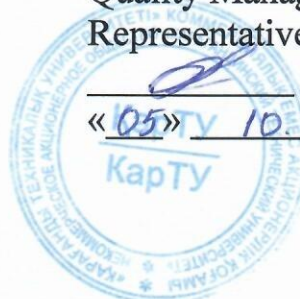


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Approved by
Quality Management
Representative



G.S. Zhetesova

« 05 » 10. 2021

RULES

OF LIBRARY INFORMATION RESOURCES MANAGEMENT

KarTU R IV-07-2021

Developed by: Head of the Library

B. Beysembaeva

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Date of implementation 2021.10.05
(year, month, date)

1 Application area

These rules establish requirements for the processes of managing the information resources of the library.

These rules are applied by all subdivisions of the library of the NLC "Karaganda Technical University" (hereinafter referred to as the KarTU) and are part of the documents of the quality management system.

2 Normative references

In these rules, references to the following regulatory documents are used:

ST RK ISO 9001-2016 (ISO 9001:2015) "Quality management systems. Requirements".

ST RK ISO 9000:2017 (ISO 9000:2015) Quality management systems. Fundamentals and vocabulary.

ST RK ISO 690-2-2007 Information and documentation. Bibliographic references. Part 2. Electronic documents and their parts.

GOST 7.0-99 SILP. Information and library activities, bibliography. Terms and Definitions.

GOST 7.1-2003 SILP. Bibliographic record. Bibliographic description. General requirements and rules for composition.

GOST 7.11-2004(ISO 832-1994) SILP. Bibliographic record. Abbreviation of words and phrases in foreign European languages.

GOST 7.12-93 SILP. Bibliographic record. Abbreviation of words in Russian. General requirements and rules.

GOST 7.50-2002 SILP. Preservation of documents. General requirements.

GOST 7.51-98 SILP. Cards for catalogs and file cabinets. Cataloging in the publication. Composition, data structure and publishing design.

GOST 7.55-99 SILP. System of standards on information, librarianship and publishing. Basic Provisions.

GOST 7.59-2003 SILP. Indexing of documents. General requirements for systematization and itemization.

GOST 7.60-2003 SILP. Publications. Main types. Terms and Definitions.

GOST 7.69-95(ISO 5127-11-83) SILP. Audiovisual documents. Basic terms and definitions.

GOST 7.70-2003 SILP. Description of databases and machine-readable information arrays. Composition and designation of characteristics.

GOST 7.71-96(6862-95) SILP. A set of coded mathematical symbols for the

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Definitions.

GOST 7.74-96(ISO 5127-6-83) SILP. Information retrieval languages. Terms and Definitions.

GOST 7.76-96 SILP. Acquisition of the fund of documents. Bibliography. Cataloging. Terms and Definitions.

GOST 7.80-2000 SILP. Bibliographic record. Title. General requirements and rules for drawing up.

GOST 7.82-2001 SILP. Bibliographic record. Bibliographic description of electronic resources. General requirements and rules for drawing up.

GOST 7.83-2001 SILP. Electronic publications. Basic types and outputs.

3 Terms, definitions and abbreviations

In this quality management system (QMS) document, the following terms are used with the corresponding definitions and abbreviations:

ST RK - the standard of the Republic of Kazakhstan;

ISO - International System for Standardization;

GOST - an interstate standard;

QMS - Quality Management System;

R - rules;

QMR - Quality Management Representative;

QM&AC - quality management and accreditation center;

ABIS - automated library information system;

IRBIS - integrated library information system;

UDC - universal decimal classification;

LBC - library and bibliographic classification;

Automated library information system - is a complex of software and hardware tools designed to collect, store, search and issue information to users at their request.

Database (DB) - is a collection of data organized according to certain rules that provide general principles for describing, storing data and manipulating data, independent of applications.

Library - an informational, cultural, educational institution that has an organized fund of replicated documents and provides them for temporary use to individuals and legal entities; a library can be an independent institution or a structural subdivision of an enterprise, institution, organization.

Service - a set of various activities of the library to meet the needs of users through the provision of library services.

Information support - a set of library and information resources and services to meet long-term needs for information.

Information resources - a set of library and bibliographic documents specially organized for the effective receipt of information.

Document - is a material object with information recorded on it in the form of

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text, sound recording or image, intended for transmission in time and space for storage and public use.

Bibliographic record - is an element of bibliographic information that fixes information about a document in documentary form, allowing it to be identified, to reveal its composition and content for the purposes of bibliographic search.

Indexing of documents - is an expression of the content of a document in an information retrieval language.

Information service - providing the user with information of a certain type at his request.

Collection acquisition - is a set of processes for identifying, selecting, ordering, acquiring, receiving and registering documents corresponding to the objectives of the library.

Library processing - a set of processes for preparing documents for their further use and storage in the library.

Process organization - activities leading to the orderliness of the process.

Library user - an individual or legal entity using the library's services.

Systematization - classification systematization, assignment of classification indices to documents in accordance with the rules of any classification information retrieval language.

Electronic library - an ordered collection of diverse electronic documents (including books, magazines), equipped with navigation and search tools.

Electronic catalog - a machine-readable library catalog operating in real time and made available to readers.

4 Responsibility and authority

4.1 The present rules of QMS are approved.

4.2 Responsibility for the implementation of the requirements specified in these Rs rests with the quality management representative (QMP) and the developer - the head of the library.

4.3 The head of the library is responsible for the development and implementation of these rules.

5 General standing orders

5.1 Library content management ensures efficient service, accuracy and timeliness of requests, ensuring customer satisfaction through continuous improvement of existing processes.

5.2 Content management contributes to the continuous improvement of the library's workflows.

The information resources of the library are a collection of documents, reference-bibliographic and information systems, electronic documents and publications.

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5.3 The management of information resources in the library includes the processes: acquisition, accounting and processing of documents, organization, placement and use of a collection of documents, creation of an electronic and traditional reference and bibliographic apparatus, use of our own electronic resources, and providing access to remote resources.

All processes are managed by the head of the library.

5.4 Fund acquisition rules.

The model of the collection process is typical. The process inputs are: thematic-typological recruitment plan, order form, department applications, subscription. The output of the process is the acquired documents and the original bibliographic records on them.

The rules for the acquisition of the fund regulate the procedure:

- Identifying, selecting, ordering and purchasing literature (Instructions for working with publishing and bookselling organizations)
- receiving, receiving, technical processing of documents, accounting and distribution of documents, maintaining financial and accounting reports (Instruction on the procedure for accounting for a fund of documents);
- writing off documents;
- archiving and writing off of documents on the accounting of the library fund (Instructions on the procedure for accounting for the fund of documents);
- control, measurement and reporting (reports and work plans of the department).

Collection rules include the book supply sub-process.

Resources are used to carry out the activities of the acquisition process and the book supply sub-process:

- personnel (specialists, employees of the acquisition department);
- technical (automated library and information system ABIS IRBIS, personal computers and technical means);
- informational (catalogs and price lists of bookselling companies, publishing house plans, periodicals).

Responsible for the acquisition process of the fund - the head of the department of acquisition and scientific processing of literature. The management and control of the process is carried out through legislative acts and regulations governing the activities of the library.

Models of the acquisition process and the book supply sub-process are presented in Appendices A.

5.5 Rules for processing documents and creating a reference search apparatus.

The model of the process of processing documents and creating a reference and retrieval apparatus is a typical model of the process. The inputs to the process are the results of previous activities: purchased documents and bibliographic records. The output of the process is the processed documents and the generated reference and retrieval apparatus.

The rules for processing documents and creating a reference and retrieval

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apparatus determine the order:

- acceptance of registered documents and accompanying documentation, bibliographic descriptions of monographic and serial publications, analytical descriptions, library processing of documents and printing cards (Collection of instructions);
- indexing documents (DB UDC - State Public Library for Science and Technology of Russia, DB BBK - Association EBNIT, Tables of copyright marks in Russian, Kazakh and English);
- transfer of documents (Instructions on the procedure for receiving, transferring, distributing literature to the library fund);
- organizing and maintaining a reference and search apparatus (Instructions for placing cards in the alphabetical and service catalog);
- exceptions from the reference and search apparatus (Instruction on the procedure for accounting for the fund of documents);
- control, measurement and reporting (reports and work plans of the department).

To carry out the activities of the document processing process and create a reference and retrieval apparatus, the following resources are used:

- personnel (specialists, workers of the processing department);
- technical (automated library and information system ABIS IRBIS, personal computers and technical means);
- informational (tables UDC, LBC, dictionaries, reference books, Internet).

Responsible for the process of processing documents and creating a reference and retrieval apparatus - head of the sector for scientific processing of literature. The management and management of the process of processing documents and the creation of a reference and retrieval apparatus is carried out through legislative acts, regulatory documents regulating the activities of the library.

The model of the rules for processing documents and creating a reference search apparatus is given in Appendix B.

5.6 Rules for the organization and storage of the fund.

The fund organization and storage process model is a generic process model. The process inputs are processed documents. Outputs of the process - documents for issuance to users, documents for cancellation.

The rules for the organization and storage of the fund determine the procedure:

- acceptance of documents to the fund, accompanying documentation and transfer of documents to departments (Technological instructions on the procedure for receiving, transferring, distributing documents in the library fund);
- arrangement of documents (Instructions on the technique of work of the department of book storage of the library funds);
- ensuring the preservation of the collection: placement of the collection, storage conditions, temperature and humidity conditions (Instruction on the preservation of the library's collection of documents);
- selection of documents for withdrawal from the collection (Instructions on the

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procedure for excluding documents and other materials from the library collection);

- drawing up an act for writing off (Instructions on the procedure for excluding documents and other materials from the library fund);

- control, measurement and reporting (reports and work plans of the department)

To carry out the activities of the process of organizing and maintaining the fund, the following resources are used:

- personnel (employees of service departments);

- technical (automated library and information system ABIS IRBIS, personal computers, hardware).

Responsible for the process of organizing and keeping the fund - head of the department for keeping the fund. The management and control of the process is carried out through legislative acts, regulations governing the activities of the library.

The model of the rules for organizing and maintaining the fund is given in Appendix C.

5.7 Rules for the provision of information services to users.

The process model for providing information services to users is a typical process model. The process starts by unregistered users and ends by fulfilled user requests.

The rules for the provision of services of information methods determine the order:

- registration of users (Technique for serving readers on subscriptions and in the library reading rooms);

- training of the user (Program of classes on library and bibliographic literacy);

- receiving and fulfilling of requests, requisitions, certificates, issuing and accepting documents (Technique for servicing readers, Instructions for organizing work with orders);

- satisfying user requests using our own electronic resources, providing access to remote resources (Electronic catalog, Electronic library);

- debt handling (Reader service technique);

- provision of additional services (Regulations on the service department, Instructions for organizing and conducting information days, graduate day, discipline day);

- control, measurement and reporting (reports and plans of departments).

To carry out the activities of the process of providing information services to users, resources are used:

- personnel (specialists, employees of service departments);

- technical (automated library and information system ABIS IRBIS, personal computers, hardware);

- informational (electronic library systems, the Internet, reference and retrieval apparatus of the library, reference and legal system "Әділет", international databases).

Responsible for the process of providing information services to users are the heads of the library departments. The management and management of the process of

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providing information services to users is carried out through legislative acts, regulations governing the activities of the library.

A model of the process of providing information services to users is given in Appendix D.

6. Documented information management

6.1 Information resource management provides for the implementation of the rules of technological processes together with the processes of library management.

The input of the control process is the goals and objectives of the library, the output - is the control action.

The input of the main technological processes of the library is the requests and needs of students and university staff, the output - is consumer satisfaction, information products and services.

The input of the auxiliary processes of the library is the needs of the main processes, the output - is the resource provision of the main processes.

The responsibility of the head of the library is to optimize the interaction and coordination of all areas of the library's activities: within the library, with university departments, with the external environment.

The head of the library provides strategic planning, analyzes the activities, determines the needs of the library in labor, financial and material resources.

6.2 Service interactions of the library with the structural divisions of the university are determined by the Charter of the university.

The organizational and managerial activity of the library includes four levels of interaction:

- interaction with the university administration, vice-rectors, deans (development programs, plans, reports);
- interaction with faculties, departments on current acquisition, book supply, use of the fund, information and library services;
- interaction with departments of the university on issues of work with personnel (staffing, hiring, drawing up projects and orders), obtaining administrative documentation, accounting data on the fund, equipment, etc .; with the Department for the Development of the Digital University, access to electronic library systems and Internet resources;
- interaction with the administrative and economic services of the university on the material and technical base of the library, maintaining communications and equipment in working order.

6.3 Ensuring the interaction of the library with the departments of the university is regulated by the following documents: the Charter of the university, the Regulations on the library.

Ensuring the interaction of the library with the university administration is the responsibility of the head of the library.

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Ensuring the interaction of the library with the departments of the university in the relevant areas is carried out by the library staff, in accordance with their job and work instructions within their competence.

7 Coordination and implementation

7.1 The RS must be agreed with the QMS, with the Compliance Officer, the head of the QM&AC, the chief accountant, the legal department.

7.2 The term for consideration of this document should not exceed five working days from the date of their receipt. All comments to the R must be justified and specific.

7.3 In the absence of admonition, the relevant officials under paragraphs. 7.1 sign the PR.

7.4 By the final version of the document, QM&AC assigns an identification number in accordance with DP Card II-01.

7.5 After approval, the R document is transferred to the QM&AC for storage.

8 Duplication and distribution of the document

8.1 The provision of subdivisions with working copies of these R is made in accordance with the mailing addresses specified in specific documents to the relevant subdivisions, which fills out the mailing list in the form (Appendix G), taking into account all users whose activities are regulated by these R.

9 Storage

9.1 After receiving the electronic version of these R, the performers get acquainted with it and put their signature on the acquaintance sheet (Appendix F), which is a mandatory document.

9.2 Responsibility for duplication, accounting of copies, unauthorized use and safety of these Rs is borne by the head of the department.

9.3 The full electronic version of these Rs is stored in electronic form, and the title page and acquaintance page in printed form.

10 Alterations of documents

10.1 The decision to amend these Rs is made by the QMS.

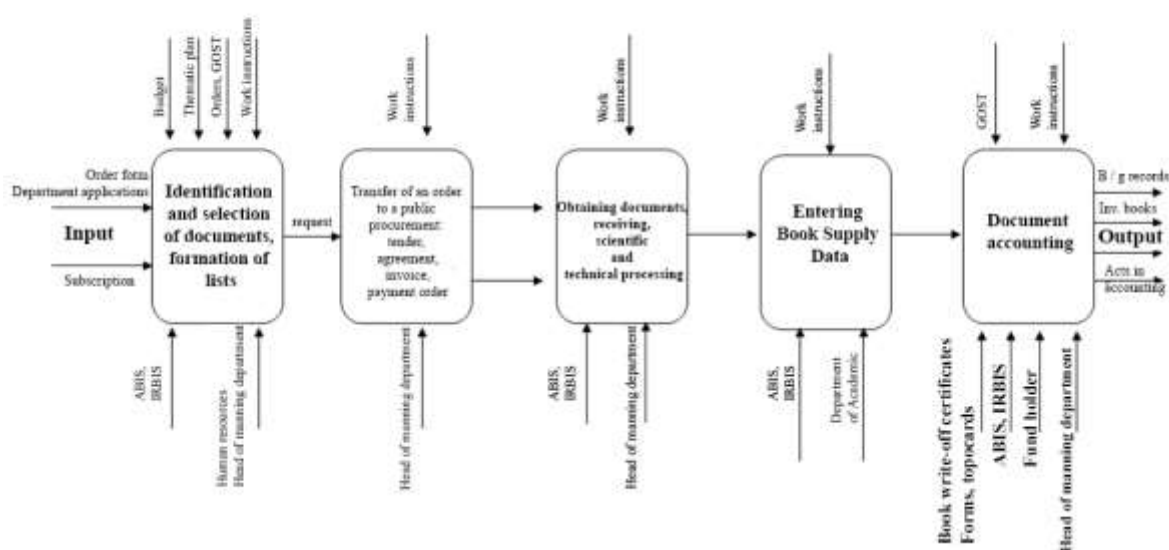
10.2 Changes to the original of these Rs is carried out by the developer.

10.3 When changes are made to these Rs in the footer, a different version number and the date of the version introduction are assigned in the order of the following.

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Appendix A (referential)

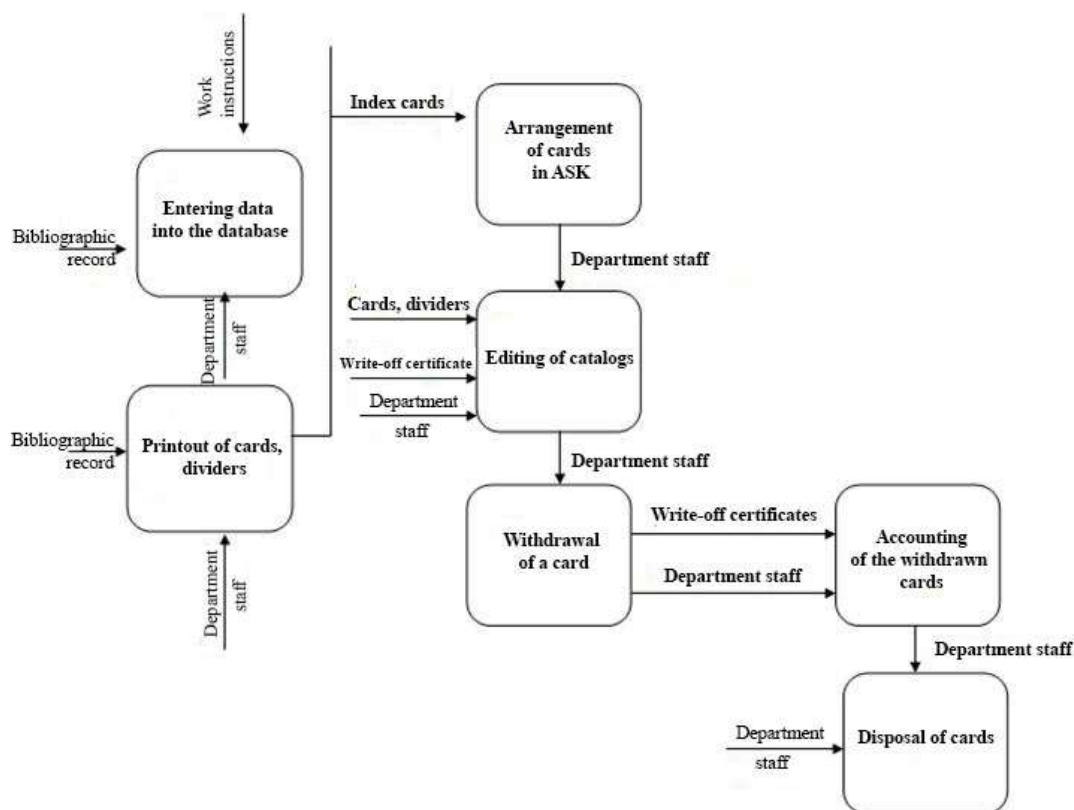
Model of the Acquisition Process and Book Supply Process



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Appendix B (referential)

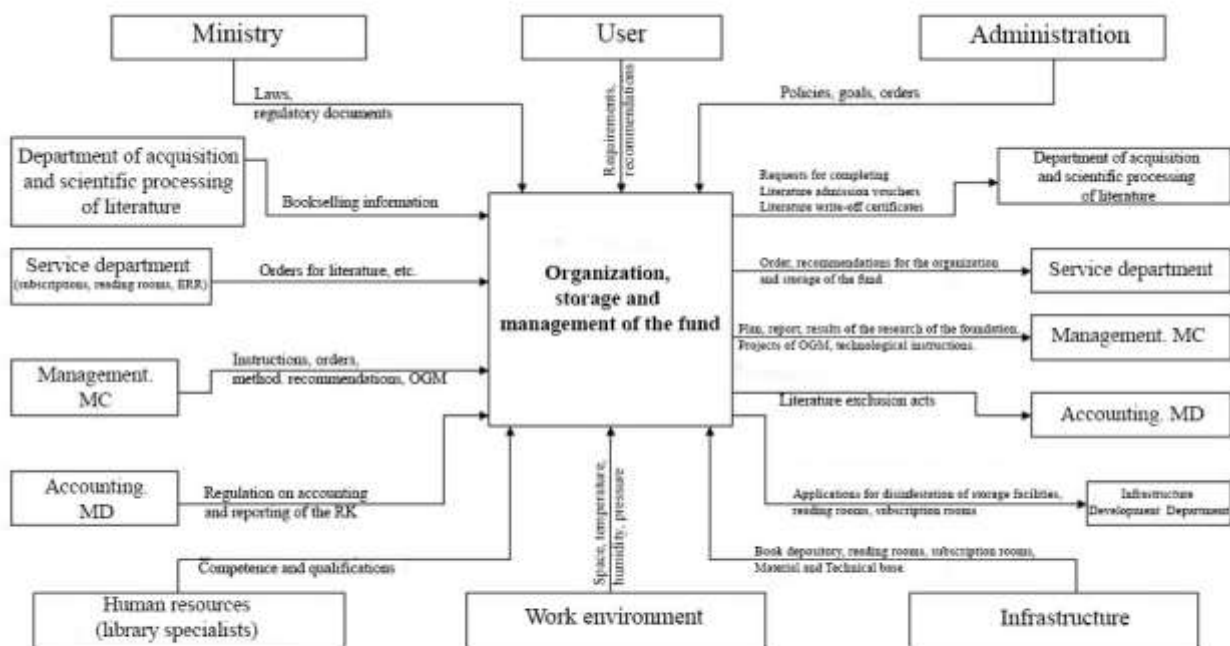
Model of the document processing process and reference retrieval apparatus



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Appendix C (referential)

Model of the process of organizing and maintaining the fund

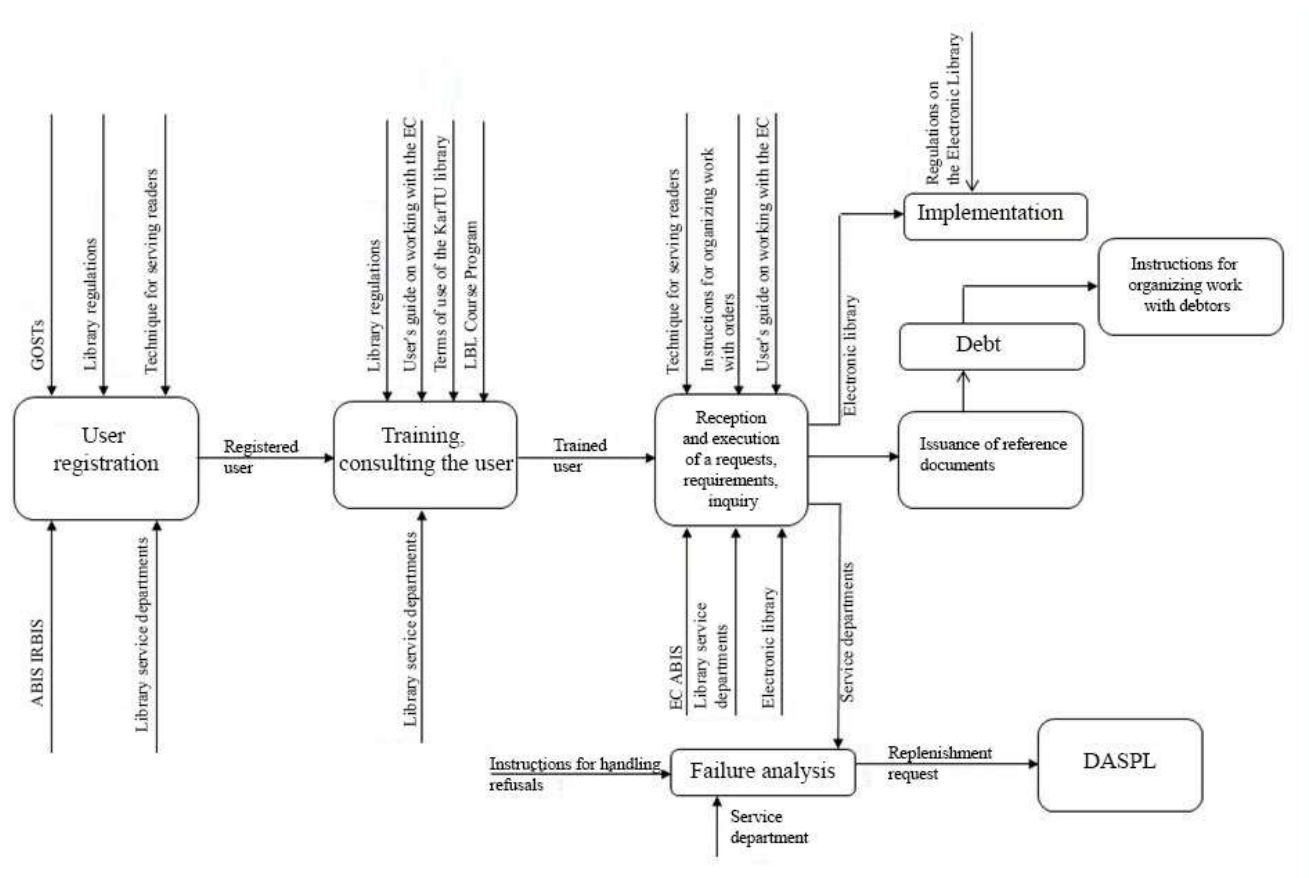


ERR - electronic reading room; MC - methodological council; MD - material department; OGM - organizational and guidance materials.

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Appendix D (referential)

Model of the process of providing information services to users



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Appendix E (Mandatory)

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Appendix F (Mandatory)

Φ.05-2020

Familiarization sheet

[illegible]

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Appendix G (referential)

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Библиография

[1] Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 # 319-III.

[2] Rules for the formation, use and preservation of the library fund of state educational organizations. Order of the Ministry of Defense and Science of the Republic of Kazakhstan dated January 19, 2016 #44.

[3] Charter of the Non-Commercial Joint Stock Company "Karaganda Technical University" dated June 29, 2020.

[4] Regulations on the formation of the fund of the KSTU library. Approved on June 27, 2013.

[5] Regulations on the Council for the acquisition of the library of KSTU. Approved on April 24, 2017.

[6] Instruction on the procedure for registering the fund of documents of the KSTU library. Approved on May 25, 2016.

[7] Technological instruction on the procedure for receiving, transferring, distributing documents in the KSTU library fund. Approved on March 30, 2015.

[8] Instructions on the preservation of the KSTU library fund. Approved on July 16, 2014.

[9] Instructions for working with refusals in the KSTU library. Approved on April 29, 15.

[10] Regulations on the alphabetical service catalog of the library. Approved on June 11, 2015.

[11] Regulations on the electronic catalog of the library. Approved on June 08, 2015.