

# Strategies for Sustainable Services in Academic Libraries

Dianne Cmor

Nanyang Technological University Libraries

Academic Librarian 4, Hong Kong, June 2016

# Defining sustainability

sustainability

resilience

recalibrate optimize  
longevity maintain  
capacity  
efficiency adaptability

value

scalability

endurance



# Sustainability in libraries

## **SUSTAINING VALUE**

Long-view viability; through changing times; having real impact

## **SUSTAINABLE FUNCTIONS & SERVICES**

Operationally effective over time, despite increasing demands and/or decreasing staff

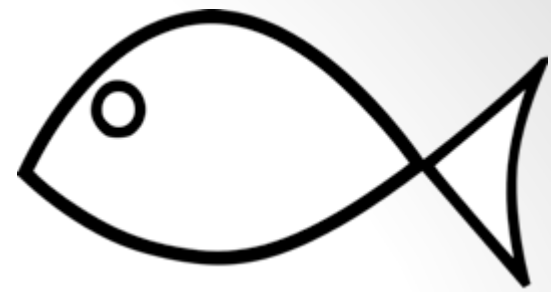
## **SUSTAINABLE STAFF DEVELOPMENT**

Continuous and sustained ability of library staff to take on new and changing roles

# Sustaining value



# SIMPLE impact template



1 Articulate OBJECTIVES of service/event/resource/tool

2 Describe what was OFFERED to your community to achieve those objectives

3 Demonstrate the IMPACT of service/event/resource/tool

# Communicate!

Short communiques

Interesting, visual infographics

- Send to targeted stakeholders
- Post on website
- Newsletters, annual report, etc.

Ensure people KNOW

the value and impact of your  
services, resources, tools, events . . .



Name of event / activity

# NTU Libraries Academic Publishing 2015

## What were the objectives?

**Introduce new concepts and trends** in academic publishing to keep potential authors up-to-date.

**Provide relevant advice and tips** that participants can use in their academic publishing efforts.

**Connect participants** with publishers, editors, authors, fellow researchers & librarians.

Objectives of the event / activity

Very brief description of event / activity

Academic Publishing is an annual series of talks on how to get published for early career researchers and postgraduate students.

## What did the Library offer?

 **10 talks**  
on Academic Publishing

 **Speakers**  
from 6 Academic Publishers,  
NTU Faculty Staff + Librarians  
& Graduate Student Council

 **Hot Topics**  
Open Access  
Research Profiles  
Social Media Tools  
Visual Design  
Data  
Altmetrics

## What was the impact?



Based on post-series sample survey (95 responses)



Impact of the event / activity (supported by feedback collected)

What the Library offers to its target audience

# Sustainable programming





# NTU's Library Outpost



# The Daily Discover



**Daily Discover**

19 is not just a number when you have something to Discover

**12:30pm**

**Monday - Friday**  
(during the Semester)

19 mins talks/videos  
**@ Library Outpost**  
(The Hive, Level 1)

# Pre-planned programming

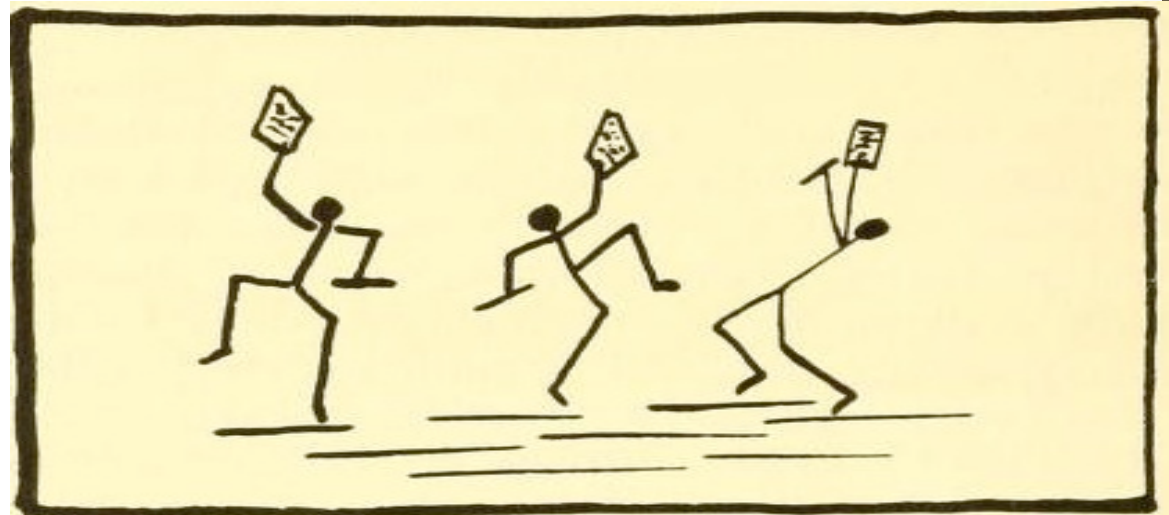
Week	Date	Format	Title	About
Week 9	Mon 12 October 2015	Video	Elgin Park	Follow the journey of a miniature die-cast maker and the somber reasons behind his creation.
	Tues 13 October 2015	Talk by Alan Choy	Uber-all economy: a business model for the future	Introducing the Uber-all business model, how this is a threat to the established businesses and how it is a good fit for the future.
	Wed 14 October 2015	Video	Jack the Ripper	A documentary about Jack the Ripper.
	Thurs 15 October 2015	Video	What is Fear	Take a scientific look at the one emotion we get jittery over.
	Fri 16 October 2015	Video	Pirated Fishing	Did you know <u>marine assets are being farmed by private operators to dominate fish markets of Europe and Asia.</u>

10

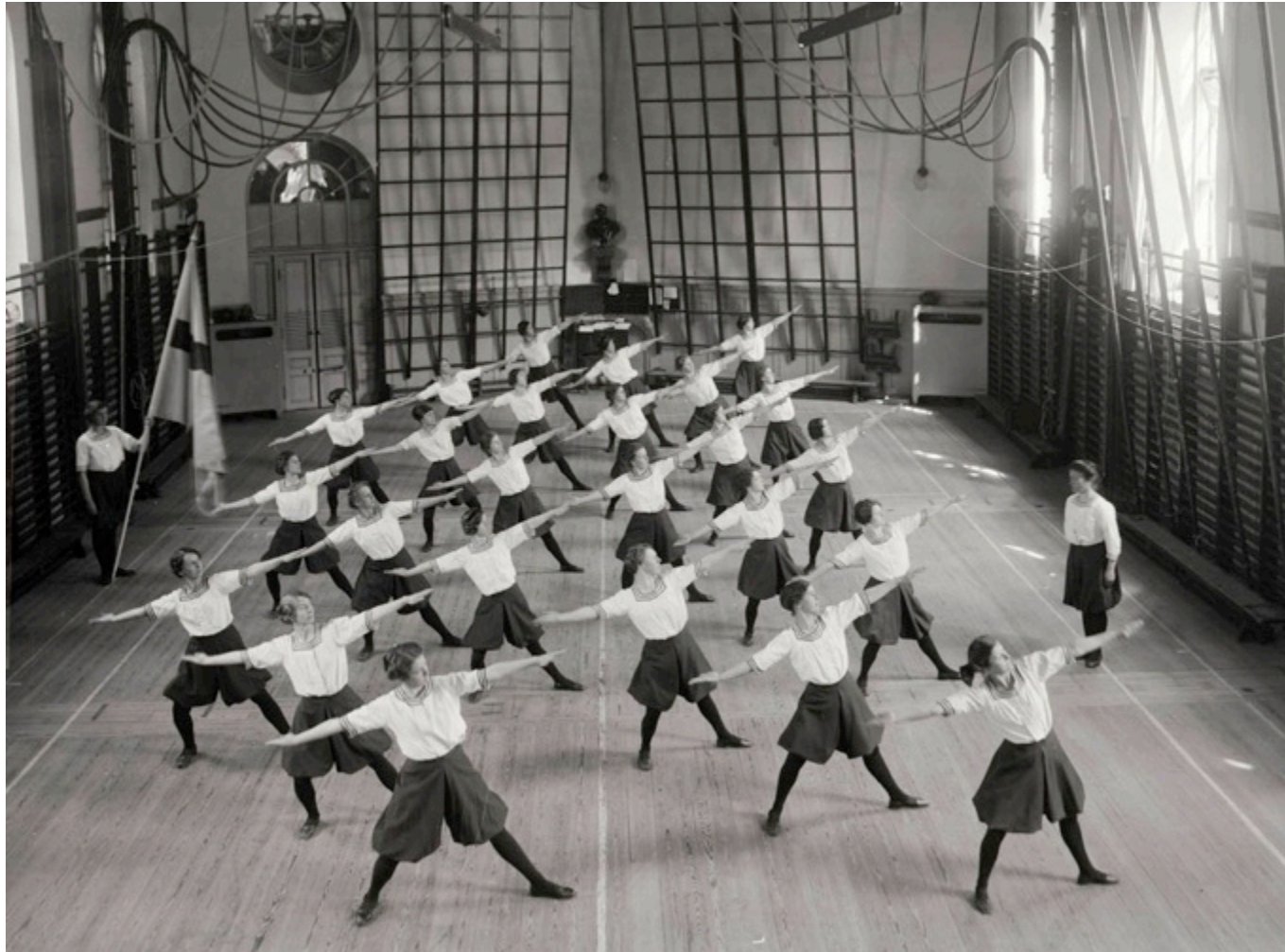
				... <u>to be sustainable and capture you on this art form.</u>
	Tues 20 October 2015	Video	East meets Tech	Is Asia losing its best and brightest tech genius to the <u>US?</u> Find out more in this investigative report.
	Wed 21 October 2015	Video	Body Language Shapes who you are	Body language affects how others see us and how we see ourselves. Social psychologist Amy Cuddy tells us how
	Thurs 22 October 2015	Video	Danger Zone – Pattani Southern Thailand	Go in search of rebels in Southern Thailand to find out what they are fighting and meet the people who have been affected by the violence.
	Fri 23 October 2015	Talk by Chua Junie	Its music to your eyes.	Every wonder why you like a certain kind of music, what does your taste in music say about you and how does you listening style shape your character?

# Sourcing from the NTU ecosystem

- Student Groups & Clubs
- Faculty & Researchers
- Librarians, IT specialists, Communication Centre, Student Affairs, Global Education, Counseling Centre, Community Engagement, etc., etc.



# Sustainable staff development



[https://en.wikipedia.org/wiki/Gymnastics#/media/File:Damgymnastik.\\_Gymnastiska\\_centralinstitutet,\\_Hamngatan\\_19,\\_Norrmalm,\\_Stockholm\\_-\\_Nordiska\\_Museet\\_-\\_NMA.0034300.jpg](https://en.wikipedia.org/wiki/Gymnastics#/media/File:Damgymnastik._Gymnastiska_centralinstitutet,_Hamngatan_19,_Norrmalm,_Stockholm_-_Nordiska_Museet_-_NMA.0034300.jpg)

# Sustainable staff development



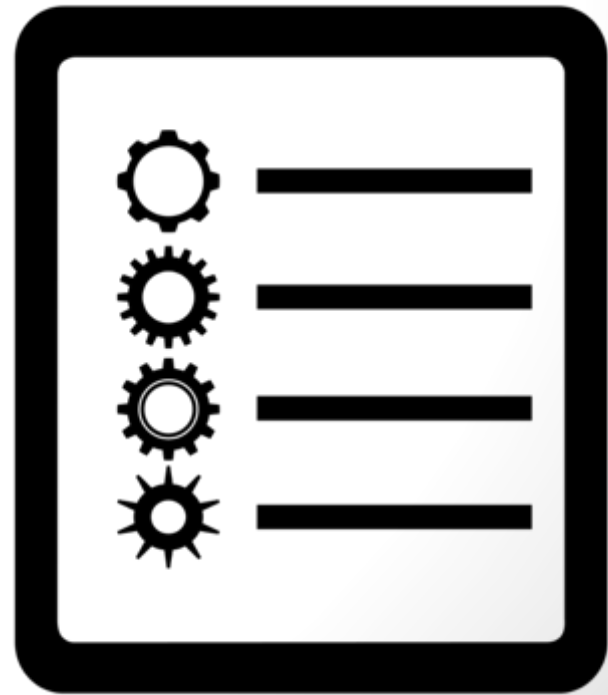
<https://www.flickr.com/photos/nlireland/4929235072/>

# PD priorities?

## Barriers to PD

- User focus and responsiveness
- Numerous “time of year” activities and deadlines
- Annual workplan projects
- Time, time, time ...
- Guilt

Sadly, and dangerously,  
PD is always #27 on “The List” !!



# The PD "Gift"

Monthly 1/2 day PD Session

Required Attendance

Big Picture Approach

Local Applicability





# Big picture; local applicability

Part One – broad, conceptual topics from libraries, higher ed, research, publishing, technology, etc.

Part Two – applied activities/tools or discussions on relevance and applicability to local context



# PD planning

Regularize to decrease implementation time & stress

Source topics & expertise from staff

Share “burden” of facilitation – feeding back into the sustainability lifecycle



# Recap

## **SUSTAINING VALUE**

Regular use of a simple impact template to articulate, measure and communicate value

## **SUSTAINABLE PROGRAMMING**

Maximize use of pre-planning for delivery, and ensure value-added student engagement

## **SUSTAINABLE STAFF DEVELOPMENT**

Prioritize PD as organizational ethos, and adopt both broad and local approaches

Thanks, and may the force of  
sustainability be with you ...

Dianne Cmor

Nanyang Technological University Libraries

Academic Librarian 4, Hong Kong, June 2016