

Research and Analysis on College Student Volunteers Serving in University Libraries

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Abstract—There are many problems in the service of college student volunteers in college libraries. This paper conducts relevant investigations and researches on this phenomenon, discusses the relevant factors of problem formation, and puts forward some practical suggestions to promote the volunteers in the university library to realize the benign development of volunteers themselves, libraries, and services.

Keywords—college student volunteer; university library; services

I. INTRODUCTION

University libraries are important institutions for providing academic and human resources to college teachers and students. With the development of colleges and universities and the explosive growth of academic resources and human resources, the number of teachers and students served by university libraries has continuously increased, and the quality of services required has risen sharply. The library's service capabilities, service levels, and service areas need to be expanded.

Since the 1930s, in response to the development needs of public libraries, American public libraries have generally introduced volunteers and volunteer services. Volunteer services have provided a positive boost to the development of public libraries in the United States. And it also inspired the libraries of various countries to follow suit. Some universities in China also adopt a similar approach, which is to introduce college students to conduct internship services in the library. There are differences between the two: the first, the US public library adopts the Volunteer service, that is, participates in the relevant group organization if its conditions permit, and does not seek the return of interest, reasonable use of social resources to serve public welfare undertakings within the scope of this responsibility [1]. Second, the university student volunteers in domestic university libraries are mostly students assigned directly by the school institutions, such as the Communist Youth League system or the student union. Moreover, this type of assignment is mostly organized and implemented in the form of social practice activities (study credits) or "learning Lei Feng" in the freshman school, supplemented by the participation of a small number of student associations. They are not college student volunteers in the full sense.

This mode of deployment has eased the work pressure of the library to a considerable extent and improved service efficiency. But there are also many real problems, such as the attitude of the service provider, the long-term mechanism of the service, the stability of the service and so on. This paper conducts relevant investigations and researches on this phenomenon, discusses the relevant factors of problem formation, and puts forward some practical suggestions to promote the volunteers in the university library to realize the benign development of volunteers themselves, the library, and the service.

II. RESEARCH METHOD AND RESEARCH OBJECT

A. Research Methods: Interviews and Access to Information

Interview content:

- Q1: Why do you go to the library service?
- Q2: What do you want to gain or get?
- Q3: Do you like to serve in the library?
- Q4: How long will you serve in the library?
- Q5: Would you like to continue to serve in the library in the future?

Access to information: The library's volunteer service record for the past 4 years.

- The source of volunteers and the identity and number of volunteers.
- The service period and service duration of the volunteers.
- The service content and assessment of volunteers.

B. Research Object

157 college student service providers in the author's school library in 2015-2018.

III. RESULTS OF THE STUDY

A. Interview Results

- For Q1, 133 people (84.7% of the total) said that they went to the library service due to the arrangement of practical activities. 24 people (15.3%) said that they went to the library service due to work-study.
- For Q2, 150 people (95.5% of the total) said that they are to complete the practical tasks and obtain credits. Seven people (4.5%) said that they are helping students or serving classmates.
- For Q3, 103 people (65.6%) said that they like to serve in the library. 54 people (34.4%) said: not sure.
- For Q4, 157 people (100%) said that the service will be completed upon the expiration of the practice.
- For Q5, 96 people (accounting for 61.1%) said that they are willing to continue to serve in the library. 61 people (38.9%) said that they need to be determined on a case-by-case basis.

B. Results of Access to Information

- Source of volunteers: Arrangements from the Student Office or the Communist Youth League Committee. The identity of volunteers: freshmen and freshmen, and a small number of students who work and study.
- Volunteer service period: freshman last semester and next semester. Volunteer service duration: one to three months.
- Volunteer service content: office service, online reading room, library, periodical reading room, self-study room service. Volunteer assessment: good assessment, but some service providers have repeatedly taken leave or absenteeism.

C. Analysis of the Results

- As far as the number of volunteers is concerned, the overall number is small, which is insufficient to support the library's service work.
- As far as the volunteer's subjective will is concerned, although most volunteers recognize volunteer service, there is a concept of completing the task of the arrangement, and some volunteers are not keen on service.
- In terms of service time, the service time is relatively short, and because of the new practice, it lacks long-term.
- In terms of service quality, the service level is low and the service mode is single.

IV. SUGGESTIONS

A. The Source of College Student Volunteers Should Be Based on Volunteerism, and Improve the Quality and Quantity of Volunteers, and Strengthen Professional Training and Public Welfare Training for Volunteers

- Recruitment of college student volunteers should be placed after the completion of the relevant public courses such as information retrieval, book lending, and computer room use. Prevent the freshmen from being blind to the understanding of library volunteering and the lack of professionalism in library services. At the same time, students of other grades should also be recruited.
- When recruiting college student volunteers, they should focus on publicity and emphasize their volunteerism and public welfare. At the same time, it is necessary to show that as long as the conditions of the volunteers permit, volunteering for long-term (university) as much as possible. And promote the meaning and value of volunteer service to the public and the meaning and value to the individual.
- Recruiting university student volunteers should improve quality based on the guaranteed quantity, and recruit volunteers with professional knowledge and volunteers from various departments. First, libraries have become more and more oriented towards networking, data, and mobile terminal services. Therefore, the traditional services limited to the library and computer room management can no longer meet the needs. College student volunteers with relevant professional backgrounds have services. The library should develop a variety of volunteer service programs, provide a variety of volunteer service options, and mobilize the enthusiasm of volunteers so that volunteers can fully utilize their strengths in the service. Secondly, volunteers from various departments and departments are convenient to carry out the service work of the library to the teachers and students of each department and to understand the feedback from the teachers and students of each department on the library service work and the resource requirements.
- Professional training for college student volunteers should be based on regular services and focus on professional services, based on pre-job training and focus on long-term training. The lack of professional knowledge and ability training for college students' volunteers leads to lower service level and a single service model, and it cannot enhance an individual's ability and value for volunteers. The library needs to develop training plans and handouts and distribute them to volunteers for the study. First, the training of regular services includes the etiquette of teachers and students, library security, and the classification, use, and management of the library, online reading room, study room, and journal reading room. This

training can be done at the beginning of the recruitment and the training, internships, assessments, and coherence of the job can also be done. Secondly, after completing the regular service training, the classified professional service training is carried out. Training is provided for volunteers who serve different fields. For example, training for computer systems and software and hardware maintenance for volunteers serving in the online reading room; training for book classification and retrieval for volunteers serving in the library; conducting journal classification for volunteers serving in the journal reading room Search for training, etc. Besides, the library can adopt the method of volunteers to "re-determine the undecided person" and set the corresponding service posts according to the interests and hobbies of the volunteers [2].

- The public welfare training for college students' volunteers is based on improving volunteers' volunteerism, value orientation, and mental health. Volunteer volunteerism is not a stable state but fluctuates with the development of time and volunteer service. If the difficulties are not discovered in time, there will be fluctuations in the mind and affect the volunteer service. Therefore, during the entire service cycle of volunteers, they should continue to conduct non-profit training for them in a timely and timely manner. The training content should cover the public welfare value of library services, the income of the service providers, the development of library public service, the value of volunteer service to itself and how to properly adjust the mental state to maintain mental health.

B. Improving the Organization, Construction and Routine Management of College Students' Volunteers in Library Services

For a long time, college student volunteers have been directly assigned to various departments of the library. Individual departments have independently conducted public service, and there is no unified volunteer organization and routine management. Such public service is not conducive to the formation of synergy among many volunteers, and it is not conducive to the unified and reasonable staff deployment of certain large-scale public welfare activities. Therefore, relevant constructions as follows are required:

- The library establishes a unified service volunteer organization. Volunteer organizations should be based on the college student activity community, supported by student organizations and libraries. Volunteer organizations can be affiliated with the library office, and a librarian is responsible for coordinating the work of the library and volunteer organizations. The two are not subordinate, but cooperative. Volunteer organizations should form various organizations, including the office, public service, and professional services. Corresponding to the type of volunteers the library needs, it also

established a group of academic and cultural associations under the leadership of libraries and volunteer organizations to carry out academic and cultural activities. For example, the "Hai Da Ren Wen" brand activities of the Shanghai Maritime University Library "Hai Da Ren Wen" series activities include "Humanities Exhibition Series", "Humanities Forum Series", and "People's Paper Exhibition Series", etc. [3], which effectively promoted the development of libraries and volunteer organizations has enhanced the academic and cultural role of libraries. The student association is an important assistant for the library to carry out reading and promotion activities, and can also expand a large number of volunteers [4].

- The library needs to improve the charter construction and routine management of library volunteers, and establish library volunteers' charters and routine management on a voluntary and non-mandatory basis. The library should also pay attention to the evaluation and assessment of the volunteers. The assessment should be lightly evaluated and re-corrected. The setting of the evaluation project focuses on the degree of participation, performance, completion, improvement, service innovation, etc. The organization chart of the volunteers of Xiamen Library and the management system of the team members of the Sichuan University Library Volunteers provided good examples. At the same time, the library should ensure that the reasonable demands of the volunteers are guaranteed, especially the protection of the volunteers' safety and the handling mechanism after the occurrence of safety problems [5].
- Volunteer organizations should establish close contact with academic associations and cultural associations within the school to achieve mutual service. Establishing links with academic societies and cultural societies can provide academic resources and cultural resources to the members of these associations to realize the value of libraries and volunteers. The volunteer organization promotes the concept of micro-volunteers to the members of the community, advocates that everyone is a volunteer, and obtains feedback from the activities, especially the feedback of resource needs, to provide reference for the work of the library [6].
- Volunteer organizations should maintain an interoperability mechanism with each student union to achieve long-term service and effectiveness. Interoperability with the student unions ensures that volunteer organizations can understand the resource needs of students from different departments at any time and provide targeted services. At the same time, with the stable connection of the Student Union, it can guarantee the participation of the staff in the public welfare activities of the library, as well as long-term and stable activities.

- The library should coordinate and ensure the stable development of volunteers and volunteer organizations. Due to the principle of voluntary public welfare, volunteers and volunteer organizations have no access to interests. Therefore, libraries should carry out relevant guarantees to promote the stable development of volunteers and volunteer organizations. First of all, it is possible to coordinate with the school and regard the volunteer's public welfare service as the evaluation part of the student's growth file, to identify the individual good character of the volunteer to promote the development of the excellent character of the volunteer. Secondly, the library should jointly honor and commend the volunteers with the Communist Youth League and various departments, and incorporate the volunteer service activities into the practice credit management and the ideological and political education system of college students [7], and serve as a new reference for the evaluation of trees. Content, the performance of the job volunteer service is affirmative. Third, volunteer services can be combined with a reasonable degree of integration with work-oriented students such as work-study, especially when volunteers are serving at night, on holidays, during winter and summer vacations. Multi-spiritual stimulation, supplemented by material incentives. While ensuring public welfare [8], we will give volunteers certain material feedback. Fourth, the library should give volunteer organizations certain material support, such as office space, activity funds, etc., to ensure the development of volunteer organizations. Volunteer organization work will be included in the overall work plan of the library, and special funds will be allocated from the managed funds.

C. College Student Volunteers in the Library Service Direction

With the rapid development of society, the improvement of knowledge resources and technology, the work of libraries is no longer confined to the museum but has diversified development. The direction of the service of college students' volunteers in the library has also diversified.

- Services within the library, including assisting the library's daily office, book lending, web browsing, journal browsing, network maintenance, data maintenance, etc.
- Library promotion services. For example, the library assists freshmen or off-campus personnel in understanding the use of the library and assisting the library in cooperating with the off-campus units. At the same time, we can also run modern information tools such as the WeChat library public number and QQ group to promote library resources and collect feedback.
- Academic support. For example, the library provides academic resources for each department, organizes

various departments to conduct academic lectures and professional academic lectures for teachers and students, or provides support for seniors graduates in thesis writing.

- Cultural support. For example, the coordination of various departments and departments provides cultural resources and cultural lectures for teachers and students of the whole school (such as the Xiamen University Cultural Lecture Hall organized by Xiamen University Library, TED lectures, etc.) to organize lectures on campus culture, human culture and regional culture such as reading day and humanities propaganda.
- Information mining. The rapid development of information surpasses the response of the library, so volunteers are needed to help the library to explore information. Such as the discovery of high-quality academic resources, cultural resources, open classes and other access to the library, as a library of service content. Especially in the exploration of multimedia information such as audio, video, and pictures, college students have a very keen perspective. Some institutions have connected MOOC courses to the library, as suggested and assisted by the students. The MOOC program enriches the collection resources and the library's service capabilities, and integrates into the library's app, making it easy for teachers and students to use the course anytime, anywhere. Volunteers can also design and produce library maker spaces.

V. CONCLUSION

The service of college student volunteers in college libraries is an increasingly perfect system. The benign development of this system benefits from the win-win cooperation between the library and the university student volunteers. Therefore, libraries need to form conditions for volunteers to provide excellent working resources and personal development, and improve the relevant organization and system construction in order to give play to the library's educational function. And related research work needs to continue, with a view to promote the common development of libraries and volunteers, and better serve teachers and students.

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