

<b>DIGITAL STRATEGIES FOR LIBRARIES OF THE FUTURE</b>
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The National Library Board (NLB) has adopted a range of technologies to further improve and reinvent library services. These new services form part of NLB's overall digital strategy to push the right content to the right person at the right time.

- 2 To power this digital strategy, NLB has adopted five strategic thrusts:
- (a) Immersive reading experiences inside physical library spaces with e-reading stations, multimedia video walls, and allowing users to perform more services on their mobile devices. This includes the NLB Mobile app, which they can use to borrow items and bypass the queue at book borrowing stations.
  - (b) Through patron analytics, smart displays and devices will be able to push personalised content and recommendations to encourage users to read more.
  - (c) Increasing NLB's outreach through presence in spaces outside the libraries, such as personalised recommendations on partner platforms and spaces.
  - (d) Productivity-focused automation and self-service technology to optimise staff deployment over our service areas. For instance, with reservation lockers, patrons are able to experience increased convenience as they can now collect reservations outside of library opening hours.
  - (e) Data-driven library operations and collections planning allow NLB to plan effective library services, optimise content usage and provide relevant collections to users.
- 3 This digital strategy is complemented by the construction of a new Punggol Regional Library and the re-design and upgrading of existing public libraries over the next 5 years (2015-2020). The first four libraries to benefit from such re-designs are Pasir Ris Public Library, Tampines Regional Library, Bedok Public Library and Bukit Panjang Public Library.

## **About the National Library Board**

The National Library Board (NLB) nurtures Readers for Life, Learning Communities and a Knowledgeable Nation. Through the National Library and its network of 26 public libraries, NLB promotes reading, learning and information literacy. Our libraries also encourage appreciation and awareness of Singapore's history through wide range of programmes and collections on Singapore and the surrounding region as well as by forging strategic partnerships to cultivate knowledge sharing. The National Archives of Singapore, an institution of NLB, oversees the collection, preservation and management of public and private archival records, including government files, private memoirs, maps, photographs, oral history interviews and audio-visual materials. NLB also uses innovative technology to provide access to its digital library resources and services, and archival collection. Established on 1 September 1995 as a statutory board, NLB is under the Ministry of Communications and Information (MCI).

For more information on NLB, please visit [www.nlb.gov.sg](http://www.nlb.gov.sg).

### **For media queries, please contact:**

Don Shiau  
Manager, Corporate Communications  
National Library Board  
Tel: 6718 3946 / 9675 5288  
Email: [don\\_shiau@nlb.gov.sg](mailto:don_shiau@nlb.gov.sg)