	NON-PROFIT JOINT STOCK COMPANY "KAZAKH NATIONAL RESEARCH TECHNICAL UNIVERSITY NAMED AFTER K.I. SATBAYEV"	
QMS document of 2rd level	Documented procedure	
	Edition #3 dated «01» 09 2023 year	DP KazNRTU 607-2023

СӘТБАЕВ УНИВЕРСИТЕТІ

MANAGEMENT OF INFORMATION RESOURCES OF THE

SCIENTIFIC LIBRARY

DP KazNRTU 607 - 2023

Almaty 2023

PREFACE

1 DEVELOPED: by Scientific Library at Non-Profit Joint Stock Company "Kazakh National Research Technical University named after K.I. Satbayev"

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Content

1 GENERAL PROVISIONS

1.1 This documented procedure "Management of Information Resources of the Scientific Library" is the main document that implements the requirements of the QMS for the processes of managing information resources of the Scientific Library of the Kazakh National Research Technical University named after K.I. Satbayev (hereinafter referred to as KazNRTU).

1.2 This standard is applied by all divisions of KazNRTU and the Scientific Library (hereinafter referred to as the SL) and is included in the QMS documents.

1.3 This DP has been developed with the aim of providing high-quality and prompt library and information resources for the educational process and scientific research of KazNRTU.

2 REGULATORY REFERENCES

2.1 The SL is guided in its activities by the following regulatory documents: − Law of the Republic of Kazakhstan "On Education" dated 27.07.2007 No319-111;

-       The Law of the Republic of Kazakhstan "On Science" dated 18.02. 2011. No 407-IV;

-       The Law of the Republic of Kazakhstan "On Culture" dated 15.12.2006. № 207;

-       "On approval of qualification requirements for educational activities, and the list of documents confirming compliance with them", approved by the order of the Minister of Education and Science of the Republic of Kazakhstan dated 17.06.2015. № 391

-       "Instruction on the formation of the library fund of the state educational organization of the Republic of Kazakhstan", approved by the order of the Ministry of Education and Science of the Republic of Kazakhstan No 508 dated 18.06.2003;

-       "On approval of the Rules for the formation, use and preservation of the fund of libraries of state organizations", approved by the order of the Minister of Education and Science of the Republic of Kazakhstan dated 19.01.2016. № 44;

-       "On Approval of Documents on Librarianship for Libraries of the Education System", approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated No 827 dated 17.08.2000;

-       The Charter of NJSC "KazNRTU named after K.I. Satpayev", approved by Order of the Minister of Education and Science of the Republic of Kazakhstan dated 16.10.2015;

-       Quality Policy of NJSC "KazNRTU named after K.I. Satpayev";

-       Quality goals of KazNRTU named after K.I. Satpayev.

-       ISO 9001:2015. Quality management systems. Requirements.

- ISO 9000:2015. Quality Management Systems - Basic Provisions and Dictionary.

- GOST 7.0-99 System of Standards for Information, Library and Publishing. Information and library activities, bibliography. Terms and Definitions

- GOST 7.73-96 System of Standards for Information, Library and Publishing. Search and dissemination of information. Terms and definitions.

- GOST 7.0-99 Information and Library Activities, Bibliography. Terms and definitions.

- ST RK 1042-2001 Organizational and Administrative Documentation. Requirements for the execution of documents.

- GOST 7.4-95 Editions. Imprints. General requirements and rules of execution.

- GOST 7.60-2003 Editions. Main types. Terms and definitions (as amended).

- GOST 7.61-96 Editions. State (National) Bibliographic Indexes. General requirements.

- GOST 7.53-2001 Editions. International Standard Book Numbering.

- GOST 7.56-2002 (ISO 3297-98). Edition. International standard numbering of serial publications.

- GOST P 7.0.12-2011 System of Standards for Information, Library and Publishing. Bibliographic record. Abbreviation of words and phrases in Russian. General requirements and rules.

- GOST 7.11-2004- System of Standards for Information, Library and Publishing. Bibliographic Record. Abbreviation of Words and Phrases in Foreign European Languages.

- GOST 7.74 1-96 Information retrieval languages. Terms and definitions.

- GOST 7.1-2003- System of Standards for Information, Library and Publishing. Bibliographic record. Bibliographic description. General requirements and rules for compilation.

- GOST 7.59-2003 Indexing of documents. General Requirements for Systematization and subjectization (as amended).

- GOST 7.1-2003 System of Standards for Information, Library and Publishing. Bibliographic record. Bibliographic description. General requirements and rules for compilation.

- GOST 7.70-2003 Description of the database and machine-readable information arrays. Composition and designation of characteristics.

- GOST 7.71-96 (ISO 6862-95) Set of coded mathematical signs for the exchange of bibliographic information.
- GOST 7.76-96 Acquisition of the Document Fund. Bibliography. Cataloging. Terms and definitions.
- GOST 7.51-98 Cards for catalogs and card indexes. Cataloguing in the publication. Composition, data structure and publishing design.
- GOST 7.80-2000 Bibliographic record. Heading. General requirements and rules for compilation.
- GOST 7.82-2001 Bibliographic record. Bibliographic description of electronic resources. General requirements and rules for compilation.
- GOST 7.9-95 (ISO 214:76). Abstract and annotation. General requirements.
- GOST 7.83-2001 Electronic Publications. Main Types and imprints.
- GOST R 7.0.83-2013 SIBID. Electronic publications. Main types and imprints.
- GOST 7.48-2002 Preservation of documents. Basic terms and definitions.
- GOST 7.50-2002 Conservation of documents. General requirements.
- GOST 7.87-2003 Book Monuments. General requirements.
- GOST 7.20-2000. Library statistics.
- GOST 7.35-81 Library documentation. Primary accounting documents.
- Classification tables of UDC, BBC.
- Handbook of a bibliographer. Ed. by A.N. Vaneev, V.A. Minkina.
- Regulations on the Scientific Library of KazNRTU.
- Job descriptions.

3 TERMS. DEFINITIONS. ABBREVIATIONS

Automated library and information system	A set of software and hardware designed to collect, store, search and issue information to users at their request
Bibliographic record	An element of bibliographic information that fixes in documentary form information about a document that allows it to be identified, to reveal its composition and content for the purposes of bibliographic search.
Library service	A specific result of library services that satisfies a certain need of the library user (issuance and subscription of documents, provision of information about documents, references, exhibitions, consultations, etc.).
Maintenance in a library	A set of various types of library activities to meet the needs of users by providing library services.
Library Information security	A set of library and information resources and services to meet long-term information needs
Library and Information Resources	A set of library and bibliographic documents specially organized for the effective receipt of information.
Virtual Help Desk	Serving remote users with the help of telecommunication computer technologies by providing electronic information both in real time and in an interactive mode with the librarian.
Database	A set of structured data in electronic form, with a common user interface and software tools for accessing and processing data.
Document	A material object with information fixed on it in the form of text, sound recording or image, intended for transmission in time and space for the purpose of storage and public use.
User request libraries	A request from a library user for the provision of a library or information service.
Information resources	A set of data organized to efficiently obtain reliable information.
Acquisition fund	A set of processes for identifying, selecting, ordering, acquiring, receiving and registering documents that correspond to the tasks of the library.
Cataloging	A set of processes that ensure the creation and functioning of library catalogs.
Process	A set of interrelated and interacting activities that transform inputs into outputs.
Recataloging	Retrospective conversion of the card reference apparatus into a machine-readable database.

Systematization	Classification systematization, assignment of classification indices to documents in accordance with the rules of any classification information retrieval language
Electronic edition	An electronic document (group of electronic documents) that has undergone editorial and publishing processing, intended for distribution in an unchanged form, having imprint information.
Electronic resource	Electronic data (information in the form of numbers, letters, symbols, images or their combinations) and supporting software and technological tools.
Electronic library	An orderly collection of heterogeneous electronic documents (including books) localized in an information system, equipped with unified navigation and search tools, and available through information and communication networks. Own ES is mainly focused on users of a university or organization.
Electronic library system	The electronic library system of ELS differs from ES only in "the features of the currently existing normative legal regulation", i.e. the fulfillment of a number of arbitrary formal requirements imposed on universities in the Russian Federation. Users of ELS are any persons/organizations that have purchased access.
AIBS	Automated Library and Information System

ARM (АРМ-AWP)	Automated Workstation
BD (БД - DB)	Database
B/Z (Б/З - B/R)	Bibliographical Record
DP (ДП)	Documented Procedures
DMiK (ДМиК – MiCS)	Marketing and Communications Section
DUI (ДУИ- IMS)	Infrastructure Management Section
GOSO (ГОСО)	State Obligatory Educational Standard
GOST (ГОСТ)	Government Standard
IAO (ИАО- IAS)	Information and Analytical Section
IIC (ИИЦ- IPC)	Information and Publishing Center
IR (ИР)	Informational Resources
IC (ИК)	Information Culture
KazNRTU (КазНИТУ)	Kazakh National Research Technical University named after K.I. Satbayev
MON RK (МОН РК- MES RK)	Ministry of Education and Science of the Republic of Kazakhstan
SL (НБ- SL)	Scientific Library
NIR(НИР - SRW)	Scientific-Research Work
OK (ОК – BSS)	Book Storage Section
OKiNO (ОКиНО -AiSPS)	Acquisition and Scientific Processing Section
ONIT (ОНИТ- NITS)	New Information Technologies Section
OO (ОО – MS)	Maintenance Section
DIP (ПОД)	Document image processing
PPS (ППС - FTS)	Faculty Teaching Staff
QMS (СМК)	Quality Management System
SPA (СПА - RSE)	Reference-Search Engine
SNiP (СНиП- CNaR)	Construction Norms and Rules
UDC (УДК)	Universal Decimal Classification
EL (ЭБ)	Electronic library
EBS (ЭБС – ELS)	Electronic Library Systems
EC (ЭК)	Electronic Catalog

4 CONTENT OF THE PROCESS

4.1 The process of "Information Resources Management" of the library includes 6 subprocesses:
1. Planning and organizational and methodological support of the activities of the SL .
2. Book supply, acquisition and accounting of the fund.
3. Scientific processing of documents and creation of the SPA.
4. Automation of library processes and the formation of a fund of digital resources.

5. Information and library support of the educational process and scientific research.

6. Organization and storage of the fund.

The owner of the process: Director of the Scientific Library.

4.2 Participants in the process: the document is mandatory for all structural divisions of KazNRTU and employees of the SL .

5   IDENTIFICATION AND DESCRIPTION OF THE SUB-PROCESSES OFTHE PROCESS "INFORMATION RESOURCE MANAGEMENT"

5.1.1 Identification and description of the sub-process "Planning and organizational and methodological support of the SL 's activities"

Characteristics of the subprocess	Description of subprocess characteristics
Assignment of the subprocess:	Ensuring the management activities and the main directions of the SL 's work.
Purpose of the sub-process:	Stable functioning and progressive development of the SL as a whole, as well as the main areas of its activities and production processes.
Subprocess Owner	Director of the SL
Participants in the subprocess	Human Resources Department, Directors of the SL, Heads of Sections of the SL, employees of the SL
Subprocess input:	Regulatory requirements of the MON RK, international accreditation agencies, GOSO, current and long-term development plans of KazNRTU and the SL, job qualification requirements for the skills and competencies of the SL personnel, personnel needs for advanced training, ideas and innovations in librarianship, IT and other areas of science and practice.
Documents or records and events that initiate the subprocess	Innovations in the field of science and education, regulatory and administrative documents of the MON RK, new trends in the development of libraries, measures for the development of MTB SL, advanced training, plans for the professional development of employees, etc.
Subprocess Output	Results of monitoring the implementation of the work plans of the SL and departments, sociological research. Updating the material and technical base of the SL . Purchased goods and information resources for consumers. Implemented projects and programs library development. Employee certificates confirming obtaining new knowledge and competencies.
Exit Requirements	Compliance with the mission, goals and objectives of the SL .
Documents or records generated by a subprocess	Plans, reports of the SL and departments of the SL . Regulatory documents regulating the activities of the library, local regulations, mandatory rules and procedures, analytical reports, an act of introduction of innovations and new technologies. Decisions and recommendations of the Methodological Council. Questionnaire of employees. Representations, characteristics for employees.

5.1.1 Regulations for the implementation of the subprocess.

Preparation of reports and work plans of subdivisions for half a year and a calendar year is carried out by the heads of departments in the form (F KazNRTU 607-01), (F KazNRTU 607-02). The Director of the SL submits for approval to the supervising Vice-Rector the work plan of the SL (F KazNRTU 40405). The report on the work of the SL is presented and approved at the meeting of the Academic Council of the university in accordance with the schedule (F KazNRTU 502-02). Measures to improve processes and manage risks within the framework of the QMS are developed in accordance with the forms adopted at the university. For the purpose of collective discussion and making informed decisions that contribute to the effective management and development of the SL, the Methodological Council of the SL functions. The results of the subprocess of management and methodological support, improvements of the SL are the Minutes of decisions of the Methodological Council (F KazNRTU 403-02. Protocol), the map of the introduction of innovations and best practices (F KazNRTU 607-03). To interact with external partners and carry out business correspondence within its powers, the SL uses a form (F KazNRTU 607-04).

To ensure the functioning of the SL, the Director of the SL submits applications for the necessary equipment and services on the basis of existing forms (F KazNRTU 604-01. Application for the purchase of products), (F KazNRTU 60604. Act of transfer for the repair of SO), (F KazNRTU 606-05. Act of acceptance and transfer for repair), (F KazNRTU 606-06. Application for the purchase of ITS), (F KazNRTU 606-10. Certificate of expertise (technical condition of one ITS), (F KazNRTU 606-07. Order for the performance of work on ITE for a third-party organization. work) to the relevant services of KazNRTU.

5.2 «Identification and description of a subprocess «Book Supply, Acquisition and Accounting of the Fund"

Characteristics of the subprocess	Description of subprocess characteristics
Brief description of the sub-process:	Acquisition of the collection with all types and types of documents, including electronic resources for remote access. Document accounting.
Purpose of the subprocess:	Identification, selection, order, acquisition (purchase, exchange, gift), receipt and accounting of documents that meet the objectives of the Scientific Library, the requirements of the State Educational Standards, and educational programs.
Purpose of the sub-process:	Library and information support for the needs of the scientific and educational process of the university in accordance with the requirements of the State Educational Standards, the Ministry of Education and Science of the Republic of Kazakhstan and the profile of KazNRTU.
Subprocess Owner	Head of OKiNO.

Participants in the subprocess	Vice-Rector for Academic Affairs, Vice-Rector for Corporate Development, University Departments, Director of the SB, Heads of SB Sections, Accounting, Public Procurement Department.
Subprocess input:	Price lists, information letters, catalogs, applications of departments, information about the contingent, the opening of new specialties. Test access to databases, aggregators and suppliers of electronic resources. Gifts, library offers for book exchange. Inquiries of the Ministry of Education and Science of the Republic of Kazakhstan, other state bodies on the state of the fund.
Documents, records, or events that trigger a subprocess:	Regulatory requirements of the Ministry of Education and Science of the Republic of Kazakhstan and international. Accredited. agencies, educational programs, a plan for the implementation of research, the results of the questionnaire, an analysis of failures, book supply. Analytical materials on the composition of the collection and book supply.
Documents or records generated by a subprocess	Order for documents, contracts for the supply of documents, invoice for ordered documents, acts of exclusion of literature. Certificates and reports on the state of acquisition and book supply.
Process Output	Printed publications with accompanying documents received by the fund as a result of purchase, gifts and exchange. Electronic resources of remote access (annual subscription/renewal), a collection of electronic resources for eternal use. Document excluded from accounting forms.
Exit Requirements	Compliance of the qualitative and quantitative composition and content of the fund with the requirements of educational programs and accounting documents.

5.2.1 Subprocess Execution Regulations.

The subprocess «Book Supply, Acquisition and Accounting of the Fund" includes such areas as: "Book Supply and Acquisition of the Fund", "Reception and Accounting of Publications. Write-off.".

Book supply and acquisition of the fund.

In order to ensure the educational process, the head of the OKiNO annually together with the heads of departments determines the profile of the fund. Monitoring and analysis of the book supply of disciplines is carried out at the end of the academic year with the participation of coordinators and teachers of the department in the module "Book Supply" of the AIBS "MegaPro" in accordance with the book supply map of the discipline (F KazNRTU 607-05), the book supply map of the department (F KazNRTU 607-06). The head of the OKiNO presents

price lists of publishing houses for the faculty, introduces samples of new books in the areas of educational programs.

Applications for the purchase of the necessary documents are sent to the library as needed throughout the year.

Applications for the purchase of printed educational and scientific literature, periodicals are drawn up according to the application for the purchase of the necessary publications (F KazNRTU 607-07), applications for subscription of periodicals (F KazNRTU 607-08), subscription to periodicals (F KazNRTU 607-09). An annual subscription is issued for periodicals and official publications of Kazakhstan, and a semi-annual subscription (twice a year) for Russian ones.

In order to study the need for electronic documents, the SB organizes test access to subscription licensed resources (F KazNRTU 607-10) on the basis of applications from the departments. The purchase of electronic resources is carried out on the basis of an application (F KazNRTU 607-11).

The head of the OKiNO together with the director of the research library and the heads of departments of the research library studies the applications received, corrects the number of copies taking into account the analysis of the composition of the collection, the relevance of the publication, the contingent and demand. The consolidated order for the purchase of documents is submitted for approval to the supervising Vice-Rector. The signed consolidated application is transferred by the Acquisition department to the Public Procurement Department of the university, which carries out procedures in accordance with DP KazNRTU 604.

Educational and scientific publications issued in the publishing department of KazNRTU are delivered to the library in accordance with DP KazNRTU 608.

Reception and accounting of publications. Write-off.

Acceptance of purchased publications is carried out in accordance with the contract with suppliers. Upon receipt of documents, summary and individual accounting is carried out in accordance with the recommendations on the accounting of the library fund of libraries of educational organizations of the Republic of Kazakhstan. The SB registers/records the received documents in printed and electronic form in the "Acquisition" module of AIBS "MegaPro" in:
- book of summary accounting of printed and electronic resources (F KazNRTU 607-12);
- inventory book (F KazNRTU 607-13);
- a card of non-inventory accounting (F KazNRTU 607-14);
- Receipt Sheet of Periodicals (F KazNRTU 607-15) in the "Subscription" Module of AIBS "MegaPro";
- act of acceptance of books and electronic publications (F KazNRTU 607-16);
- register of databases (electronic packages) (F KazNRTU 607-17);

- the book of summary accounting of databases (electronic packages) (F KazNRTU 607-18);
- act of acceptance of documents as a gift (F KazNRTU 607-19).

For publications received with defects, a Defects Act is drawn up (F KazNITU 607-20). The OKiNO organizes the audit of the SL fund, draws up an Act of verification of the fund (F KazNRTU 607-21). Write-off of documents is carried out on the basis of the Act (F KazNRTU 607-22) and the list (F KazNRTU 607-23). All publications received by the fund are stamped by the library.

5.3 Identification and description of the sub-process "Scientific processing of documents and creation of SPA"

5.3 Identification and description of the sub-process "Scientific processing of documents and creation of SPA"

Process characteristics	Description of the process characteristics
Purpose of the subprocess:	Full reflection of the library fund in the databases of the EC and the service catalog.
Purpose of the sub-process:	Creation of a SPA that provides identification, accounting, search and use of documents available in the library fund.
Subprocess Owner	Head of the cataloguing sector, head of the IAO.
Participants in the subprocess	Heads of SL sections, users and employees of the SL
Subprocess input:	New books, periodicals, collections of conference materials, etc. Publications from the retro fund. Identified errors, inaccuracies in the bibliographic record. Readers' requests for putting the UDC index.
Documents, records, or events initiating a subprocess:	Information needs of the scientific and educational process. Implementation and adaptation of new software, elimination of errors during conversion. Receipt of publications with accompanying documents. Recataloging. Write-off of publications from the collection of the SL.
Subprocess Output	Bibliographic record in the EC, bibliographic databases. Catalogue cards. Documents that have undergone technical processing. Edited bibliographic record. Deletion of bibliographic records and cards of excluded publications. UDC Index for Scientific Publications.
Exit Requirements	Compliance of the created bibliographic products with the requirements of standards.
Documents or records generated by a subprocess	Vouchers, journal of assignment of UDC indices. Information entered into Database Passports, statistics of created and edited bibliographic records.

5.3.1 Regulations for the implementation of the sub-process «Scientific processing of documents and creation of the SPA"

The subprocess "Scientific processing of documents and creation of the UDC" includes the receipt of literature from the acquisition department and centralized processing of literature of all types of publications: systematization based on the UDC table, description and technical processing.

The result of scientific processing of books, periodicals and other types of documents is a bibliographic record in the module "Cataloguing of AIBS "MegaPro" (F KazNRTU 607-25), carried out on the basis of adopted GOSTs.

To create service catalogs, a catalog card is formed (F KazNRTU 607-26). A passport is drawn up annually (at the end of the year) for the created databases (F KazNRTU 607-27).

Processed books under the acts of transfer are transferred to the relevant departments of the library on a voucher (F KazNRTU 607-28).

At the request of KazNRTU readers, UDC indices are assigned to the upcoming publications of KazNRTU and other organizations in the index keeping diary (F KazNRTU 607-29).

5.4 Identification and description of the subprocess "Automation of library processes and the formation of a fund of digital electronic resources"

Characteristics of the subprocess	Description of subprocess characteristics
Purpose of the subprocess:	Implementation, operational support of licensed software, technical and technological support of internal library processes. Identification, selection and digitization of documents corresponding to the profile of the acquisition of the SL fund, ensuring the safety of databases and electronic collections of KazNRTU. Administration of the "Antplagiat" system, checking the work of the teaching staff for plagiarism.
Purpose of the sub-process:	Ensuring the functioning of AIBS and the availability of electronic information resources and virtual services of the SL. Ensuring the availability of educational and scientific publications, works of KazNRTU scientists.
Process owner	Director of the SL.
Participants in the process	Vice-Rector for Academic Affairs, Vice-Rector for Corporate Development, Department of Information Systems, Department of Infrastructure, Accounting, Public Procurement Department, Director of the SL, Heads of the SL sections.

Subprocess input:	Applications for the elimination of errors in the AIBS "MegaPro" modules, the reasons for the unavailability of electronic resources and services. Printed document. Files with electronic copies from the faculty and other copyright holders. Applications for checking documents through Antiplagiat. Needs of employees and teaching staff in mastering system modules and new technologies.
Documents or records and events that initiate a subprocess	Acquisition and installation of software, adaptation of AIBS, introduction of new services, creation of databases, electronic libraries, repository and other electronic products, ensuring their safety.
Subprocess Output	Obtaining output forms of AIBS. Creation of insurance copies of databases. Scanned and digitized publications, bibliographic record in the EL database. Results of checking the works for originality. Restoration of equipment operability, access to information resources. Obtaining new skills in the use of computer equipment and mobile services.
Exit Requirements	Stable operation of AIBS. Operability and reliability of equipment, efficiency and timeliness of work, safety of created information products and services. Compliance of the content of the electronic library with the profile of educational programs of KazNRTU, the subject of the university's research. Compliance with procedures and requirements for checking works for plagiarism.

5.4.1 Regulations for the implementation of the subprocess.

The subprocess includes three areas: "Administration of the Electronic Catalog Database (EC), "Formation of the Digital Library Fund and Digital Resources", Administration of the "Antiplagiat" system.

Comprehensive automation of library processes, management of information resources and organization of access to them is carried out in AIBS "MegaPro". The system contains 8 modules: "Administration", "Book Supply", "Acquisition", "Subscription", "Electronic Library", "Cataloging", "Registration", "Service".

Administration of the electronic catalog (EC) database.

The "Administration" module provides configuration of the system's functionality through a web interface and is available to a user who has the rights of a system administrator. Creation of accounts and assignment of user access rights is carried out according to the form (F KazNRTU 607-30). Loading and linking full-text files to bibliographic records is carried out in the system according to the form (F KazNRTU 607-31). Management of electronic resources in compliance with copyright is carried out in accordance with the form (F KazNRTU 607-32). Creation and editing of reference books in AIBS MegaPRO (F KazNRTU 607-33).

The administrator interacts with the DIS and AIBS developers on the issues of creating/deleting databases, saving (archiving) the EC database, restoring them after emergencies, unlocking the database as a whole and individual records, importing/exporting,

uploading records, as well as diagnosing document files, reorganizing database dictionaries, integrating resources, etc.

The EC consists of 8 databases generated by the library: Collection, Foreign Literature, Articles, Abstracts/Dissertations, Methodological Instructions, etc.

Control of records in the EC is carried out by the database creators (quality of records, correctness of filling in fields, spelling errors).

Accounting of applications and proposals of employees for elimination of errors and adaptation of AIBS is kept in the Accounting Journal in the form (F KazNRTU 607-34).

Formation of the Digital Library Fund and Digital Resources.

The EL fund is replenished with publications prepared on the basis of applications for scanning materials for the educational process (F KazNRTU 607-35). The sources of the formation of the electronic library are educational and scientific materials published at the university; documents submitted by third-party authors/organizations; publications that have passed into the public domain and orphan works in accordance with the norms of copyright. Scanned and digitized documents are placed in the databases of the "Electronic Catalog»

AIBS MegaPro   on   Page SL http://192.168.12.230/megapro/web.

Instructions for users of AIBS MegaPro are posted in each module, training employees to work with the system is carried out according to the plan.

Administration of the "Antiplagiat" system.

In order to implement the policy of academic honesty, the library carries out university-wide administration of Antiplagiat systems in accordance with the Regulation on checking graduation papers for plagiarism dated 01.04.2022 (P029-04-01.03.1.05-2022). The system administrator carries out both the issuance of logins and passwords to responsible persons from the departments for checking the work, and the issuance of the codes themselves to operators on the basis of applications from the departments, in accordance with the approved procedures. The library provides verification of educational and scientific publications for plagiarism only by teaching staff, together with the DIS - conducting training events for operators and users of anti-plagiarism systems.

5.5 Identification and description of the sub-process "Library information services to support the educational process and research".

Characteristics of the subprocess	Description of subprocess characteristics
Purpose of the subprocess:	Reference and information services for users, organization of access to printed and electronic documents SL (EL, EBS, subscription databases) and Internet resources. Informing. Formation Subsidiary Funds (subscriptions and reading rooms), the organization of humanitarian educational work, the study of the information needs of readers.
Purpose of the sub-process:	Ensuring the availability of information resources and services of the SL for various groups of users.
Process owners	Director of the SL, Head of the OO, Head of the IAO.

Participants in the process	Vice-Rector for Academic Affairs, Vice-Rector for Corporate Development, Marketing and Communications Department, Heads of Departments, Institutes, Accounting, Public Procurement Department, Director of the SL, Heads of the SL sections.

1. Library services.

Subprocess input:	An identity document. Information from the Registrar's Office Database (on enrollment, transfer, exclusion). Certificate from the HR department confirming the place of work of the teaching staff and employees. Applications for the issuance of literature, holding events.
Documents or events that initiate a subprocess	Implementation of educational programs and scientific research. Receipt of new publications, subscription to electronic resources, etc. Expansion of library services. Implementation of cultural, educational, social programs and projects. Events in socio-political and cultural life, significant dates.
Documents or records generated by a subprocess	Formation, editing of reader accounts, issuance of publications in the MegaPro system. Acts of registration of literature accepted to replace the lost one.
Subprocess Output	Registered/re-registered reader in the "Registration", "Maintenance" modules of AIBS "MegaPro". Literature issued to the user through the Reader's Personal Account. Access to remote electronic resources and services. Cultural events. Results of the survey of service consumers.
Exit Requirements	Meeting the need for the necessary information resources and services. Compliance with the expectations of consumers and interested parties in the implementation of cultural, leisure and educational activities.

2. Reference, bibliographic and information services for readers. Informing.

Subprocess input:	Oral and written requests from readers on various topics, as well as other requests that require bibliographic support.
Documents or events that initiate a subprocess:	Completing tasks, preparing graduation papers, educational and scientific publications. Receipt of new resources, organization of exhibitions, holding anniversary and other events. Creating and maintaining accounts in social networks.
Documents or records generated by a subprocess	List of event participants, analysis of statistics of visits to library pages on the website.

Subprocess Output	Information products, educational events, consulting services. News, advertising materials on the website of KazNRTU, on the page of the SL and social networks.
Exit Requirements	Meeting users' information needs
3. Information support for scientific research	
Subprocess input:	The needs of scientists and management in the study of current trends and trends in the development of scientific research. Applications for trainings on working with electronic resources and scientometric databases and services, academic writing, etc.
Documents or events that trigger a subprocess:	Participation in the ranking of universities, grant financing of scientific projects, implementation of scientific research of the university. Publication activity support.
Documents or records generated by a subprocess	Reports on the results of checking works for plagiarism, publication activity of the teaching staff of KazNRTU. Lists of training participants, etc. Links to lists of journals indexed in scientometric databases, predatory journals.
Subprocess Output	Training sessions, seminars for authors of scientific and educational publications. Individual and group consultations, guides on the use of electronic resources and scientometric indicators. Analytical reports from scientometric databases. Information materials on the KazNRTU website, the SL page and social networks.
Exit Requirements	Compliance with current trends in the development of science and innovation, provision of services that increase the level of skills and competencies of researchers in the field of bibliometrics, academic writing, scientific communications, etc.

5.5.1 Regulations for the implementation of the subprocess.

The subprocess includes three areas: "Library Services", "Reference and Bibliographic and Information Services". "Information", "Information Support of Scientific Research".

Library services.

Registration of readers in the library is made on the basis of the "Rules of Use of the Scientific Library of NJSC "KazNRTU named after K.I. Satbayev" and information from the database of students provided by the Office of the Registrar. When registering in the library, readers must present: an identity document, an electronic photo in jpg format 3x4 cm in size.

On the basis of personal data, a reader's account is drawn up in the "Registration" module of AIBS "MegaPro" (F KazNRTU 607-36). The order of literature selected by the reader through the Personal Account in the "Electronic Catalog" module of AIBS "MegaPro" is made at service points on the basis of the form (F KazNRTU 607-37). Information about the issued publications from the collection of the SL is recorded in the reader's Personal Account (F KazNRTU 607-38), information about the received order and its implementation is reflected in the "Maintenance" module of the AIBS "MegaPro" (F KazNRTU 607-39).

Ordered literature is booked for 1 day from the reader's Personal Account. To re-book, you need to update the order.

An application for the issuance of books on the interlibrary loans (ILL) and electronic document delivery (EDD) from the collections of other libraries is submitted in the form (F KazNRTU 607-40) for a subscription (room 174, MMC). Accounting for the receipt and execution of orders is carried out in accordance with the form (F KazNRTU 607-41).

In the Reader's Personal Account, the deadline for the return of literature is fixed, which is regulated by the Terms of Use. Books are renewed in accordance with the Terms of Use. If the reader has debts, the system blocks the issuance of publications. Accounting of reader service is carried out according to the form (F KazNRTU 607-42).

Replacement of literature lost by readers and accepted instead is recorded in the "Book of Accounting of Literature Lost by Readers and Accepted in Replacement" (F KazNRTU 607-43) and the corresponding Act (F KazNRTU 607-44), which are transferred to OKiNST, where the Write-off Act is drawn up (F KazNRTU

607-22).

At the end of the school year, readers hand over all borrowed publications to the library. Upon completion of the study, the reader certifies the absence of debt in the exit sheet (F KazNRTU 601-21, F KazNRTU 705-21)

Access to external electronic resources is provided through the university website on the library page. The analysis of the use of remote resources is carried out on the basis of statistical data provided by suppliers.

The provision of additional (paid) services is regulated by the relevant documents. In order to improve the quality of services provided, monitoring is carried out on the basis of the Feedback Card (F KazNRTU)

607-45).

Reference, bibliographic and information services. Informing.

Inquiries and consultations are provided by librarians of the Service Department and the Information and Analytical Department. Accounting of completed oral references is carried out in the form (F KazNRTU 607-46). Applications of departments for the preparation of exhibitions are submitted in the form (F KazNRTU 607-47).л

Participants in the scientific and educational process are informed through various channels: through the electronic document management system, the university website, the SL page on the university's website, social networks of the SL VKontakte, Facebook, Instagram, etc., information publications, promotions, etc.

Information support for scientific research.

The scientific library provides information support in the management of scientific research of the university. At the request of the departments of science, corporate development and senior management, the SL prepares analytical materials and certificates based on information from bibliometric databases.

The subprocess of information support of scientific research includes participation in the study of information needs, testing and subscription of specialized scientific resources and services for scientists, and the provision of various types of services.

In order to increase the awareness and information culture of scientists, the library maintains a section "For Researchers" on the library's web page.

To receive consultations, acquire practical skills for working with scientometric databases and services for researchers, students, teachers, scientific supervisors submit applications for the provision of information and bibliographic services in the form (F KazNRTU 607-49). Consultations cover a wide range of issues in the field of bibliometrics and publication activities. In order to analyze the services provided and send out training materials, registration of event participants is carried out (F KazNRTU 607-50).

In order to promote the publications of the university's scientists, the SL promotes their placement on external platforms - subscription electronic libraries, databases, institutional

repositories and other platforms in accordance with the decision of the management and the agreements reached.

The analysis of the publication activity of scientists is carried out according to the form (F KazNRTU 607-51). At the request of the university administration, the library presents other types of reports from scientometric databases.

5.6 Identification and description of the sub-process "Organization and storage of the fund"

Characteristics of the subprocess	Description of subprocess characteristics
Purpose of the subprocess:	Organization of rational organization, ensuring the availability and safety of the fund.
Purpose of the sub-process:	Ensuring the availability of documents for temporary use through service points and interlibrary loans (ILL) and preserving documentary heritage.
Process owner	Head of the OK.
Participants in the process	Vice-Rector for Academic Affairs, Vice-Rector for Corporate Development, Heads of Departments, Accounting, Public Procurement Department, Director of the SL, Heads of SL Sections.
Subprocess input:	Documents that have undergone scientific and technical processing. Information needs of the scientific and educational process. Data on monitoring compliance with regulatory requirements for the storage of the fund.
Documents, records, or events that initiate a subprocess:	Receipt of processed documents, receipt of orders for the issuance of literature, write-off of literature.
Subprocess Output	Rationally Organized System Storage Documents. Satisfied requests for literature. Written-off documents. Elimination of violations of regulatory requirements for the storage of the fund.
Exit Requirements	Compliance of the order of arrangement of the fund with the established rules. Prompt satisfaction of requests. Rational use of the fund and relevance of the fund to the needs of interested parties. Compliance with the list of documents written off from the collection.
Documents or records generated by a subprocess	Filling in the voucher when transferring documents to other departments of the Scientific Library, journal of refusals, lists of literature for write-off, acts of expertise of the state of sanitary and fire safety standards.

5.6.1 Subprocess Execution Regulations

The sub-process "Organization and storage of the fund" includes:

- provision of publications to service points for distribution to readers (F KazNRTU 607-29); - -
- acceptance of publications from the cataloguing sector (F KazNRTU 607-28);
- arrangement of the fund according to the accepted classification systems, compliance with the regime of storage and preservation of the fund;
- selection, withdrawal from the main fund of non-core, obsolete in content, duplicate and dilapidated documents for write-off (F KazNRTU 607-23);
- selection of rare publications for digitization.

The Book Storage Department maintains the Diary of Daily Accounting of Book Lending (F KazNRTU 607-52), "Journal of Refusals " (F KazNRTU 607-53). Identifying the causes of failures and finding ways to meet the need for the right publication is a must to improve the quality of service and reduce risk.

6   RISKS AND MEASURES TO PREVENT THEM

	Name of risk	Risk description	Degree of risk impact	Planned Risk Prevention Actions
1	**Subprocess "Planning and organizational and methodological support of the SL activities"**			
1.1	Insufficient level of organizational and methodological support for the activities of university Libraries	Lag in development, implementation of innovations.	Average	1. Participation in the work of professional associations 2. Development of professional cooperation with foreign libraries 3. Improving the information and methodological support of the activities of the SL 4. Development of a support system and staff motivation.
2	**Subprocess "Book Supply, Acquisition and Accounting of the Fund"**			
2.1	Reduced funding for the acquisition of new publications	Non-compliance with the requirements for updating the collection and book supply.	Average	1. Adjustment of the budget. 2. Use of book exchange and ILL. 3. Participation in projects of national subscription to foreign databases.
2.2	Dumping pricing policy of suppliers	Failure of deliveries or delivery of documents of inadequate quality.	Average	1. Monitoring of products and services of potential suppliers. 2. Application of penalties in against unscrupulous participants in government procurement.
2.3	Delay Supplies of literature from foreign suppliers	Untimely provision of the educational	Average	1. Availability of an alternative database of suppliers.

		process necessary literature.		2. Regulation of the deadlines for submitting applications for foreign resources (six months before the required date).
3	**Sub-process "Scientific processing of the fund and creation of the SPA"**			
3.1	Failures in the functioning of AIBS	Loss of created B/Z	Average	1. Organization of preventive work to ensure the reliability of AIBS. 2. Improvement of communication channels.
3.2	Informational Noise	User dissatisfaction with search quality	Average	1. Quality control of the created B/Z reflecting the content of the document. 2. Creation of guides for readers on literature search, navigators of Internet resources. 3. Widespread introduction of intelligent document search tools.
4	**Subprocess "Automation of Library Processes and Formation of a Digital Resources Fund"**			
4.1	Removal from Scanner Building	Lack of provision of the educational process with electronic publications.	Average	1. Monitoring the condition of equipment. 2. Organization of timely preventive work.
4.2	Changing the formats and technologies for the preservation of digitized objects	Illegibility of the document and/or	Average	1. Transition to modern formats of digitization and document recognition. 2. Quality control of digitization. 3. Storage of documents in "cloud storage".
4.3	Rapid development of technologies and software products.	Mismatch of user expectations in real, remote and mobile access to resources and services.	High	1. Development of Internet services, mobile applications. 2. Updating equipment 3. Updating the knowledge of employees.
5	**Subprocess "Provision of library and information services"**			

5.1	Interruptions or lack of communication.	Inaccessibility of information resources and services.	Insignificant	1. Increase in the bandwidth of communication channels. 2. Use of wireless channels.
5.2	Insufficient level of information culture	Inefficient use of information resources.	Insignificant	1. Organization of training sessions to increase IC. 2. Stimulation of reading activity of students.
				3. Interaction with departments. 4. Organization of individual consultations
6	**Subprocess "Organization and Storage of the Fund"**			
6.1	Failure to comply with regulatory requirements for the storage conditions of the collection.	Damage to publications.	Average	1. Control of compliance with temperature and humidity conditions and fire safety measures. 2. Carrying out repairs and work to bring the premises in line with the requirements of SNiPs. 3. Organization of a set of measures to protect the fund from environmental influences.

7 EVALUATION OF THE EFFECTIVENESS OF THE PROCESS AND IMPROVEMENTS

№	Indicator	Criteria for assessing the effectiveness of the subprocess	Measurable subprocess indicators	Document confirming the effectiveness of the subprocess
1	Subprocess "Planning and organizational and methodological support of the activities of the SL			

	Methodological support of library activities and development of professional collaboration	The availability of documents regulating the production processes Availability of a staff development system Participation in the work of professional associations, unions.	The number of methodological materials and activities to improve staff qualifications. Number of employees who received certificates and completed training.	Plan and report of the SL. Professional development plan. Employee certificates.
2	**Subprocess "Book Supply, Acquisition and Accounting of the Fund"**			
	Accessibility of resources	- compliance of the composition of the fund with the requirements of educational programs and standards of book supply, satisfaction of applications of departments	Volume of the fund Book availability on disciplines. Number of satisfied applications	Report on the work of the section. Book availability map.
3	**Subprocess "Scientific Processing of Documents and Creation of SPA"**			
	Reflection of the library fund in the SPA for organizing search and access to documents	Availability and prompt reflection of new documents in EC and traditional forms of SPA. Compliance of the bibliographic description with GOST requirements.	-Number of bibliographic records and bibliographic cards. -Number of edited bibliographic records.	Report on the work of divisions and the cataloging sector. Database passports.
4	**Subprocess "Automation of Library Processes and Formation of a Digital Resources Fund"**			
	Level of technological support for the production of processes	Support for AIBS performance. Availability of an automated workstation, equipment, presentation equipment and means of communication	Number of AIBS failures. Number of Automated Workstation users and library staff. Number of equipment.	Report on the work of division.

	Availability of the fund of electronic resources of its own generation	Availability of a fund of electronic resources for the scientific and educational process.	Number of digitized documents. Number of EL users.	Report on the work of division, section. Database passports
5		**Subprocess "Provision of library and information services**		
	User awareness	Availability of information about the resources and services of the SL for users	Number of publications on the site, social networks, mailings for users, subscribers, visits to the site page and accounts in social networks.	Report on the work of the division. KazNRTU website, SL, social media accounts of SL
	Organization of use library fund, including electronic resources	Use of the fund at library service points and remotely. User satisfaction rate.	Number of readers, remote users, book loans, incl. for ILL and EDD, visits. Number of requests to the EL. Number of downloaded electronic documents. User satisfaction percentage.	Report on the work of the division. Registration sheets for event participants. Results of questionnaires, surveys.
	Availability of information products, reference and consulting services	Provision of reference and bibliographic services, including remotely, preparation of information publications	The number of certificates, consultations, including virtual ones. Number of appeals to the EC. Number of information publications, virtual exhibitions.	Report on the work of the division.
	Improving the information culture of users, promoting the publication activity of teaching staff	Availability of action plans for training users in information literacy, supporting the publication activity of teaching staff	Number of classes, trainings, webinars, etc. Number of participants who received certificates	Report on the work of the division.

	Promoting the spiritual and moral education and development of reading culture	Availability of plans, programs, projects in the main areas of spiritual and moral education	Number of events and participants	Report on the work of the division
6	**Subprocess "Organization and Storage of the Fund"**			
	Safety and accessibility of the fund.	- Provision of regulatory storage conditions - Provision of control copies and multi-copy literature. - Restoration of documents.	Temperature and humidity conditions of the premises. Number of documents issued on request. Number of restored documents	Report on the work of the division. Journal of temperature and humidity conditions.

	Continuous process improvement			
№	**Description of the criterion**	**Decision making rule**	**Improvement Actions**	**Records confirming the execution of actions**
1	Implementation of the process of providing the educational process with information resources and services	Analysis of the book supply of specialties, analysis of the quality of information support	Improving the quality of the library's fund	Reports, improvement plans
2	Organization of high-quality reader service	Results of the survey and readers' feedback on the quality of the information products and services provided	Improvement of the material and technical base and professional level of employees	Analysis of questionnaires, reviews
3	Development of the professional level of employees	Reports	Organization of measures for advanced training and retraining of personnel, improvement of the material and technical base, social conditions	Reports, professional development plans

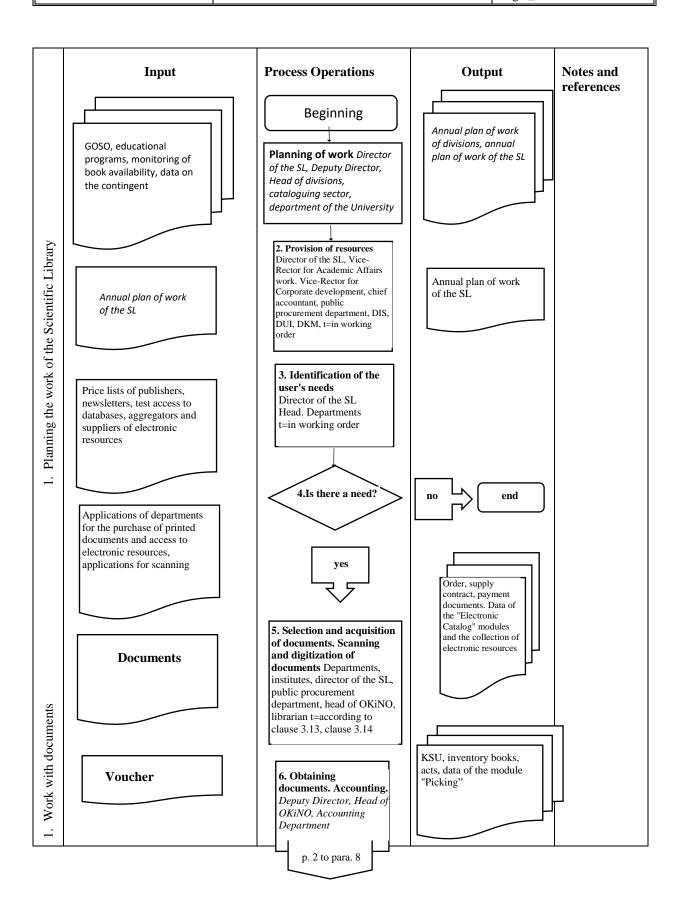## LIST OF FORMS

№	Код	Наименование форм
1	2	3
1.	F KazNRTU 607-01	Work plan of the division of the Scientific Library
2.	F KazNRTU 607-02	Report on the work of the division of the Scientific Library
3.	F KazNRTU 607-03	Map of the introduction of innovations, best practices
4.	F KazNRTU 607-04	SL Form
5.	F KazNRTU 607-05	Book Supply of the Discipline
6.	F KazNRTU 607-06	Map of the book supply of the department
7.	F KazNRTU 607-07	Application for the purchase of the necessary literature
8.	F KazNRTU 607-08	Application for subscription of periodicals
9.	F KazNRTU 607-09	Subscription to periodicals
10.	F KazNRTU 607-10	Application for test access to electronic resources
11.	F KazNRTU 607-11	Application for the purchase of electronic resources
12.	F KazNRTU 607-12	Summary ledger
13.	F KazNRTU 607-13	Inventory book
14.	F KazNRTU 607-14	Non-inventory card
15.	F KazNRTU 607-15	Register sheet of receipt of periodicals
16.	F KazNRTU 607-16	Act of Acceptance of Books and Electronic Publications
17.	F KazNRTU 607-17	Register of databases (electronic packages)
18.	F KazNRTU 607-18	Ledger of summary accounting of databases (electronic packages)
19.	F KazNRTU 607-19	Act of acceptance of documents as a gift
20.	F KazNRTU 607-20	Defects Report
21.	F KazNRTU 607-21	Act on the inspection of the library collection
22.	F KazNRTU 607-22	Act of writing off literature
23.	F KazNRTU 607-23	List of literature for write-off
24.	F KazNRTU 607-25	Bibliographic record in the Electronic Catalogue
25.	F KazNRTU 607-26	Catalogue card
26.	F KazNRTU 607-27	Database Passport
27.	F KazNRTU 607-28	Voucher for the transfer of literature to other divisions of the SL
28.	F KazNRTU 607-29	Journal of UDC indices assigned to scientific publications
29.	F KazNRTU 607-30	Creating User Accounts
30.	F KazNRTU 607-31	Uploading and linking digital files to the system
31.	F KazNRTU 607-32	Electronic Resource Management
32.	F KazNRTU 607-33	Creation and editing of directories in AIBS "MegaPro"
33.	F KazNRTU 607-34	Log of applications for working with AIBS "MegaPro"
34.	F KazNRTU 607-35	Application for scanning materials for the educational process
35.	F KazNRTU 607-36	Reader Account
36.	F KazNRTU 607-37	Order sheet in the Personal Account in AIBS "MegaPro"
37.	F KazNRTU 607-38	List of issued publications in the Personal Account
38.	F KazNRTU 607-39	Order and Pickup List in the Maintenance Module
39.	F KazNRTU 607-40	Application for books on ILL and EDD
40.	F KazNRTU 607-41	Order Sheet by ILL and EDD

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41.	F KazNRTU 607-42	List of readers and book lending
42.	F KazNRTU 607-43	Act of acceptance of literature to replace the lost one
43.	F KazNRTU 607-44	Lost Literature Record Book
44.	F KazNRTU 607-45	Feedback Map
45.	F KazNRTU 607-46	List of bibliographic references
46.	F KazNRTU 607-47	Request for exhibition preparation
47.	F KazNRTU 607-49	Application for the provision of information and bibliographic services
48.	F KazNRTU 607-50	Registration list for participants of the event
49.	F KazNRTU 607-51	Analysis of the publication activity of KazNRTU
50.	F KazNRTU 607-52	Diary of daily accounting of book lending of the book storage department
51.	F KazNRTU 607-53	Failure log

	Input	**Process Operations**	**Output**	**Notes and references**

1. Planning the work of the Scientific Library

Input:

GOSO, educational programs, monitoring of book availability, data on the contingent

Annual plan of work of the SL

Price lists of publishers, newsletters, test access to databases, aggregators and suppliers of electronic resources

Applications of departments for the purchase of printed documents and access to electronic resources, applications for scanning

1. Work with documents

Documents

Voucher

Process Operations:

Beginning

↓

Planning of work *Director of the SL, Deputy Director, Head of divisions, cataloguing sector, department of the University*

↓

2. Provision of resources Director of the SL, Vice-Rector for Academic Affairs work. Vice-Rector for Corporate development, chief accountant, public procurement department, DIS, DUI, DKM, t=in working order

3. Identification of the user's needs Director of the SL Head. Departments t=in working order

↓

4.Is there a need?

yes
↓

5. Selection and acquisition of documents. Scanning and digitization of documents Departments, institutes, director of the SL, public procurement department, head of OKiNO, librarian t=according to clause 3.13, clause 3.14

6. Obtaining documents. Accounting. *Deputy Director, Head of OKiNO, Accounting Department*

↓

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no → **end**

Output:

Annual plan of work of divisions, annual plan of work of the SL

Annual plan of work of the SL

Order, supply contract, payment documents. Data of the "Electronic Catalog" modules and the collection of electronic resources

KSU, inventory books, acts, data of the module "Picking"

1. Planning the work of the Scientific Library

1. Work with documents

GOSO, educational programs, monitoring of book availability, data on the contingent

Voucher, documents

p. 2 to para. 8

7. Scientific processing of documents and creation of the SPA *by the Head of the Cataloguing Sector, Head of the IAO, librarians*

8. Transfer of documents to the holders of the Fund *by the Head of the Service Department, the Head of the Department of Book Storage, Librarians*

9. Applications for the preparation of information products

yes

10. Preparation of information products and provision of services

11. Reader Service

12. The document is usable

no

15. Writing off the document *clause 3.17*

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- Bibliographic and full-text databases in the "Electronic Catalog" module.

no → **c.12**

Refs. Information, consultations, exhibitions, events

yes → **13. Is it necessary to have a supplementation** → no → **c.11**

yes

14. Supplementation

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p. 2 c. 16

Accounting for the work done by divisions

16. Reporting Director, Deputy Director of the SL, Head of Divisions, Head of Sector, Vice-Rector for Academic Affairs, Vice-Rector for Corporate Development

17. Monitoring, analysis and measurement of the process
Director, Director of the National Library, Deputy Director of the National Library, Head of Departments, Head of Sector.

End

Report on the work of divisions, annual report on the work of the SL

REGISTRATION SHEET ON CHANGES

Serial number of the change	Section, item of the document	Type of the change (to replace, cancel, add)	Notification number and date	The change was made	
				Date	Surname and initials, signature, position