

Exploration and Innovation of University Library's Service in Xinjiang for Teaching and Scientific Research Against the Background of the Epidemic — Taking the Library of Xinjiang University as an Example

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ABSTRACT

During the prevention and control of the COVID-19, the control of distance and population density puts new requirements for the libraries. In order to respond to the teaching and research work arrangement of "classes suspended but learning continues", the Library of Xinjiang University explores the construction of a multi-department joint disciplinary team to innovate the invisible virtual space service based on the top-level design. Through the research on service practice mode and service response feedback of the Library of Xinjiang University during and after the epidemic period, an online discipline service network and resource guarantee system integrating technology, resources and services has been created. The online service model of Library of Xinjiang University solves the dilemma of resource use caused by the space distance between users and the library, maintains good stickiness between users and the library, effectively guarantees the resources and services required by teachers and students for teaching, research and learning, and obtains high praise from users.

Keywords: *university library, emergency service, discipline service*

I. INTRODUCTION

The library is the literature and information resource center of the university. It plays the role of university education and talent culture construction. It provides rich literature resources for university culture construction, student culture, teaching and scientific research activities and information construction. University library is an academic service institution. At the same time, it provides information service and supports undergraduate education and scientific research. During the epidemic period, the important position of the library as the core of colleges and universities has been highlighted.

Affected by the COVID-19, the physical space of the library is closed or partially opened in order to better perform epidemic prevention and ensure the safety of users [1]. In this case, the use of cultural activities and paper resources of the whole school is limited, and the way to obtain electronic resources and information services has changed. Due to the distance,

the daily communication feedback, organization and coordination mode, and resource service response mode of library staff have also changed.

II. CONSTRUCTING MEDIA SERVICE COMMUNITY AND EXPLORING THE RAPID SERVICE RESPONSE MODE BASED ON THE TOP-LEVEL DESIGN

During the COVID-19 period, the Library of Xinjiang University breaks the departmental functional boundaries and quickly constructs a cross-disciplinary service team, integrating technical support, resource protection, and featured professional librarian information service. Based on WeChat, the online peer-to-peer service community [2],[3] is built to provide an online service platform for the whole school with fast response speed, one-stop answers, and full-time service response. At the same time, it has made efforts to explore the fast and omni-directional one-stop service response mode.

A. Building cross-department cooperation team to improve the response

During the COVID-19 period, the library entity space is closed. Library staff and teachers and students

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are separated from the physical space of the library. The daily information communication and feedback between librarians through face-to-face, telephone and other ways can no longer meet the needs of daily library business development and teachers and students in public health emergencies. The Library of Xinjiang University has made the emergency response, and established the subject service team including librarians of information consulting services, the resources and technology. According to the professional characteristics of librarians, different service colleges are divided to carry out comprehensive subject service rapidly.

B. Building point-to-many and point-to-point consultation and information services through the establishment of WeChat, QQ, video and other social platforms

During the epidemic period, the library has basically established three service modes. First, each librarian team contacts with the college to be responsible for WeChat groups of teachers and students, so as to realize the point-to-point service mode of subject service team to the college; second, in the service process, it establishes point-to-point precise service for individual teachers and students created a friend service mode through QQ and WeChat; third, all librarians carry out library service promotion through WeChat, QQ or other video platforms. Each librarian is a micro library service platform split out of the library, and every reader may split into a site of library service recommendation. Through the above three models, the teaching and research needs of teachers and students in the extraordinary period can be effectively guaranteed. At the same time, these modes have made contribution to the double first-class construction of Xinjiang University.

C. The cloud management and community service of library have achieved remarkable results

During the epidemic period, the Library of Xinjiang University has constructed three discipline service teams according to the discipline group of double first-class construction of Xinjiang University, serving 22 colleges and building 8 WeChat service groups. The librarians will provide point-to-point service through WeChat, QQ and other social platforms. It is estimated that about 500 teachers and students are added and more than 4000 people are served. It develops teachers and students as library information points, effectively covering 90% of students. Librarians and service informants share policies and information in a timely manner through social platforms, providing services for 2000 person. This service mode operates normally under the normalization of epidemic prevention and control and maintains a good viscosity for users.

III. BUILDING A MULTI-RESOURCE SERVICE SYSTEM AND ENSURING THE RESOURCE DEMAND OF TEACHERS AND STUDENTS

The Library of Xinjiang University has a long history. It has purchased abundant paper resources over the years. With the resource structure and user demand, the procurement of electronic resources is increasing year by year, which can fully guarantee the teaching, scientific research and quality education of teachers and students. Under the epidemic situation, the access of teachers and students to electronic resources changed, the demand for teaching materials by undergraduate and graduate students in resource guarantee has increased, and the demand and willingness of graduate students using electronic resources is strong.

A. Constructing resource system, creating online resource service, solving the problem of limited access to paper resources, and ensuring the needs of teaching and humanistic quality education

Library resources are the important cornerstone of library service for university construction, and the guarantee for library to serve the teaching needs and carry out scientific research activities. Library of Xinjiang University invests a lot of money to purchase paper and electronic resources every year to ensure the teaching and scientific research needs. Up to now, Xinjiang University has abundant paper resources and ever-expanding electronic resources. According to the characteristics of the discipline construction, the combination of paper and electronic resources can basically meet the needs of teachers and students in Xinjiang University. However, due to the outbreak of the epidemic, the utilization of paper resources is limited and there is a vacancy in the online demand.

Under the epidemic situation, the flow of personnel is limited to a certain extent. The circulation and release speed of paper books become slower due to the epidemic prevention. In order to guarantee the demand of teachers and students for teaching and scientific research, the library decides to meet the resource demand of teachers and students through the following ways. First of all, for teachers and students that cannot obtain the school resources, the library would help them access to relevant resources through the subject service team; second, library would widely carry out resource recommendation, try to dig out the purchased e-book resource and network development resources to recommend to readers; third, library would contact the purchased database providers to open IP address with unlimited resources use; fourth, library would widely carry out document delivery services to expand the access to resources and meet the needs of readers; finally, library would actively carry out the trial of database resources [4], and meet the resource needs of

teachers and students in real time by using WeChat community.

B. Providing technical support and quickly solving the problem of off-campus access to resources

During the COVID-19 period, the Library of Xinjiang University closed the library without closing the net. The regular library service is transformed online. The teachers and students in Xinjiang University changed the way of obtaining resources inside the school to obtaining electronic resources outside the school. The blowout of authorized off-campus access and the guarantee of the off-campus access resources are the main consultation problems in the initial stage. In the face of the actual situation, the Library of Xinjiang University strengthens equipment and technical support, and provides authorized off-campus access for all teachers and students to achieve resource acquisition through external visits and VPN. Through the library webpage notification, WeChat official account and subject service group of WeChat, teachers and students obtain continuous resources. Through WeChat, it can solve the problems of password reset, abnormal access and network settings of teachers and students, so as to ensure the accessibility of resources.

C. Providing joint resources guarantee to solve practical problems

Electronic resources, especially e-Textbook resources, are urgently needed by teachers and students. The Library of Xinjiang University should make good service planning, find out the e-book resources, recommend the free resources of open publishing houses, and negotiate with the database provider [5] on the use of resources to solve the problem of IP usage. For the lack of electronic resources in the library, the Library of Xinjiang University has contacted Yingke and worldlib to provide resource supplement services.

In terms of resource guarantee and information push, the Library of Xinjiang University have collected the database resource catalogues of Chinese and foreign e-books ordered, mainly including superstar digital library, Duxiu, Bailian, Encyclopedia Britannica, Springer e-books, etc., which basically cover all disciplines of Xinjiang University. There are more than 3.5 million kinds of e-books. During the epidemic period, the Library of Xinjiang University regularly recommended resources to readers and became the resource navigation for readers. On this basis, in order to make readers directly access the database and find the Chinese and foreign e-textbooks and books they need, the Library of Xinjiang University timely recommends an open electronic resource platform. For the literature resources needed by readers but not available in the collection, the library has opened the

online document delivery, confirmed 31 document delivery accounts, processed 161 document delivery applications, met 123 document applications, and provided 7829 pages.

The Library of Xinjiang University, together with Yingke and worldlib, has established WeChat subject service group to help teachers obtain e-textbooks, monographs, standards, patents, technical reports and other literature materials. It has responded to 26226 document applications, including 7092 documents, 18561 books and 573 other types of materials (including standards, patents, yearbooks, reports, etc.).

IV. SERVICE AND ACTIVITIES SHOULD BE MOVED ONLINE AND QUALITY EDUCATION AND CULTURAL EDUCATION SHOULD BE CONTINUOUSLY CARRIED OUT TO STRENGTHEN THE CONNECTION BETWEEN LIBRARY AND USERS

In order to release the information of the library in a timely manner, obtain the needs of all teachers and students, and respond to the needs of users quickly, the library makes full use of the Convergence Media and new media to strengthen the cultural publicity and pacify the anxious mood of all teachers and students. More attempts to establish the virtual space service of point-to-point and site chain, to explore the way of virtual space service under regular epidemic prevention and control are discussed.

A. Making the library's regular services, information services and information literacy education online, and easing readers' anxiety in all-round ways

The library is the core of a university, and is also the spiritual pillar of all teachers and students. The open physical space is a place of cultural accumulation and humanistic trust of information service, as well as ideas of exchange and learning.

Information services and literacy education continue to be carried out. Information services are entrusted point-to-point through social platforms or through e-mail boxes. Information services are transformed to be digital. During the epidemic period, the library regularly carried out database training through Tencent conference, zoom and other platforms to improve the information retrieval ability of teachers and students in Xinjiang University. The library also carries out small activities and other library publicity and promotion activities through Tik Tok and other small programs to increase the user viscosity, so that all the teachers and students can feel the library, and still feel the library culture at home, so as to relieve the anxiety of readers. The information service is mainly carried out through the established WeChat subject community service, providing consulting service, collection and retrieval

service, resource recommendation and transmission service, subject service, journal contribution guide, graduation project, literature retrieval guidance and other services, and providing 7 * 24-hour uninterrupted service for teachers and students of Xinjiang University. At the beginning of the service, it mainly answers the questions about off-campus authorization, account and password, network access, etc., and gradually answers the related resource access, resource recommendation and literature acquisition, while the service of collection and retrieval, the service of academic misconduct detection and the service of scientific and technological novelty retrieval are carried out continuously. In the whole process of service, online database training and information literacy education are carried out through Tencent conference platform, so as to effectively improve the document retrieval and information processing ability of undergraduate and graduate students.

B. Giving full play to the cultural education of university library

The new media social platform is widely used in China. The library has established the official account of WeChat since 2015. It is committed to disseminating traditional Chinese culture, strengthening library resources and service recommendation, and improving the information and cultural literacy of all the teachers and students in Xinjiang University.

Under the epidemic situation, the library uses the webpages and new media such as WeChat, Weibo, Tik Tok and so on to carry out database activities, patent innovation activities, Tik Tok activities, and so on to spread excellent culture, so that all teachers and students can participate in the online culture education of the library. This has made contribution to the cultural construction and connotation development of Xinjiang University.

V. GIVING FULL PLAY TO SOCIAL INFLUENCE AND INJECTING POSITIVE ENERGY INTO EPIDEMIC PREVENTION AND CONTROL

During the epidemic period, the library of Xinjiang University actively carried out online literature and information services for all teachers and students. In the special period, the library still spread knowledge and had positive spiritual strength to let readers hear the cultural voice of the library and feel the continuous information service of the library. The service of the library is widely recognized and appreciated, which improves the status and influence of the library, and plays an important role in the development of the school.

A. It is well received by users

The library quickly responds to the needs of teachers and students, and ensures the literature demand and information service of the whole school. The library's performance, service quality and attitude are highly praised by the staff and students. In the case of some business suspension, the library still explores the online service mode, which guarantees the learning and scientific research needs of teachers and students in a special period. The service of the library has been affirmed by the school, and has been reported on the school platform for many times, which has promoted the status of the library in the school.

B. Sharing and progress

During the epidemic period, the library shared the work and thinking of the library on the exchange platform of the library of Xinjiang University, and discussed the experience of online service with peers, which was recognized and praised by peers. In the stage of normalization prevention and control, the library of Xinjiang University actively participates in learning from Chinese colleges and universities to provide better service.

VI. PROBLEMS AND SOLUTIONS

Through the feedback of library services in the early stage of the epidemic and in the process of normalized prevention and control, there are the following problems.

A. The construction and utilization of library resources

In terms of resources, teaching referencing to electronic resources are the short board of resource allocation, and the realization of electronic and circulation of paper resources is one of the solutions, but in this process, intellectual property issues need to be explored. There is always a shortage of resources, and exploring regional co-construction and sharing resources is a good solution and needs to be promoted continuously. In the network era, how to use the huge amount of paper resources in the library, how to develop the paper resources, and how to obtain and evaluate the open and rich network resources need to be explored and considered.

B. The intelligent development of library

The epidemic situation has promoted the deep integration of Library and Internet. The Internet is not only a bridge but also a platform to provide a better and bigger development for libraries [6]. The epidemic has pushed the offline service of library online, realizing the online interaction between librarians and readers, and building an online service platform. After the epidemic, online service is still running well and becomes the main choice of readers. Therefore,

promoting the combination of Internet, artificial intelligence and library is the trend of mainstream service development. To build a smart and intelligent library, and to do a good job in library service is based on advanced technology and to meet the needs of readers' universality and characteristics.

C. Personnel training

The intelligent development of the library puts forward higher requirements for the library staff. The development and transformation of the library need compound talents with computer technology, data analysis and professional background. The cultivation of talents is the cornerstone of promoting the development of the library. It is necessary to adhere to the talent team construction strategy of training existing librarians first and introducing appropriate amount of talents as auxiliary, and do a good job of planning.

VII. CONCLUSION

During the epidemic period and normal epidemic prevention period, the library of Xinjiang University innovated online virtual community service, point-to-point precision service and 24-hour non-closing service, and constructed a multi-party resource guarantee system including resources, document delivery, open resources, database business cooperation, etc., so as to meet the teaching and scientific research needs of teachers and students of Xinjiang University from resources to services to technology. Epidemic is a challenge for libraries. Under the circumstances of upgrading the environment and user needs, higher demands for library human resources, literature resources and service level are put forward. High standards require top concern and layout, and are also the opportunities for libraries. It accelerates the construction of Internet + intelligent service [7], improves the network environment of the whole environment and highlights library's core resource service status.

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