

Private Institution «Nazarbayev University Library and IT Services»

Approved by the Library Committee

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Nazarbayev University Library 2015 Annual Report

Astana

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INTRODUCTION

The priorities and objectives of Nazarbayev University define the priorities and objectives of its library. Nazarbayev University (NU) is intended to be a world-class research university leading in the higher education system of Kazakhstan. In light of its strategic objectives, the following NU Library achievements in 2015 should be particularly noted:

- The collection of information resources and provision of library services for the NU School of Medicine, which opened in Fall 2015;
- The significant enrichment of the collection of microfiches containing publications on the history and culture of Central Asia and Kazakhstan (periodicals and serials dating from the second half of the 19th century to the first half of the 20th century);
- The creation of the NU Institutional Repository (NUR) and its registration in OpenDOAR, ROARMAP, Webometrics;
- 516 articles ordered and delivered to NU graduates students and faculty according to contracts with NU strategic partners;
- 21 730 book titles reviewed through publishers' catalogues in order to develop the library collection in accordance with the information needs of NU students, faculty and researchers;
- The creation of the table "Provision of textbooks for NU courses" (with such the columns as "NU school name", "academic subject area", "name of a course", "name of professor", "number of students", "textbook title", "number of textbook copies");
- Replacing the Universal Decimal Classification System with the Library of Congress Classification System;
- Collection and analysis of remarks and suggestions regarding the integrated library system's development;
- Replacement of ProQuest's Summon discovery tool with the EBSCO Discovery System, which has friendly technical support and provides a well-developed hypertext link system;
- Updating of equipment and assistive technologies for visually impaired library users to help them access print and electronic documents;
- Conducting 132 information literacy instruction sessions and 13 107 individual consultations for NU students and faculties;
- Holding an extended book exhibition devoted to the 150th anniversary of Abay Kunanbayev, a national educator, thinker, public figure, as well as the founder of Kazakh written literature and its first classic poet;
- Holding the annual international seminar "Library connect – 2015: Modern World Trends in the Development of Academic Libraries" for the directors and leading specialists of Kazakhstani academic libraries;
- The development of "The School of Library Technologies" project to create a permanent platform to enable NU librarians to share their experience of library innovations through regular trainings for Kazakhstani academic librarians;
- Holding 7 major, payment-required events to share NU Library's advanced experience with 200 Kazakhstani academic librarians;

- Creating a list of library and information services NU library could offer for a fee.

The state of key indicators of library performance for 2015 is reflected in the Table 1.

Name of Indicator	Unit	2015 (plan)	2015 (in fact)
1.1. NUL Collection size, including:	Item	131 028	137 513
1.1.1. Print books	Item	126 849	127 680
1.1.2. Multimedia materials & microforms	Item	4 179	9 833
1.2. Print periodicals	Item	9 798	10 771
1.3. E-books (perpetual access)	Title	11 991	17 816
1.4. Publications in the NUR	Title	79	721
2. Licensed databases (the main roster)	Title	50	59
3. Bibliographic records in the NUL electronic catalog	Record	42 771	44 117
4. Number of registered users, including	Patron	5 200	6 970
4.1 Active users	Patron	4 000	4 628
5. Borrowed books, including:	Copy	50 000	52 170
5.1 Print textbooks borrowed	Item/year	7 000	14 000
6. Library visits, including:	Patron/visit	40 000	46 644
6.1. Virtual visits	Visit	10 000	17 305
7. Visits to the Computer Lab.	Visit	50 000	74 066
8. Workshops/ IL instruction sessions, including:	Workshop/instruction session	120	132
8.1. For faculty & researchers	Visit	45	46
9. Cultural & educational events	Event	10	12
10. Facebook followers	Follower	1 193	1 403
11. Consultations	Consultation	10 000	13 107
12. Seminars for researchers	Seminar	5	3
13. Publications received via InterLibrary Loan	Publication	400	516
14. Documents digitized for MOODLE	Title/page	300/40 000	342/66 253
15. Full-time equivalent (FTE) library employees, including	FTE	39	35
15.1 Librarians with a bachelor's and/or master's degree	FTE	22	19
16. Reader's seats	Seat	546	546

Table 1. NU Library performance key indicators for 2015

In November-December 2015 NU Library used Qualtrics software to survey NU students, faculty, and researchers about the quality of library and information services. 616 respondents participated in the survey and 514 (83%) of them responded to the all questions. Respondents included students (83%), faculty (8%), researchers (2%), NU administration (5%), and others (2%).

80% of respondents were representatives of NU Schools, 5% were from various NU departments, 8% were from NU research centers, and 7% were from other NU subdivisions.

The survey respondents indicated that 23% visited NU Library daily, 42% visited 1-3 times per week, 27% visited 1-3 times per month, 6% visited less than once per month, with 2% never visiting the library.

In their responses to the question “How do you learn about the NU Library services?” 57% mentioned the library portal, 31% mentioned classmates, 24% mentioned subject librarians, 20% mentioned orientation sessions, 12% mentioned faculty, 3% mentioned the NU Library Facebook page, and 14% mentioned e-mail, newsletters, library workshops, posters, or librarians.

According to their responses 70% of them used library books, 49% used e-resources (databases), 47% used computers, 5% used periodicals, 3% used CDs/DVDs, and 0,3% used audiobooks.

91% of respondents replied that they were satisfied with library and information services, and 9% gave a negative evaluation. The main negative observations were the following:

- No necessary books or e-resources not accessible in the library (12 respondents);
- Insufficient number of computers in the reading rooms; computers not always in good working condition or not fast enough (7 respondents);
- CD/DVD collection inadequate, with discs formatted for a region outside Kazakhstan; lack of print periodicals (Nature, Scientific American, National Geographic, New Scientist); Few Kazakh language, Russian fiction, self-development, or fine arts-related books; subscriptions did not include e-resources required for research (6 respondents);
- Reading rooms were very warm; library staff was unfriendly and did not help in finding books (6 respondents);
- New classification system is complex and unfamiliar; in the integrated library system there was no way to get on a waiting list for a book borrowed by another user, or ordered but not yet available to users of the library (5 respondents).

The survey respondents stated that they would like to have more of the following: print and electronic books, as well as print periodicals (including local titles); databases; CDs/DVDs; fiction and science-fiction literature in Kazakh and Russian languages; titles by Kazakh and Russian authors; documents on Kazakh culture in English; French, Spanish, and Arabic textbooks; spaces for with laptops and other gadgets at the library.

Measuring library performance

NU Library’s performance is measured with information gained through the complete automation of library business processes and a compulsory range of online services. The 2015 NU Library detailed work plan delineates more than 50 library performance indicators. No more than 5 of these indicators are provided for the annual NU general operational plan. About 16 indicators are used to present NU Library’s achievements to different levels of the NU management system.

Library reports are provided regularly to the NU Economic Planning and Analysis Department, the NU Office of Coordination of International Contracts, the NU Library Committee and the NU Academic Council according to their requests. They are also provided monthly according to the agreement on delivering services between PI “NULITS” and Nazarbayev University.

According to the 2015 NU Library internal audit results, NU Library's activities were recognized as satisfactory.

1. Collections

Continuous and reliable access to educational and research information is one of the most important conditions for the successful operation of NU as a center of high education and science. NU administration has tasked NU Library to expand the number of print holdings to 300 000-350 000 items by 2020, as well as to provide access to a full range of electronic information resources such as e-books, e-journals, and databases. The NU Academic Council recommends giving priority to electronic materials and on-line textbooks. E-books are purchased for perpetual use.

Type of material	2010	2011	2012	2013	2014	2015
Books	3 684	34 794 (+31 110)	58 267 (+23 473)	81 455 (+23 188)	106 849 (+25 394)	127 680 (+20 316)
CD/DVDs	109	391 (+282)	1 300 (+909)	2 216 (+916)	2 244 (+28)	2 639 (+395)
Microfiches			687	1 824 (+1 137)	1 825 (+11)	7 194 (+5 359)
Total	3 793	35 185 (+31 392)	60 254 (+25 069)	85 495 (+25 241)	110 928 (+25 433)	137 513 (+26 070)
Language						
Kazakh	25	8 119 (+8 094)	9 928 (+1 809)	11 909 (+1 981)	12 510 (+601)	12 792 (+282)
Russian	151	3 550 (+3 409)	4 670 (+1 120)	6 514 (+1 844)	6 998 (+484)	12 892 (+5 894)
English	3 624	23 314 (+19 690)	45 133 (+21 819)	66 205 (+21 072)	91 130 (+24 925)	110 605 (+19 475)
Others*		(+3)	286 (+283)	630 (+344)	805 (+175)	1 224 (+419)
Total	3 790	34 986 (+31 096)	60 017 (+25 031)	85 258 (+25 241)	111 443 (+26 185)	137 513 (+26 070)

*other languages (Arabic, Chinese, Korean, German, French)

Table 2. The structure of NU Library's collection (2010-2015)

1.1. Print materials collection

As of 31.12.2015, NU Library's print holdings of books and periodicals (newspapers, magazines) was 138 451 items, indicating a growth of 22 204 items during the reporting year. The analysis of NU Library's acquisitions activities over the period from 2011-2015 shows an average annual purchase of 25 000 items.

Negotiating discounts with vendors minimized negative consequences in the acquisition of international editions following the devaluation of the tenge. The former practice of concluding

framework agreements with suppliers was replaced with the procedure of concluding contracts (determined by the time frame, amount, and cost of a purchase) with company offering the lowest price quotation. This decision was made in order to minimize the risks of supplying the library and the NU educational process with quality teaching materials, and guided by “The Regulations on purchasing goods, works and services” approved by the NU Board of Trustees on August 30, 2014 No.16.

In accordance with “The Regulations on the Formation of Information Resources and the Unified Library Collection of the Nazarbayev University Library”, the NU Library collection consists of materials in different languages (mainly in English, Kazakh, Russian) ordered at the request of NU’s faculty. As English is the main language of teaching instruction 80,3% of the library holdings is in English, 9,3% is in Kazakh, 9,4% is in Russian, and 1% is in other languages (Arabic, Chinese, Korean, German, French).

On the whole, the NU library print book collection spans all content areas and is developed on the basis of the NU curriculum and NU research interests. It contains scientific literature (monographs, conference proceedings, theses, research papers), educational materials (textbooks, study guidelines), reference literature (encyclopedias, handbooks, dictionaries), fiction literature, periodicals, audio, video and electronic documents on CD/DVDs, and microforms.

The 2016 list of print periodicals was updated according to an analysis of periodicals usage from 2013 to 2015. The list of 2016 NU Library subscriptions was reduced in comparison with that of 2015 due to the exclusion of journals and newspapers that were not in demand and those that have become available in electronic form.

The NU Library collection is regularly reviewed in accordance with the official list of titles recognized as extremist and prohibited for publishing and distribution in Kazakhstan.

Textbooks

The NU Library collection has 77 868 copies of print textbooks (61% of the total number of books), 15 620 scientific monographs (12%). The average number of copies of a textbook title varies from 10 to 235. The average price of a copy of a textbook is about \$64, with an annual increase of 21%.

Textbooks owned in multiple copies compose 38,8% (49 594 book titles have no less than 10 copies each) of the library collection. During 2015 the print textbooks were purchased in proportion one textbook copy for one student learning a course with the textbook.

The report on issuing textbooks as formed by a teacher packages of educational materials for the 2015 fall semester demonstrated that the average use of textbooks by students in the semester was 50 – 60%.

It should be noted that students in Western universities buy textbooks at their own expense in bookstores. No Western academic library provides students with a textbook package.

Following the principle of academic freedom, NU faculty so far have individually decided what textbooks are necessary for their courses. It has happened quite often that a textbook was changed and became unused because the course instructor changed.

The current situation regarding the purchase of many copies of a textbook has resulted in the following problems:

- Inefficient usage of state budget money (50% of the NU Library acquisitions budget is spent on purchasing textbooks);
- Inefficient use of library labor resources for the acquisition, cataloging, and distribution of textbooks. Of note is the fact that textbook package creation and textbook distribution procedures for students for the whole semester requires the full-time attention (and work) of the staff of two library departments for two weeks.

- The lack of free space in the library book storage due to the need to store unused textbooks, with according difficulty in accounting and inventory. In 2015, all of the available book storage space for textbooks was used. In the next academic year (2015-2016), if the new building - an extension of the library - is not completed on time, the situation will become catastrophic.

The constant increase in the price of printed materials and financial restrictions on the purchase of the academic literature are a growing concern for the international academic community, leading to the development of new strategies to reduce the purchase cost of textbooks. The textbooks question was discussed at a meeting of the Library Committee (under the leadership of Vice-Provost Dr. Loretta O'Donnell), and was voiced at a meeting of the University Council (under the leadership of the President of NU Dr. Shigeo Katsu). As a result of these meetings, the "use of textbooks" item was included in the list of University's risks and will be the subject to regular monitoring.

In addition, the Library Committee proposed the following recommendations:

- To faculty: use previously purchased books for the entire course of a Bachelor or Master degree;
- Gradually form an electronic textbooks collection, purchasing e-books for perpetual access;
- Consider the possibility of transferring provision of textbooks from the library to bookstore and allocating corresponding benefits to students (book allowance).

1.2. E-resources

NU Library has the following types of electronic resources, which can be divided in various ways:

- 1) Full-text and bibliographic/abstract databases;
- 2) Content type - research papers, journal articles, books, newspaper articles, theses and dissertations, bibliographic records;
- 3) Work method - tools (RefWorks), databases (EastView, Scopus, Highwire) and interactive tools (Primal Pictures Interactive Anatomy in 3D);
- 4) Acquisition method – current and trial subscriptions.

Network databases

Subscriptions to electronic scientific databases, e-journal collections, e-books, and other sources of information expand every year, and use approximately 41% of the total budget for the library acquisition annually.

In 2015 NU Library signed agreements with companies-suppliers to subscribe to 59 major licensing databases, as well as contracts to subscribe to 13 e-periodicals. In total, Nazarbayev University was provided access to 82 licensed databases in 2015, including 4 databases (Web of Science, SpringerLink, Scopus (till 31.05.2015) and ScienceDirect (till 31.05.2015) available through national subscriptions. This is in addition to licensed network tools such as the Summon Service, TurnItIn, LibGuides, Gimlet US, EZ Proxy, SciVal, and EndNote Web (national subscription).

Due to low usage statistics in 2015, subscriptions to the following e-resources will be discontinued in 2016:

<ol style="list-style-type: none"> 1. Bibliophika 2. Science (Nauka) Online 3. Bulletin of Moscow State University 4. Emerald Library and Information Sciences Collection 5. OnePetro 6. Gale Opposing Viewpoints in Context 7. OECD iLibrary 8. American Institute of Aeronautics and Astronautics 9. Intermediate Backfiles for freedom collection, Elsevier (1995-2009) 10. Eikon 11. RefWorks 	<p><i>Separate journals:</i></p> <ol style="list-style-type: none"> 1. Platts Oilgram News 2. Petroleum: An Analytical Bi-Monthly Journal 3. Oil and Gas Journal 4. Journal of International Business Studies 5. International Career Employment Weekly 6. Chronicles of Higher Education 7. Harvard Business Review 8. Personnel Psychology 9. Choice Reviews Online
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In 2015 trial access was provided to following e-resources:

- | | | |
|-------------------------------|----------------------------|---|
| 1. Cambridge Archive Editions | 8. eMarketer | 15. OSA Publishing |
| 2. De Gruyter | 9. Taylor & Francis eBooks | 16. PrivCo |
| 3. BioOne | 10. Bloomsbury Collections | 17. Communication & Mass Media Complete |
| 4. eol AsiaOne Data | 11. CABI | 18. Scopus |
| 5. JaypeeDigital | 12. Henry Stewart Talks | 19. Science Direct |
| 6. Financial Times | 13. NewsBank | и др. |
| 7. Bentham Science | 14. OECD iLibrary | |

The following new subscriptions scheduled for 2016:

- **PURE** (Elsevier's product designed to implement an evidence-based approach to assess an organization's research activities, develop a common management strategy for them, and encourage scientific and technical cooperation as well as the adoption of current management decisions. PURE stores information about the organization's scientific activity using numerous internal and external sources and provides accurate, complete, real-time data essential to strategic management decisions. A very flexible centralized system, PURE provides organizations the ability to create reports, assess scientific achievements, manage researcher profiles, find opportunities for scientific collaboration and expertise, and more - all for the purpose of alleviating the administrative burden on researchers, faculty, and staff.

- **WileyPLUS** (From Wiley, a networked research environment for effective teaching and learning, providing students with a clear understanding and confidence about what needs to be done, how to do it, and whether they are doing it right). WileyPLUS was requested by the School of Science and Technology Department of Mathematics.

- **The Economist Magazine**

- **OSA Publishing's Digital Library (Optics InfoBase)** (From The Optical Society of America, Inc., providing access to OSA Publishing digital library content: 17 leading scientific,

peer-reviewed journals published jointly with other publishers and one popular science journal. The digital library contains more than 300,000 articles and more than 640 conference proceedings, and is the largest collection of peer-reviewed scientific materials for optics and photonics.

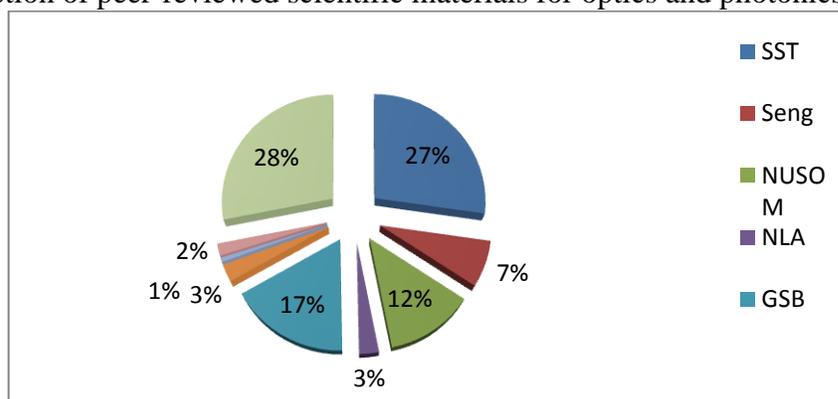


Figure 1. E-resource budget distribution for NU schools in 2016

The end of May brought the end of the national subscription to Elsevier’s Scopus and ScienceDirect databases. Both e-resources are in high demand among NU faculty and researchers, thus it is required to obtain either a national or university subscription in 2016.

E-books

The total amount of E-books at NU Library collection as of 31.12.2015 totaled 17,816:

E-book type	Total	Received in 2015
E-books purchased for perpetual use	17 816	8 525
Books digitized by the Library	843	186
Documents uploaded to NU Institutional Repository	721	692
E-copy documents obtained via Electronic Document Delivery Service	1 119	104
Number of back files and archives acquired for perpetual use	183	182

Faculty and subject librarians collaborate with publishers and subscription agencies to develop a comprehensive, balanced electronic collection which accounts for expert assessments of NU Schools, organize trial access and license subscriptions, document and report statistics, and regularly update or cancel subscriptions. Librarians also provide mandatory information to colleagues and users regarding changes in e-resources collections, maintenance, support and upgrade of e-resources systems (often in collaboration with IT specialists), and the collection and analysis of statistics regarding e-resources use.

Analysis of E-resources use

Each of the available e-resource in NUL uses different indicators to gather usage statistics. The majority of resources use the international standard COUNTER, which allows users to generate reports for journals (JR1) and books (BR2).

NU Library uses 360 Counter as a network tool to gather e-resources usage statistics, and 360 Link as a link resolver for listing all journals it subscribes to. These are innovational tools regularly used in leading academic libraries over the world. According to these tools, NUL has access to 209 776 e-books, 101 227 journals, and 228 database collections (e.g. trial access databases, open sources of science and educational information, and separate network collections on subjects taught in NU).

The most used databases in 2015 were eBrary, JSTOR, the EBSCOHost platform, EconLitEbsco, and Oxford Medicine Online. The most in-demand journals were Energy Policy (2 765 articles was downloaded during the year), Science (2 469), Renewable and Sustainable Energy (2 582), Nature (2 065), The Lancet (1 936), The New York Times (1 827) etc. (see diagram 2).

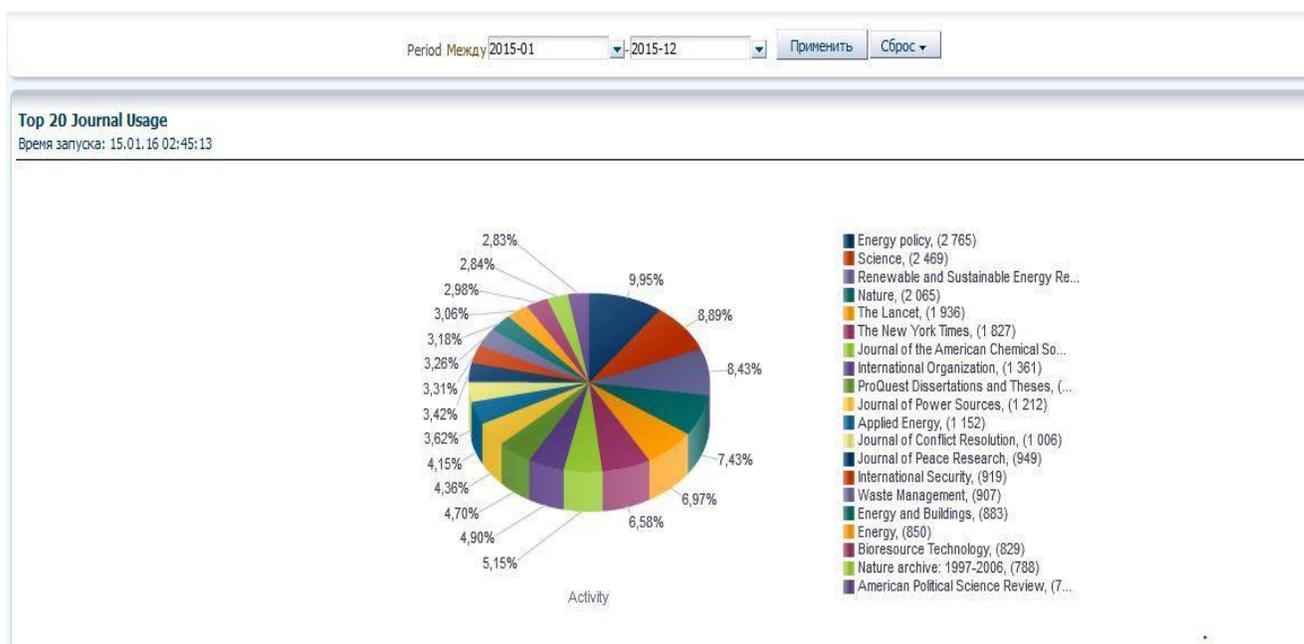


Diagram 2. The percentage distribution of the total number of downloaded full-text articles of 20 most requested e-journals

2.1. Special collections

NU Library owns the richest microforms collection in Kazakhstan. Especially for teachers and students of the School of Social Sciences and Humanities studying the history of Central Asia, it consists of newspapers and journals, published in the second half of 19th century and first half of the 20th century in Kazan, Tashkent, Baku, Orenburg and other cities.

In 2015, 5 359 microfiches were added to the microform and microfilms collection (74,5% growth) for a grand total of 7 194 items.

The media collection of the library includes audiobooks, music CDs (with examples of the best classic works), and a selection of fiction and documentary films purchased according to NU faculty request.

In 2015, 395 discs were added to the media collection (15% growth) for a grand total of 2 639 items.

“NU in history” collection: A collection of articles and media about Nazarbayev University’s activities from its foundation was begun in cooperation with the Communication

Department and Marketing of NU. In 2015, 504 documents were loaded into the collection database, and as of 31.12.2015, the collection consists of 515 documents (articles, texts, and almost 200 videos and photos) available for reading/watching/listening on the library portal.

2. Enhancing access

2.1. EBSCO Discovery Service (EDS)

Renewing subscriptions to licensed databases and networking platforms brought with it the necessity of using efficient tools for managing electronic resources and researching needed information. In 2015, NU Library migrated to EBSCO Discovery System (EDS), which is more user friendly and has a more developed framework of links to Internet resources (discovery system) than the previously used Summon from ProQuest.

2.2. The Library Portal

In 2015 there were 97 portal content updates, as well as the uploading of e-books received from National Academies Press (49 titles) and Elsevier (55 titles) with read-only access for NU patrons. Information about new library materials and events was regularly updated.

Comments and suggestions about the library portal and its further development were prepared and sent to NU's IT services.

2.3. Interlibrary Loan (ILL)

An additional source of resources for NU faculty and students is InterLibrary Loan, available as part of the agreement between Nazarbayev University and University of Wisconsin-Madison. Therefore, in 2015, 533 articles were requested and 496 delivered. The main user of this service was SHSS.

Due to the opening of the School of Medicine in 2015, InterLibrary Loan under terms of an agreement with the University of Pittsburgh Medical Library became more intense. 17 requests from the School of Medicine and 3 requests from MedHolding were delivered.

2.4. Implementation of Library of Congress Classification Scheme (LCC)

During 2015, migration from the previously used Universal Decimal Classification (UDC) System of classification to the Library of Congress Classification System, which is more effective for arranging a library collection, was completed. The advantages of LCC in comparison with UDC for an academic library are:

- The location of the analogic items together under subject headings, controlled by thesaurus;
- Systematic organization of subject headings;
- More effective and faster processing of new arrivals due to borrowing bibliographic records from other academic libraries.

2.5. Subject librarians

In 2015, the main emphasis was placed on coordinating subject librarians' activities as they began to work as a cohesive team under a single coordinator. Priority activities for this group of specialists were revised and goals and tasks for the future were defined.

The subject librarians' main activities remained the same: developing the library collection in one or more subject areas, presenting at NU's educational and scientific activities, working with NU schools' faculty, promoting domain-specific literature and information resources to NU's

schools and science labs, and providing information literacy training on NU students, faculty, and researchers.

1. *Collection development according to subject*

Subject librarians always work to develop the library collection in their subject area(s) by researching information resources according to subject; informing students, faculty, and researchers of the schools they serve as a liaison for of new resources; ordering particular sources of needed information in cooperation with faculty and researchers, and consulting with colleagues abroad. When selecting printed and electronic resources subject librarians look through online sources and publishers’ catalogues. During 2015 they ordered 5 136 print books titles, 303 of which were textbooks. More detailed information on the print books ordered is provided in Table 3.

School	Number of titles		Number of copies	
	Textbooks	Books	Textbooks	Books
School of Engineering	57	452	2033	584
School of Science and Technology	37	9	1147	9
School of Humanities and Social Sciences	168	2857	3827	4229
School of Medicine	17	149	483	300
Graduate School of Public Policy	10	6	197	6
Graduate School of Business	4	93	90	95
Graduate School of Education	6	526	115	542
Foundation Programme	-	177	-	177
Kazakh department	4	240	60	259
Other university departments	-	324	-	324
Total	303	4833	7952	6525

Table 3. Order of books for schools

Data on the development of electronic resources is listed in the relevant section of this report.

2. *Cooperation with faculty.*

Subject librarians held 19 committee meetings in their various university schools. Questions discussed included: textbook orders; statistics on the use of print textbooks, and the transition to electronic versions; access and subscription to databases, electronic journals, and electronic book collections; implementation of an “Ask a librarian” service; library trainings for students and orientation sessions for new students; development of the university repository; TA support.

81 individual consultations with faculty were held during the reporting period, during which they discussed issues such as:

- developmetn of subject collection;
- delivery of electronic copies of publications via interlibrary loan (ILL);
- creating a textbook package for distribution to students at the beginning of the semester;
- information support for students in their final year of undergraduate or graduate programs (including doctoral programs).

Early in the spring and fall semesters subject librarians held 40 consultations with new professors to orient them to library resources and services, rules and procedures (ordering books, creating textbooks packages, requesting digitation of materials, and subscribing to electronic resources), and using the faculty area on the library portal.

Promotion of highly specialized literature, information resources, and library services.

In order to inform the students and university staff about available library resources and other library and information services, subject librarians prepared thematic LibGuides, and videos as well as actively using the corporate electronic mail system.

The “Ask a librarian” service is actively used outside the library. In 2015, 20 sessions of this type were offered in the Graduate School of Business, answering questions such as:

- using the library catalogue;
- how to search for electronic books;
- how to cite sources
- etc.

Subject librarians’ contact information and information about library (with a link to its webportal) was placed on NU schools’ websites. A list of subject librarians, including their assigned schools and contact information, was also placed on the library site in the “About us” section.

3. Seminars and trainings

In 2015, 132 trainings were held. Among them, 60 trainings were held on a regular basis according to a planned schedule, 2 trainings were held by publishing houses, and the remaining 70 were held at the request of professors and schools. In total, 2 008 people participated in sessions and trainings (1 738 NU students, 270 NU professors, with the remainder being teachers and librarians from other universities of Kazakhstan). Proposed trainings are developed further in order to enhance the information literacy of students and teach patrons how to use the library’s electronic resources.

4. Prospects

2015 was also devoted to the planning of new projects for subject librarians:

1) Embedded Librarianship

4 subject librarians out of 9 declared their readiness to implement this approach in the schools they serve. In practice, this means that they received access to Moodle, where they are placed into one of the school’s classes and integrate library training into the curriculum of a particular discipline. This means that librarians will participate in the educational process with professors.

2) Subject trainings on a regular basis

16 new subjects related to the development of information literacy of NU students and professors were defined, with related training sessions under development. This initiative allows the library to extend its services further.

2.6. LibGuides

In total, NU Library offers 29 LibGuides that are constantly updated, with 10 created in 2015.

2.7. Digitizing of printed materials

To ensure educational material for students and professors of NU, if the library does not own a book or there is not sufficient quantity, NUL Digital Center staff will scan book chapters and provide read-only access to them via Moodle, where all NU classes have an online course area.

In total, 66 253 pages of 342 books were digitized at NU professors' request and placed on the Moodle platform in 2015.

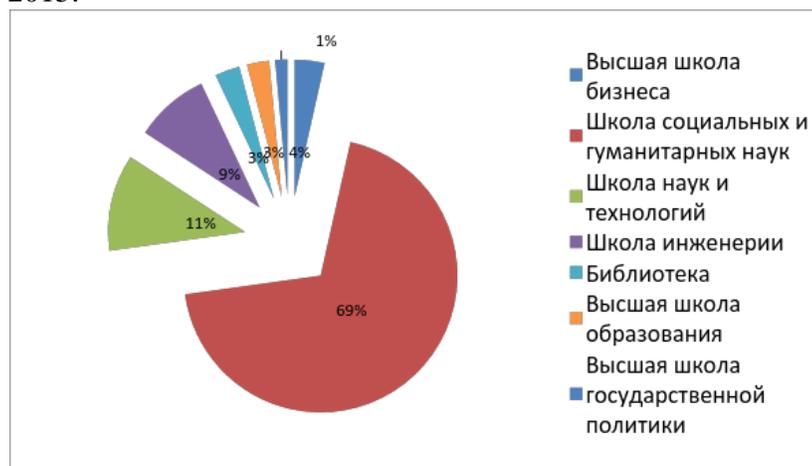


Diagram 3. The number of items digitized in 2015 and available on Moodle

The total number of book pages digitized since 2012 is 92 861.

A particularity of digitizing academic items in 2015 was that the part of them were destined for a student in the Graduate School of Education, Ziyat Abdykaimov, who, having a visual disability, is forced to acquire information by ear. Consequently, a full complex of digital and digitized texts for Ziyat was created in cooperation with the professors of the Graduate School of Education.

2.8. Institutional Repository NU

Nazarbayev University's (NU) Institutional Repository (IR) is designed to promote greater awareness of NU faculty and researchers in national and international scientific communities, increase the citation of their works, and ordering publications in accordance with the areas of educational and scientific activities at NU. An important priority in activities for development of the NU IR is its integration in the international scientific and educational information space by adhering to the ideas and principles of the international Open Access Initiative (Open Access Initiative - OAI), the openness of the IR's content, the multilingualism of its user interface and content, and the support of the OAI PMH 2.0 network protocol.

Nazarbayev University's Repository is created as an open electronic archive of the whole university's scientific and educational information, not as a separate thematic collection or archive of publications of its separate structural units; provides for the collection, accumulation and long-term storage of NU's intellectual potential as well as access via the web, and ensures openness and compatibility of IR through the use of OAI-compliant DSpace software.

NU IR's communities and collections in are created in accordance with NU's organizational structure and priorities for its scientific activities and events:

Communities: NU Schools, National Laboratory Astana, NU Research and Innovation System, National Medical Holding, NU Library & IT Services; Kazakhstan National Geographic Society, Foundations Programme;

Collections: Theses and Dissertations, Materials of forums, conferences and seminars, NU journals, and others.

Scientific papers, abstracts of theses and dissertations themselves, educational and training materials, electronic or digitized books or their sections, student research papers, conference papers, images used in educational or scientific processes, audio and video-files, and scientific reports are available as NU IR content. Collections by type (articles, conference proceedings, presentations, dissertations, reports, videos) have been created for each NU school.

From May-July 2015, the open source software DSpace was implemented as the IR NU shell program and in September 2015 the Digital Center began working with NU schools and research centers regarding placement of articles, presentations, and video files in the repository.

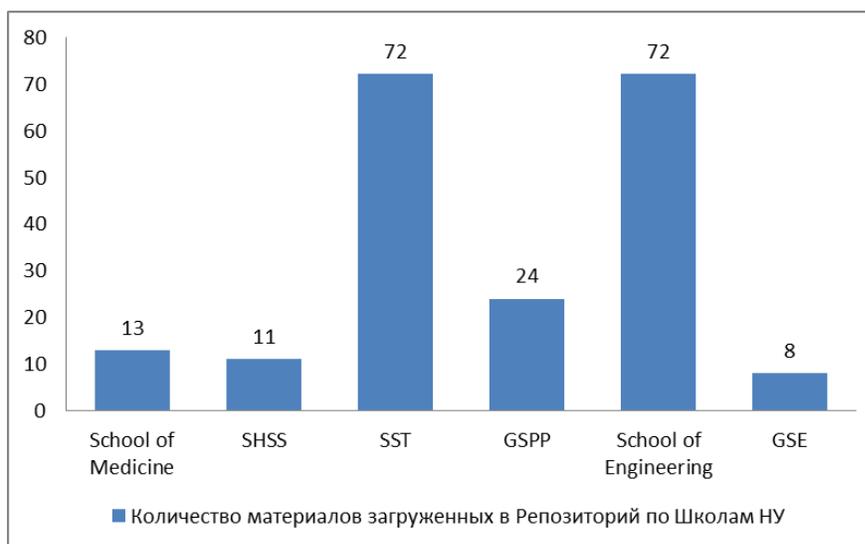


Diagram 4. The amount of materials deposited into the IR NU according to school, September-December 2015

The Digital Center deposited all articles and reports of the annual Eurasian Forum of Higher Education Leaders for 2013, 2014 and 2015, and all publications from the seminar «Library Connect: Modern World Trends in Development of Academic Libraries» into the IR.

As of 31.12.2015, the total amount of documents in NU IR was 692.

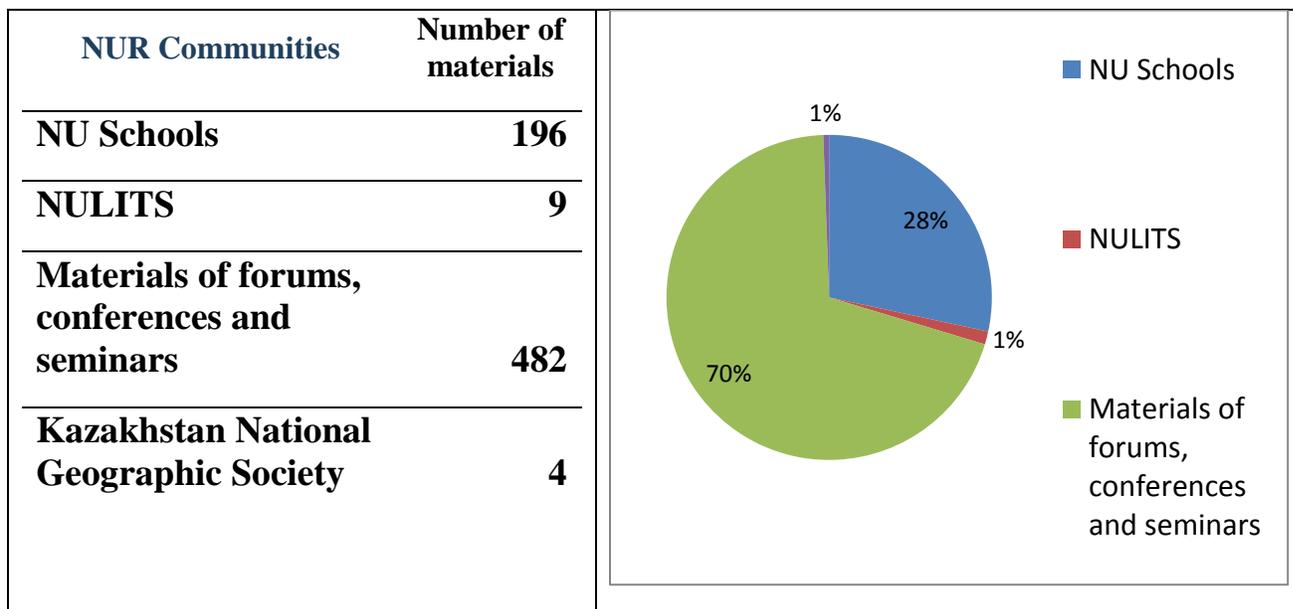


Diagram 5. The amount of materials deposited into NU IR, September-December 2015

Presentations on NU IR for NU faculty have been held on a regular basis since September 2015. For example, in the reporting year, presentations were held for the following: NU School of Science and Technology, NU Graduate School of Education, NU School of Medicine, and NU Graduate School of Public Policy. Reports on the repository have been made at the meetings of the Faculty Council and the Committee for the Development of the NU Web Portal. Digital Center employees advise NU faculty and researchers on the concept of open access for scientific information, copyright, the policies of various publishing houses and editorial boards of scientific journals regarding the placement of articles published in journals in institutional repositories, metadata formation for scientific publications, etc.

During the reporting period NU IR was registered in the international systems OpenDOAR (under №3434 23.07.2015 (document number 65)), ROARMAP, and Webometrics (in the updated July 2015 ranking, Nazarbayev University Repository (with the indicators: Size - 2236, Visibility - 2174, Files Rich - 1880, Scholar - 1895) was in 4th place in the Republic of Kazakhstan and in 2275 in the world).

Creating and maintaining the Nazarbayev University Institutional Repository offers the following benefits to the university:

- A centralized information resource (created once and used multiple times) of scientific and educational information, the authors of which are workers and students of a higher educational institution;
- Ensuring quality control of publications placed in the IR, with specific requirements in terms of their design and content;
- Saving the scientific and pedagogical heritage of those authors who do not work in a higher educational institution;
- Better indexing in internet search systems and representation in international ranking systems;
- Ensuring a universal and permanent network address and storage of an electronic publication;
- Opportunity of authorized access to content for users;

- Opportunity to accommodate digital objects in a variety of formats with a description in accordance with international standards;
- Support of a network protocol for collecting metadata about publications placed in the IR and, therefore, the possibility of their use by information service providers and unified network points of access to distributed information resources;
- Protection of copyright for publications placed in the IR
- A tool of influence for a higher educational institution's leadership regarding the quality of the educational process and scientific research;
- Availability of a statistical data collection module;
- Opportunity to define an open access license for publication (Creative Commons license);
- Opportunity for posting the text of articles that have been published in prestigious international journals and authored by higher education faculty.

Creation and maintenance of the NU IR is beneficial for:

Every scientist:

- Increased citation index of his\her works;
- Permanent and long-term storage;
- Preserving copyright.

Scientific division:

- Mechanism for the distribution of research results;
- Increased levels of citation for staff;
- Long (reliable) and permanent access;
- Preservation of intellectual potential.

The university:

- Support of research activities;
- Increased quality of scientific communication;
- Increased visibility of scientific activity and ratings;
- Free and unified access to research.

The country:

- Increased status and promotion of its image as a scientific and innovative power.

On January 5, 2016, in order to collect statistical information regarding the demand for NU IR's content, it was registered with the internet-service Google Analytics. As of 01.13.2016 (approximately 15 days) 53 users from 9 countries (Kazakhstan, the USA, Germany, China, United Kingdom, South Korea, Brazil, Italy and Russia) used Nazarbayev University Repository 91 times, browsing 496 pages of text. Among these, 23 users were from Kazakhstan (Astana, Temirtau, Almaty, Semey) who used NU IR 60 times.

3. Space and Facilities

3.1. Open Access Space

Creation of a library space that is ergonomic, effective for work, and comfortable is regarded as one of the priorities of library activity. The library continues to operate on an open access model, with books records accessible via electronic catalog and a work schedule made according to the needs of all patrons. There is constant work towards the implementation of an open space library.

Nazarbayev University Library uses advanced information technology to create a comfortable working environment for its patrons. The library collection is available in open access, and is monitored by means of RFID technology with the opportunity to use a self-service kiosk for circulation, both factors which greatly increase the possibility for using the library collection. In addition, a computer lab with 152 “thin client” computers is located in the library, allowing students to use a virtual desktop and log in to any computer. In addition, Wi-Fi is available in the library and around NU campus for anyone to use their own electronic devices.

The library also provides patrons with access to print and self-scanned materials on specialized book scanners. At the disposal of the readers, there are two types of devices for reading electronic books, which are issued on reader’s account.

The library created an area for leisure activities with board games and purchased exercise balls, which are gymnastic orthopedic balls with a diameter of 45 to 95 cm, in order to minimize the negative factors associated with remaining in a sedentary position for several hours on students’ health. In addition to the removal of muscle tension and emotional stress, the revitalizing effect of exercises performed using an exercise ball leads to the strengthening of the heart muscle, improving its work in the blood supply of all organs of the body, normalizes blood pressure, improves lung function, increases the depth of breathing, improves the work of the vertebrae, and increases muscle tone back, shoulders, waist, chest, neck, abdomen, arms, legs, etc. Exercise balls have no age restrictions, and in many advanced companies, which care about the health of their staff, exercise balls replace office chairs and armchairs.

3.2. Equipment for people with disabilities

In 2015, equipment for using printed and electronic resources was updated for readers with limited vision. There were purchased:

- Printer for printing Braille “Index Everest-D V4” and sound-absorbing cabinet for the printer (manufactured by “Index Braille”, Sweden);
- 80-cell portable Braille display “Focus 80 Blue” with Bluetooth wireless technology, licensed software for screen access “Jaws For Windows 14.0 Pro”, licensed software for scanning and reading “OpenBook”, licensed software text translator in Braille “Duxbury Braille Translator”, as well as 40-cell portable Braille display “Focus 40 Blue” with Bluetooth wireless technology (manufactured by “Freedom Scientific”, USA);
- Mobile USB device for screen access “MyStick2” (manufactured by “BAUM”, Germany).

3.3. Library Extention Design

Together with the NU Directorate of Construction, work on the planning of four-story library extension was done during a year. Issues of planning, equipment, furniture, prospective design were discussed. Comfortable places for individual and collective work were taken into account, zoning space for patrons will be mobile, with using of walls - transformers, so that it was possible to leave the reading room for students at night, and close access to the collections. This “zoning” of library space is a common trend in university libraries.

Also, the library has been included in the university-wide project to create Modern Learning Spaces at the University, together with the office of Provost. This means that both the current library building and the new one under construction will be designated as “third places”. Such neutral spaces located outside of offices, dormitories, and classrooms will help faculty and student social

interaction, as well as the development of new technologies and programs, and joint work on student projects. The library is perfect for a neutral place, with a comfortable environment and the necessary equipment, working hours, and staff.

4. Staff development

Professional development is one of the priorities of the Library, as only highly qualified librarians can provide an effective university library. Library staff actively participate in local, national, Eurasian, and international conferences and training sessions, enroll in distance courses from leading universities in the world, receive grants for internships, and invite foreign library experts to exchange experiences. Nazarbayev University Partners, such as the University of Wisconsin-Madison (UWM), University of Pittsburgh, and Duke University also provide great opportunities for professional training. During 2015, 5 teleconferences were held (3 with the participation of the University of Wisconsin-Madison librarians, 1 with librarians from the University of Pittsburgh, and 1 with librarians from Duke University), during which they discussed many issues relating to the cataloging of library collections, services for different categories of patrons, qualification requirements for the subject librarians, etc.

One effective tool for professional development was cooperation in the framework of the Agreement on rendering of services on 29.01.2014 #014-2014 between Nazarbayev University and the University of Wisconsin-Madison. As part of this agreement was organized a visit from the Head of the UWM Center of Digital Collections Peter Gorman, his participation with the keynote address “Creation, maintenance and development of institutional repositories” at the June annual international forum for higher education leaders, and his individual consultations for NUL specialists on various issues surrounding the creation, management, and usage of digital information resources and repositories of digital information.

NUL librarians do not miss free opportunities for self-education, whether by subscribing to professional mailing lists, tracking publications on library science, attending webinars on new products and services (or watching recordings), or maintaining professional contacts with colleagues around the world. Information on the participation of library staff in professional events held in the Republic of Kazakhstan and abroad is given in Attachment 10.

Each employee is motivated to obtain a master's degree in library and information sciences. In the reporting year, two employees: Galiya Alimova, Head of Acquisition Department, and Anar Dautova, Manager of Patron Services, received a master's degree from the library school of Sofia University (Bulgaria), Nurganym Agzamova, Consultant of Patron Services, has been accepted as a graduate student in the School of Information Sciences of the University of Syracuse (USA) thanks to a grant from the Fulbright Program (Fulbright Foreign Student Program), Madina Asangaliyeva, Manager of Information and Reference Services, was admitted to the Masters of Technical University of Cottbus (Germany) (Master's programme of World Heritage Studies at BTU Cottbus) thanks to a grant from the university, Diana Meshcheryakova, Senior Manager of Information Resources Service, continued studies in the master's program “Marketing management” at the Eastern Mediterranean University Famagusta (North Cyprus, Turkish Republic). Madina Kairatbekkyzy, Expert-Manager of Information and Reference Services, was admitted to the Masters of Library and Information Science distance learning program of the University of Aberystwyth (Aberystwyth University), UK. Thanks to the “Talap” scholarship program at Nazarbayev University, our staff can learn in the best foreign library schools.

During 2015, at the expense of the planned funds of PE “NULITS”, 12 librarians passed certified online courses of the American Library Association and the Library Juice Academy in the

following areas: Resources Acquisitions, Fundamentals of Cataloging, Fundamentals of Preservation, Fundamentals of Collection Development and Management, Interlibrary Loan, Business Reference, Introduction to Spatial Literacy and Online Mapping, Ontologies and Linked Data, Introduction to XML.

In connection with the transition to the Classification of Library of Congress, Acting Head of the E-Cataloging Services Anne Woods held classes on the use of this classification in the library for the staff of the Cataloging department and subject librarians.

In connection with the rapid development of contemporary information and communication technologies and the constant complication of information activities in the field of science and higher education, proposals have been prepared to update the qualification requirements for librarians who specialize in different areas of library work. The library directorate constantly focused attention on personal plans for professional development for young library specialists, who paid attention to the need to improve their level of English language skills (reading fiction and articles in library professional media in English, preparing for the IELTS test and achieving a good result), as well as learning best practices and innovations in librarianship, preparing and publishing presentations and articles based on the knowledge obtained.

In 2015, library staff published 13 works.

5. Outreach activities

5.1. NU Library committees

Since 2011 each university school has a library committee and university itself has the University Library Committee which has become an active part of the Academic Council of Nazarbayev University.

Members of the committee include representatives selected from university schools and research centers. The committee is responsible for inserting the library into university academic and scientific research processes and creating recommendations regarding how to budget the development of print and electronic collections of the library.

Regulations on committee actions are presented in the document “Provisions of the Library Committee of Autonomous Organization of Education “Nazarbayev University”.

The main part of the Provision is that the Library committee assists in organizing of library collection using different kind of publications (including online collections) which fit the university profile.

In 2015 the library committee organized 3 meetings to discuss university library and information services. Questions discussed include the following:

- Subscriptions for electronic informational resources (which database subscriptions to discontinue; which databases to begin subscribing to);
- Organization of the access to Master`s degree works inside the schools and NU library;
- Acquisition, distribution of, and usage of textbooks among students;
- Development of NU`s Institutional Repository at the library;
- Designing an extension of the library building
- Etc.

The NU Library Users

The increasing amount of students and faculty staff at the university in the 2015-2016 academic year is a major contributor to the increasing the amount of library users. According to university statistics there were 6 970 people on campus; 19 % more than in 2014.

However, it should be noted that library users are not only students, faculty, staff, and researches. Staff members of private organizations of the university are also library users but not all of them use library resources and services. That is why the amount of active users in 2015 was 4628 persons. (11.4% more than in 2014).

The number of registered library visits in 2015 was 46 644--the same as it was in 2014. The total number of book circulation was 52 170 items; also the same statistics as in 2014.

The library organized two surveys on how satisfied patrons are with library resources, including textbooks and manuals, the quality of library services.

NU Library is a famous visiting place not only for students but also for academics, public officials from different countries. Almost 73 library tours were organized for university guests – 1300 people. Among vising guests were students and faculty members from Japan, China, Great Britain, Singapore, Korea, USA, France, Kyrgyzstan, Russia, Belarus; The prime ministers of Lithuania and Luxemburg; ambassadors and ministers from Czech Republic, Afghanistan, Russian and USA.

5.2. Information Literacy Instruction

In the frame of developing the Informational Culture (literacy) of students, faculty, and staff, librarians from the Reference and Patron Service Department, including subject librarians, provided 132 training sessions for almost 2008 people: 1738 students and 270 faculty and staff members.

Librarians chose the following topics for these training sessions: “Library electronic resources”, “Evaluating Information Online”, “Citation management tools”, “Research Impact Metrics” and etc.

10 library digests informed patrons about library events, new books and media, and introduced new library staff members.

NU library has profiles in social media websites such as Facebook and Instagram. The library uses these profiles to attract more students, promote library resources and news, and offer updates and information about library events. These websites are also used to organize student events and competitions. In 2015 the number of subscribed to the library Facebook page was 1403 people—22% more than in 2014.

5.3. Cultural and Educational Activities

During 2015 library staff organized the following events:

Meet and Greet – an informative meeting between Foundation Programme students and librarians as part of the personal librarian pilot project

YouTube video contest – a contest for the best anti-theft video

Harry Potter night – a meeting with the heroes of the Harry Potter books

«**Час поэзии**» - a reading of poems about love dedicated to St. Valentine`s day

«**Blind date with a book**» --a promotion of fiction literature among patrons

«**Pi Day**» - Pi Day is an annual celebration of the mathematical constant π (pi), observed on March 14. This day the library had quiz which that started at 3:14 in the afternoon. All the quiz questions used the mathematical constant π . Library staff members organized a book exhibition on math focusing on the constant π .

Movie night – showings of “Wall-e” and “Patton” for patrons, with further discussion after the film’s conclusion.

Abay 170 festival – the library took part in a festival devoted to the 170th anniversary of Abai Kunanbayev

Poet Karaoke event

Poetry master class with a Kazakh poet

Book Cover Poster contest – a contest for the best book cover

ArtLit – under development

Twice a month during the year library staff updated exhibitions of new books in both reading rooms. Also, librarians arranged 21 thematic exhibitions: «New Year - new me», «Reading books and dreaming of summer», «Blind Date with the Book», «International Pi Day», «World Day of the Writer», «Smile for me», «Every man is a poet», «Instructional Technology resources at NU Library», «Today in Science History», «Need a vacation? Books on travel, atlases, maps, fiction books taking place in different cities», etc.

Since 2012, the Kazakhstani quarterfinals of ACM ICPC have taken place at Nazarbayev University. The ACM International Collegiate Programming Contest (ACM ICPC) is the most prestigious programming competition among higher educational institutions around the world. Facilitators of this competition were NULITS, NLA, SST, and NU volunteers club.

Traditionally this competition is held at the library computer lab. Each team has one computer with seamless access to the Internet and the competition website. In 2015 the competition was hold on Saturday, October 24, from 9 am till 8 pm. An additional trial round of the competition was held on October 23, from 6 pm till 9 pm, for NU students and other students of universities in Astana.

5.4. Anti-theft competition

One of the main problems of the library is book theft. That is why library staff organized a contest for the best video about preventing theft. The best videos were uploaded onto the library YouTube channel, and the jury presented prizes to the winners.

5.5. Commercial Activities

The list of additional library informational services was presented in 2015.

5.6. Transferring advanced experience to other academic libraries in Kazakhstan

Nazarbayev University library is very active in working with colleagues from libraries of university partner institutions. This cooperation touches such topics as the implementation of NU Library’s innovative experience and sharing this experience with other university libraries around Kazakhstan.

Currently there are more than 1500 university librarians working in Kazakhstani libraries, and only half of them have a higher professional education in library science. Most of them do not have a high enough level of English language, and their average age is 55.

With the aim of spreading their professional experience and knowledge, NU librarians publish their work in professional journals; they take part in national and international conferences and seminars with substantive reports, etc.

Since 2012 NU library has organized 15 seminars and trainings for Kazakhstani librarians, with almost 140 university librarians attending each year. Also since 2012, NU library staff have published 3 digests and 43 articles with information about current problems in library science and the innovations of NU library and other academic libraries all over the world.

It should be noted that, as part of sharing its innovative experience, the library annually organizes the following events:

1. Conference “Modern trends in development of world university libraries: experience, problems, and perspectives” (March, 2015), in cooperation with Kazakhstani University Library Association;
2. June seminar “Library connect-2015: Current global trends in development of university library” sponsored by Higher Education Leaders Forum.

11 NU library staff members took an active part in the creation of the training center “School of library technologies” for the professional development of Kazakhstan’s university librarians. The main aims of this center are:

- Preparing university librarians for working with new innovations in library and information services
- Giving NU librarians, as experts in library innovations field, an opportunity to present their own training sessions with the aim of sharing their experience
- Popularizing the role of university library among academic community
- Using current tools for sharing professional experience: Facebook, Skype, webinars, Live chats, teleconferences, etc.

As part of the School of Library Technologies, librarians prepared materials and organized sessions on the 30 most current topics in library science. The following 3 seminars/trainings were conducted for Kazakhstan university libraries:

1. February 19-20, Astana, Seminar on “Current trends in Cataloging”. Number of participants: 25. The following topics were discussed during this seminar:
 - Rules and standards in USA library cataloging of;
 - Metadata: description of resources and access;
 - Review of opportunities provided by modern electronic catalogues;
 - Overview the tool “UDC online and other library classifications”
 - Overview of the opportunities provided by document digitizing and creation of electronic libraries;
 - Accessible tools for the creation of instructional videos on how to use electronic catalogue;
 - Overview of RFID standards
2. March 12-13, Astana, Seminar on “Medical electronic resources and library services for science and education”. Number of participants: 50 librarians from 13 Kazakhstani universities and medical organizations. There were 2 sessions:
 - Session 1: “Peculiarities in the work of medical university libraries”

Session 2: “Electronic resources for medical research and academic process”

3. November 19-20, Semey, State Medical University of Semey city, Seminar on “Modern working technologies of medical libraries”. Number of participants 15. There were 3 blocks:
 - Block 1 “University library management;
 - Block 2 “Electronic resources for medical research and academic process”;
 - Block 3 “Innovative tools for reference services

As an active member of University Libraries Association of the RK, NU library plays a major role in developing the professional qualifications of Kazakhstan’s university librarians. As part of the university program for sharing work experience, the library provides consultations and trainings for Kazakhstani librarians

6. Library Internal Measures

6.1. The NU Library Coordinating Committee

In 2015, the Library Coordinating Committee organized 6 meetings where members discussed NU Library’s current issues. The following questions for discussion included: optimization of library organization, approval of the Digital Center’s organizational and administrative documents, usage of e-book access codes, arrangement of Masters students` works, etc.

6.2. Development of the integrated library system (ILS)

During the reporting period, librarians prepared remarks and suggestion on the development of the library’s automated system. These remarks were accepted by specialists of NU Service of Architectural Informational System.

6.3. Cataloguing

In 2015 the library migrated from the Universal Decimal Classification System to the Library of Congress Classification System. Bibliographical records in library electronic catalogue were changed, the library collection was relabeled and arranged according the new system, and library staff and patrons were trained in how to use LCC.

7 123 publications (24 696 items) were cataloged, 3 629 past bibliographical records were reduced. 35 900 labels were placed on new collections.

Library staff regularly uploaded the bibliographical records of e-books from different publishers into the electronic catalogue.

6.4. Preservation

In 2015, the library organized an inventory for the part of the library collection placed in book storage and its collection of expensive books (books that cost 50, 000 tenge and more per copy).

As part of a project to save books from damage, library staff covered 509 books with a special cover.

Both reading rooms regularly accepted books from the Cataloging Department (counting, checking according to receiving and transferring documents, accepting through the library system, shelving books according LCC)

Patron Service Department continued to accept textbooks from the Cataloging Department. At the beginning of each semester librarians organized textbooks to distribute to students.

Textbook distribution was organized according to lists of textbooks prepared by subject librarians. This list of textbooks is provided by faculty members of university. At the beginning of each semester librarians arranged a place for distributing textbooks on the first floor of the library near book storage room. Prior experience shows arranging to distribute textbooks there is better for students, since it allows them to get textbooks in one place instead of losing time for looking for them in the reading rooms.

New textbooks and publications were arranged in book storage according LCC.

The book storage collection was filled with new literature in Kazakh and Russian published according to State Order. Book storage also accepted valuable books on the history of Kazakhstan, pedagogy, and fiction from donors.

During the year staff analyzed library collection by content, condition, and usage dynamics with an aim to create a collection development policy according to the informational, academic, and research needs of students, professors, and staff.

As a result for improvement of collection circulation it was decided to activate subject librarians and reading room librarians` work with library collection, faculty members and patrons.

In general, library staff organizes the collection according to its profile and policy.

7. CONCLUSION

This evaluation shows that the Academic Library of Nazarbayev University hold a leadership role in the Kazakhstani library community and presents itself as a training center for Kazakhstani librarians.

Thinking from a marketing point of view heavily influenced library activity. The library tries to look at itself from the perspective of students, professors and researchers. Regular research and implementation of new library innovations for developing library reference services makes it more successful.

The library focuses its attention on providing patrons with access to a full and relevant spectrum of informational resources, the use of current information and communication technologies, and organizing the library's space with the aim of creating the most comfortable and effective workplace possible for library patrons.

NU library assigned following new tasks for solving new and past issues:

- Support and develop the NU Repository with the help of IT Services and NU schools and research centers (adding new publications; indexing its content in Google, Google Scholar, Yandex search engines; integrating NUR with NU's users' database; implementing Kazakh and Russian user interfaces; presenting information about NUR to SHSS, GSB, etc.);
- Organize support for NU's scientific research, working cooperatively with NU's Vice-Provost for Academic Affairs;
- Provide service for School of Medicine in its new building;
- Increasing of e-books acquired for perpetual access;
- Exploration of the space in the library's new extension;
- Optimization of the library's organizational structure (library restructuring according to new aims and purposes and etc.);
- Forming a team of elite, professional librarians from local specialists.