

“APPROVED”
Chairman of the Board,
Rector of “International information
technologies university” JSC
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March 09, 2023

DOCUMENTED PROCEDURE LIBRARY STOCK MANAGEMENT QP-05

Revision 6

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1 PURPOSE

The procedure “Library stock management” establishes the order of work with the library stock in “International information technologies university” JSC (hereinafter the University), as well as responsibility for the fulfillment of this work

2 GENERAL PROVISIONS AND SCOPE OF APPLICATION

This procedure is a regulatory document for all employees and students of the University, as well as intended for the heads of departments in organization of application companies, when planning the library stock.

The main purpose of the library stock is to provide the educational process with required educational, informational, scientific, reference literature and periodicals.

This procedure defines the procedure for employees to perform the following activities:

- a) Library stock planning: audit of available resources, required activities, budget, timing;
- b) Acquisition of the library stock: search and evaluation of suppliers, procurement, pre-processing of incoming titles, filing of publications;
- c) Preservation of the library stock: establishment of book depository, storage conditions, security and safety;
- d) Provision of library services: electronic reading and information rooms, lending services.

The Library manager and library staff are responsible for the fulfillment of requirements of this procedure.

The Director of Administrative department is responsible for compliance of the library infrastructure with the requirements set forth in this regulation.

Requirements of the Law of the Republic of Kazakhstan “On Education”, GOSTs, generally accepted classifiers, as well as requirements of the educational processes carried out at the University were taken into account in the development of this regulation.

3 PLANNING PROCEDURES FOR THE LIBRARY STOCK

3.1 Library stock planning and budgeting is done by the Library manager in conjunction with department heads and Director of the Finance department, based on preliminary input data collection including:

- results of the audit of library stock;
- working curriculum;
- past period analysis;
- statistics of refusals on consumer orders;
- current and planned (future) enrollment of students;
- applications from departments

- 3.2 Once the input data is collected, analysis is performed, which includes:
- analysis of available funds;
 - analysis of resources (material, technical, human resources);
 - forecasting of the future period;
 - requirements and applications of consumers (users, departments);
 - University development strategy;
 - results of the analysis are submitted for consideration to the Chairman of the Board – Rector.
- 3.3 Library stock planning and budgeting is done for e academic year.
- 3.4 The library stock budget should include:
- planned items to account for the costs of literature purchases based on accurate input data;
 - non-planning items that take into account costs arising from unplanned changes in academic processes. In planning, the non-routine items provide for reserves, which are determined based on comparative analysis of the past period and analysis of the University's strategic development plans;
 - reserve items of expenditure required for acquisition of new publications appearing on the market;
 - items of expenditure for the purchase of library, computer equipment, office equipment and software tools.
- 3.5 The library stock is formed from:
- educational literature, scientific literature, reference books, monographs periodicals;
 - library (furniture, shelving, inventory, etc.), computer equipment and office equipment;
 - software tools.
- 3.6 The number of units of purchased literature and periodicals is determined on the basis of:
- applications from departments;
 - calculation of needs regarding the number of readers and type of literature (periodicals);
- 3.7 The need for library, computer equipment, office equipment and software is determined based on the infrastructure requirements of the library and is planned by the Library manager in conjunction with Director of Technical and IT Support and agreed with the Director of Finance.
- 3.8 The draft budget of the library stock is agreed with Director of Finance and approved by the Chairman of the Board - Rector of the University. After approval, the budget is transferred to the Library manager for execution.

4 PROCEDURE FOR COLLECTION AND PROCESSING OF APPLICATIONS FROM SUBDIVISIONS

- 4.1 Applications for educational and other literature and/or periodicals from departments, accepted for planning and completing the library stock, are prepared on the basis of the library requirements. The library requirements regulate the timing and procedure for making requests.
- 4.2 Applications are accepted during the academic year and divided into scheduled and unscheduled applications.

- 4.3 Planned application is an application submitted and accepted for preparation of the budget and provided for in the planned items of expenditure. Applications included in the planned items of expenditure in the budget shall be provided on mandatory basis.
- 4.4 Unplanned application is an application submitted during the year and not included in the budget as planned expenditures. Unplanned requests are budgeted as non-planned expenditure items. Fulfillment of unplanned applications is within the established limit for unplanned expenditures and is regulated by the library.
- 4.5 Application (planned or unplanned) is prepared on the basis of analyzing the need for educational and other literature or periodicals to perform the work and support the educational process.
- 4.6 Application should contain detailed information:
 - title, number of units of declared educational and other literature or periodicals;
 - belonging to the discipline and specialty of the book ordered
 - justification of the necessity to purchase the claimed literature or periodical;
 - expected terms of the beginning of the use of the claimed literature or periodical in the educational process/work;
 - author of the application.
- 4.7 Applications will only be accepted from department heads. Application must be certified by the head of departments.
- 4.8 Applications must be made on the approved Form F-02 "Application for educational and other literature and/or periodicals".
- 4.9 The library staff member who accepts applications is responsible for controlling the form of the request. The application, which is not in accordance with the form, will not be accepted for consideration.
- 4.10 Accepted application must be processed accordingly, which includes the following checks:
 - a) compliance of the submitted literature or periodical with the profile of university and/or academic discipline. If application does not correspond to the profile of university and/or academic discipline, it will not be accepted. Rejection and the reason for rejection shall be specified in application. Copy of the rejected application is returned to the applicant.
 - b) available requested literature or periodical in the library stock (check with database). Note on available requested literature or periodical in the library stock is put in the application. If the requested literature or periodical is available in the library collection, copy of application with a note of availability is returned to the applicant;
 - c) available budget to fulfill the request. If the library budget is exhausted and budget adjustments have not been approved in accordance with the procedures set forth in the "Budgeting regulations," the library may deny the request. Denial and the reason for the denial is specified in application. Copy of the denied request is returned to the applicant.

- 4.11 Accepted applications are to be executed within the scheduled timeframe: specified by the applicant and agreed upon with the library manager.
- 4.12 Processed applications are kept in the library in a separate folder for one academic year.

5 PROCEDURE FOR ACQUISITION OF THE LIBRARY STOCK

- 5.1 The library stock acquisition is based on accepted applications, approved budget or budget adjustments.
- 5.2 Acquisition of the library stock includes the following stages:
 - sourcing and evaluating suppliers;
 - preparation of procurement estimates;
 - coordination and approval of the procurement estimate;
 - drafting and approval of the Contract;
 - purchasing;
 - processing of received publications.
- 5.3 Endowment publications are received and recorded as inventory in the Accounting department without prior procurement documentation.
- 5.4 All publications received into the library stock are subject to preliminary technical and scientific processing before they are transferred to the book depository.
- 5.6 All publications received in the library stock are entered into the electronic catalog.
- 5.7 To keep track of the library stock, a database of the University has been created and is maintained in working order.
- 5.8 Structure of the Database and work order in the database are described in the user manual of KALIS (Kazakh automated library and information system).
- 5.9 Access to the database is provided in accordance with distribution of functions among library staff based on their job descriptions, credentials and skills of unit staff members.

6 PROCEDURE FOR STORING PUBLICATIONS

- 6.1 A specialized book depository has been created for the storage of the library stock to ensure its preservation and easy search for the necessary literature or periodicals to fulfill the reader's request.
- 6.2 The following requirements are met when storing the library collection:
 - address location of publications;
 - storage modes of the library stock;
 - easy search for required titles;
 - preservation of the library stock;
 - bookstore security.
- 6.3 Address location of publications
 - a) Address is determined for each publication on the basis of Classifier.

- b) For each publication, a shelf and reserve (free space for future acquisition) shall be prepared and for the publications belonging to that section. Each section shall have its own designation by subject or general direction of publications. Section is designated by a code, which coincides with code on the book edition and the code in database. For periodicals, the name of section coincides with the title of publication.
- c) Books are shelved in alphabetical order in strictly labeled sections.
- d) Periodicals are shelved by number (ascending) and year of publication in strictly designated sections.

6.4 Storage modes and safety

- a) In order to ensure preservation of the library stock, the book depository shall be equipped with required facilities for:
 - light and temperature and humidity regimes;
 - sanitary and hygienic regimes;
 - fire safety, occupational health and safety;
 - security (safety of inventory stock).
- b) Light and temperature-humidity regimes comply with requirements of GOST 7.50-2002 Preservation of documents. General requirements.
- c) Light, temperature and humidity conditions are monitored by the library staff.
- d) Sanitary and hygienic regime in the book depository is ensured by daily wet cleaning (floors, window sills, garbage collection). Once a month there is a sanitary day, during which the book depository is completely cleaned (shelves, cabinets, etc.). During the sanitary days the users are not serviced. The sanitary days are coordinated with the library manager and the Vice-Rector for research activities.
- e) Fire safety, occupational health and safety is ensured on the basis of Instruction “On observance of Fire safety rules in the Library premises”. All library employees are required to undergo training in health, safety and fire safety rules. Fire protection equipment, fire alarms, evacuation plans and instructions on fire safety, occupational health and safety are to be installed in the book depository.
- f) Safety of the book depository and library as a whole is ensured through:
 - protection of entrances (grids, locks, etc.);
 - alarm system connected at night and weekends;
 - limiting access to the book depository by unauthorized persons.
- g) List of persons admitted to the book depository without hindrance shall be prepared by the library manager and coordinated with the Vice-Rector for research activities and the Chairman of the Board - Rector of the University.

The Chairman of the Board - Rector of the University, library staff and employees of administrative and household department are allowed to enter the book depository on official necessity.

6.5 Searching for the required edition

- a) The required edition is searched using the electronic database. The database identifies the book edition code, which is the storage address of edition.
- b) The place of storage of periodical shall be identified by title, number and year of storage.

- c) The returned publication must be placed at the assigned address.
- d) Control of publications movement is ensured by reporting documents generated in the database. Reporting documents provide information on:
 - when and for what period the publication was withdrawn from the stock;
 - for what purposes and to whom it was given;
 - when it was or when it will be returned;
 - who issued, who accepted from the reader and who checked the publication for compliance after use by the reader.

6.6 Write-off of publications

- a) Books are written off following an audit of the library stock.
- b) Books shall be written off if:
 - edition is obsolete and no longer valid (e.g.: tax codes, laws, computer science textbook, etc.). Obsolescence of publication can also be determined on the basis of statistics of demand for this publication (for example, it was not in demand for 2 years). The lists of literature to be written off are coordinated with the heads of departments;
 - edition has lost its operational properties and cannot be restored;
 - edition has been lost by the user and is replaced by another book;
 - edition is lost by the user and restored in 1.5 times its value;
- c) Write-offs shall be carried out on the basis of a write-off act approved by the Chairman of the Board - Rector, prepared by commission consisting of:
 - Library manager,
 - Chief Accountant,
 - Financial director,
 - Director of Administration and household department,
 - Deputy director of Administration and household department,
 - Accountant.
- d) The following shall be performed on the basis of the write-off Act:
 - decommissioned publication is deleted from the electronic database;
 - decommissioned publication is recycled.
- e) Periodicals shall be disposed of three years after their release.

7 DIGITAL LIBRARY

- 7.1 Digital library is created on electronic media by scanning or saving the electronic text of publication.
- 7.2 Electronic publication is described in the database of electronic catalog according to the output data.
- 7.3 Access to make changes to the digital library is restricted and open only to library staff responsible for adding, deleting and control of electronic editions.
- 7.4 Digital library can be used in the reading room, remote from any other work, study or workplace equipped with computers. If necessary, the user can use the electronic catalog and full-text information resources in remote online mode.

8 READER SERVICING

8.1 The library uses databases to provide services to its users:

- employee database;
- student database;
- database on library stock.

Library services are divided into:

- servicing users in reading rooms;
- servicing at subscription;

8.2 The users served by the library may be:

- students, teaching staff and employees of the University
- unauthorized users

8.3 User servicing

- a) The reading room is available to all users. A verbal request is also accepted from the user. To search for literature, the user can independently work with electronic database (access to electronic catalogs) or the library staff can provide consultative assistance in finding the necessary publications.
- b) The publication is issued to the user upon presentation of ID card or on the security of personal documents. The following documents can be used as collateral: ID card, student ID card, driver's license, etc.
- c) The bar code of publication to be issued is scanned and recorded in the database (see Instruction "Procedure of work with database of the library stock"). The issuing librarian is responsible for controlling the timely return and checking the returned item for damage.
- d) If publication is not returned, the librarian should notify the library manager on the debtor, who will arrange for a search for the debtor user and return of publication.
- e) In case of damage to publication, the librarian should notify the library manager about detected violation, who determines the measures to eliminate this violation (replacement of publication, reimbursement, etc.). In doing so, the library manager should be guided by the Standards of Forfeitures for the Assurance of library obligations.
- f) After return and inspection for damage, the publication shall be placed to its original location.
- g) Library employees control order in the library on the basis of Instruction “Rules of behavior in the Library”. These rules should be posted in the reading room for the readers to familiarize themselves with them freely.

8.4 Issue publications in hand:

- a) Literature and periodicals may be issued to the hands only to staff members, students who are not in arrears in returning them to the library.
- b) Procedures for lending out titles are described in "Rules for the Library use" R-02.

- c) After receiving an order from a reader, the librarian must necessarily check the database to determine whether the user is a University employee or a student.
- d) Once the status of the user has been established, the librarian should check the database to see if the user has any outstanding debt for the return of borrowed items from the library
- e) If the user has a debt, the publication cannot be issued, but the user may use the reading room service.
- f) Publications intended for the reading room only (according to mark in the database) are not given to the user.
- g) For handing out publication to the user, an electronic form is entered in the database, which contains the author, title of publication, inventory number, date of issue, date of return code/cipher of publication, quantity, date of issue, date of return, provided in KALIS program.
- h) The library staff controls the timely return of publications by the user. Reports generated in the database are used for this purpose.
- i) If the return of item is overdue, the librarian should inform (consolidated report once a month) the library manager, who will arrange for a search the borrowing reader and return of the item.
- j) Upon receipt from the user, the publication is checked for damage and compliance with operational requirements and then returned to its place. A note is made in the database in the electronic form about the return of publication.
- k) In case the publication is lost or damaged by the user, the librarian should inform the library manager, who determines the measures to eliminate violation (replacement of publication, reimbursement, etc.), while the library manager should be guided by “Rules of the Library use” R-02.

9 DOCUMENTATION ON MANAGEMENT PROCESS FOR THE LIBRARY STOCK

Code of document or form	Description
R-02	Rules of the library use
F-02	Application for educational and other literature and/or periodicals

10 CONFIDENTIALITY

This Instruction is an internal regulatory document of the University and shall not be submitted to other parties, except for experts of certification authorities during QMS audits and partners (at their request) with authorization of the Chairman of the Board - Rector.