# IMPROVING INFORMATION AND BIBLIOGRAPHIC SERVICES OF INFORMATION-LIBRARY CENTERS: PROBLEMS, OPPORTUNITIES, AND DEVELOPMENT PROSPECTS

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**Abstract:** This article examines the significance of information and bibliographic services in information-library centers, modern approaches to their organization, and current issues related to their improvement. The study also proposes practical recommendations for introducing digital technologies, developing electronic bibliographic resources, expanding remote user services, and enhancing the professional competence of library specialists. Furthermore, the paper discusses the role of information-library centers in meeting users' information needs in the digital age and highlights the importance of integrating innovative technologies into bibliographic activities.

**Keywords:** information-library center, information and bibliography, electronic catalog, digital library, bibliographic service, information technology, library user.

## Introduction

The rapid development of the information society, together with ongoing reforms in science, education, and innovation, has imposed new responsibilities on information-library institutions. The widespread implementation of modern information and communication technologies has significantly increased users' demand for timely, reliable, and high-quality information. Consequently, information-library centers are expected not only to preserve documentary resources but also to provide efficient access to information that supports education, scientific research, and lifelong learning.

Within this context, information and bibliographic services play a crucial role in helping users identify, retrieve, evaluate, and effectively utilize relevant information resources. These services facilitate access to books, scientific publications, electronic databases, digital archives, and other information resources by providing systematic bibliographic guidance. Therefore, bibliographic services have become one of the essential components of modern library activities.

Information and bibliographic activities encompass the creation and maintenance of bibliographic databases, the management of electronic catalogs, the preparation of bibliographic guides and indexes, the fulfillment of users' information requests, and the provision of professional reference services. With the rapid expansion of digital technologies, traditional bibliographic services are increasingly complemented by electronic catalogs, virtual reference services, digital libraries, and remote information support. These innovations have fundamentally transformed the way library services are delivered and have significantly improved users' access to information regardless of geographical location.

In recent years, Uzbekistan has implemented comprehensive reforms aimed at modernizing information-library institutions, strengthening their technical infrastructure, expanding electronic information resources, and improving the quality of library services. These reforms are intended to transform information-library centers into modern information hubs capable of providing innovative services while ensuring broad access to national and international information resources. As a result, information-library centers are gradually evolving from traditional book repositories into

multifunctional institutions that support education, scientific research, cultural development, and lifelong learning.

Despite these positive developments, several challenges continue to hinder the effective organization of information and bibliographic services. Among the most significant problems are the insufficient development of electronic bibliographic databases, limited digital service coverage, inadequate implementation of automated library management systems in some libraries, and the need to improve librarians' digital competencies. Furthermore, the continuously growing volume of scientific information and the rapidly changing information needs of users require libraries to adopt new approaches to organizing bibliographic services and managing digital information resources.

The increasing popularity of electronic publications, online databases, institutional repositories, and open-access resources has further expanded the responsibilities of information-library centers. Modern users expect immediate access to accurate and reliable information through digital platforms, making it essential for libraries to develop innovative bibliographic services that meet these expectations. Consequently, the integration of advanced information technologies, digital resource management systems, and user-oriented service models has become a strategic priority for library development.

The purpose of this study is to analyze the current state of information and bibliographic services in information-library centers, identify existing challenges, and develop practical recommendations for improving these services through the effective application of modern information technologies. The implementation of these recommendations is expected to enhance the efficiency of information-library centers, improve the quality of services provided to users, strengthen the national information infrastructure, and contribute to the sustainable development of library and information services in Uzbekistan.

## LITERATURE REVIEW

The organization and improvement of information and bibliographic services in information-library centers have been widely studied by both national and international scholars. Previous studies have primarily focused on the theoretical foundations of bibliographic services, the development of information resources, the implementation of electronic catalogs, the advancement of digital libraries, and the provision of modern information services to library users. These studies emphasize that effective bibliographic services are essential for ensuring efficient access to reliable information and supporting education, scientific research, and cultural development.

In Uzbekistan, the legal and organizational framework for the development of information-library services is primarily regulated by the **Law of the Republic of Uzbekistan "On Information and Library Activities"**, as well as a number of presidential decrees and government resolutions aimed at modernizing the national library system. These legal documents define the strategic priorities for improving the quality of library services, expanding electronic information resources, digitalizing library collections, and strengthening integration with international information networks. They also emphasize the importance of introducing modern information technologies and improving professional library services in response to the growing information needs of society.

Theoretical aspects of bibliography and library science have been extensively discussed by Uzbek scholars, including **A. Ibragimov, B. Yuldoshev, and Sh. Qodirov**. Their research examines the organization of bibliographic services, the classification and systematization of bibliographic information, information resource management, and the application of modern technologies in library practice. According to these scholars, the effectiveness of bibliographic services largely depends on the continuous development of electronic catalogs, systematic updating of bibliographic databases, and a comprehensive understanding of users' information needs.

International researchers have also made significant contributions to the development of bibliography and library science. The works of **S. R. Ranganathan** remain fundamental to modern librarianship. His famous **Five Laws of Library Science** continue to serve as the conceptual basis for user-oriented library services. These principles emphasize that library collections should be actively used, every reader should find appropriate information resources, every resource should reach its intended user, users' time should be saved through efficient information retrieval systems, and libraries should continuously evolve in response to social and technological changes.

In addition, scholars such as **Michael Gorman**, **Thomas Mann**, and **Barbara Tillett** have significantly contributed to the development of bibliographic description, knowledge organization, cataloging standards, and authority control. Their research has influenced international cataloging practices and promoted the adoption of standardized bibliographic systems that facilitate information exchange among libraries worldwide. The implementation of international standards has improved the accessibility, consistency, and quality of bibliographic information across various library systems.

Recent international studies increasingly focus on the digital transformation of information and bibliographic services. Researchers have examined the application of artificial intelligence, machine learning, big data analytics, cloud computing, semantic technologies, and intelligent information retrieval systems in modern libraries. These technological innovations enable libraries to automate bibliographic processes, personalize information services, improve search accuracy, and provide more efficient access to digital resources. Contemporary literature also highlights the growing importance of institutional repositories, open-access databases, digital preservation strategies, and integrated library management systems.

A review of the existing literature indicates that modern information-library centers should no longer be viewed merely as repositories of printed materials. Instead, they are expected to function as knowledge management institutions that integrate digital technologies, provide advanced information services, and facilitate lifelong learning. The transition toward digital librarianship requires continuous technological innovation, strategic planning, and professional development of library staff.

The analysis of previous studies demonstrates that the successful development of information and bibliographic services depends on several interrelated factors, including the implementation of electronic catalogs, adherence to international bibliographic standards, expansion of digital information resources, application of modern information and communication technologies, and continuous improvement of librarians' professional competencies. However, despite significant progress, many information-library centers still face challenges related to technological infrastructure, digital resource management, and service modernization. These findings confirm the necessity of developing scientifically grounded recommendations for improving information and bibliographic services through the effective integration of international best practices and innovative digital technologies.

## RESEARCH METHODOLOGY

This study employed a comprehensive methodological approach aimed at examining the theoretical and practical aspects of improving information and bibliographic services in information-library centers. The methodological framework of the research was based on regulatory and legal documents adopted in the field of information-library activities, scientific works related to bibliography and library science, research conducted by national and international scholars, as well as current reforms being implemented in the information-library sector. The study applied systematic, comparative, analytical, and practical approaches to achieve the research objectives.

The theoretical foundation of the research was formed by the **Law of the Republic of Uzbekistan "On Information and Library Activities"**, regulatory documents related to the development of the national information-library system, and national and international standards in bibliographic description and cataloging. In addition, scientific studies devoted to the implementation

of information and communication technologies in library practice, the development of electronic catalogs, digital libraries, and modern information services were analyzed.

During the research process, several scientific methods were applied. In particular, the methods of analysis and synthesis were used to examine the essence, objectives, and practical significance of information and bibliographic services. The comparative analysis method was applied to identify similarities and differences between the activities of local information-library centers and international library practices. A systematic approach was used to evaluate the structural components of information and bibliographic services, their interrelationships, and the factors influencing service effectiveness.

The methods of scientific observation and document analysis were also applied to study the processes of electronic catalog management, bibliographic database development, digital service implementation, and information delivery mechanisms in information-library centers. By analyzing scientific publications, statistical data, and sector-related reports, the current condition of information and bibliographic services was assessed, and the main factors limiting their further development were identified.

Special attention was given to innovative approaches in developing practical recommendations. In particular, the research examined the potential application of digital technologies, automated library information systems, electronic databases, remote information services, and artificial intelligence technologies. These approaches were considered as important tools for adapting information and bibliographic services to modern requirements and improving their efficiency.

The reliability of the research findings is ensured through the critical analysis of scientific sources, comparative evaluation of national and international experiences, reliance on regulatory and legal documents, and the integrated application of recognized scientific research methods. The selected methodology made it possible to assess the current state of information and bibliographic activities in information-library centers, identify existing challenges, and develop scientifically grounded conclusions and practical recommendations for their improvement.

The methodological approach used in this research provides a comprehensive understanding of the current transformation processes in information-library services and highlights effective strategies for their modernization. It also creates a scientific basis for further studies aimed at enhancing digital transformation, improving user-oriented services, and strengthening the role of information-library centers in the modern information society.

## CONCLUSION

Information and bibliographic services in information-library centers play an important role in meeting society's information needs, improving information literacy, and providing high-quality information support for science and education. The rapid development of modern information and communication technologies, the increasing volume of digital resources, and the changing expectations of users require the introduction of new approaches to the organization of these services. Therefore, improving information and bibliographic activities in accordance with modern requirements not only increases the efficiency of library operations but also contributes to the development of the intellectual potential of society.

The study analyzed the theoretical foundations, practical significance, and current development trends of information and bibliographic services in information-library centers. The analysis of scientific literature, regulatory documents, and national and international experiences demonstrated that the digitalization of bibliographic services, improvement of electronic catalogs and databases, expansion of remote information services, and implementation of modern information technologies are among the priority directions for the development of this field.

The research findings revealed that some information-library centers still face several challenges, including insufficient development of electronic bibliographic resources, limited use of digital service

opportunities, the need for systematic updating of bibliographic information, and the necessity of further improving the digital competencies of specialists. These factors directly influence the effectiveness and quality of information and bibliographic services.

Based on the results of the study, several practical recommendations were developed to enhance information and bibliographic activities. In particular, the establishment of unified electronic bibliographic databases in information-library centers, effective use of automated library information systems, regular updating of electronic catalogs, and expansion of remote bibliographic services were identified as important measures. Furthermore, organizing bibliographic information according to international standards and integrating national resources with international information systems can significantly improve service quality and broaden users' access to information.

The human factor remains one of the most important elements in improving the effectiveness of information and bibliographic services. Therefore, continuous professional development of library specialists, including training in digital technologies, electronic cataloging, international bibliographic standards, and modern information systems, is essential. Such an approach will contribute to improving service quality, ensuring timely and accurate responses to users' information needs, and supporting the innovative development of information-library centers.

In addition, regular analysis and monitoring of users' information needs are essential for effective organization of bibliographic services. This approach allows libraries to identify the most demanded information resources, improve electronic services, and provide more personalized services based on users' expectations. The use of modern analytical tools and digital platforms also supports strategic planning and evidence-based decision-making in library management.

In the future, it is advisable to introduce artificial intelligence technologies, intelligent search systems, automated bibliographic description tools, recommendation algorithms, and big data analysis technologies into the activities of information-library centers. These technologies can simplify information retrieval processes, increase the speed and accuracy of bibliographic services, and improve the efficiency of using electronic resources.

The study confirms that the development of information and bibliographic services requires a comprehensive approach. This includes improving the regulatory framework, strengthening technical infrastructure, expanding digital capabilities, enhancing professional competencies of specialists, and developing international cooperation. The implementation of systematic measures in these areas will increase the competitiveness of information-library centers and improve the quality of information services provided to users.

In conclusion, improving information and bibliographic activities in information-library centers is one of the important requirements of the modern information society. The effective implementation of digital technologies, development of electronic bibliographic resources, automation of information services, adaptation of international experiences to national practices, and enhancement of professional competencies will contribute to achieving higher efficiency in this field. This will support scientific, educational, and innovative development processes, increase information literacy among citizens, and strengthen the social significance of information-library centers.

The results of this research can serve as a scientific and practical foundation for developing future programs, research projects, and sectoral initiatives aimed at further improving the activities of information-library centers.

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