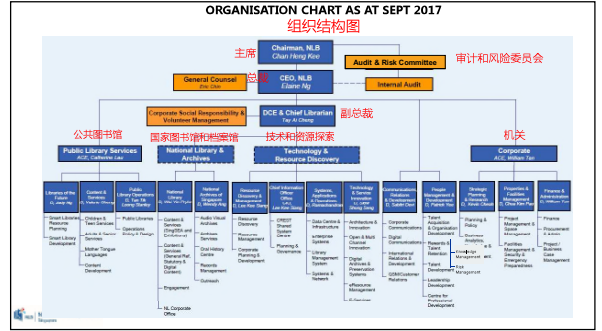
16:00-17:00	參訪淡賓尼區圖書館 (Tampines Regional Library)	Ms Benita Lim、Ms Chan Xin Yi 裕廊區圖書館館員
17:00-19:00	晚餐及自由活動	
19:00-21:00	意見交流及報告撰寫	隨團老師主持
12/6(星期三)	活動內容	人員/說明
09:00-10:00	課程 5 國家圖書館在圖書館領導與全球延伸服務之經驗	曾淑賢館長
10:00-10:10	茶敘	
10:10-12:10	經驗交流： 1.新北市立圖書館 2.斗六繪本館 3.桃園市立圖書館龍岡分館 4.高雄市立圖書館大東分館 5.花蓮縣文化局圖書館	主持人：邱子恒館長 報告人： 1.新北市立圖書館蘆洲集賢分館廖貞怡主任 2.雲林縣斗六繪本圖書館沈秀茹館長 3.桃園市立圖書館中壢分館溫琳琳主任 4.高雄市立圖書館大東藝術圖書館陳鈺翎代理主任 5.花蓮縣文化局圖書資訊科楊淑梅科長
12:10-13:30	午餐	
13:30-14:30	綜合座談	主持人：邱子恒館長 與談人： 1.新加坡圖書館學習參訪團團員 2.新加坡國家及公共圖書館館員
15:00-16:00	參訪濱海藝術中心圖書館 (Library@esplanade)	Mr Chong Thong Yang、Ms Sheila Jang 濱海藝術中心館員
16:30-17:30	參訪烏節青少年圖書館 (Library@orchard)	Ms Lo Wan Ni 烏節青少年圖書館經理、Ms Chong Ren Rong 烏節青少年圖書館館員
17:00-19:00	晚餐及自由活動	
19:00-21:00	意見交流	隨團老師主持
12/7(星期四)	活動內容	人員/說明
09:00-10:30	參訪新加坡管理大學圖書館	Gulcin Cribb, University Librarian
11:00-12:30	參訪南洋理工大學圖書館	Prof Schubert S B Foo, Deputy Associate Provost、Ruan Yang, Senior

		Assistant Director, Head of Chinese Library
12:30-14:30	午餐	
14:30-16:00	參訪美國學校圖書館	Ron Starker, Middle School Library Media Specialist Bob Helmer, High School Librarian, AP Seminar and SAS Catalyst Teacher
17:00-19:00	晚餐及自由活動	
19:00-21:00	意見交流	隨團老師主持
12/8(星期五)	活動內容	人員/說明
09:00-11:00	參訪新加坡植物園(蘭花園)、植物園圖書館	Nura Bte. Abdul Karim, Deputy Director, Library, Training & External Relations
11:00-13:10	午餐及前往機場搭機	
14:05-18:45	新加坡樟宜機場 (SIN) → 臺灣桃園機場 (TPE)	

欢迎台湾图书馆专家莅临新加坡

国家图书馆管理局

2017.12.4


OVERVIEW OF THE NATIONAL LIBRARY BOARD SINGAPORE
新加坡国家图书馆介绍
4 DECEMBER 2017



NLB'S STAFF STRENGTH & BUDGET
人力和预算


Estimated Budget for 2017 **估计预算**

Development **开发**
\$166,305,700

Operating **运作预算**
\$246,970,300

Total Staff Strength **总人力**
1,000
Correct as at April 2016

Information obtained from Ministry of Finance Budget 2017



ALIGNING OURSELVES WITH MINISTRY OF COMMUNICATIONS AND INFORMATION
和新加坡通讯及新闻部一致

Vision: **An engaged and connected Singapore**
使命: **我们将人民与社区、政府和机会联系起来**

We connect people to community, government and opportunity

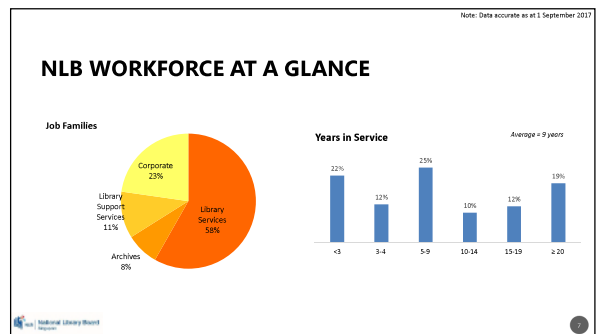
Connecting our people to...

- Community 社区**
 - Initiatives & activities
 - Partnership learning culture
 - Empowered and empowered
- Government 政府**
 - Partners good services
 - Strategic industry activity
 - Community connectivity
- Opportunity 机会**
 - Good jobs
 - Pathways to achieve aspirations
 - Support to create value security industries

...enabled by **trustworthy infrastructure & technology.**
由可靠的基础设施和技术来实现

To achieve our mission, we...

- Develop Strong Partnerships**
- Lead Change**

NLB's Vision and Mission

Vision 愿景

成为终身读者, 学习的社区, 知识的国家
Readers for Life
Learning Communities
Knowledgeable Nation

Mission 使命

我们让知识融入生活, 激荡想像的火花, 开发无限潜能
We make knowledge come alive,
spark imagination
and create possibilities





核心板块 NLB'S CORE GROUPS

- Public Libraries 公共图书馆**
 - WHAT: Promote reading and learning through engaging public library services 通过参与公共图书馆服务, 促进阅读和学习
 - WHERE: 26 Public Libraries 26间公共图书馆
 - COLLECTION: Children, Young People, Adults 馆藏: 儿童, 青少年, 成人
- National Library 国家图书馆**
 - WHAT: Reference & Research, legal deposit 参考与研究, 法定缴交本
 - WHERE: Level 7 to Level 13, National Library Building 7-13楼
 - COLLECTION: Nation's published heritage & Reference 馆藏: 国家的文化遗产出版与参考
- National Archives 国家档案馆**
 - WHAT: Keeper of records of national or historical significance. 保管国家重要历史记录
 - WHERE: Archives Reading Room, Former Ford Factory 阅览室
 - COLLECTION: Significant records & Reference 馆藏: 重要记录与参考

NLB's KEY PRIORITIES

Revamping Libraries and Promoting Reading

国家图书馆管理局的重点任务

改造图书馆 推广阅读

NLB REACH SURVEY 2015

2015年的读者调查

Methodology
Street-intercept survey conducted at populous transport nodes and away from the public libraries

Sample size
4,051 Singapore residents representative of the population in terms of gender, age, ethnicity and dwelling types

KEY FINDINGS:
NLB's reach in 2015
1 in 2 Singapore residents reached by NLB in the past 12 months

50.4%

访客量和借阅量 VISITORSHIP AND LOANS

Year	Visitorship (Millions)	Loans (Millions)
2014	25.8	34.6
2015	26	32.5
2016	26.3	33

过去12个月是否去过公共图书馆

(respondents were also asked if they have visited any public library in the past 12 months)

- 儿童 Children (7-12 years): 91%
- 学龄前 Pre-schoolers (0-6 years): 79%
- 青少年 Teenagers (13-19 years): 73%
- 有小于12岁孩子的家长 Adults with children < 12 years: 62%

OUR CURRENT LIBRARY NETWORK CONSISTS OF 26 PUBLIC LIBRARIES ACROSS THE ISLAND

遍布全岛的26间公共图书馆

	Regional Libraries	Branch Libraries
Number of libraries	3	23
Size of each library	10,000 – 12,000 sqm	1,000 – 5,000 sqm

- 没有孩子的年青人 Young adults without children: 49%
- 没有孩子的成人 Mature adults without children: 37%
- 有12岁以上孩子的成人 Adults with children > 12 years: 28%
- 乐龄人士 Seniors (60 years): 24%

REVAMPING AND REJUVENATING OUR LIBRARIES TO MEET CHANGING READING AND INFORMATION CONSUMPTION HABITS

重新翻新图书馆 与时俱进 满足读者阅读习惯的改变

Period	Branches	Regional
1997 - 2000	Cheng San, Bukit Batok, Toa Payoh	Woodlands, Jurong
2000 - 2005	lib@esplanade, Geylang East, Marine Parade, Ang Mo Kio, Queenstown	
2006 - 2010	Choi Chu Kang, Central, Bishan, Jurong West	
2011 - 2015	Clementi, Serangoon, Sembawang, lib@orchard, lib@chinatown, Pasir Ris	
2017	Sengkang, Bukit Panjang, Bedok	
2018	Yishun, Bukit Merah	

NEW AND UPCOMING LIBRARIES 新馆和即将装修的馆

New

Sengkang Public Library (18 Mar 2017)

Bukit Panjang Public Library (1 Jul 2017)

Tampines Regional Library (5 Aug 2017)

Upcoming

Bedok Public Library (28 Oct 2017)

Yishun Public Library (Q1 2018)

NATIONAL LIBRARY'S TWIN MISSION 国家图书馆的两个愿景

- Build and Preserve a **National Collection**
- 建立并保存新加坡馆藏
- A **Comprehensive Reference Collection** to support the nation's reference and research needs
- 拥有丰富参考资料馆藏来支持全国的参考和研究需要

NATIONAL READING MOVEMENT TO ENCOURAGE S'POREANS TO READ MORE, READ WIDELY & READ TOGETHER

全国阅读运动：鼓励新加坡人“多阅读，广泛阅读和一起阅读”

NRM's three strategic priorities

- Targeted services for adult & seniors segments
- 大力推广母语阅读
- Galvanise community support

BUILDING A NATIONAL COLLECTION FOR SINGAPORE 为新加坡建立国家级馆藏

National Mandate as Custodian of Everything Published in Singapore

Legal Deposit Singapore 法定缴存本

The National Library is supported in this role through the provisions of the National Library Board Act (Chapter 197, No. 5 of 1995, Part II Section 10) whereby **two copies** of every Singapore publication in **all languages, all formats**, have to be deposited with the National Library.

1.3 million items have been collected over 50 years. In 2016, 34,000 items were collected.

根据“国家图书馆管理局法令”（第197章，第5号，1995年），所有格式的新加坡出版物的两份副本必须存放在国家图书馆内。50多年来共收集了130万件物品。在2016年收集了34,000件物品。

OUR READING PROGRAMMES & SERVICES CUT ACROSS ALL AGE SEGMENTS 我们的阅读活动涵盖所有年龄层

- 0 - 6 year olds: Early Literacy Intervention Programme**
Focus on strengthening partnerships to expand reach and inculcate the love for reading in babies and young children e.g. Babies Can Be Members Too programme, kidsREAD, Experiential Learning programmes, Expert series, Mother Tongue Language reading clubs
- 7 - 17 year olds: Read@School Programme**
Focus on engaging children and teens in reading and learning e.g. Read@School, kidsREAD, Experiential Learning programmes, Book Bugs and Myth Masters reading promotion programmes
- 18 - 50 year olds**
Focus on equipping Adults for the Future Economy, and cultivate creativity and innovation, while continuing to promote fiction reading and Singapore Literature e.g. Read! Fest, National Reading Day, Chinese World Book Day, Maker Spaces.
- 50+ years olds: Seniors READ Programme** Focus on preparing Seniors to be digitally ready and mentally engaged e.g. IT courses/Clinics, Magazine, Learning Festival, Senior Activity Centres

For FY16, 22,242 programmes reaching 1,918,295 participants were organised.

BUILDING A NATIONAL COLLECTION FOR SINGAPORE

国家图书馆的捐赠馆藏：来自私人收藏家的有价值重要内容的托管机构。过去十年，我们已经吸引了310多个捐赠者。从出版物到个人文件，共有10万多件已捐赠给国家图书馆。

In the past 10 years, NL has attracted more than **310 donors**.

Collectively, more than **102,000** items from publications to personal documents have been donated to NL.

Address to Alfred, Duke of Edinburgh by the Singapore Chinese Merchants on the Occasion of His Visit to Singapore in 1869.
Donated by: Geoffrey Edwards
Year created: 1869

Japanese maps and newspapers of SE Asia (pre-war)
Donated by: Lim Shao Bin
Year created: 1911 - 1942

Lost will of Tan Kim Seng
Donated by: Koh Siew Chuan
Year created: 1862

NLB's KEY PRIORITIES

National Library

国家图书馆管理局的重点

国家图书馆

SHOWCASING NLB'S COLLECTIONS THROUGH EXHIBITIONS 举办各种展览，鼓励人们融入馆藏，推动终身学习

Launched 3 exhibitions from Oct 16 to Feb 17
Total visitorship: 314,776

Script & Stage: Theatre in Singapore from 50s to 80s

Virtual exhibition "From the Stacks: Highlights of the National Library"

Anatomy of a Free Mind: Tan Swie Hian's notebooks and creations

STRENGTHENING AND SHOWCASING NLB'S COLLECTIONS
通过展览可以加强和宣传本馆馆藏



Early Singapore Advertising Exhibition (to be launched Jun 2018)
 Explore early advertising in Singapore through advertisements from various formats of printed materials, to shed light on Singapore's economic history, business heritage and changing consumer tastes.



Exhibition on 200th Anniversary of Founding of Singapore (To be launched Aug 2019)
 Joint exhibition with NAS to mark the 200th anniversary of the founding of modern Singapore, exploring the early history and development of Singapore from different perspectives.

NLB's KEY PRIORITIES
National Archives
国家图书馆管理局的重点
国家档案馆

SHOWCASING NL'S COLLECTIONS THROUGH RESEARCH & PUBLICATIONS
通过研究和出版来宣传国家图书馆馆藏

图书馆出版物: 季刊bibliasia, 宣传与新加坡和东南亚相关的历史, 艺术和文化的馆藏与活动。



BibliAsia is a quarterly journal to promote NL's collections and programmes, and to foster research and learning in the history, arts and culture of Singapore and Southeast Asia.



2017 Publications:

- Pages that Opened our Minds: a pictorial catalogue of Chinese textbooks in Singapore (1902-2015)
- National Library Singapore Research Series: Singapore's Social & Business History Through Paper Ephemera in the Koh Seow Chuan collection



WE GATHER, PRESERVE & PUBLISH THE NATION'S WEALTH OF PUBLISHED & ARCHIVAL MATERIAL ABOUT SINGAPORE

Protecting sovereignty and building nationhood
Preserving individual and community memory
Documenting policy, governance & decision-making

我们收集, 保存和宣传国家出版的有关新加坡的档案资料

SHOWCASING NL'S COLLECTIONS THROUGH LEARNING & ENGAGEMENT PROGRAMMES
通过学习 and 参与活动来宣传国家图书馆馆藏

2017年, 国家图书馆举办了200场讲座, 参观和学校外展活动。

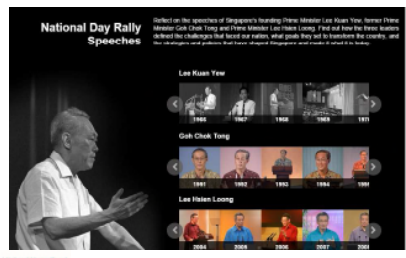


NL inspires lifelong learning by providing access to global thought leaders, linking knowledge to opportunities and curating innovative programmes and series to engender participation.

In 2017, NL organised more than **200** programmes, tours and school outreach, which included:

- Four Conversations
- A Librarian's World
- Prominent Speakers Series
- All Screen
- Information Literacy talks
- Treasures of the Rare Gallery and LKCR

We have made accessible a variety of materials on Audiovisual Archives Online
我们让各种视听档案可以上网获取



National Day Rally Speeches

Reflect on the speeches of Singapore's founding three leaders: Lee Kuan Yew, Gopichandran Gokul Chok Tong and Thiruvalluvar Lee Hsien Loong. Find out how these leaders defined the challenges that faced our nation, what goals they set to transform the country, and the strategies and policies that have shaped Singapore and made it what it is today.

Lee Kuan Yew: 1965, 1967, 1968, 1969, 1971

Gokul Chok Tong: 1991, 1992, 1993, 1994, 1995

Lee Hsien Loong: 2004, 2006, 2008, 2009, 2010, 2011, 2012

Other materials: National Day Messages, Ministry of Culture, Berita Singapura, Sounds of Yesteryear

NL'S DIGITAL CONTENT (SINGAPORE) **国家图书馆的数字内容**



Since 2005, NL has been providing online content as part of the digital content strategy to serve as a one-stop digital library for information about Singapore and the region.

Infopedia, an online encyclopaedia on Singapore, was NL's first online product. Other online content, such as **NewspaperSG**, **HistorySG** and **MusicSG**, were subsequently introduced to facilitate access and discovery of Singapore's heritage.

Latest introduction is **OneSearch**, an online search portal that finds information across NLB's libraries and archives databases as well as National Heritage Board's museum repositories.

Ramping up efforts to capture rich oral history

CONTRIBUTING TO SINGAPORE'S HISTORY

New committees to be formed to help collect Singapore's oral history



Announcement of 4 Community Oral History Committees* 16 Jun 2017

成立四个社区口述历史委员会

*Malay, Chinese, Indian, Eurasian



NAS OUTREACH 档案馆外展活动

Objectives 目的

- Promote the image of NAS and Former Ford Factory (FFF)
- Continually engaging our core group of audience (e.g. school groups and researchers) and grow new audiences
- Generate awareness and appreciation of archives and Singapore history
- 提升NAS和福特工厂(FFF)的形象, 不断吸引我们的核心群体(如学校团体和研究人员), 培育新的观众, 让更多的人认识欣赏档案和新加坡历史

FFF programmes 活动安排

- Provide 9 tours on a weekly basis led by our trained volunteer guides
- Mandarin tours are run on a fortnightly basis led by our trained mandarin volunteer guide
- Monthly public programme relating to war/Japanese Occupation/Singapore history
- Annual educators engagement session
- Annual Children's Season programme (a Museum Roundtable event)

FFF KPI: 80,000 annual visitorship by second year of opening in 2018

CREATING JOB OPPORTUNITIES FOR THE COMMUNITY WITH SPECIAL NEEDS 为有特殊需求的团体创造就业机会

- Digital Resource Centre, a satellite digitisation centre located in the Enabling Village, launched in Dec 2015, 数字资源中心于2015年12月启动
- A 5-year collaboration between NLB and Autism Resource Centre NLB与自闭症资源中心进行为期5年的合作
- A growth from 5 clients in Dec 2015 to 11 clients in Sep 2017 从2015年12月到2017年9月的客户从5个增加到11个。
- Provides sustainable employment opportunities for youth with autism spectrum disorder and supports NLB's larger archival function 为患有自闭症谱系的青少年提供可持续的就业机会, 支持NLB更大的档案功能发展
- NLB received the Achievement Award under the Enabling Employers Awards 2017 NLB获颁2017年"Enabling Employers"成就奖



NAS OUTREACH 档案馆外展





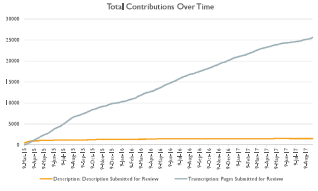
Educator's engagement session on 25 Oct 2016, promoting the revamped Former Ford Factory 教育工作者

Children's Season programme, 17-18 Jun 2017, in partnership with students from the Singapore Polytechnic (SP) Applied Drama & Psychology 儿童

Talk on "Japanese Wartime Propaganda in Singapore" by Garin O'Connell, a curator from the Australian War Memorial on 9 Sep 2017 讲座

CROWDSOURCING TO TRANSCRIBE PHOTOS AND DOCUMENTS THROUGH THE CITIZEN ARCHIVISTS PROJECT 通过公民档案管理员项目, 众包转录照片和文件

- Launched on 14 March 2015
- 2015年3月14日推出
- Crowdsourcing portal inviting the public to help transcribe handwritten documents and describe photographs
- 众包门户网站邀请公众帮助转录手写文档并描述照片
- As of 5 Sep, 1,834 images have been described and added to Archives Online and 23,336 pages have been transcribed and reviewed
- 截至9月5日, 已有1,834幅图像被描述并添加到在线档案中, 23,336页已被转录和审核



NLB's KEY PRIORITIES 国家图书馆管理局的重点

Community Initiatives 和社区相关的创新

THANK YOU 谢谢!

新加坡国家图书馆管理局
郑爱清副总裁
2017.12.4

KEY COMMUNITY INITIATIVES INCLUDE VOLUNTEER-RUN LIBRARIES 社区创新包括由志愿者运作的图书馆

library@Chinatown

- First themed library on Chinese arts and culture, opened in 2013 第一个中国文化与艺术主题图书馆, 2013年开放
- Supported by the community & first library in Singapore to experiment with a visitor self-service model run by volunteers 第一间由义工管理的自助式图书馆
- 120 active volunteers since its opening in Jan 2013. 自从2013年开馆以来, 有120位活跃义工参与



Volunteer-run floors at Bukit Panjang Public Library (BPPL) and Tampines Regional Library (TRL) 部分楼层由义工参与管理

- Opened in July 2017 (BPPL) and August 2017 (TRL) 2017年装修后重新开放的
- Both floors (BPPL/Adult's & Teen's Section and TRL/Level 6) are run by volunteers who serve as Service Stewards, promote good library etiquette and attend to user queries. 部分楼层由义工参与管理
- 200 volunteers since opening 200个义工参与管理



\$Cents & Sensibilities

Stanley Tan, Director, Public Library Operations



5 People-Liaison

- Volunteer-Run Spaces
- Green Children's Library
- library@chinatown
- library@orchard
- Citizen Archivist
- MOLLY
- Community-Led Libraries

6 Next Step?

- Inversion of Power

Empower

Collaborate

Involve

Consult

Inform

Level of Public Impact & Participation

High

Low

Making a difference with every step.

1 Our Innovation Journey

- Conditioning Landscape
- Conditioning People



Our Journey Continues

Operations Remake

Presented by Lo Wan Ni, Manager, Public Library Operations

2 Automation

- RFID Technology
- Library Management System
- Autosorter
- Reservation Lockers

3 Digitalisation

- eResources
- Digital Preservation
- NLB Mobile App

4 Next Step?

- Operations Remake



\$Cents & Sensibilities

Operations Remake and Innovation
图书馆运作重新构想与创新

Presented by: Lo Wan Ni, Manager, Public Library Operations
罗婉妮

Library operations are getting more challenging amidst resource crunch, creating a need for **optimisation** and **innovation**.

资源短缺，当今世界变革不断，促使图书馆营运更具有挑战性。因此，图书馆更需要创新与优化营运方式。



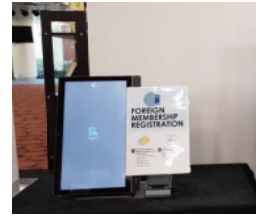
ONWARD DIY

Foreign Membership Registration 外籍会员登记程序

- Two-step registration process for foreigners residing in Singapore involving document verification
- Current membership registration system serves most users, but we do not neglect this small group either

Digital Kiosk for Foreign Membership Registration 自动会员登记机

- Automation of document scanning process to reduce need for staff intervention
- Greater convenience for users



- Currently on trial basis to obtain feedback and test the robustness of the system
- Next steps include scaling up and integrating to existing systems

While technology is key to innovation, **user experience** is an important driver of our projects in our journey to create DIY libraries.

科技固然是创新的关键，将用户放在中心仍是创新的要点。



ONWARD DIY

Robotics in Public Libraries 机器人测试

- Integrating services with robotics to test human-robot interaction in public library spaces
- Exploration of next-step automation through automated guided vehicles, and other robotics

AGV Bookdrop Service 自动导航还书处

- AGV application in large library space to increase convenience of users and staff
- Scalable and agile in deployment



Other Robotics Projects 其他机器人项目

- Pepper-assisted storytelling
- Stocktaking robot
- Roving book display shelf



ONWARD DIY 自助图书馆创新构想

RFID technology forms the bedrock of our library transactional services. However, gaps remain to be filled through innovative solutioning.

ONWARD DIY

Collection Shelving Optimisation 书目上架项目

- Majority of books are shelved accurately for users to retrieve easily, especially with Bookmap on catalogue kiosks
- Need for real-time update of book location for ease of search and retrieval
- Explore new ways of increasing turnaround rate of popular books
- Encourages users to DIY in collection search

Bookhunters and Smart Shelf 上架扫描器与智慧书架

- Update of item location at point of shelving
- Books on browsed shelf also updated in catalogue
- More granular location codes



Just Returned Shelf 流行书架

- Algorithm to find popular books with high turnaround rate and to display them prominently
- Convenience for users looking for these books
- Reduces need to put them back on the original shelf

ONWARD DIY

Reservation Lockers and Auto-sorter 预留柜系统与自动分类机

Reservation Lockers 预留柜系统

- Users can collect their reservation items in 24-hour lobbies of libraries, increasing convenience
- Cut down need for over-counter transaction



Autosorter 自动分类机

- Automated sorting process to optimize backroom operations
- Visible to users as a feature point in showcasing "behind the scenes"

USER MANAGEMENT

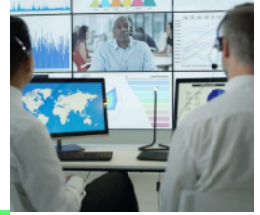
Remote Assistance 远程协助系统

- NLB already has a robust contact centre pool for user assistance
- However, as libraries go counter-less and grow bigger, we need a convenient way for onsite users to contact staff

UNDER DEVELOPMENT
发展中

Remote Expert Onscreen Video Chat 聊天视频

- Video chat from catalogue kiosks channelled to a pool of duty officers across branches for fast response
- Local roving staff can also be prompted to offer in-person assistance if query is localised



WhatsApp Enquiry System 简讯查询协助

- Users able to send WhatsApp text messages to branch staff if they require non-urgent assistance



USER MANAGEMENT 用户管理

Solutions to manage users in our DIY library spaces, and for users to manage themselves.

Noise Management System 噪音管理系统



Encouraging User Self-Management 提倡用户自我管理

- While libraries have differentiated spaces for different user groups, noise remains a contentious environmental factor
- By benchmarking noise level to comfortable level, exceeding noise levels will trigger visual cues to warn users – an intensive trial and error process
- Reduces need for confrontational patrolling by staff, also empowers staff with objective data

USER MANAGEMENT

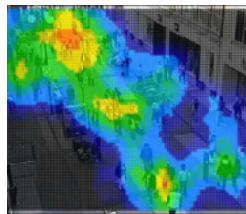
Crowd Monitoring System 人潮监测系统

- Despite staff roving more, large library spaces are difficult to manage, especially when crowded
- Users have difficulty identifying areas with available seats, often giving feedback of frustration

UNDER DEVELOPMENT
发展中

Automated Crowd Monitoring System 自动化人潮监测系统

- Monitoring library space for crowd and available seats through video analytics
- Large user interface display to enable users to find suitable seating



- Staff also empowered with information on crowded zones to make service decisions to rove more at these areas



STAFF AS USERS 员工管理创新

Projects must include staff as users in order to develop solutions that meet needs from all fronts.



STAFF AS USERS

Ops Lab 运作构想营

- Transition from traditional libraries to counterless libraries, localised change management
- Ops Lab sessions were held to help staff identify possible challenges and solutions in their new scope

Co-Creating with Staff
与各馆的员工共同创造运作手册

- This co-creation process leads to greater confidence in staff
- Blind spots and insights that would otherwise have been missed, are surfaced in these sessions leading to customised service solutions for each branch



Conditioning People

Our Journey Continues

People at the Heart of Innovation

Presented by Gary Soh, Associate Librarian, Public Library Operations

STAFF AS USERS

Assistive Devices for Roving
巡回员工辅助工具

- As staff rove more, there is need for portable devices to assist staff perform their roles more effectively
- There is also a need to eliminate frequent trips to the backroom



Roving Devices

- To enable staff to carry out transactions on the spot, saving time in transit
- Communication devices to equip staff with



- Various models were tried, before selecting the best model for our usage purpose in consultation with staff users

\$Cents & Sensibilities

PEOPLE AT THE HEART OF INNOVATION

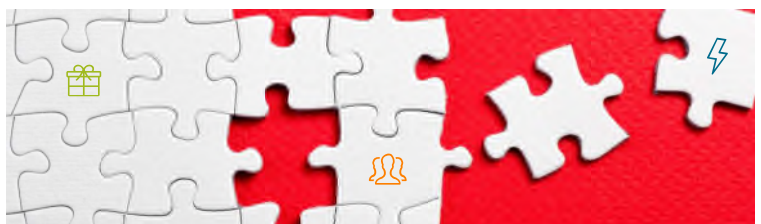
Presented by: Gary Soh, Associate Librarian, Public Library Operations



Through our Operations Remake projects, we aim to create value for our users, staff and the organization.

通过以上的项目来构想并改良图书馆运作，不止为用户带来便利，为员工提高效率，也为管理局创造价值。

NLB's expansion of community engagement and shift towards an inversion of power.





SENSE OF CONTRIBUTION

Libraries as a platform for people to contribute to society, from informing to co-ownership – Individual, Corporate, Masses.



CORPORATE

My Tree House @ Central Public Library

PUBLIC-PRIVATE-PEOPLE

- Collaboration with City Developments Limited (CDL)
- World's first Green Children's Library that is sustainable and futuristic in both hardware and software, to educate and push Green information and services out to nurture children to become environmental advocates

INDIVIDUAL

Making: 3D/Touching Stories

- Play-It-Forward scheme for printing privileges to encourage communal sharing and build community
- Challenges as motivation to innovate
- Embark on projects for social good and gain goodwill

LEARNING AIDS FOR YOUNG BLIND CHILDREN

- Co-developed with IC2 Prephouse, difficulty in sourcing commercially available learning aid for young children to teach essential concepts



- Braille Scrabble tiles in the pipeline



COMMON VISION & PASSION OF ENVIRONMENTAL SUSTAINABILITY

- Eco-friendly building materials such as energy-efficient LED lighting, refurbished bookshelves and sustainable carpets were used
- Holistic approach encompassing infrastructure, services and programmes, in partnership with various organisations



MY TREE HOUSE REFRESH

- In collaboration with CDL and Singapore University of Technology and Design (SUTD)
- "Cloud" with live display of weather conditions, and an interactive digital wall with a Save the Forest game



INDIVIDUAL & CORPORATE

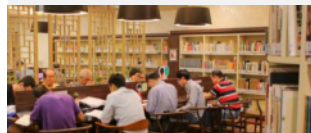
library@chinatown

Officially opened in Jan 2013 to promote greater appreciation of Chinese arts and culture.

琴棋書畫

COMMUNITY ENGAGEMENT & ACTIVE CITIZENRY

NLB's first library, powered by the community for the community, through philanthropy and sponsorship (CP1 Pte Ltd and Kwan Im Thong Hood Cho Temple) and partnerships & engagement (Rediffusion and volunteers).



INDIVIDUAL & CORPORATE

Project Deliver Me

- Launched in Jan 2009
- Engages NLB's community of volunteers in the selection and delivery of library materials to the doorsteps of homebound people who are unable to visit the library because of an illness or a disability
- Tapped on volunteers to power this initiative, including our staff

COMFORT DELGRO CABBIES SUPPORT WORTHY CAUSE

CabbyCare Charity Group, a volunteer driver group made up of ComfortDelGro cabbies, has been conveying NLB volunteers to deliver and collect library materials for free.

"I love reading, so when I first heard that I will be helping to deliver books to the doorsteps of the underprivileged, I was more than happy to help. Having the books delivered to the beneficiaries will definitely encourage them to read. I don't mind sacrificing my time off the roads if I can spread the love of reading."

53-year-old CabbyCare cabby Sim Soon Teck

COMFORTDELGRO



COMMON GOAL OF CONTRIBUTING TO THE NATION'S MEMORIES

- Launched in Mar 2015
- Crowdsourcing portal inviting the public to help transcribe handwritten documents and describe photographs, to keep Singapore's history alive
- As of 5 Sep 2017, 1,834 photographs have been described, 23,336 pages have been transcribed and reviewed
- Initial sense of uncertainty
- Quality of the work is high, people would correct the documents if they realised down the road
- Citizen Archivist Appreciation Party



MASSES

Citizen Archivist



SENSE OF UNDERSTANDING

Libraries create opportunities through engaging programmes for people to understand one another, bringing them together and bridging divides.



CONTRIBUTION

Orchard Road viewed North west-wards. Mid-ground right shows Lucky Plaza being built. Behind, sit Shaw Centre and facade of Lido Cinema. Field in foreground is where Ngee Ann City will be built.

By: **CHONG SEAN CHOONG BENILDUS** on 4/23/2015 03:41 PM



CONTRIBUTION

The long flat building is the roof of Plaza Singapura from Cathay and the photo shows the rest of Orchard road. Hotel Supreme still stands at the current site today behind Concorde Hotel (previously known as Le Meridien Hotel). You can see Shaw Centre with the white 'terraces' in the middle of the photo. Tang Plaza (CK Tang) is not built yet. The left side of the photo is Hotel Phoenix and Specialists Centre. Mandarin Hotel is the tallest building in the photo. The condo in front of the hill seems to be High Point in Mt Elizabeth.

By: **L. H.L.** on 7/14/2015 04:16 PM

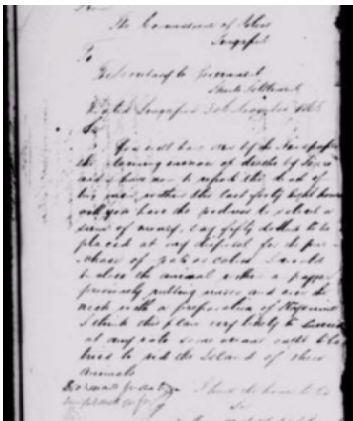


Makerspace



CROSS-GENERATIONAL PROGRAMMES WITH A COMMON LEARNING GOAL

- With an ageing population, there is a need to foster a more inclusive society
- Libraries are safe spaces where both the young and young-at-heart can interact and understand each other better, in the pursuit of common knowledge and skills



No. 144 of 1863 362
From The Commissioner of Police, Singapore
To The Secretary to Government Straits Settlements
Dated Singapore 30th November 1863

Sir,
You will have seen by the Newspaper the alarming increase of deaths by tigers and I have now to report the death of two men within the last forty eight hours, will you have the goodness to solicit a sum of money, say fifty dollars to be placed at my disposal for the purchase of goats or calves, I would enclose the animal within a [paygar] previously rubbing under and over the neck with a preparation of strychnine I think this plan very likely to succeed at any rate some means ought to be tried to rid the Island of these animals. [\$50 reward for one tiger that men can for this.]

I have the honor to be Sir Your most obedient Servant
[signature]

Commissioner of Police



Hour of Code

- Hour of Code for Seniors was held across 16 libraries in Singapore and attended by more than 500 senior citizens, in Oct 2017
- Coding is trending
- Swift Playgrounds app instead of traditional way of learning how to code

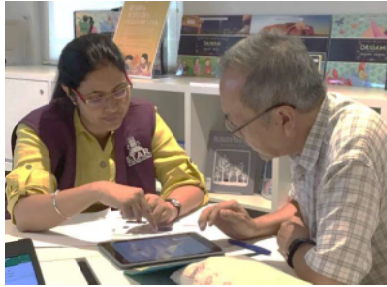
BRIDGING GENERATIONAL & DIGITAL DIVIDES

- In partnership with Info-Comm Media Development Authority of Singapore (IMDA), Apple, and Admiralty Secondary School
- 500 students guided the senior participants, led by Silver Infocomm Wellness Ambassadors.



TECNOLOGY FOR EVERYONE

A new volunteer-run service for Seniors in the library to have on-site assistance for library-related info-tech enquiries, or assistance with reading of library materials.



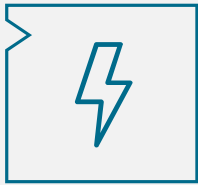
S.T.A.R (Seniors Tech and Read)

TESTIMONIALS FROM THE PARENTS

- "He becomes more outspoken. Always telling me about the stories being told in class."*
- "She shows more interest in books."*
- "No more reading phobia."*



- "She becomes more brave in standing up in front of others and telling the story."*
- "It builds up more confidence in my child in speaking English."*



SENSE OF EMPOWERMENT

Libraries taking on the role of a social leveller, to not only imbue a sense of empowerment in people, but also being a source of empowerment.



MOLLY

MOBILE LIBRARY

- Bringing access of library materials to the disadvantaged – children from low-income families, and children with special needs – so that they too can become lifelong learners
- Complemented with programmes such as storytelling sessions, craft activities and puppet plays



kidsREAD

- A collaborative effort by NLB together with the People's Association (PA) and five self-help groups, to cultivate good reading habits among young Singaporeans, specifically children from low-income families
- A synergistic collaboration between the community, volunteers and parents, all working towards building a solid foundation for the academic and social achievement of the children
- Ensure that every disadvantaged child gets an equal, strong start in life – to give them the opportunities to rise out of poverty

HISTORY

- First mobile library set up in 1960 to reduce demand on Stamford Road library, and increase library's reach to serve more people
- Service ended in 1991
- New MOLLY launched on 3 April 2008 to bring library services to underserved groups
- World's first fully wireless-enabled mobile bus library
- 1st MOLLY decommissioned at the end of 2011
- 2nd MOLLY launched on 24 February 2012, decommissioned in early 2016

LAUNCH OF MOLLY 3

- Sponsorship from Kwan Im Thong Hood Cho Temple
- Launched on 22 Sep 2016
- Main target group is the special needs schools



MINI MOLLYS

- Sponsorship from Kwan Im Thong Hood Cho Temple
- Launched on 5 May 2014
- Main target group is childcare centres/kindergartens
- Access hard-to-reach places

Community-Led Libraries & Reading Corners

- NLB empowers organisations to operate their own libraries/reading corners with seed donation of collections, offer guidance, training and expertise
- For the health institutions, bringing relevant materials to patients and their family members, as useful resources that they can refer to, empowering them to help themselves and their loved ones



PUNGGOL CONTAINER LIBRARY YISHUN COMMUNITY HOSPITAL ADMIRALTY MEDICAL CENTRE

Conditioning People

Our Journey Continues

Volunteerism @ Singapore's Public Libraries

Presented by Felix Ser, Librarian, Public Library Services

Digital Services Centre



CREATING JOB OPPORTUNITIES FOR THE SPECIAL NEEDS

- Enabling Village
 - Special initiative by the Government to bring together a community of people who want to explore how we can become a more inclusive society
 - Commercial businesses provide employment opportunities for people with special needs
 - Infrastructure geared towards people with disabilities and special needs
- NLB identified tasks that can involve people with special needs, to turn what is a perceived weakness of a person with special needs into a strength
- 5-year collaboration between NLB and Autism Resource Centre, to create employment opportunities for those with autism by getting them to digitise materials for archival purposes
- NLB received the Achievement Award under the Enabling Employers Awards 2017



Volunteerism @ Singapore's Public Libraries

新加坡公共图书馆义工服务介绍

NLB's role in the community and society at large will continue to evolve, as we piece the puzzle together with people at the heart of innovation.



Regular Volunteer Opportunities at a Glance 览图书馆义工服务

STEWARDSHIP OF LIBRARY SERVICE & ENVIRONMENT

(Customer Service, Promote Etiquette, User Education, Shelving)

管理图书馆的服务与环境

HELP OTHERS LEARN THROUGH BOOKS OR DISCUSSION

(Storytelling, KidsREAD Clubs, Book Clubs, Interest Groups, Programmes)

通过使用书籍内容，帮助促进学习

HELP OTHERS LEARN NEW TECH, MAKE NEW FRIENDS

(IT Clinics, IT Courses)

协助学员学习新科技，结交新朋友

HELP PROMOTE THE LOVE OF READING AT OUTREACH EVENTS

(Outreaches, Promotion and Publicity Efforts)

协助在户外活动推广阅读



Volunteer Training 义工培训过程



1

Recruitment & Engagement Tea Session

First contact point where potential volunteers mingle with existing volunteers:

- Find out new volunteering opportunities
- Sharing of experiences
- Find out updates and changes to policies
- Feedback to staff on improvements needed.
- Professional

Once every quarter

2

Basic Induction Training

Topics covered:

- Overview of Public Libraries
- Library Membership, Services and Programmes
- Volunteer Administration
- Volunteers' Code of Conduct
- Customer Engagement Case Discussion

Once every 6 months

3

On-the-Job Training

- Duration/structure and frequency for this stage differs between roles.
- Immediately executed once intent is made known during Recruitment Session.

* Does not refer to FOLs who are looking for one-off ad hoc volunteer opportunities

Some volunteers may start OJT first while waiting for the next Basic Induction Training

The Library at a Glance



library@chinatown officially opened on 31 Jan 2013. With a total floor area of 1,000 square metres, it is the first themed library on Chinese arts and culture. It is also the first library in Singapore to experiment with a visitor self-service model run by volunteers. It carries a thematic collection of titles on calligraphy, literature, music, painting, traditions, customs and more.

There is also a small selection of materials in commonly spoken Chinese dialects such as Hokkien, Teochew and Cantonese. Visitors can also read local and foreign electronic newspapers on large screens via electronic reading devices.



STEWARDSHIP OF LIBRARY SERVICE & ENVIRONMENT 管理图书馆的服务与环境



- Some of the libraries supported by spirited community volunteers include:

- library@chinatown
- Bukit Panjang Public Library
- Tampines Regional Library

- 由义工支持管理的图书馆包括：

- 唐城图书馆
- 武吉班让公共图书馆
- 淡滨尼区域图书馆6楼



Individuals and Organisations 各人和团体参与义工服务



library@chinatown

Tampines Regional Library



The Library at a Glance

The new library is among a suite of community services provided at Our Tampines Hub and continues to serve the Tampines community. Situated close to the Tampines MRT station and bus interchange, the library covers a floor area of 12,600 square metres.

A special "Volunteers' Corner" is situated on Level 6 of the library for volunteers to meet and plan programmes that promote the love of reading to other library users.

The entire Level 6 of the library is run by volunteers including shelving of books, attending to customer enquiries and library user education.



Achievements So Far

Month	Aug 2017	Sep 2017	Oct 2017
Total no. of volunteers	267	157	120
Total no. of volunteer hours	3242	1851	948

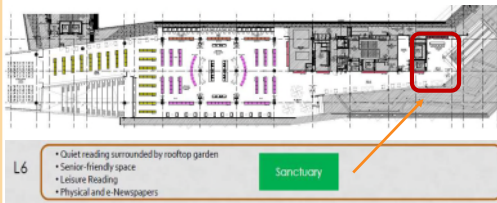
Programme Name	Date	No. of Participants
Discovering the iPad – An 8-session Course (English)	Session 1: 13 Sept 2017	24
	Session 2: 28 Sept 2017	37
	Session 3: 12 Oct 2017	36
	Session 4: 26 Oct 2017	30
Seniors Tech And Read (STAR) Trial Session (English and Mandarin)	27 Sept 2017	8
	13 Oct 2017	12



Volunteers' Corner and Volunteer-Run Floor at TRL, Level 6

1,400 sqm (excl. outdoor garden, BOH, public toilets/M&E):

1. Volunteers' Corner – next to the escalators: 55 sqm
2. Programme Zone: 160 sqm
3. Adult collection and reading (incl. newspaper reading, multimedia stations and general circulation space): 1,185 sqm



Bukit Panjang Public Library

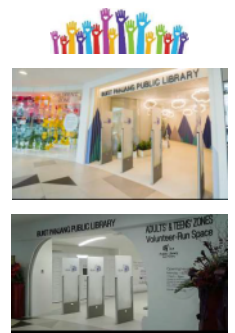


The Library at a Glance

BPPL was first opened on 4th April, 1998 by Dr. Teo Ho Pin, then Member of Parliament for Sembawang GRC (Bukit Panjang Division). Bukit Panjang Public Library re-opened on 1 July 2017 after a revamp by Minister Yaacob Ibrahim, Minister for Communications and Information.

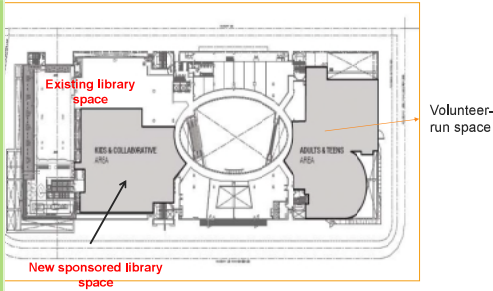
With almost double its previous floor area, the new library housed in Bukit Panjang Plaza aims to meet the reading and learning needs of the growing population in Bukit Panjang.

For more mature patrons, the Teens' and Adults' Zones offer spaces for quiet reading and for discussions. This section of the library is also run with the support of volunteers.



Volunteer-Run Adults' and Teens' Zones

- Autonomous Adult's Area – minimised staff presence and a space in which users are able to self-help.
- More signage built-in to ensure that services and spaces are conducive for autonomous use.



HELP OTHERS LEARN THROUGH BOOKS OR DISCUSSION

通过使用书籍内容，帮助促进学习



STORYTELLING

讲故事



INTEREST GROUP FACILITATORS

协助主持
兴趣讨论小组



CONDUCT ACTIVITIES USING BOOKS

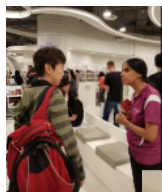
运用书籍内容
安排活动

Highlights of the New Library – Adults' & Teens' Zones

- The **Adults' and Teens' Zones** are **managed by volunteers**, who help with tasks such as shelving books and assisting users with enquiries.
- The **Book Mountain** located within the Adults' Zone houses the Adult Non-Fiction collection. It also has reading areas that provide a different experience as patrons look out to the rest of the library.

182 volunteers
76 contributed
more than
10 hours each

KidsREAD



Our regular volunteer, Ms Uma, assisting a patron



Book Mountain that houses Non-Fiction collection

Our regular volunteers, Ms Swee Lin and Ms Vidushi, with our Assistant Library Officer, Mazni



Differentiated seating

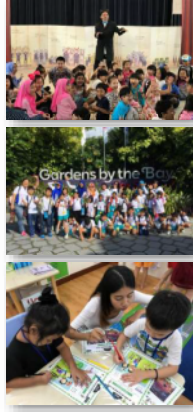
Overview of KidsREAD 儿童启蒙阅读计划简介

- A nationwide reading initiative started in 20014, currently in its 13th year
- Targeted at children aged 4-8 from lower-income families
 - Household income of <\$6,000 or Per Capita Income of <\$1,500
- Aims to
 - Bring the joy of reading and inculcate good reading habits from a young age
 - Provide access and expose children to good children's literature
- Fully volunteer-run
 - 1 hour per week
 - Conducted where the children are — in schools, community clubs, family service centres
- Partnerships with organisations are key to helping children



KidsREAD Programme

- Junior (4-6 years-old) and Senior (7-8 years-old) clubs
- Curriculum includes **storytelling**, **reading-related activities** and **independent reading**
 - Provides opportunities for holistic learning through a wide range of activities
 - Experiential learning opportunities through dramatisation of curriculum books and learning journeys
 - In-house curriculum created by a team of librarians, and customised to suit beginner and advanced readers
- Our volunteers are trained in basic storytelling and read-aloud techniques to engage the children
- Parents are kept abreast of sessions and encouraged to continue the reading and bonding journey with their children through specially created kidsREAD@Home Fun with Activities booklets



Story Dramatisation



Emceeing at NLB events



Story reading at the Public Libraries



Book Reviews (Featured in Go Kids newsletter!)



KidsREAD in Numbers

- Total of **14,094** volunteers have engaged **41,059** children over 13 years
- There are currently **177 clubs** island-wide, serving more than **3,000 children**, and supported by over **800 volunteers**



JRA Camp (Held during the June Holidays)



Junior Reading Ambassadors and Teen Reading Ambassadors



Meeting Minister Yaacob Ibrahim at the Bukit Panjang Public Library



Making children happy by telling stories in an engaging way! ☺





HELP OTHERS LEARN NEW TECH, MAKE NEW FRIENDS
协助学员学习新科技, 结交新朋友

Helping Seniors with Info-Tech Enquiries
乐读智新服务协助长者更好地运用科技

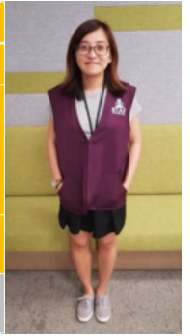
Silver Infocomm Junction
银发族资讯中心

1. Woodlands Regional Library
- Windows Laptops
(兀兰区域图书馆 – 视窗笔记型电脑)
2. Bedok Public Library
- Apple iPads
(勿洛公共图书馆 – 苹果 iPads 平板电脑)



What Does the Service Entail?

Channels	By Booking (30-minute slots)		By Roving (No booking)
	Tech Assistance	Reading Assistance	Tech Assistance Only
Service Offering	Tech Assistance	Reading Assistance	Tech Assistance Only
Areas of Assistance	1. Sign Up for myLibrary ID/NLB mobile app 2. Sign Up for Wireless@SG 3. Use of e-Resources	Reading to Seniors	1. Sign Up for myLibrary ID/NLB mobile app 2. Sign Up for Wireless@SG 3. Use of e-Resources
Frequency	11am to 3pm, 45-minute slot, Friday	11am to 3pm, 45-minute slot, Friday	Aim for 11am to 3pm, Weekend
Training & OJT By	By Internal and External Trainer		



* 11am to 3pm is the peak time period where seniors visit the libraries

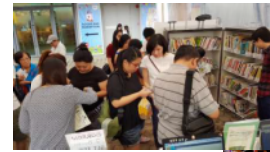
STAR (Seniors Tech and Read)



HELP PROMOTE THE LOVE OF READING AT OUTREACH EVENTS
协助在户外活动推广阅读



BOOK BORROWING
书籍借阅



PROMOTE PROGRAMMES & SERVICES
介绍图书馆服务



What is STAR?

- A service for Seniors to have onsite assistance for library-related **info-tech** enquiries or **reading** of library materials by volunteers
- This service is available through online booking of slots, and roving
- Piloted at BEPL



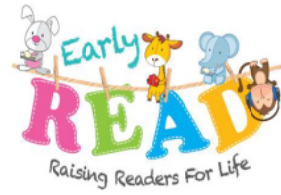
Adapted from Yellow Apron service in Korea. More info on IFLA website: <http://blogs.ifla.org/literacy-reading/2015/08/22/ifla-2014-5-country-report-south-korea/>

Thank You!
谢谢!



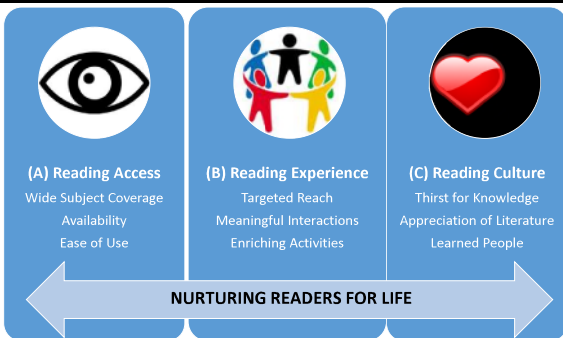


READERS FOR LIFE

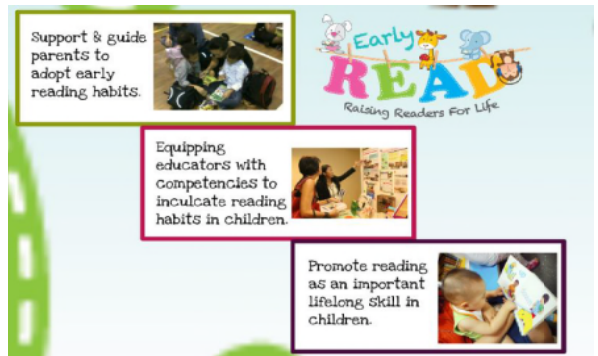


For 0-6 year olds
NLB's Early Literacy Reading Framework

LIBRARIES FOR LIFE STRATEGY



Inculcating the love for reading for children aged 0-6 years old



TARGETED READING SERVICES AT PIVOTAL POINTS IN READERS' LIVES



- 0-6 year olds (Important foundational block)
 - Early Literacy Intervention Programme
- 7-17 year olds (Integration with school life)
 - Deepened School-based Engagement
- 18-50 year olds (Reaching out at different life stages)
 - Re-establish connections with Libraries & Reading
- 50+ year olds (Meaningful engagement in 2nd life)
 - Active Seniors Engagement

Building the Foundation for Reading



5 early literacy practices are incorporated in our planning and delivery of Early READ programmes





For 4-8 year olds
Promoting Early Reading in Children
from Less Privileged Households



For 7-17 year old students
NLB's Deepening Programme for
School-going Readers



kidsREAD programme engages children in reading through quality children's literature and purposeful play

Objectives

- Promote the love of reading and cultivate good reading habits among young Singaporeans
- Enhance quality of life of children and their families
- Provide an avenue for children from various races to interact from an early age

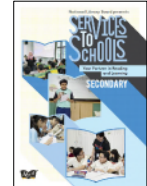
Features of Programme (Fully volunteer-run!)

- Junior clubs (4-6 years old) and Senior Clubs (7-8 years old)
- Customised curriculum to cater to differing reading abilities



What we want to achieve

- (1) Create a reading culture in each school by generating a buzz through mass reading activities
- (2) Make every student a reader through customised activities for every developmental level
- (3) Get every teacher and parent to be a reading role model



Access Link: <http://www.nlb.gov.sg/discoverreads/information-session-for-schools-2017>

Sessions are designed based on multisensory approach, engaging the children through a variety of activities.

- Curriculum
- Customised activities for children with different reading abilities
 - Engagement with parents through kidsREAD Session Notes to update them on what book is being covered in the session
 - Parent-child bonding through kidsREAD@Home Fun With Activities booklet, which provides opportunities for continued learning after the kidsREAD session ends



READ, SWAP, SHARE



- Engages children in reading
- Empowers children to share books with their peers
- Allows children to express their views of the books

Books 'R' Us (Primary) / Wicked Reads (Secondary)

Children are introduced to books through **hands-on** activities and **games** during this interactive classroom session



- Raises the **curiosity** and **interest** of students
- Exposes children to books suited for **reluctant readers**



Book Bugs are on the loose!

Due to a glitch in a magical portal, Book Bugs that are locked in our library books for years are set free in the public libraries in Singapore. Your task is to catch them all.

There are **84 Book Bugs** to catch!



READ REAP WRITE

Students are provided with an **extract taken from a book**.

They will **read** through the extract, **reflect** and **discuss** the questions provided.



Avid Readers

Verbal Exchange of Opinions

Pen their Thoughts

4 ways to take part in Book Bugs



Collectible Card Game Reading Promotion

Genre Camps

	<p>Library Lockdown!</p>	<p>Who Pushed Humpty Dumpty Off the Wall? —A Fractured Fairytales Camp</p>
<p>Deepen Understanding of a Genre</p>	<p>Develop Teamwork & Problem-Solving Skills</p>	<p>Promote the library as a fun, surprising & cool place</p>



Overarching storyline to link activities
Thematic focus
 Round-robin gameplay style
Horror Book Showcase



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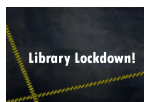
- **Stimulating** activities
- Embark on a **quest** to complete **story-based missions**, which include puzzles, riddles and research questions
- Earn **attractive tokens** for successful completion of missions



Creates buzz

Challenges children to read up & solve missions

Draws children to the Public Libraries



Escape-the-Room concept
Challenging puzzles
 Participants involvement in the storyline
Photobooth



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DARE TO READ



Dare to Read Display @ Public Libraries



Customised Tokens



Students from Naval Base Secondary School putting their heads together to solve the Dare to Read missions!

26

Who Pushed Humpty Dumpty Off the Wall?
 - A Fractured Fairytales Camp



Fractured Fairytales Come Alive!
Hands-on mystery solving
 Creative Expressions
Role-play

M
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Video of the Moment

Video of the Moment



Video by TED.com, available under a Creative Commons, Attribution-Non Commercial-No Derivatives license.

Feature interesting, relatable videos from TED, authors, etc.



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Recommended Reading Lists

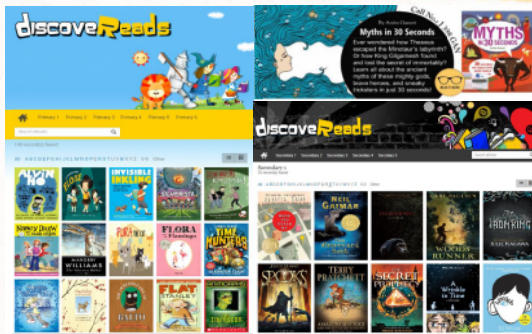


Reading Programme II: Reading Journals

If you haven't already discovered these reading journals available for FREE at the library, you must definitely go get yourself a copy. There are reading journals for Primary 1-6. There are suggested reads in the form of a list on paper for secondary school students.



Curated ebooks



Teachers + Parents Resources



- Teaching resources for their lesson plans
- DIY reading activities
- Recommended reading lists and posters



Librarian's Blog

Librarian's Blog

A Mindful Minecraft Guide for Parents: Part 1

July 5, 2017 12:00 am | By Cheryl Lee



Why We Read?

July 5, 2017 12:00 am | By Aislinn Seah



"Why do we read?" A simple question that brings about a thousand answers. Take a look at what ten authors think about reading and see if any resonates with you. [Read more →](#)

Articles written by the librarians on trending topics

New book releases!

Fun Facts About the Harry Potter Series You Never Knew

August 7, 2016 12:00 am | By Corinne Ng



Haven't got enough of Harry Potter? Check out these fun facts about the series before you get your hands on the sort book! [Read more →](#)

Spotlight on Schools

Xinmin Secondary School Presents: Horror Stories at Bishan Public Library

May 1, 2017 | by Cheryl Lee



Ever wondered what it be like visiting a haunted library? Well, the students from Xinmin Secondary School have specially created stories from the pictures they took at Bishan Public Library to give you a once in a lifetime experience. Be warned, it is not for the faint of heart.

Featuring good library practices, spotlight on teachers/principals as well as works from schools.

Tween Programmes @ Sengkang Public Library

A series of **experiential workshops** for tweens (10-14 years old) that are based on the quarterly themes of comics, robotics and video games, photography as well as music and dance.



STEAM workshops
(Science, Technology, Engineering, Arts and Mathematics)



Learning Kits
For STEAM workshops



Thematic Passports
Include quizzes, activities, fun facts and book recommendations. An extension of the content of the STEAM workshops, further expanding their knowledge of the themes and encouraging self-learning.



Kids' Lit Quiz™

- An international literature competition for participants aged **10 to 13 years**
- In teams of 4, contestants answer at least 100 questions from classics to comics to contemporary novels.
- Competition takes place in Australia, Canada, Hong Kong, New Zealand, Singapore, South Africa, United Kingdom and USA



**NATIONAL
READING
MOVEMENT**

Read more. Read widely. Read together.

ARTSEEN



For 18-49 year olds
Reading as a Gateway to Learning:
Promoting a lifelong love for reading



KLQ 2017 National Finals Winner:
St. Joseph Institution



Literary
Boot
Camp

Book Out! @ PLS



Library users participate in book-related quizzes to test their literary knowledge, explore the library collection and win attractive tokens.

Literary Boot Camp



KLQ participants learn more about the children and teen literature. KLQ and participate in literary activities/games during this half-day camp.

Special Storytelling Sessions



Special storytelling sessions, based on KLQ themes, were held across the various public libraries to create more buzz for the literary competition.

Focus Areas For Engaging Adults



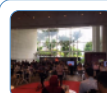
[Thrust A] **Services for the Future Economy:** Equipping adults for the digital future

- Digital Readiness for the Digital Economy
- Innovation & Creativity
- Awareness & Mindset amongst Adults (as active participants of SkillsFuture)



[Thrust B] **Reading as a Gateway to Learning:** Promoting a lifelong love for reading

- National Events: Read! Fest and National Reading Day
- Literary Arts and Fiction promotion
- Non-fiction (book-based discussions e.g. Big Read Meet)



Key Enablers

- Targeted Outreach Strategy: [Read@Work](#)
- Dynamic Collection Strategy: for active building, curation and promotion of relevant collections & formats

National Reading Movement

Read more. Read widely. Read together.

- Launched in 2016
- 5-year campaign by the National Library Board (NLB) to get Singapore residents to "Read More, Read Widely and Read Together".
- It aims to encourage people to:
 - "Read More" by getting them to set aside some time to read regularly
 - "Read Widely" by going beyond the usual genres and reading in mother tongue languages
 - "Read Together" with family and friends
- The Movement's key priorities are to reach out to adults and seniors, promote reading in mother tongue languages, as well as to galvanise the community via collaborations – all with the aim to build a vibrant reading culture in Singapore.



Library as Arts Nodes @ Regional Libraries



- Branded as 'artseen', library arts nodes are vibrant social learning places where
- artists and art lovers converge
 - community is integrated through the arts
 - community co-creates art
 - community can enjoy a sustained level of quality arts programmes



National Reading Movement

Read more. Read widely. Read together.

Read Fest

Read for Books 2017

On 20 July 2017, Read for Books is a public literacy awareness campaign on our part to get you to read more.

Check out our Read for Books 2017 page for more details.

National Reading Day 20 July 2017

The more you read, the more you discover.

Check out our National Reading Day 2017 page for more details.

- Annual key event of NRM
- Celebrates the joy of reading and introduce the best on the reading scene
- Follows yearly theme
- Offering over 150 programmes in all languages at the public libraries

- Book charity drive in which every 10 people who read for 15 minutes, 1 book will be donated
- Read for Books @ Own Space
 - Individuals
 - Private Sector & Schools
 - Public Sector
- Read for Books @ National Library

- Part of NRM
- Calls for all to set aside time to Read More, Read Widely and Read Together
- A series of programmes and activities island-wide



Art Cart

- An on-site interactive and informative structure that seeks to engage and enrich library-goers with arts content
- Consists of thematic information refresh comprising book display, display of resource guides and interactive visual display

Artisans x Makers

- Focusing on traditional craftsmanship
- Participants are given free hand to design the form of their product, encouraging open-ended tinkering and creativity



PRESSPLAY

- An annual youth arts festival connecting youths to trending art forms and artists, through meaningful interactions and social experiences
- Held across a month
- Consists of artist-led workshops, sharing sessions by young emerging and established artists, live youth band performances etc.



National Reading Movement

Read more. Read widely. Read together.

Share a Read
Let's talk about books.

Big Book Giveaway

Check out the photos of today's events which you might have missed.

If you missed out this year, stay tuned to this page for our next one! In the meantime, our public literacy awareness around so you can continue to Read More, Read Widely and Read Together. @NLB #whatsonreadings

- Held in celebration of National Reading Day
- 12pm - 6pm
- Given 5 minutes to select 3 books of their choice or receive a tote bag containing 3 mystery titles
- Held at the heartlands
- Event was very well received.
- Queue for the event formed as early as 11 am

LIT ARTS/Fiction reading promotion



ALT TXT: visual and literary explorations

- Explores the dynamics between **visuals, text and narratives**.
- Professionals such as writers, conceptual artists and designers are invited to explore this unique triadic relationship through this series of talks and workshops.



How to Fall in Love with...

- Introduces participants to **literary appreciation** through a range of **literary forms and genres** by highlighting key works and the basic tools to critically appreciate them.
- E.g.: "How to Fall in Love with Classic Novels, Humour, Poetry etc.



- The SG Author Series celebrates local literature by showcasing Singapore authors who have contributed to the development of Singapore's literary landscape.
- Variety in programme formats from meet-the-author, workshops to readings and poetry recitals

LIT ARTS/Fiction reading promotion



- Promotes reading in 398.2 (DDC no. for folklores and fairytales)
- Co-organised by NLB and The Story Connection
- Singaporean and international storytellers sharing stories with puppets, props, songs, masks, sign language – and with lots of interaction!

Adult Storytelling

- Regular storytelling sessions restricted to adults. Incorporates different manners of telling from dramatised readings to musical tales.
- Mature themes- Relationships, Negotiating Identities, Conflicts. E.g. Guilty Pleasures, Keeping Secrets etc.
- Offer a new entry point to discover and experience stories
- To showcase how fun & thought provoking stories can be and encourage further reading



	Lifelong Learning: Bridging the Digital Divide <ul style="list-style-type: none"> • Helping seniors discover the world of digital information • Staying relevant in the digital age
	Building Connections <ul style="list-style-type: none"> • Reaching out to them, understanding what they want • Providing opportunities for them connect with younger Singaporeans
	Readers for Life <ul style="list-style-type: none"> • Supporting the reading needs of Seniors • Building and promoting our collection
	Building Communities <ul style="list-style-type: none"> • Seniors as active contributors • Providing opportunities for them to share their knowledge and experience

Key Initiatives For Engaging Adults

Essential 21st Century workplace skills
CURATED READS on ENTREPRENEURSHIP

Read@Work Services:

- Monthly EDMs on Workplace Skills & Values
- Workplace skills programmes e.g. corporate Storytelling, & Raising Readers talks
- Leaders as Reading Advocates

34 Partners to date

Bridging the Digital Divide



Free Internet Hotspot

- Free use of all public library's multimedia stations for 1 hour daily
- Allows access to various library eCollection & Internet



Seniors Tech And Read (STAR)

- A service for Seniors, by trained volunteers, to have onsite assistance for library-related **info-tech** enquiries
- Areas include registration of myLibrary ID, downloading of NLB Mobile, Overdrive, iRead and PressReader



Silver Infocomm Junction

- To bring awareness and to guide seniors on how to access eBooks, eNewspapers and eMagazines
- Through our regular **Silver Infocomm Junction** which is a series of IT classes for seniors using computers and iPads



For 50 years and above
Meaningful engagement in 2nd life

Building Connections / Readers For Life



Reading Corners

- Set up at 18 senior centres located in the neighbourhoods
- Each corner features specially selected titles covering topics on health, hobbies, cookery, inter-generational books and others.
- Collection refreshed every quarter



Reading Activities: Facilitator's Kit

- Toolkit for volunteers and staff of senior centric organisations to engage seniors in reading activities.
- 5 Reading activities in 4 languages: Paper crafts, Travel talks, memory card games, folktales and audiobooks.



Good Reads for the 50plus

- Quarterly Publication on trending topics like health, heritage, life skills etc
- Special articles and book reviews recommendations
- Over 60,000 copies distributed to over 80 locations including nursing homes, reading corners, community centres etc.

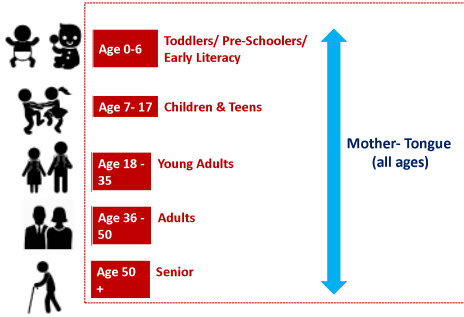


Interest Groups

- Bringing together seniors who have a common interest to further enhance their knowledge and skill.
- Various interest areas: Health, Current Affairs, Reading, Fiction Stories, Hobbies and Craft, Learning English etc
- 17 interest groups and growing.

Mother Tongue Language Services

Promoting Reading & Learning in Mother Tongue For All Age Groups



Raise-A-Reader Workshops

Raise-a-reader workshops in Mother Tongue Languages (MTL) for parents and teachers: to encourage parents to cultivate early literacy skills in MTL among children of 6 years old and below.



Mother Tongue Language Programmes and Initiatives

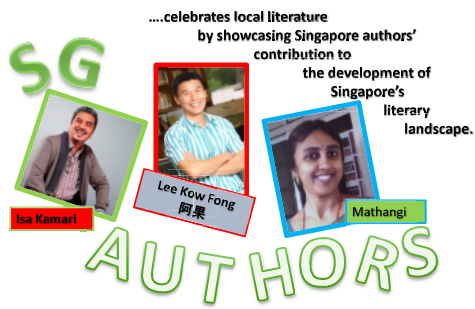
Content	Services	Partnerships
<p>Content Selection</p> <p>Curated Content -Book displays</p> <p>Resource Packages for Book Clubs and Graded Reading Lists for Schools</p> <p>Myth Masters</p>	<p>Raise-a-Reader Workshops</p> <p>MTL Reading Clubs (for children & Adults)</p> <p>Read Fast Language programmes</p> <p>Read@School Language Programmes</p> <p>Youth Reading Series</p> <p>Culture Connect Series</p> <p>Business Acumen Series</p> <p>SG Author Series</p>	<p>Community Partnership Programmes</p>

Adult Reading Clubs



Signature MTL Programmes





😊 Thank You.

Myth Master Reading Promotion

A myth-themed reading promotion for children aged 9-12 years old to redeem **collectible bilingual game cards** featuring **characters** from **Chinese Classics** by being active library users.

- Encourage the joy of reading of Mother Tongue Languages in a fun way.
- Generate interest and understanding of MTL Literacy Classics



Double Up Your Reading Promotion



Encourages library users to double up their reading during June and December holidays.