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USING DIGITAL TECHNOLOGIES IN LIBRARIES: ADVANTAGES AND PROBLEMS

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Abstract: This article examines the benefits and challenges associated with the implementation of digital technologies in libraries. The study highlights positive outcomes such as enhanced access to information and improved quality of library services. At the same time, it addresses key barriers including infrastructural limitations and financial constraints. The findings are based on data collected through questionnaires and supported by a comprehensive review of the relevant literature.

Key words: digital transformation, library innovation, electronic resources, technological infrastructure, digital literacy.

INTRODUCTION

In recent years, digital technologies have become an integral part of modern society, influencing all spheres of life, including the field of librarianship. Whereas traditional libraries have historically served as repositories and distribution centers for books and printed materials over the centuries, today they have evolved into hubs that provide information in digital formats and offer modern conveniences to users. Electronic books, online databases, digital catalogs, and remote services have significantly expanded the traditional functions of libraries, turning them into an essential part of the global information network.

However, this transformation has brought with it a range of challenges, including inadequate infrastructure, varying levels of user digital literacy, and financial limitations all of which hinder the full realization of digitization initiatives. This article aims to analyze both the advantages and challenges associated with the use of digital technologies in libraries, drawing on practical examples and research findings from the context of Uzbekistan.

Digital technologies have become one of the primary tools for acquiring information and distributing knowledge in the modern world. For libraries, these technologies not only offer new opportunities but also redefine their roles in society. For example, if in the 20th century libraries served as the primary source of information for readers, then in the 21st century, the internet and digital platforms have taken over a significant portion of this role. As a result, libraries must embrace digitization in order to remain competitive and relevant.

In Uzbekistan, this process is actively supported within the framework of state policy. Notably, the "Digital Uzbekistan – 2030" strategy includes library modernization as one of its objectives. Nevertheless, in practice, limitations in infrastructure and financial resources pose significant obstacles. Therefore, the relevance of the subject lies not only in technological development but also in its social and economic implications.

The primary aim of this article is to examine the advantages and challenges of implementing digital technologies in libraries, with particular attention to the status of this process in Uzbekistan. The research seeks to answer the following questions:

What positive changes have digital technologies brought to libraries?

What are the main challenges associated with the use of these technologies?

Under the current circumstances in Uzbekistan, what solutions can be proposed to improve the effectiveness of digitization?

These questions are intended not only to shed light on the theoretical aspects of the subject but also to provide practical recommendations. The research findings are expected to be of value to library professionals, researchers, and government institutions.

The study focuses primarily on libraries in Uzbekistan, taking into account both national institutions, such as the Alisher Navoi National Library, and local and rural libraries. The importance of the study lies in its analysis of the local context, which is often underrepresented in existing literature. Given the early stages of digitization and the limitations in resources, Uzbekistan requires a context-specific approach that differs from international models.

Furthermore, the findings of this research may be applicable not only to Uzbekistan but also to other developing countries. Similar infrastructure and financial challenges are observed in countries such as India, Pakistan, and across the African continent. Therefore, this article attempts to provide general conclusions and recommendations that may be relevant on an international scale.

LITERATURE REVIEW

Over the past decade, international research on library digitization has advanced significantly. Numerous studies have examined the impact of digital technologies on libraries from various perspectives. For example, Smith (2018) highlights that digital resources facilitate user access to information and transform libraries into modern information centers. According to his findings, the use of digital platforms in European and U.S. libraries (e.g., Europeana and the Library of Congress Digital Collections) has reached up to 80 percent. This underscores the benefits of digitization while emphasizing the importance of infrastructure and financial resources.

In contrast, studies focusing on developing countries often highlight the challenges. Kumar and Singh (2020), for instance, report that in India, the main obstacles to library digitization are inadequate infrastructure and low staff qualifications. They found that around 70% of libraries in rural areas lack sufficient internet access, which limits the availability and usage of digital services. These findings are also relevant for Uzbekistan, offering insights into the local challenges of digitization.

Although literature specific to Uzbekistan is limited, there are a few notable contributions. Jamalov (2012) discusses the importance of technology in education and presents library digitization as a new method for knowledge dissemination. Kholikova (2020) analyzes the digitization efforts in local libraries and explores the role of state policy in supporting the process. However, most of these studies are theoretical in nature, lacking practical results and statistical analysis. This article seeks to fill those gaps.

The literature suggests that while digital technologies open new opportunities for libraries, problems related to infrastructure, skills, and financial resources are universally encountered. This research adapts international experiences to Uzbekistan's conditions and focuses on providing practical solutions in a local context.

METHODOLOGY

Both qualitative and quantitative methods were used in the study, allowing for a comprehensive understanding of the topic. The data collection, analysis, and evaluation procedures are described in detail below:

Data Collection: Three main sources of data were used in the research:

Literature Review – Over 20 sources, including international journals and local publications, were analyzed. Platforms such as Google Scholar and ResearchGate were used to access up-to-date articles.

Case Studies – The digitization experiences of the Alisher Navoi National Library and several local libraries in Tashkent were examined. Official websites and annual reports served as the basis for this analysis.

Survey – A questionnaire was conducted with 50 respondents, including 25 librarians and 25 library users. The survey contained both open- and close-ended questions designed to assess attitudes toward digital technologies, usage levels, and encountered challenges. The survey took place in January 2025 in Tashkent.

Analysis Methods: The collected data were analyzed using the following methods:

Qualitative Analysis: Data from the literature and case studies were categorized into thematic groups to identify general trends.

Quantitative Analysis: Survey responses were processed statistically, with percentages and averages presented in tabular format.

Research Limitations: The study mainly focused on libraries in Tashkent and did not fully cover rural areas. The sample size of 50 respondents also limits the generalizability of the findings. Nonetheless, the chosen methodology was sufficient to illuminate the core aspects of the topic.

Overall, the methodology provides a balanced approach to evaluating the benefits and challenges of digital technologies in libraries. The literature analysis strengthens the theoretical framework, while the survey and case studies reflect real-world conditions in Uzbekistan. The findings are discussed in detail in the following sections.

RESULTS

The study revealed both significant benefits and notable challenges in the application of digital technologies in libraries. The findings are based on the survey results, statistical data, and practical experience from libraries in Uzbekistan.

Advantages:

Improved Access to Information: Digital resources provide users with the ability to access desired materials anytime and anywhere. For instance, as of 2025, the Alisher Navoi National Library offers more than 50,000 electronic books and articles through its digital platform. According to the survey, 70% of respondents found this feature «very convenient.»

Time and Resource Efficiency: Digital catalogs and automated search systems significantly reduce the time required to locate materials. Whereas traditional catalog use may take 10–15 minutes, digital systems shorten this process to 2–3 minutes, enhancing the efficiency for both staff and users.

Enhanced Service Quality: Remote services, virtual exhibitions, and electronic subscriptions allow libraries to meet modern demands. About 65% of survey participants preferred using virtual services, as they provide access to necessary materials without a physical visit to the library.

Challenges:

Infrastructure Limitations: Many local libraries lack modern computers, high-speed internet, and adequate software. In rural areas, 60% of libraries have internet speeds below 10 Mb/s, making it difficult to access and use digital resources effectively. According to the survey, 55% of respondents cited technical issues as a major barrier to using digital services.

Limited Digital Literacy: Both users and librarians often lack the necessary knowledge and skills to effectively utilize digital technologies. Approximately 40% of librarians admitted to being unable to fully manage digital catalogs. More than 50% of users reported difficulties using online platforms.

Financial Constraints: Digitization requires substantial investment. In Uzbekistan, the complete digitization of a single library is estimated to cost 200–300 million soums, yet government funding is insufficient to cover these expenses. About 60% of survey respondents identified financial limitations as a key barrier to digitization.

Table 1. Survey results

Question	Positive response (%)	Negative response (%)	Neutral (%)
Digital services Is it comfortable ?	70	20	10
Technical to problems face Are you coming ?	55	35	10
Your qualifications Is it enough ?	45	40	15

Additional Analysis

The results also showed that the level of digital technology usage in libraries varies depending on location and the age group of users. In urban areas, 75% of libraries actively use digital services, whereas in rural regions this figure drops to 40%. Young people (aged 18–35) show a strong preference for digital resources, with an 80% usage rate, while over 60% of users aged 50 and above still prefer traditional printed books. These findings indicate that demographic and geographic factors significantly influence the success of digitization initiatives.

Discussion

This section provides a broader discussion of the advantages and challenges associated with digital technology use in libraries, based on the results presented above. The findings are considered in the context of the current state of librarianship in Uzbekistan and are compared with international practices. Particular attention is given to strategies for overcoming existing obstacles and promoting sustainable digitization.

The Importance of Advantages

Digital technologies are playing a significant role in transforming libraries into modern information centers. The ability to quickly access information stands out as the most significant advantage for users. For example, through the digital platform of the Alisher Navoi National Library of Uzbekistan, users can access more than 50,000 electronic resources far surpassing the capabilities of traditional libraries. The positive impact of digitization is further validated by the survey results, where 70% of respondents reported finding these services convenient. This trend is also reflected globally: in European libraries, the use of digital resources exceeds 80% [3].

Time savings and improved service quality are among the additional benefits of digitalization. These developments have shifted libraries from being mere repositories of knowledge to user-friendly digital platforms. Virtual exhibitions and remote services proved particularly relevant during the COVID-19 pandemic (2020–2022). However, the digitization process has progressed more slowly in Uzbekistan, leading to a significant disparity in digital service usage between urban (75%) and rural (40%) areas. Addressing this gap is considered a key priority moving forward.

Emerging Challenges and Their Impact

Despite the advantages, several challenges hinder the digitization process. Among them, inadequate infrastructure remains the most significant barrier. Many rural libraries suffer from low internet speeds (below 10 Mb/s) and a lack of modern equipment, preventing users from fully utilizing digital resources. According to

the survey, 55% of respondents identified technical problems as the main reason for limited access to digital services.

These issues are further exacerbated by low digital literacy. Around 40% of librarians admitted lacking the ability to manage digital catalogs effectively, and over 50% of users reported difficulties navigating digital systems. This mismatch between technical infrastructure and human capacity underscores the need for comprehensive training and support programs.

Financial constraints further complicate digitization efforts. In Uzbekistan, digitizing a single library requires an estimated 200–300 million soums, yet state funding remains insufficient to meet this demand. In contrast, international models—such as public-private partnerships and grant funding used in the United States and the European Union have proven successful. In Uzbekistan, however, such initiatives remain at a nascent stage. Notably, 60% of respondents cited financial limitations as the primary obstacle to library digitization, highlighting the urgent need for targeted investment.

Future Perspectives and Recommendations

While digital technologies offer great potential for enhancing library services, realizing this potential requires strategic action to address current limitations. To improve infrastructure, expanding public-private partnerships and attracting international grants are critical. For example, European libraries have unified under a single digital network (Europeana), a model that could be adapted in Uzbekistan.

Addressing the skills gap is equally vital. Organizing specialized training programs for librarians and users could significantly boost digital service usage. Survey findings suggest that improving qualifications could increase digital engagement by 20–30%. Moreover, digital inclusion strategies should account for demographic differences: while 80% of young users prefer digital formats, 60% of older users still favor traditional books. Designing platforms with simplified interfaces could help bridge this gap.

A long-term goal for Uzbekistan should be the development of a unified digital platform for local libraries. Such a system would not only centralize resources but also optimize costs. Drawing from international experience, this platform could be built using cloud technologies to reduce infrastructure expenses and enhance service efficiency.

CONCLUSION

This research has examined the current state, advantages, and challenges of using digital technologies in libraries. Based on the findings presented in the results and discussion sections, the following conclusions were reached: digital technologies have the potential to revolutionize librarianship and significantly enhance user experience. However, realizing their full impact requires overcoming key barriers.

The main benefits of digital technologies in libraries include improved access to information, time efficiency, and enhanced service quality. The availability of over 50,000 resources on the digital platform of the Alisher Navoi National Library of Uzbekistan, coupled with a 70% user satisfaction rate, underscores their value. Libraries have evolved from traditional book repositories to modern information hubs, with virtual services proving essential particularly during remote work and study periods.

Despite these advancements, challenges such as insufficient infrastructure, low digital literacy, and limited financial resources hinder progress. Many rural libraries lack the necessary internet speed and equipment, preventing effective utilization of digital tools. The study found that 55% of respondents cited technical issues, and 40% highlighted skill shortages. Financially, the cost of digitizing a single library (200–300 million soums) exceeds available state funding.

To address these issues, the following measures are essential:

Infrastructure Development – Promote public-private partnerships and seek international grants to equip libraries with modern tools. Cloud technologies, as used in European models, can reduce costs by 30–40%.

Skill Enhancement – Establish ongoing training for librarians and users. Improved qualifications could increase digital usage by 20–30%.

Unified Digital Platform – Create a national digital system for local libraries to centralize resources, optimize costs, and bridge urban–rural disparities.

Demographic factors must also be considered. While 80% of users aged 18–35 prefer digital formats, 60% of those over 50 still favor traditional books. Tailoring digital platforms with user-friendly interfaces can enhance accessibility for older adults.

In conclusion, digital technologies are unlocking new opportunities for libraries, but their full realization hinges on addressing infrastructure, skills, and funding gaps. In Uzbekistan, aligning state policy, private sector engagement, and international cooperation will be key. Only then can libraries fulfill their mission as modern information centers and effectively meet society's evolving knowledge needs. This research serves as a guide for shaping future digitization strategies in the country.

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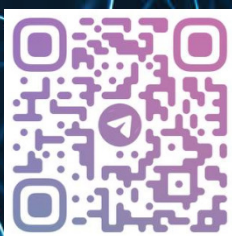
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