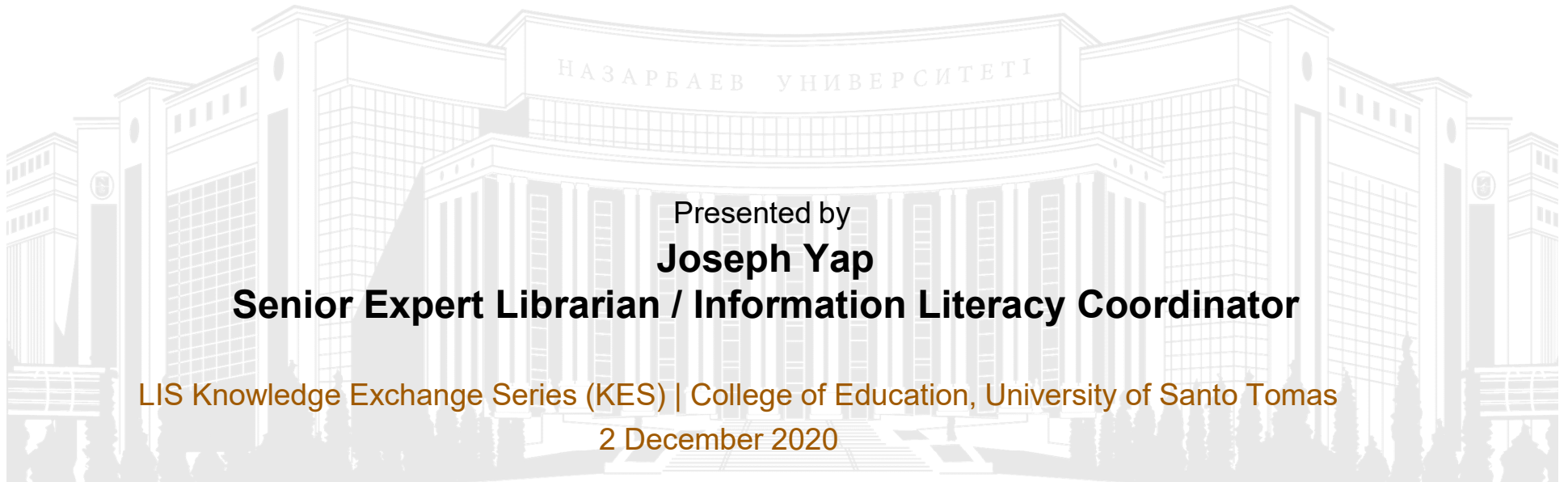




NAZARBAYEV  
UNIVERSITY

# International Reference and User Services Librarianship



Presented by

**Joseph Yap**

**Senior Expert Librarian / Information Literacy Coordinator**

LIS Knowledge Exchange Series (KES) | College of Education, University of Santo Tomas

2 December 2020

# Presentation Outline

1

**The Reference Librarian**

2

**Job Responsibilities**

3

**Professional Competencies**

4

**Providing Access to Information**

5

**Programs and Services**

6

**Research and Publications**

As a reference/user services librarian

Librarians have a  
problem/challenge  
to solve

Are you the **NEXT** reference librarian?

Can you find the full text link of this journal article?

Water-saving technology of irrigation of corn  
<https://hdl.handle.net/20.500.12259/91987>





Please use this identifier to cite or link to this item: <https://hdl.handle.net/20.500.12259/91987>

Type of publication: Straipsnis Clarivate Analytics Web of Science ar/ir Scopus / Article in Clarivate Analytics Web of Science or / and Scopus (S1)

Field of Science: Aplinkos inžinerija / Environmental engineering (T004)

Author(s): Anuarbekov, K. K.;Aldiyarova, A. E.;Zubairov, O. Z.;Mengdibayeva, G. Zh;Radzevičius, Algirdas;Burketbayeva, A. N

Title: Water-saving technology of irrigation of corn

Is part of: News of the National Academy of Sciences of the Republic of Kazakhstan. Series of geology and technical sciences. , 2018, № 2 (428)

Extent: p. 149-155

Date: 2018

Note: eISSN: 2518-170X

Keywords: Injection watering;Xylem;Driver unit;Low pressure;Suction;Evaporation;Transpiration;Injection needle;Injection;Drip irrigation;Refueling tank

Abstract: Annually increasing deficit of irrigation water in the Republic of Kazakhstan under market conditions dictates the need for rational and economical use of it. In this regard, the development and implementation of irrigation methods and techniques that ensure a uniform water distribution over the irrigated field, automation of the irrigation process, increase in labor productivity and reduction of water loss for filtration are relevant in the zone of irrigated agriculture. Creation of perfect irrigation systems with reliable technical means and progressive irrigation technology allow

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**№27**

**SERIES OF GEOLOGY AND TECHNICAL SCIENCES №2**



**№28**

**SERIES OF SOCIAL AND HUMAN SCIENCES №2**



**№29**

**PHYSICO-MATHEMATICAL SERIES №2**



**№30**

**SERIES CHEMISTRY AND TECHNOLOGY №2**



ISSN 2518-170X (Online),  
ISSN 2224-5278 (Print)

КАЗАКСТАН РЕСПУБЛИКАСЫ  
ҰЛТТЫҚ ҒЫЛЫМ АКАДЕМИЯСЫНЫҢ  
Қ. И. Сәтпаев атындағы Қазақ ұлттық техникалық зерттеу университеті

# Х А Б А Р Л А Р Ы

## ИЗВЕСТИЯ

НАЦИОНАЛЬНОЙ АКАДЕМИИ НАУК  
РЕСПУБЛИКИ КАЗАХСТАН  
Каззахский национальный исследовательский  
технический университет им. К. И. Сатпаева

## NEWS

OF THE ACADEMY OF SCIENCES  
OF THE REPUBLIC OF KAZAKHSTAN  
Kazakh national research technical university  
named after K. I. Satpayev

ГЕОЛОГИЯ ЖӘНЕ ТЕХНИКАЛЫҚ ҒЫЛЫМДАР  
СЕРИЯСЫ



СЕРИЯ  
ГЕОЛОГИИ И ТЕХНИЧЕСКИХ НАУК



SERIES  
OF GEOLOGY AND TECHNICAL SCIENCES

**2 (428)**

НАУРЫЗ – СӘУІР 2018 ж.  
MARCH – APRIL 2018

ISSN 2224-5278

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OF THE NATIONAL ACADEMY OF SCIENCES OF THE REPUBLIC OF KAZAKHSTAN

**SERIES OF GEOLOGY AND TECHNICAL SCIENCES**

ISSN 2224-5278

Volume 2, Number 428 (2018), 149 – 155

UDC 631.674

**K. K. Anuarbekov<sup>1</sup>, A. E. Aldiyarova<sup>1</sup>, O. Z. Zubairov<sup>1</sup>,  
G. Zh. Mengdibayeva<sup>2</sup>, A. Radzevicius<sup>3</sup>, A. N. Burketbayeva<sup>1</sup>**

<sup>1</sup>Kazakh National Agrarian University, Almaty Kazakhstan,

<sup>2</sup>Kazakh Research Institute of Plant Protection and Quarantine named after J. Zhiembaev, Almaty, Kazakhstan,

<sup>3</sup>Aleksandras Stulginskis University, Akademija Kauno r., Lithuania

**WATER-SAVING TECHNOLOGY OF IRRIGATION OF CORN**

**Abstract.** Annually increasing deficit of irrigation water in the Republic of Kazakhstan under market conditions dictates the need for rational and economical use of it. In this regard, the development and implementation of irrigation methods and techniques that ensure a uniform water distribution over the irrigated field, automation of the irrigation process, increase in labor productivity and reduction of water loss for filtration are relevant in the zone of irrigated agriculture. Creation of perfect irrigation systems with reliable technical means and progressive irrigation technology allows to ensure highly efficient use of irrigated lands and increase the yield of cultivated agricultural crops.

The article suggests a new method for watering a plant, allowing to switch from watering to watering the plant and providing irrigation water saving up to 80-86%. Given the materials of field research on its use for irrigation of tomatoes and corn in the conditions of Kazakhstan [1].

**Keywords:** injection watering, xylem, driver unit, osmotic pressure, low pressure, suction, evaporation, transpiration, injection needle, injection, drip irrigation, refueling tank.

**Introduction.** The decisive factor for obtaining a stable and high yield of agricultural crops in the arid zone of Kazakhstan is irrigation water. In many agricultural formations, due to a shortage of irrigation water during the intensive phase development of plants, a large number of products are not received.

At present, to maintain the normal life of plants, depending on the weather conditions of the growing season, for each hectare of sowing by irrigation is supplied from 3000 to 10,000 cubic m of water.

Of these irrigation norms, only 10–20% are used by plants to form the crop, the rest is spent on physical evaporation from the soil surface, descends into the underlying layers or remains in the same soil layer.

Different plants consume water in unequal quantities, it varies both during the day and during the growing season. By the end of the vegetation, the need for water decreases.

In the dry and hot period plants use 2-3 times more water for vegetation than in temperate climates.

“Today’s library user wants help in  
*doing* things, rather  
than *finding* things”

**Brian Kenney**

Director of the White Plains (NY) Public Library

<https://www.publishersweekly.com/pw/by-topic/industry-news/libraries/article/71322-we-need-to-talk-about-reference.html>



# What is a Reference and User Services Librarian?

Librarians who assist, advise, and instruct users in accessing all forms of recorded knowledge. The assistance, advice, and instruction include both direct and indirect service to patrons.

RUSA Task Force on Professional Competencies (2003)



<https://vle.credreference.com/Nazarbayev-University/ask-a-librarian-services>

# Job Responsibilities

Design training materials, develop and deliver seminars on database use, information literacy, and research.

Develop guidelines, rules, and instructions on the basic directions of activity.

Develop and integrate new methods in reference service using modern technology and international library experience.

# Design training materials, develop and deliver seminars on database use, information literacy, and research

Nazarbayev University Library / Nazarbayev University LibGuides / Guides / Information Literacy at NU / Information Literacy Program

## Information Literacy at NU: Information Literacy Program

The Nazarbayev University Library Information Literacy Program (NU LILY) was launched in 2018 to achieve student success across all schools of the university.

**Information Literacy Program**   **Library Sessions**

Information Literacy Program   Library Orientation   Module 1 - Searching for information  
Module 2 - Evaluating information   Module 3 - Citing sources   Module 4 - Avoiding plagiarism

The Nazarbayev University (NU) Library and Information Literacy (LILY) Program was launched in 2018 to achieve student success across all schools of the university. The mission of the NU Library's Information Literacy Program is to develop active lifelong learners and critical thinkers in the community. The program will help them improve their abilities to search, access, evaluate, apply, and acknowledge the right information they need.

The American Library Association (ALA), international professional library associations, library educators, and librarian practitioners promote Information Literacy as a standard program in promoting student learning. It is said that a student who is information literate can access information efficiently and effectively, evaluate information critically and competently, and can use information accurately and creatively (ALA, 2000).

Faculty members have the opportunity to request each of the following modules one at a time and may select modules that are more appropriate for their classes. It is advisable if students will be able to start with the library orientation and shall attend all the other four modules.

## Audio Recorded Modules

Library Orientation    Module 1    Module 2    Module 3    **Module 4**



### Module 4: Information Ethics and Plagiarism

Duration: 10:30

Presented by Joseph Yap

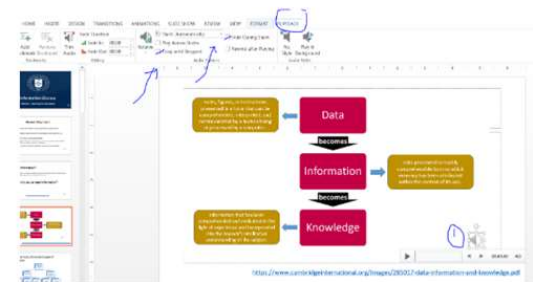
Module Objectives

Apply ethical principles by allowing oneself to write with academic integrity and honesty;

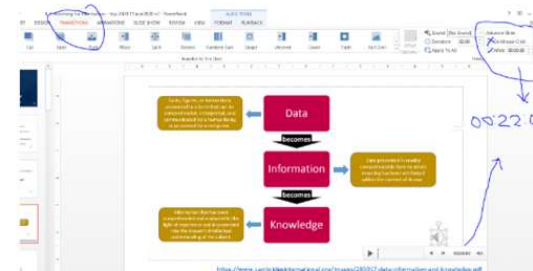
Understand the types or forms of plagiarism;

Learn ways or strategies on how to avoid plagiarism.

Check LOOP UNTIL STOPPED, and HIDE DURING SHOW in the PLAYBACK menu. Playback will show once you click the audio symbol

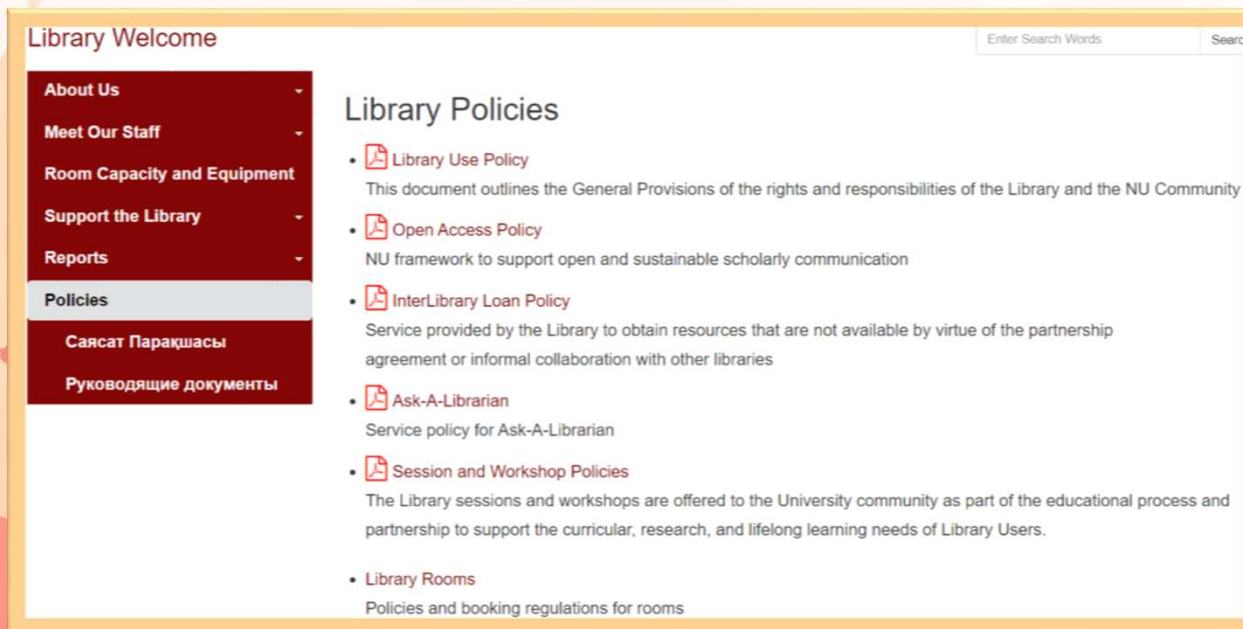


After this, go to the TRANSITIONS tab on the top menu. In the ADVANCE SLIDE function, check AFTER and enter the number of second.



To know the time, click the audio symbol and scroll it towards the end of your voice over. See the screenshot below. The correct timing is (00:22:05) and enter the time.

# Develop guidelines, rules, and instructions on the basic directions of activity








The screenshot shows a library website interface. On the left is a dark red navigation menu with white text. The menu items are: 'About Us', 'Meet Our Staff', 'Room Capacity and Equipment', 'Support the Library', 'Reports', 'Policies' (highlighted in light grey), 'Саясат Парақшасы', and 'Руководящие документы'. The main content area is white and titled 'Library Policies'. At the top right of the main area is a search bar with the placeholder text 'Enter Search Words' and a 'Search' button. Below the title, there is a list of policy documents, each with a red document icon, a title, and a brief description.

Library Welcome

- About Us
- Meet Our Staff
- Room Capacity and Equipment
- Support the Library
- Reports
- Policies**
- Саясат Парақшасы
- Руководящие документы

## Library Policies

-  **Library Use Policy**  
This document outlines the General Provisions of the rights and responsibilities of the Library and the NU Community
-  **Open Access Policy**  
NU framework to support open and sustainable scholarly communication
-  **InterLibrary Loan Policy**  
Service provided by the Library to obtain resources that are not available by virtue of the partnership agreement or informal collaboration with other libraries
-  **Ask-A-Librarian**  
Service policy for Ask-A-Librarian
-  **Session and Workshop Policies**  
The Library sessions and workshops are offered to the University community as part of the educational process and partnership to support the curricular, research, and lifelong learning needs of Library Users.
- **Library Rooms**  
Policies and booking regulations for rooms

# Develop and integrate new methods in reference service using modern technology and international library experience

Nazarbayev University Library / Nazarbayev University LibGuides / Website content / Ask a Librarian / Contact Us

## Ask a Librarian: Contact Us

Enter Search Words


### Contact Us


#### Chat with a Librarian

Name

Department

User



 **Email Us at library@nu.edu.kz**

 **Find your Librarian**

Visit Us in the office #5E.322, #5E.324

Need quick help on how to start your assignment? Short introduction on how to start your research

**Make an Appointment**

 or 

# Other Responsibilities

- Create and initiate projects in specialized areas of librarianship for further development of the library.



- Provide mentoring for local staff.

## Toward becoming an inclusive library: Integrating Sustainable Development Goal 5 in the library agenda

Joseph Marmol Yap [Yelizaveta Kamilova](#)

Library Management

ISSN: 0143-5124

Publication date: 5 February 2020 [Reprints & Permissions](#)

### Abstract

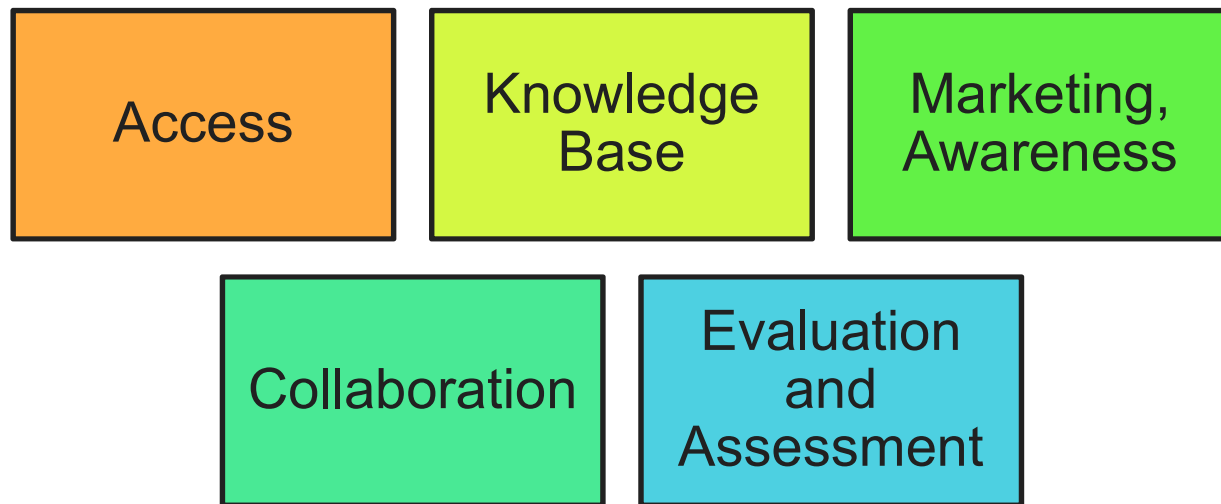
#### Purpose

The library's role in promoting and supporting the United Nations Agenda for Sustainable Development Goal (SDG) is beyond borders. It has the capacity to be a powerful driving force in leading exemplary programs that will transform society in many dimensions. This paper will



# Professional Competencies

# Professional Competencies for Reference and User Services Librarians (RUSA Task Force on Professional Competencies, 2003)



# Standardized Assessment of Information Literacy Skills (SAILS)

Since 2006, Project SAILS has helped faculty, librarians, and educators better understand the information literacy skills of college students.

The assessment is a multiple choice, 55-item instrument.



The screenshot shows the Project SAILS website interface. At the top, there is a dark blue navigation bar with the Project SAILS logo on the left and links for 'Sign In', 'Register', and 'Pay Invoice' on the right. Below the navigation bar, a white banner announces a '2020-21 Academic Year Special' where the minimum charge from the 'Unlimited Annual Contract' has been removed. The main content area features a section titled 'The Project SAILS Information Literacy Assessment'. Below this, a 'Your Results' section displays a green and yellow pie chart with '71%' in the center. To the right of the chart, a red box contains the text: 'New individualized student reports are available for the Individual Scores test!'.

# Example

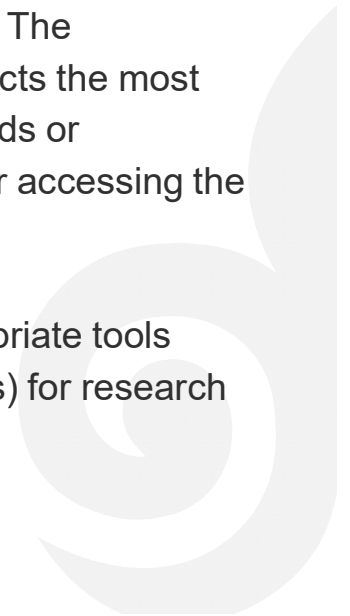
*Item.* If you are required to write a paper on teenage pregnancy, which of the following types of databases might have articles on this topic? CHOOSE ALL THAT APPLY.

- A. architecture database
- B. education database
- C. health database
- D. mathematics database
- E. physics database
- F. psychology database

ACRL Standard Two: The information literate student accesses needed information effectively and efficiently.

ACRL Performance Indicator 1: The information-literate student selects the most appropriate investigative methods or information retrieval systems for accessing the needed information.

ACRL Outcome: Selects appropriate tools (e.g., indexes, online databases) for research on a particular topic.



*On September 7, 2017, RUSA competencies were revised*

**Accesses relevant and accurate recorded knowledge and information**

**Evaluates, collects, retrieves, and synthesizes information from diverse sources**

**Interacts with colleagues and others to provide consultation, mediation, and guidance in the use of knowledge and information**

**Develops appropriate expertise in information literacy and instruction skills and abilities, including textual, digital, visual, numerical, and spatial literacies**

**Promotes and demonstrates the value of library services through marketing and advocacy**

# Punctuality

- Attendance and tardiness are monitored but we don't really log-in or sign-in. No finger scanning or time cards. Assume that big brother is watching!
- Be punctual! Always be on time, in meetings, in providing reports, in answering your users' needs. People will remember you for being late.

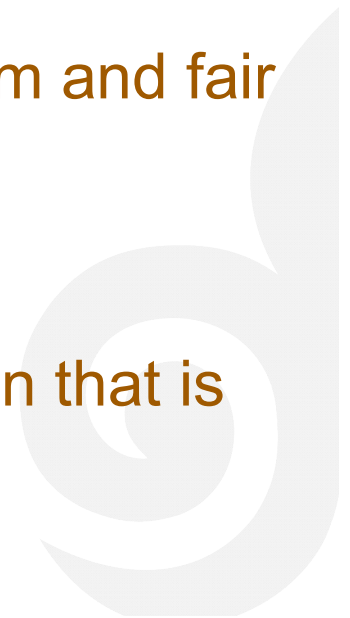




# Providing Access to Information

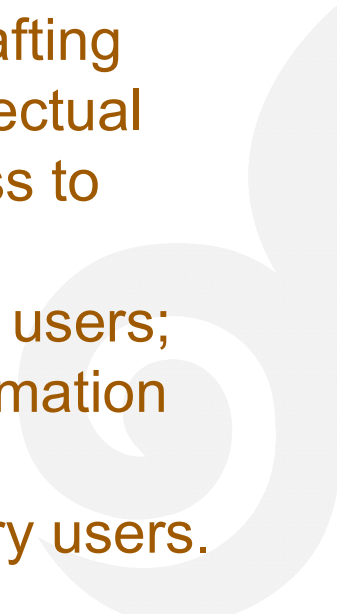
**As reference and user services librarians, we believe that access to information is a human right. We value:**

- Libraries' role in providing people with equitable and open access to information in all formats that transcends limitations of personal economics;
- Our professional commitment to intellectual freedom and fair use;
- Protection of patron privacy;
- The freedom to read;
- Creation, distribution, and possession of information that is free from interference and censorship;



**As reference and user services librarians, we believe that access to information is a human right. We value:**

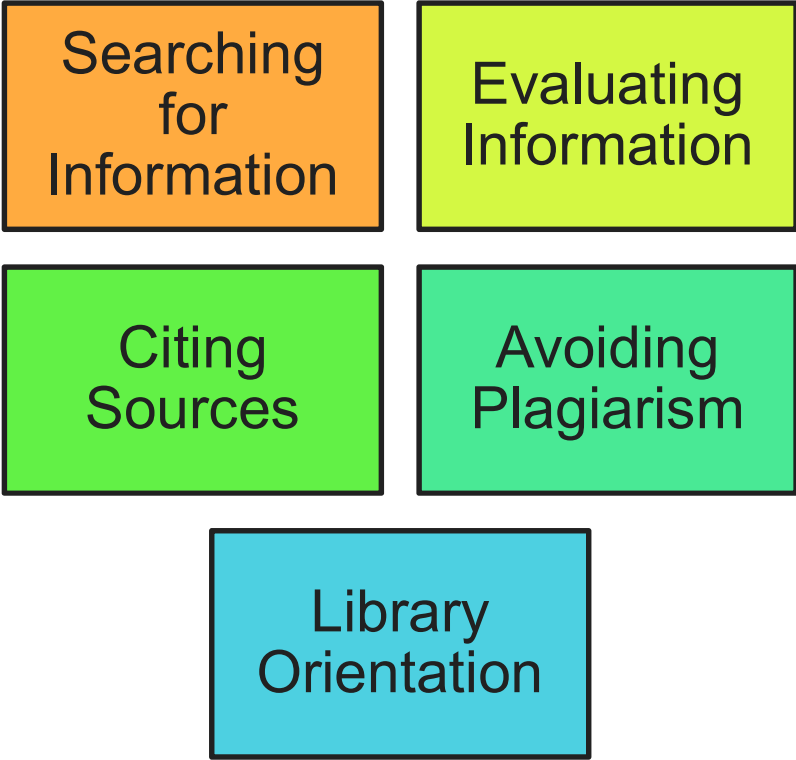
- Equal, ready and equitable access to information collected, compiled, produced, funded and/or disseminated by government agencies;
- We support libraries, publishers, and lawmakers in Crafting copyright laws that reasonably preserve authors' intellectual property without compromising the library user's access to information;
- Providing equitable access to information for all library users;
- Ensuring long-term access to print and electronic information through robust preservation and access programs;
- Facilitating digital and information literacy among library users.





# Programs and Services

# The Modules



## Library Orientation: Welcome

An Overview of Library Services and Resources

- Welcome
- Find & Borrow**
- Services ▾
- Teaching Support
- Recorded Sessions

### What is this Guide?

This guide is an overview of the resources and services we offer and complements the Library Orientations that are held at the beginning of each semester.

You can find the date of the session for the School in the **library calendar**.

Use the tabs above to navigate and explore NU Library:

- **Find and Borrow** tab to see what resources are available and how to use them.
- **Services** tab for information about instruction and research and studying support.
- **Teaching Support** tab for curriculum-related questions.
- **Recorded Orientation Sessions** in case if you missed a live presentation.

### Get Started with Key Features

- Website
- EDS
- Repository
- Libguides
- Ask a Librarian
- Subject Librarian
- Medical Library

The **website** is the first place to go for information about Library services and resources:



Audio Recorded Modules

- Library Orientation
- Module 1
- Module 2
- Module 3
- Module 4



Module 4: Information Ethics and Plagiarism

Duration: 10:30

Presented by Joseph Yap

Module Objectives

Apply ethical principles by allowing oneself to write with academic integrity and honesty.

SYNCHRONOUS

ASYNCHRONOUS

# 3<sup>rd</sup> Media and Information Literacy Day

**Media & Information Literacy**

**30**  
OCTOBER  
**2020**

How to improve MIL competencies in identifying online risks?  
*Lisa Janicke Hinchliffe* **5:05 - 5:15 PM**

What are the roles of faculty to Counter Infodemic?  
*Jesus Lau* **5:15 - 5:25 PM**

What are the roles of librarians to Counter Infodemic?  
*Zarah Gagatiga* **5:25 - 5:35 PM**

How should public figures behave and react to Counter Infodemic?  
*Edson Tandoc, Jr.* **5:35 - 5:45 PM**

zoom

NAZARBAYEV  
UNIVERSITY  
LIBRARY



The image shows a Zoom meeting grid with four participants. The top-left participant is Joseph Yap, a man with glasses wearing a blue jacket. The top-right participant is April Manabat, a woman with long dark hair wearing a black jacket over an orange top. The bottom-left participant is a man with glasses wearing a dark suit and a headset. The bottom-right participant is Zarah Gagatiga, a woman with dark hair wearing a colorful patterned top. All participants have a virtual background featuring the Nazarbayev University Library logo and text: "Global Media and Information Literacy Week - 2020", "Post-Pandemic Hacks: The Library's Approach to Counter Infodemic", "30 OCTOBER 2020", and "5:00 PM | Nur-Sultan Time". The Zoom logo is visible in the bottom right corner of the grid.

[MIL Day 2020] Post-Pandemic Hacks: The Library's Approach to Counter Infodemic

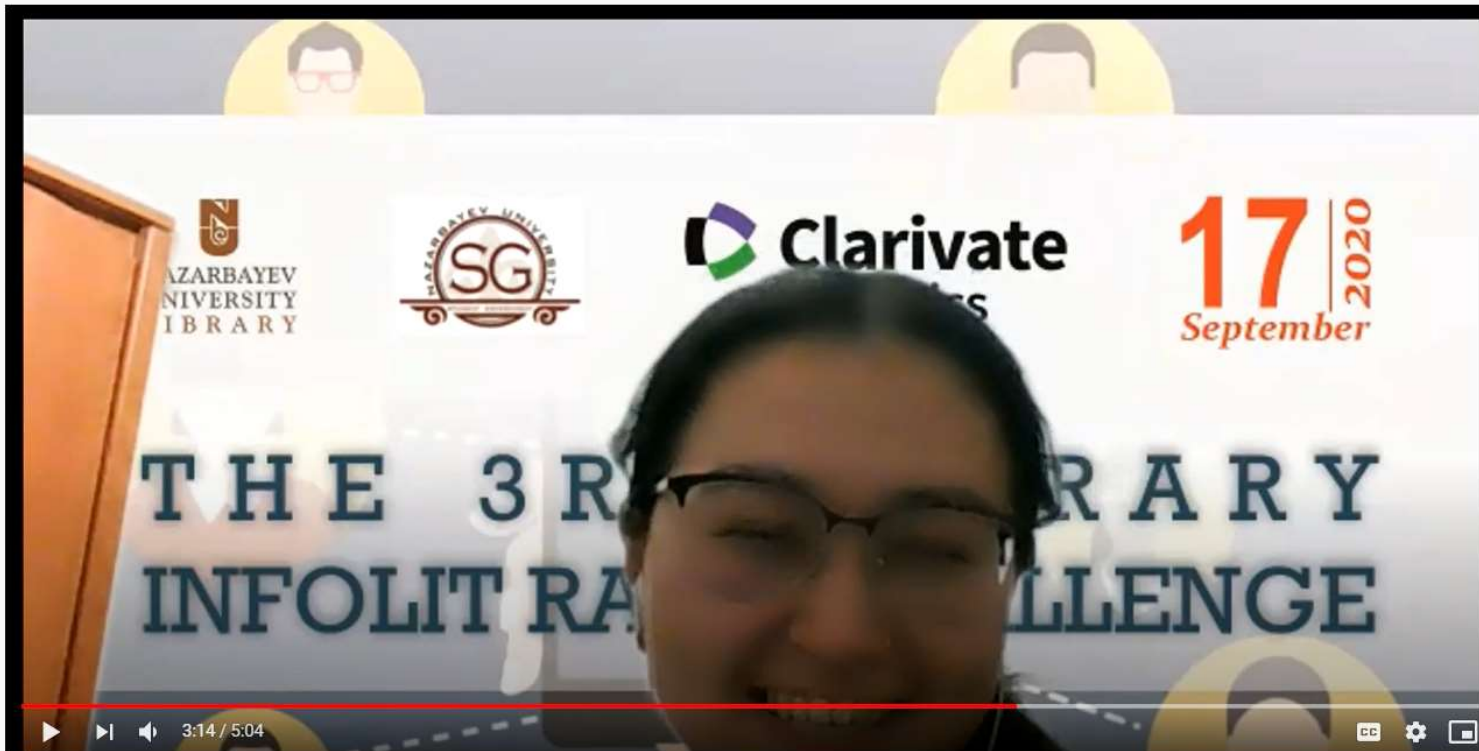
88 views · Streamed live on Oct 30, 2020

# 3<sup>rd</sup> Library InfoLit Race Virtual Challenge

The screenshot shows a Zoom meeting interface. The main content is a registration page for "THE 3RD LIBRARY INFOLIT RACE CHALLENGE". The page features logos for "UNIVERSITY OF MALAYA" and "Clarivate Analytics". The registration details are: "17 September | 2020 | Thursday | 6:00 PM". A "register now" button is visible. Below the registration information, there is a task description: "Task No. 3 - Not all online content is trustworthy - Evaluation of sources (Balauusa)".

On the right side of the Zoom window, there is a "Participants (15)" list and a chat window. The chat window shows a message from "Balauusa" with a link to a Google Drive presentation: <https://docs.google.com/presentation/d/1grk0z9uX1mpozz4E4K0RT4suZabH8G11986a4nAZcedf7nsp=sharing>. The chat also shows a response from "Marzhan Nurlankeyy" saying "yes" and "send me the correct one".

The Zoom meeting controls at the bottom of the screen show the time as 6:37 PM on 17-Sep-20.



#InformationLiteracy #InfoLitRace #NazarbayevUniversityLibrary  
2020 InfoLit Race Challenge Winner | Rustam Zhumagambetov



# Research and Publications



## What Went Wrong? A Five-School Review of Master's Theses Reference List

Joseph Marmol Yap, Carlene Groen, Yelizaveta Kamilova, Paschalia Terzi & Darya Zvonareva

To cite this article: Joseph Marmol Yap, Carlene Groen, Yelizaveta Kamilova, Paschalia Terzi & Darya Zvonareva (2018) What Went Wrong? A Five-School Review of Master's Theses Reference List, *The Reference Librarian*, 59:4, 225-234, DOI: [10.1080/02763877.2018.1503989](https://doi.org/10.1080/02763877.2018.1503989)

To link to this article: <https://doi.org/10.1080/02763877.2018.1503989>



Published online: 03 Aug 2018.



Submit your article to this journal [↗](#)



Article views: 262



## APA Referencing Guide (Avoiding Common Mistakes): Common Mistakes

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

Referencing

Examples

Common Mistakes

7th edition

### Common Mistakes

To prevent future referencing errors, below are samples of mistakes a student can prevent.

Wrong use of connector "and". To avoid this error, use & to connect the names of authors. Also, do not forget to add a comma after each author.

Darrell M. West and Joshua Bleiberg (2013) retrieved from

<https://www.brookings.edu/opinions/five-ways-teachers-can-use-technology-to-help-students/>

Wrong placement of month and year for online news and websites. To avoid this, place the year first, followed by month and day.

Thiers, N. (June, 2017) Making Progress Possible: A Conversation with Michael Fullan.

Retrieved from [http://www.ascd.org/publications/educational-](http://www.ascd.org/publications/educational-leadership/jun17/vol74/num09/Making-Progress-Possible@-A-Conversation-with-)

[leadership/jun17/vol74/num09/Making-Progress-Possible@-A-Conversation-with-](http://www.ascd.org/publications/educational-leadership/jun17/vol74/num09/Making-Progress-Possible@-A-Conversation-with-)

## Journal of Information Literacy

ISSN 1750-5968

Volume 14 Issue 1

June 2020

### Project report

Yap, J. M. and Peñafior, J. 2020. The amazing library race: Developing students' media and information literacy skills through games. *Journal of Information Literacy*, 14(1), pp. 66–82.

<http://dx.doi.org/10.11645/14.1.2708>



**Table 1:** InfoLit race challenge vis-à-vis MIL components

MIL Component	MIL subject	Pit Stop Challenge
1. Recognizing the demand for, being able to search for, being able to access and retrieve information and media content.	<p>Definition and articulation of a need for information</p> <p>Search and location of information and media content</p> <p>Access to information, media content and media and information providers</p> <p>Retrieval and holding / storage / retention of information and media content</p>	<p><b>Everyone has a class!</b></p> <p>Gives the students an idea on how library books are classified and arranged on the shelves based on subject or discipline. In this task, students must be able to arrange the books in order of class number. Also, they need to identify which class number each discipline belongs to.</p>
2. Understanding, assessment and evaluation of information and media.	<p>Assessment of information and media content, and media and information providers</p> <p>Evaluation of information and media content, and media and information providers</p>	<p><b>Don't plagiarize</b> is a task where students need to understand and assess every situation. A set of paraphrased texts are written and they need to agree if they need to cite these texts based on common rules.</p> <p>Also, they need to re-arrange the right location of every</p>

**Table 1:** InfoLit race challenge vis-à-vis MIL components

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2. Understanding, assessment and evaluation of information and media.	<p>Assessment of information and media content, and media and information providers</p> <p>Evaluation of information and media content, and media and information providers</p>	<p><b>Don't plagiarize</b> is a task where students need to understand and assess every situation. A set of paraphrased texts are written and they need to agree if they need to cite these texts based on common rules.</p> <p>Also, they need to re-arrange the right location of every</p>



## Not all students are online: The case of business graduate students in Kazakhstan

Joseph Yap 

Nazarbayev University Library, Kazakhstan

### Abstract

Graduate students who are on the go prefer to have research help virtually for convenience. But, not in the case of Kazakhstan. Our two-year data would show that almost half of the transactions we recorded are face-to-face encounters. While business graduate students use e-mail and chat for research help, they mostly prefer physical interaction. They visit the library on-site for multiple reasons. This study will provide us insights that despite the provision of technological enhancements for online communication and virtual reference, graduate students show up in the library to ask in-person research assistance. This article will describe the types of transactions received from graduate business students.

### Keywords

Graduate business students, Kazakhstan, reference questions, virtual reference service

### Introduction

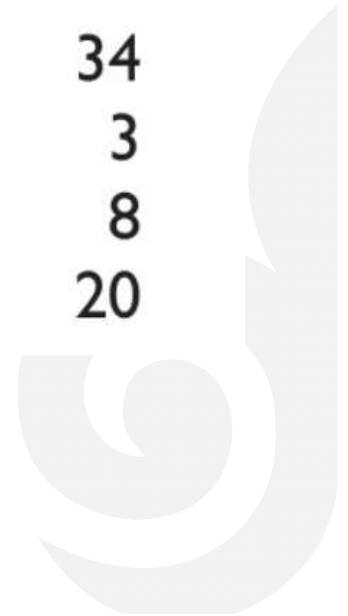
Central Asia continues to reform its educational system after the collapse of the Soviet era. For one, Kazakhstan, as a former member of the Soviet Union and the largest country in Central Asia, welcomes such reforms as a challenge to their young nation in achieving autonomy and recognition (Hartley et al., 2016). Kazakhstan's educational system went from illiteracy elimination during the Soviet period to being progressively educationally competitive after gaining independence in 1991 (Mynbayeva et al.,

As observed by local scholars, most of the academic libraries in Kazakhstan have limited access to online subscriptions (Kuzhabekova and Mukhamejanova, 2017), but not the case of the autonomous university of Nazarbayev University. As of 2019, it has a vast collection of business-related databases, including Bloomberg, Business Source Complete, Euromonitor, OECD, Privco, and WRDS. It has also a subscription to *The Economist*, *Financial Times*, *Wall Street Journal*, and *The Washington Post*. With the volume of e-resources being provided to business students, it is the library's responsibility to offer these resources so they can do their homework and

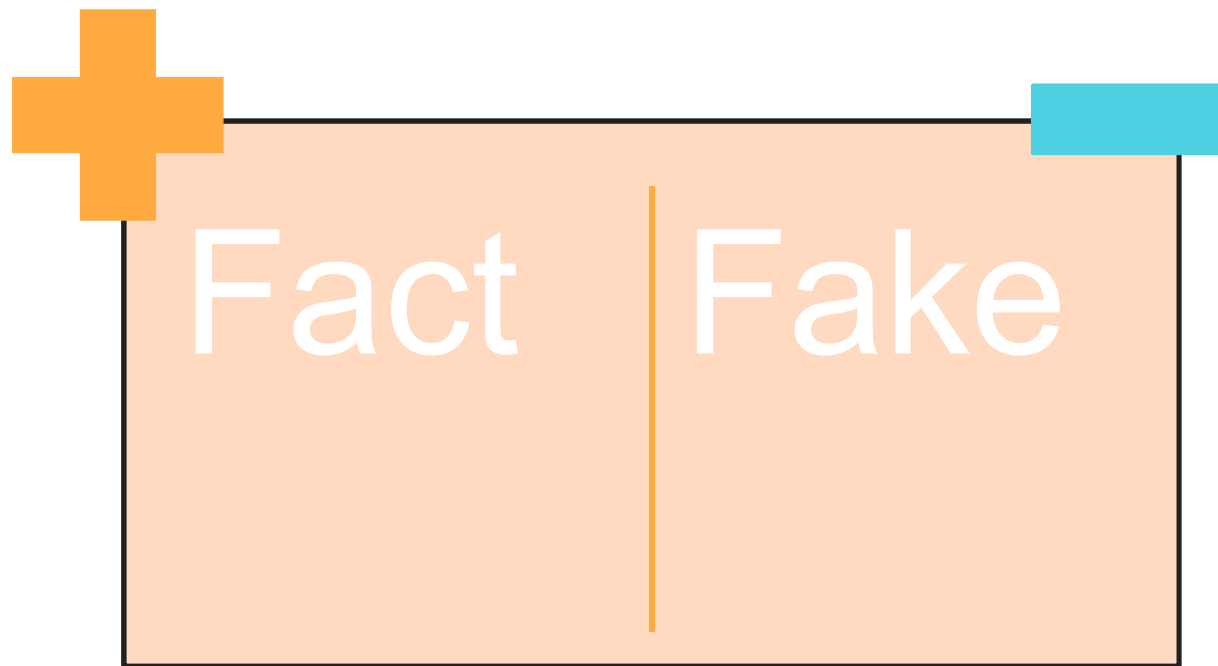


**Table 1.** Statistics of reference questions.

Type of reference query	Count	Percentage
Directional	116	34
Ready reference	12	3
Specific search	29	8
Research/consultation	69	20



# Global Fight Against Information Disorder



# References

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[http://www.ala.org/rusa/statements#RUSA\\_Statement\\_Access](http://www.ala.org/rusa/statements#RUSA_Statement_Access)

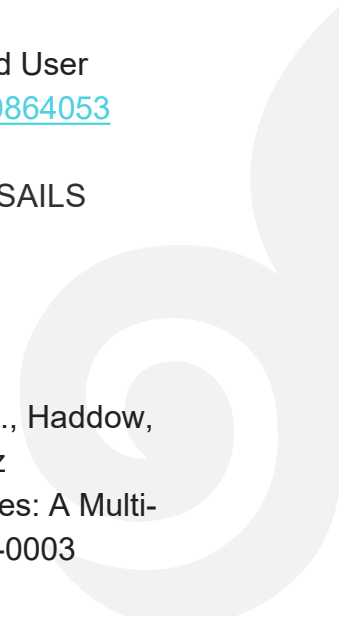
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THANK YOU FOR LISTENING!

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