



**4<sup>th</sup> Shanghai International Library Forum (SILF) 2008**

**数字时代如何定位参考咨询服务：  
新加坡国家图书馆的策略**

# **Repositioning our Information Services in the Digital Age**

**A Study of the National Library Singapore Strategy  
20 – 22 October 2008**

# National Library Board Singapore

## NLB oversees

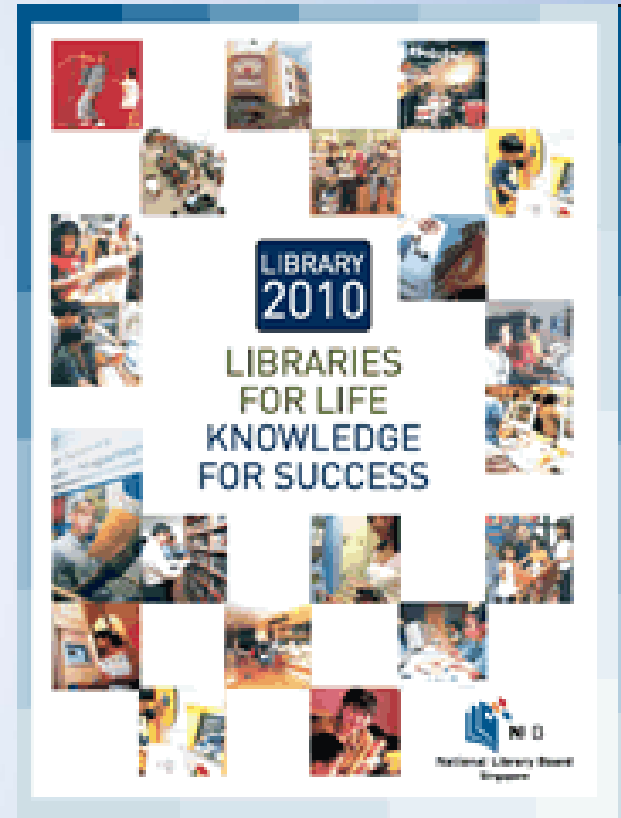
- National Library Singapore
- 3 Regional Libraries
- 19 community libraries
- 2 community children's libraries
- 17 government, schools and private institutional libraries
- A total of 42 libraries in Singapore



# Library 2010

## New Knowledge Framework for Singapore

- Building knowledge and expertise
- Making information accessible
- Sharing and exchanging knowledge



## Library 2010 Report

# Service Objectives

## Service Objectives in the design and delivery of NLS's Reference and Information Services (RIS)

- **Service within reach** – providing RIS wherever, however and whenever customers need it, with any device they have at hand.
- **Service as a lifestyle** – making RIS available within the social space that customers are comfortable in (GYM)
- **Service as a team** – providing RIS by leveraging on the collective wisdom and knowledge of the library community.



# Service Initiatives

The Service Objectives are realized through the following initiatives by NLS

- SMS Reference Service
- Accessing NLS content through the GYM space
- Collaborative Reference Network





# **Service within Reach**

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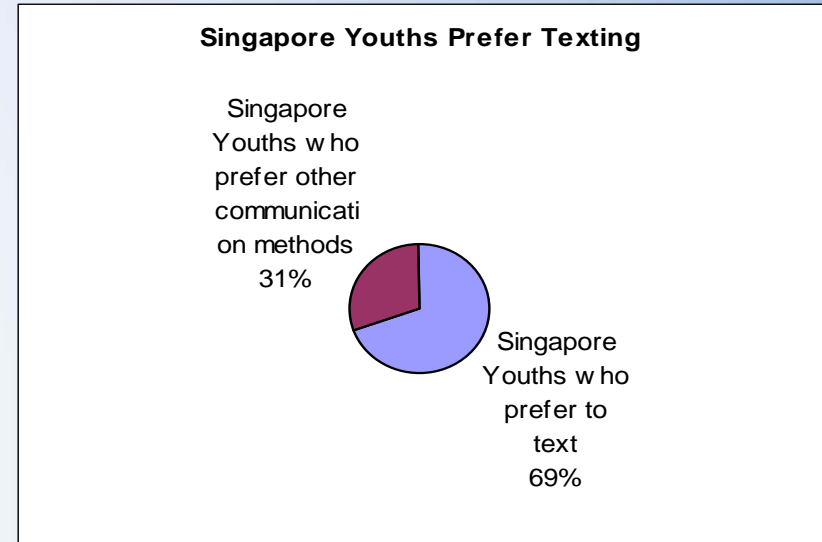
## **SMS Reference Service**



# SMS - a Way of Life in Singapore



SMS is popular in Singapore

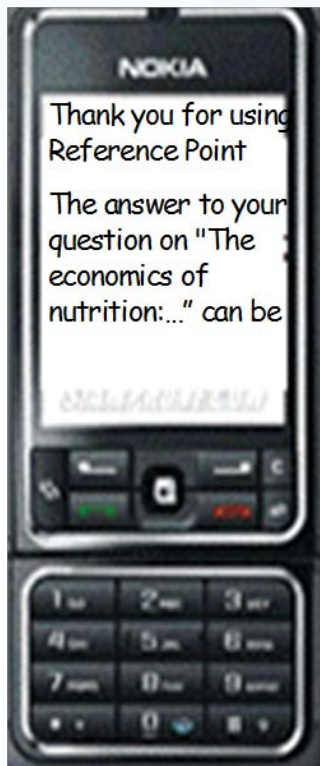


Source: SMS Nation. (2008, April 10). Asiaone Digital

**1.06 billion messages were sent in April 08 while there are only close to 6 million mobile phone subscriptions. This means an average of 177 messages were sent per phone.**

*Source: Infocomm Development Authority of Singapore. Statistics on Telecom Services for 2008 (Jan – Jun).*

# SMS Reference Service



**Question**

**Economics of Nutrition**

Looking for books or articles on the economics of nutrition.

**Our Reply**

Thank you for using Reference Point.

Does this answer your question?  
If not, please click here.

If you have new question?  
Please click here.

**1. Article (eDatabase)**

Database Name:	Academic Search Premier
Source:	Journal of Nutrition
Title:	Economic and Nutritional Analyses Offer Substantial Synergies for Understanding Human Nutrition.
Link:	<a href="http://search.ebscohost.com/login.aspx?direct=true&amp;AuthType=ip,url,cookie,uid&amp;an=24272337&amp;db=aph&amp;scope">http://search.ebscohost.com/login.aspx?direct=true&amp;AuthType=ip,url,cookie,uid&amp;an=24272337&amp;db=aph&amp;scope</a>
Author:	Alderman, Harold, Behrman, Jere R., Hoddinott, John
Publisher:	EBSCOhost
Issue Information:	3/137
Page No.:	537-544
Description:	There is growing recognition that interventions designed to improve

Unique URL link from SMS reply to user leads user to full page of reference answer



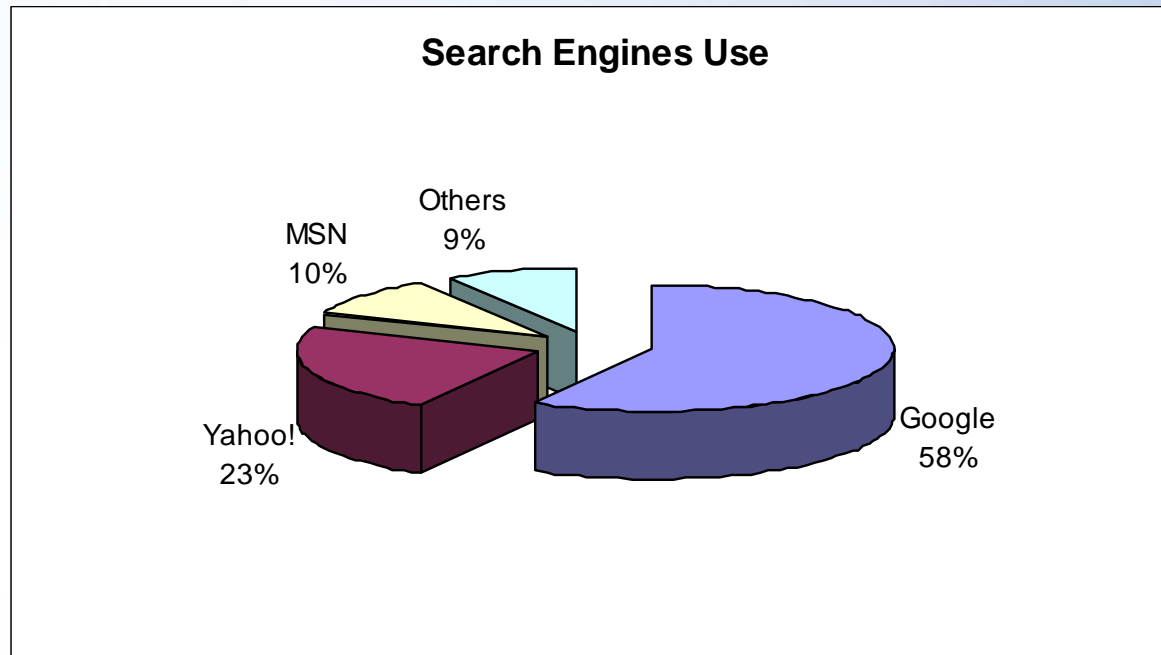


# **Service as a Lifestyle**

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## **Accessing NLS content through the GYM space**

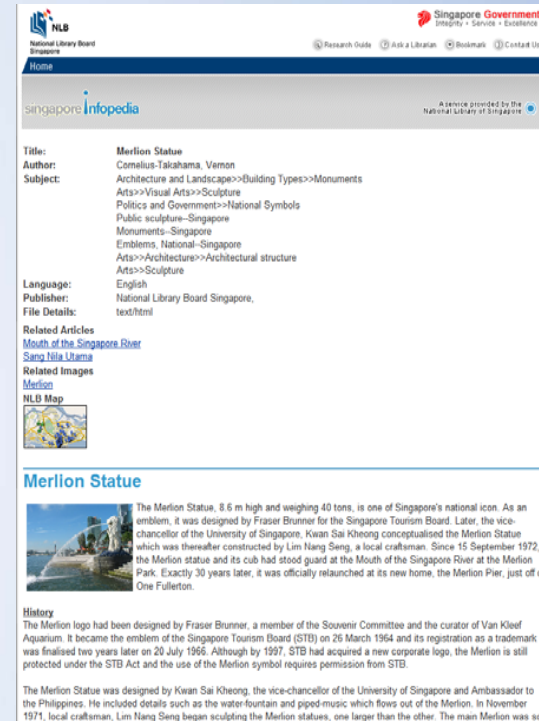
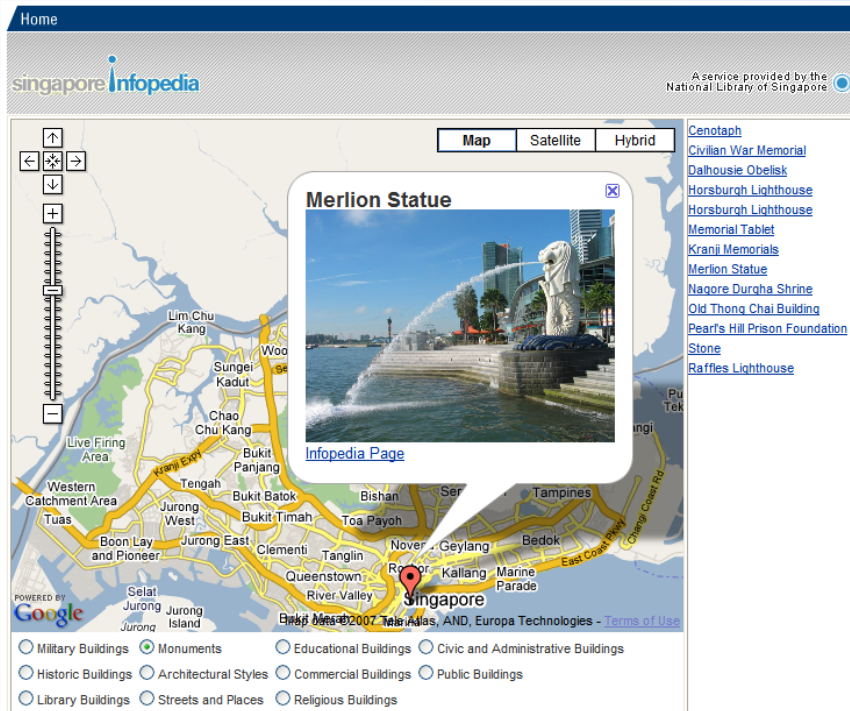
# Search Engine Use in Singapore



**In Singapore, there are about 2 million active web users (world usage is about 1.4 billion)**

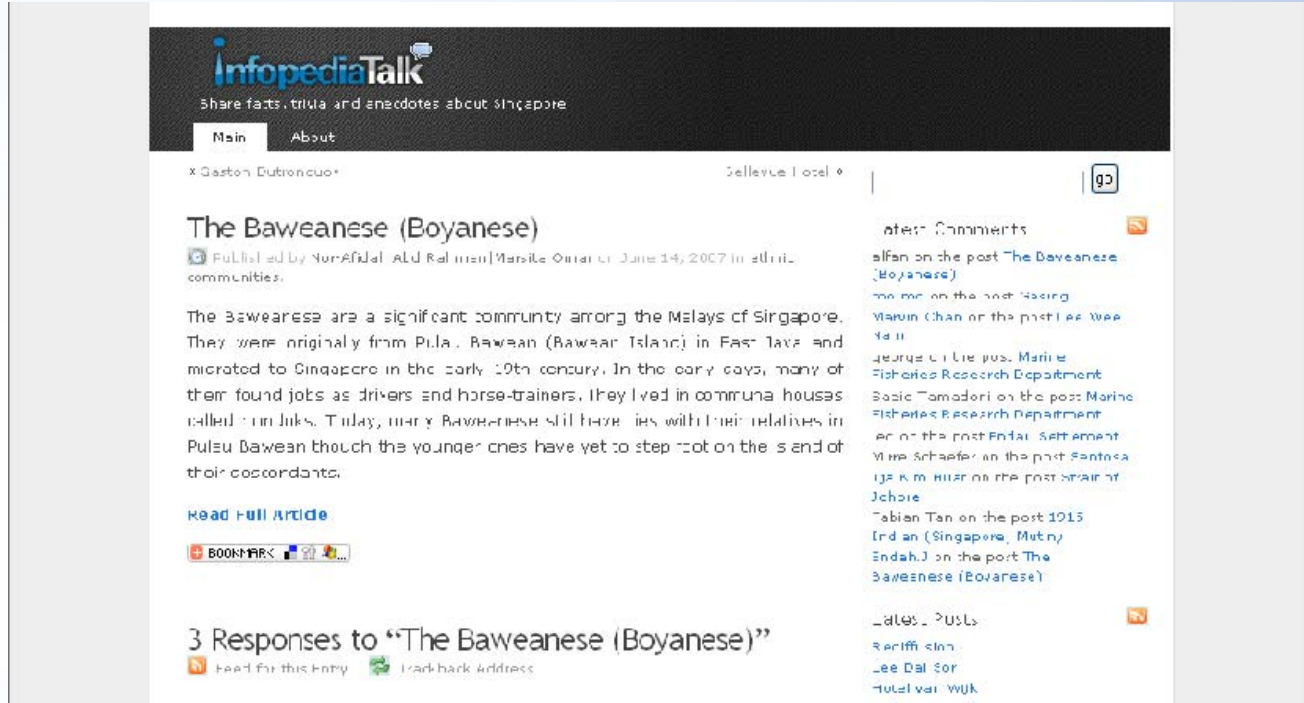
Source: US Search Engine Ranking, December 2007.

# Infopedia



Pushing Singapore Library content to the world via GYM space. Infopedia map shows categories of information and location of article on Google map.

# Infopedia Talk



The screenshot shows a web page for 'InfopediaTalk' with the tagline 'Share facts, trivia and anecdotes about Singapore'. The page features a navigation bar with 'Main' and 'About' links. The main content area displays a blog post titled 'The Baweanese (Boyanes)' by 'X Gaston Dubroncourt' on 'June 14, 2007'. The post text describes the Baweanese community in Singapore, their origins from Pulau Bawean, and their historical roles. Below the text is a 'Read Full Article' link and a 'BOOKMARK' button. To the right, there is a 'Latest Comments' section with several user comments. At the bottom, there are '3 Responses to "The Baweanese (Boyanes)"' and links for 'Feed for this entry' and 'Trackback address'.

**InfopediaTalk**  
Share facts, trivia and anecdotes about Singapore

Main About

X Gaston Dubroncourt Bellevue Hotel

## The Baweanese (Boyanes)

Published by NonAfidat ALD Raliman (Narsile Omer) on June 14, 2007 in ethnic communities.

The Baweanese are a significant community among the Malays of Singapore. They were originally from Pulau Bawean (Bawean Island) in East Java and migrated to Singapore in the early 19th century. In the early days, many of them found jobs as drivers and horse-trainers. They lived in communal houses called *rumah jaks*. Today, many Baweanese still have ties with their relatives in Pulau Bawean though the younger ones have yet to step foot on the island of their coscendants.

[Read Full Article](#)

BOOKMARK

### 3 Responses to "The Baweanese (Boyanes)"

Feed for this entry Trackback address

Latest Comments

- alfan on the post "The Baweanese (Boyanes)"
- marion on the post "Facing Warun (Chan on the post) Le Wee is in
- George on the post "Marine Fisheries Research Department
- Basic Tomadori on the post "Marine Fisheries Research Department
- er on the post "Endal Settlement
- Vine Schaefer on the post "Fantasia
- ija K. HUI on the post "Bair of Johore
- Tabian Tan on the post "2015
- Indan (Singapore, Mutny Indah.) on the post "The Baweanese (Boyanes)

**Infopedia Talk – converting Infopedia into Blog Postings to encourage conversations and interaction with the public, engaging the public to contribute and update content in Infopedia.**

# Results from Exposure of reference content through GYM

Reference Content	Impact and Benefits	
<b>Micro-sites</b>	<b>Before (monthly average)</b>	<b>Now (monthly average)</b>
<b>Infopedia</b>	<b>200-400 page views</b>	<b>170,600 page views</b>
Singapore National Bibliography	-	8,900 page views
SNAP (Singapore National Album of Photographs)	-	6,800 page views
New Arrivals	-	65,000 page views
Singapore digitized books	-	4,300 page views
Reference Point Enquires Bank	-	2,200 page views
Total page views		<b>257,800 page views</b>

Average yearly page views: 3.1 m





# **Service as a Team**

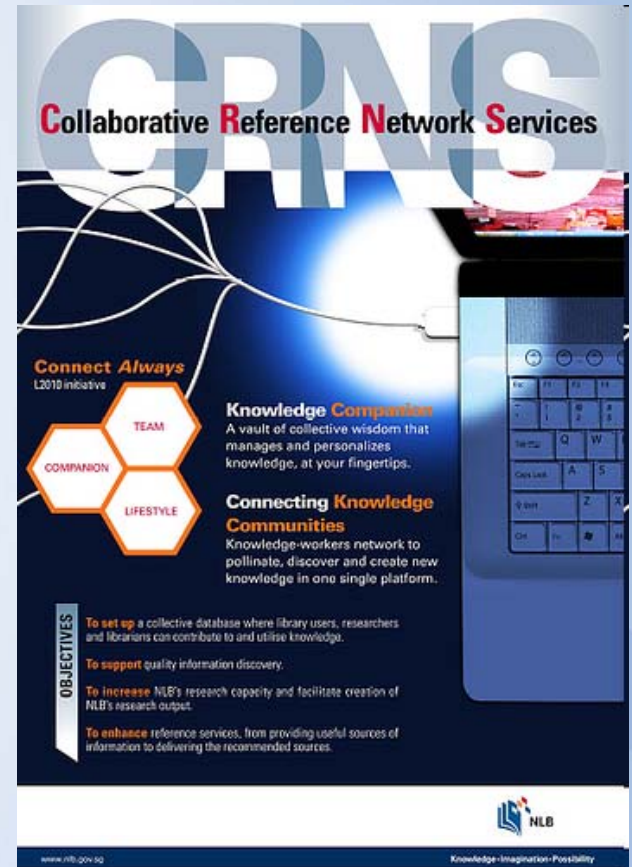
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# **Collaborative Reference Network**

# Everybody is a Specialist : Collaborating to provide best answers

## Benefits of CRNS

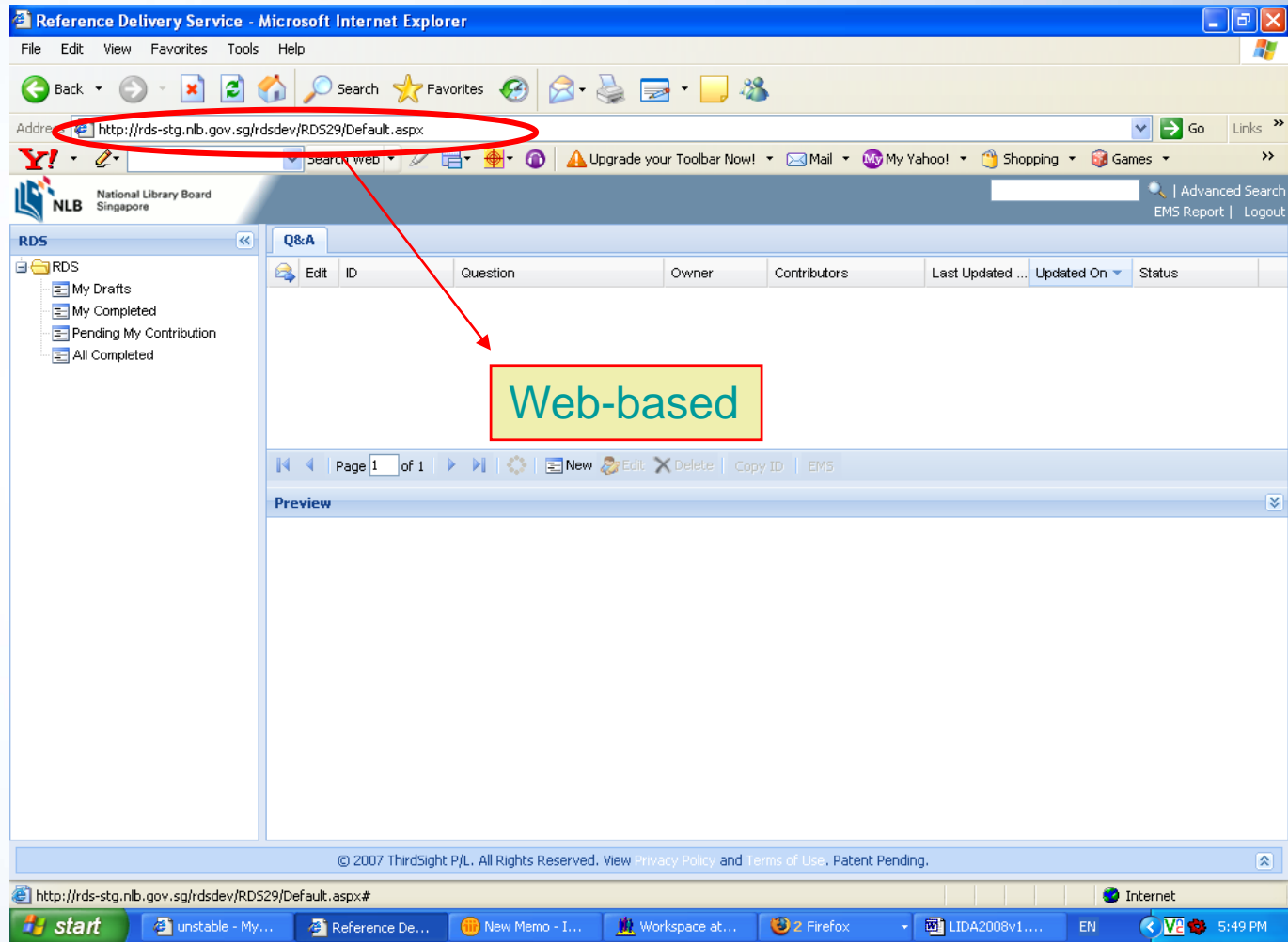
- Stumpers unique to Singapore and its region
- Collective knowledge for best answers
- Broaden network of contacts
- Taps on intrinsic knowledge of members
- Tracks tacit discussions
- Ease of use
- Self-learning tool
- Acknowledge individual contributions
- Standard appearance with NLB branding



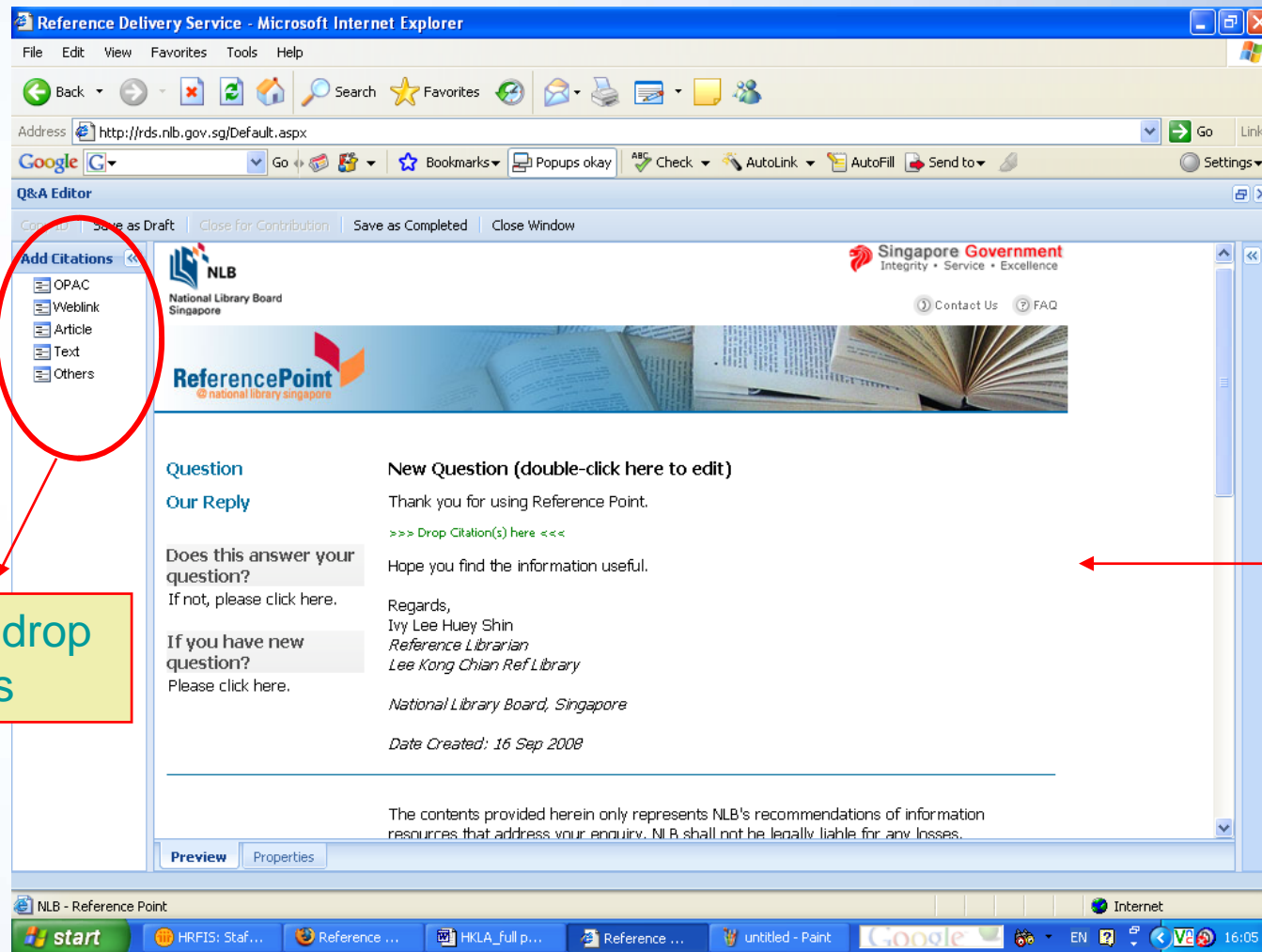
# Staff Positive Feedback for CRNS

- “I think this enquiry is fascinating! We learn so much just by trying our hand at answering.” – Bonny Tan, Senior Librarian in a discussion thread on 3 June 2008.
- “I am really impressed with the sharing and willingness to give their time from our fellow colleagues, without which I would have no clue on how to handle this enquiry. The CRNS spirit is the equation  $1+1$  is more than 2.” – Sara Pek, Senior Librarian in a discussion thread on 24 April 2008.
- “Thanks very much, Seow Leng! The resources you’ve recommended are brilliant! Thanks also to everyone for your invaluable inputs, suggestions and advice! This CRNS system is great!” – Sharon Teng, Librarian in a discussion thread on 26 November 2007.

# How CRNS Works – Portable Workspace



# How CRNS Works – Portable Workspace



Drag & drop  
citations

WYSIWYG  
Structured  
Page



# How CRNS Works – Portable Workspace

The screenshot displays the 'Q&A Editor' interface. On the left, under the 'Add Citations' section, the 'OPAC' link is highlighted with a red circle. A red arrow points from this link to a preview window titled 'http://rds.nlb.gov.sg - NLB OPAC Search - Microsoft Internet Explorer'. The preview window shows the NLB OPAC search page with a search bar, filters, and a 'Search' button. A yellow box with the text 'Drag & drop to launch OPAC' is overlaid on the preview window.

Q&A Editor

Copy ID Save as Draft Close for Contribution Save as Completed Close Window

Add Citations <<

- OPAC
- Web link
- Article
- Text
- Others

NLB National Library Board Singapore

Reference

Question

Our Reply

Does this answer your question?  
If not, please click here

If you have a new question?  
Please click here

Singapore Gov  
Integrity • Service •

Contributors  
Tang Puay Eng [0]

http://rds.nlb.gov.sg - NLB OPAC Search - Microsoft Internet Explorer

NLB National Library Board Singapore

OPAC

Type in an author, title or subject and click "Search"

Keyword [ ] Search Clear

Limit your search | All Languages | All Media Types

Search : ☒ LKCRL only ☐ All

Drag & drop to launch OPAC

# How CRNS Works – Portable Workspace

Type in an author, title or subject and click "Search"

Keyword

Limit your search |

Search : ☒ LKCR only ☐ All

prev

next

Click on title to view record

Results 1 - 1 of about 1 for **Pharmaceutical markets Malaysia**

No.	Title	Author	Publish Year	Format Terms
1	<a href="#">Pharmaceutical markets in the Asia Pacific regio</a>		2005	BOOK

# How CRNS Works – Portable Workspace

[Back to Search](#)

## Holding Information

### NLB branches with this item:

No.	Library	Location	Call No	Status	Due Date	Citation
1	Lee Kong Chian Reference Library	Adult Reference Singapore	RSING English q338.476151095 PHA	On Loan	15/07/2008	<a href="#">Copy</a>

[Top](#) ▲

Click on “copy” to auto-populate citation fields in template



# How CRNS Works – Portable Workspace

The screenshot displays the CRNS Portable Workspace interface. On the left, a sidebar contains a menu with 'Weblink', 'Article', 'Text', and 'Others'. The main area is titled 'Our Reply' and contains a paragraph of text about the pharmaceutical industry in Malaysia. A yellow callout box with a red border and a red arrow pointing to the '1. Book' section contains the text 'OPAC record copied into template automatically'. Below the text, there are two buttons: 'Does this answer your question? If not, please click here.' and 'If you have new question? Please click here.'. The '1. Book' section is a light blue box containing a table of book details. The table has two columns: the first column lists the field names, and the second column lists the corresponding values. The fields include BID, Title, Author, Publisher, Issue Information, Page No., Total No. of Pages, Accession No., Call No., Description, Availability, Last Accessed Date, Librarian's Note, and Deliverable. The 'Deliverable' field has two radio buttons, 'Yes' and 'No', with 'No' selected. The interface also includes a status bar at the bottom with a scroll bar and a window control button.

**Our Reply**

Thank you for an interesting overview as well as information on the latest trends and market size of the pharmaceutical industry in Malaysia. The company profiles of major pharmaceutical players also provide the market shares, financial reports and competitive intelligence information.

Does this answer your question?  
If not, please click here.

If you have new question?  
Please click here.

**1. Book**

BID:	12675876
Title:	Pharmaceutical markets in the Asia Pacific region : all change in the tiger economies? : Hong Kong, Indonesia, Korea, Malaysia, Philippines, Singapore, Taiwan, Thailand, Vietnam / Espicom Business Intelligence.
Author:	
Publisher:	[Chichester, West Sussex, U.K.] : Espicom Business Intelligence, c2005
Issue Information:	
Page No.:	
Total No. of Pages:	
Accession No.:	B16983045C
Call No.:	RSING English q338.476151095 PHA
Description:	"World leaders in health industry analysis"--Cover.
Availability:	Lee Kong Chian Reference Library-Adult Reference Singapore
Last Accessed Date:	27 Apr 2008
Librarian's Note:	
Deliverable:	<input type="radio"/> Yes <input checked="" type="radio"/> No

# How CRNS Works – Portable Workspace

The screenshot displays the CRNS Portable Workspace interface. On the left, a sidebar contains a list of icons: OPAC, Weblink, Article, Text, and Others. The 'Weblink' icon is circled in red, and a red arrow points from it to a yellow callout box. The callout box contains the text: "Drag & drop to launch Google Search". The main area of the workspace shows a window titled "Information on the pharmaceutical industry in Malaysia" with a user profile icon and name "Tang Puay En". Below this, a "Web Search" window is open, displaying a Google search interface. The search bar is empty, and the "Google Search" button is visible. Below the search bar, there are radio buttons for "the web" (selected) and "pages from Singapore". The text "Powered by Google" is also present. At the bottom of the workspace, there is a green text prompt: ">>> Drop Citation(s) here <<<" and a message: "Hope you find the information useful."

Question

Information on the pharmaceutical industry in Malaysia

Tang Puay En

http://rds.nlb.gov.sg - Google - Microsoft Internet Explorer

Web Search

powered by Google™

Google Search

Search: ☒ the web ☐ pages from Singapore

Powered by Google

>>> Drop Citation(s) here <<<

Hope you find the information useful.



# How CRNS Works – Portable Workspace

http://rds.nlb.gov.sg - Web Search - Microsoft Internet Explorer

powered by Google™

Malaysia pharmaceutical industry

Search

Search: ☒ the web ☐ pages from Singapore

Web

prev

next

Results 1 - 10 of about 413000 for Malaysia pharmaceutical indust

**Malaysian Pharmaceutical Industry Outlook 2008**

Copy

Apr 2, 2008 ... This market insight aims to provide an overview of the **Malaysian pharmaceutical industry** in terms of the factors that drive and restrain the ...

<http://www.frost.com/prod/servlet/market-insight-top.pag?Src=RSS&docid=126369590> - 451

**Pharmaceutical Industry Outlook for Malaysia 2008**

Copy

Apr 3, 2008 ... This research services emphasizes **Malaysia pharmaceutical industry** and potential to move forward with the global changes.

<http://www.frost.com/prod/servlet/report-homepage.pag?repid=P13D-01-00-00-00> - 42k

**Malaysia Drugs & Pharmaceutical Industry News - Healthcare ...**

Copy

**Malaysia Drugs & Pharmaceutical Industry News** is an EIN News Service for health professionals. Constantly updated news and information about health.

<http://health.einnews.com/news/malaysia-drugs-pharmaceutical-industry> -

Click on “copy” to auto-populate citation fields in template

# How CRNS Works – Portable Workspace

**Add Citations** <<

- OPAC
- Weblink**
- Article
- Text
- Others

Please click here.

Availability: Lee Kong Chian Reference Library-Adult Reference Singapore  
Last Accessed Date: 27 Apr 2008

**2. Web Resource**

Copyright Owner:  
Source: <http://www.frost.com/prod/servlet/market-insight-top.pag?Src=R55&docid=126369590>  
Title: Malaysian Pharmaceutical Industry Outlook 2008  
Link: <http://www.frost.com/prod/servlet/market-insight-top.pag?Src=R55&docid=126369590>  
Author:  
Description: Apr 2, 2008 ... This market insight aims to provide an overview of the Malaysian pharmaceutical industry in terms of the factors that drive and restrain the ...  
Last Accessed Date: 30 Apr 2008  
Librarian's Note:  
Deliverable: ☐ Yes ☒ No  
Created By: Tang Puay Eng on 30 Apr 2008, 7:27pm  
Contributors: Tang Puay Eng  
Last Updated By: Tang Puay Eng on 30 Apr 2008, 7:27pm

Hope you find the information useful.

Regards,

**Contributors** >>

Tang Puay Eng [0]

**Web record copied into template automatically**

# How CRNS Works – Portable Workspace

Sample of how the final answer looks like to the reader

NLB - Reference Delivery Service - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://rds.nlb.gov.sg/DisplayCompleted.aspx?PRE=1&ID=2407-SC&N=15045

Most Visited Getting Started Latest Headlines

Reference Delivery Service NLB - Reference Delivery Service

NLB National Library Board Singapore

Singapore Government Integrity • Service • Excellence

Contact Us FAQ

ReferencePoint national library singapore

Tuesday, September 16, 2008

**Your Question** **Business in Singapore**

**How to open a restaurant in Singapore and what is the procedure?**

**Our Reply**

Thank you for using Reference Point. We received your enquiry from IE Singapore. Here are some resources on setting up business in Singapore that you can preview. Majority of our recommended online resources reside in EnterpriseOne (<http://www.business.gov.sg/>), they have a section devoted to Foreign Businesses which you can refer to. The contact details for EnterpriseOne is located within their website.

To narrow down to sections relevant to your business, look for Food and Beverage or Restaurants when you view the websites.

**Keyword(s)** *Business in Singapore*

**Does this answer your question?** **For registering your business:**

If not, please [Click here](#).

**If you have new question?** **1. Web Resource**

Please click [here](#).

Done

# How CRNS Works – Portable Workspace

More of how the final answer looks like to the reader

Link:	<a href="http://www.business.gov.sg/EN/StartingUp/LicencesNPermits/index.htm">http://www.business.gov.sg/EN/StartingUp/LicencesNPermits/index.htm</a>
Description:	HELPPDESK, enterpriseone@spring.gov.sg ... Ask Us about Licences & Permits or browse through our Frequently Asked Questions (FAQs). ...
Last accessed date:	24 Jul 2008

**Singapore Business Laws & Regulations:**

**5. Web Resource**

Source:	<a href="http://www.business.gov.sg/EN/Government/LawsNRegulations/LawsRelatingTo/legal_structure.htm">http://www.business.gov.sg/EN/Government/LawsNRegulations/LawsRelatingTo/legal_structure.htm</a>
Title:	EnterpriseOne - Your Chosen Business Structure
Link:	<a href="http://www.business.gov.sg/EN/Government/LawsNRegulations/LawsRelatingTo/legal_structure.htm">http://www.business.gov.sg/EN/Government/LawsNRegulations/LawsRelatingTo/legal_structure.htm</a>
Description:	If you are doing business in Singapore, you are expected to comply with the legal obligations or face penalties for non-compliance. ...
Last accessed date:	24 Jul 2008

**All the best in your business ventures in Singapore.**

Hope you find the information useful.

Regards,  
Ivy Lee Huey Shin  
Reference Librarian  
Lee Kong Chian Ref Library  
  
National Library Board, Singapore

Done

# How CRNS Works – Network of Specialists

The screenshot shows the IBM Lotus Notes application. A 'New Memo' window is open, displaying a memo titled 'Ivy LEE - Inbox' with a subject line 'TEST: Enquiry on where to find Image of 200 grey tones painted by Ingre'. A red circle highlights the 'File Email' dialog box, which is used to send the memo to a community. The dialog box has a '1. Copy Email to Communities' section with a list of communities, including 'Network of Specialists@LKCRL', 'Closed Communities', 'Arts', 'Business', 'Chinese', 'CRNS', 'GL Enquiries', 'Innovation Strategy', 'IT Governance Project', 'KIM Policies', 'Library Competency Standard', 'LKCRL LOs', 'Malay', 'Next to the Water Cooler', 'NLE project', and 'NLE Project'. The '2. Access Control for Email' section has a 'Use Community Default' dropdown. The '3. Send Attachments as Links' section has a 'No' dropdown. The '4. Track Email as Workflow' section has checkboxes for 'Create/Edit this Wiki' and 'Track Email as Task'. The '5. Track as Enquiry' section has a date picker for 'Expiry Date' set to '18 Sep 2008', a checkbox for 'Remind me on expiry date', and a text field for 'Attach Input Template ID'. A red circle also highlights the 'Send and File to NOS...' button in the memo's toolbar. Three callout boxes provide context: 'Send and File to NOS...' button, 'Plug-in allows librarian to activate at will', and 'Pop-up box allows librarian to select communities to broadcast enquiry and attach input template'.

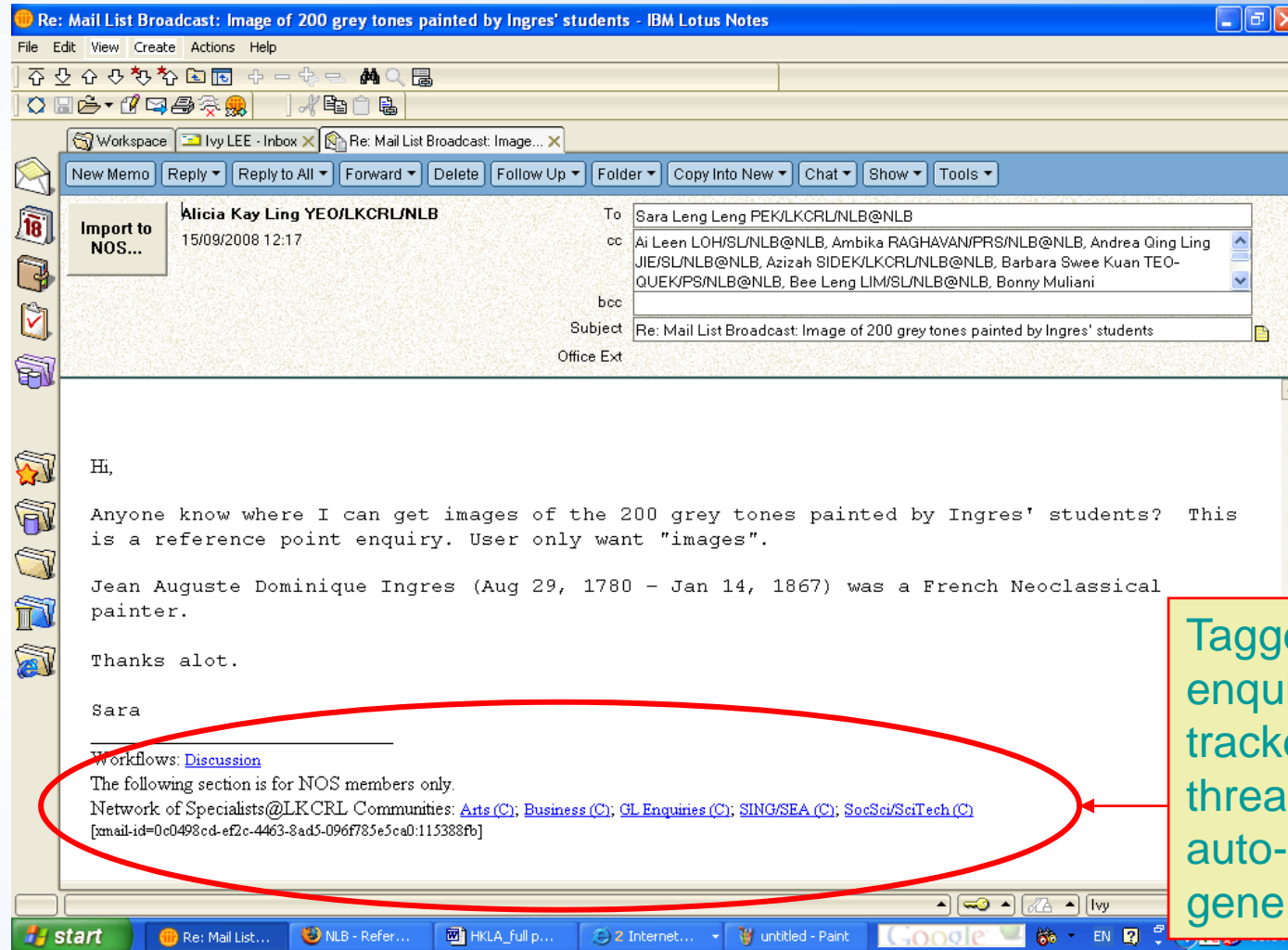
Send and File to NOS...

Plug-in allows librarian to activate at will

Pop-up box allows librarian to select communities to broadcast enquiry and attach input template



# How CRNS Works – Network of Specialists



# How CRNS Works – Network of Specialists



## Communities

- Personal Communities
- Closed Communities
- Arts

Communities of subject experts

- GL Enquiries
- LKRL LOs
- Malay
- Next to the Water Cooler
- NLE project
- NOS Project
- SING/SEA
- SocSci/SciTech
- test Nos
- Vietnam
- Open Communities

## Discussion threads

Messages (186)

Enquiries (1)

Tasks (0)

Wiki (0)

Subfolders ☐ Show All ☒

People (2)

Login	Domain
sue_chuein_...	@nlb.gov
ivy_lee	@nlb.gov

Subject	From	To	Date
Re: Mail List Broadcast: China and Singap...	doris_h...	miin_huey_foo	11/01/2008 03:31:0...
Re: Mail List Broadcast: China and Singap...	miin_hu...	doris_hwee_koon_...	11/01/2008 03:19:0...
Re: Mail List Broadcast: China and Singap...	lena_kua	rokiah_mentol	11/01/2008 02:44:0...
Re: Mail List Broadcast: China and Singap...	doris_h...	ivy_lee	11/01/2008 02:07:5...
Re: Mail List Broadcast: China and Singap...	chinchu...	ivy_lee	11/01/2008 01:58:2...
Re: Mail List Broadcast: China and Singap...	sue_ch...	ivy_lee	11/01/2008 01:51:2...
Re: Mail List Broadcast: China and Singap...	rokiah_...	ivy_lee	11/01/2008 01:46:2...
Re: Mail List Broadcast: China and Singap...	lekchob...	ivy_lee	11/01/2008 01:04:5...

New   Page 1 of 8  Threaded by ID

### Preview

Re: Mail List Broadcast: China and Singapore/Asia electronics trade

From: sue\_chuein\_foo@nlb.gov.sg

To: ivy\_lee@nlb.gov.sg

Date: 11/01/2008 01:51:26 PM

Communities: Business; Chinese; SING/SEA

Hi Ivy,

Have you also tried Library Press Display database? Here's what I've come across so far also from googling.. sorry about the inconsistency as there's some problem in the cut&paste function. Meanwhile, you may also want to consider visiting various websites of foreign Chamber of Commerce, Trade Commissions as they often post industry, trade reports and articles on their websites.

Content of discussion

# How CRNS Works – Network of Specialists

**View as Blog - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <http://nos.nlb.gov.sg/blog/?wkspcid=86&xmail-id=a77eff60-1f84-4ab0-a83c-78721620e673> Go Links

Google Go Bookmarks Popups okay Check AutoLink AutoFill Send to Settings

## Fw: Enquiry about Kaya

from [chinchuan@nlb.gov.sg](mailto:chinchuan@nlb.gov.sg) to [NOS@nlb.gov.sg](mailto:NOS@nlb.gov.sg)

Workflows: [Discussion](#)

The following section is for NOS members only.  
Network of Specialists@LKCRL Communities: [SING/SEA](#)  
[xmail-id=a77eff60-1f84-4ab0-a83c-78721620e673:115388fb]

Show quoted text

**Workspaces:** SING/SEA  
Published Monday, August 11, 2008 3:28 PM by [chinchuan@nlb.gov.sg](mailto:chinchuan@nlb.gov.sg) | 6 replies

**August 2008**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

**Recent Posts**  
Fw: Enquiry about Kaya

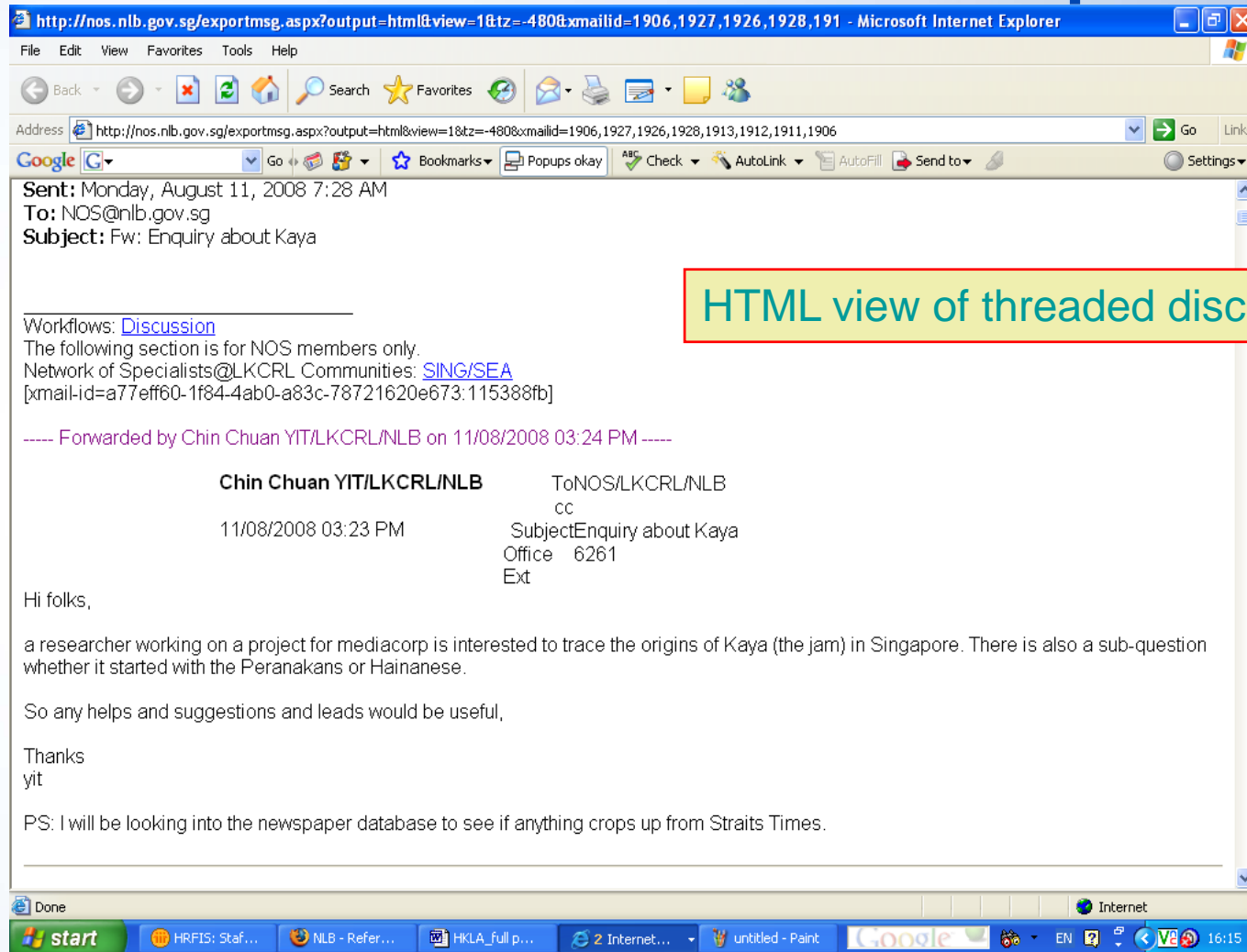
**Archives**  
August 2008

**Members' Directory**  
Alex ONG  
[Alex\\_ONG@nlb.gov.sg](mailto:Alex_ONG@nlb.gov.sg)  
[Alicia\\_YEO@nlb.gov.sg](mailto:Alicia_YEO@nlb.gov.sg)  
[azizah@nlb.gov.sg](mailto:azizah@nlb.gov.sg)  
[Barbara\\_QUEK@nlb.gov.sg](mailto:Barbara_QUEK@nlb.gov.sg)  
[Bee\\_Leng\\_LIM@nlb.gov.sg](mailto:Bee_Leng_LIM@nlb.gov.sg)  
[Bonny\\_TAN@nlb.gov.sg](mailto:Bonny_TAN@nlb.gov.sg)  
[chiew\\_boon\\_tay@nlb.gov.sg](mailto:chiew_boon_tay@nlb.gov.sg)  
[chinchuan@nlb.gov.sg](mailto:chinchuan@nlb.gov.sg)  
[Chris\\_TANG@nlb.gov.sg](mailto:Chris_TANG@nlb.gov.sg)  
[Darren\\_TAN@nlb.gov.sg](mailto:Darren_TAN@nlb.gov.sg)  
[Elizabeth\\_LAM@nlb.gov.sg](mailto:Elizabeth_LAM@nlb.gov.sg)  
[Eng\\_Chuan\\_ONG@nlb.gov.sg](mailto:Eng_Chuan_ONG@nlb.gov.sg)  
[eunicelow@nlb.gov.sg](mailto:eunicelow@nlb.gov.sg)  
[Fauziah\\_SOERATMAN@nlb.gov.sg](mailto:Fauziah_SOERATMAN@nlb.gov.sg)  
[Gracie\\_LEE@nlb.gov.sg](mailto:Gracie_LEE@nlb.gov.sg)  
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Blog View of threaded discussions

# How CRNS Works – Network of Specialists



# Outcome achieved for CRNS

- More than 200 members are now working in collaboration on reference enquiries
- 18 subject communities formed
- More than 400 postings and contributions on average every month
- Over 1211 discussion threads have been created (since August 08)
- A record of over 2249 reads (log-ins by staff to read the postings for self learning)

# Customer satisfaction and compliments

“I am very happy and grateful for the answer given the knowledge, imparted and the time taken to put it together. I am surprised at the speed and excellence of the service and everyone involved with this service should be very proud of themselves.”

“Really appreciate the library's help and efforts to find out the answer to my question. Although the answer is not a straight forward one, I think the library has done a great job. Pls continue to keep up the good work and provide this very useful service!!”

# What's Next for NLS

- Continue to explore and develop these initiatives
- Extend more content through GYM
- Engage users to leverage on their expertise and knowledge
- Extend CRNS platform to the library community outside NLS, to ASEAN and Asia-Pacific region
- Continue to experiment and develop innovative customer-driven services





# **Thank You**

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**For clarifications, email:**

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