LIBRARIES’ EFFORTS IN NATIONWIDE DEVELOPMENT STRATEGIES IN SUPPORT OF UN SUSTAINABLE DEVELOPMENT GOALS

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National Library Board Singapore (NLB)

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AN INTRODUCTION
1. ABOUT THE NATIONAL LIBRARY BOARD (NLB)

Our network of 27 public libraries is conveniently located across Singapore to ensure reading is made accessible to everyone. Besides promoting reading and learning, the National Library Board also offers reference services and preserves our nation’s cultural and literary heritage under the National Library. We also welcome the public to tap on the rich resources in the National Archives of Singapore, comprising letters, government records, maps, photographs, oral history interviews and audio-visual recordings, with some documents dating as far back as the 1800s.

NLB’s Vision
Readers for Life,
Learning Communities,
Knowledgeable Nation

NATIONAL LIBRARY
27 PUBLIC LIBRARIES
NATIONAL ARCHIVES
OF SINGAPORE
FORMER FORD FACTORY
## 2. OUR REACH IN 2021

<table>
<thead>
<tr>
<th>OUR PATRONS</th>
<th>OUR VISITORSHIP</th>
<th>OUR USAGE</th>
<th>OUR PROGRAMMES &amp; EXHIBITIONS</th>
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<tbody>
<tr>
<td>Overall Reach: <strong>64.3%</strong></td>
<td><strong>11.5M</strong></td>
<td>Overall Loans: <strong>37.9M</strong></td>
<td>Total no. of NLB programmes &amp; exhibitions: ~15,000 programmes</td>
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<td>Digital Reach: <strong>50.2%</strong></td>
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<td>Overall loans increased by 30% from 2020, and this increase has brought total loans closer to pre-pandemic levels of 40.5M in 2019.</td>
<td><strong>15</strong> exhibitions</td>
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<td>Overall Customer Satisfaction: <strong>4.55 out of 5</strong></td>
<td><strong>Total visitorship this year increased by 26% from 2020.</strong></td>
<td>Digital Usage: <strong>80.6M</strong></td>
<td>Total no. of participants to NLB’s programmes &amp; exhibitions</td>
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<td>* Digital Usage refers to the no. of pageviews to NLB’s websites and usage of subscribed e-books and e-Databases</td>
<td><strong>1.42M</strong></td>
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<td>Average no. of sessions to NLB mobile app per month</td>
<td>Participation in programmes and exhibitions more than doubled from 2020 (1.42M in 2021 vs 0.69M in 2020).</td>
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**Most visited library:** Jurong Regional Library at 0.80M
3. NLB & Sustainable Development Goals

1. NO POVERTY
2. ZERO HUNGER
3. GOOD HEALTH AND WELL-BEING
4. QUALITY EDUCATION
5. GENDER EQUALITY
6. CLEAN WATER AND SANITATION
7. AFFORDABLE AND CLEAN ENERGY
8. DECENT WORK AND ECONOMIC GROWTH
9. INDUSTRY, INNOVATION AND INFRASTRUCTURE
10. REDUCED INEQUALITIES
11. SUSTAINABLE CITIES AND COMMUNITIES
12. RESPONSIBLE CONSUMPTION AND PRODUCTION
13. CLIMATE ACTION
14. LIFE BELOW WATER
15. LIFE ON LAND
16. PEACE, JUSTICE AND STRONG INSTITUTIONS
17. PARTNERSHIPS FOR THE GOALS
# 4. MINISTRIES IN SINGAPORE

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<td>Knowledge is Meant to be Shared</td>
<td>Together: Let's Build a Singapore That We Can Call Home</td>
<td>Safeguarding Singapore's Peace</td>
<td>Championing a Healthy Nation</td>
<td>Guardians of Singapore</td>
<td>A Trusted Legal System a Trusted Singapore</td>
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<td>Our Children, Our Future</td>
<td>Growth with Opportunity for All</td>
<td>Establishing Our Place in the World</td>
<td>Great Workforce, Great Workplace</td>
<td>An Endearing Home, A Distinctive Global City</td>
<td>Passion for People</td>
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<td>Ministry of Sustainability and the Environment (MSE)</td>
<td>Ministry of Trade and Industry (MTI)</td>
<td>Ministry of Transport (MOT)</td>
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<td>Sustainable Singapore</td>
<td>A Global City of Business Excellence</td>
<td>Connecting People and Possibilities</td>
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5. NLB’S ENGAGEMENT WITH PARTNERS FOR NATIONWIDE DEVELOPMENT STRATEGIES

(I) THROUGH THE LIBRARIES AND ARCHIVES BLUEPRINT 2025

Our Evolving Roles:

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<th>Anxieties</th>
<th>How LAB25 will meet this moment</th>
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<td>Economic disruptions requiring new skills</td>
<td>1. LEARNING MARKETPLACE Transform our network into an open marketplace of lifelong discovery &amp; learning with choice of platforms, pathways and communities</td>
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<td>Increased polarisation and misinformation</td>
<td>2. INFORMED CITIZENRY Champion thoughtful evaluation of information and perspectives. Powered by two movements - National Reading Movement X SURE</td>
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<td>Search for community and national identity &amp; stories about who we are, who I am</td>
<td>3. SINGAPORE STORYTELLERS Liberate National Collections in and outside NLB for discovery, inspiration and creation</td>
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<td>Those less able and with less means get left behind</td>
<td>4. EQUALIZER Bridge gaps and level up for the digital way of living and working.</td>
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5. NLB’S ENGAGEMENT WITH NATIONAL AUTHORITIES

(I) THROUGH THE LIBRARIES AND ARCHIVES BLUEPRINT 2025

Partnerships with ministries and their public agencies focus on strategic, intersecting areas including:

(A) Learning for Literacies
   - such as reading literacy, information literacy and more.

(B) National Priorities
   - such as sustainable development, upskilling for global economy, digital transformation.
HIGHLIGHTS OF NLB’S ENGAGEMENT WITH NATIONAL AUTHORITIES
(A) LEARNING FOR LITERACIES

IN 8 FOCUS AREAS

Curation of programmes and content that is most relevant to Singapore

- Holistic application across all ages
- Content across NLB – integrating public libraries, the National Library and national archives
- Directed partnerships in services co-creation and resource sharing
ON READING: ADVOCACY THROUGH SCHOOLS

Ministry of Education (MOE)

- implements Singapore’s education policies, including education structure, curriculum, pedagogy, and assessment.
- oversees Government-funded schools, and the Institute of Technical Education, polytechnics and universities.

NLB’s resources are also promoted to parents and educators through MOE’s digital platforms and services.

About the partnership

- MOE’s support for NLB’s Read@School initiative since 2012:
  Every Student a Reader; Every Teacher a Reading Role Model;
  Supporting a Reading Culture in Schools
- Reaching over 405,000 students in >300 primary and secondary schools
ON READING: SUPPORT FOR THE LESS-PRIVILEGED

NLB’s nationwide reading programme aimed at cultivating the love of reading among children from less privileged families.

A strong partnership with MOE to
- Set up clubs in priority schools
- Recruit student volunteers to conduct reading sessions

More than 2,600 children and 3,000 student volunteers reached over 3 years.

Other partners for kidsREAD:
People’s Association, self-help groups, preschools and social service agencies
ON READING: SUPPORT FOR THE LESS-PRIVILEGED

Ministry of Social and Family Development (MSF) develops Singapore’s “heartware” in nurturing resilient individuals, strong families, and a caring society, through its policies, community infrastructure, programmes and services.

A partnership with MSF through NLB’s WondeRead initiative,

- To provide library books (pre-loved) and reading resources to children and teens from less-privileged backgrounds, through a collaborative network of public agencies, community stakeholders, volunteer groups

- Over 20 social service organizations and agencies active WondeRead partners

Since 2018, 1,400 children have received 3,500 books.
ON INFORMATION LITERACY (IL): ADVOCACY THROUGH SCHOOLS

Launched in 2013, NLB’s S.U.R.E. (Source, Understand, Research, Evaluate) programme promotes IL to help Singaporeans be discerning digital citizens.

A multi-faceted partnership with MOE to

1. **embed** NLB’s S.U.R.E. content in schools’ Social Studies Curriculum and Students Learning Portal;

2. **jointly run** school competitions for secondary students to nurture critical thinking and research skills; and

3. **conduct training** for teachers and students.

**Upcoming:** New learning resources and tiered approaches to suit different learning styles.
ON INFORMATION LITERACY (IL): OTHER NATIONAL PARTNERSHIPS

With Ministry of Communications and Information (MCI):
Contributing to policies, initiatives, framework e.g. Digital Media & Information Literacy Framework, to help Singaporeans embrace technology and be discerning consumers of digital information.

With Civil Service College:

With Cyber Security Agency of Singapore (MCI),
Workshops for children to learn more about good cyber hygiene habits and how going online would expose them to cyber threats.

Parliament: All recruits to learn about information literacy in BMT to deal with fake news: Maliki Osman
First batch of 3,000 BMT recruits trained

With Ministry of Defence:
Content and S.U.R.E. IL Workshops for recruits taking basic military training (BMT) course, as part of Digital Defence.

With SkillsFuture Singapore (MOE):
• Content for SkillsFuture for Digital Workplace courses for working adults and public
• Train-the-trainers workshops
ON ARTS LITERACY: EQUALIZING ACCESS TO THE ARTS

E.g. National Arts Council (Ministry of Culture, Community and Youth)

nurthes creative excellce and supports broad audience engagement, connects communities through the arts, and profiles Singapore internationally.

A partnership to lower the barriers of entry to the arts through library touchpoints throughout the island, and profile Singapore art practitioners through:

- Exhibitions and introductory talks on arts literacy and appreciation
- Workshops on arts techniques and creation
- Bite-sized video tutorials and content
- Participatory experiences and unexpected encounters with the arts
ON HEALTH LITERACY: CROSS-AGENCY CITIZEN ENGAGEMENT

E.g. Agency for Integrated Care (Ministry of Health (MOH)) coordinates the delivery of aged care services, and enhances service development and capability-building across both health and social domains.

A partnership to broaden and deepen the range of topics offered under NLB’s Wellness Learning Focus Area. Areas of collaboration include:

- Outreaches, exhibitions, clinics and programmes to raise awareness of areas such as Advanced Care Planning, caregiving, dementia awareness, mental health matters and active aging.
- Co-developing learning resources to support self-directed learning beyond libraries.

Libraries as hotspots for public engagement and education on services that complement wellness programmes curated by NLB.
(B) IN SUPPORT OF NATIONAL PRIORITIES

Preparing citizens for the opportunities and challenges of tomorrow,

through whole-of-government partnerships,

What is the Singapore Green Plan 2030?
The Singapore Green Plan 2030, or the Green Plan, is a whole-of-nation movement to advance Singapore’s national agenda on sustainable development.

leveraging NLB’s evolving roles under LAB25.
## An example of nationally-aligned programme curation:
**NLB’s Digital learning focus area**

### Broad Outcomes

**Prepare Singaporeans for a smart nation, empowering them to use digital technology for a better life**

1. Raise awareness of various aspects of current and emerging technology, and how it affects our lives
2. Promote further learning and adoption
3. Empower innovation and creation via digital technology

### Learning Outcomes

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<th>Encourage curiosity and awareness of technology</th>
<th>Learn to deal with Digital Information (Info &amp; Media Literacy)</th>
<th>Understand how tech and digital platforms can improve work, business and career</th>
<th>Understand how tech and digital platforms can affect daily life</th>
<th>Drive innovation skillsets for problem solving using technology</th>
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### Suggested Topics

**Adults & Seniors**

- Knowledge and application of current and emerging technologies
- Showcase Tech trends
- Highlight real-world applications
- Online scams
- Fact Checking & combating Fake News
- Evaluation frameworks and tools
- Digital content creation
- Data Science
- Productivity suites
- Financial tech
- Cybersecurity
- Digital media
- Digital Marketing
- Basic Digital Skills
- (Cyber) Health, safety & wellness
- Assistive Tech
- Emerging Tech
- E-hobbies & E-sports
- Digital citizenship

**Children & Teens**

- Knowledge and application of current and emerging technologies
- Showcase Tech trends
- Highlight real-world applications
- Online scams
- Fact Checking & combating Fake News
- Evaluation frameworks and tools
- Digital content creation
- Data Science
- Productivity suites
- Financial tech
- Cybersecurity
- Digital media
- Digital Marketing

- Basic Digital Skills
- (Cyber) Health, safety & wellness
- Assistive Tech
- Emerging Tech
- E-hobbies & E-sports
- Digital citizenship

### Soft skills

- Maker Mindset
- Creativity
- Innovation
- Resilience
- Problem-Solving

### Hard skills

- Computational thinking
- Coding, robotics & programming
- Digital fabrication
ON DIGITAL READINESS:
BRIDGING THE DIGITAL DIVIDE AMONG SENIORS

1. Launched in 2020 by IMDA, the Seniors Go Digital (SGD) movement comprises specially designed programmes to help seniors pick up digital skills.

2. Run by Digital Ambassadors, SG Digital Offices (SDOs) are located at public libraries and provide 1-on-1 personalised guidance to seniors on. The focus is on 3 tiers of digital skills:
   - Basic communication
   - Digital Government Services
   - E-payment

3. Learning Journeys (hands-on practice) are also conducted monthly for seniors to learn about:
   - Basic library digital services e.g. eNewspapers, Wireless@SG, and our mobile app.
   - E-payment to transact digitally on their mobile devices

More than 42,000 seniors have benefitted from these initiatives at the libraries.

This complements the extensive suite of digital literacy programmes at public libraries supporting children, teens, adults and seniors with varied competencies and interests.
ON UPSKILLING: ALIGNING WITH NATIONAL AGENCIES TO EQUIP FOR FUTURE ECONOMY

SKILLSfuture SG (SSG) (Ministry of Education)
a national movement to provide Singaporeans with the opportunities to develop their fullest potential throughout life, regardless of their starting points

Partnerships to foster the habit of lifelong learning and upskilling for work, and to develop career resiliency at libraries. Areas of collaboration include:

- Programme curation, according to SSG’s priority skills to drive Singapore’s future in emerging economies.
- Profiling of industry trends, job opportunities and related skills paths
- 300 career-related programmes at libraries each year
- Learning packages featuring NLB’s collections for SSG

Workforce Singapore (Ministry of Manpower)
oversees the transformation of the local workforce and industry to meet ongoing economic challenges.
ON SUSTAINABLE DEVELOPMENT AND ENVIRONMENTAL LITERACY: ALIGNING WITH NATIONAL AGENCIES TO ADVOCATE GREEN LIVING

Partnerships to position NLB as an information resource for gardening and green living for the community. Areas of collaboration include:

- Co-creation and growing a repertoire of gardening and nature appreciation programmes and content starting from NLB
- Resource sharing, e.g. seeds distribution at libraries

(Ministry of National Development) responsible for enhancing and managing the urban ecosystems within Singapore. The lead agency for greenery, biodiversity conservation, and wildlife and animal health, welfare and management.

Living with Nature in Our City in Nature
Special storytelling with NParks

GREEN MARKET
SG Food Tech Fest

What is a City in Nature?

Sat, 13 Nov 2021
2 pm – 3 pm
Zoom
Likewise, partnerships to co-create and grow a repertoire of programmes and content on water conservation. Areas of collaboration include:

- To position NLB as an information resource through programmes, content and resources
- Co-curation of special events at libraries bringing multiple partners together for a single cause.
- Learning communities including PUB’s Water Club for children
WHAT MAKES NLB’S LEARNING COMMUNITIES UNIQUE?
Our differentiators

1. **Empower** through the cycle of growth and leveraging NLB’s platforms

2. Encourage **Learning** which is in our DNA

3. Give back to the **communities**

Some of our 96 learning communities and the people behind them

**Pi and Python**
- Mr Goh Soon Seng volunteered to teach youths and adults about Pi & Python – conducting 5 weeks of workshops. He is planning to start a Raspberry Pi Club.

**Code Breakers and engagement sessions**
- Ms Geetika Ghai, with her 11 year-old daughter Tanvi Ghai, have held sharing sessions with the volunteers at NLB’s monthly volunteer engagement sessions to share about scrapbooking and sustainability related topics.
- Both her husband, Mr Manik and father-in-law, Mr Satish have been dedicated volunteers with NLB since 2018. Mr Manik co-facilitates the Code Breakers Learning Community and Mr Satish is a regular volunteer with the Tampines Regional Library’s volunteer-run space (Level 6).

*available for media interviews*
CHATBOT LEARNING COMMUNITY

- The Chatbot Learning Community was created, alongside the Chatbot Challenge, to bring the community together to create chatbots that will benefit the community at large. Over 300 members to date.

THE NATURE BOOK CLUB

- Started by Sami Sim when she was a Junior College student. She continues to run it with her friends from other climate organizations such as SG Climate Rally and Climate Conversations.

- This book club aspires to be an intergenerational book club (for all ages), creating a space for the discussion of ecological narratives.
The Community:
Comic X Nature

The Project:
Environmental advocacy through storytelling with panels & frames

The Collective Output:
A publication of stories based on environmental issues

LCs GET TO SHARE CREATIONS WITH A WIDER COMMUNITY
IN CONCLUSION!
MAKING IT WORK: A SUMMARY

- **Common goals** and objectives
- **Shared resources, expertise and platforms** for community engagement
- **Symbiotic relationships** for synergistic planning and better signposting of government services

**Key Partners**

- **National Library Board**

- **Libraries’ unique position in the community as:**
  - A connector
  - An equalizer
  - A gateway to learning and creation

- **Providing everyone with:**
  - **Rich resources** ranging from collections and content, to programmes and services
  - A **trusted, accessible and inclusive environment** for learning communities
  - Opportunities for **3P collaboration** (private-public-people)

- **To create and engage**
  - **Amplified reach**
  - Expanded access or **entry points** to citizen-centric content and services
  - A more **seamless user journey and sustained engagement** esp. through learning

**Citizens**

To leverage and co-create
Thank you