

Research on Ways to Improve the Service Ability of Librarians in Comprehensive Libraries in The Era of Big Data

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Abstract: Under the background of big data, the service consciousness and working ability of librarians will play an important role in the survival of comprehensive libraries. This paper analyzes the service mode that comprehensive libraries should have in the era of big data, and explains the necessity and solutions of improving the service consciousness and working ability of librarians in the comprehensive libraries.

Keywords: Big data; library, work ability; service consciousness.

1. INTRODUCTION

Since the 21st century, the information technology has swept across the world, and big data, cloud computing, Internet of things and other technologies are vigorously developed. Knowledge has brought a new technology revolution in various fields based on the breakthrough of computer technology, the development of information science, and the improvement and application of big data system. New knowledge and technology have increasingly become the main driving force of economic growth, and knowledge, technology, data and other factors of production are comprehensively superior to traditional factors, becoming important resources for human development [1-2].

In the era of big data, library work is closely related to information technology. The comprehensive library is responsible for the development, processing, sorting, transmission, maintenance of collection and network resources in a library, as well as the supply of information services and exchanges, the cultivation of high-quality talents, and the improvement of academic level and the assistance of scientific research. As the information technology develops rapidly, the application of big data system will make profound changes in the work process, function, influence scope and other aspects of the library. The service of the library will have significant changes in terms of its method and depth. With the much improvement of the level of information exchange, the services of the library will be delivered based on big data analysis to make the spread of information and knowledge wider, more personalized and more efficient. Not only the information center of scientific research, the comprehensive library also will exist as a distributing center for data collection, analysis and

processing. Under the background of big data era, the service consciousness and working ability of librarians will play an important role in the survival of comprehensive libraries.

2. THE NECESSITY OF CHANGING SERVICE MODE AND IMPROVING SERVICES ABILITY OF COMPREHENSIVE LIBRARIES

In recent years, profound achievements have been made in comprehensive libraries in China, such as the quantity, the building scale, the capital investment and the collection. Meanwhile, our country is also actively deploying for library staff training [3-4]. However, due to the imbalance of the overall quality of the library's human resources, the importance of a comprehensive library as a distribution center for knowledge, technology and data has not been fully recognized, therefore, its service still lags behind in contents and forms. At present, the consciousness of paper book-based service in libraries is still not completely changed, so it is difficult to fully meet the needs of social development. The library community has analyzed functions of various factors in services of library. The results show that: library buildings account for 5%, information materials account for 20%, and librarians account for 75%. Thus, people are the most important factor. It is only a kind of empty talk to discuss the development of the library without the service ability of librarians. The change of the service mode of the library depends on the change of librarians' service consciousness.

At present, although some practitioners of comprehensive libraries have passed the training of undergraduate and postgraduate courses in Library Science and also obtained professional qualification certificates, they only master some traditional library skills, are not capable of much specialized foreign language, information and data processing knowledge, and cannot know something in everything and know everything in something, which is difficult to meet the needs of big data. Therefore, the development of the libraries will be affected and even the survival of libraries will be threatened without a long-term and reasonable development plan, urgent sense of completely changing the service mode, talent training and reserve plan that keeps pace with the times.

3. THE WORKING ABILITY OF LIBRARIANS OF COMPREHENSIVE LIBRARIE

In the era of big data, the library should make use of big data analysis for active innovation, promoting the continuous development and improvement of library service system, and adapting to the multi-level needs of readers. Under the environment of great technological change, librarians of comprehensive library must strengthen their learning and improve their service ability.

Librarians must abide by the professional ethics, have the basic service consciousness, service ability, the spirit of innovation and initiative, and have a deep understanding of the importance of library work. Librarians should fully understand readers, regard meeting the needs of the readers as their own duties, and provide information to readers, as well as deliver diversified and humanized services for scientific research and education through the collection, analysis, arrangement and preservation of books, information, data and materials. Due to the large number of collections and various categories, the comprehensive library involves many languages and disciplines in various fields. To meet needs of readers, librarians must have the basic service ability, be proficient in traditional literature permutation, be familiar with book retrieval's work procedures, workflow, basic methods and skills, understand the basic knowledge of various disciplines, and be able to exchange information and

acquire the information that Literature Information needs in English. Only in this way can librarians provide readers with a wider range of information services, quickly assist readers with all kinds of literature, information and materials, and be competent for their own work. The librarian should be a navigator for readers to roam in the ocean of knowledge, so that the readers can get a good and profound spiritual experience, and unconsciously feel the subtle influence of the library on learning and scientific research.

With the application of a large number of digital technology and the development of big data system, great changes have been brought to the library. The classification and collection of information, the analysis and processing of data, the organization and storage of knowledge, and the operation and management of service system make the library information an integrated subject of various disciplines such as natural science, social science and computer science. Therefore, the service ability of librarians plays a decisive role in the development of the library. The library must combine the traditional service mode with the modern information technology, refine the division of work, introduce various kinds of professional talents, and coordinate the cross cooperation among various posts. Library professionals are required to have an expanded vision, understand the cross-relationship among disciplines, have a keen sense of service in handling, processing and disseminating information, be able to skillfully use information input, information storage, information retrieval, multimedia and other application technologies, screen information according to the needs of discipline work, and process these information with scientific methods to realize the sublimation of information resources. Computer professionals should complete the optimization and expansion of the information processing system, the daily operation and maintenance of the database, the development and upgrading of the service system, so that the library professionals can carry out the information processing work smoothly and provide readers with more efficient, high-quality and accurate services.

4. WAYS TO IMPROVE SERVICES ABILITY OF LIBRARIANS

If the comprehensive libraries have the desire not to be eliminated in the era of big data, they should make full use of the supporting policies, increase the amount of books in the library, carry out the digital upgrading, establish the big data system, change the service mode and upgrade the hardware on the basis of sufficient funds. In addition, they should constantly summarize the experience, improve the working ability of the library staff, strengthen the professional quality of the librarian, update the service consciousness of the library staff, and carry out the software matching. This process must be long-term, tortuous and painful, but it is also necessary and has no choice, which need to have the determination to make a new start and do a lot of continuous work. Among them, the decisive role for the future of the library is the concept direction of the library managers, which must have a clear understanding of the importance of the library and the future development direction.

In the era of big data, we need to improve the overall services ability of librarians of comprehensive libraries and better serve the society and scientific research institutions. I think we should start from the following aspects:

The concept and consciousness of library managers should be forward-looking, and it is the premise of all work, and also the inevitable requirement of responding to the changes of the real environment,

which can greatly affect the future development of the library. Managers must do their best to improve their own quality and strive to have a perfect knowledge structure, so that they can accurately foresee the future economic demand, talent demand and scientific research demand with predicative insight and make appropriate plans in advance. Managers should take the initiative to think and forge ahead, identify opportunities and threats, implement change and innovation, focus on long-term performance and continuously track improvement. We should take advantage of various opportunities, take various forms, fully understand the needs of the development of the new era, make clear the direction of the development of the library, establish advanced management system, create good hardware conditions, strengthen extensive horizontal contacts, and establish a correct sense of service.

With the big data arrives, the service ability of library staff is becoming more and more demanding. It is impossible to provide readers with high-quality services without solid professional knowledge and modern service means. Therefore, it is necessary to carry out systematic and planned vocational retraining for the existing librarians, encourage them to accept various forms of retraining, such as off job, correspondence, short-term training courses, personnel exchanges, new theory and new technology learning and other forms of reeducation, which can make librarians master information analysis technology, information processing technology, storage technology, document replication technology, and document protection technology, monitoring technology, automatic transmission technology, big data system application and other capabilities on the basis of mastering the professional knowledge of traditional library science, which will be a long-term process of continuous improvement.

The cooperation of professionals and departments will play a key role in the utilization efficiency of information resources. For the recruitment of new staff in the library, it should not only be limited to the library and information science major, but also be fully aware of the necessity of introducing high-level modern talents in scientific management, information analysis and processing professionals, computer software development and application professionals, computer hardware maintenance professionals and other relevant professionals. Full consideration shall be given to personal professional development, the coordination of cross docking between various specialties and traditional work of the library, the clarification of post responsibilities and development direction, and the formulation of post career development plan. The library should create conditions to carry out pre-job training suitable for the characteristics of new staff, give more time to staff in technical research, and let them play their special skills in their professional posts.

5. CONCLUSION

To sum up, under the situation of constant updating of science and technology, knowledge is more and more highly valued. Only continuous and active learning of new knowledge can achieve better development. The comprehensive library must seize the opportunity and face the challenge of big data, try to improve the resource reserves, and provide more information and knowledge for readers to learn and reference; try to improve the management level, and give more play to the cooperation of resources and services; try to improve the service ability of librarians, and encourage more innovation and learning of staff in all departments, which can transform traditional library into a

modern library facing the future with big data system and information technology as tools, as well as with the overall improvement of staff service ability as the core.

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