

Research on the Disciplinary Knowledge Service Model of University Library

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Abstract: The construction of disciplines in universities not only requires a high-level teaching staff, rich scientific research achievements, and advanced experimental equipment, but also a comprehensive support system for literature and information resources to ensure the construction of disciplines. This puts forward new and higher requirements for libraries that undertake the task of ensuring information resources. This article further studies the disciplinary knowledge service model of university libraries. Service quality is the cornerstone of the survival and development of libraries. Creating a service model that can meet customer needs is the ultimate goal of improving library services and an important manifestation of the library's realization of its social value. Building a disciplinary knowledge service model in university libraries can not only effectively promote the discipline construction of universities, but also improve the disciplinary knowledge model of university libraries. It is necessary to establish an organizational system for this service management, improve the disciplinary information platform, build a functional disciplinary knowledge network, cultivate a team of high-quality service talents, and attach importance to training and education on user information literacy.

1. Introduction

After the great development and construction of higher education in China. Colleges and universities have shifted from extensive development based on expanding the scale of running schools to connotative development with discipline construction as the core and quality improvement as the goal, and the focus of school work has shifted to strengthening discipline construction and improving quality and level [1]. The service system of the library is a process that the library uses its own resources to meet the readers' needs for books and literature information. Discipline construction poses all-round challenges and requirements to the strategic orientation, organizational structure, personnel quality, resource construction, service mode and content of university libraries. The discipline construction in colleges and universities not only needs high-level teachers, rich scientific research achievements and advanced experimental equipment, but also needs a document information resource guarantee system that comprehensively supports the discipline construction [2]. This puts forward new and higher requirements for libraries that undertake the task of ensuring information resources. Since the National Science Library took the lead in putting forward the concept of "subject information service" in the third innovation plan, subject and personalized service has become the development trend of library service. Service quality is the cornerstone of library's survival and development. Creating a service model that can meet customers' needs is the ultimate goal of library's service improvement and an important manifestation of library's social value [3-4]. The internal library of colleges and universities undertakes the important task of serving the teaching and scientific research activities of colleges and universities, and is an important guarantee for building a systematic discipline system. Therefore, studying the subject-based knowledge service model is not only the objective need of constructing the subject system in colleges and universities, but also the objective need of updating the service content and innovating the service model in the new environment. Constructing a subject-based knowledge service model in university libraries can not only effectively promote the subject construction of universities, but also meet the innovation and development needs of

universities put forward by social progress and reform. And how to use the existing resources of colleges and universities to carry out the subject knowledge service has become an important topic for libraries to explore and practice [5].

2. The problems in the development of disciplinary services in university libraries

2.1. Neglecting detailed services

Although disciplinary knowledge service is a service concept that has only been proposed in recent years, it has been effectively attempted in some libraries with the promotion and application of the disciplinary librarian system. Every detail in library work is done well, and the good image of the entire library in people's minds is naturally established. However, in general, many library subject services only focus on major research projects, thinking that the service effect is only significant when the scale is large and the impact is large [6]. Actually, it's not the case. The construction of libraries in universities is basically consistent with the overall development of the school, and in terms of resource allocation and funding, it usually tends to lean towards key majors in universities. This development method also seriously exacerbates the polarization between majors in universities, making advantageous majors more dominant, and the development of disadvantaged majors slower, which is reflected in the construction of university libraries [7]. The disciplinary service of a library does not lie in its large scale, but rather in starting from doing every detail well and gradually changing users' understanding of the library.

2.2. Lack of reasonable evaluation indicators for librarian work

It is unscientific to simply evaluate from one aspect, no matter how detailed the evaluation is. Because the former only reflects the external and superficial service problems, while the latter only presents the internal and self-service problems. Any rigid and solidified evaluation index to measure the soft and flexible service quality can not truly reflect the true level of subject librarian service. China's libraries do not provide in-depth services, and lack of in-depth development of personalized and subject-oriented service models. The service level of subject-oriented knowledge service model needs to be further improved [8]. In the subject librarian system, there is no outstanding subject service for the core work content, the breadth and depth of subject information collection are not enough, and the sustainable development of service work is not guaranteed; There are many problems in the construction of subject navigation database, such as great differences in subject database, poor quality, few link sites, inconsistent inclusion standards, nonstandard content description and evaluation, weak retrieval function, and untimely link update.

2.3. The popularity of disciplinary services is not high

There are relatively few academic libraries in universities, let alone ordinary university libraries, and even if disciplinary services are provided, the results are not ideal. The content is also limited to the existing paper literature and electronic resources of our library, and we rarely cooperate with the school's disciplinary construction to actively explore information and provide high-quality services [9]. With the effective promotion of economic forces, university libraries have also become more and more perfect in various aspects, becoming important collections in China. In many universities, although they have corresponding service platforms and relatively complete system construction in various aspects, due to the neglect of the important role of discipline in service models, the utilization efficiency of teachers and students is still very low in the face of rich knowledge resources [10].

3. The Specific Mode of Disciplinary Services in Libraries

3.1. Developing flexible and diverse service methods

Subject librarians should always keep in touch with the subject team and stay in it, actively participate in the forefront of scientific research projects, take the initiative to undertake some

specific work, and do what they have told them dutifully. Strengthen the knowledge service of dominant majors or disciplines with rapid professional development in schools, such as information majors and ace majors in colleges and universities, so as to keep up with the pace of the times and choose the best among the best; At the same time, taking into account the needs of social development, it is necessary to take into account the slow development of some weak disciplines or disciplines, and adjust measures to local conditions, so as to be conducive to the construction of professional disciplines in schools [11]. In order to effectively implement the subject-based knowledge service mode, university libraries must establish a support system that integrates various resources, technologies and tools to provide efficient services for subject librarians, so that all services can be carried out smoothly, user feedback can be formed in time, and personalized service modes of different majors can be fully demonstrated. The subject knowledge service mode of university library is a process of integrating service users with subject teaching and research. The knowledge of the library is acquired, utilized, reorganized and innovated mainly through the network platform, and the communication and interaction among librarians, experts and scholars and users are strengthened under the one-stop subject knowledge service mode, so as to realize the significance of building a subject knowledge service system in university library. Its specific working mode mainly includes the following aspects, as shown in Figure 1.

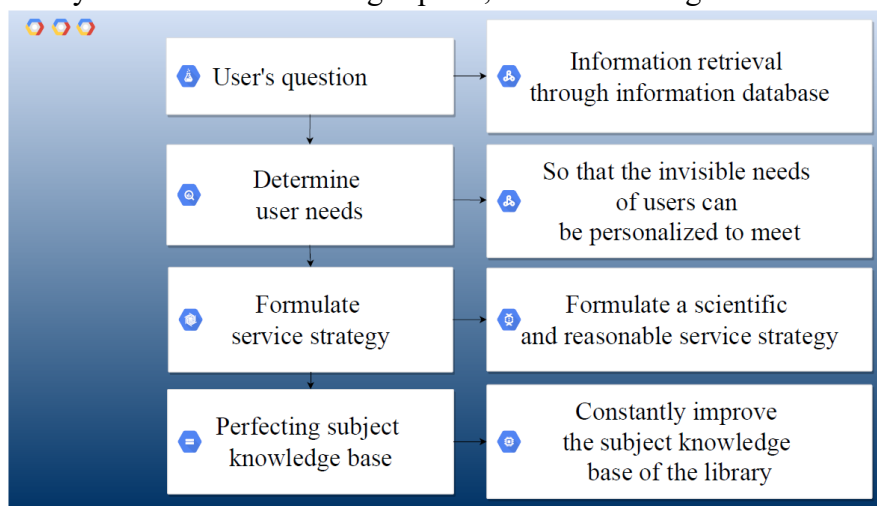


Figure 1 Working mode of disciplinary knowledge services in libraries

Subject librarians can call all members of their subject teams to give lectures in a centralized way when conditions permit. The lecture content can be directly the information users need, or some methods and ways to obtain relevant information. In the process of constructing the subject knowledge service mode of university library, we should pay attention to the systematic connection of all aspects within it, and also form long-term and close communication and writing with users, so as to supplement and improve the subject knowledge base of the library while serving users, adjust the service strategy in time, and develop in a sustainable way step by step. Let users actively participate in library construction meetings or set up subject consultation offices, etc. Thirdly, we can form cooperation with university teachers, improve the professional ability of corresponding subject librarians with the advantages of professional teachers, and effectively promote their high-quality subject service level; Finally, a system diagram of subject service can be set up, and the service contacts of the corresponding subjects can be clearly pointed out, so as to facilitate users' consultation and strengthen their participation experience in subject knowledge service.

3.2. Improving the Comprehensive Quality of Subject Librarians

The construction of disciplinary services in university libraries is closely related to the professional skills of disciplinary librarians. Therefore, in order to improve the level of disciplinary knowledge services, it is necessary to pay attention to the skill level of disciplinary librarians and improve their disciplinary skills. Higher requirements have been placed on subject librarians, who not only require a solid professional foundation but also proficiency in library operations.

Especially in today's booming discipline construction, there are higher requirements for the location, content, and means of service provided by subject librarians. Therefore, in order for libraries to scientifically and effectively carry out subject service services, it is necessary to build a high-quality team of subject librarians. Encourage users to actively participate in library construction meetings or establish subject consultation offices, etc; Once again, cooperation with university faculty teams can be formed to enhance the professional abilities of corresponding subject librarians based on the strengths of professional teachers, thereby effectively promoting their high-quality subject service level. Improve the professional knowledge and skills of librarians by listening to subject courses and expert lectures from corresponding departments. Efforts should be made to attract specialized talents from various disciplines to work in university libraries, and library science knowledge training should be provided before employment.

3.3. Strengthen the construction of disciplinary literature resources

University libraries not only need to have a comprehensive grasp of the existing paper and digital resources of various disciplines in their libraries, but also need to understand the discipline composition and academic team status of international and domestic universities. They should also optimize and reorganize the latest achievements in discipline development, domestic and foreign related discipline research dynamic information, domestic and foreign related discipline academic conferences and other discipline resources, in order to establish their own characteristic resource database, Mature libraries can also establish specialized subject libraries to make services more convenient and efficient. According to the relationship between various parts of the disciplinary knowledge service model, a disciplinary knowledge service flowchart has been formed, as shown in Figure 2.

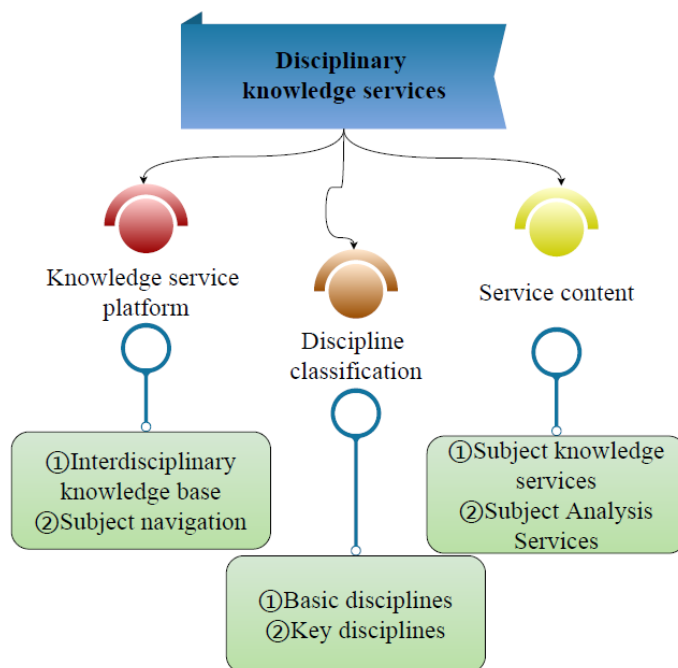


Figure 2 Library Disciplinary Knowledge Service Flowchart

The knowledge relationships among various disciplines are closer and the interactivity is enhanced. In order to adapt to the development of society, it is necessary to adopt a centralized advantage to strengthen the disciplinary knowledge services of certain disciplines in the current discipline construction of universities, while also taking into account overall planning. Different measures should be taken for different universities to prioritize strengthening their advantageous majors or subject knowledge services that have developed rapidly.

4. Conclusions

Subject knowledge service mode is the only way and the best choice for library development. As

an important information window of colleges and universities, how to provide timely and effective professional knowledge for college staff and do a good job in service is an urgent problem for university libraries at present. Therefore, the library must keep pace with the times and conform to the development and requirements of modernization, constantly innovate the concept of service, and constantly innovate and improve this model in practice, so that the library can become a "charging station" for the whole people and truly realize the concept of service first. In order to build the subject knowledge service in universities and do a good job in library innovation, it is necessary to attach importance to the communication with university personnel, make full use of the current advanced network technology, and strengthen the training of subject librarians in university libraries. Only in this way can we truly realize the subject knowledge service of libraries and provide sufficient reserve resources for the research and development of subject knowledge in Chinese universities. Under the new situation and environment, we should adapt to the requirements of scientific and technological progress, update the service concept, constantly improve the methods of subject-based knowledge service in the process of practice, and truly integrate the library service system into the whole process of users' scientific research, teaching and learning, so that this new service model will become the source of strength for university libraries to continuously improve service quality.

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