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MODERN REQUIREMENTS FOR USER SERVICES AT THE INFORMATION RESOURCE CENTER OF THE NATIONAL UNIVERSITY OF UZBEKISTAN NAMED AFTER MIRZO ULUGBEK

Rayxon Uralova
Tutor of the Uzbekistan national
institute of musical art named after Yunus Rajabi

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Abstract: the article highlights the modern requirements for providing services to users in information resource centers, using the example of expanding the volume of the electronic library by constantly replenishing the electronic catalog, accelerating the digitization of funds and collections, increasing the types of virtual services, and increasing Internet speed.

Keywords: electronic catalog, digitization, virtual service, information retrieval device, complementation, infokiosk, information market, model, search strategy, information system.

Annotatsiya. Maqolada axborot-resurs markazlarida foydalanuvchilarga xizmat ko‘rsatishning zamonaviy talablari doimiy ravishda elektron katalogni to‘ldirib, fondlar va kolleksiyalarni raqamlashtirish jarayonlarini tezlashtirish orqali elektron kutubxona hajmini kengaytirish, virtual xizmat turlarini ko‘paytirish, internet tezligini oshirish singari yo‘nalishlari misolida yoritib berilgan.

Kalit so‘zlar: Elektron katalog, raqamlashtirish, virtual xizmat, ma’lumot-qidiruv apparati, komplektlash, infokiosk, axborot bozori, model, qidiruv strategiyasi, axborot tizimi.

Аннотация: в статье освещены современные требования к предоставлению услуг пользователям в информационно-ресурсных центрах на примере расширения объема электронной библиотеки за счет постоянного пополнения электронного каталога, ускорения процессов оцифровки фондов и коллекций, увеличения видов виртуальных услуг, повышения скорости Интернета

Ключевые слова: электронный каталог, оцифровка, виртуальный сервис, информационно-поисковое устройство, комплементация, инфокиоск, информационный рынок, модель, стратегия поиска, информационная система.

For more than a century, the information resource center of the National University of Uzbekistan named after Mirzo Ulugbek has formed a historical and cultural tradition and a library environment, in which information circulation, mutual rights and obligations of employees and users, rules and norms of communication are constantly applied in practice.

The breadth of coverage and chronology of the funds of the National University Information Resource Center (ARC) create conditions for conducting research activities and meeting the needs of users for various types of information, data, and knowledge. The special prestige of the National University is characterized by a rich literary fund, a reference and search apparatus consisting of

catalogs and card indexes, grouped and highly qualified library and bibliographic services, and, in general, the creation of all necessary conditions for user service. The significance of the ARC for all categories of users it serves lies in the fact that it is an important center providing necessary materials that cannot be found in the information resource centers of other educational institutions. Automation of service processes in the information resource center, transformation of the user audience and relations in the "ARM-user" system create conditions for an approach based on ensuring equal opportunities for all categories of users.

Today, the user of the day places much higher demands on service delivery, such as reducing visit time in the ARC and expanding the use of new technological tools. Also, during their school years, students received a different education compared to previous ones, think differently, know how to use computer technology well, require comfortable conditions, and value their time, because many of them receive additional knowledge in various training courses, and some work.

Another characteristic feature of a modern ARM user is the decline in their ability to engage in live communication. Taking this into account, the Information Resource Center of the National University installed information kiosks that provide information about the ARM and its resources. Also, since the 2020-2021 academic year, several "Talented Youth" clubs have been operating in various areas, aimed at live communication, exchange of ideas, free expression of one's point of view on a particular issue, behavior in front of the audience. The increase in the volume of information resources in electronic form during the processes of acquisition, storage, and use will serve as the basis for technological and organizational changes in the provision of information and library services, as well as for the mutual adaptation of the user audience and the ARM.

It should be noted that the category "user of electronic resources" is becoming more active among the users of the information resource center of the National University of Uzbekistan. The emergence of this category of readers will stimulate reforms in the service delivery process, creating a resource base and the necessary infrastructure that meets the information requirements of the user.

This requires information resource center staff to constantly study the evolving information market and evaluate user behavior and the quality of services provided. To implement modern requirements for ARM specialists and services, the National University is introducing a new service model, where the relationship between the ARM employee and the user is of a mutually trusting and equal nature. In the practice of foreign libraries, such a model is called the "Horizontal Service Model" and has been used since the 2000s. The role of ARC staff in accessing large volumes of information via the global network is changing.

It is transforming from an employee who holds resources into an intermediary who provides access to various sources of information, data, and other knowledge. The social functions of information resource centers remain the same. To justify the user's trust, to satisfy their information needs, and to provide information for use regardless of its location, the provision of services is becoming increasingly independent. This is because the user themselves, while working on the computer, is thinking about a search strategy, defining their request, using various levels of software menus, "creating" search instructions in their imagination, performing searches according to various criteria (bibliographic elements, keywords, indices), identifying the request for information or documents provided by the information system, and grouping the obtained data. Such self-service can also be observed in open-end funds. At the same time, the participation of an ARC employee is required only during the processing and presentation of documents to users.

Today's user is guided by the motto "Any information, anywhere, anytime." Based on this, virtual access was established through the websites of the information resource center. The user can

"visit" the ARM from their computer and use many services remotely. Such visits, like traditional physical visits, are called "virtual visits." Of course, as a result of providing such a service, the annual reduction in the number of physical visits of users to ARCs can also lead to a reduction in the number of employees. However, the full automation of ARC activities and the introduction of modern services do not mean a reduction in the volume of work. The nature of the work covering and highlighting the core of resources in RCA will change, and new types of products (electronic catalogs, electronic databases, virtual services, electronic libraries) will appear. Remote users are, to a certain extent, "anonymous" users who independently search for the necessary information and, accordingly, require modern forms of service and a different approach from the ARC when fulfilling their requests.

Furthermore, the automation of the ARM resource transfer process allows the user to use the "Order Online" service. The user can search for the necessary resources in the electronic catalog, place an order, visit the library reading rooms at a convenient time and use it, saving time for the execution of the order. Most importantly, for such users, the speed of their requests, as well as the completeness and accuracy of information, are of great importance.

Qoidaga ko‘ra, elektron resurslar (kompakt-disklardagi nashrlar, litsenziya kelishuvlari yoki ochiq foydalanishdagi resurslar) oqimiga kirish tizimi ulardan foydalanishning quyidagi shartlari asosida aniqlanada:

- For example, use. For users of the National University Information Resource Center, it provides for working with electronic publications on information media and individual resources;
- Remote Open Access - access to all open resources of the ARC, as well as free resources for remote users or access to internet resources via links;
- Remote restricted access - access to remote information resources using ARC computers with a specific IP address.

The Information Resource Center of the National University subscribes to the largest number of foreign scientific and educational electronic databases among the largest RAS in the republic. The volume of information in these databases is millions of copies, which makes it possible to quickly get acquainted with the latest publications reflecting scientific research, scientific works and inventions carried out in all fields of science on a global scale.

The information and resource center of the National University of Uzbekistan is registered on the global network through the official website https://library.nuu.uz/, where you can get acquainted with complete information about the ARC - services and areas of activity, news, organized events. The information on the website is intended for local and remote users, as well as for colleagues working in information resource centers.

The content and topics of the information resource center's website will be updated in accordance with scientific, educational, and enlightenment goals. New pages are opened and filled with electronic documents.

The main goal of the development of the Information Resource Center of the National University of Uzbekistan in modern conditions is to satisfy user demand, expand the resource base based on their need for information, data, and various knowledge, and ensure open access on a global scale based on historical and cultural traditions.

To achieve its main goal, it provides for ensuring open access to ARM resources for users based on the improvement of information and communication technologies, the consistent implementation of integration into the national and digital electronic space, the coverage of Uzbekistan's book culture based on the funds of the information resource center (based on printed

publications and documents), and its development as a national center for socio-cultural communication and a venue for intellectual dialogue.

In conclusion, based on the requirements set by users, as well as in order to improve the service of the information resource center in today's information space, the main attention should be paid to the following:

- continuously replenish the electronic catalog of the ARC and improve its search capabilities;
- Expanding the volume of the electronic fund by accelerating the process of digitizing ARM funds and collections;

- participation in international projects for the mutual use and integration of electronic resources, and the creation of electronic funds;

- Increase the range of virtual services on the ARM website;

- Creation of a special software (navigator) integrated with an electronic catalog for the location of resources in the classrooms of the ARM;
- Specifically, the acceleration of work to increase internet speeds.

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