Mechanisms for the development and renovation of the European University LLC Library resources and services

2020

Content of the document

Article 1. General Provisions

1. This document defines the mechanisms for the development and renovation of the Ltd European University Library resources and services.

2. The purpose of the European University Library is to ensure the University staff and students with modern educational-scientific and methodological textbooks, as well as to promote the use of library resources.

3. The staff of the European University Library ensures the Library with funds and resources that are relevant to the educational programs implemented at the University.

4. The budget allocated to the Library is part of the overall budget of the University and is directed at fulfilling the mission of the University, envisages the development of Library funds and resources necessary for the professional development of academic / visiting staff and students, and service improvement.

Article 2. Mechanisms for the development and renewal of library resources and services

1. The Library to meet the needs and interests of the customers, the library staff conducts a study of the library fund and plans appropriate activities based on the identified needs.

2. To achieve the purpose outlined in paragraph 1 of this Article, the Library works closely with the University's structural units, faculties, heads of educational programs, academic/visiting staff, and students who are users of the Library resources. As a result of the cooperation, the library regularly receives information from the user about the existing and necessary literature, as well as information about new publications in various fields, the purchase of which the Library discusses with the relevant faculty, and the fund is renewed based on such decisions. When purchasing new resources, the Library, together with the faculty, reviews the status of the existing database and specifies the number of copies to be purchased upon request.

2. In case of developing a new educational program or updating/modifying an existing educational program, the quality assurance service of the university provides the list of literature provided by the educational program syllabus to the library, on the basis of which the study of the book fund in the library fund is carried out, providing information to the quality assurance service and the relevant faculty. If necessary, book resources are purchased in cooperation with the faculty.

3. In addition to university staff, the library receives information about new editions from book publishers and distribution organizations, as well as from authors and bookstores.

4. Library staff regularly inform academic/visiting staff and students about updated literature

and electronic scientific databases. Consultation meetings are held on the use of library resources.

5. In accordance with the established rules, a survey of users' opinions on the need for development of library resources is carried out at the university. In the process of the survey, a survey questionnaire on the general satisfaction of students and staff is used, where questions related to the university's library resource are integrated (questions see Appendix No. 1). Based on the results of the survey, areas for improvement are identified and an appropriate action plan is developed, aimed at updating and enriching the library's resources.

6. In addition to the technical staff, the library staff is also involved in the monitoring of the technical resources in the library. In case of detection of a malfunction, the library will contact the information technology service, which is responsible for the proper operation and updating of the relevant equipment, for support and elimination of the fault.

7. As a result of inter-library subscription membership, as well as library consortium membership, access to resources and electronic scientific collections of other libraries is ensured for European University staff.

Appendix #1

Questions from the European University Student General Satisfaction Survey Questionnaire

How satisfied are you with the University Library resources?

Library resources	Very unsatisfied				Very Satisfied	I find it hard to answer
Space for work / study	1	2	3	4	5	0
Library work schedule	1	2	3	4	5	0
Availability of international electronic library databases	1	2	3	4	5	0
The Library equipment with computer devices (computer, printer, scanner, copier)	1	2	3	4	5	0
Internet quality	1	2	3	4	5	0
Electronic literature search system	1	2	3	4	5	0
Support of the Library staff in the use of library resources	1	2	3	4	5	0
Availability of basic literature indicated in the syllabuses	1	2	3	4	5	0

If your rating for the last question is between 1 and 3 points, please specify the course where you had problems with access to basic literature:

How much time do you spend studying in the University Library per week? Write down the number of hours. If you do not use the library at all, put "0".

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If you have comments on library resources or the quality of service provided by the Library staff, please share it with us.

Have you ever been unable to use the library because there was no room in the library? Mark one of them

Never	
Rarely	
Frequently	

Questions from the European University Staff General Satisfaction Survey Questionnaire

To what extent do you agree with the following statements concerning the University Library resources?

Library resources	Completely disagree	Mostly disagree	Partially agree	Mostly agree	Completely agree
The Library equipped with enough devises (printer, copy machine, scanner, computers)	1	2	3	4	5
There is enough space in the University Library to work.	1	2	3	4	5
Upon request, the University will take care of updating the Library resources	1	2	3	4	5
International electronic library databases are available for the staff	1	2	3	4	5
The library is ensured good quality Internet	1	2	3	4	5
If required, the Library staff guides academic/visiting staff on the use of library resources.	1	2	3	4	5
Library staff provide academic staff with information about library resources and services	1	2	3	4	5
The literature in the library collection corresponds to the educational programs of the university					

In the event that the compatibility of the literature in the library's collection with the educational programs of the university is evaluated by Twain from 1 to 3 points, please indicate the specific program

If you have any comments or recommendations regarding library resources, please write them down

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