



NAZARBAYEV
UNIVERSITY

Initiatives for a **New Normal** Library

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OBJECTIVES

To define what is the
“new normal” in the
library setting

To identify the importance of
rethinking processes and
adapting to changes

To discuss basic and
practical initiatives for a
new normal library



Great Recession (December 2007 - June 2009)

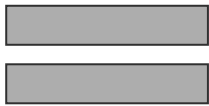
represents the sharp decline in economic activity during the late 2000s

What does **NEW NORMAL** mean?

coined by **Dr. Mohamed El-Erian**, PIMCO's CEO and Co-Chief Investment Officer, at the height of the Global Financial Crisis in 2009 (El-Erian, [2010](#)) to capture how events that were previously abnormal had become commonplace, creating a fundamentally new economic landscape. Specifically, the 'new normal' was used to describe the difficulty of the global financial system to revert to its pre-2007 state of high leverage, strong growth, and low government intervention in the economy (Eddleston, Banalieva & Verbeke, 2020).

What replaces the expected, usual, typical state after an event occurs. (*UrbanDictionary.com, 2020*)

What does **NEW NORMAL** mean?



- Requires new thinking / mindset
- Adaptable to change / flexibility

What is the **NEW NORMAL** in the
time of pandemic?



PHYSICAL/ SOCIAL DISTANCING





FACE MASKS as part of our OOTDs



WORK-from-HOME

<https://diversityq.com/its-time-to-provide-better-support-to-parents-at-work-1004439/>
<https://depositphotos.com/270415720/stock-photo-man-dressed-in-a-suit.html>
<https://www.thebalancesmb.com/should-i-work-from-home-10-reasons-you-should-1794195>



ONLINE SERVICES



HEALTHY LIFESTYLE AND PROPER HYGIENE



avoid getting
infected with
the virus

flatten the curve

get back on
track

Why we have the **NEW NORMAL?**

*business
as usual*

SURVIVE

adapt to
changes



What is the **NEW NORMAL** in the
library setting?



Five (5) New Normals in the Library in a Post-COVID19 Age

1. Exponential social distancing
2. Technologies are mutating and shaping libraries in new ways
3. Uncharted economic territory
4. Library governance at central and local levels;
5. Climate change opportunity and threat



**The European Bureau of
Library, Information and
Documentation Associations**

Five (5) New Normals in the Library in a Post-COVID19 Age



Ulladulla High School, NSW

1. Exponential social distancing

The new normal in library practices concerns access policies, personnel security, social distancing and sanitation of collections.

- ❖ well-connected two-meter library
- ❖ re-designing library spaces
- ❖ re-organization of services / complete self-service
- ❖ risk of declined idea of library as a “third place”

Five (5) New Normals in the Library in a Post-COVID19 Age

2. Technologies are mutating and shaping libraries in new ways

- ❖ access to digital / online resources
- ❖ online self-learning / distance learning
- ❖ implementation of high-tech and AI tools





COVID-19 Alert: NU Libraries are changing hours and offering remote access to library resources, services, and expertise to support online classes beginning March 24, 2020. [More details COVID 19.](#)

Service hours ONLINE 8.30 a.m. - 5.15 p.m.



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June 2020						
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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Upcoming Events:

your papers in high impact journals by Charlesworth Knowledge
 Tuesday, July 7, 2020 3:00pm
 [Webinar] How to write and publish your papers in high impact journals by Charlesworth Knowledge
 Tuesday, July 7, 2020 7:00pm
 [Webinar] Managing medical writing
 Thursday, July 23, 2020 4:00pm
 [Webinar] Journal selection to maximise your career potential by Charlesworth Knowledge
 Tuesday, July 28, 2020 3:00pm

CHAT

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[Print & Media](#)

[E-Resources](#)

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Search...

Search

[Advanced search](#)



NEW ARRIVALS



[Durkheim and the Internet](#)
Blommaert, Jan



[Incorporating sustainability in management education](#)



[The global gag rule and women's reproductive health](#)
Rodgers, Yana van der Meulen



[Laser sintering with plastics](#)
Schmid, Manfred

NEWS & ANNOUNCEMENTS

[All news](#)

[E-resources Updates](#)

June 01, 2020

[Library Website Maintenance works](#)

May 27, 2020

[E-resources Updates](#)

May 18, 2020

FAQ

[How can I recommend new books to order?](#)

Last Updated: Jan 18, 2019 | Topics: How to | Views: 734

[How can I renew a book?](#)

Last Updated: Oct 20, 2019 | Topics: Policies How to | Views: 894

[How can I print?](#)

Last Updated: Sep 04, 2019 | Topics: equipment | Views: 691

[I cannot access an article or database online](#)

Last Updated: Jan 26, 2020 | Topics: database e-resources How to | Views: 479

Five (5) New Normals in the Library in a Post-COVID19 Age



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3. Uncharted economic territory

- ❖ review the library budget composition
- ❖ downsizing library operations
- ❖ re-allocation of funds
- ❖ purchasing of digital resources
- ❖ substantial budgetary cuts



Five (5) New Normals in the Library in a Post-COVID19 Age

4. Library governance at central and local levels

- ❖ from traditional onsite library governance to online centralized web portals
- ❖ using technologies to review existing library governance models



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Five (5) New Normals in the Library in a Post-COVID19 Age

5. Climate change opportunity and threat

- ❖ implementation of UN sustainable development goals
- ❖ screening of economic activities that can contribute to climate change that are applicable to libraries



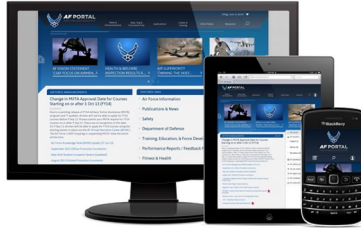
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With the NEW NORMAL, we need to take into account...

skills and manpower



devices, platforms, and connectivity



finances



mode of learning



What are some of the **INITIATIVES**
in a **NEW NORMAL** library?



SELECTION AND ACQUISITION (COLLECTION DEVELOPMENT)

- ❖ provision / subscription of electronic / digital / online resources
- ❖ explore / look for open-access / free materials / trial access
- ❖ conduct collection assessments
- ❖ creation/revision of policies (e.g. CDP, etc)
- ❖ assigned some “reference-related tasks”

Nazarbayev University Library / Nazarbayev University LibGuides / A-Z Databases

A-Z Databases

Find the best library databases for your research.

All Subjects | All Database Types | All Vendors / Providers | Search for Databases | Go

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

#

259 Databases found

A

Academic Search Premier [🔗](#) [🔗](#)

Academic Search Premier provides full text for nearly 4,700 publications, including more than 3,600 peer-reviewed journals. PDF backfiles to 1975 or further are available for over one hundred journals, and searchable references are provided for more than 1,000 titles. [more...](#)

Access Medicine [🔗](#) [🔗](#)

AccessMedicine is a comprehensive online medical resource that provides a complete spectrum of knowledge from the best minds in medicine, with essential information accessible anywhere. Authoritative, trusted, and continuously updated with optimized content for any mobile device, AccessMedicine is guided by a preminent Advisory Board that includes three of the medical field's top academic experts.

ACL Anthology [🔗](#) [🔗](#) [🔗](#)

40000 full text articles on computational linguistics and natural language processing in the open access database. Browse for articles and find conference proceedings.

Acland Anatomy [🔗](#) [🔗](#)

Acland's Video Atlas of Human Anatomy contains nearly 330 videos of real human anatomic specimens in their natural colors, including 5 new, groundbreaking videos of the inner ear. Dr. Robert Acland presents moving structures—muscles, tendons, and joints—making the same movements that they make in life.

ADB Data Library [🔗](#) [🔗](#) [🔗](#)

The ADB Data Library is the central store for all of Asian Development Banks's public data. Browse data, view visualizations and interact with APIs.

Popular Databases

The most frequently-used databases

ClinicalKey [🔗](#) [Popular](#) [🔗](#)

ClinicalKey is a clinical search engine that supports clinical decisions by making it easier to find and apply relevant knowledge. Clinical Key team drives better care by delivering fast, concise answers when every second counts, and deep access to evidence whenever, wherever you need it.

IEEE Xplore Digital Library [🔗](#) [Popular](#) [🔗](#)

IEEE Xplore Digital Library is the name of the platform where you have unlimited, full-text access to more than three million documents of all resources below. [more...](#)

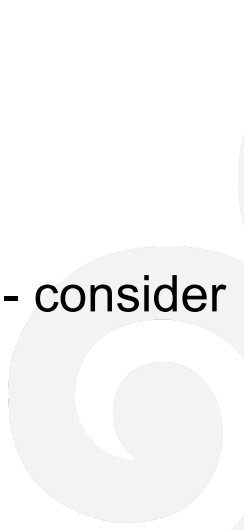
NU Repository [🔗](#) [Popular](#) [🔗](#)

NU Repository is an institutional electronic archive for long term storage, accumulation, and provision of long-term and reliable open access to scientific research results and intellectual products of the academic community of Nazarbayev University; articles, conference proceedings, theses, and other.

ScienceDirect [🔗](#) [Popular](#) [🔗](#)

ScienceDirect is a leading full-text scientific database offering journal articles from more than 4000 peer-reviewed Elsevier journals in a range of subjects, including engineering, sciences, technology, medicine and social sciences.
Coverage period: 2014 - Present.

CATALOGUING AND CLASSIFICATION

- ❖ sometimes considered as the “less-valued function” during the pandemic due to the nature of work (i.e. cataloguing of print materials)
 - ❖ consider having an online/web-based ILS
 - ❖ cataloguing of e-books / e-materials
 - ❖ editing of bibliographic records
 - ❖ conduct some list-checking related tasks
 - ❖ cataloguing of print materials (e.g work scheduling, WFH) - consider accountability of materials/equipment
 - ❖ creation/revision of cataloguing-related policies
 - ❖ assigned some “reference-related tasks”
- 

CATALOGUER'S WORKPLACE

Worksheet- RL General Monograph E-Book

Monograph E-book

Personal name-Primary responsibility	Sengupta, Jayanta	AZ AZ + AZ-
Personal name-Alternative responsibility		Create a copy
Personal name-Secondary responsibility		Create a copy
Title	At the margins	
Parallel title proper		
Subtitle	discourses of development, democracy, and regionalism in Orissa	
Statement of Responsibility	Jayanta Sengupta	
Edition statement		
Language	Английский	
Note	Includes glossary	
Summary note	At the Margins shows how a movement of regional identity was forged in colonial Orissa in the early 20th century, how	
Content note	1. Social Structure and Political Arithmetic under Colonial Rule -- 2. Race, Culture, Language, and 'Backwardness': Writi	
Date of publication	©2015	
Publisher	Oxford University Press	
Place of publication	New Delhi	
ISBN	9780199085224	
Price		Create a copy
Number of pages	1 online resource	
Dimensions		
Other physical characteristics		
Accompanying Material		
Bibliographies / indexes notes	Includes bibliographical references and index	
Copy type	Scientific literature / Gylve adebiet / Scientific literature	
Series title		Create a copy
Other series title		
Series subtitle		
Statement of Responsibility		
ISSN		
Series volume		
Series price		Create a copy
Subseries		
UDC No.		
Author No.		
UDC Class		Create a copy
Subject	ethnicity, India, Odisha	Create a copy

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Catalogs

All catalogs
 e-Books (19637)

Insert search criteria

Search...

AND Search...

Select criteria of search

Keywords

Keywords

+ Add row

Search Reset

Languages

All languages

- English (15307)
- Russian (872)
- N/A (113)
- Kazakh (16)
- German (5)
- French (4)
- Romanian (3)
- Dutch (2)
- Italian (2)
- Portuguese (1)
- Spanish (1)
- Uzbek (1)

Publish dates

All dates

- ©2013 (1770)
- ©2014 (1593)
- ©2016 (1521)

Results for search:

Search by catalogs: e-Books
 Document language: All languages
 Text query:

Results 1-10 of 19637

Results per page: 10

[Save as Excel](#)

#	Title	Call number	Availability
1	Advanced nutrition and dietetics in diabetes Wiley Blackwell, ©2016	0 out of	0 copies available Online Type: e-Books
2	Advanced theranostic materials John Wiley & Sons Inc., ©2015	0 out of	0 copies available Online Type: e-Books
3	Advances in contact angle, wettability and adhesion. Vol. 2 Wiley-Scrivener, ©2015	0 out of	0 copies available Online Type: e-Books

CIRCULATION / PATRON SERVICES

Disinfecting circulating books

The Northeast Document Conservation Center (NEDCC) recommends a 24 to 48-hour quarantine of returned books as the safest and most effective way to disinfect them. A study that is currently in pre-print has just been released showing that COVID-19 will last on surfaces such as cardboard for 24 hours: <https://www.medrxiv.org/content/10.1101/2020.03.09.20033217v1.full.pdf>

Unfortunately, the use of liquid disinfectants is harmful to the books and is **not recommended**. UV ray exposure as a means of sterilization is also **not recommended**. Not only are UV rays harmful to the books, but in [correspondence on the Preservation Administrators' Interest Group list-serv](#), the Chair of the American Institute for Conservation Health and Safety Committee has indicated that [40 minutes of exposure at high doses](#) is required to kill bacteria using UV rays and this will not disinfect places that the UV rays miss during exposure.

Staff should be directed to wear gloves when moving collections into quarantine and remove them immediately afterwards so as not to accidentally touch anything else (like door handles). After removing the gloves, staff should wash their hands for 20 seconds, following [CDC guidelines](#).

If a dedicated quarantine space cannot be established, staff can put the item in a bag until the 24 to 48-hour period is over so staff do not accidentally handle the item during the quarantine period.

REALM PROJECT

Reopening Archives, Libraries, and Museums



[Home](#) » [News](#) » [News Releases](#) » Research Shows Virus Undetectable on Five Highly Circulated Library Materials After Three Days

Reopening Archives, Libraries, and Museums (REALM) Information Hub: A COVID-19 Research Project

Research Shows Virus Undetectable on Five Highly Circulated Library Materials After Three Days

June 22, 2020

Research Shows Virus Undetectable on Five Highly Circulated Library Materials After Three Days
Findings are Part of REALM Project to Produce Science-Based Information to Help Mitigate Exposure to Virus

Washington, DC—In the first phase of a project to disseminate and develop science-based information about how materials can be handled to mitigate exposure to staff and visitors, scientists have found that the virus SARS-CoV-2 that causes COVID-19 is not detectable on five common library materials after three days.

The findings are part of the [Reopening Archives, Libraries, and Museums \(REALM\) Project](#) designed to generate scientific information to support the handling of core museum, library, and archival materials as these institutions begin to resume operations and reopen to the public. The first phase of the research is focusing on commonly found and frequently handled materials, especially in U.S. public libraries.

Over the past few weeks, scientists at Battelle tested the virus on a variety of surfaces, in environments with standard temperature and relative humidity conditions typically found in air-conditioned office space. Materials tested in phase one included the cover of hardcover books (buckram cloth), the cover of softback books, plain paper pages inside a closed book, mylar protective book cover jackets, and plastic DVD cases. Battelle tests found the virus undetectable after one day on the covers of hardback and softback books as well as the DVD case. The virus was undetectable on the paper inside of a book and mylar book jackets after <https://www.imls.gov> "below the limit of detection on our viability assay," said Battelle Principal Research Scientist Will Richter.



CIRCULATION / PATRON SERVICES

- ❖ online book circulation system
- ❖ if print book is badly needed, book delivery service can be done provided that the library personnel will not be put at risk
- ❖ physical books should be disinfected or “quarantined”
- ❖ book drops / book chutes
- ❖ creation/revision of some circulation-related policies
- ❖ assigned some “reference-related tasks”



CIRCULATION / PATRON SERVICES



**Benguet State University
Library from Mr. Lauren
Kipaan**



READERS / REFERENCE SERVICE

- ❖ library “frontliners”
- ❖ virtual reference services (synchronous and asynchronous)
- ❖ visible and responsible online presence including library promotion/marketing (social networking accounts)
- ❖ creation/revision of subject guides / webliography / webharvesting
- ❖ video tutorials
- ❖ library guides
- ❖ creation of FAQs
- ❖ work on document delivery services
- ❖ creation/revision of some reference-related policies



COVID-19 Alert: NU Libraries are changing hours and offering remote access to library resources, services, and expertise to support online classes beginning March 24, 2020. [More details COVID-19](#)

Service hours ONLINE 8:30 a.m. - 5:15 p.m.

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28	29	30				

Upcoming Events:

your papers to high impact journals by Charlesworth Knowledge
Tuesday, July 7, 2020 3:00pm
[Webinar] How to write and publish your papers in high impact Journals by Charlesworth Knowledge
Tuesday, July 7, 2020 7:00pm
[Webinar] Managing medical writing
Thursday, July 23, 2020 4:00pm
[Webinar] Journal selection to maximise your career potential by Charlesworth Knowledge
Tuesday, July 28, 2020 3:00pm

NEW ARRIVALS

Darkheim and the Internet
Blummaert, Jan

Incorporating sustainability in management education

The global gag rule and women's reproductive health
Rodgers, Yana van der Meulen

Laser sintering with plastics
Schmid, Manfred

NEWS & ANNOUNCEMENTS

E-resources Updates June 01, 2020

Library Website Maintenance works May 27, 2020

E-resources Updates May 18, 2020

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Keyword Search for books, articles, databases and more SEARCH

Limit Your Results: Full-Text Peer Reviewed Catalog Only

Databases | e-Journal Titles | eBooks | Free Databases | Trial Databases

LIBRARY MANAGEMENT

❖ PROFESSIONAL DEVELOPMENT

- encourage staff to participate in webinars
- organize in-house webinars
- ask staff to enroll in online courses and classes

❖ PERSONNEL MANAGEMENT

- conduct virtual meetings or “kamustahan”
- avoid putting pressure to staff
- encourage flexibility
- mental well-being should be the priority



so in simplest words...

NEW NORMAL encourages /
requires us to
GO ONLINE.



things to ponder...

Plan things carefully.

Follow protocol.

**Beta Test. Check both sides
of the spectrum.**

Be creative.



things to ponder...

**Health and safety is our
priority.**

**Well-being should never be
ignored.**

Be adaptable to change.



“The only thing that
is constant is
Change.”

— Heraclitus

Thank you!

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NAZARBAYEV
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References

EBLIDA Secretariat (May 2020). *A European library agenda for the post-Covid 19 age : [work in progress, draft]*. Hague: Koninklijke Bibliotheek. Retrieved from <http://www.eblida.org/Documents/EBLIDA-Preparing-a-European-library-agenda-for-the-post-Covid-19-age.pdf>

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Institute of Museum and Library Services (2020). Research shows virus undetectable on five highly circulated library materials after three days [Web blog post]. Retrieved from <https://www.ims.gov/news/research-shows-virus-undetectable-five-highly-circulated-library-materials-after-three-days?fbclid=IwAR0aLahOuRCg9mPECm8UALSrdSf8srWA-6qxZr-GRkXfKZ3S2HHSurtVflk>

Northeast Document Conservation Center. (2020) *Disinfecting circulating books*. Retrieved from http://www.ala.org/tools/sites/ala.org.tools/files/content/NEDCC%20recommendations%20for%20disinfecting%20books_Mar2020-converted.pdf?fbclid=IwAR0OitvylKQ6vPeZb3yZChdog7FZlu4OBRZi41aOGiVuCL_XRf6wKddDyRg

<https://www.urbandictionary.com/define.php?term=New%20normal>