



PERPUSTAKAAN NASIONAL
REPUBLIK INDONESIA



CDNLAO
General
Conference

October 24-27th, 2022
Jakarta, Indonesia

Library Service Impacts on Community:
**Sustainability, Inclusion,
and Innovation**



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28th General Conference of Directors of National Libraries in Asia and Oceania
25 October 2022, Tuesday
Indonesia

Country Report

[Period Coverage: 1 January 2021 – 31 December 2021]

Name of Country : Singapore
Name of Library : National Library (NL), Singapore
Name(s) of National Librarian, Director-General and/or Director : Alicia Yeo (Director, NL)
Contact Person : Brennan See
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1 Facts and Figures

Sn	Item Description	Figures
a	Operating budget i. Government ii. External sources	\$3.1 million
b	Total staff (FTE) i. Graduate or post graduate with library qualifications ii. Other qualifications	91
c	Collection size i. Physical collection ii. Digital collection preserved	2.5 million 1.9 million
d	Visitorship (Annual) i. Physical visits to reading rooms ii. Digital visits to websites	766,692 12,930,551
e	Inter library loans provided (annual)	1,541



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2 Overview of Major or New Developments in Library Buildings, Collections, Access or Services

2.1 Libraries and Archives Blueprint 2025 (LAB25)

The LAB25 maps NLB's five-year transformation journey. It focuses on how libraries will evolve in response to social, economic and technological changes and invites partners and the community to collaborate in this innovation and experimentation journey to reimagine libraries and archives.

LAB25 identifies four key focus areas:

- a. Building a Learning Marketplace to support lifelong learning.
- b. Nurturing an Informed Citizenry who reflect deeply on the information they access every day.
- c. Inspiring Singapore Storytellers to nurture a stronger appreciation and understanding of the Singapore experience.
- d. Being an Equaliser to bridge societal gaps and empower all in this digital age.

2.2 Covid-19 Collecting Efforts

Documenting COVID-19 in Singapore was a nation-wide collecting drive by NL, the National Archives of Singapore (NAS), and the National Museum of Singapore (NMS) from 22 May 2020 to 30 June 2021. Individuals, communities, and organisations were called to contribute materials and stories that document experiences of the pandemic in Singapore. This project aimed to capture different facets of life during these times, such as the experiences of Singaporeans and those residing in Singapore, which added to the nation's history and archives, and enrich the future generations' understanding of this extraordinary period.

The initiative complemented and fostered greater efficiencies in collecting activities between NL, NAS, and NHB. The Covid-19 materials collected served as resources to be tapped on by other public agencies. The collecting drive also gave the public a stake in building our documentary heritage as they saw their voices and experiences represented in our national collections. The campaign received about 5,800 items and archived 4,700 webpages related to the pandemic.

2.3 Deposit Portal: Revamped One-stop Portal for Publishers

The revamped Deposit Portal was launched in March 2021 after two years of planning and development. It now consists of a public-facing interface for publishers and a backend



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interface accessed by library staff to approve registrations and applications, as well as facilitate the receipt and processing of materials submitted to the Legal Deposit for preservation and access. The key improvements include:

- a. Online self-service function for publishers to apply for International Standard Numbers (ISN) singularly or in blocks of 10, 100 and 1,000.
- b. Streamlined end-to-end process of the approval of ISNs and the subsequent download of Cataloguing in Publication (CIP) records, thereby reducing offline interactions between publishers and library staff.
- c. Inclusion of an increasing variety of electronic formats such as Portable Digital Format (PDF), electronic publication (EPUB) and multimedia files including MP3 and MP4, permitted for deposit.
- d. New ingestion module to allow library staff to review electronic publications and process them for preservation and access on NLB platforms more efficiently.
- e. A reminder system that triggers automatic email reminders to publishers to deposit their publications based on the date of publication that was captured in their ISN applications. This function enhances tracking for Legal Deposit and frees staff time to focus on more value-added work.

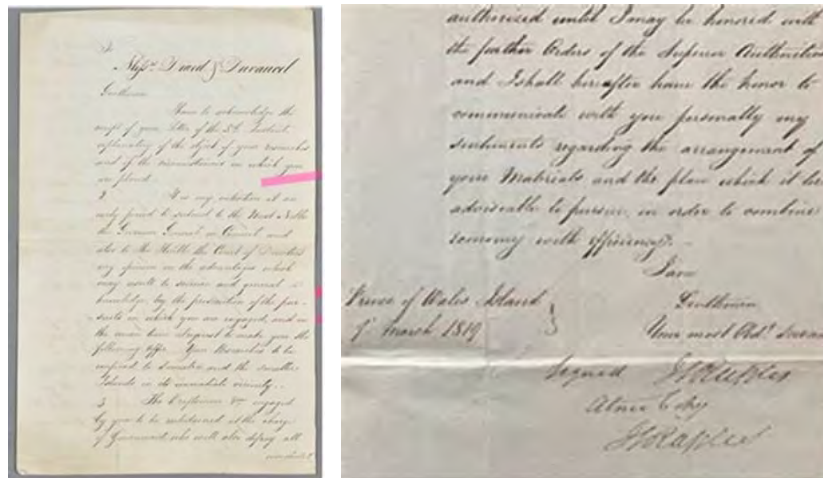
2.4 Enhancing Access to Newspaper Archives

NLB successfully negotiated for more off-site access to Singapore Press Holdings (SPH) Media Trust content on NewspaperSG, with a rolling 25-year arrangement (T-25 where T represents the current year). Previously, off-site access for SPH Media content was capped at the year 1989. Additionally, new content was uploaded on NewspaperSG. This included:

- a. Eastern Sun (1966 – 1971)
- b. Straits Budget (1894 – 1969)
- c. The Malacca Weekly 1888 – 1889)
- d. Penang Patriot (1898 – 1900)
- e. The Straits Echo (1903 – 1917)
- f. Straits Independent (1889-1896)
- g. Straits Maritime Journal (1895 – 1896)
- h. Bintang Pranakan (1930 - June 1931)
- i. Bintang Timor (July - December 1894)
- j. Kabar Uchapan Baru (1926 – 1931)

2.5 Highlights of New Collection

2.5.1 Letter Correspondence between Raffles, Diard and Duvaucel



This is a two-page letter written by Stamford Raffles on 7 March 1819 at Penang and addressed to Pierre-Médard Diard and Alfred Duvaucel, both French naturalists and explorers. From late 1818, Diard and Duvaucel accompanied Raffles on his official trips in the East Indies to collect natural history specimens, with the understanding that East India Company (EIC) will fund their explorations.

The two French naturalists also accompanied Raffles on his maiden voyage to Singapore in January 1819. This letter serves as a written record of their collaboration and is first in the series of correspondence between Raffles and Diard and Duvaucel which highlights the original contract between them.

2.5.2 More Than 4,300 Donated Historical Documents Showcase the Contribution of Early Hokkien Community in Singapore

NL received a donation of over 4,300 valuable documents from the Singapore Hokkien Huay Kuan (SHHK) that bore the imprint of Singapore's early Hokkien pioneers such as Tan Tock Seng and Tan Lark Sye. SHKK, founded in 1840, is one of the oldest and largest clan associations in Singapore that has contributed towards local education, social welfare and cultural development. The donation included a collection of receipts and documents from the Japanese Occupation period, records of the day-to-day operations of schools established by the clan, as well as land sales records.

Physical access to these documents will be made available at NL. A selection of documents will also be digitised and made accessible on PictureSG and BookSG. Additionally, NL and SHKK



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will jointly produce a resource guide that gathers historical documentation about the Hokkien community. The resource guide has been made available in phases in 2022.

2.5.3 Historical Items Offer Valuable Insights into the Kinmen Community in Singapore

In conjunction with its 150th anniversary celebration, Kim Mui Hoey Kuan donated over 1,000 items to NL. The items include publications, letters, financial documents, and meeting records from the early 20th century to the 21st century. The Chinese clan association was established in the 19th century for the people who arrived in Singapore from Kinmen county located in the Taiwan strait. These items, which will provide valuable insights into Kim Mui Hoey Kuan's history as well as the local Kinmen community, will be preserved and conserved. Selected items will also be digitised and made available for public access via BookSG.



Genealogy of the Riau-Lingga Sultanate

Undated (possibly produced between 1911 and 1930s)

School textbooks used in Malaya in the early years, comprising Malay School Series (MSS), Malay Home Library Series (MHLs) and Malay Literature Series (MLS).

Published Date: between 1915 and 1940

39 titles bound in 10 volumes



Photographs of Anderson Bridge under construction (1908 – 1910)

From Samuel McMurray Kirkpatrick's collection. He was the chief engineer for the construction of Anderson Bridge.



A handwritten letter by missionary, Rovene Sunderland.

Dated: early 19th century

2.6 Programmes and Outreach (NL)

2.6.1 Eye on Asia Forum 2021: Looking to Asia with a Global Mindset

Eye on Asia is a collaborative effort by NL with partners to provide resources for everyone, including young Singaporeans, who wish to find out more about the region and explore internationalisation opportunities abroad. Focusing on ASEAN countries, China and India, the public will discover a broad overview of useful resources to help them be more aware of developments in these countries as



Singapore gears itself for the future economy.

In 2021, an online panel discussions for the Eye on Asia Forum was organised in collaboration with partners such as Business China, GlobalConnect@SBF, Ngee Ann Polytechnic, Singapore Business Federation, Singapore Indian Chamber of Commerce and Industry and UAE Singapore Business Council. Guest speakers shared their experiences and knowledge on the key insights and growth opportunities in a post-pandemic Asia and inspired the audience with their stories of venturing into new environments in the region. The forum encouraged participants to change their perspective of Asia and adopt a global outlook.

2.6.2 Inaugural “Dear Future: What Digital Preservation Means for You 2021” Seminar

NLB held the inaugural “Dear Future: What Digital Preservation Means for You” public seminar in October 2021 to promote awareness on how digital preservation is carried out, and how the public can utilise NLB’s digital preservation tools to preserve and document their personal memories and heritage for future generations.



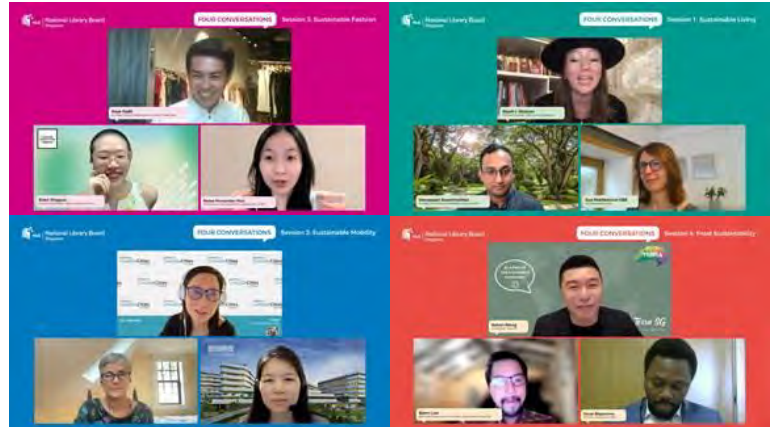
2.6.3 Creative Residency

A new NLB initiative, the Creative Residency, focuses on contemporary creatives and their work. The Creative Residency provides a platform for creatives to imagine and create works inspired by various NLB collections. The award recipients presented on their works and gave insights on their creative processes through sharing sessions with the public.



2.6.4 Four Conversations

This annual signature programme featured eight local and international speakers and four moderators who discussed the topic of sustainability in relation to living, mobility, fashion and food. Over 1,368 attendees participated in lively and engaging conversations held over four evenings.



2.7 **Programmes and Outreach (Public Libraries)**

2.7.1 Re-opening of Choa Chu Kang Public Library

The Choa Chu Kang Public Library was reopened by Minister for Communications and Information Josephine Teo in late October 2021 after a two-year revamp. With nature and sustainability as its theme, the expanded library features NLB's first Indoor Garden in a public library, a Green Grove curated corner that cultivates environmental awareness and literacy, and a Hydroponics Showcase to foster interest in urban farming solutions and food security. The library also has a new Augmented Reality Learning Trail for patrons to participate in a unique and innovative learning experience. This is also the first library where NLB is piloting extended visiting hours for its Reading Zone, and the Study and Multimedia Zone.





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2.7.2 LearnX and LearnX Communities

LearnX, where X symbolises a multiplier effect and endless possibilities in learning, combines two interconnected Learning Marketplace initiatives under the LAB25 – Learning Focus Areas (LFAs) and LearnX Communities. The LFAs revolve around eight areas, namely Arts, Careers, Digital, Wellness, Reading, Science, Singapore and Sustainability.

Each LFA features multiple learning pathways, also known as personalised learning recommendations, that makes use of user learning needs to string relevant resources together to help lifelong learners continually build on their learning. The goal is to help individuals grow into T-shaped learners – someone with broad skills across multiple disciplines, and deep expertise in a particular domain, by tapping on NLB's extensive collections and collaborations with partners. These learning pathways consist of signature programmes for all age groups, learning packages and curated playlists of short videos, delivered and accessible via the LearnX website at <https://learning.nlb.gov.sg>.

To further enhance the learning pathways, NLB leverages the libraries as accessible social spaces to connect patrons with similar learning interests through our LearnX Communities. These LearnX Communities bring people with common interests together to interact, learn, and bond through regular sharing of knowledge. NLB has successfully empowered volunteer-led LearnX Communities across a diverse range of interests and passions, and support them through funding, publicity, venue sponsorship, and training opportunities for facilitators. This has resulted in over 120 LearnX Communities across all age groups. LearnX Communities in NLB also share their experience and knowledge to the community at large through community projects, showcases and exhibitions.

2.7.3 Book Bugs: Explorers of Stories Past

Book Bugs is a bug-themed collectible card game that aims to inculcate and expand a child's love of reading. The third edition, held over 9 months from 14 December 2020 to 19 September 2021, featured folktales and characters from Asian and Singapore folktales with the aim of promoting reading in not only English, but also in the Mother Tongue Languages (MTL) among children.

This reading promotion programme garnered over 7 million loans. Quizzes, workshops and pop-up events held, both online and on-site, contributed to the excitement surrounding Book Bugs. Book Bugs: Explorers of Stories Past was well received by parents, children and educators with many sharing positive feedback on social media. The team also published a book titled, An Explorer's Guide to Book Bugs: Explorers of Stories Past, detailing the stories behind each Book Bug character.



2.7.4 Trial Accessible Programmes for Persons with Disabilities at the Upcoming Punggol Regional Library

In preparation for the opening of NLB's first fully inclusive library in Punggol, NLB designed Accessible Programmes for persons with disabilities to attend together with the general library community. These programmes, which were offered on trial, were made accessible by adapting the sessions for various disabilities. They included Social Stories¹ and a Visual Schedule Board for participants with autism and intellectual disabilities as well as live captioning for participants with hearing disabilities.

2.7.5 Efforts to create stress-free visits to libraries for Persons with Disabilities

To also help make visits to libraries as stress-free as possible for persons with disabilities, we have created both wheelchair-friendly routes and Social Stories. The wheelchair-friendly routes help provide a barrier-free route for wheelchair users to navigate from main transport points to the library.

¹ Social stories are compilations of visual images with simple sentences to aid persons with autism to be mentally prepared for new or unfamiliar situations.

Social stories help prepare persons with autism in advance and minimise their anxiety during their visit to the library. The list of wheelchair-friendly routes and social stories for each public library is currently available on every library webpage in the NLB website.



2.7.6 Digital Readiness for Seniors



From providing the first touchpoint for seniors to learn basic digital skills, to cultivating seniors who use technology as part of their daily lives, NLB curates and offers a wide variety of digital programmes and resources on different themes for persons aged 50 and above.

For instance, the Tech Bazaar is an interactive, hands-on event for seniors to experience new technologies such as Artificial Intelligence (AI), virtual reality and robotics, to allow better appreciation of such technologies.

Digital Learning Communities, which are facilitated and hosted by NLB, are a vital platform for communities to connect with and learn from each other. These include the Digital Café and Video Creators Club, which are run by volunteers who are passionate about sharing their knowledge and experience on digital topics with fellow seniors.

2.7.7 Time of Your Life 2021

The annual Time of Your Life Celebration aims to celebrate our seniors over a month of activities across our network of public libraries. With a theme of Narratives in 2021, the event sought to embrace and retell the wealth of life experiences and stories of those aged 50 years and above. In a series of workshops conducted by various programme partners and volunteers, participants were encouraged to



reflect and express their stories through various art forms such as storytelling, watercolor painting, journal writing etc. The creations of our seniors were then displayed for public viewing at Tampines Regional Library in June 2022.

A pilot of MakeIT Time of Your Life – a series of free workshops tailored for seniors aimed at introducing them to digital fabrication techniques such as 3D printing, digital cutting and Microbit coding was successfully conducted in December 2021. Participants are guided through the process of creating both useful and novel objects in their daily lives. The series has been launched in 2022.

2.7.8 Read to be SURE



To nurture a community that thinks deeply on information and news, Read to be SURE was launched to educate and inform the public on trending topics through curated content and programmes. Participants learnt to consider multiple perspectives on topics through a balanced and credible knowledge base. In turn, they are empowered to form their own informed

views. The 2021 topics included fast fashion, Covid-19 restrictions and cryptocurrency.



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2.7.9 Nodes

To enable more patrons to access the rich resources of our libraries and archives anytime and anywhere, NLB nodes were progressively rolled out at popular places around Singapore, including shopping malls and food and beverage (F&B) outlets. Since October 2021, more than 500,000 people have visited these nodes, which included installations of immersive wallpapers and digital doors, on topics such as Singapore's past and present, local cuisine, and world travel.



3 Collaborations with Libraries, Archives and Museums in your Country

3.1 Our Cultural Medallion Story at the Arts House

Launched on 26 November 2021, Our Cultural Medallion Story showcase at The Arts House celebrates the achievements of 130 recipients of the Cultural Medallion, Singapore's highest accolade for the arts. In partnership with both the National Arts Council (NAC) and Arts House Limited (AHL), this collaboration benefits NLB's ongoing collection efforts as it helps to preserve and make accessible the archives of Cultural Medallion recipients and through that, more Singaporeans can learn more about and be inspired by their stories and artistic journeys.

The gallery includes over 200 titles, written by or about the recipients, on loan to the Arts House which are on display at "The Library" section of the showcase, a browsing corner for visitors. Our Cultural Medallion Story marks one of the milestones behind the Singapore Online Arts Repository (SOAR), NLB's collaboration with NAC, to enhance the national collection of Singapore arts content by documenting the work of the recipients and making them digitally available for future generations.



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3.2 Singapore Writers' Festival – Mrs Hedwig Anuar Showcase

The Singapore Writers Festival (SWF) had a tribute exhibition at the National Library Building on Mrs Hedwig Anuar, the first Singaporean Director of NL, who was the featured Literary Pioneer for SWF 2021. The exhibition was a collaboration between NLB and SWF-Arts House, which ran between 6 and 14 November 2021. A panel discussion about her as well as a curated display featuring her works and other publications complemented the tribute exhibition.

3.3 Human x Nature: Environmental Histories of Singapore Exhibition

NL launched the Human x Nature: Environmental Histories of Singapore exhibition in April 2021. The exhibition, which ended in September 2021, explored human relationships with the natural world in Singapore from the 19th century to the present. From cultural understandings, naturalist study, and plantation agriculture, to conservation and restoration, the exhibition traced the history of Singapore's natural environment and how present-day relationships with nature are shaped by this legacy.

Featuring over 150 natural history books, botanical prints, manuscripts, photographs and maps from NL and NAS, the exhibition also displayed herbarium and natural history specimens from the Lee Kong Chian Natural History Museum and Singapore Botanic Gardens. The exhibition was also accompanied by public talks, workshops and children's activities.

4 International Collaborations such as Formal Arrangements for Cooperation with National Libraries

4.1 Digital Preservation Awareness Training for Staff

NLB organised a series of five 1.5 hours training sessions between August and October 2021 in partnership with Digital Preservation Coalition trainers to increase digital preservation awareness for NLB librarians and archivists. Topics covered the full suite of digital preservation components to grow NLB staff's skills and knowledge.

4.2 Diard & Duvaucel – French Natural History Drawings of Singapore and Southeast Asia (1818 – 1820)

In collaboration with the Embassy of France and several key partners, NLB published "Diard & Duvaucel: French Natural History Drawings of Singapore and Southeast Asia (1818-1820)" in 2021. The 188-page book, in both English and French, showcases 117 stunning, lifelike illustrations. The book tells the story of two young French naturalists, Pierre-Médard Diard

and Alfred Duvaucel, who left Paris in 1818 to study the flora and fauna of Southeast Asia and the Indian subcontinent. They commissioned artists to create drawings of animals and plants they had collected, and sent these to scientists back home for further research. Today, the Muséum National d'Histoire Naturelle in Paris houses these drawings, with a copy of the digitised images held by NL.

4.3 Bollinger Singapore Digitisation Project

NLB and the British Library completed a collaborative digitisation project, funded by the Bollingers. The project, which began in 2013, aimed to digitise materials in the British Library that are of interest to Singapore. The materials included Malay manuscripts, early maps of Singapore, archival papers of Sir Thomas Stamford Raffles, Bugis manuscripts and Qur'an manuscripts from Southeast Asia. The digitised materials are now available for public access via The British Library's Digitised Manuscripts and NL's BookSG websites.

4.4 Singapore Digital Resource (SDR)

The Singapore Digital Resource (SDR) project was started by NL to source for, digitise, and make accessible unique materials regarding Singapore and Southeast Asia which are held by overseas institutions. Collecting efforts for 2021 included private and official records, publications, and Malay manuscripts from various institutions such as the Australian War Memorial, the National Archives in London, and the National Library of China.

4.5 Leaders' Conversations 2021

NLB and the International Federation for Library Associations and Institutions (IFLA) Regional Office for Asia and Oceania jointly presented the second edition of the Leaders' Conversations. As part of this edition, four sessions focusing on the National Libraries, Public Libraries, Archives and Academic Libraries were held in November 2021. The theme 'Visualising Our Future: Masterplans of Libraries and Archives' was particularly poignant to the library and archives world as we faced multiple challenges these two years. The conversations focused on the future we envisage and the plans everyone had to carry out to achieve their vision beyond these challenges.

A total of 33 top library and archives leaders from 13 countries, together with 487 attendees, had insightful and thought-provoking discussions at the sessions. More than 26 compliments, such as on the line-up of speakers, the organisation and execution of the sessions and topics, were received.