



Ilia State University Librarian standard

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Introduction

The modern library, besides searching, issuing, booking and warning of books and other library resources, is focused on information-communication implementation of technology, facilitating information literacy environmental development, automation of processes, development of electronic library, active use of information resources and their socialization. Modern librarians are often called information professionals, which in itself implies the active involvement of traditional duties in the process of innovative and technological changes. Consequently, librarians should have wide and multi-level knowledge, access to resources available, new editions and media outlets, technological progress trends, To know about the modern rules and procedures for the selection, organization, classification and collection of library resources, they could study the reader's demands and human, management and development of material and financial resources, Which will provide maximum satisfaction of customer needs.

The presented document will enable librarians to understand and take care of the responsibilities of the positions to be able to study and evaluate their activities, plan and implement adequate activities for professional development. Therefore, the "librarian standard"

It can be used on the one hand as a tool for professional development, on the other hand, the possibility to define and establish the responsibilities and obligations of positions.

Incidence and goals

The standard is a normative document that defines minimum requirements for the functioning of the personnel at the Ilia State University library and maintaining the quality of their activities.

Ilia State University Librarian Standard is based on the Law of Georgia on Library Law, the Statute of Ilia State University, and Liberty Mission, Strategy, University Charter and Code of Ethics, International Documentation on Library Activities and other relevant regulations.

The goal of the document is:



- Facilitate high quality, effective and user-oriented services;
- Define librarians as general as well minimum requirements for adequate professional knowledge of position;
- Personnel assessment and selection of personnel in advance Based on specific criteria and ensure efficient management of the quality management process;
- Support librarians to research their activities, self-esteem and professional development (acquisition/expansion of knowledge, experience and skills).

The standard is a dynamic document the structure of which can change over time based on the changes in the national and international library and educational system.

Content of the document

This document describes the requirements of the professional knowledge and competences required for the personnel working in the library, which envisages the knowledge of theories, principles existing in the library field at different levels; The ability to select, organize, store and disseminate information;

Selection of effective ways and means to satisfy readers' needs;

Developing and warning of collections;

Cataloging and classification; Reference service;

Circulation Computer systems and database management.

Knowledge of areas and foreign languages are also required for some positions.

Document structure

This document consists of a general and private part. The general part of the "librarian standard" describes the basic competences and attitudes that are common to all employees of the library. This part focuses on creating a library and professional environment. The general part consists of two main chapters and four subdivisions:

I. Library environment

I.1 To create library environment



II. Professional environment

II.1. Professional attitude

II.2. Communication and collegiality

II.3. Knowledge of legal acts

The "Librarian Standard" section contains the knowledge of professional knowledge, Description of Competences and Attitudes

The private part consists of eight major chapters and twenty-one subdivisions:

I. Library Activity Management

I.1 Development of documents for library activities

I.2 process management

I.3. Establishment of professional environment

II. Clerking work

II.1 Clerking work process

III. Modern Technologies

III.1. Introduction and management of information technology

III.2. Manage electronic resources and data

III. 3 Information disseminated information

IV Informational literacy

IV. 1. Implement of informational literacy

V. Collection development

V. 1 Administration of collection development

V.2. Learning new information resources

V. 3 Information resources selection

V. 4 Purchasing informational resources

VI. Reference and bibliographic service

VI.1. Creating bibliography

VI.2. Identify information search strategies

VI.3. Organize information

VI. 4. Socialization of books

VII. Public Relationships

VII. 1. Planning and coordinating processes

VII. 2. Determine customer needs

VII. 3. Informing the society

VIII. Classification and cataloging

VIII. 1. Development of rules for cataloging and classification



- VIII. 2. Catalogization and classification process
- VIII. 3. Digitalization of Inventory Magazines
- VIII. 4. Inventory of funds
- VIII. 5. Layout of library materials
- VIII. 6. Supporting the collection

IX. Service

- IX. 1. Consult and help the customer
- X. 2. Information relationship circulation
- XI. 3. Relationship with customers

General Part I. Library environment

The atmosphere in the library, which creates its physical space and staff, is of great importance for the reader's positive attitude towards the library and creation of an effective work environment.

I.1. Creating a library environment

Result:

The librarian creates a positive, efficient and organized environment

For other people of the society interested in the reader and library activities (University Administration, community representatives, international experts and others).

Strategies:

- Relies on the librarian in the social and personal context of each reader.
- The librarian knows how to facilitate users, including special educational needs, as well as multiethnic and multilingual
- Customers
- Creating a safe and friendly environment during communication
- The librarian can create positive and collaborative
- Environmental colleagues and other representatives of the university community.
- The librarian understands the importance of physical environment



- Establishment of a positive attitude towards the library; Understands how to arrange it more efficiently and conveniently.
- The librarian can present an existing book, audio and video
- Electronic resources utilize the improvement of physical environment and to increase customer motivation.

II. Professional environment

The professionalism of the library personnel significantly determines its efficient functioning and success. This mainly means that they understand the nature and purpose of the library, effective communication and teamwork skills, collegiality and willingness towards people, self-evaluation of their activities and continuously care for professional development, as well as knowledge of legal acts related to their activities.

II.1. Professional attitude

Result:

The librarian shows up professional dependence on the activities of the library.

Strategies:

- The librarian knows and shares the library's mission and policy.
- The librarian understands the rules, principles, obligations of the library work and follows it.
- The librarian is responsible for protecting and warning resources in the library.
- The librarian takes part in a strategic library
- Objectives and priorities in adequately planned activities and facilitate their effective implementation.
- The librarian participates in the analysis of the situation in the library, in the process of collecting and analyzing the problems and assessing the problem and ensures successful implementation of the planned activities to address these problems.
- The librarian can solve local problems and/or improve his/her activities to create a short term plan
- The librarian is involved in the process of innovation and promotion



Promotes their quality performance.

- The librarian effectively uses modern information technologies in its activities.
- The librarian facilitates the development of the library in connection with the satisfaction of readers' interests and needs.
- The librarian effectively uses time management strategies in its own practice.

II. 2. Communication and collegiality

Result:

The librarian in the relationship with the social and personal level reveals the positive attitude towards them.

Strategies:

- The librarian holds various communications and uses them in practice with the customer, administrator and colleagues.
- The librarian has an effective listening technique and can read and understand the reader's needs, and adequately respond.
- The librarian can team up and show positive attitude towards team members.
- The librarian protects ethical norms and displays collegiate relationships with employees as well as with other representatives of the university community.
- The librarian has the ability to overcome conflicts and can use it in practice.
- The librarian can provide assisted novice colleague and facilitate him in professional development.
- The librarian effectively utilizes modern information technologies for the successful implementation of library activities and for effective communication with consumers.
- The librarian provides access to information and resources available to all interested individuals in the library.

II. 3. Professional development

Result:

The librarian cares about professional and personal development of others.

Strategies:

- The librarian can analyze, evaluate and plan adequate activities for its development and development.
- The librarians periodically evaluate their experience, cares about updating professional knowledge and experience.



- The librarian holds information on various means of development and resources, and can effectively use them to develop professional knowledge and skills.
- The librarian can search, and analyze professional literature to share their colleagues with the purpose of enhancing their own effectiveness.
- The librarian actively participates in professional activities and uses the experience effectively in his/her own practice.

HH. 4. Legal acts

Result:

The librarian is familiar with legal documents related to the library activities.

Strategies:

- The librarian is familiar with the Constitution of Georgia.
- Law on Higher Education, University Charter and Universal Rules;
- The librarian is familiar with the Labor Code of Georgia.
- The librarian knows and protects the law of Georgia on the "Library case".
- The librarian is familiar with the Law of Georgia on Copyright and Neighboring Rights.
- The librarian is familiar with Ilia State University's mission and legal acts.
- The librarian is familiar with the mission of the Ilia State University library, principles, policies, internal regulatory documents and promotes their implementation and protection.
- The librarian can speak fluently in the state language and read and write the documents related to the library activities.

Private Part

I. Library activity management

The library's management skills and knowledge of modern tendencies in the field of library are largely depended on the library's efficient functioning.

The library administration will develop the library's vision and policy; plans and coordinates the creation and implementation of customer-oriented systems; Facilitates establishment, analyzes and assesses the processes in the library, ensures the implementation of the needs of the international library space in their own business and the involvement of the library community.



I.1. Development of library documentation activities

Result:

The librarian, within his/her duties and responsibilities, develops the most basic orientation documents of the library and facilitates their dissemination, introduction and protection.

Strategies:

- Participates in creation of documents regulating library activities; Encourage them to spread and protect them in the library space.
- Participates to co-ordinate mission, platforms and approaches that exactly and clearly outline the purpose of the library and orientation towards customer interests.
- Identifies target groups and service forms, including the needs of different ages, legal, social, cultural, religious, ethnic and citizen status.
- Expose target goals and priorities, plans to take appropriate actions/activities and introduce practice.
- Takes responsibility for the trick, protection and development of the existing material resources of the library.
- Provides the library functioning within the framework of the applicable laws.
- Provides public information and transparency for all people interested in the library activities
- (According to Georgian legislation).

I.2. Process Management

Result:

The librarian, within its rights and duties, provides effective management of library activities

Strategies:

- Coordinates the activities of the library departments and distributes responsibilities among employees in compliance with the documents approved by the University Administration.
- Coordinates the processes that help analyze, evaluate and maximize their interests.
- Effective use of data received from the analysis of readers' needs in the management of information management.
- Managed Library Resources Development University educational and research processes.
- Coordinates the development and implementation of public relations programs.
- Identifies the quality management, monitoring and evaluation system of library activities.
- Defines the efficiency of library activities based on pre-defined criteria.



- Identifies and determines problems according to their priorities, plans to solve the relevant measures.
- Planning, organizing, managing and evaluating information services and system.
- Periodically collects information about the activities of the departments, analyzes, evaluates, and reports on the basis of the current situation.
- Participates in discussing the library budget and developing recommendations for effective distribution of finances
- Ensures the library's physical space effectively and provides to create the calm and convenient environment for the reader

I.3. Establishment of professional environment

Results:

The librarian, within its rights and duties, creates a favorable environment for the development of staff and their involvement in the adequately planned activities of modern libraries.

Strategies:

- Helps to create a favorable environment for teaming and teaming with colleagues and colleagues.
- Selects, evaluates and submits the candidate for the approval of the university administrator's nominee on the basis of pre-selected criteria.
- Facilitates and plans for the professional development of staff.
- Provide employees with new programs about professional development.
- Facilitates the introduction of modern information technologies in the library environment and maximizing new opportunities in their work.
- Creates a favorable environment for innovative processes and ensures maximum involvement of the community.
- Facilitates the establishment of links to national and international level, sharing and exchange of experience and information, organizing joint events and meetings.

Investigates Funds and coordinates the preparation of grant applications, ensuring the involvement of the human resources of the library in the process of taking into consideration their experiences and competences



II. Clerical work

The quality of clerical processes allows the library to have less effort and less time to seek the desired documentation, make correspondence-dissemination and organize meetings.

II.1. Process of clerical work

Goal:

Provides organizing and managing library documentation, arranging organizational issues related to meetings and events.

Strategies:

- Provides and maintains documents and other business papers.
- Conducts documentation of the library's business.
- Conducts internal and external corporations in both electronic and print format.
- Participates in solving organizational issues of different types of meetings and events (e.g space, time, information, etc.).
- The librarian is based on the "Uniform Rules of Proceedings" approved by the Order No. 414 of the President of Georgia of July 1, 1999 and the procedure of University proceedings, other legislative regulations in the field of legal proceedings.

III. Modern technologies

One of the important prerequisites for efficient functioning of the library in modern environment is the integration of information-communication technologies with its activities. The development of technologies has radically changed the forms of communication and access to information. Therefore, the library provides the establishment of relevant conditions for the introduction of modern technologies and facilitates its purposeful use as a professional development for employees, as well as to meet customer interests and needs.

III.1. Implementing and management of informational technologies

Results:

Plans and coordinates the introduction and use of modern technologies in the library environment.



Strategies:

- Planning and guiding the processes that facilitate the introduction of modern technologies in the professional activities of the library staff.
- Coordinates the development of information-communication technologies (electronic resources, multimedia technologies, digital photo and video cameras, etc.) in the context of the research, educational and educational processes in the university.
- Analyzes the future information and technological needs, plans for the relevant processes.
- Plans and guides the digital library development process.

Coordinates to create electronic learning resources and access to the user.

III. 2. Electronic resources and data management

III. Result:

- Coordinates electronic resources and data management processes.
- Organizes and manages the electronic catalogue.
- Facilitates the automation of informational bibliographic funds.
- Supports databases, ensures the programming and technical management of information base.
- Coordinates the electronic processes.

III. 3. Information distribution electrically

Result:

Supports distribution of information electrically related to the activities of the library.

Strategies:

- Supports effective management of web-content.
- Provides materials and news related to library activities as a library's web-site and social network.
- Repairs the web-site and provides its development.

IV Informational literacy

One of the important tasks of the library is to create a favorable environment for the development of information about literacy and development.



The library creates courses that empower the students and staff of the University with such important competences as identifying information, nature and types of information, determining, evaluating, and applying its reliability.

IV.1 Implementing of informational literacy

Result:

Provides the introduction and distribution of informational literacy at the library and University level

Strategies:

- Creates training programs and training courses that facilitate the development of efficient management competencies.
- Coordinates the integration of information literacy programs at the University's study, educational and research processes.
- Conducts trainings for the staff of the library and facilitates the development of information literacy competences and the use of experience in professional activities.
- Creates training materials and guidelines for information literacy programs.
- Creates rules for working with information technology, electronic databases and catalogs.

U. Collection development

Enrichment and development of existing University collections is a strategic function for library management. Proper selection, assessment and procurement of information resources, on the one hand, promotes the quality of education, educational and research activities in the University, and on the other hand, excludes the misuse of financial resources.

V. 1 Collection development management

Result:

Plans and manages the process of enrichment and development of library collections.

Strategies:

- Elaborates policies and strategies for the development of collections.
- Creates, keeps, preserves, rules and procedures for collections.
- Coordinates the development and enrichment of library information resources (print, audio, visual and electronic), based on university profiles and priorities.
- Supports communication between University faculties and library departments; Provides its own resources to develop academic programs and research activities
- Implementation.

Provides information to the university community



- Basic Rules and Procedures for Research Resources.
- Owns information about a new information resource, chooses to hire and informs the university academic community interested in the relevant field / issue.
- Provides the University community about new resources in the library.
- Recommends the University community in the use of library information and electronic resources.

V.2. Study of new informational strategies

Result:

Studies new informational resources for its integration for teaching and research processes.

Strategies:

- Useful, reliable sources of information to select and study collections.
- Possesses information about new publications and media services.
- Collects information about new publications, examines their scientific reviews / evaluation /overviews and passes it in a written form to the academic staff of the university of the university; provides them with the form of integration into the study and research program of specific publications.

V. 3.Selecting informational resources :

Identifies the necessary information resources for study and research programs.

Strategies:

- Based on the identification of the reader's interests, selecting information resources.
- Selection of the informational resource format (e.version, thick thin cover, etc.)
- Refrains from receiving as a gift and making a decision by the consultant with the appropriate specialist
- Along with the University academic community, the list of the necessary resources that are important for effective research and training processes.
- Cares and recommends the selection and purchasing of the necessary materials for training and research processes.
- Analyzes financial resources and defines the final list of available resources within the framework of existing finances.



VI. Reference-bibliographic service

Reference-bibliographic service is one of the most important part of the library mission and objectives. This service promotes informal education and increasing the level for teaching and study at the university, ensures the development of important competencies in students, such as research and study independently. It also coordinates the library's research needs with reference to the bibliographic service and issues relevant recommendations.

VI.1. Creating bibliography

Result:

Customers provide reference-bibliographic services and helps to find interesting information in the bibliography.

Strategies:

- Provides consultation on the availability of research oriented reference materials (electronic and printed form), which are mainly based on university education, research and educational programs.
- Creates bibliographies, information brochures, guidelines, special instructions, and so on. User's easy access to information.
- Provides different information sources for the purpose of delivering the most relevant information.
- Help readers to write literature list for summaries and other scientific works.
- When creating a bibliography, different communications tools (personal dialogue, e-mail, telephone, "online" conversation) are used to help the user.
- Sets annotated bibliographies.

VI.2. Identify information search strategies

Result:

Helps customers from different sources in determining efficient ways and means of information

Strategies:

- Finds modern strategies for searching, processing and sorting information, and guides.
- Introduces the effective means of finding information in electronic and printed sources.
- Provides consultation with the user,
- During bibliographic scrolling.
- Helps customers to define effective ways of using library resources.



VI.3. Information organizing

Result:

Helps the library to organize information resources in various spheres

Strategies:

- Draws information resources according to the types of spreading and distribution (e.g., e-mail resources, reference publications, etc.).
- Conducts and organizes existing information resources in order to make it accessible for customers (e.g., on the web-site, based on electronic resources, reference books, etc.).
- Provides the library information on the news in the reference booklet service.

VI. 4. Book socialization

Result:

Provides recommendations on socialization of important books and promotes this process.

Strategies:

Elaborate an adequate plan for socializing of various informational resources of the library.

The new literature in the library selects books for presentation, identifies the target group and presentation form.

Select book from fund, "Forgotten", but interesting literature and promotes their awareness in society. Provides recommendations as a library book in the foundation

To disseminate information on important books in different forms (eg exhibition arrangements, presentations, posting on web-pages, making informational booklets, etc.).

Gives recommendations by changing the target group, which can be used as a book (e.g. books can be handed over to schools, prisons, homeless children, elderly shelters, etc.).

VII. Public relationship

The Public Relations Department of Library Service creates a library promotion plan that aims to implement a library strategy for its purpose. The main purpose of the plan is to inform and publicize the library services and existing resources, analyze customer requirements and provide adequate service.



VII. 1. Process planning and coordination

Result:

Plans and coordinates the development of library services in order to establish effective relations with the public.

Strategies:

- Elaborates public relations action plan, inform colleagues and coordinate its implementation process.
- Creates the library's rules of service and facilitates their introduction in the library field.
- Develops the rules for the case where the user is disputed.
- Plans and coordinates research to identify needs of consumers.
- Conducts mini-surveys to identify local problems (e.g. employees needs, gaps in service sector, etc.) and plans to plan appropriate solutions with colleagues.
- Plans and coordinates staff training that facilitates professional development of staff employed in the field of library services.

Finds novelties related to the library's service area, processes and informs colleagues.

VII. 2. Determine user's needs

Result:

Determines the needs of the library user through various instruments of research (observation, in-depth interview, questionnaire, etc.).

Strategies:

- Periodically researches, analyzes the needs of the Library Funds and Readers, provides the results to the administration.
- Holds meetings with focus-groups and collects information on customer needs.
- Conducts a statistical analysis of the material used by the user, summarizes the data and writes the report.
- Analyzes and evaluates the requirements of library information services, technologies and media services; writes
- The report and the results obtained in the planning process.

VII. 3. Informing society

Result:

Plans and supports public information about the existing resources of the library.



Strategies:

- Plans and conducts information meetings with the purpose of familiarizing with library services and resources.
- Organizes presentation of information materials in order to enable users to connect their interests with the library's existing resources.
- Uses various means of disseminating information (print media, internet, personal meetings, etc.) to get familiar with the library's existing resources and services.
- Organizes events (Exhibitions, Expositions, etc.) to promote awareness and promotion of library resources and services.
- Creates and/or updates the library's guide; Encourages its dissemination and readers' awareness about existing news.

VIII. Classification and cataloging

Classification and cataloging of library resource facilitates the process of recruitment of funds based on educational, scientific and educational needs, as well as the information resources they find interesting and affordable for users.

VIII. 1. Rules for cataloging and classification

Result:

Provides the introduction of cataloging and classification rules in library activities.

Strategies:

- Develops and maintains the cataloging rules and procedures accurately and consistently; Determines various data formats (bibliographic, authoritative, etc.).
- Unifies classification unification of funds according to the international standard (classification class).
- Develops and shares colleagues with the basic principles of the Mark-21 standard and promotes its implementation in practice.

VIII. 2. Cataloging and classification process

Result:

Provides cataloging and classification of library resources

VIII. 3. Digitalization of Inventory Magazines

Result:



Promotes digitalization of inventory magazines.

Strategies:

- Controls the electronicization of inventory journals.
- Provides a new inventory journal distribution.
- Does the weekly and monthly statistics of performed work.

VIII. 4. Resource inventarization

Result:

Promotes inventory of funds.

Strategies:

- Conducts periodic inspection of funds and establishes existence in the Library Resources Fund,
- Checks physical condition, value, protection and expatibility of collections in the foundation
- Coordinates the reinvestment process of funds

VIII. 5. Layout of library materials

Result:

Determines the location of the processed material and provides the layout of the library resources

Strategies:

- Distributes collected and descriptive collections between library halls
- Determines the location of the materials (books, publications and other resources of the library) and deploy them on shelves, cartoons / archives and other repositories.
- Place the finished material according to the relevant classification
- Provides resources so that the storage space is utilized efficiently.
- Easily focus on library repository and provide reader's literature and other information resources on the shelves and reloading them on the shelves of the existing rules (formatting/removing the formula in the indicator, debt checking, etc.).
- Prepares basic guidelines about collections in the halls.

VIII. 6. Promote the keeping of collections

Result:

It helps to preserve and maintain existing collections, as well as participating in the process of extracting the material from the fund.



Strategies:

- Evaluates the physical condition of the collections, in case of problems, in agreement with the library administration, sets out their conservation tools and plans to take appropriate actions.

- Promotes the development of planned publications, archival materials and manuscripts for maintenance and maintenance.

- Promotes the actions that are directed towards solving the problem of removing material from the foundation and redirecting the copies.

IX Service

Establish a positive attitude towards the library and customer satisfaction is depended of high quality service. The main purpose of service is to provide readers with a positive and favorable working environment and provides them with relevant information needs.

IX. 1. Consulting and assistance of the consumer

Result:

Provides library services in accordance with the reader's informational needs

Strategies:

- Conducts consultation and helps customers to find information in the catalogue, information on the Internet and other e-resources.
- The user provides instruction, usage of library resources, reference sources, catalogue cards and automated information systems
- Offers readers the alternatives and means to find the desired material; In case of necessity, the reader needs to be satisfied with a library intermediate
- The customer helps in determining the reference work, based on its needs, provides reference to relevant news sources.
- Provides consultation with the user about the issues that are interesting to him, in bibliography
- Helps readers to write literature list for summaries and other scientific works.
- Answers to the user's e-mail information, resources on the library
- Provides access to literature online by the reader
- Answers to daily phone calls related to customer support and further needs



IX. 2. Circulation of information resources

Result:

Provides the protection of book circulation rules.

Strategies:

- Issues and returns library resources in accordance with pre-determined rules.
- In the booklet issued to the reader, the recordings related to the issuing and return of the library materials;
- introduces and updates the information about the transaction in the database database.
- Delays to postpone the return of the book by the beneficiary, taking into consideration the terms and conditions set forth in advanc
- Ensures the material returned by the reader after the prescribed timeframe expires; In case of loss, the amount of fines is determined.
- Checks the situation when the user returns the material; In case of damage, the relevant fines shall be established in accordance with the predefined rules.
- Introduces/reminds readers their rights and obligations.

IX. 3. Relationship with the customer

Result:

Creates a favorable and working atmosphere for the customer.

Strategies:

- Benefit to the user of the library is listening, care and quick respond and adequately to his/her needs.
- Includes interaction with the customer and the context of the situation determines its individual information needs.
- Different types of customers provide information interesting to him/her in the understandable language.
- Focuses on high level of service and different ways of assistance to meet customer needs.
- Provide information about the library's news and events on information boards to provide information to the user.