

NLB can do more to push e-resource use



By KWAN JIN YAO

I REFER to Mr Nelson Quah's letter, "Can NLB offer e-books?" (*my paper*, Oct 8), and the reply by the National Library Board (NLB), "NLB offers users wide variety of e-resources" (*my paper*, Oct 15).

I have been an **avid** user of NLB's eResources because of their **diversity** and accessibility,

but there is more the organisation can do to raise awareness of the assortment of such online resources offered free to the public.

NLB seems to be falling short in encouraging more Singaporeans to make use of its services. While it has distributed fliers and put up posters in libraries to promote its e-resources, it remains to be seen whether such efforts are sufficient.

What puzzles me is the seeming **reluctance** of the administrative team to go into schools and institutions to let more students know about alternative research channels available.

After all, they are the ones who require additional plat-

forms to do research for presentations or papers, besides relying on **generic** Internet search engines.

NLB staff members can also approach various community interest groups, such as book clubs, and convince them to use the virtual hubs as well.

The staff can present case studies in which using the e-resources has been more effective than using only Internet resources.

Through these efforts, students can also be taught the concepts of **plagiarism** and creative control. In this way, they can learn to make judicious use of information.

More can also be done to im-

prove the aesthetics and functionality of NLB's search engines.

It is extremely **daunting** for first-time users to face the sheer quantity of search engines available through the e-resources. It will be useful to have simple tutorials – on posters or in video format – to guide users and improve navigational ease.

Given the potential of NLB's e-resources to be harnessed for research, NLB should strive to enhance its services and reach out to as many users as possible.

◆ *The writer is a full-time national serviceman who blogs about current affairs at <http://guanyinmiao.wordpress.com>*

HELPDESK 我的字典

Avid: 热切的 rè qiè de

Diversity: 多样性 duō yàng xìng

Reluctance: 不情愿 bù qíng yuàn

Generic: 普通的 pǔ tōng de

Plagiarism: 抄袭行为 chāo xí xíng wéi

Daunting: 吓人的 xià rén de

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Everyone has part to play in reducing jam on trains

I REFER to the report, "Thanks commuters, here're some rewards" (*my paper*, Oct 15).

It mentioned that the overcrowding issue in trains is still a top concern among commuters.

This problem will persist unless we look at the issue in

perspective. Adding trains can shorten waiting times, but this may not result in less packed trains.

Those who are spared from having to squeeze themselves onto public transport include supermarket workers, as their

working hours are staggered.

The people who have to put up with packed trains are those who work the usual office hours, from 8am to 6pm.

The woes are caused in part by some commuters refusing to move in to the middle of carriage-

es, where they are less packed. This causes obstruction and deprives others from getting on.

Unless everyone makes an effort to tackle this problem, overcrowding will remain a way of life.

MR JEFFREY LAW LEE BENG

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