

Methodology of Research and Study of Document Flow in the Field of Tourism (Based on Experience from Local Libraries)

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Abstract

The main purpose of the study is to solve the problem of information retrieval in modern times, including the current state of document flow in this area, to a lesser extent with the help of information and communication technologies, information resources of the Internet. Despite the dynamic growth of electronic information resources, the problem of meeting society's information needs cannot be considered completely solved today. Because the values of the criteria of completeness, accuracy and authenticity of information posted on information networks, especially on the Internet, are not always positive. The term information retrieval was first used in English in the scientific literature in 1952 by Kelvin Muiers.

The article examines the problems of the emergence and formation of the flow of documents in the field of tourism in Azerbaijan. The study studied the historical forms of document flow in the provision of information on tourism and provided information on tourism documents available in specific libraries. Based on the research of local authors, the concept of document flow has been interpreted from a scientific, theoretical, and conceptual point of view. The article also analyzes traditional and electronic resources in the field of tourism, which form the basis of document collections of library and information institutions in the information environment, systematically identifies their characteristics, explores the place and role of document flow in libraries and information institutions. Based on the experience of specific libraries, the flow of documents in the field of e-tourism is comprehensively covered. The article analyzes the flow of documents on tourism in the National Library of Azerbaijan named after M. F. Akhundov, and in the Library and Information Center of the Azerbaijan University of Tourism and Management from vocational universities as an example of local library experience.

Keywords: tourism, library, document, information resource, document flow, analysis

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Методологія дослідження та вивчення документообігу у сфері туризму (на основі досвіду місцевих бібліотек)

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Анотація

Основною метою дослідження є вирішення проблеми пошуку інформації в сучасний час, у тому числі сучасного стану документообігу в цій сфері, меншою мірою за допомогою інформаційно-комунікаційних технологій, інформаційних ресурсів мережі Інтернет. Незважаючи на динамічне зростання електронних інформаційних ресурсів, проблему задоволення інформаційних потреб суспільства сьогодні не можна вважати повністю вирішеною. Оскільки значення критеріїв повноти, достовірності та достовірності інформації, розміщеної в інформаційних мережах, особливо в Інтернеті, не завжди є позитивними. Термін інформаційного пошуку вперше був використаний англійською мовою в науковій літературі в 1952 році Кельвіном Мюерсом.

У статті розглядаються проблеми виникнення та формування документообігу в галузі туризму в Азербайджані. У дослідженні вивчалися історичні форми документообігу при наданні інформації з туризму, надано інформацію про туристичні документи, які наявні в окремих бібліотеках. На основі досліджень місцевих авторів поняття документообігу

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інтерпретовано з науково-теоретичної та концептуальної точки зору. У статті також проаналізовано традиційні та електронні ресурси сфери туризму, які складають основу фондів документів бібліотечно-інформаційних установ в інформаційному середовищі та системно визначено їх характеристики. Досліджено місце та роль документообігу в бібліотеках та інформаційних установах. На основі досвіду конкретних бібліотек висвітлено документообіг у сфері електронного туризму. У статті аналізується документообіг з туризму в Азербайджанській національній бібліотеці імені М. Ф. Ахундова, в Бібліотечно-інформаційному центрі Азербайджанського університету туризму та менеджменту від професійно-технічних університетів як приклад досвіду місцевої бібліотеки.

Ключові слова: туризм, бібліотека, документ, інформаційний ресурс, документообіг, аналіз

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Introduction

The study of document flow in the field of tourism in the country becomes the object of scientific research in the following areas:

- Research and study current problems in the field of tourism;
- Assessment of the dynamics of the development of the flow of documents in the field of tourism in modern times;
- Determining the level of development of the individual scientific activity of local and foreign scientists, scientific organizations, and enterprises engaged in the field of tourism research;
- Assess the role of specific experts, research groups, and organizations working in this field in solving the scientific problem;
- Forecasting the development trends of library and information provision of tourism.

The purpose of the research

It is known that tourism is an area rich in information. Tourism, as one of the main infrastructures of the country's economy, its effective organization, and expansion of activities in this area directly depend on the library and information provision of the country's tourism activities. One of the main tasks of librarianship and bibliography is to study the current state of library and information support of tourism activities in the Republic of Azerbaijan, to study the flow of documents in this area, and to develop a model for future development of document flow. Effective use of document-information resources in the field of tourism is accompanied by the exchange of information between tourism facilities. At present, the competitive advantages of tourism are increasingly formed in the field of information. Library and information support is a modern innovative source for increasing competitiveness in tourism. It allows the creation of new competitive advantages at all levels of tourism activities. This fully applies to individual tourism enterprises and increases the competitiveness of tourist destinations.

Libraries play an important role in the document flow of library and information support of tourism. They are historically considered to be an ancient institution that fully fulfills its mission in the field of document processing, protection, and effective organization of public use. For centuries, libraries

have provided public access to all the written resources created by mankind. During this period, libraries have carried out a large amount of scientific and methodological work to characterize their types, composition, and characteristics to work effectively with documents. Thus, libraries are by nature related to documents (Suo, 2016; Struktura dokumental'nogo potoka, 2019).

Ways to solve the problem

The flow of documents in the field of tourism reflects the results of scientific research, methodological and experimental research, and the results of information activities in tourism. Depending on the nature of the processing of the reflected information, the flow of documents in the field of tourism is divided into two groups:

1. Preliminary documents
2. Secondary documents.

The primary documents are the result of the professional activity of the creators of information related to tourism research, reflecting the primary information. Secondary documents reflect the results obtained as a result of analytical-synthetic processing of one or more documents and serve to provide operative access to information about primary documents (Ismayilov, & Rzayeva, 2021, p. 6).

The Result of the research

The flow of documents in the field of library and information tourism is based on the general legislation on the dissemination of information in society. In this case, the first problem arises in the form of an increase in the flow of documents, the second problem in the form of the re-creation of documents during continuous growth, and the third problem in the distribution of information. All these problems are solved by studying the primary documents.

The information sphere of tourism is formed of the following components:

1. Information;
2. Information users;
3. Information resources;
4. Information systems;
5. Booking and sales systems;
6. Information processes;
7. Means of providing information systems and their technologies.

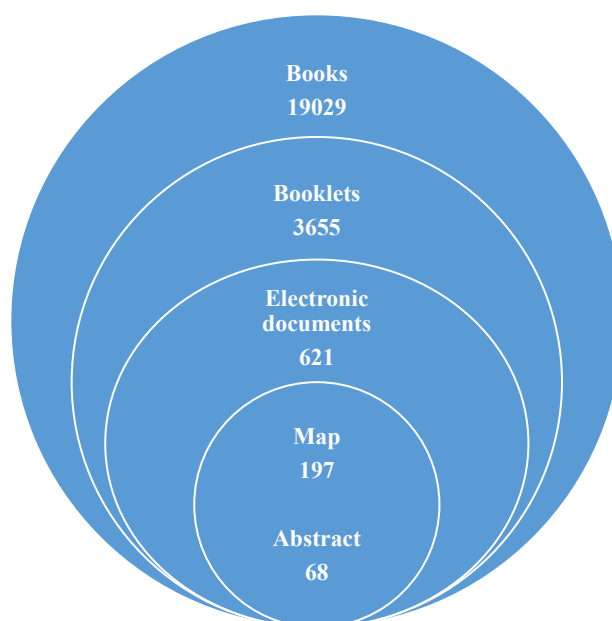


Figure 1. Statistics of documents on tourism in the Library-Information Center of Azerbaijan University of Tourism and Management (2021)

At the beginning of 2021, the library received 1730 books, books were inventoried and placed in the library by the fields of science. 274 of the inventory books were donated by the Tourism Agency of the Republic of Azerbaijan, authors, and governmental and non-governmental organizations. 35 books of 11 titles were purchased from the store because they were needed in the teaching process, 29 titles of 31 books

were published abroad (PEARSON) were purchased within the “ATMU Skills Development” project implemented by the Ministry of Culture of the Republic of Azerbaijan in cooperation with UNDP Azerbaijan. 510 textbooks, 81 monographs, 72 methodical aids, 637 textbooks, 29 dictionaries, and 61 booklets published by the University were included in the library (Azerbaijan Tourism, 2022).

Table 1.

Azerbaijan Tourism and Management University Library-information center basic textbook and textbook statistics on tourism (2005-2021)

Year of publication	Name of the book	Author
2005	Tourism management	Bilalov, B.
2006	Excursion and tour guide	Agakarimov, M.
2007	Basics of tourism	Hüseynov, İ.
2008	Eco tourism	Nadirov, F.
2009	Methods of organizing and conducting excursions (teaching aids)	Bagirov, V.
2010	Innovations in tourism and service	Malakhov N.
2011	International tourism law. Textbook	Aliyev, A.
2012	History of tourism	Sokolova M.V.
2013	Service practice in the industry of hospitality and tourism	Skobkin S.S.
2014	Tourist's desk book	Kuznetsova O.V.
2015	Basics of tourism	Bilalov, B.
2016	Marketing in tourism: securing a market position	Opolchenov I.
2017	Detailed dictionary of tourism terms	Aslanov, E.
2018	Sports tourism. Textbook	Gülakıyev, Ç.
2019	Economics of tourism. Textbook	Ismayilov, V.
2020	Excursion and tour - guide. Textbook	Agakarimov, M.
2021	Geography of international tourism. Textbook	Ismayilov, V.

Source: (Azerbaijan Tourism, 2022)

Table 2.
Statistics of general document-information resources on tourism in the electronic catalog system of the National Library of Azerbaijan named after M. F. Akhundov (for 2000-2021)

Years (2000-2021)	Monograph	Article	Periodical press material
2000	1	1	2
2001	7	8	3
2002	11	2	5
2003	18	2	1
2004	5	20	6
2005	15	12	5
2006	65	125	3
2007	95	59	7
2008	164	67	8
2009	138	540	7
2010	144	541	5
2011	109	1065	4
2012	149	728	6
2013	141	906	3
2014	162	1028	4
2015	121	1320	6
2016	187	1377	3
2017	166	999	4
2018	111	438	6
2019	30	361	5
2020	12	136	8
2021	2	53	5
Common	629	9788	106

Source: (Digital catalogue, 2022).



Picture 1. The most used literature on tourism by readers in the Library-Information Center of the Azerbaijan University of Tourism and Management



Picture 2. The most used literature on tourism by readers in the Library-Information Center of the Azerbaijan University of Tourism and Management

The opportunities that can be achieved with the help of electronic information resources used in tourism enterprises in connection with the development of modern information technologies can be shown as follows (Azerbaijan Tourism, 2022):

- Cheaper network creation and maintenance;

- The simplicity of providing information to a wide range of employees;
- Ability to share system information resources and software;
- The system is ready to connect to the Internet;
- Immediate connection to other local networks, etc.

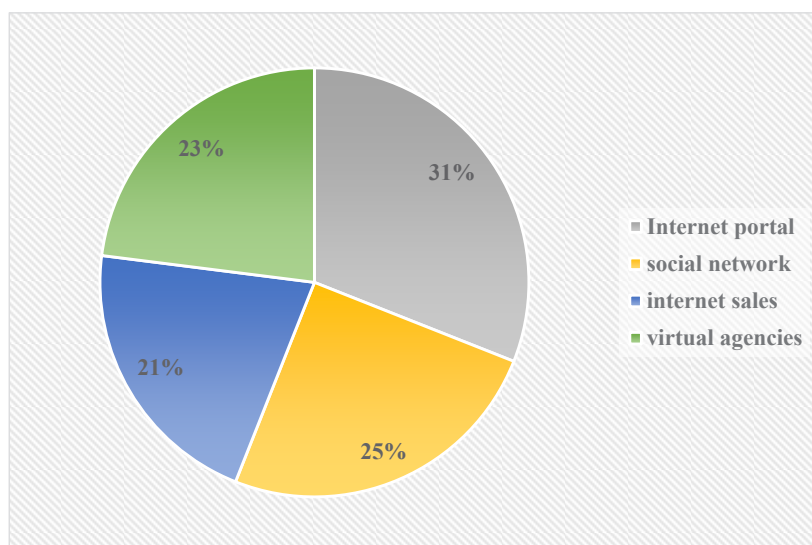


Diagram 1. Percentage of use of electronic information resources by tourism companies in the world

Table 3.

Statistics of literature on tourism in the National Library Fund named after M.F.Akhundov (for 2000-2021)

Books	Articles
In the Azerbaijani language - 845	In the Azerbaijani language - 10091
In Russian - 268	In Russian - 1294
English - 135	English - 876

Source: (Digital catalogue, 2022).

Tourism information centers (Baku, Ganja, Lankaran, Sheki, Zagatala, Gabala, Ismayilli, Shamakhi, Khachmaz, Guba, Gusar and Barda) have been established in Baku and regions with tourism

potential.

Tourism information centers provide excursions, transport, guides and other tourism services to visitors and tourists visiting Baku and the regions.

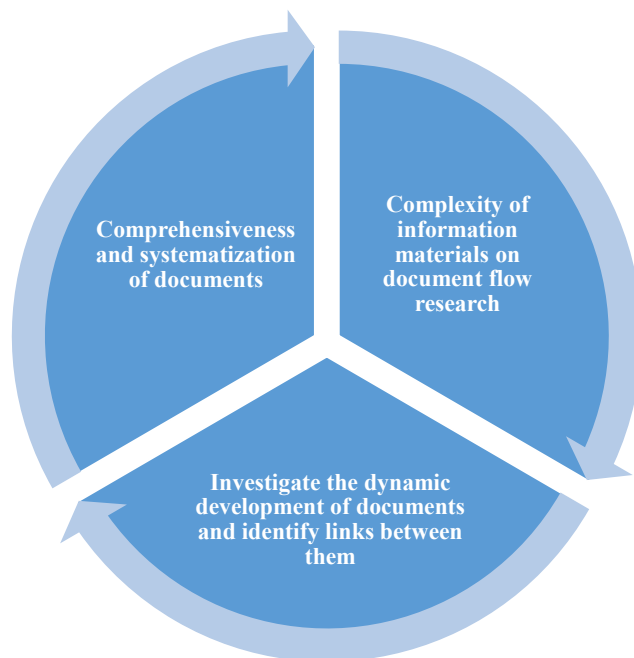


Figure 2. Advantages of applied research on document flow research in libraries

As we know, the study of document flow is a key element of the information society. To effectively address professional issues, the specialist must know the study, development patterns, and structure of the document flow. He must know the innovations in the comparison and calculation of indicators that characterize the dynamic processes in the flow of documents. The results of document flow application research can be used in two main areas:

- Modernization and development of the enterprise, library, and information service;
- Carrying out inquiries of readers, internal specialists, and enterprises to support their scientific, professional activity, self-education (Ismayilov, & Rzayeva, 2021, p. 31).

The existing problems in this area are as follows:

- Insufficient literature in the local language related to tourism in the library and information institutions of the republic;
- Insufficient promotion of tourism literature;
- Lack of traditional information media to provide information services to tourists in some hotel complexes operating in the country;
- Lack of comprehensive study of tourism documents available in libraries to date (lack of statistical analysis, not grouped by type of publication, etc.).
- Improper systematization (placement) of tourism literature in library funds;
- Failure to set the correct UOT index when compiling articles in this field;

The work to be done to eliminate the existing

problems in this area is as follows:

- To determine the prospects for the development of tourism activities in the winning country;
- Comprehensive analysis of the literature on tourism in the libraries of some higher education institutions of the country, ie the state of the flow of documents in the field of tourism: to conduct bibliographic and analytical research;
- To study the formation of the document-resource base on tourism in libraries;
- Bibliographic information resources on tourism: research of traditional and electronic resources;

It should also be noted that there are information centers in the field of tourism in our country, the main directions of development of which directly serve the development of the country's tourism potential. These include:

- Baku Tourism Information Center
- Guba Tourism Information Center
- Khachmaz Tourism Information Center
- Shamakhi Tourism Information Center
- Ismayilli Tourism Information Center
- Gabala Tourism Information Center
- Zagatala Tourism Information Center
- Ganja Tourism Information Center
- Barda Tourism Information Center
- Lankaran Tourism Information Center
- Sheki Tourism Information Center

Conclusion

To study the state of document flow in the field of tourism, to conduct bibliographic and analytical research

The study of document flow in the field of tourism in the Republic becomes the object of scientific research in the following areas:

- Research and study of current problems in the field of tourism;
- Assessment of the dynamics of the development of the flow of documents in the field of tourism in modern times;
- Determining the level of development of the individual scientific activity of local and foreign scientists, scientific organizations, and enterprises engaged in the field of tourism research;
- Assess the role of specific experts, research groups, and organizations working in this field in solving scientific problems;
- Forecasting the development trends of library and information provision of tourism.

Specialists in this field also play an important role in the formation of the flow of documents in the field of tourism. Since the beginning of the XXI century, with the informatization of society, the application of new information technologies in the field of tourism, the formation of new

directions in this field, integration into the world, the expansion of international relations, the flow of documents in the field has intensified.

One of the main problems in the study of the flow of documents in the field of library and information support of tourism is the lack of operative organization of specialists' access to professional information.

The only solution to this problem is the creation of secondary documents that occur during the analytical processing of information. Along with some higher education institutions, tourism institutions also play an important role in the formation of the flow of documents on the study of library information support of tourism in the country.

In order to eliminate the gaps in this direction in the country, it is necessary to implement the following processes in the National Library of Azerbaijan named after M. F. Akhundov:

- to conduct a comprehensive study of general document-information resources on tourism in the funds of some university libraries,
- to expand the activities of this field.

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