



Re-cognition of Librarians' Positive Emotions

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Abstract. Based on literature survey and questionnaire survey, this paper analyzes the cognition of librarians' emotional state in the process of service, and proposes to cultivate librarians' positive emotions. The concrete path of emotional service value: arouse librarians' emotional consciousness; The excavation of librarians' emotions and the construction of service emotional space; Timely adjust negative emotional feeling; Innovate the reading relationship and create a harmonious service atmosphere. From the perspective of librarians' positive emotion, this paper analyzes the emotion, which provides the theoretical basis for the librarians to carry out the service better and enhance the service value, so as to promote the related research.

Keywords: Librarian; Emotion; Service value

1 Introduction

"In the theoretical research of library science and the practical activities of library, People are always the most important factor." [1] Providing users with Accurate and high quality service is the top priority of library work. Library service is essentially between librarians and users emotional resonance, user's feeling and librarian's service. The states cannot be separated. High quality and accurate library service is to show users librarian professionalism, knowledge and energy and help users to expand the quality of service. Currently, the library Service work exists only to pay attention to meet the increasing information of users while ignoring the users' emotional experience in the library. For example, library leaders and librarians often ignore their own emotions. From the librarian positive emotion, the article sort out and deeply analyze the emotion in the library service to provide better services for librarians and enhance the value of service.

2 Emotion in the Value of Library Service

The role of librarians is one of the most important factors affecting the performance of library work. The librarian's bad emotions will not only make damage to the health of librarians, can also lead to frustration in the hearts of users. The sense of failure will also question the service of the library and therefore the librarians. The librarian must

follow the library's instructions. The user's positive emotional states is conducive to the realization of the final purpose of library service.

3 the Research Status of Librarians' Emotional Service

As social psychologists have long pointed out: personality and emotion determines the way a person behaves .[2] In the library service process, the relationship between librarians and users is not harmonious, and library leaders do not support librarians. To some extent, it affects the emotional state of librarians and sometimes manifests itself in their work .As the phenomenon of burnout, resulting in low service efficiency. It is necessary to strengthen the sense of organizational support and improve the training of positive emotion management for librarians to arouse librarians' positive emotions and strengthen the library Staff technical training, reasonable and effective management of librarians' emotions. Emotional labor can not be ignored, emotional management techniques become librarians skills that are essential to improving your business. Targeting emotional labor Zhao Jiuyan conducted questionnaire survey and interview From the survey results, it is concluded that librarians have feelings in the process of work The phenomenon of mood to work is more obvious, emotional work and librarian's work Satisfaction is positively correlated and negatively correlated with job burnout. Zhai-YingChun It is believed that user factors (such as emotions, personality, behavior, etc.) will have a direct impact on the emotion of librarians. In addition, Wang Guangbo pointed out the shortcomings of librarians in their work emotions will bring negative impact to users' work, and analyze the bad feelings. Tang Jiayu proposed that many users would go through the overall process of service to evaluate the quality of service. Song Weiwei believes that libraries must pay more attention to librarians (interpersonal communication, emotion detection, emotion management and expression etc.) to conduct training. Ye Weihong proposed Librarians themselves need to enhance the consciousness of emotion management and actively cope with bad emotion, do a good job of the service role of librarians; In addition, as a working unit, the library should also take corresponding measures to manage the emotions of librarians. Liu Zongren points out that libraries should strengthen the concern of librarians' emotion and life, so as to enhance the librarians' sense of belonging. From the above research, it is concluded that the overall service quality of the library is influenced by librarians' emotions.

Librarians' satisfaction with their current jobs

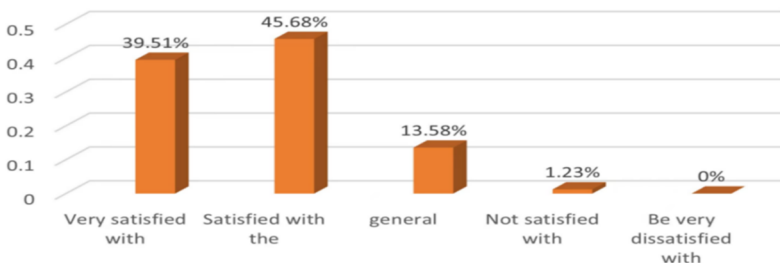


Fig. 1. Librarians' satisfaction with their jobs [The figure is self-drawn]

4 Investigation and Analysis of Librarians' Emotional Service

4.1 Questionnaire Design

This questionnaire mainly adopts two types of questions: single choice and multiple choice. In order to guarantee the number According to the collection of true, reliable, the author through email, wechat, phone, real In Shandong Technology and Business University library, Yantai University Library. A total of 265 questionnaires were collected, and 2 invalid questionnaires were excluded 263 questionnaires were valid.

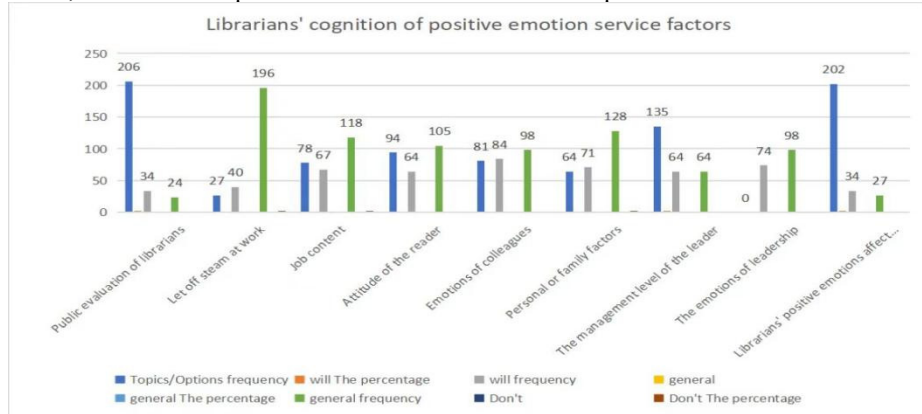


Fig. 2. Librarians' cognition of positive emotion service factors [The figure is self-drawn]

Analysis of the Current Situation of Librarians' Positive Emotional Service.

Service is one of the most important jobs in the library. First, it is useless to talk about library development without talking about service. In Out of 263 valid questionnaires, about 60.49% of people think the library work is very important, t more than a third of the libraries Members (39.51%) think that the work of the library is important. Thus, there is a high level of recognition of the importance of their work, which helps to improve the working mood of librarians. The overall service quality of the library is influenced by the librarians' emotions. Librarians' satisfaction with their current jobs is directly affect whether the library service be recognized and accepted by users. In the 263 libraries investigated, nearly half of them (45.68 percent) feel positive about their current job, About 39.51% of librarians are very satisfied with their current jobs, approx13.58% of the people think it is general. A man is dissatisfied with his present job. Librarians work on the present only with high satisfaction can create a service-oriented atmosphere to provide users Star level service.

The father of the Indian library, Ranganathan, once said: " Library workers are the key to the success of a library." [3]The librarian's emotion has greater impact on users. The attitude, the emotion of colleagues and the emotion of leaders are all related to librarians Librarians should keep in mind that they should consciously and actively resolve the emotional problem to maintain positive emotion.

5 How to Maintain the Positive Emotions of Librarians

5.1 Arouse Librarians' Emotional Awareness

Emotional awareness is the awareness of emotional activity, it is generally composed of three parts: emotion and emotion cognition, emotion and emotion experience, Emotion and emotional regulation .[4] It is necessary for librarians to have strong emotional awareness to change from passive service to active service. What librarians do is the organization and management of information and knowledge produced by human beings. But the work of the library is tedious, complex and repetitive, and the needs of users is diverse. Therefore, the librarian must change from self negative awareness and behavior. It is necessary to enhance emotional awareness more consciously and regulate emotional feelings reasonably. Librarians should increase their personal quality and improve their own wisdom, while serving users well.

5.2 the Cultivation of Librarians' Emotions

It is very necessary librarians and all levels of management to have a unified understanding. It is necessary to awaken the emotional awareness of librarians and encourage them to learn in a variety of ways to promote positive emotions. Library rich service emotion can not only help users to be happy to study in the library, but to promote users learn explicit knowledge and experience implicit humanistic essence.

5.3 Timely Adjustment of Negative Emotions

One of the most important criteria to evaluate the quality of library service is the user's satisfaction with the information resource service. In the process of service, librarians often encounter the phenomenon that makes them feel bad. It is the most basic task for librarians to control their emotions in service O. Napoleon once said: "A man who can control his emotions well is greater than a general who can take a city." [5] The librarian was confronted with Users of all kinds of problems and adverse emotions, must be calm, alert. For Common user problems, department members can discuss together, to find the best solution through communication between librarians and users, minimize the conflicts between users and librarians, users and users, and libraries in the service process .

5.4 Innovate the Reading Relationship Between the Library and Users to Create a Harmonious Service Atmosphere

Positive emotions between librarians and users need to be positive on both sides to coordinate and maintain. The library is a specific place for librarians to work. The new library needs to create the good service atmosphere, which the user trust. The important guarantee for librarians to love the library is also to serve the librarians well. Guide users to establish positive emotional awareness, Help users to adjust negative emotions and create a harmonious relationship between librarians and users. It can also be done

through the publicity board of the library, the library newspaper, Weibo, wechat public Number, webpage to publish relevant content; Only in a positive mood , the librarian will become bridge and link between the user and the library ,will reach the library reading relationship harmony, mutual blend of the ditch to help optimize the service quality of the library and truly make the library into a library in the user's mind.

6 Conclusion

Librarians are the builders of culture, and their professional ability can make libraries will be more prosperous, and society will be better. Therefore, the spiritual needs of the staff must arouse the high attention of all levels of management to adapt to the user's information needs and behavior changes. No matter What are the reasons for the negative emotions of librarians To be sure, negative emotions are very detrimental to the whole body of librarians in the work, will also directly affect the interaction between users. At present, Librarians' emotions and emotions in the current situation of the topic of work in academia, industry The field has not attracted enough attention, and the research in this area is still relatively sparse Less. To be alleviated and fundamentally solved, there is still a lot of work to do.

7 Reference

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