RESEARCH ARTICLE

Analysis of the Key Points of Library Management and Services in the New Situation

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Abstract: The footsteps of information technology are constantly moving forward, and for various industries, the popularity of information technology brings both opportunities and challenges. In the environment of the information age, how libraries can sustain their development and progress is the primary issue for managers to consider now. As people have more and more free time, they come to the library to read more and more frequently, and as we use the library more and more, there are newer and higher demands for library management and services. This requires libraries to keep pace with the times, change the backward management and services, innovate the concept of management and services, the way and the details of them to meet the growing needs of people and provide better services for people to have a better reading experience.

Keywords: new situation; library; management and service

1. Preface

In today's progress of technological civilization, the use of digital information technology has gradually changed our life, especially the rapid development of information technology and the change of people's thought and cognition have brought a great impact to the management and service of libraries. In the background of the new environment, the shortcomings of the previous library management methods are exposed one by one, such as one person can only serve one person at the same time, only face-to-face for service and other problems, which makes the library can only be a passive service, not in line with the requirements of the library in today's time, therefore, to keep up with the pace of society, the library is required to change and innovate their own management and service mode, for the library to continue to To keep pace with the society, libraries are required to change and innovate their management and service models to build a solid foundation for the continuous development of libraries.

2. The Need for Change of Library Management and Services in the New Situation

Library is the warehouse of modern people's knowledge collection, which constantly collects, classifies and summarizes knowledge and information to provide people with a large amount of knowledge and information, which not only enriches people's spiritual world, but also plays a great role in building a harmonious society. The library is an important embodiment of social services, a public facility open for the majority of readers, with the social needs of not only change, the library to build the concept of "the reader is the most", so that "people-oriented" instead of "book-oriented ", to promote its better development. The interaction between library managers and readers is the basic work of library management and service. With the possession of "bread", more people begin to pay attention to the construction of their own spiritual

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level, and more and more people like to go to the library to read. Everyone has their own reading fetishes and different requirements, how to find the books they need in the vast sea of books has become a common problem. For this reason, in order to meet the various requirements of reading enthusiasts, libraries are required to carry out innovation of knowledge, restructuring, and provide precise services for reading people, both to satisfy their thirst for knowledge and realize the maximum value of knowledge, and also to improve the management level and service quality of libraries.

3. Current realistic problems in library management and services

3.1 Insufficient attention to the concept of management and service and backward concepts

Before action is thought, in order to change the way of library management and service, changing its traditional thought is the key. The old library management mode is to classify books, help readers to borrow and return books, the main position of readers is not reflected, the main object of library management and service is books, the concept of management and service for people is relatively weak, only in accordance with the fixed rules and systems step by step operation, the lack of change of mind, even with the new concept, the management personnel are not very concerned about Even if there is a new concept, the managers do not pay much attention to it, and it is not effectively implemented in the daily management and services(Jin, 2017).

3.2 Traditional management and service forms resulting in low efficiency

The increasing demand for reading has led to the gradual expansion of the scale of the library, and its openness has increased significantly compared with the previous, and the workload of the library is also increasing, if the previous management and service model is still applied, it can not keep up with the development of the library at this stage. In today's society, information is everywhere, and what people lack is information, but what they lack is information that is interesting, valuable and relevant to them. The

obsolete library management and service model now has no way to meet the readers' needs for vast, timely and efficient information or knowledge, and this inefficiency has largely limited the development and progress of libraries.

3.3 Low level of informationization in libraries and low utilization of digital resources

At present, the rapid development of social information technology, in order to facilitate, some libraries purchased modern information technology facilities, want to build a digital library, for reading people to build independent information service platform, convenient for readers to read, but more libraries are still traditional facilities and equipment, the level of information technology is still low, the urgent need to strengthen the construction of digital resources.

3.4 The quality of library management and service staff varies, and the service level is low

Library staff is the executor of library management, which is the direct reflection of library management and service level, and the professionalism of staff is crucial to library management and service. As a result, the management and service level of libraries are not effectively improved. At present, many libraries have the phenomenon of "no one available", which does not mean that there is no one in the library, but that there is a lack of educated, professional and high-quality management and service talents (Wang, 2015). At the present stage, some libraries are in the process of construction and improvement, and the most important concern is whether the books and electronic resources are compatible with each other, and there is a lack of talent training, which makes it difficult for the library management and service mode to match the development requirements of libraries nowadays.

4. Key points of library management and service in the new situation

4.1 Library change management service concept and guide management service behavior

In order to adapt to the development of libraries

at the present stage, libraries need to integrate innovation into the future management and service mode. The change of library management and service ideas optimizes and innovates the mode of library management and service to a certain extent, and promotes the sustainable development of libraries (Zhang, 2015). Therefore, the change and innovation of library management and service concept is the way of survival of libraries nowadays, and also guides libraries to conduct management and service behaviors as a standard. Adding humanistic ideas to the concept of library management and service and effectively implementing them into the daily work of libraries is conducive to improving the management and service level of libraries. At the same time, it helps to improve the relationship between readers and librarians, which is conducive to building equal, honest and friendly relationships, deepening the reading experience of people who read and improving the job satisfaction of librarians.

4.2 Building a humanized environment of library pipeline and service

Most people who read in libraries like the quiet and harmonious atmosphere of libraries, and a good reading atmosphere can bring a lot of inspiration to people who read (Wang, 2013). Therefore, both in the architectural function of the library and the construction of its inner environment, the humanistic concept should be integrated into it, and the readers' feelings should be put in the first place. For example, each library should have its own cultural significance when it is built, and its appearance should be consistent with the natural characteristics and humanistic features of its location, so that readers have a unique feeling when they enter the first time. For example, the books placed on the lower floors are commonly used books, and the distance between bookshelves should be wider than the distance between uncommon bookshelves, and some pens and sticky notes are always available and placed on the reading table for readers' convenience. Some bonsai and fresh flowers can be placed in the corridors and reading rooms of the library to purify the air in the library; some famous paintings and moody

calligraphy can be hung on the walls to create a strong cultural atmosphere and stimulate readers' motivation to read and desire to know (Yao, 2013).

4.3 Library innovation management and service consciousness, improve the value of services

In the environment of diversification of development, expanding the scope of library management and services is a sure way for libraries to move into the future. At present, most of the libraries' management and services reflect serious and quiet characteristics everywhere, which are no longer adapted to the current development needs, for this reason, libraries should innovate the content of management and services, and their management and services should be developed in the direction of specialization and verticalization, and library "administrators" are the important factors of professional vertical The library administrator is an important element of professional vertical services (Wan, 2012). The first point is that librarians should have excellent professional quality and a certain degree of forward thinking, so that they can proactively carry out management and service work in response to the specific needs of readers; furthermore, library managers can establish a good circular relationship with their posts, and administrators can work with an upward-looking mentality, so that they can become proactive and form a virtuous circle. The library can provide rich training to the administrator in order to improve the professionalism of the administrator, enhance the comprehensive quality of library management personnel, better provide management and service work for readers, and effectively implement the professional vertical service into the library management and service work.

4.4 The library develops personalized management and services to meet the multiple reading needs of readers

The main work of the library is to serve the readers, which is the basic point of library management and service, about how to do a good job of service, do the key point is to do a good job of personalized library management and service,

humanistic thinking as the basic idea of management and service, the reader's requirements can be clearly shown in the management and service, in the face of different hobbies and needs of different readers, with different professional management and service. The personalized service is based on the individual needs of the reader, and provides the reader with an atmosphere he likes in the library management and service. In this way, the library management and service work is changed from the previous passive posture to the active one, so that the reader comes to the library actively and improves the quality of library management and service (Li, 2012).

4.5 Strengthening library knowledge services and improving service efficiency

In order to satisfy more readers, library management and services have become more and more important for personalized services. The simple collection and classification of books can no longer meet the needs of readers at this stage, and changing the service mode and using "knowledge services" is a major initiative for library management and service innovation. Knowledge service in libraries refers to the integration of library management and services with the library's management and services based on the value-added utility of knowledge and readers' needs, with knowledge information as the main object (Xie, 2011). The library knowledge service is a whole set of operation system, which needs to combine the theory and method of knowledge, and then continuously integrate and optimize the resources in the library, serialize and arrange them, so that readers can easily search for books, and then make different readers' requirements for knowledge and information be satisfied, and make the library knowledge resources be reflected to the maximum.

5. Conclusion

As can be seen from the above, in the new development situation, the old and decadent library management and service mode is no longer in line with the development of libraries at this stage, and

can no longer adapt and meet the needs of readers, so the change of library management and service potential mode is already on the string and is necessary. For the library management and service of various problems, the library should be the base of today's development as the new needs of reading, in the management and service concept, methods and methods and other influencing factors, optimization and innovation reform, to promote the forward development of the library, to maximize the value of library services in society.

Conflict of Interest

The authors declare that they have no conflicts of interest to this work.

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