

Exploring the Requirements of Modern Information Service on Librarians

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Abstract—The rapid development of social economy and science and technology has led to the rapid development of information technology, which has led to the emergence of informationization in society. The existence of libraries as a service to people is also facing a large impact. The libraries play an important role in communicating different usage groups, disseminating information resources and increasing the amount of literature development. Therefore, under the trend of information socialization, in order to better carry out intelligence services and serve the people, libraries must constantly improve the management system, innovate service methods, and change service concepts. For librarians, their process of library innovation is a key part of the development process. It is necessary to focus on changing the attitude of librarians, improve their quality and enhance their service capabilities, and strive to establish a good foundation for the good information and intelligence services of libraries.

Keywords—librarians; intelligence services; modern information services

I. INTRODUCTION

The development of social networking in today's society has increased the channels for people to acquire resources. With a computer or a mobile phone, people can know the world without leaving their houses. This lifestyle has penetrated into every aspect of daily life. Secondly, the continuous development of information network technology has led to an increase in service organizations serving a variety of social needs, and such institutions are also showing a growing trend in number. In the context of the great era of informationization, the information and intelligence service has received more and more attention from all parties. This means that librarians must have a variety of qualities to continuously improve their ability, can use modern technology to complete the work of the entire library anytime, anywhere, and can use the modern information technology to provide readers with a large number of information and intelligence services. It will be necessary for the librarians to constantly change concepts,

improve their own quality, make them be able to use network technology proficiently, access information through the network, store information, finish information, and deepen the development of intelligence information to provide readers with a higher level information service.

II. THE GREAT CHALLENGES FACED BY LIBRARIANS IN THE INFORMATION ERA

The quality of library services is related to the image, status and development of libraries. Therefore, as one of the important means of library services, information and intelligence services are receiving more and more attention. The librarians engaged in this work should have many qualities. In the information era, knowledge and information intelligence will become the most important economic power. Nowadays, various information service organizations in the society are constantly appearing, posing threats to the libraries. For the majority of users, it is the most worthy of attention for them that who provides the fastest, most accurate and comprehensive information and who can find the most valuable information and intelligence for themselves. As for the question of who provides the information is not very important. With the network of information and intelligence transmission, some users can use the computer to connect with the network to access, retrieve, query, and browse the information on the Internet anytime and anywhere. In a sense, there is no need to rely on the services of librarians. This is a crisis and a challenge for the librarians. With the application and development of network technology in libraries, the use of modern technology to complete the entire workflow of the library, and the use of network technology to provide information and intelligence services to readers will become the development direction of the libraries. Therefore, librarians must be proficient in basic knowledge and skills in network technology, have the ability to acquire, store, organize, and provide various information and intelligence on the Internet, and can develop in-depth information resources to provide users with a high-level intelligence service.

III. THE LIBRARY'S MODERN INFORMATION AND INTELLIGENCE SERVICES AND OTHER CHARACTERISTICS

As a place of knowledge storage, the library is also an important means of information exchange and information dissemination. Against the background of informationization and economic globalization, the library's information and intelligence services mainly have three characteristics, namely, the diversity of users' groups, the diversity of service types and the modernization of service methods and content. As the main function of the libraries, under the three characteristics of the library information and information services, the service requires the librarians who provide the service to have the appropriate work quality.

The modernization of library information services mainly includes two aspects: on the one hand, it is the librarians on the modern service concept, and on the other hand, it is the modernization of the means of librarians in service.

The modernization of the service concept also means that librarians have to abandon the original concept of management services, to truly serve the readers, to focus on the readers, to continuously collect information and intelligence in all aspects, and to improve the ability of information services. They also need to keep pace with the times, keep up with the trend of the times, and actively participate in all aspects of social development. In the long run, the librarians should look at the problem from a development perspective, provide accurate, timely, and high-quality services to the readers, and constantly innovate and develop their thinking.

IV. REQUIREMENTS FOR IMPROVING THE QUALITY OF LIBRARIANS IN THE INFORMATION ERA

A. Constantly Innovating Service Concept

The focus on library construction is related to the harmonious construction of society. The library, as a service to the people, in the context of such a large social information era, only by changing the concept, can they better position themselves. With the right ideas, they can better serve the people and fight for a place for themselves under the big competition.

The transformation of the library concept should start from four aspects.

- It is necessary for them to establish the people-oriented service concept.
- It is necessary for them to promote the transformation of the role of library managers and correctly position their roles.
- It is necessary for them to have brand awareness, creating a unique brand of their own.
- It is necessary for them to have the concept of serving the readers.

In the context of the age of informationization, it is not enough to have only a wealth of collection resources. Only by comprehensively implementing the above four aspects,

the unified transformation of service concepts can continuously adapt to the requirements of readers and have more vitality.

B. Focusing on Broadening the Service Areas

Compared with other institutions, the library serves as a social and cultural institution and infrastructure for the public readers. It has rich book resources, and its resources cover a wide range of integrity and self-contained systems, which has natural advantages that is unmatched by other institutions. In the context of informatization, in order to improve their competitiveness, library managers must dare to innovate and form their own unique internal database to serve more readers. At the same time, this will also make it easier for readers to use resources, achieving the effect of resource sharing. In order to do this well, librarians must constantly explore the collection resources, effectively exchange information, and make the collection resources truly achieve the purpose of sharing.

Compared with the disadvantages of other institutions, library resources are mainly due to the inability to conduct online services. When people can find most of the information through mobile phones and computers, they would rarely come back to the library to read the documents. Therefore, library managers must carry out targeted innovations to achieve resource sharing and service areas in this way.

C. Focusing on the Transformation of Service Methods

Due to the informationization of the collection document carrier and the modern informationization caused by the rapid development of science and technology in daily life, there are more and more strict requirements for the library of "red-poisoning people". The service methods of single static and passive of the library in the past are increasingly unable to meet the needs of people. This means that librarians must constantly change their service methods and better adapt to the modernization of information technology. For library managers, because their specialization is based on the corresponding department, it means that the professionalization of managers is only relative to the department they are responsible for, and the degree of specialization is limited. It does not reach the level of professionalism people would think of, and they are only familiar with the content of the part of the literature that they are responsible for. If the reader wants to know the specific information of a particular subject or a particular major, he or she must go through different departments so that different information can be obtained. The professional service method this paper is talking about here means to break the original service method and create a new service method based on the subject. The readers can get a lot of relevant information by touching the button. There will be no need for the readers to go back and forth to other departments, which not only saves time, but also gets satisfaction from it.

D. Having Good Ideological Accomplishments and Knowledge Quality

Ideological accomplishments include both political ideology and professional ethics. Librarians must love the Party and be patriotic, care for the destiny of China, and care about the process of reform and development. They also need to be passionate in their positions and have the spirit of pioneering and enterprising, using the knowledge and wisdom they have learned with all their hearts to serve as a ladder for others, as well as having noble sentiments of selfless dedication. Improving the ideological accomplishments of librarians is a guarantee for deepening information and intelligence services. Librarians should establish a new concept, constantly enrich the connotation of information and intelligence services, and strive to innovate and reform. It will also be necessary for them to improve the quality of work and service efficiency through the continuous improvement of personnel quality, and enhance the ability of self-survival and self-development to meet the challenge of the knowledge economy times. Modern intelligence services require librarians to have a high level of knowledge quality. It is significant for the librarians to have a broad and profound professional knowledge and skills, master the library professional and intelligence professional knowledge, and have a high level of foreign language and writing skills. Another point that the author thinks is very important is that librarians must have strong information and intelligence cognitive ability, and be able to quickly judge and keenly find out the information that users really need in the vast amount of information. They need to be good at communicating with readers, and have an advanced understanding and master the latest developments in various disciplines to provide active services to readers. It will also be the need for them to master the modern information technology skillfully, be able to collect and process intelligence through modern means, master the basic computer operation and basic network skills, be familiar with various network retrieval tools, and use high-tech means to provide readers with efficient and convenient services.

E. Improving the Professional Quality of the Librarian Team

It is very important to build a high-quality librarian team to build the library into a warm space. Therefore, the enthusiasm of the staff must be fully improved. First of all, the librarians must correct the working attitude, recognize the nature and important role of library work, improve service awareness, and understand the objects they need to serve. They need to work with a full humanity and serve the readers with a cordial attitude. Second, scientific, democratic, and humanized management must be conducted. It will be a must to respect each staff member, give full play to their initiative and creativity according to their individuality and characteristics, and use appropriate incentives to enhance cohesiveness and sense of belonging. Third, it will be necessary to focus on strengthening business learning, keep pace with the times, and continuously improve the quality of the librarians as the library develops, and expand the service content in depth. Librarians need to pay attention to internal training, organize various forms of job training, and

encourage and support librarians to participate in library science and related majors. At the same time, it will be the necessity to strengthen inter-library exchanges, organize key strengths to visit the brother libraries, and participate in professional academic conferences.

F. Providing Personalized Services

Libraries should provide personalized services as individualized needs evolve. It will be necessary to implement an open management model and make use of accessibility of libraries. It will also be important to change traditional service models and provide proactive services. Librarians should go deep into teaching and research activities, track the dynamics of teaching and research in real time, understand the service targets, and accurately grasp the needs of teaching and research personnel. They should also provide targeted information services to provide advanced services for graduate students, timely understand the graduation thesis and design time, content, and integrate the required reference materials into special topics to facilitate readers to find. For the libraries, great attachment should be paid to support academic exchanges, create an activity platform, conduct lectures, trainings, seminars, etc., and set up a special space to meet the leisure needs of readers with diverse leisure services, such as photo exhibitions, opening coffee bar, sockets, etc.

V. CONCLUSION

The arrival of information technology is both an opportunity and a challenge for the development of the libraries. Faced with the vast amount of complex information, librarians must constantly improve their knowledge, have deeper professional knowledge and skills, and be able to master modern information technology, and use the higher foreign language ability to organize the information obtained and provide users with deeper level of information. In this process, it is essential to establish innovative ideas, constantly seek the meaning of information services, and enhance the initiative of services.

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