

University Students Participating in Institution Construction of University Library Service Management

—Taking Yunnan Agricultural University Library as an example

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Abstract—University students' participation in university library service management is an effective means to alleviate the shortage of human resources in university libraries. At present, University students mainly participate in the service management of university libraries in the form of work-study programs and volunteer services. Due to the general lack of training and management system, some students' service work results are not satisfactory, affecting and restricting the smooth development of management and service work. Taking the Yunnan Agricultural University Library as an example, this paper analyzes the status quo and problems of University students' participation in service management, explores the strategies of University students' participation in the service management system of university libraries, and expects to provide reference for the construction of the university library system.

Keywords—University student; University library; Service management; Institution construction

I. INTRODUCTION

With the expansion of enrollment in colleges and universities in our country, the number of students in colleges and universities has risen rapidly, and the number of readers in university libraries has continuously increased. In order to meet the needs of the development of higher education, college libraries have adopted a series of measures such as extending the opening hours, integrating lending and consulting services, and adding service windows, which has led to a dramatic increase in library workload. However, university librarians cannot increase without limit. The shortage of human resources in university libraries is becoming increasingly prominent. In order to alleviate this contradiction and enhance the vitality of the team, college and university libraries generally invite college student readers to participate in library management and services. Currently, university students participate in university library service management activities in the form of work-study programs, volunteer services, College student community service, etc.^[1-2].

University libraries are the palace of knowledge and the second classroom of university students; it is also one of the important bases for their participation in social practice. The proper introduction of students' participation in service design,

innovation and implementation in university libraries can not only alleviate the shortage of human resources in university libraries, but also provide students with practical opportunities, exercise students' management, organizational and communication skills, so that they can improve their cultural and personal qualities. It is a new topic for university libraries to explore and establish the relevant system of students' participation in the service management of university library, and to enable university students fully participate in the library service management^[3-4].

University students' participation in the service management of university libraries is an innovative service method established by college libraries for the shortage of human resources. More and more university libraries are actively trying to explore service management models suitable for their own university. Due to the differences in literature resources, human resources, school objectives, and supporting systems among university libraries, the service management mode of university students participating in university libraries is not the same. Exploring university students' participation in the service management system of university libraries is helpful to improve the overall service level and quality of the library community^[5-7]. Taking the Yunnan Agricultural University Library as an example, this paper analyzes the status quo and problems of university students' participation in service management, and puts forward the strategy of university students participating in the service management system of university libraries. The results can provide reference for the construction of university library systems.

II. THE CURRENT SITUATION OF UNIVERSITY STUDENTS' PARTICIPATION IN SERVICE MANAGEMENT IN YUNNAN AGRICULTURAL UNIVERSITY

A. Forms of university students' participation in the service management

1) work-study programs

Yunnan Agricultural University is a college of agricultural science. The majority of students are from rural areas. There are many students from poor families. The school has set up some work-study support positions for

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poor students in the library and encourages poor students to participate in the paid service management in the form of work-study programs. The university gives priority to the recruitment of poor students and provides them training to join the library service to ease their economic pressure of schooling. Work-study programs are the main form of students' participation in service management in our university.

2) *Volunteer service*

Through the cooperation with the school league committee, the student association and the student union, the school library will recruit a certain number of volunteers from the university students, guide them to participate in the reading promotion, reading day and other activities, increase their understanding of the library, and enhance the understanding of the library service management.

B. *The Main Content of University Students' Participation in Library Service Management*

1) *Book classification and self-study area management*

In recent years, the enrollment of colleges and universities has continued to expand, the number of enrollment in Yunnan Agricultural University is increasing, the school teaching area is expanding, and the library has also added two branches on the basis of the original one. However, the number of staff in the library has not increased because of the constant retirement of staffs every year. In the case of no increase in personnel, increasing collection, continuous expansion of service areas, and continuous expansion of the service mode, the Yunnan Agricultural University library has hired the students to participate in the management of books on the shelves and self-study areas. The Yunnan Agricultural University library has 35 employees, 43 work study students currently. Among them, 16 students are mainly responsible for the readers of the eastern and western campus of the circulation department to return books to the shelves and also the daily rack arrangement; 20 students are mainly responsible for the health management of the two libraries' self-study areas and the bookstores; the other 4 students are mainly responsible for the borrowing procedures of the library of Wuhua campus at noon, in the evening and on the weekend.

2) *Document Construction and Network Maintenance*

Some students participated in the processing of books and periodicals of the editing department. For example, after the cataloguing staffs edited the bibliographic data, one student assisted the installation of the new book mark, magnetic needles, and sealed the library stamp. Two students are responsible for assisting journal management teachers in binding and stapling past-year bookbinding. At the same time, after the technical department has trained 1 to 2 computer students, it is responsible for the maintenance and management of weekend library networks and computers.

3) *Reader survey*

In order to use the limited funds to purchase the books that the readers need as possible, the Yunnan Agricultural University library will collect the opinions of the teachers and students in the form of the recommended bibliography before the books and periodicals are ordered every year, and avoid the blindness of the document purchase to the maximum. In this way, the documents purchased are more specialized and pertinent. At the same time, after the book places on the shelf, it will also regularly collect and summarize the feedback suggestions of teachers and students, and further understand the evaluation of the library management system, service items and service results by the teachers and students. Through this way, we can improve the efficiency and service level of the library. Part of the work students and members of the community serve as investigators. They actively participate in the work of questionnaire, recycling, collection of bibliographic information. With the active participation of these students, the library has obtained the information and opinions of the readers in time. It provides an important reference for the library to make a purchase plan and improve the service level.

4) *Collection publicity*

Using the favorable conditions of the students, the library's collection resources can be promoted through posters, book reviews, book searches, and title quizzes. This will further narrow the distance between the library and students, and provide better resources as well as make use of publicity. At the recommendation of the student union, we provide an area of good book recommendation, select hot topics that university students are more concerned about, and provide bibliographic information, such as taking entrepreneurship, history and writing as the theme. The students pick out the corresponding books in bookstore and provide thematic recommendations in the good book recommendation area, which is very popular among university students. Student Unions and Student Associations also participate in the book-raising and book-paying activities organized by the library to assist booksellers in maintaining the on-site order maintenance, lending library information and registering student information. Through these activities, they not only enrich the amateur cultural life of university students and promote rich collections of resources in the library, but also exercise the organizational ability and coordination ability of the Student Union members.

5) *Retrospective Database Construction*

We organize work-study students to use the spare time to help complete the database construction of the collection books backtracking database, and help to carry out the work of clearing the existing books, restoring the old books, packing and relocating books. In the above work, the work-study students have made important contributions.

6) *Reading promotion work*

To promote reading and guide university students to read more books and read good books, the library consulting department will train the class committees and student liaisons of each class in phases. The liaison officers then collect information from students in each class and guide classmates to selectively read books. It is required to complete the reading of 10 teaching aids reference books purchased by the school's instructors every year. The assessment will be conducted at the end of each year and the students who meet the reading requirements will be given extracurricular credits. At the same time, it regularly publishes reading initiative brochures to guide university students to use mobile libraries and databases. Carrying out these work alleviated the shortage of promotion reading staffs, and at the same time, exercised the management and propaganda ability of university students.

C. *The Problems in University Students' Participation in Service Management*

1) *Poor students' Autonomy*

Most of the current university students are born in the 1990s, and the library staffs are generally older. There is little interaction between students and librarians, and the enthusiasm of students is not high. Some students work arbitrarily and cannot complete their work in time.

2) *The mobility of students is larger*

In the course of the work, some students resigned due to the internship and the improvement of the family's economic situation. Some of them even suddenly resigned their jobs when they were criticized. Some students who participate in library service management only regard it as a kind of experience. They are free to resign, resulting in greater mobility of people and discontinuity of work.

3) *Insufficient number of jobs*

Take the work-study program as an example, because of the limited funds and the limited number of posts, the number of people who can participate in library service management is small. To increase funding, increase fund assistance, increase the number of jobs, and allow more poor families to receive funding is the need for all departments of colleges and universities to work out together.

4) *Nonstandard job management*

The library does not have a unified management organization for students participating in the service, and the student team leader is responsible for daily management. Due to the limitations of students' team leader's knowledge and ability, students in the group can not be effectively used and managed, resulting in the inefficiencies of work. A small number of librarians are procrastinated and have a weak sense of responsibility. Sometimes they will allocate their own work to students, causing students to overwork and leave them with the impression that librarians are lazy.

5) *There is a misunderstanding of library work*

Since most of the library use is in the circulation department, the work is mostly simple and repetitive manual labor, such as book shelves, disorderly book arrangement, book relocation and library cleaning, and self-study room hygiene. It is not difficult, and less work involves professional knowledge and technology. As a result, some students think that the library has a low level of technical skills and a low status. If it lasts a long time, they will get bored and the speed of work completion will be slow.

III. UNIVERSITY STUDENTS PARTICIPATE IN INSTITUTION CONSTRUCTION OF UNIVERSITY LIBRARY SERVICE MANAGEMENT

A. *Necessity of institution Construction*

1) *The need for the development of university libraries*

With the rapid increase in college enrollment, student scale expands quickly and students' participation in university library service management has become a common phenomenon. The library must innovate and advance with the times to explore, formulate and improve the system of undergraduates' participation in the service management of university libraries, and standardize the entire process of student recruitment, training, assessment and rewards in order to provide quality services for the students. The establishment of university students' participation in the service management system in a university library can establish a closer relationship between the university library and the students. Students participating in the service will understand the needs of the students more than the staffs of the library and establish a relationship between the students and the library. The bridge of communication provides effective support for the development of a management plan for the science of the library and the collection of surveys of student service requirements. It is the requirement of the times that university libraries should keep pace with the times, and it is the key measure for college libraries to promote the service for readers. The specific measures include the establishment of university students' participation in the university library service management system, the building of a development model for the library and readers to achieve win-win, good interaction between the library and readers of the ecological environment, integration of the library into the user's learning, work and living space.

2) *Participate in the practical needs of service management for university students*

The university library is the treasure house of knowledge, the second class of university students' learning, and the base for their participation in social practice. Many university students have the desire to join the library service management. Some students are willing to participate in library service management, but they do not know the contents and requirements of service management. The establishment of university library service management system can help students who are willing to participate in

the library service management understand what to do, whether they can do well and prepare in advance. The establishment of university students' participation in the service management system of university library can stimulate the sense of responsibility of participating in serving university students, and improve their service ability and level.

3) The need to reduce the economic burden of students in poor families

With the rapid development of the overall scale of higher education, the number of poor family students in colleges and universities has also increased accordingly. Nearly half of the students in ordinary colleges and universities in China come from rural areas and remote mountainous areas, pastoral areas, ethnic minority areas, or other areas with poor natural environment. The economic development in these areas is slow, and the income of students' families is generally low. The increase of university students with difficult families is not only a major issue facing the development of higher education, but also a social phenomenon that is difficult to eliminate in the short term. It is a very important, urgent, and complicated task to do a good job of subsidizing students in poor colleges and universities, and it requires constant efforts by all parties. Establishing a system for university students to participate in university library service management can allow more family students with difficulties to participate in library service management, and make certain contributions to the subsidy work for poor families. By participating in library service management, students not only improve their sense of responsibility and ability to get along with others, but also receive a certain amount of remuneration and reduce their ideological pressure and mental burden caused by economic difficulties.

B. Institution construction strategy

1) Pay attention to institutional construction

Today, with the rapid development of higher education, university libraries must have the concept of keeping pace with the times, seize opportunities, reform and innovate, and deepen service content, so that libraries can remain invincible. Institutional construction is a guarantee for the success of various undertakings. Institutional construction should satisfy the following three points: Rules must be public, and rules must be enforceable and rules must be fair. Institutional construction should focus on the systematicness and integrity of the system. The open recruitment system can fully reflect the principles of openness, fairness and impartiality, ensure fair competition, and adopt merit selection. The training system can improve the overall quality and work ability of participating students in service management, improve working methods, increase work efficiency, and improve service levels. Regular assessment system can objectively evaluate the effectiveness of university students' participation in service management, master the work of each student participating in service management, discover deficiency, prompt its timely

improvement, and provide basis for personnel incentives. The rewards and penalties system can provide material or spiritual encouragement to those who have outstanding work performance to mobilize their work potential and work enthusiasm. We should criticize those who do not meet the requirements of the work and urge them to improve their services. System construction is a powerful guarantee for the university students to participate in the sustainable development of university library service management.

2) Focus on the cultivation of backbone

Library work has a certain degree of professionalism. People involved in service management need to have a certain basic knowledge of library science and information management, and can use modern information technology methods to search, process, and communicate document information. The introductory training is a prerequisite course for university students to participate in library service management, allowing students to master basic job skills as soon as possible. There are many university students who participate in library service management. Each student's responsibility, acceptance, personal qualities, and degree of love for library work are not the same. Not every student who participates in library service management can be proactive, Serious and responsible for completing each task. We should choose university students with strong sense of responsibility, proactiveness, love of library work, and certain management skills to serve as team leader and manage and supervise the work of university students. In this way, we can relieve the work pressure of library staff and improve the quality and efficiency of service management..

3) Pay attention to rewards and punishments

In order to guide the university students involved in library service management to establish correct values, it is very necessary to mobilize enthusiasm, improve work efficiency, develop good work style, and establish a reward and punishment system. The establishment of a reward and punishment mechanism for participating in library service management for university students can, on the one hand, provides outstanding spiritual and material rewards to outstanding university students, which can effectively improve their work potential and enthusiasm; and on the other hand, appropriate criticism and education will be given for those university students whose work style is impetuous and whose conduct is poor. For those students who commit serious violations of discipline or who are willing to quit their posts, they shall withdraw their positions and report to relevant school departments for processing. The system of equal emphasis on rewards and punishments guarantees the quality of university students' participating in library service management and provides a strong guarantee for further improvement of service quality.

4) Focus on formulating rules and implementing rules

The contents of the formulated rules should be substantial, targeted, specific and convenient to operate. Having good rules does not necessarily have good effects. If

the rules are only written on paper and hung on the wall, no implementation of people's words, then the rules are not working. Therefore, they must be strictly enforced when the rules are formulated. Everyone is equal before the institution. There is no special case, no exception. Only in this way the institution can be implemented.

C. Service Management Institution Construction

1) Open recruitment system

In order to standardize the participation in the recruitment and use procedures of university students' library service management, fully reflect openness, fairness and impartiality, and ensure that each employing department of the library can timely and effectively recruit needed personnel. It is necessary to formulate a recruitment system for participating in library service management. Recruitment may be conducted two to three weeks after the start of each semester. Recruitment may be organized by the university's work-study program, or by the library organization and the university's work-study program management department may be invited to participate. Regardless of the organized department, the managers of the library department must personally participate in interviews for university students. The library staff department can select university students with corresponding abilities according to the needs of their department. It is very important for students who choose to participate in library service management. The selected students must be responsible, have stronger self-control, be able to work hard, and love the work of the library. Selected students must also have some spare time to ensure that the study and library work do not conflict. Under the same conditions, priority should be given to the adoption of poor family students. Under normal circumstances, students from poor families will cherish this job more and their work performance is generally better. At the same time, we must also consider the personnel structure and echelon construction issues. We should recruit students of different grades, boys and girls. The number of recruiters may be more than the number of employees. After the recruitment is completed, a 5-10 day trial period may be used to examine the basic qualities and working attitudes of the university students involved in library service management, and eliminate a small number of unqualified persons.

2) Pre-job training system

In order to enable newly-recruited university students to acquire service management skills as soon as possible and improve their overall quality, the newly recruited university students should receive pre-service training. Pre-job training can be conducted through lectures, videos, and demonstrations. One of the training contents is the general rules of the library's regulations, labor discipline, safety and health requirements, and all students can receive unified training. The second is job knowledge and skills training, which is trained by library post managers. It includes the knowledge of book sorting shelves, related requirements of book processing, computer routine maintenance, book loan

processing, etc. The person in charge of library posts should provide students with specific work guidance, clarify the content of the work, teach methods to improve work efficiency and service quality, and adapt to new positions as soon as possible.

3) Regular assessment system

The appraisal system is a necessary measure to test the quality and effectiveness of service for university students participating in library service management. On the one hand, through the appraisal system, it is possible to test the work of university students participating in library service management, and assess the job performance of the university students' library service management timely and impartially over the past period of time, affirm achievements and identify problems for the next phase of work and then prepare for the next improvement. On the other hand, the appraisal system is also organized to supervise and administer university students in library service management, and it can improve the service quality of participating university students in library service management. About the participation in the assessment system of university students' library service management, the assessment of personal qualities is mainly focused on the work ability, overall quality, and workload completion of the university students' library service management on the one hand; and we assess the service quality, service satisfaction and so forth of the participating university students' library service management on the other hand. Assessments can be conducted in a combination of library service management self-assessment of university students, peer assessment, evaluation of service objects, evaluation of the person in charge of various posts in the library, etc., with quantitative evaluation as the main method, and qualitative assessment acts as the supplement for comprehensive evaluation. The evaluation results can provide a basis of rewards and penalties for participating in university students' library service management.

4) Reward and punishment system

The rewards and punishment system can effectively mobilize the enthusiasm of participating in the university students' library service management work, and enhance their sense of accomplishment and responsibility. The university students who have outstanding performance in work are given spiritual and material rewards. Students who are excellent in comprehensive assessment are awarded honorary certificates and rewarded with bonuses. For those university students with poor discipline and poor work ability, we should conduct appropriate criticism and education. For those students who have committed serious disciplinary violations and quit their jobs, they will be revoked. At the same time, the library's record of rewards and penalties for students participating in service management can be incorporated into the student's comprehensive assessment system, and can be linked to the evaluation of university students' awards, comprehensive assessment of outstanding university students, and given

certain support in the evaluation of awards. The establishment of the reward and penalty system has provided guarantees for the participation of library service administrators in the management of university students.

IV. CONCLUSION

With the rapid development of the overall scale of higher education, it has become common that university students participate in the service management of university libraries. The participation of university students in university library service management is an effective means to alleviate the shortage of human resources in university libraries, and it also provides work for poor students. In order to establish a long-term mechanism for the participation of university students in library service management, the establishment of an institution construction is imperative. It is a systematic project that requires high attention and long-term construction. Continuous adherence and continuous innovation can be achieved through multi-sectoral linkages.

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