

# **PIC / LIBRARY SURVEY**



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## **Foreword**

The Survey presented herewith is a voluntarily initiated research on Uzbekistan Country Office PIC (Office Public Information Center)/Library. The main objective of this Survey is to identify the overall efficiency and effectiveness of PIC/Library performance within given period of time.

The survey involves observations of the day-to-day life of PIC based on statistics, questionnaire analysis and independent view of PIC/Library visitors.

Hopefully, given work will be a helpful toolkit for better understanding of PIC/Library and will contribute to its future improvements.

## Abbreviations and Acronyms

<b>PIC/Library</b>	Public Information Center/Library
<b>PAC</b>	Public Access Computer
<b>JOLIS</b>	Library Catalog provides electronic access to the shared catalog of the Library Network, headquarters which consists of 13 World Bank and Fund libraries in Washington, D.C.
<b>WDS</b>	World Development Statistics
<b>WDI</b>	World Development Indicators
<b>WWW</b>	World Wide Web
<b>TFI</b>	Tashkent Financial Institute
<b>TIU</b>	Tashkent Islam University
<b>UWED</b>	University of World Economy and Diplomacy
<b>TSEU</b>	Tashkent State Economic University
<b>TIOS</b>	Tashkent Institute of Oriental Studies
<b>NUU</b>	National University of Uzbekistan
<b>IBS</b>	International Business School “Kelajak”
<b>WUIT</b>	Westminster University in Tashkent

## 1. What do we need PIC/Libraries for?

### THE ROLE OF THE WORL BANK PIC/LIBRARIES

The Country Office Public Information Center PIC/Library is a key component in the information infrastructure that provides improved information services to Country Office staff, the international development community, and the public<sup>1</sup>.

According to the World Bank plan to strengthen Country Office PICs and Libraries, there is a significant aspect of the Bank's goal to become more client-focused and to realize the strategic impact by supporting increased decentralization and sharing the Bank's knowledge with business partners, journalists, researchers, and members of the public.<sup>2</sup> Information management and dissemination in the Country Offices must be built or enhanced to support these objectives.

As noted in the *World Bank Policy on Disclosure of Information* "The Bank's policy [is] to be open about its activities and to welcome and seek out opportunities to explain its work to the widest possible audience. The Bank has broadened the scope of information about its activities that it makes publicly available. The Bank has established the InfoShop at headquarters, plus regional Public Information Centers (PICs), such as Tokyo and Europe, to serve individuals seeking to obtain Bank information. In addition, Country Offices are encouraged to establish modest PIC services for their country clientele."

1. <http://wbln0018.worldbank.org/ISGIM/JOLIS/AR/SecDoelib.nsf/> Guidelines for the World Bank Country Office PIC/Libraries
2. *Decentralization: A Strategic Tool for Strengthening the Bank's Development Effectiveness. Executive Summary.* June 12, 1997.3pp. (Board Paper PC97-25).

## 2. Statistics, the third type of the lie?

### STATISTICAL EVIDENCE: YEAR 2002 AND MID-YEAR 2003

This section mirrors everyday work of the PIC/Library and summarizes key indicators such as Visitors' flow, tendency in publications borrowings and computer utilizing figures.

#### I. Who are the PIC/Library visitors and what do they search?

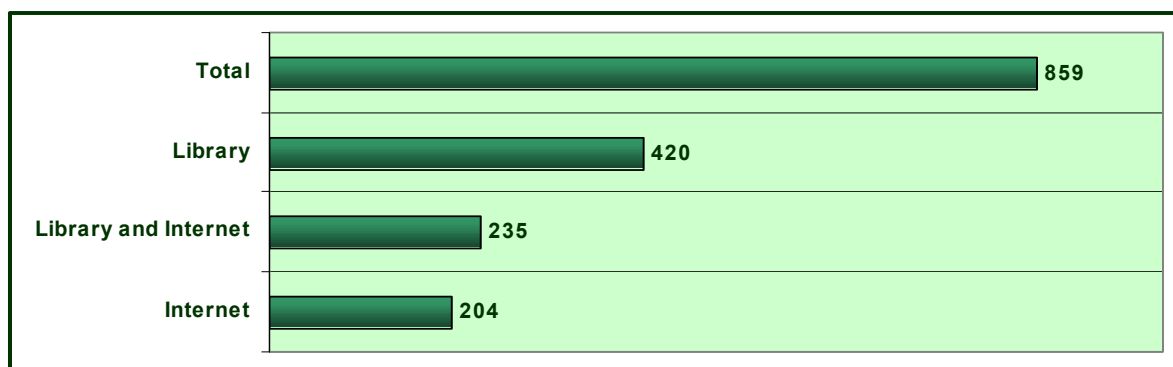
Uzbekistan CO PIC/library has been working twice a week, Tuesdays and Thursdays from 2 p.m. – 5 p.m. Despite such a short schedule, it hosted 859 people for the one and the half year period (2002, and half of year 2003).

According to the data collected from **PIC/Library Visitors Attendance Journal**, which registers basic data on every visitor such as: name, type of education institution / working place, purpose of the visit (e.g. use of Library books, use of Internet or both).

<b>PIC/LIBRARY ATTANDANCE LIST</b>				
<b>N</b>	<b>Date</b>	<b>Name</b>	<b>Institution</b>	<b>Activity (Library / Internet)</b>
1	March 15, 2003	Kozmina Marina	TIOS, lecturer	Library
2	March 15, 2003	Khisamova Railya	JV "Banno"	Library/Internet
3	March 15, 2003	Abdurashidov Said	TFI	Library/Internet
4	March 15, 2003	Sabirov Kakhramon	TFI	Internet
5	March 15, 2003	Masharipova Munira	TFI, master	Library
6	March 15, 2003	Karimov Sukhrob	TSEU	Library/Internet
7	March 15, 2003	Lutfullaeva Nargiza	TSEU	Library/Internet
1	March 21, 2003	Abdullaeva Karima	UWED	Library
2	March 21, 2003	Lutfullaeva Nargiza	TSEU	Library/Internet
3	March 21, 2003	Karimov Khurshid	UWED	Library/Internet
4	March 21, 2003	Sabirov Kakhramon	TFI	Internet
5	March 21, 2003	Masharipova Munira	TFI, master	Library

Thus, from the following graph it is clear that the majority 49% had come to use Material Resources and only 24% that is 204 ones solely seek Internet Resources.

This is truly justified by the unique possessions of PIC/Library on practical issues and especially statistics. For instance, World Development Indicators or IMF Statistics.



Also, the general registration enables us to know “Who is our Visitor?”, that is either a student, an employee of state entity or a foreigner. Naturally, students are the most, following are different research workers and employees of different organizations: state, NGOs, private individuals.

As for students, according to the Registration toolkit, the following educational institution students are the most active visitors:

<b>Educational Institution</b>		<b>Total number of visitors</b>	<b>Percentage</b>
Tashkent Financial Institute	TFI	280	<b>33%</b>
Tashkent Islam University	TIU	180	<b>21%</b>
University of World Economy and Diplomacy	UWED	169	<b>20%</b>
Tashkent State Economical University	TSEU	124	<b>14%</b>
Tashkent Institute of Oriental Studies	TIOS	43	<b>5%</b>
National University of Uzbekistan	NUU	37	<b>4%</b>
International Business School "Kelajak"	IBS	15	<b>2%</b>
Westminster University In Tashkent	WUIT	5	<b>1%</b>
Others		6	<b>1%</b>

Also lots of representatives of both local and foreign entities attended the PIC/Library. Thus, Ministry of Economics and Statistics, Ministry of Finance, Academy of Science, Business and Finance academy trainees and research fellows and few foreign representatives from JICA, German Development Service, Paris University, UN, TACIS, KPMG, UzBAT, EdNET.

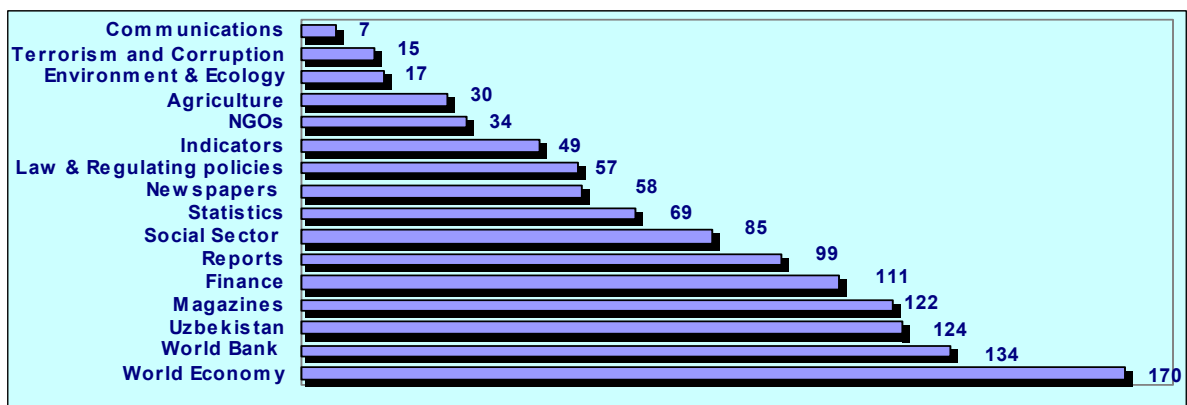
## II. What does the Visitor search in PIC/Library?

Another peculiarity of the PIC/Library is that it can offer both books/publications and electronic – Internet search options at the same time for free! That is why search analysis is divided into two logical sections: books and Internet.

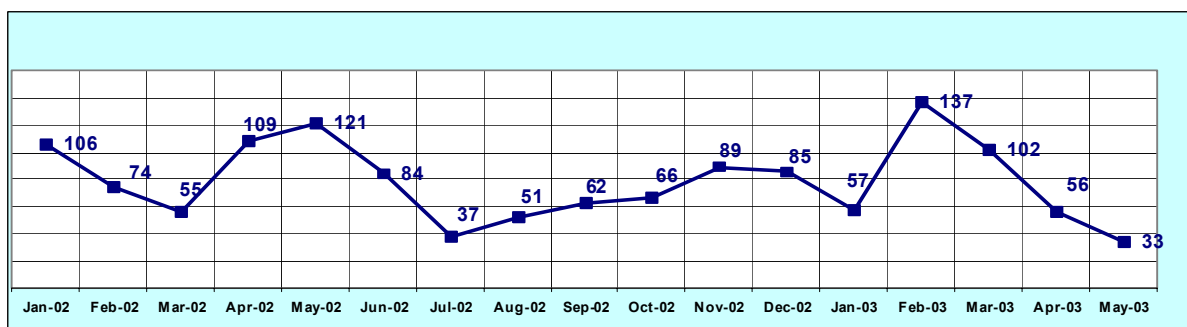
**BOOKS:** There is a separate **Publication Registry Book** with personal sheet for the reader. Every visitor has an equal opportunity to borrow up to 5 books on the security of valid document such as passport, student’s record-book or ID. In sample publication registry sheet shown below, the Librarian is able to monitor every user’s borrowing pattern, and elaborate flexible approach. In the case of borrowing period overdue, usually one week, the borrowing limit of 5 books/publications is to be reduced. Also personal information is collected as prerequisite: name, social status, education institution and contacts.

PUBLICATIONS REGISTRY SHEET		
<b>Borrower name:</b>	<i>Karimov Kshurshid</i>	
<b>Status:</b>	<i>Student</i>	
<b>Educational Institute / Working place:</b>	<i>UWED, IV year</i>	
<b>Contact phone # :</b>	<i>46-47-80 home</i>	
<b>Document type and specification:</b>	<i>Passport, CA 16788543</i>	
Date	Due on	Publication
<i>March 21, 2003</i>	<i>March 30, 2003</i>	<i>1. World development Indicators 2002</i>
		<i>2. International Financial Statistics</i>
		<i>3. PRWP #15634</i>
<i>March 30, 2003</i>	<i>April 4, 2003</i>	<i>1. Кредитные инструменты Всемирного Банка</i>
		<i>2. IFC Annual Report, 2001</i>
		<i>3. Offer of Currency choice</i>
		<i>4. Little Green Data Book</i>

The study on the borrowed PIC/Library materials produces following results. During the period of one and the half year, 1266 items were borrowed. Following chart shows corresponding share of demanded publications on different subjects.



Thus, the utmost demand refers to the World Economy and the World Bank knowledge resources with 13% and 10% percentage respectively. Following diagram analyses borrowing tendency which is subject to scrutiny.



The borrowing pattern characterized by cyclic up and downward movements. Autumn is defined by rather stable path and winter as the season at pick where demand reaches its maximum – 137 items in February only! This is exactly “hard time” of winter examinations and mid-terms. Relative stability is followed in early spring months just till the next wave of study battles - May-2002 with 121 items borrowed. Then comes summer when people have the rest and do not bother much with library searches.

**INTERNET:** Uzbekistan CO allocated two Public Access Computers for its PIC/Library. According to the Guidelines for the World Bank CO PIC/Libraries, “The PAC and CD-ROM Access Area is a public user service area. It provides access to a public access computer, CD-ROM equipment. Where there is a Local Internet Service Provider connection, users may use the PAC to access the Internet. Both public users and Bank staff will be able to access the Bank's external Web site, WDS and JOLIS, and depending on the available software on the PAC, send e-mail.” Uzbekistan Office PIC/Library meets these requirements.

Before starting the work on the Computer, every visitor is obliged to sign in another **Registry book for Internet usage**, by indicating proper name, status, booked time, while after the actual usage he/she should note Internet search references. Herewith is a sample registry sheet:

## INTERNET USAGE LIST

**DATE:** March 15, 2003

### Computer #1

№	Name	Institution	Time	Searched info or related websites
1	<i>Khisamova Railya</i>	<i>JV "Banno"</i>	<i>14:00 – 14:30</i>	<i>Construction development in CIS</i>
2	<i>Abdurashidov Said</i>	<i>TFI</i>	<i>14:30 – 15:00</i>	<i>IMF, Currency Control Policy</i>
3	<i>Ne'matov Kamol</i>	<i>TIOS</i>	<i>15:00 – 15:30</i>	<i>Hotmail</i>

### Computer #2

№	Name	Institution	Time	Searched info or related websites
1	<i>Karimov Sukhrob</i>	<i>TSEU</i>	<i>14:00 – 14:30</i>	<i>Yahoo search</i>
2	<i>Lutfullaeva Nargiza</i>	<i>TSEU</i>	<i>14:30 – 15:00</i>	<i>Education opportunities in UK</i>

Also bilingual **Public Access Computer usage rule** has been elaborated and fixed on user view, just to make sure everyone is informed properly.

#### **PIC/Library Public Access Computer usage rules:**

- Time allowed is **30 minutes** per each user
- User should fill in the Internet Usage Registration Book (Name, Educ.Ins, Time and Searched info)
- Users **are not allowed** to use their own diskettes. You can send downloaded data to your personal e-mail box
- Users are strictly prohibited to visit
  1. any chats
  2. porno sites
  3. download personal information to the computer

**Правила пользования компьютером в ИРЦ Библиотеке:**

- Время каждого пользователя **30 минут**
- Каждый посетитель должен зарегистрироваться в Журнале (Имя, Университет и искомая информация)
- Пользователям **не разрешается** пользоваться личными дискетами. В случае необходимости Вы можете переслать информацию на личный электронный ящик
- Строго запрещается:
  1. посещение чатов
  2. посещение порно-сайтов
  3. сохранение личных файлов на компьютере

There is only a simple administration system of Internet navigation in form of polite warnings and cautions. Any breach of general rules is punished by limited access firstly and totally restricted usage in any further cases.

Analysis of Internet screening and administration requires special knowledge in this field. So please note, that examination on how visitors are successful in the search finding by using the PIC/Library computer facilities in the following chapter is based on general observation.

### 3. PIC/LIBRARY QUESTIONNAIRE

The purpose of the Uzbekistan CO Office PIC/Library survey, which was initiated in March 2003, is aimed to identify its efficiency, proper usage of material and Internet resources. The survey was based on the questionnaires containing 21 questions on:

- I. Visitor general data (gender, age, social status)
- II. Membership length and frequency of visits (purpose of the visit)
- III. Data on Visitor's research work / project (field, language, related country)
- IV. World Bank coverage in Visitor's research work / project
- V. Borrowed materials and search satisfaction level
- VI. Internet usage characteristics
- VII. Overall evaluation

PIC/Library survey - basic facts:

<b>Coverage</b>	Randomly selected 60 individuals visited the PIC/Library
<b>Time frame</b>	The questioning was fulfilled during the period of March 15 to April 15, 2003
<b>Methodic</b>	Individual questionnaires containing 21 questions on selected topics
<b>Language</b>	English, Russian

English version of the questionnaire in reduced scale is given below:

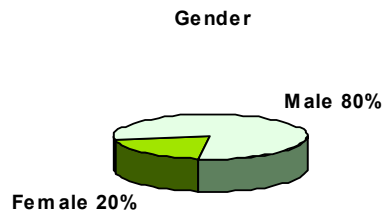
<p>Dear Visitor, the purpose of this questionnaire is to evaluate the work of the World Bank Country Office's PIC/Library. Please, respond to all questions. Thank you in advance for your help.</p> <p><b>Personal information:</b></p> <table border="1"> <tr><td>1</td><td>Date</td><td></td></tr> <tr><td>2</td><td>Responder's #</td><td></td></tr> <tr><td>3</td><td>Name, surname</td><td></td></tr> <tr><td>4</td><td>Gender</td><td></td></tr> <tr><td>5</td><td>Age</td><td></td></tr> <tr><td>6</td><td>Status (student, aspirant, employee, other)</td><td></td></tr> <tr><td>7</td><td>Educational Institution / employment organization</td><td></td></tr> </table> <p><b>PIC/Library visiting:</b></p> <table border="1"> <tr> <td>8</td> <td>Indicate how did you learn about PIC/Library? You can give several answers:</td> <td></td> </tr> <tr> <td></td> <td>From my group mates / friends / colleagues</td> <td></td> </tr> <tr> <td></td> <td>From my lecturer / supervisor</td> <td></td> </tr> <tr> <td></td> <td>From the WB Office Staff</td> <td></td> </tr> <tr> <td></td> <td>Accidentally</td> <td></td> </tr> <tr> <td></td> <td>Other (indicate)</td> <td></td> </tr> </table> <table border="1"> <tr> <td>9</td> <td>How long you have been visiting PIC/Library?</td> <td></td> </tr> <tr> <td></td> <td>(for example, since May 2002)</td> <td></td> </tr> </table>	1	Date		2	Responder's #		3	Name, surname		4	Gender		5	Age		6	Status (student, aspirant, employee, other)		7	Educational Institution / employment organization		8	Indicate how did you learn about PIC/Library? You can give several answers:			From my group mates / friends / colleagues			From my lecturer / supervisor			From the WB Office Staff			Accidentally			Other (indicate)		9	How long you have been visiting PIC/Library?			(for example, since May 2002)		<p><b>If your work relates to the World Bank activity, answer the followings:</b></p> <table border="1"> <tr> <td>15</td> <td>Particularly what member organization or institution you are interested in?</td> <td></td> </tr> <tr> <td></td> <td>IBRD</td> <td></td> </tr> <tr> <td></td> <td>IDA</td> <td></td> </tr> <tr> <td></td> <td>IFC</td> <td></td> </tr> <tr> <td></td> <td>MIGA</td> <td></td> </tr> <tr> <td></td> <td>ICSID</td> <td></td> </tr> <tr> <td></td> <td>WBI</td> <td></td> </tr> <tr> <td></td> <td>Other (indicate)</td> <td></td> </tr> </table> <table border="1"> <tr> <td>16</td> <td>In this section indicate specific area of the World Bank activity you are interested in:</td> <td></td> </tr> <tr> <td></td> <td>Activity in Uzbekistan</td> <td></td> </tr> <tr> <td></td> <td>Projects / Operations</td> <td></td> </tr> <tr> <td></td> <td>Policy Researches</td> <td></td> </tr> <tr> <td></td> <td>Credit instruments</td> <td></td> </tr> <tr> <td></td> <td>History, background</td> <td></td> </tr> <tr> <td></td> <td>All</td> <td></td> </tr> <tr> <td></td> <td>Other (indicate)</td> <td></td> </tr> </table> <p><b>This section relates to the borrowed materials:</b></p>	15	Particularly what member organization or institution you are interested in?			IBRD			IDA			IFC			MIGA			ICSID			WBI			Other (indicate)		16	In this section indicate specific area of the World Bank activity you are interested in:			Activity in Uzbekistan			Projects / Operations			Policy Researches			Credit instruments			History, background			All			Other (indicate)	
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<b>10</b>	<b>Indicate the reason of your visit to PIC/Library. You can give several answers:</b>	
	Books, publications	
	Internet	
	Communicate with different people	
	Simple interest / curiosity	
	Other (indicate)	
<b>This section relates to the Research Work / Project characteristics you are working on:</b>		
<b>11</b>	<b>Indicate your current work title:</b>	
	Diploma work	
	Dissertation	
	Kursoyaya*	
	Referat	
	Article	
	Research, analysis	
	Preparation for seminar, conference	
	Other (indicate)	
<b>12</b>	<b>Indicate the language of your work:</b>	
	English	
	Russian	
	Uzbek	
	Other (indicate)	
<b>13</b>	<b>Indicate the topic of your work :</b>	
	The World Bank Group and its activity	
	Poverty	
	Unemployment	
	Education	
	Gender	
	Health / HIV AIDS	
	Economics of particular country	
	Taxes	
	Policy and politics	
	Trade	
	NGOs	
	Private sector	
	Finance	
	Accounting / Audit	
	Investments	
	Legislation	
	Statistics	
	Human rights	
	Corruption	
	Ecology / Environment	
	Aral Sea	
	Culture	
	Sport	
	Other (indicate)	
<b>14</b>	<b>If you are doing work on particularly country, please, indicate the name here:</b>	
<b>17</b>	<b>Indicate the type of materials you use/borrow from PIC/Library:</b>	
	Reports	
	Statistical data	
	Research books	
	Magazine, journals	
	Newsletter	
	Newspaper	
	All	
	Other	
<b>18</b>	<b>Indicate the level of your satisfaction with searched Library materials:</b>	
	Found exact material	
	Found partially / similar publication	
	Found but very late	
	Found exact material but in other language	
	Searched one thing but found another	
	Could not borrow due to the insufficient number of the book	
	Was advised another source	
	Simply interested in new publications	
	Could not find at all	
	Other (indicate)	
<b>This section relates to the Internet resources of PIC/Library:</b>		
<b>19</b>	<b>Indicate the level of your usage of PIC/Library Internet :</b>	
	Almost every time	
	Very seldom, when need some urgent info	
	Have never used	
	Use when there is a vacant time	
	Do not know about PIC/Library Internet	
	Don't know how to use Internet	
	Other(indicate)	
<b>20</b>	<b>List 5 different web sites you visited recently (beside your e-mail server) or related subject of your search:</b>	
<b>Evaluation</b>		
<b>21</b>	<b>Indicate how do you manage to find necessary materials using PIC/Library resources:</b>	
	Completely using Library materials	
	Completely using Internet	
	Both Library materials and Internet	
	Partly by Library materials; there are other sources (beside Internet)	
	Could not find at all	
	Other (indicate)	

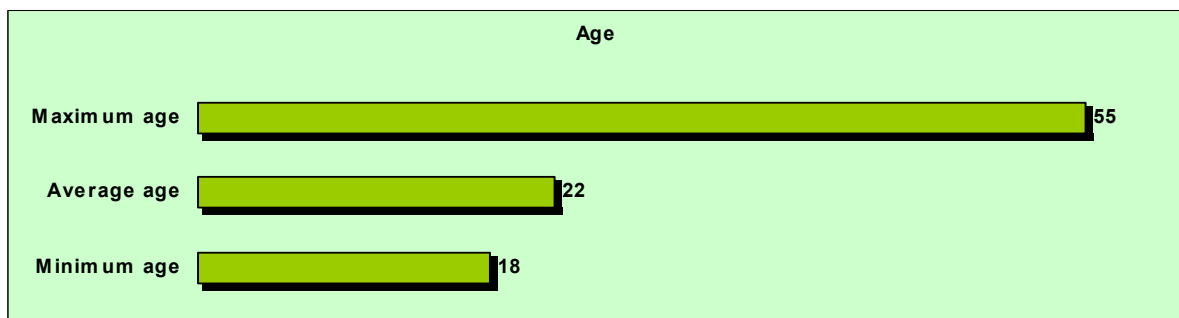
\* Kursovaya – the term used to define student’s research paper on selected issue.

## I. VISITOR GENERAL DATA (gender, age, social status)

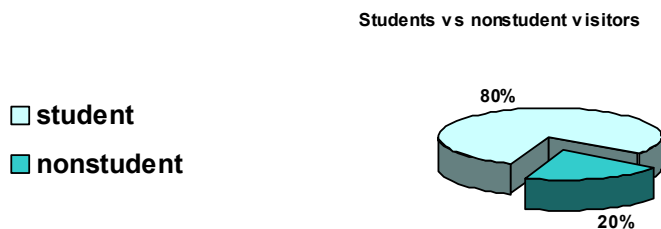
Questionnaire processing revealed that 80% or 48 of all respondents were males and subsequently 20% were females. Interesting fact is that the Questionnaire male to female ratio coincides with total visitors male to female ratio. That is, 174 individuals out of 859 total visited PIC/Library are females.



The age categorization of the respondents is shown in the following chart. 22 years is the arithmetic average age.

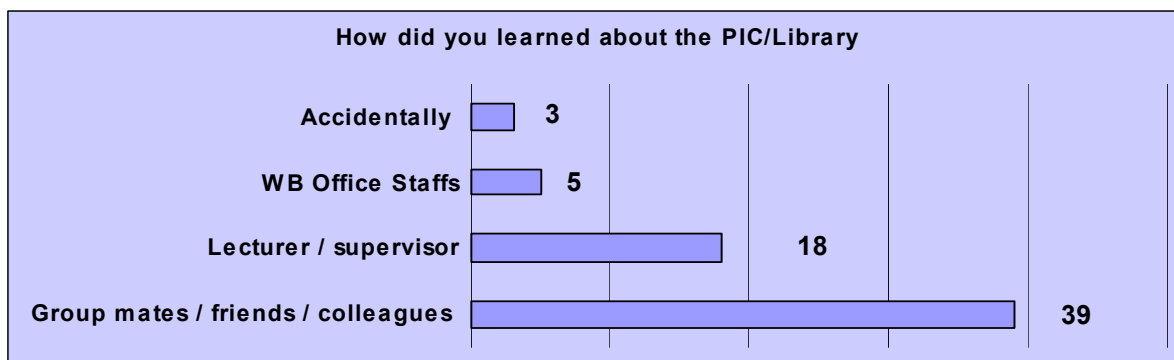


Further study of responses indicated that the majority, 48 participants, are students. The fact is that despite the PIC/Library almost does not possess theoretical textbooks, still its practical materials are of high demand by the student community.



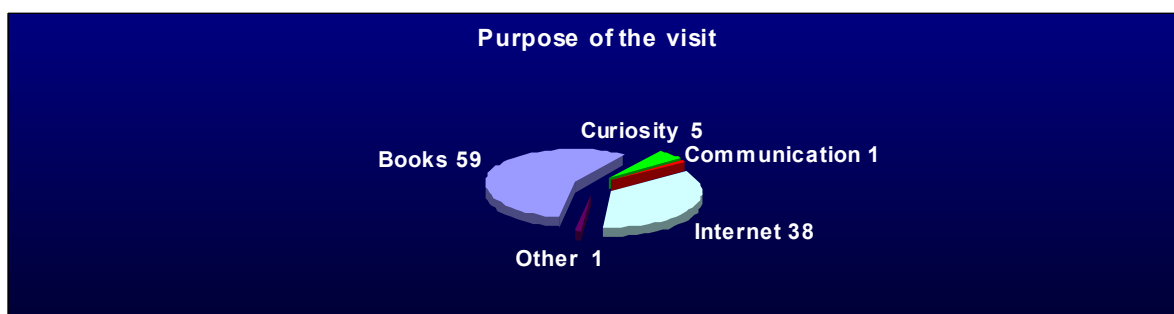
## II. MEMBERSHIP LENGTH AND FREQUENCY OF VISITS

Majority of respondents, 39 ones, indicated that they learned about the PIC/Library from their group mates, friend or colleagues. This is an issue of importance because PIC/Library is not publicly advertised in local mass media or through interlibrary information exchange. The smallest portion of the answers' pool - 3 persons indicated that an accident bring them to the PIC/Library.



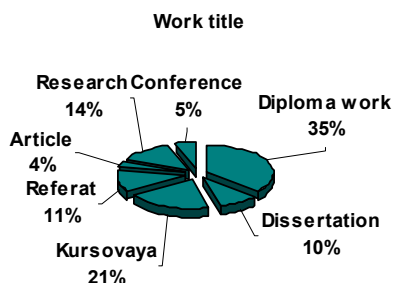
The survey also showed that on average a visitor attended the PIC/Library for 4 months. However, maximum membership length turned out as 32 month or almost 2,5 year. This fact indicated that there is certain number of permanent clients of the PIC/Library.

Following diagram defines what purposes motivate visitors to come to the PIC/Library. Thus, priority is given to the material resources, that are books, and only the next follows free Internet source. 5 respondents indicated that simple curiosity brought them to the World Bank CO PIC/Library.

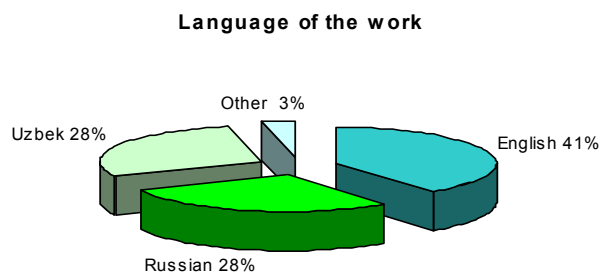


### III. VISITOR'S RESEARCH WORK / PROJECT

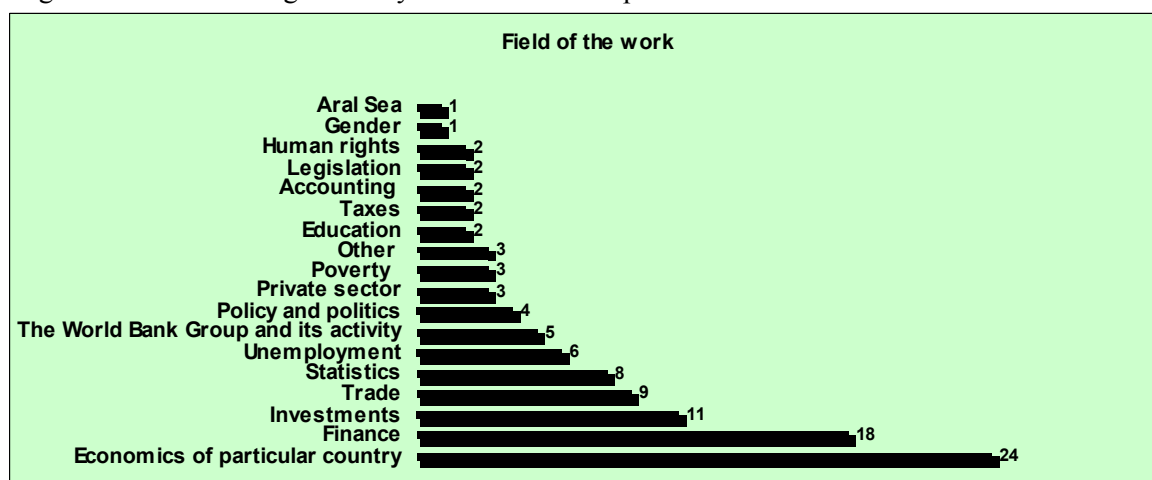
35% respondents indicated a Diploma work as their current work title. This is justified by the selected survey period as the time when most of the graduation works are due. Along with Diploma and Kursovaya works, 10% of polled were working on dissertations of current Master Degree program. 4 respondents, constituting 5% out of total number, were preparing for the conference.



Following diagram explores what language PIC/Library visitors use for their research work. Thus, 35 responded English as their working language. Russian and Uzbek languages users constitute 28% each. It should be noted that respondents were given the option to choose multiple answers, so certain number of respondents tickled English, Russian, Uzbek, French and other languages at the same time.



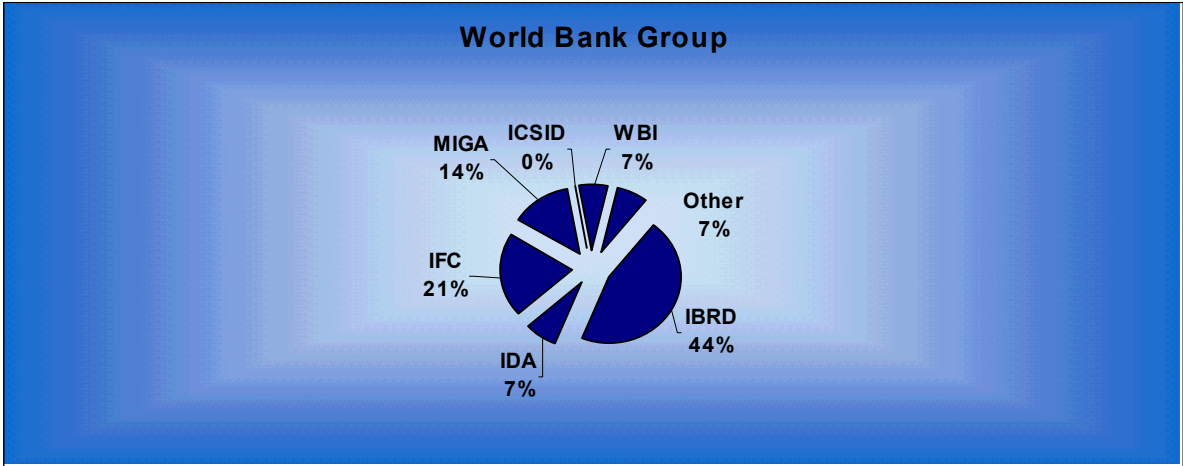
Next diagram investigate the field of the work the respondent was working on the time of the survey. Thus, the majority had the field of economics focusing on finance, investment and trade topics. These outcomes imply that PIC/Library has been serving the needs of definite focus group relative to its collection. However, relatively small figure of 5 respondents concentrated solely upon the World Bank activity. Personal experience revealed that this small fraction turned out to be the most diligent students working earnestly on the selected topic.



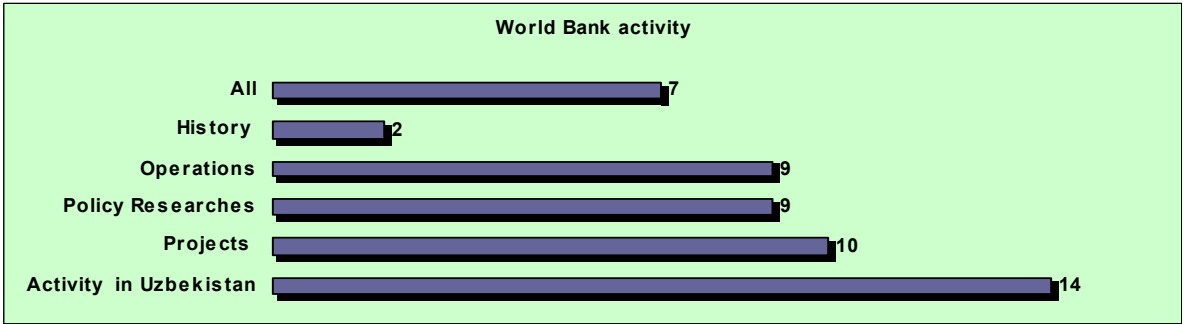
45% or 18 respondents have chosen Uzbekistan as a focus country of their work. Among other mentioned counties are CIS, EU and eastern states, aggregating 55% share.

**IV. THE WORLD BANK COVERAGE IN RESEARCH WORK / PROJECT**

As it was exposed in the section above, 8% focused their research works on the World Bank and its activity. Following section deeply examines the focus on the World Bank Group. Firstly, from the diagram below, we notice that the significant portion - 44% is dedicated to the IBRD as one of the largest Institutional Investor to Uzbekistan and Central Asia region. Next are IFC and MIGA with 21% and 14% share respectively.



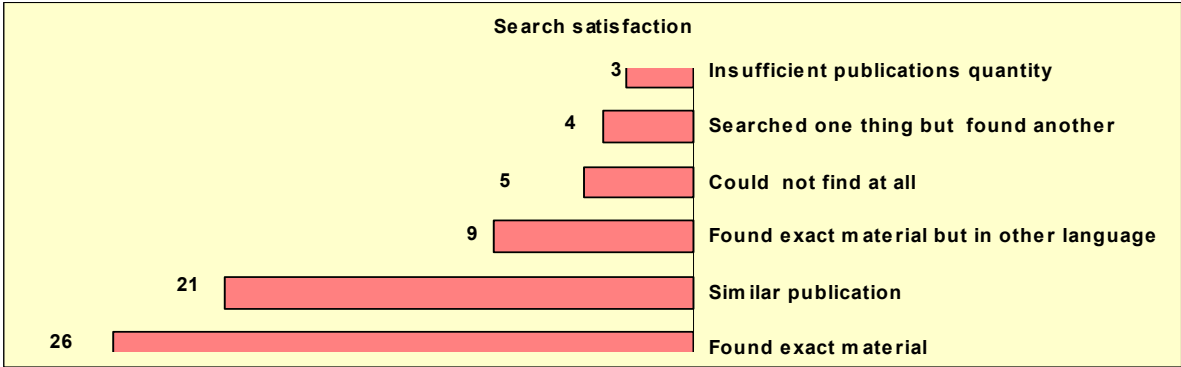
While indicating to the World Bank activity covered in their research works, majority – 14 respondents stated as the World Bank overall activities in Uzbekistan and 6% indicated the World Bank world wide projects. The smallest quantity interested in historical background of the organization.



**V. BORROWED MATERIALS AND RESEARCH SATISFACTION LEVEL**

PIC/Library posses various type of materials: research books, statistical and economic development reports, policy research working and policy discussion papers, journals, newsletters and newspapers. The survey also revealed the most demanded type of the publication as statistical and economic reports and research materials. 6% noted the usage of all type of Library materials.

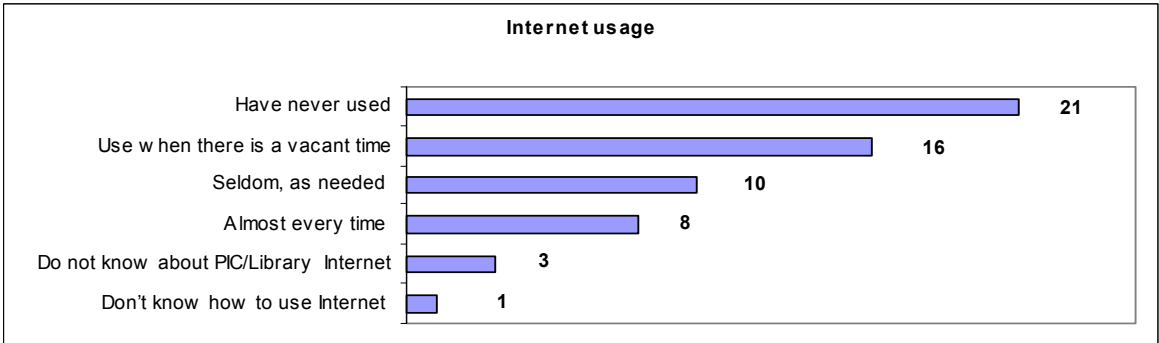
Along with the required publications type, the search satisfaction level is also of importance. Thus, 26 respondents or 43% found exact publication they searched in the PIC/Library. Smaller percentage found similar publication.



**VI. INTERNET USAGE CHARACTERISTICS**

Looking at the diagram below, one could find that the majority – 21 respondents have never used the PIC/Library Public Access Computers and available Internet. The reason is that there are constant shifts in various Institution students visiting PIC/Library. Thus, while questionnaire survey, Tashkent Islam University and University of World Economy and Diplomacy students fell into the focus group. The next large-scale category indicated that they utilized Internet resources just few times. This is fully justified by the limited number of Public Access Computers and the time available.

As you can notice, 8% use Internet every possible time. Evidently, these are the most heavy users.

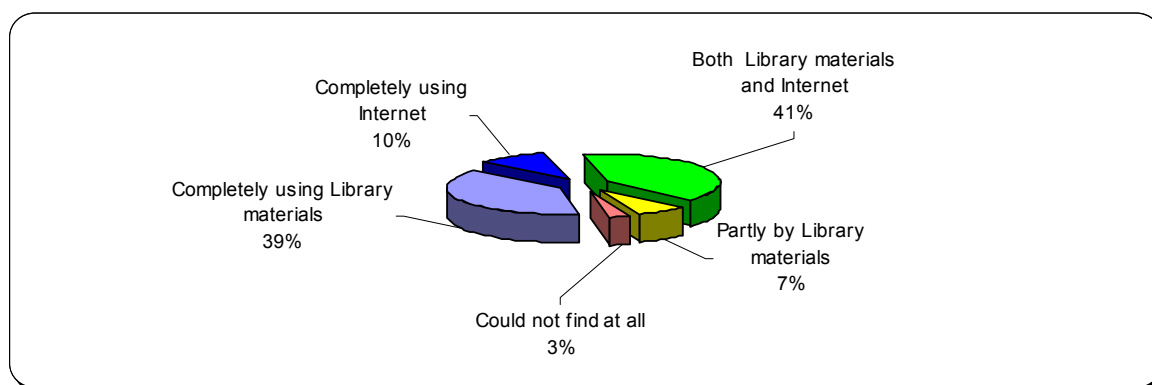


The survey also revealed certain number of visitors incapable to utilize Internet. Perhaps, two publicly accessed computers and free Internet facilities of the PIC/Library are going to be their initial Internet practice place.

## VII. OVERALL EVALUATION

Final paragraph of survey summaries the overall effectiveness of PIC/Library resource utilization. As figures shows us, 41% of respondents have met their search requirements by exploiting both Library publications and Internet facilities. 39% found searched files completely using Library materials.

3% responded that could not find at all what they have seek. The reason could be either PIC/Library did not provide appropriate service or the visitor addressed with inappropriate query.



## CONCLUSIONS

The Survey detected that PIC/Library rare publication collection is of great and constant increasing demand, which is bounded by limited working hours and facility. Study of borrowed materials indicates that few people focus upon the World Bank theme, majority finds important Library broad spectrum of other economic publications. Taking to an account the fact, it is critical to sustain the overall World Bank, IMF publications.

Computer and Internet resources have been exploited in their full capacity but not always for appropriate purposes. Improved PIC/Library rules and increased number of computers could have enhanced current situation.

## **5. Stories of success or...**

### **PIC/LIBRARY BY EYES OF ITS VISITORS**

Following short stories express PIC/Library visitors' the view on its activity....

In the following short stories visitors expressed their opinion on how PIC/Library actually helped them to achieve their goals and provide their comment on its future activity.

#### **Education abroad:**

“I had been visiting PIC/Library for two years until I left Uzbekistan to study abroad. Especially, free internet access available in PIC/Library greatly helped me in finding a proper college in the U.S.A., applying and getting admitted to the college, as well as keeping in contact with the college administration before leaving Uzbekistan. In addition, in the library, I interacted with outstanding students by whom I found out a lot more about getting education abroad.

As for suggestions, it would have been useful for both library officials and people who are attending the library, to establish a membership. Also, to expand open hours and days for the library would make the library more reachable for other people who are in need of the library's help but can not attend it during PIC/Library's open hours”.

Best Wishes,

Kamoliddin Nematov

Junior, BA degree in Business Administration  
Wartburg College, USA

#### **Lucky ticket of the student:**

“Since I have known the existence of PIC/Library, I was fascinated by its opportunities for students with update equipment, brand new catalogs of books and fresh newspapers. The most attractive and pleasant was the location of the library close to the subway station and that few people were going to visit it. Moreover, there wasn't any crowd of people there. But I have to admit that it was not always. It is depended on leisure time of students and their individual ambitions.

Nowadays, many students are going there with strict goal to find material for reaching their knowledge not just want to bust on the Internet chair.

I have been visiting PIC/Library for 3 years already. For these years it has been like a “lucky ticket” for me. It helped not only with free internet access which saved my pocket

many times, but also in finding fresh books for conferences, elective courses where I get involved.

For instance, Internet access gave me following advantages:

Firstly, using Internet helped me to prepare my research paper for Civic Education Project (CEP) Conference, Campus Regional Conference and enhance my English skills for annual republican contest among English-speaking economist students where I succeeded.

Secondly, I have a chance to find more in Internet for writing outlines, selecting drafts for preparing essays in Academic Writing Course.

In addition, with high-speed traffic assistance in Internet gave me a hand in quick communication with people via email, search for scholarships for my further education and job for future career.

Majoring in banking, I am deeply interested in ADB Outlooks, World Bank Statistics and affiliated institutions which showed me much in its all purity. Few books helped me to be more prepared for interviews for internships. It helped me to demonstrate myself as educated, organizing person not stucking up on every question during the interview.

But most of the all, library gave a great and valuable source for final research paper “Leasing operations” in the institute where I graduate.

Summing up, I would like to say that PIC/Library helped me in education in many ways. Besides the library acquainted me with many interesting people whom I get in touch with for nowadays. It is necessary to note excellent work of library assistant and staff, organized the library, who assist you in finding the right and appropriate source or material.

I would like to wish prosperity to PIC/ Library and to be more available for students every day.”

Marat Krimsky

Recent BA graduate,  
Tashkent Financial Institute,  
Tashkent, Uzbekistan