



**Policy on the use of the library of autonomous organization of education
“Nazarbayev University”**

Category: Policy

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Section 1. Purpose and Application

1.1. This Policy on use of the library of the autonomous organization of education Nazarbayev University (hereinafter “the Policy”) is developed in accordance with the legislation of the Republic of Kazakhstan and internal documents of the autonomous organization of education Nazarbayev University (hereinafter “the University”).

1.2. This Policy governs the general procedure for organizing the patron services of the University Library as defined in Sub-Clause 10) of Clause 2.1. of this Policy.

1.3. Library requires full compliance with the rules and regulations listed below. Entering the Library represents an agreement to abide by this Policy.

Section 2. Scope and Definitions

2.1. In the Policy, the following definitions are applied:

1) **Book damage** – physical harm that affects a book's condition, such as marks, tears, creases, stains, water damage, mold, or damaging the surface of multimedia carriers;

2) **Electronic resources (e-resources)** – digital materials that are available in electronic format and can be accessed via computers, Internet or other digital devices;

3) **Faculty** – refers to all persons who hold academic rank as defined in the University’s internal documents. These include positions such as instructor, lecturer, assistant professor, associate professor, full professor, distinguished professor, visiting professor, teaching fellow, and other recognized ranks, including Department chair (or equivalent roles), and invited international experts with at least 50 % of the customary full time teaching load for the relevant department;

4) **Library account** – account of Patron within the Library information system, which allows the Patron to manage borrowed items, reserve or renew books;

5) **Library collection** – broadly defined as all information resources to which the Library provides access, regardless of format or mode, in support of learning, teaching, research and/or knowledge exchange at the University;

6) **Library equipment** – devices and aides, electrical or otherwise, used to view, listen to, print, store, or modify information or data, such as computers and accessories; library assistive technologies; self-service stations, etc;

7) **Library items** – items from the library collection;

8) **Library Management** – refers to the library director, general expert, and department heads who are responsible for overseeing managerial tasks;

9) **Library services** – a broad spectrum of offerings provided by the library to meet the academic and research needs of students, faculty, and staff;

10) **Patron** – an individual who uses or visits a library to borrow materials, access services, or use its facilities;

11) **Library Internal Regulations** – procedures and requirements approved by the Library Management and ensuring the correct delivery of library services;



12) **Printed resources** – physical materials available in a library's collection and include a variety of documents, books, journals, magazines, newspapers, brochures, and other materials that are printed on paper;

13) **Researcher** – a person who concluded labor or civil law contracts with the University and/or the Research Center, with the obligations to conduct a research activity;

14) **Staff** – refers to the employees who work at the University and its organizations, but are not part of the teaching faculty;

15) **Student** – an individual studying in the Center for Preparatory Studies or Schools of the University, at any degree program level;

16) **University Alumni** – former students who have completed their education at the University at any degree program;

17) **University Contractor** – an individual arriving at the University for learning, teaching, and research purposes on a project-based or temporary basis;

18) **University ID card** – a personal electronic (magnetic) card that grants access to university premises, facilities, and buildings as per stipulated access categories, and provides access to the library account. The ID card cannot be transferred to third parties.

2.2. The aforementioned definitions should be used only in the context of this Policy.

Section 3. Main Provisions

3.1. Library Patrons

3.1.1. The Library includes the following categories of Patrons:

1) Patrons are the persons indicated in Sub-Clauses 1)-5) of Clause 3.1.2. of this Policy;

2) Temporary Patrons are persons indicated in Sub-Clauses 6)-8) of Clause 3.1.2. of this Policy.

3.1.2. Library Patrons include:

1) University faculty;

2) University students;

3) University researchers;

4) other staff of the University and its organizations;

5) temporary students who attend the University for a certain period for learning and research purposes;

6) University Alumni;

7) University Contractors;

8) other persons not listed in Sub-Clauses 1)-7) of this Clause, who have permission from Library Management to visit the Library for a defined period, including, but not limited to:

1) staff and students of educational institutions and organizations that signed a corresponding contract or Memorandum;

2) other persons submitted a letter from the affiliated institution/organization listing the purposes and period of using the Library resources;



- 3) short-term visitors attending the University for seminars, conferences, and meetings;
- 4) family members of faculty / staff / students of the University.

3.2. Access to the Library

- 3.2.1. For Patrons, their University ID card serves as a library card.
- 3.2.2. To enter the Library as a Temporary Patron, University Alumni should present their “Alumni” ID card.
- 3.2.3. Patrons listed in Sub-Clauses 7)-8) of Clause 3.1.2. of this Policy should present a “Visitor” / “Resident” ID card if available or an alternative identity document (a national ID card or Passport).
- 3.2.4. Patrons aged 14 and under must be accompanied by an adult.

3.3. Patron Rights and Responsibilities

- 3.3.1. Library Patrons have the right to:
 - 1) well organized library resources supporting study and research in accordance with this Policy and Library Internal Regulations;
 - 2) courteous, efficient, effective and respectful service;
 - 3) free and equal access to information;
 - 4) specialized training in using electronic catalog, databases, assistive technologies, and other services;
 - 5) instructions for effective use of the Library;
 - 6) a clean and safe environment.
- 3.3.2. Patrons are expected to:
 - 1) be courteous and respectful to all library staff and users, and avoid disruptive behavior;
 - 2) refrain from using audible devices without headphones, set cell phones to silent, and take calls outside;
 - 3) handle library items with care;
 - 4) avoid shelving library items themselves that could disrupt the balance of open-access collections;
 - 5) handle the library furniture with care and avoid moving it;
 - 6) use library equipment in accordance with Section 3.7. of this Policy;
 - 7) refrain from leaving personal belongings to reserve study space;
 - 8) be aware of the responsibility for belongings left in the library;
 - 9) obtain approval from the Library Management before posting fliers and signs, or distributing leaflets;
 - 10) not carry food (full meals), open containers of liquid, or chew gum;
 - 11) not use alcohol, tobacco products, smoking (including e-cigarettes), or vaping in the library, including the stairs and restrooms;
 - 12) not bring pets into the library, except for service animals;
 - 13) not conduct personal business activities or panhandling on library property;



14) not conduct public worship, religious rites, ceremonies, or meetings, or engage in missionary activities on library premises (including reading rooms, bookshelf areas, stairwells, etc.);

15) not express romantic affection in a demonstrative manner;

16) not enter unauthorized areas of the library;

17) leave the library and reading rooms promptly at closing time and during emergencies or drills;

18) Any rules not mentioned above are governed by the Library Internal Regulations on the Patron's behavior in the library.

If the above guidelines are not followed, library staff may ask to leave the building or take restrictive actions in accordance with the Student Code of Conduct and Disciplinary Procedures of the autonomous organization of education Nazarbayev University. Anyone who observes violations of this Policy may report them to the Library Management, which will take appropriate action.

3.4. Library Rights and Responsibilities

3.4.1. The Library shall:

- 1) provide high-quality service in accordance with this Policy;
- 2) inform Patrons about all available services;
- 3) ensure a safe and comfortable environment for study and research;
- 4) ensure access to the Library's collections, facilities, and spaces;
- 5) familiarize the Patron with this Policy upon joining the Library;
- 6) maintain confidentiality of Patrons' personal data.

3.4.2. The Library has the right to:

- 1) require Patrons to adhere to the provisions of this Policy;
- 2) notify the Patron the required number of times about the return of overdue library materials;
- 3) restrict the Patron the right to check out library items in the event of failure to return items on time;
- 4) repeated violations of this Policy may result in 2 (two) weeks or longer exclusions from the Library at librarians' discretion, up to permanent ban from the Library.

3.5. Use of Library items

3.5.1. The Library collection, facilities and equipment are the property of the University and are provided for public use only in accordance with this Policy.

3.5.2. All library items must be properly checked out. The Patron is responsible for all items on their account until they are returned.

3.5.3. Items should be inspected before borrowing, and any damage should be reported to the librarian. Otherwise, the last Patron is responsible for any damage.

3.5.4. If the Patron removes library items without properly checking them out, they lose the right to borrow library materials and use onsite library services as well as individual and group study rooms for 2 (two) weeks.



3.5.5. Upon a faculty request, items used as textbooks can be issued to students for each semester or academic year, depending on the course duration.

3.5.6. If the number of requested books for courses is limited, the books may be placed on short-loan circulation for in-library use only. These items are issued on a first-come, first-served basis.

3.5.7. Maps and reference resources, including handbooks, encyclopedias, and dictionaries, are not available for checkout. These resources are for in-library use only and are prohibited from being removed from the library premises.

3.5.8. Library items cannot be borrowed or renewed without an ID card or via email, phone.

3.5.9. Library items cannot be transferred to third parties.

3.5.10. Borrowed items must be returned on time.

3.5.11. Non-return library items within the established period will result in restrictions on borrowing library materials and use of onsite library services as well as individual and group study rooms. All restrictions will be lifted once the following conditions are met: (1) the library items are returned, or (2) the loss reimbursement is paid.

3.5.12. The library assumes no responsibility if Patrons block or fail to receive automatic email notifications regarding the upcoming due date.

3.5.13. If late returns occur repeatedly, restrictions outlined above may be applied with the duration from 2 (two) weeks to 1 (one) month, at the discretion of library staff.

3.5.14. If there are valid reasons for the non-return of library items within the established period (such as illness, a long-term business trip, family circumstances, etc.), the restriction might be lifted.

3.5.15. Temporary Patrons do not have a library account, and they are not allowed to borrow library items. Temporary Patrons cannot use electronic resources in adherence to license agreements and security protocols, except open-access e-resources.

3.5.16. Any rules not mentioned above are governed by the Library Internal Regulations for library items circulation.

3.6. Book Damage and Lost

3.6.1. Patrons who damage the Library collection bear full liability in accordance with legislation of the Republic of Kazakhstan.

3.6.2. If books or other items from the Library collection are lost or damaged, the Patron is obliged to replace them with identical items or must reimburse the cost.

3.6.3. If, after the reimbursement, the Patron finds a lost item and it is in a proper condition and can be returned to the collection, the reimbursed amount can be refunded within 1 (one) year.

3.6.4. If the Patron does not wish to have the reimbursement returned, they can decide to either keep the found item or donate it to the library collection.

3.6.5. If the Patron refuses to compensate for the loss or damaged item, the Library Management takes appropriate action in accordance with the Student Code of



Conduct and Disciplinary Procedures of the autonomous organization of education
Nazarbayev University.

3.7. Use of equipment

3.7.1. Public access to laptops and computers in the library are provided for educational and research purposes. Access to inappropriate or harmful websites is prohibited in accordance with the Internet use procedures in the University.

3.7.2. Computers at the designated tables are dedicated solely to searching the electronic catalog.

3.7.3. It is prohibited to:

- 1) save the documents on the desktop;
- 2) unplug library computers, laptops, or scanners from the power supply;
- 3) use library computer accessories (keyboard, monitor, mouse, webcams) with a personal laptop;
- 4) cover library public computers or laptops with personal equipment or belongings.

3.7.4. In case of computer failures, Patrons should refer to the librarian.

3.7.5. Unauthorized modification of any hardware and software configurations of the computer is prohibited in accordance with the Internet use procedures in the University.

3.7.6. Access to assistive technologies is provided for Patrons with visual, hearing, mobility, and cognitive impairments. Specific assistive technologies are available in the designated room.

3.7.7. Library staff provide personalized help for individuals needing specific assistive technologies or training on how to use them effectively upon request.

3.7.8. Self-service stations and book drops are to be used exclusively for their intended purposes; any misuse is prohibited.

3.8. Copying Information

3.8.1. Reproduction of printed information in electronic (including digital) form (such as on USB drives, CDs/DVDs, digital cameras, etc.) and photocopying of documents, books, articles, or any other materials from the library's printed collections is allowed only in a single copy for personal use and not for commercial purposes in accordance with the Law of the Republic of Kazakhstan dated June 10, 1996, No. 6-I "On Copyright and Related Rights".

3.8.2. The use of full-text documents from electronic databases is governed by the license agreements set by the information providers.

3.8.3. Patrons with visual impairments or other special educational needs can request that the documents be converted from print to accessible electronic formats.

Any further reproduction or distribution other than for the exclusive use of the above-mentioned Patrons is not permitted.

3.8.4. Patrons using subscription-based electronic databases must comply with the limitations on downloading, printing, and copying information as specified in the



license agreements with the content providers. Copying information from electronic sources for commercial purposes is prohibited.

3.9. Use of Library spaces

3.9.1. Library Patrons must adhere to all rules of library use, including, but not limited to, restrictions related to the use of reading rooms, individual and group study rooms, and equipment use, as outlined in subsections 3.3. and 3.7. of the Policy.

3.9.2. The Library provides rooms for individual study, group study, holding meetings and events according to the Library Internal Regulations. Rooms can be used for educational, research and personal development purposes and are available on a booking basis.

3.9.3. Other spaces that are not available on a booking basis may be reserved by arrangement with the Library Management.

3.9.4. There are lockers in the library to temporarily store personal belongings. Storing food, alcoholic beverages, tobacco products, flammable liquids and substances, poisonous or toxic substances, infectious or biologically hazardous materials, explosives, and other lethal devices in lockers is prohibited. Keys are provided at the Block manager's office.

3.10. Photography and Video in Library spaces

3.10.1. All photography and filming (including videography) must be approved by Library Management. Requests for commercial purposes or by non-university groups must be approved by the Department of Marketing of the University.

3.10.2. Photography and filming should not interfere with library operations, cause disturbances, endanger the safety of employees or Patrons, or violate any other library or university policies.

3.10.3. Failure to adhere to this Policy may result in the termination or restriction of photography and filming.

3.10.4. The library assumes no liability for the use of photos or films taken in or around the facility.

3.11. Communication between the Library and Patrons

3.11.1. The Library's policies, rules, and guidelines, along with key announcements, are available on the library website (library.nu.edu.kz).

3.11.2. The University email (library@nu.edu.kz) is the primary communication channel between the Library and its Patrons.

3.11.3. The library is represented on various social media platforms.

3.11.4. Social media platforms are not the primary method of communication. If a Patron has an emergency, he/she should contact the library at library@nu.edu.kz

3.11.5. The Library values diverse viewpoints and encourages dialogue. However, user comments on social media do not represent the University or Library's views. The Library may remove comments that:

1) contain harmful, discriminatory, or unlawful language or content;



- 2) violate intellectual property rights;
- 3) disclose confidential or personal information.

Any behavioral violations are addressed in accordance with the Code of Ethics of the University.

3.12. Library Service Hours

3.12.1. The Library Service hours are posted on the library website (library.nu.edu.kz).

3.12.2. The Library Service hours are subject to change during the semester and semester breaks.

3.12.3. The Library does not provide services during National and State holidays.

3.13. Other provisions

3.13.1. Relevant provisions of the Policy should be available publicly to users.

3.13.2. Any revision or complete modification of the Policy must be documented based on the University documentation standards and procedure.

3.13.3. This Policy is valid until superseded.

Section 4. Waiver

4.1. Not applicable

Section 5. Temporary Provision

5.1. Not applicable

Section 6. Revision

6.1. This Policy shall be reviewed every year within three years after their approval and revised if necessary

Section 7. Related documents

7.1. Not applicable