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

2020

Content of the document

Article 1. General provisions.....	3
Article 2. Mechanisms for the development and renovation of the Library resources and services..	3
5 Appendix №1.....	5





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.
- 2¹. In case of development of a new educational program or renewal / modification of the existing educational program, the University Quality Assurance Service provides the library with a list of literature provided by the syllabi of the educational program, on the basis of which the library fund is examined. If necessary, book resources are purchased in cooperation with the faculty. "



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

4. The staff of the Library regularly informs the academic / invited staff and students about the updated literature and electronic scientific databases. Consultation meetings are held on the use of Library resources.

5. Following the rules established at the University, a consumer opinion survey is conducted on the need to develop Library resources. The Student and Staff General Satisfaction Survey Questionnaire are used in the survey process, which integrates questions linked to the University Library resources (for questions see Appendix № 1). Based on the results of the survey, the parties to be improved are identified, and an appropriate action plan is developed, which aims to update and enrich the Library resources.

6. In addition to the technical staff, the Library staff is also involved in the monitoring of existing in the Library technical resources. In the case of a delay, the Library communicates the Information Technology Service for support and troubleshooting, which is responsible for the correct operation and renovation of the relevant equipment.

7. By subscribing to libraries, as well as being a member of the Library Consortium, European University staff has access to resources from other libraries and electronic scientific collections.



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 basic literature indicated in the syllabi	1	2	3	4	5	0
Availability of auxiliary literature	1	2	3	4	5	0
Access to 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



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".

In general, what type of study material do you prefer? Mark one of below

Printed books	
e-books	
It does not matter, I use both types of materials equally	

How often do you use the Library e-books to prepare study materials? Mark one of below

I use only e-books	
E-books more often than printed books	
Printed and e-books equally	
E-books more rarely than printed books	
I do not use e-books at all, I use only printed books	
I do not use the University Library. I earn both printed and e-books myself.	

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

Were there occasions when you could not find the book/resource provided by the educational

No, I have not had such an occasion.	
Yes, there have been sporadic occasions.	
Yes, often	

Was there an occasion when you could not use the Library due to a lack of place in the Library? Mark one of them

Frequently	
Rarely	
Never	



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 devices (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
The literature in the Library fund is in line with the University's educational programs	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

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