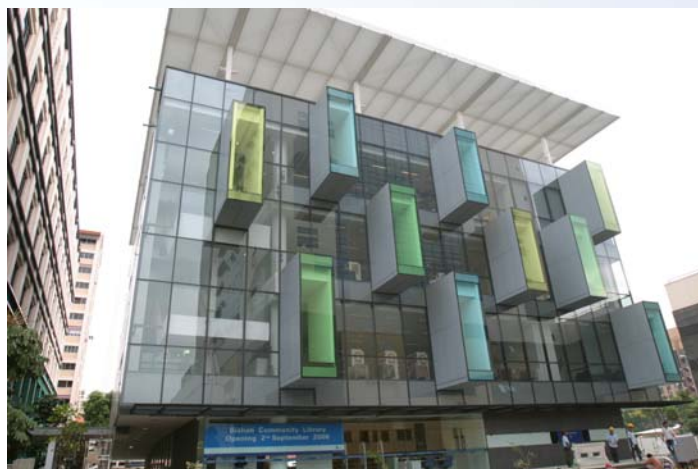




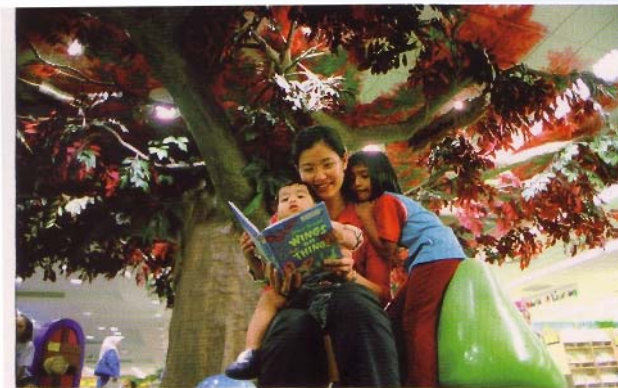
What's special about Singapore (*national & public*) Libraries ?

ChewLeng BEH

19 October 2008



The National Library Board (NLB) manages both the *national* library and *public* libraries



Customers love our libraries
Convenient, accessible, affordable and useful

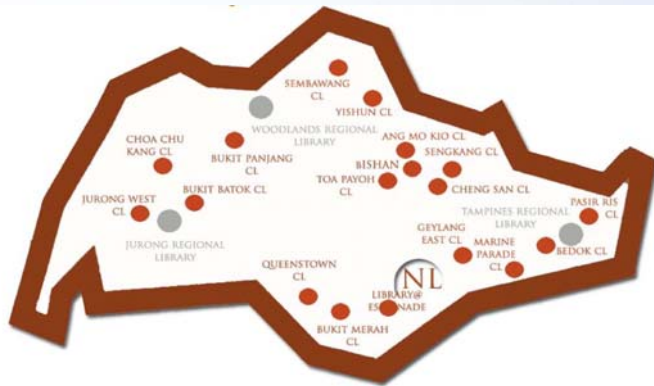


Customer Satisfaction

Overall Customer Satisfaction Index





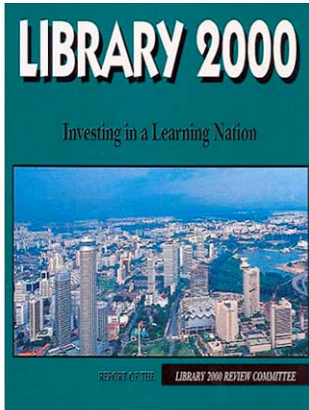


Convenient Services

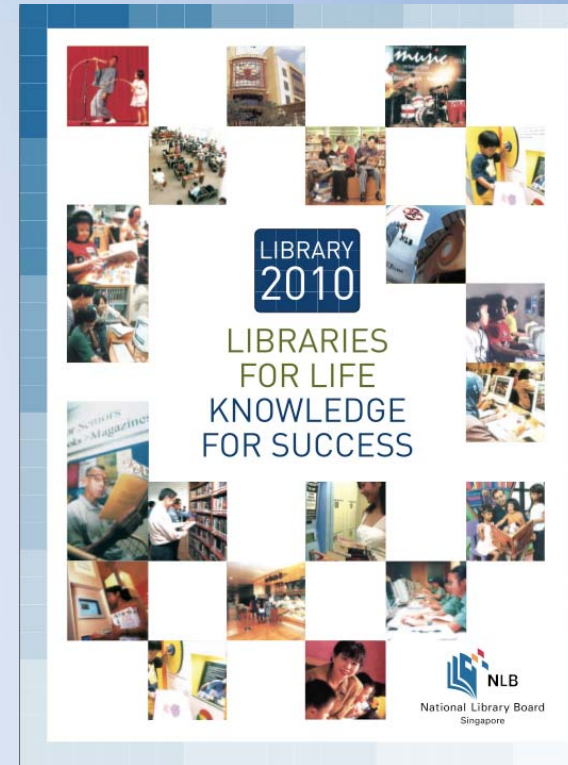
self-service, anytime, anywhere



NLB



RE-INVENTING LIBRARIES



Constantly changing

making services relevant



Leveraging on people, processes & technology



NLB ORGANISATION

VISION



An inspiring beacon of lifelong learning, bringing knowledge alive, sparking imagination and creating possibility for a vibrant and creative Singapore.

To provide a trusted, accessible and globally-connected library and information service so as to promote a knowledgeable and engaged society.

MISSION



Bringing the world's knowledge to the people



HarvardInseadYale-Warwick-NUS



1996-2007

TRANSFORMATION OF PUBLIC LIBRARIES
CASE OF SUPPLY CHAIN MANAGEMENT
SINGAPORE LIBRARIES: CONTINUITY & CHANGE

a model of management excellence



And sharing our knowledge and
experience with the world