

Library Management in the Global Sense: Services and Opportunities for Libraries during the Pandemic

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The Global Perspective of the Philippine Libraries: Preparing for a Suitable Future
University of Santo Tomas | 15 May 2021

Working from home



IMAGE COURTESY OF CANVA

**How do you keep
your sanity?**



IMAGE COURTESY OF CANVA

OUTLINE

PANDEMIC PROTOCOLS

PATRON SERVICES

REFERENCE SERVICES

E-RESOURCES

ACQUISITION AND COLLECTION DEVELOPMENT

CATALOGING SERVICES

REPOSITORY

MARKETING AND PROMOTION

PANDEMIC PREPAREDNESS

SKILLS REQUIRED OF LIBRARIANS DURING PANDEMIC

PANDEMIC PROTOCOLS

minimize moving outside your residence
wear a facemask outside your residence
avoid crowds outside and inside buildings
pay attention to good ventilation for inside
localities
practice frequent hand-washing



[House vector created by studiogstock - www.freepik.com](https://www.freepik.com/vectors/house)

01

**PATRON
SERVICES**

STUDY SPACES

GUIDELINES

- Registration needed for a limited number of students.
- Capacity of each reading room is 1/3. The extra chairs are removed from the reading rooms.
- Students should undergo a Rapid Antigen Test (RAT) free of charge; results available in 15 minutes.
- Face masks must be worn all the time.
- Students are encouraged to bring their own hand sanitizers.
- No group work is allowed.
- Maximum of four hours stay.

**BOOK
BORROW/RETURN/
RENEW**

BOOK DELIVERY

GUIDELINES

- Same policies apply and extension of use is allowed with no penalty or fines.
- When book delivery was introduced, a maximum of six items can only be borrowed at once.
- Reservations are made via email.
- Pick up and meet up locations were identified.
- Two types of book delivery: the librarian meets the patron in a designated location or via a courier service
- Courier service is free for required textbooks. The patron shoulders the fee for non-textbooks.
- Relatives or friends may claim books on behalf of the patron with proper documentation and identification.





Tickets 1 - 1 (of 1)

Id	Status	Question	Last Message From	Owner	Last Updated ↓
3857507  	New	Reserve. Prepare the book.  no_reply@nu.edu.kz (no_reply@nu.edu.kz) Asked via Email	Patron	Akparova, Aigerim	Apr 20 2021, 12:50pm

LIBRARY REFERRAL

- Partnership with public libraries.
- The patron coordinates with the target library for confirmation of use as epidemiological situation varies per region.
- A list of libraries is provided to the academic community.
- In visiting other academic libraries, the NU Library can also do the coordination.

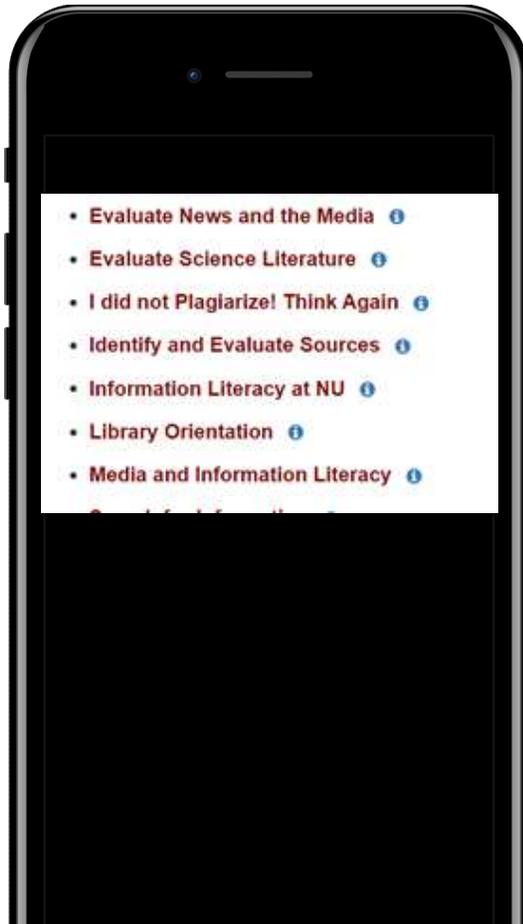
02

REFERENCE SERVICES

Ask a Librarian: Contact Us

- Chat
- Dashboard(Ticket)
- Email
- Phone
- Social Media(Facebook, Inst.)
- Video (Zoom,Skype,Google meet))

work
from
home



INFORMATION LITERACY

IL MODULES

Online Instructions

Synchronous - via Zoom

Asynchronous - via YouTube (voice over slides /
video recording)

Preparation

Takes time and organization.

Prepare the outline of content.

Review the content.

Dry-run the content.

Get feedback.

Record the slides (Guide colleagues in recording).

Review output and revise if needed.

Upload and share.



The screenshot shows a YouTube video player interface. At the top, there is a navigation bar with tabs for 'Library Orientation', 'Module 1', 'Module 2', 'Module 3', and 'Module 4'. The video player itself displays a dark blue background with the University of North Carolina logo. The video title is 'INFORMATION LITERACY: INFORMATI...'. Below the video, the presenter is identified as 'Joseph M. Yap', a Reference Librarian and Student Librarian for OSB, OSIL, and OSPP. The video duration is 10:22 / 10:30. Below the video player, the title 'Module 4: Information Ethics and Plagiarism' is displayed, along with the duration 'Duration: 10:30' and the presenter's name 'Presented by Joseph Yap'. The 'Module Objectives' are listed as follows: 'Apply ethical principles by allowing oneself to write with academic integrity and honesty;', 'Understand the types or forms of plagiarism;', and 'Learn ways or strategies on how to avoid plagiarism.'

LibGuides

All **Subject Guides** Course Guides

Search Our Guides:

Anthropology	1	Mathematics	1
APA	2	Media and Information Literacy	9
Biology	1	Medicine	8
Business	2	Mining	2
Career	1	Multimedia	1
Chemistry	3	Open Access	3
Copyright	1	Patents	1
Data & Statistics	1	Politics	1

A-Z Databases & Tools

All Databases including subscriptions, trials and open access resources & Tools

[Go to A-Z List](#)

Your Friendly Librarians



Altynay Kozhayeva

Aigerim Akparova



LibGuides

APA Referencing Guide (Avoiding Common Mistakes): 7th edition

Search this Guide Search

This guide provides examples on how to refer sources using APA style.

Referencing 7th edition Common Mistakes

Examples

Books Journals Conference Proceedings Theses and Dissertations

Online Content Media Resources Laws and Executive Orders Student Works

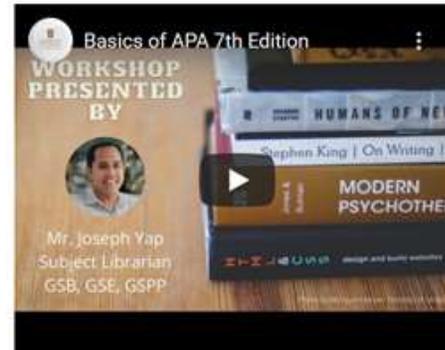
Creswell, J. W. (2018). *Research design: qualitative, quantitative, and mixed methods approaches* (5th ed.). Sage Publishing.

Eden, J. (2018). *Slavery and empire in Central Asia*. Cambridge University Press.
<https://doi.org/10.1017/9781108637329>

Notes

- Include any edition information in parentheses after the title, without italics.

Basics of APA Explained



Prepare reading materials

Faculty sends their list of required textbooks for preparation or purchasing.

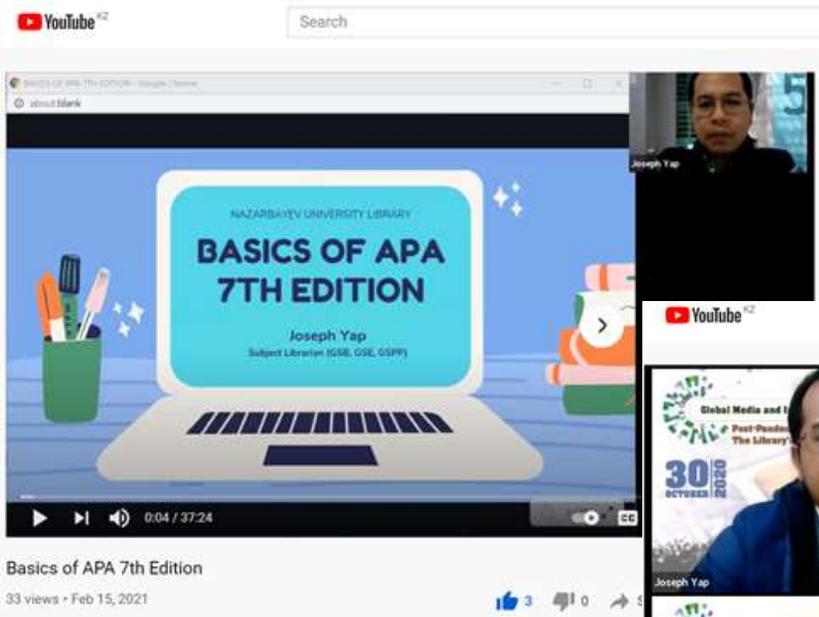
This happens twice a year:
Fall and Spring

Inter Library Loan

881 vs 702

This is a partnership between the NU Library and University of Pittsburgh Health Science Library, Duke Fuqua School of Business, the Library of Congress (US), and the University of Wisconsin-Madison Libraries.

Sessions / Events



03

E-RESOURCES

DEALING WITH TEXTBOOKS

ACCESS CODES

Vital Source

Cengage Learning

McGraw Hill

Pearson

EBOOKS

EBSCO

Taylor & Francis

Proquest

Wiley

Overdrive

Oxford

Safari

NEW LIBRARY DATABASES

Clinical Key

Knovel

Engineering Village

e-Marketer

New York Times

Individual Journal Databases

(Decision Analysis)

04

ACQUISITION AND COLLECTION DEVELOPMENT

COLLECTION

2019	2020
167908 (+8692)	174990 (+7082)
3057 (+61)	3104 (+47)
7196 (+1)	7196
178161 (+ 8754)	185290 (+7129)

A total of about 200,000 volumes

Major issue:

Timely delivery of purchases

05

CATALOGING SERVICES

How do they work?

They concentrated on cataloging e-books during the first few months of the pandemic.

After some time, they were allowed to enter the office to catalog print books provided they undergo PCR test every two weeks following strict office protocols

PCR test is paid by the university for employees with approved visit on campus.

Some employees already received the 2nd dose of the vaccine (Sputnik V).

06

REPOSITORY

Simplified process

In lieu of a signed paper record, the submission process was simplified and made online.

The screenshot shows a web form for document submission. It includes the following elements:

- Full name:** A text input field with a person icon.
- Email address:** A text input field.
- Select your user type:** A dropdown menu.
- Enter the title of thesis (article, ppt etc.):** A text input field with a document icon.
- Select type of your work:** A dropdown menu with a question mark icon.
- Select your department:** A dropdown menu with a folder icon.
- Choose Files:** A button next to the text "No file chosen".
- Type of access:** A section with three radio button options:
 - in Open Access (with the ability to download full text or media file)
 - in Gated Access (only for Nazarbayev University community)
 - with Embargo (after the specified date the research material will be automatically placed in open access. Please note, this option is applicable, if you plan to publish your work in a journal)
- E-Sign:** A large empty text area for a digital signature.
- Buttons:** "Sign", "Undo", and "Clear" buttons are located at the bottom of the E-Sign area.
- Agreement:** A checkbox with the text "I have read this [agreement](#) and agree to the terms and conditions".
- Submit:** A blue button at the bottom left.

- Search DSpace
 - This Collection
- [Advanced Search](#)

GENCON TALKS

Browse by

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Search within this collection:

Search within this collection:

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VIDEO GUIDE



 [Submission guide](#)

Submit your materials for publication to [NU Repository Drive](#)

BROWSE

- All of DSpace
 - [Communities & Collections](#)
 - [By Issue Date](#)
 - [Authors](#)
 - [Titles](#)
 - [Subjects](#)
 - [Type](#)
- This Collection
 - [By Issue Date](#)
 - [Authors](#)

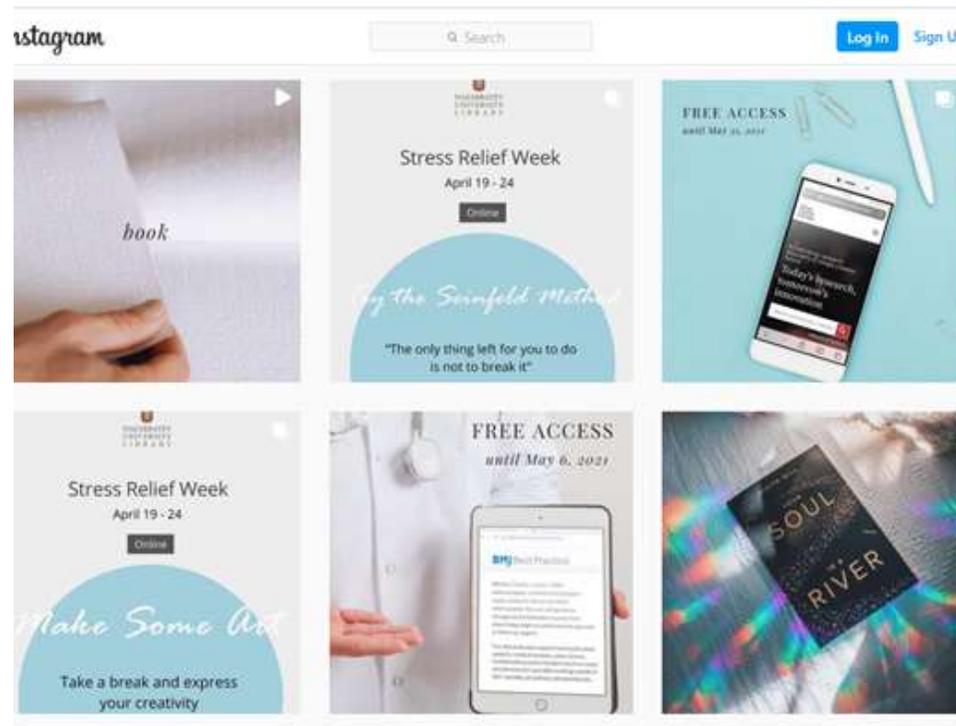
07

MARKETING AND PROMOTION

INSTAGRAM

<https://www.instagram.com/library.nu.edu.kz/>

276 TO 656



FACEBOOK

<https://www.facebook.com/Nazarbayev.University.Library>

2412 TO 2606

The image shows a screenshot of the Facebook profile page for the Nazarbayev University Library. The profile picture is a circular logo with the university's name and a book icon. The name is "Nazarbayev University Library" and the handle is "@Nazarbayev.University.Library · Library". There is a blue "Send Message" button. Below the header, there are navigation tabs for "Home", "About", "Photos", "Reviews", and "More". The "About" section is active, showing a map of the library's location at "5/1 Kabanbay Batyr avn, 5th block Nur-Sultan, Kazakhstan 010000". Below the map, there is a description: "The Nazarbayev University Library is a research and education facility. This modern library provides access to a wide range of electronic sources and ... See More". It also shows "2,434 people like this including 133 of your friends". On the right side, there is a "Create Post" section with options for "Photo/Video", "Check in", and "Tag Friends". Below that, there is a post from the library dated "23rd" with text in Russian and Kazakh: "Annually, April 23 marks the World Book and Copyright Day which aims to promote reading, publishing, and copyright. Еуілаілемдік кітап және авторлық құқық күні оқуды, басылымды және авторлық құқықты насихаттау мақсатымен жыл сайын 23 сәуірде аталады. See More".

YOUTUBE

https://www.youtube.com/channel/UCBqnLxVpavO_5dEuNfOI_ug/featured

117

The screenshot shows the YouTube channel page for Nazarbayev University Library. The channel has 126 subscribers and is currently subscribed to. The navigation menu includes HOME, VIDEOS, PLAYLISTS, CHANNELS, DISCUSSION, and ABOUT. The main content area is titled "Uploads" and features a "PLAY ALL" button. There are five video thumbnails displayed in a row. The first four are part of the "NU Disability Talks" series, each with a duration of approximately 1:23 to 1:34. The fifth video is titled "Basics of APA 7th Edition" with a duration of 37:24. Below the uploads, there is a "Shorts" section with a "PLAY ALL" button and three video thumbnails, each with a duration of 0:20, 0:10, and 0:23 respectively.

Nazarbayev University Library
126 subscribers

SUBSCRIBED

HOME VIDEOS PLAYLISTS CHANNELS DISCUSSION ABOUT

Uploads ▶ PLAY ALL

- [NU Disability Talks]** Инвалидность, Общество,...
1:23:42
12 views • 1 week ago
- [NU Disability Talks]** Политическое Участие...
1:27:43
15 views • 2 months ago
- [NU Disability Talks]** Доступ к Произведениям...
1:34:05
6 views • 2 months ago
- [NU Disability Talks]** Инклюзивный Язык в...
1:24:53
27 views • 2 months ago
- Basics of APA 7th Edition**
37:24
35 views • 2 months ago

Shorts ▶ PLAY ALL

- 0:20
- 0:10
- 0:23

ONLINE EVENTS



ONLINE EVENTS



VIRTUAL
Book Presentation



Basic level Kazakh language textbooks
for university students and language learners



Zeinekhan Kuzekova
Linguist and Professor

6 November | 2020

🕒 **3:00 PM**  **zoom**

NAZARBAYEV UNIVERSITY OF SCIENCES AND TECHNOLOGY
NAZARBAYEV UNIVERSITY LIBRARY

ONLINE EVENTS



WHICH POEMS OF
ABAI KUNANBAYEV
DO YOU KNOW?



ANNUAL CONFERENCE



EALC 2020

Eurasian Academic
Libraries Conference

30 September-2 October

VIRTUAL

School of Library Technologies



01

School of Library Technologies (SLT) was established as a training center at Nazarbayev University Library. Our aim is to develop and improve the professional competencies of library leaders and experts, to inspire the generation of new ideas, and implement current innovative technologies in the library's services.

02

Since 2012, the NU Library in partnership with the Association of University Libraries in the Republic of Kazakhstan has shared best practices and experience of library and information services.

Pandemic Preparedness (Cox, 2020)

01

Relevance of e-resources

Eliminating virus spread, e-content is favorable.

More time and money are needed to develop online platforms.

02

Digitize special/archival collections and make them your asset.

Pandemic Preparedness (Cox, 2020)

03

Self-service models.

Provide more touchless features, use of QR codes, curbside pick-up of materials.

04

Revamp library websites.

Make it more user-friendly and make sure all services and programs are organized.

Also, services must be responsive.

Pandemic Preparedness (Cox, 2020)

05

BYOD: Bring your own device

Avoiding the use of public computers and encourage users to bring their own device. Otherwise, disinfect regularly.

06

Open offices may need enclosures

Protecting employees safety.

Pandemic Preparedness (Cox, 2020)

07

Technology training

Continuous learning and professional development for the required technological skills.

08

Equity of access

Those with reliable internet access should be provided a choice to work from home if requested and if a personal appearance is not needed for specific services.

Skills Required of Library Leaders During the Pandemic

01

Change management.

Being flexible to adapt to changes in offering alternative services during the pandemic. Internal operations will also change.

02

Financial skills.

Student enrollment may be affected hence budgeting skills should be learned .

Skills Required of Library Leaders During the Pandemic

03

Communication skills.

Communicating effectively with your stakeholders and library staff on the effects of budget cuts or job rotations.

04

Ability to foster equity, diversity, inclusion, and accessibility.

Leaders should learn how to balance and ensure everybody gets the services the library offers.

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References

Cox, C. (2020, June 5.). *Utterly. Changed utterly.*
<https://www.insidehighered.com/views/2020/06/05/academic-libraries-will-change-significant-ways-result-pandemic-opinion>

Frederick, J. K., & Wolff-Eisenberg, C. (2020, Dec. 9). Academic library strategy and budgeting during the COVID-19 pandemic: Results from the Ithaka S+R US library survey 2020.
<https://sr.ithaka.org/publications/academic-library-strategy-and-budgeting-during-the-covid-19-pandemic/>

THANK YOU

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