

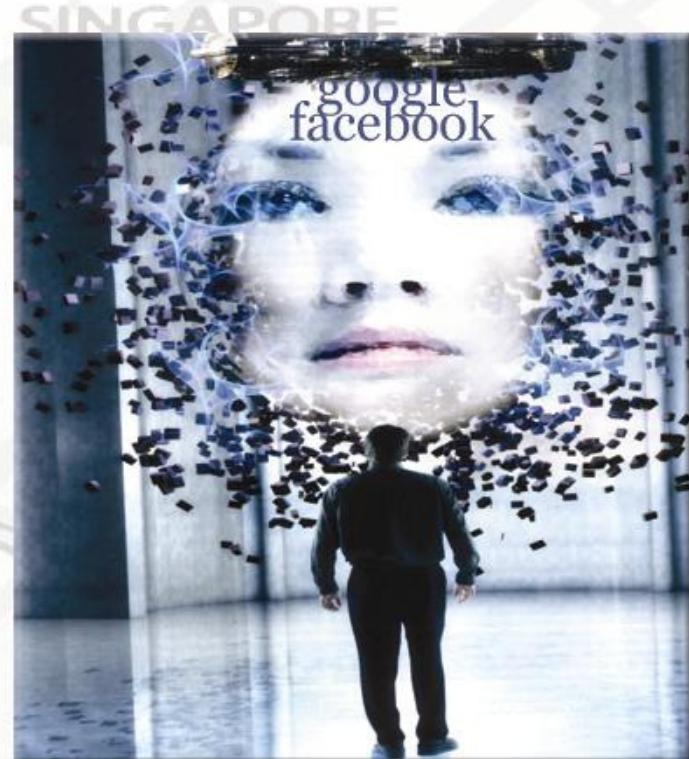


Cloud Computing at National Library Board

Lee Kee Siang (Director, InfoComm Division)
1st March 2012

Staying Relevant

» next STAYING RELEVANT WHAT'S CHANGING ?



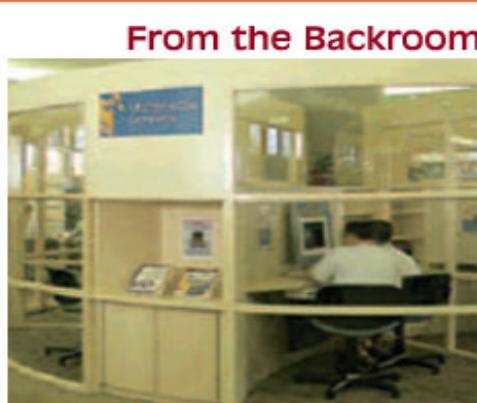
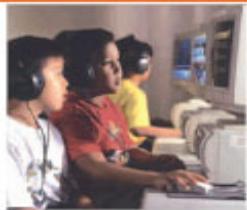
CUSTOMER SEGMENTATION ■
USER NEEDS DYNAMICS ■ **USER BEHAVIOUR** ■ SOCIAL NETWORKING ■
information Sources ■ ACCESS TOOLS & DEVICES ■ CONTENT MEDIA ■
CONTENT TYPES ■ **FROM COLLECTIONS** TO INFORMATION RESOURCES ■

THE LIBRARY IS NO LONGER THE SOLE SOURCE OF INFORMATION

“Mirror Mirror on the wall, WHO is the most relevant of them ALL”

Service Orientation

Custodian to Service Orientation



Teen's Library@JRL

From the Backroom
to the Front Desk



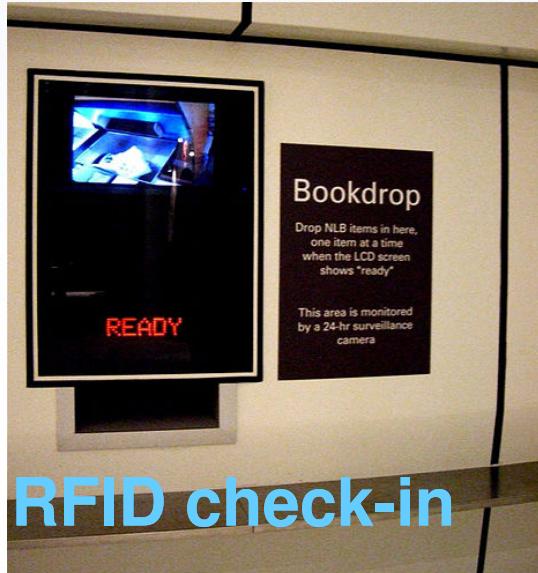
Service Champions

Measuring Satisfaction



Customisation

RFID Technology



- No more queues
- Almost instantaneous borrowing and returning
- Efficiency in operation
- Cost avoidance



MOLLY – Library on the Move

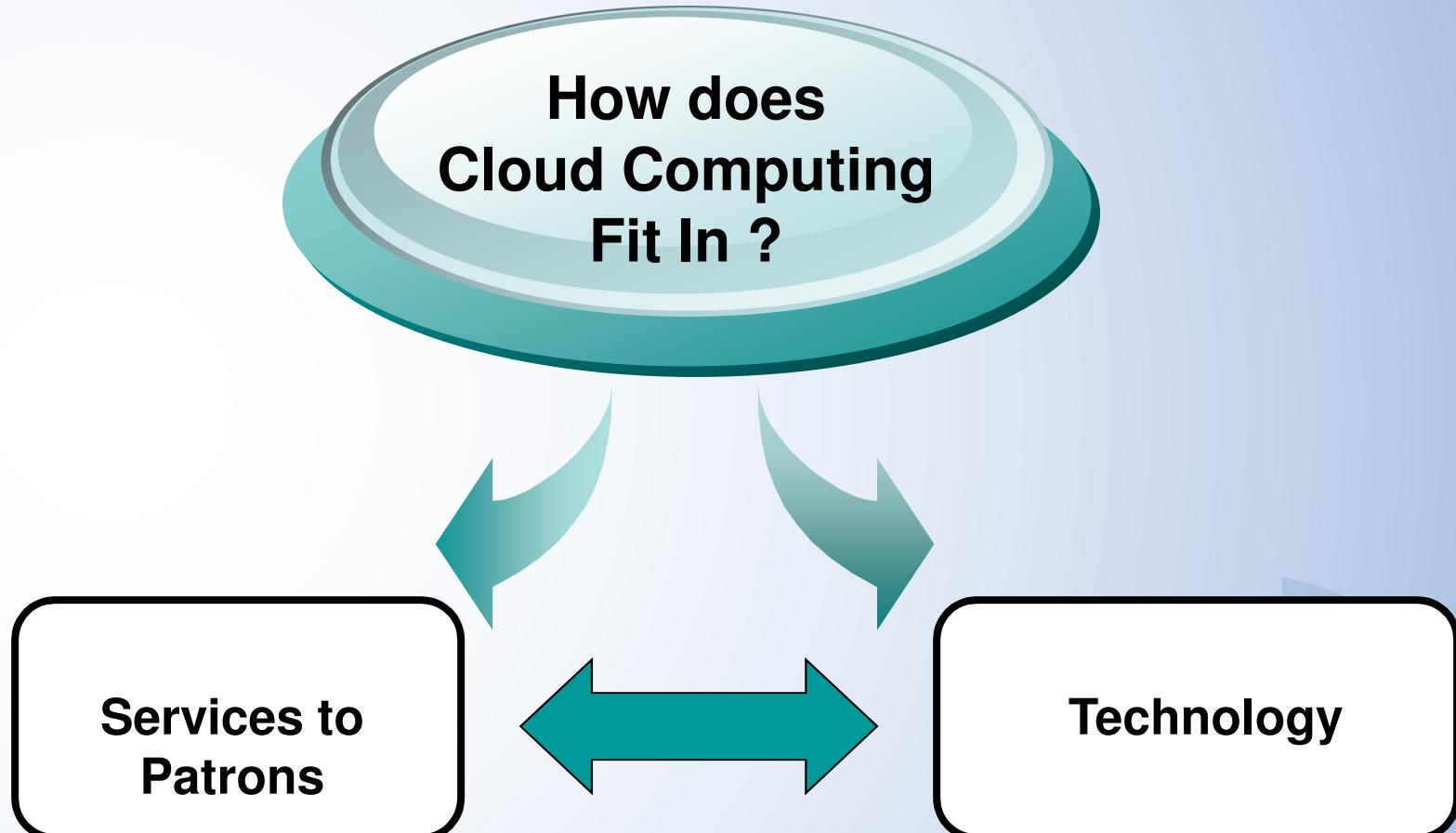


Technology Integrated to the environment



To bring the library beyond physical boundaries, providing a seamless library experience, even at remote locations in Singapore.

Cloud Computing



Cloud Computing

Public Cloud

Web Archive System

Client Library Management System

Hybrid Cloud

Enquiry Management System

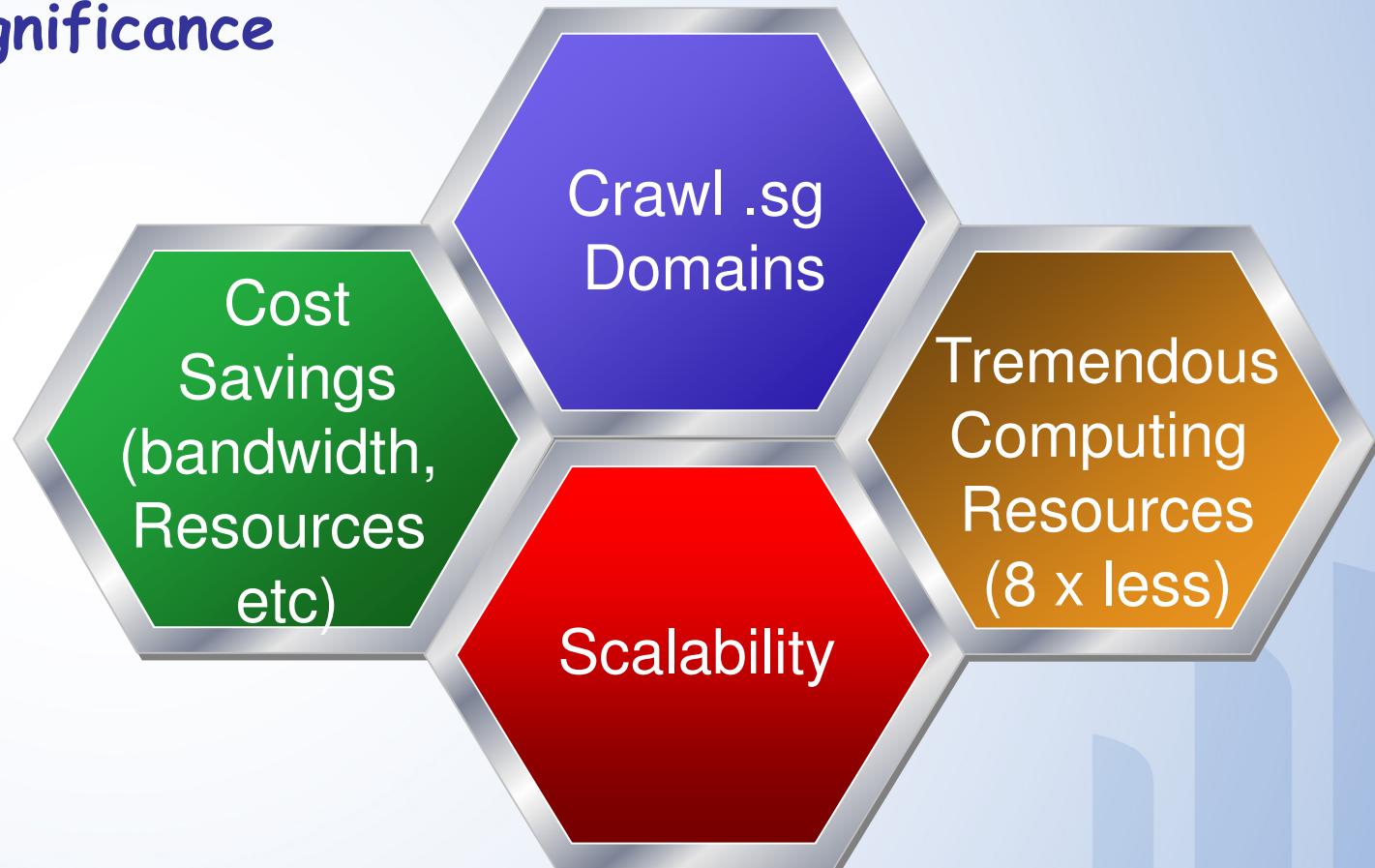
Private Cloud

Virtualisation

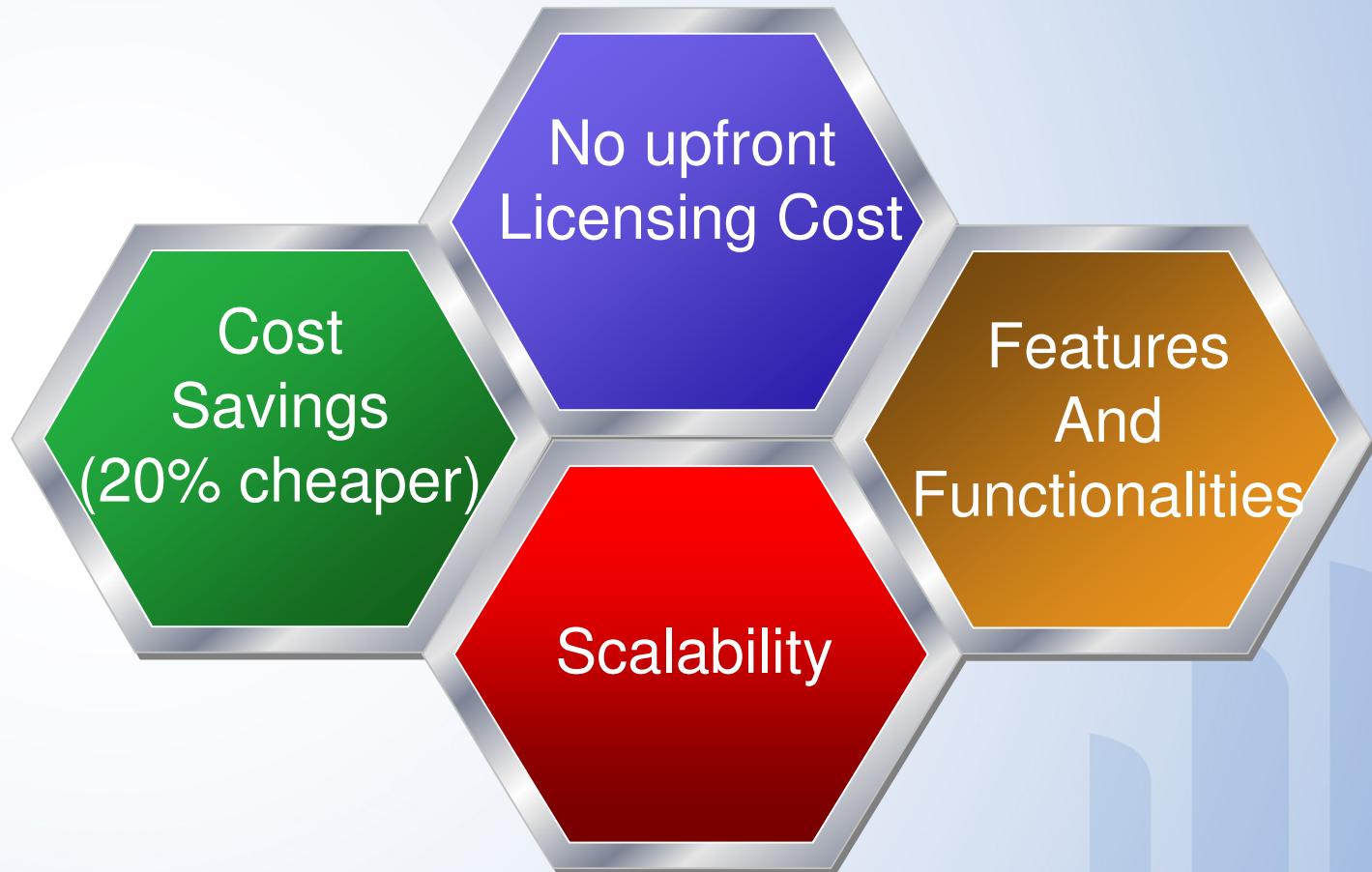


Web Archive System

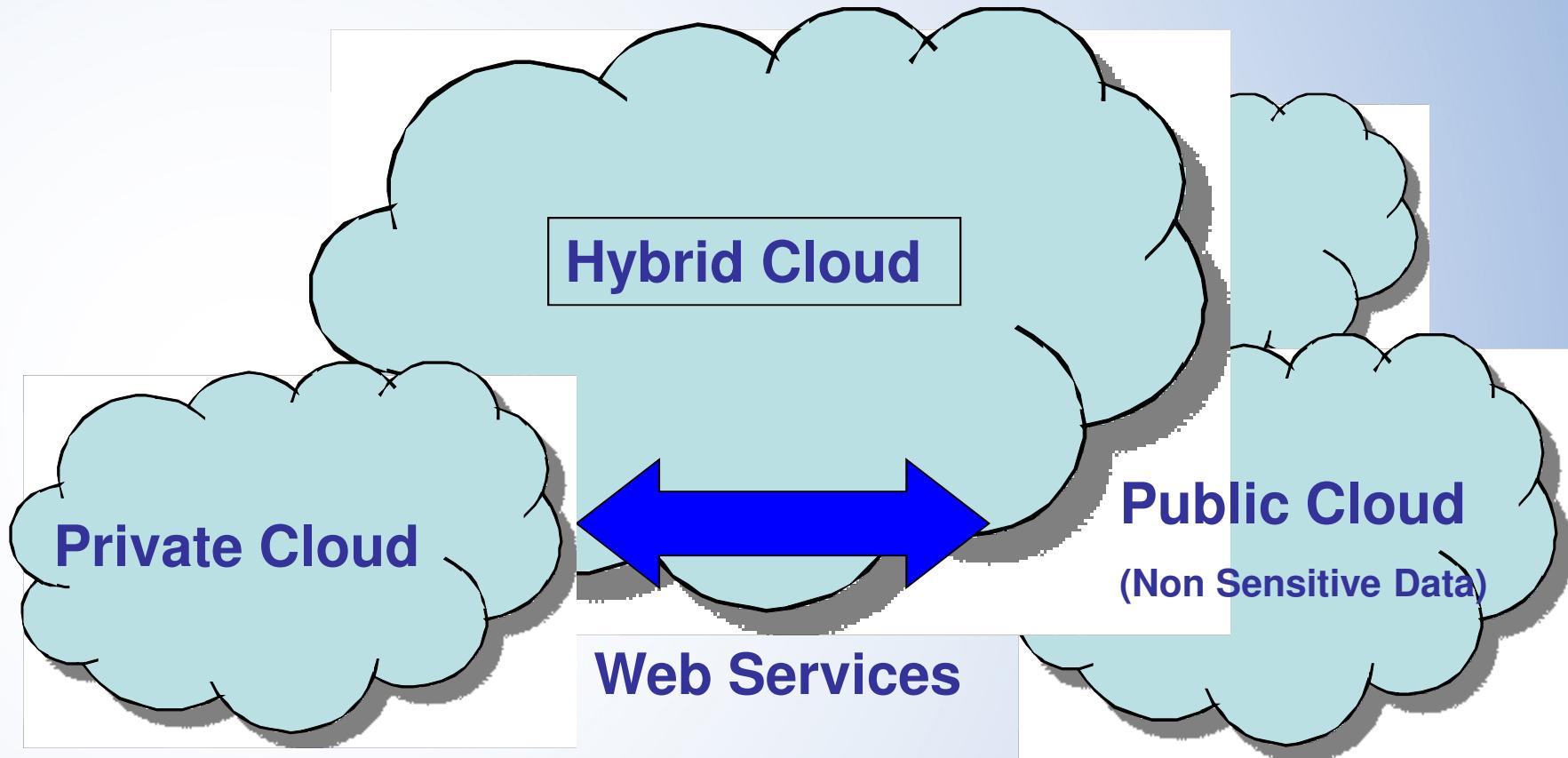
Archive .sg websites of national and historical significance



Client Library Management System



Enquiry Management System



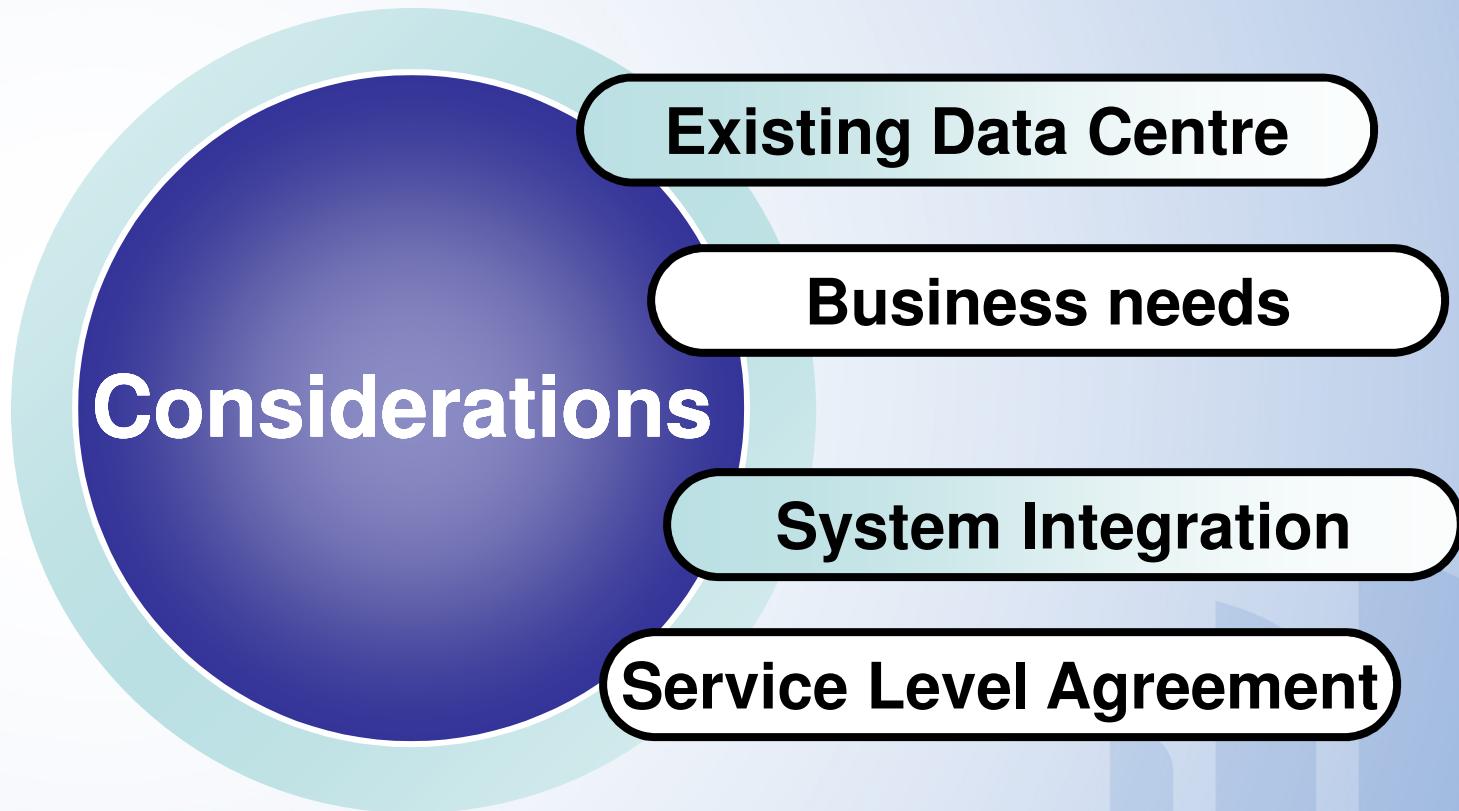
Enquiry Management System



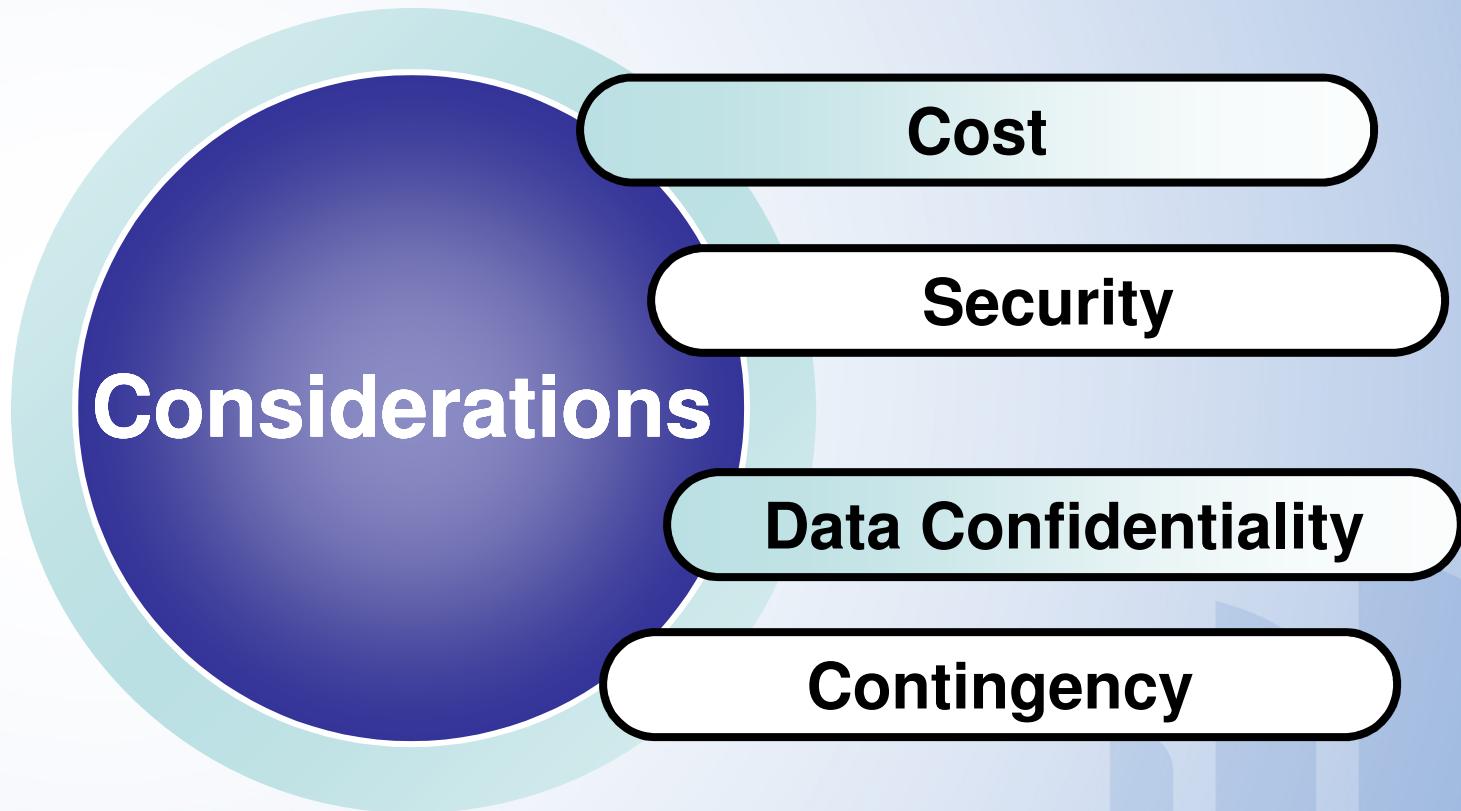
Enquiry Management System



Cloud Computing Considerations

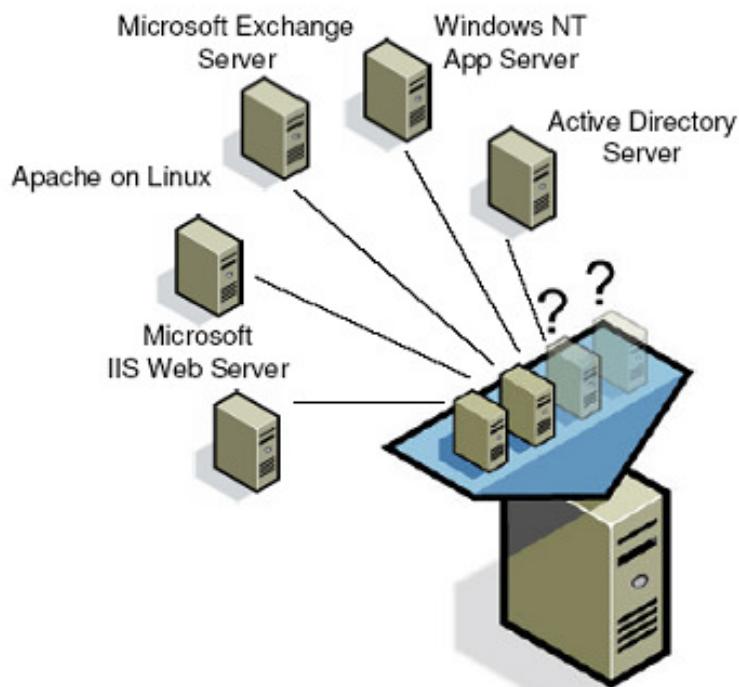


Cloud Computing Considerations



Private Cloud

Consolidation through Virtualization



- Consolidate diverse operating systems into VM's on fewer servers
- Increase server utilization
- Guarantee/prioritize resource access
- Lower TCO by reducing hardware and management costs

Server Consolidation Opportunities

Approach :

➤ Staging

- Development, Staging, Test and other non-production servers
- Low hanging fruits, non critical.

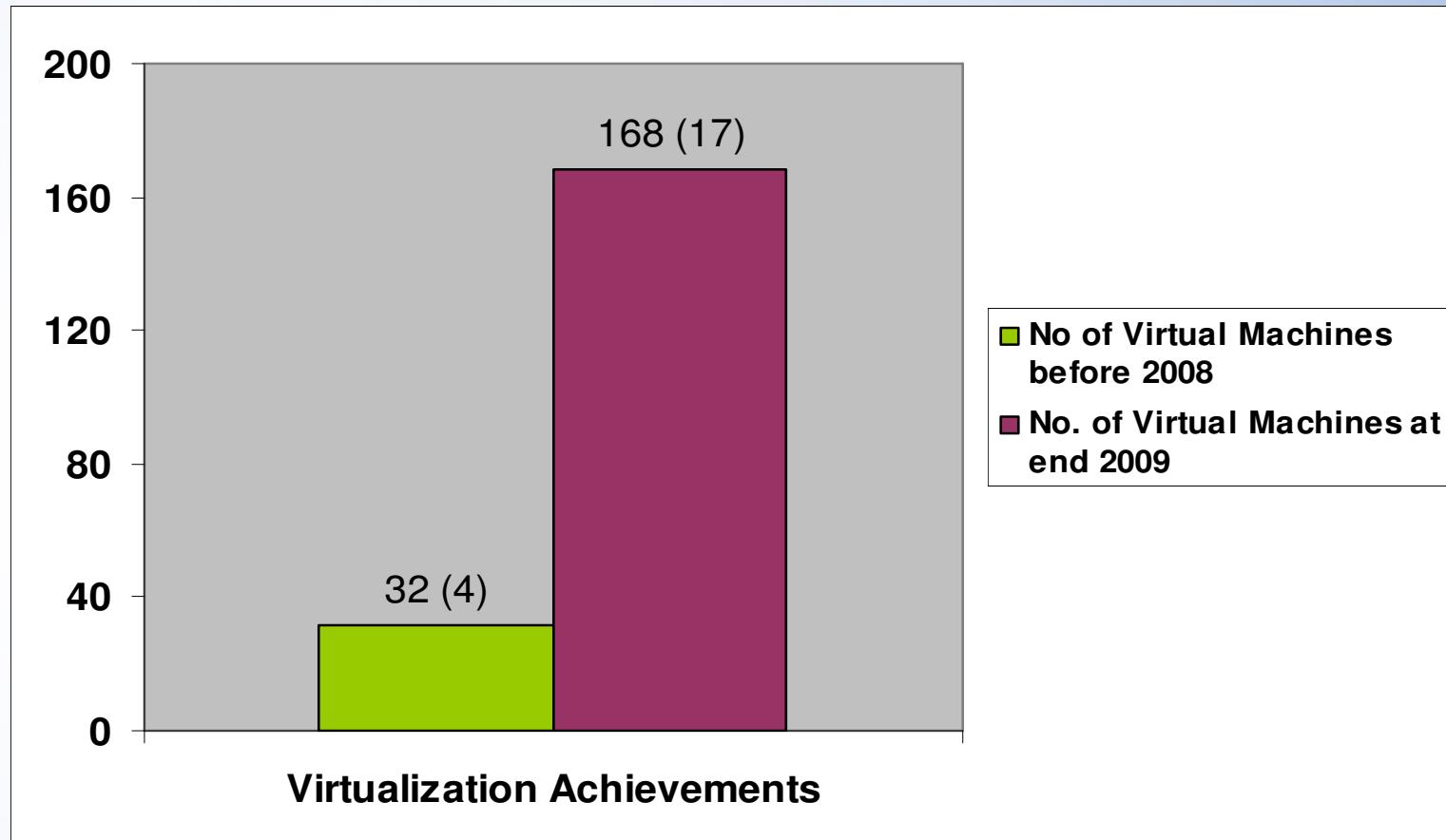
➤ Infrastructure

- Infrastructure related services, e.g anti-virus, monitoring
- Next best option, less stakeholders.

➤ Production Application

- Most difficult due to application constraints.

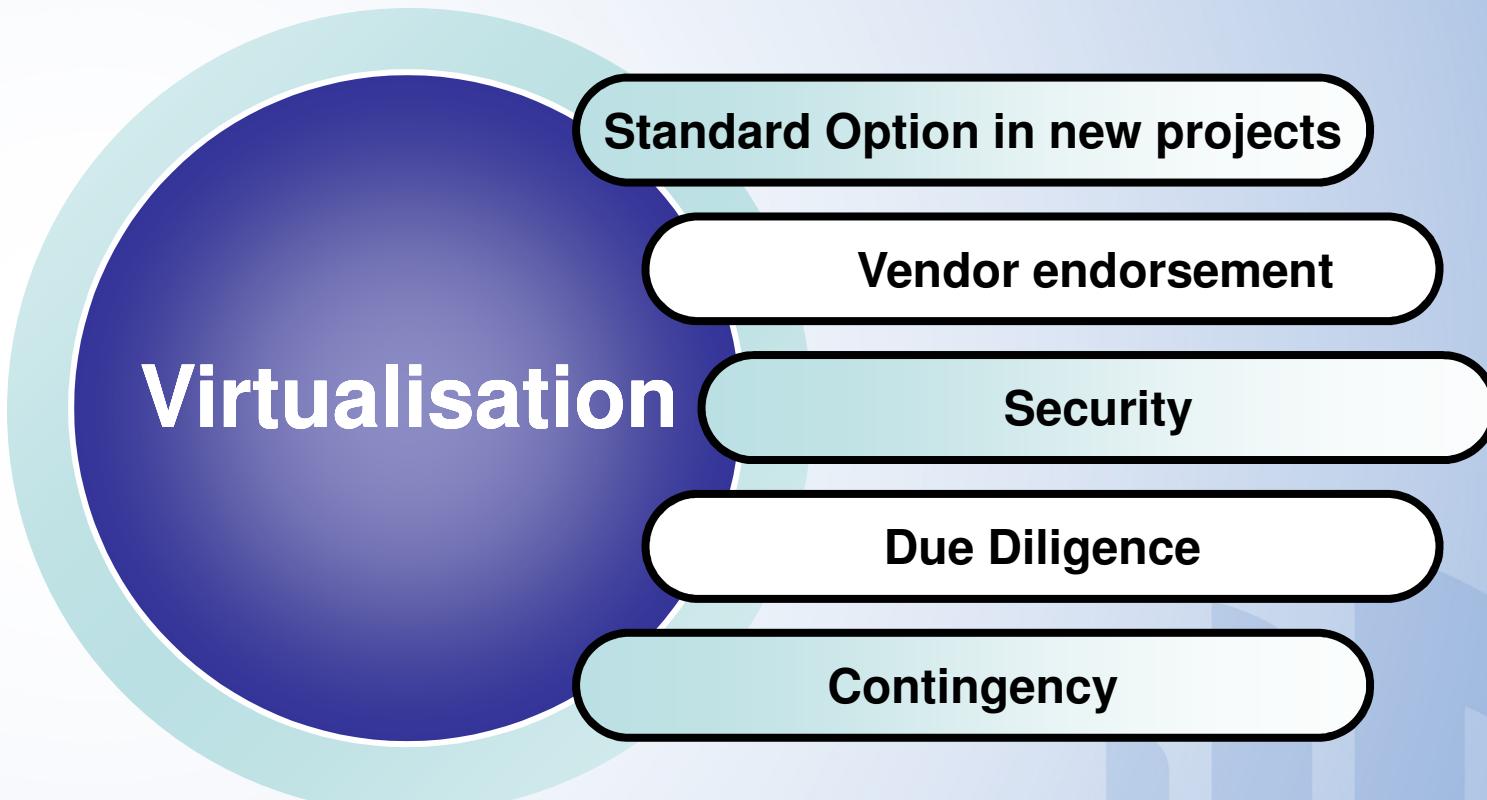
Consolidation Effort Achieved



Consolidation Challenges

- **Virtualized servers don't perform as well as physical servers**
- **Virtualized servers are only for staging and development environment**
- **Lack of experience of support staff**

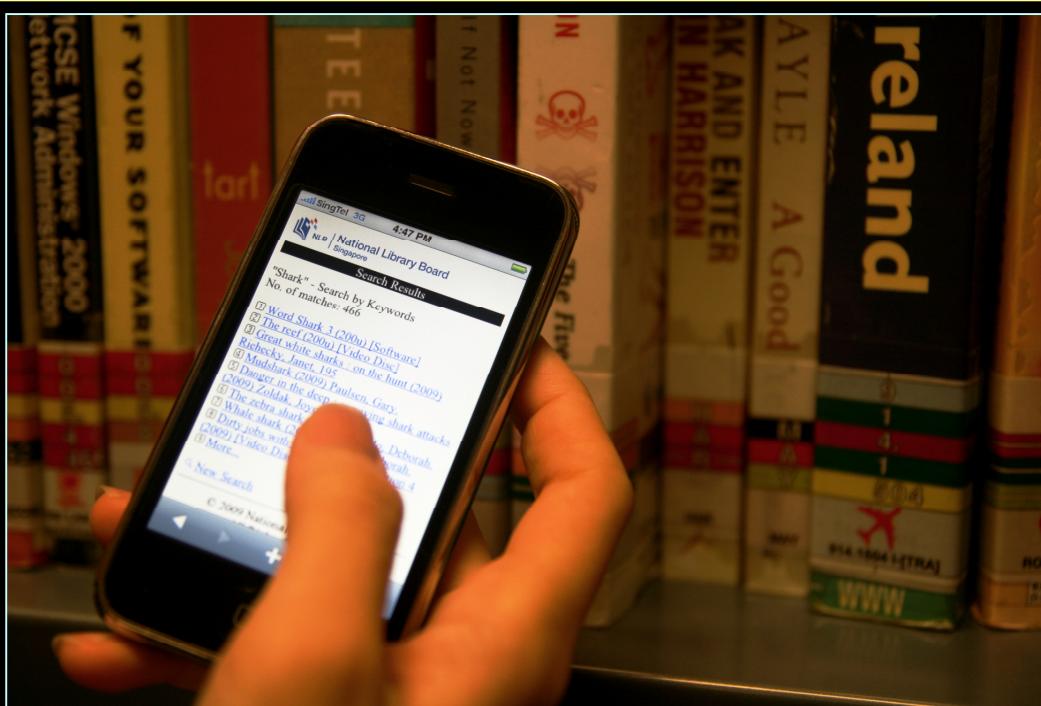
Private Cloud





Library in Your Pocket

- accessing library services anytime, anywhere



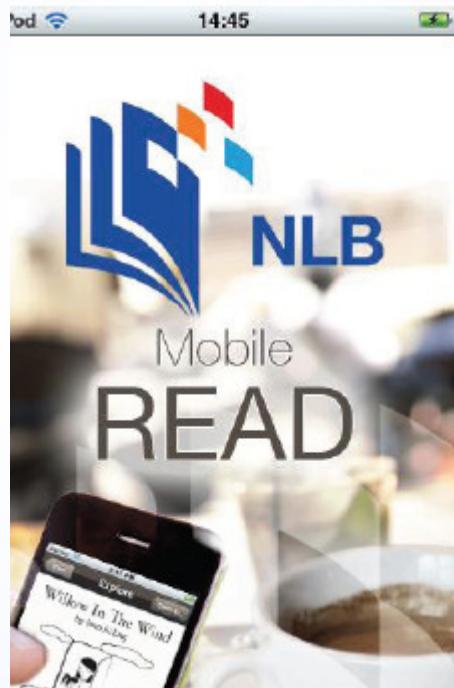
The mobile website interface for "Library In Your Pocket" features a header with the NLB logo and the title "Library In Your Pocket". Below the header is a search bar labeled "Quick catalogue search". The main content area contains a vertical list of menu items, each with an icon and a label: Catalogue Search, My Account, Events, New Arrivals, ASK! A Librarian, Mobile Reads, and Contacts & Information. At the bottom, there is a section titled "Some of our latest new arrivals. Tap to view, swipe to scroll:" showing thumbnail images of several children's books.





Mobile Read

- Grab a book and read on the move



iPod WiFi 14:45

Highlight

Back

- My Cousin Tim
Simon Tay
- The Mother
Catherine Lim
- The Jungle Book. by Rudyard...
Kipling, Rudyard.
- A Tale of Two Cities. by Charl...
Dickens, Charles.
- A Tramp Abroad. by Mark Tw...
Twain, Mark.

Home Settings Info NLB LYF

iPod WiFi 13:40

Highlight

Back

- The Jungle Book. by Rudyard Kipling [electronic resource]
Kipling, Rudyard.

Download

Excerpt: MOWGLI'S BROTHERS
It was seven o'clock of a very warm evening in the Seeonee hills when Father Wolf woke up from his day's rest, scratched himself, yawned, and spread out his paws one after the other to get rid of the sleepy feeling in the tips. Mother Wolf lay with her big gray nose dropped across her four tumbling, squealing cubs, and the moon shone into

Home Settings Info NLB LYF



IT In Customer Service

IT in
Customer Service

Thank You !

Think
Differently

Evolving Library to
Changing Lifestyle

