ADA University Library
Research and Instructional Support Guidelines
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Introduction: Research and Instructional Service Structure

As an integral part of the research and instructional program of ADA University the Library Research and Instructional Services Unit (RIS) provides research assistance and instructional services to ADA community to facilitate the development of an information literate community and promote Information Literacy Competency Standards of Higher Education developed by the Association of College and Research Libraries. In general, RIS serves in three main directions:

    I.   Reference and Research Assistance Services
    II.   Instructional Services
    III.   Collection Development Support

Paragraph 1. Reference and Research Assistance Services

Patrons, who need assistance in finding resources for their research topic or reference questions can request an appointment with a reference (or research) librarian.

1.1 Reference Librarian

1.1.1   works with the users to diagnose the problem and provide advice / instructions if needed. Technical problems and diagnostic information are forwarded to the appropriate staff member.

1.1.2   assists users to become more information literate — individuals need to know when they require information, define the information need and formulate a plan for where and how to locate the information, also evaluate, use information effectively and in an ethical manner.

1.1.3   shows and explains how to use library search tool (Discovery Service, Open Access Catalog), journal databases (such as JSTOR, ProQuest, ScienceDirect, Taylor and Francis, HeinOnline and etc.), electronic books (E-book Central) and citation management tools (such as EndNote, Mendeley, Refworks and etc.)

1.1.4   guides on how to evaluate information. While the students are required to write a research paper and use academic resources reference librarian helps to assess the materials according to the certain evaluation criteria.

1.1.5   provides Electronic Library Accounts, deals with the account problems and approves e-book requests on E-book Library Platform. Forgotten passwords or account username can be reset by Reference Librarian upon patrons' request.

1.1.6   suggests strategies and resources from our collection of print and online reference sources to address students, faculty and staff's research needs

1.1.7   coordinates the development and publication of print and online support materials such as subject Research Guides.

1.1.8   provides research consultation for more in-depth research questions. Research consultations are available for ADA students, faculty and staff to assist them in finding print or electronic resources as well as instructions in use of library tools. Every individual research consultation can take from 15 minutes to 1 hour depending on request. Reference staff suggests how to approach a subject searching and helps to define research strategies and the types of resources that might be useful.

1.1.9   help the students to find citation style guides and explain how to cite references. Reference or research librarians *do not* provide feedback or corrections on assignments, such as checking and using citations.

1.2 Reference Desk

1.2.1   ***One-on-One*** or ***small group consultations*** are available to faculty, staff, and students of ADA University, in person and via email. Reference questions are answered at the Reference Desk on the 1st floor in the Library from 9:00 to 18:00 during the weekdays. Reference Desk is available as walk-up or scheduled appointments by research or information query or problem of the patrons during business hours. Sometimes during business hours when the Reference Desk is unattended, patrons should feel free to approach the librarians in their office, located on the main floor of the Library. During periods when several users are waiting for assistance, reference staff offers help on a first come, first served basis. If it appears that the inquiry will take some time, staff may deal with other pending questions, provided that answers are brief and do not detract from the initial inquiry. This order of service includes both in-library and virtual inquiries.

1.2.2   ***Virtual Reference Services*** accept requests and questions 24/7 via askalibrarian@ada.edu.az. All the requests received by email will be answered within 1-2 business days depending on the scope of the questions. For more in-depth research questions patrons can request a research consultation. Research consultations are available for ADA students, faculty and staff to assist them in finding print or electronic resources as well as instructions in use of library tools. Every individual research consultation can take from 15 minutes to 1 hour depending on request. Reference staff suggests how to approach a subject searching and helps to define research strategies and the types of resources that might be useful.

1.2.3   ***Research consultation by appointment*** is recommended for upper-level undergraduates or graduate students in classes where their research projects are in-depth, specialized, and unique. Research consultation by appointment can also be particularly useful for faculty members who are stepping back into research or who are researching in a field that is new to them.

1.3 Research Guide - instructions, tutorials, online videos - Research and Instructional Services Unit is responsible for creating and maintaining tools for research self-help such as research guides and tutorials.

1.4 Tutorials: The Library offers a series of short screencasts that demonstrate how to use various library services, databases and research tools. There is also an interactive tutorial suite. Each of these tutorials can be completed in 15–45 minutes. The topics include evaluating resources, academic honesty, citing sources, finding books and articles, keeping current, using social media wisely, and using different publication types.

Paragraph 2. Instructional Services

ADA Library's Information Literacy Program supports the teaching mission of the University by educating students for academic success and lifelong learning. Librarians work with faculty and program directors to promote information literacy for students in EAPP, undergraduate, graduate and professional (EMBA) programs.

2.1 Instruction sessions

2.1.1   focus on effective research strategies, access or use of online resources, and critical evaluation of sources
2.1.2   Identify key concepts of a defined topic and develop appropriate keywords for research
2.1.3   Introduce finding tools such as the Library Catalog, Research Databases and Internet search engines
2.1.4   Identify information sources such as books, journals, Internet, and reference materials
2.1.5   Evaluate sources critically to determine reliability, validity, accuracy, authority, timeliness, and point of view or bias
2.1.6   Distinguish scholarly from non-scholarly sources
2.1.7   Locate full-text documents in research databases or by using the Discovery Tool;
2.1.8   Understand the components of a citation and introduce popular documentation styles

Instructional librarians teach information literacy skills, which include the ability to access, retrieve, analyze, evaluate and apply information, and document sources. These skills are essential to lifelong learning and investment in student success in their academic career as well as moving into the workplace.

2.2 Instruction sessions format

2.2.1 *Library Tours and Orientations – New students, faculty and staff, library visitors (including outside users)* RIS holds orientation sessions to introduce students, faculty and staff to the Library and librarians. This usually happens in the beginning of the semester. Moreover, it includes tours during the campus events as well as the fall and spring orientations. Formal orientation sessions are offered to new enrolled undergraduate, graduate and international students regarding the use of Library print and electronic collection as well as the other services offered by ADA Library. Faculty members are encouraged to make arrangements to

bring classes to the Library for orientation sessions. New Faculty members are encouraged to come by the Library to familiarize themselves with the resources that are available

2.2.2 *Introductory Sessions – English language preparatory program* EAPP/ Faculty may send small groups with language skill levels to the Library for initial exploration purposes as a part of the collaborative project with the Library. Each group consists 15-20 students with the level of English to interact in the session. EAPP program coordinator schedules the sessions with the Manager of Research and Instructional Services and arranges students' attendance in these sessions. Group instructors should accompany their classes in the session.

2.2.3 *Course-Related Instruction sessions (Academic Writing and Information Literacy; Research methods and etc. courses)* are offered as single or multiple classes and must be minimum of one forty-five minutes in length and can have a library tour if desired. Course-related instruction is available for all undergraduate and graduate courses. The librarian works closely with the instructor to design and deliver hands-on instruction with a focus on the required content and assignments of the specific course. Through the use of handouts, Web pages, demonstrations, exercises, and guided hands-on practice, IL Librarian instructs students on research strategies and focusing a topic, using the Library Catalog, using indexes, navigating electronic resources, finding specific types of information or publications, and evaluating information sources. These highly recommended, comprehensive sessions focus on equipping students with research and information literacy skills that will help them to complete successful assignments in a specific course or program. These library sessions are arranged by the faculty member/instructor through the IL Librarian.

2.3 **Requesting Library Instruction** General and specialized library instruction for university classes must be scheduled by instructors 3 weeks in advance through the Manager of Research and Instructional Services.

2.3.1 *Request* To schedule an Information Literacy class and research appointment, use the Information Literacy Session Request Form and Research Consultation Form respectively.

2.3.2 *Assessment* After receiving the request, RIS will work with you to plan the session and identify potential learning outcomes revolving around the assignment or project for which you will need to do research. While the librarian designing the class requests a copy of class syllabus and information about students' current assignment in order to prepare a focused, informative, and interesting presentation for the benefit of the students. The Manager of Research and Instructional Services sends a confirmation by e-mail when the class is scheduled for instruction.

2.3.3 *Cancel:* For cancellation or change the date/time of the instruction session, the Manager of Research and Instructional Services should be contacted as soon as possible.

2.3.4 *Submit:* All instructional requests should be submitted at least two weeks in advance to allow librarian time for design of a session specific to classes' needs

Paragraph 3. Collection Development
In collaboration, RIS team, acquisition librarian and other collection representatives build the ADA Library Collection based on curricular and research needs. RIS team requests purchase of items for both the Reference and General or Online collections.

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Overall ADA University Library refers to IFLA electronic resources collection development policy and applies its own policy in particular cases.

3.1 Material Types
- E-journals
- E-books
- Full-text (aggregated) databases
- Index and abstract databases
- Financial and Statistical databases

3.2 General Criteria for Selection
- Relevance to the curriculum
- Demand
- Up-to-date knowledge of the subject
- Quality of content
- Price of material
- Material in the English language

3.3 Other Factors
When an electronic subscription provides a high-quality product to more users at a cost comparable to the print alternatives, the digital resource is preferred. The choice of electronic only is preferable to dual electronic/print subscriptions at additional cost.
- Reputation of the vendor for reliability and technical support
- Quality of content
- User interface (ease of searching and retrieving documents)
- Potential use by many students and faculty
- Licensing, copyright, and archival rights issues
- Subscriptions available through consortia arrangements are preferred over local subscriptions because of pricing and technical support

RIS makes cost-effective and appropriate purchase decisions for electronic resources.

3.3.1 **Pricing models:**
- Subscription
- Consortia purchases
- One-time purchase

3.3.2 **Cost model:**
- Based on FTE or number of active patrons
- One-time fee or yearly cost
- Fees for upgrades
- Hosting fees

Referring to the IFLA, ADA Library applies policy to guide selectors when they faced challenges with the choice of content available in both print and electronic formats. These challenges are

related with format preference, including decision on de-duplication (ex. titles are already acquired in multiple formats).

3.4 Consortia Purchases - ADA University Library is a part of Azerbaijan Library and Information Consortium. When advantageous, the library participates in consortia agreements for access to electronic resources. ADA University Library continues to explore collaborative efforts and corporates with EIFL and ANKOS Consortia on international level.

Paragraph 4. Selection and evaluation of e-resources

4.1 Subject and Content - RIS initially review and evaluate the content of electronic resources according to the Library collection development policy criteria
- Subject and content supports the curriculum and research aims of ADA Community
- Support the subject profiles of existing collection
- Peer reviewed, or having the high-quality content
- Support the requirements of key audience
- Generate and acceptable level of use

4.2 Technical Feasibility
4.2.1 While selecting e-resources Library considers the technical issues to ensure library has the capability to provide technical maintenance to access to these resources on an ongoing and cost-effective basis.
4.2.2 ADA provides on and off Campus access most of its acquired and subscribed electronic resources. If the electronic resource requires any special hardware, software System administrator and librarian determine the cost of acquiring, installing and supporting the appropriate software components.
4.2.3 The electronic resource acquisition has to make sure that all requirements are met before making the acquisition decision. Library informs its users about browser requirements, all other requirements (ex. Adobe Digital Edition and Acrobat Reader) and location of access points either online tools or instructions.
4.2.4 RIS announces its new acquired, subscribed and trial version of e-resources to ADA Community through University outlook email, Library social network pages and Library Website.
- Availability of remote access (IP access)
- Facilitate access to e-resources

4.3 Functionality and system reliability
- Easy to search and retrieve materials
- Exporting and downloading content
- Sorting and ranking ability results
- Direct linking with support service

4.3.1 **Interface**: ADA Library follows the cutting-edge technology and provides user-friendly resources which includes the features such as online tutorials, introductory sessions,

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navigation aids and context sensitive help and personalization options such as creating own folder, subscribing email alerts, save search history etc.

4.3.2 **Search and retrieval:** In order to offer powerful, flexible and user-friendly search engine and increase the usage of resources ADA Library provide one search option to its Community. Common features include keyword and Boolean searching, full-text searching, browsing, relevancy ranking, citing and search history.

4.3.3 **Response, reliability and availability:** Library pays special attention the system and resources availability all hours of the day every day (24/7). It should be technologically up-to-date and have the appropriate capacity and network infrastructure to support multiple users, maintenance and support should be applied immediately. Since most of the vendors are located in different time zones the access problems might take 24 hours to have solution depends on scope.

4.4 Vendor support
- Responsive customer service and technical support
- Trial and product demonstration
- Customization and branding

4.4.1 **Responsive customer service and technical support:** ADA Library works with the Vendors those are willing to provide initial and ongoing training.

4.4.2 **Trial and Product demonstration:** ADA Library provides Database trial to ADA Community in order to assess the needs for its resources. Trials help the Library to learn thoroughly more about vendors, resources and its active audience.

4.4.3 **Customization and branding**: statistical and analytical report of usage, to response the needs for resolution of technical issues, customization and branding service.

4.5 Licensing
The ADA Library purchases access to or data from publishers who require signed license agreements. When negotiating license agreements, it keeps the interests of the user in mind and does not purchase titles where the restrictions on use would seriously impede research or be impossible to enforce. The Manager of Research and Instructional Services coordinates the review of license agreements and submits the signed license agreement as part of the ordering procedure. RIS try to negotiate agreements with vendors to override limitations to concurrent users for hands-on training purposes.

ADA Library works with the vendors those are considering the following issues:
- Contract is a standard agreement with clear, concise language
- Authorized users will include students, faculty/staff and limited visitors
- Fair use of material for non-commercial, educational, and instructional purposes will be explicitly allowed; this includes interlibrary loan, virtual reference and course reserves.
- Contract clearly outlines the duration of license and termination terms
- Vendor respects the privacy of all library users.

4.6 Access termination and De-selection: RIS review the electronic resources every two or three years. Special instances will be reviewed on particular cases. Removal or cancellation of the electronic resources will occur if:

- Electronic resource is no longer available, maintained, or current.
- Usage statistics are consistently low over a significant period of time
- Budget reductions require cancellation of resource.
- The information is more suitable in another format.
- Program or curriculum no longer requires the resource.
- Vendor fails to hold up their end of the agreement and/or provides poor service
- Product's content is found to duplicate content in another database

Paragraph 5. Reference and Research sources

5.1 Reference Materials: The *Reference Collection* consists of materials that provide information on many subjects and that can be used to start or supplement library research. Reference materials include such items as dictionaries, encyclopedias, guidebooks, bibliographies, maps, and directories. According to the *Information Resources' Use Policy and Procedures of ADA Library*, Reference Collection generally is considered to use only in the Library. However, exception in some circumstances such as class presentations, or class discussions is possible.

5.2 Databases: The library subscribes several on-line databases and other electronic books and journals available for research. Electronic full-text databases that are cross disciplinary are preferred to subject specific databases. The contract period for e-resources is typically for a one-year period, requiring renewals each year. Databases often contain the entire text of peer-reviewed articles from academic journals. These articles may be printed for use in research and school projects.

5.3 E-books: E-books are generally purchased if professor requested it as a core course reading. Extra copies of a title are purchased only if continued use can be shown.

Paragraph 6. Electronic resources borrowing

ADA faculty, staff, Alumni and MFA are privileged to use ADA Library subscribed databases. Only faculty and MFA can request e-books purchase by filling out the official *Electronic / Print Books, Serials and Audiovisuals Request Form*.

6.1 Students can borrow electronic books for a limited period upon the Manager of Research and Instructional Services' approval.

6.2 Each semester no more than 3 e-books loan will be approved by librarians and total cost of these e-books should not exceed one regular e-books' price.

6.3 Purchased course e-textbooks can be downloaded for 1-2 days.

6.4 ADA Library corporates with the partner University Libraries and sharing the electronic resources. It may elect not to purchase some materials if they are accessible through cooperative resource sharing. These arrangements provide access to additional materials

through *Inter library loan*, however, it does not release the library from its responsibility providing adequate resources to faculty, staff and students.