Library Innovative Approaches and Services: Achievements and Challenges
(on example of the Khazar University)

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Introduction

The Khazar University Library & Information Center (LIC) which is the intellectual warehouse of the Khazar University is continually evolving to remain at the top of academic support. As a result, various innovative services and practices have been developed to sustain the interest of users especially in the fields where infrastructural renovations have been made to provide a more conducive and comfortable electronic learning environment.

Hence, the present study attempts to highlight the current developments in the library in order to tune with the innovations and requirements of the user Khazar University community.

Role LIC

During the last ten years LIC role has been changed from information provider to facilitator of information, transition from print to electronic media, users have become "Active Users" than "Passive Users". Now emphasis in the LIC has been on "access" instead of "acquisition", "team work" rather than "individual contribution", solitary environment to networked environment.

LIC works on the implications of viewing innovation as a form of collection action by focusing more attention on interpersonal and intergroup dynamic. Innovation work requires deliberate efforts at organizational development, holistic approaches to staff development, and continual internal and external integration.

A lot of strategies can be adopted to develop LIC innovations, which consists of establishing the environment beneficial to knowledge innovation, creating a learning culture, shaping knowledge-based team, enhancing human resource development.

Innovative Library Services

Both innovative services and practices are geared towards satisfying the end user. We can illustrate Innovation like tripod which consists of the organization, personnel and end user as represented in the diagram below:
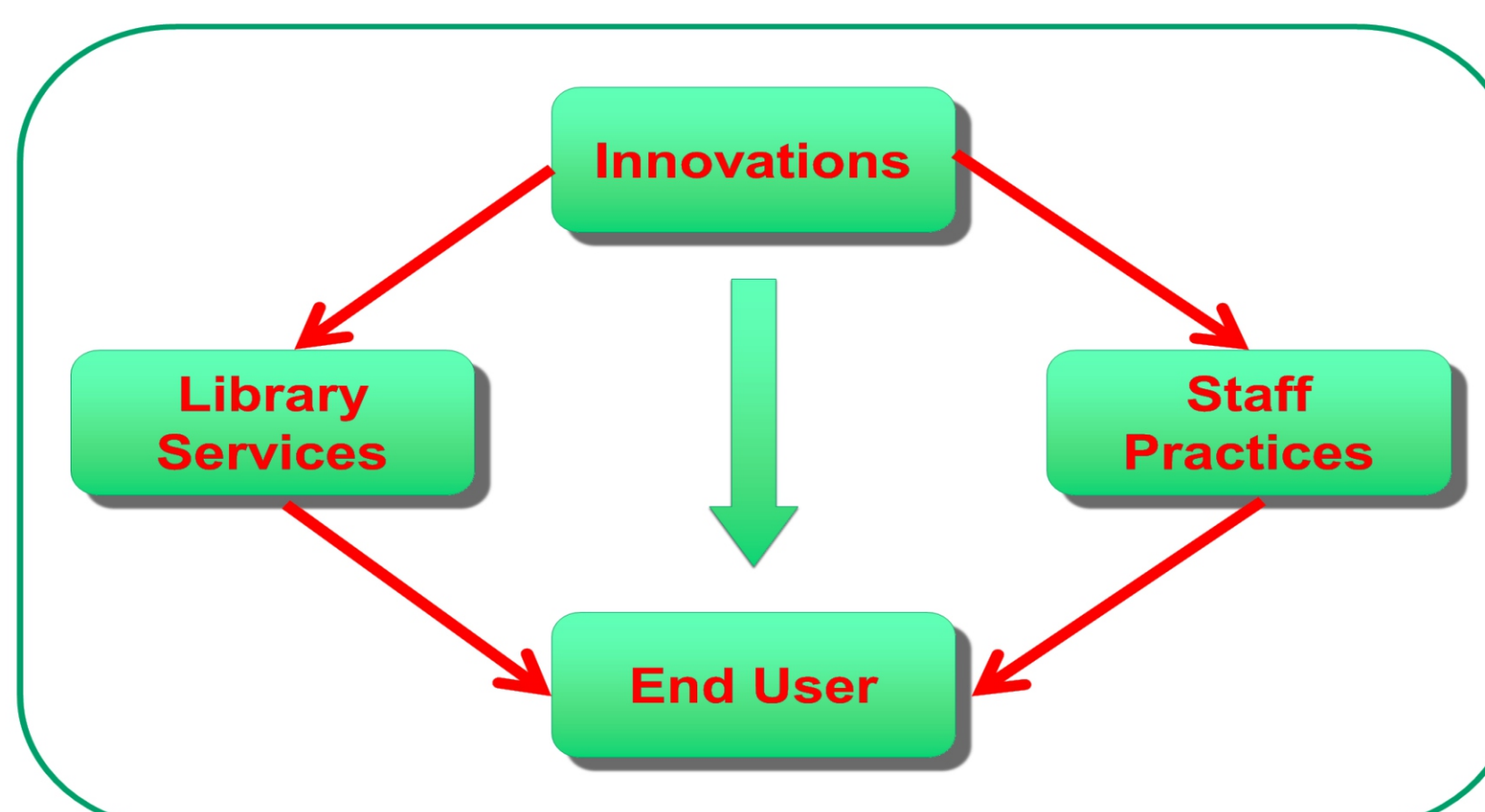
LIC: provides the enabling environment for innovation. LIC is responsible for the services that promote innovation in that they provide the fundamental structures to support best practices.

Staff: LIC staff actualize services provided by library through professional practice. In so doing, they will have to reinvent themselves through training, retraining and mentorship.

The changing user needs places a demand on LIC to incorporate new services that promote patronage. As a result, LIC is changing in nature and structure to meet user needs through innovative services and practices.

Problems

- Employers aren't motivated to innovate;
- Lack of professional librarians are acquiring basic ICT and English language skills;
- An adequate IT infrastructure;
- Lack of funds;
- Lack of Co-operation and a National Information Policy.

Conclusion

LIC has been using innovations to fulfill a range of objectives, with most focused-on promotion visibility and usage of the library service and resources. The innovation technology has changed the way one connects and interacts with the world and library services can meet people's needs for information in a fast-paced society. LIC is on the way of continuous evaluation and updating of Library innovation.

LIC ACHIEVEMENTS
Innovation Technologies

✦ **WEB OPAC Services [ILS Follett Destiny]**

WEB OPAC serves as a gateway to the library's resources such as online databases, library website, social media and institutional repository.

✦ **Institutional Repository Services [DSpace]**

Khazar University Institutional Repository's research collection preserves the scholarly and institutional information of Khazar University for the future and facilitates wider access to academic research.

✦ **Electronic Distance Learning System [Moodle]**

Now the following courses are available via Moodle: Leadership; Teaching and learning in HEIs; CMS101 on Introduction to CS; ICT in Education.

✦ **ePortfolio [Mahara]**

Templates were created by LIC staff and shared with students to give them a starting point, something which is particularly valuable in areas which require a record of evidence and to show continuous professional development.

✦ **eLibrary [Calibre]**

There are some the most popular full text collections, such as Computer Sciences, Engineering & Technology, Economics, Leadership & Organization, English language & Literature, etc. eLibrary is available in the local university network.

Communication/Marketing/ Research Services

✦ **Social Media**

The social media sites include Facebook, Twitter, Google+, Wikis, Instagram, YouTube, RSS.

✦ **LIC website**

It serves as a window through which patrons can quickly view the library and have a feel of its nature and structure.

✦ **Selling Books Online**

LIC has been an experiencing for selling Khazar University Press (KUP) books via amazon and eBay as well.

✦ **LIC Relationships with KUP**

Building and managing the database of the National ISBN Agency.

✦ **Entrepreneurial Approach to Start New Projects**

Our good experience is active participation in the international projects such as ERASMUS+ in 2016, 2019 and 2020.