A Preliminary Study on the Construction of Digital Resource Evaluation Index System of University Libraries from the Perspective of Knowledge Service

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Abstract—**One of the tasks of university library is knowledge service, and the important tool of university library to provide users with knowledge is digital resources. This paper starts from the concept of knowledge service; this article has proposed the principles of the digital resource evaluation index system of the university library, analyzing the digital resources evaluation process of the university library. It provides some ideas for the construction of the digital resource evaluation index system of university libraries in China.**

Keywords—Knowledge service; Digital resources; Evaluation index system; University library

I. OVERVIEW OF KNOWLEDGE SERVICES

A. What is Knowledge Service

At present, in the research situation at home and abroad, there has not been a set of knowledge service concept commonly recognized by all parties. In the study of the concept of knowledge service in the country, For example, More representative such as Zhang Xiaolin[1] pointed out in the paper: "the knowledge service is, in essence, a kind of cognitive and organization services as a fundamental, relying on the user goals a user solution." Zhao Ying[2] is that between knowledge service and the development of knowledge economy has a direct inner link, is a kind of information technology and information management, knowledge management, on the basis of the knowledge demand for the user satisfaction as the main purpose of innovative service mode. Therefore, this article studies that knowledge service is defined as: in the current economy under the new normal knowledge demand of ubiquitous, intelligent, green and astatic characteristics such as knowledge environment as the foundation, through intelligent represented by mobile terminal equipment provides meet users diversified knowledge needs a series of the floorboard of the knowledge service integration of innovative value-added services.

B. The Characteristics of Knowledge Service

Compared with the traditional sense of service, knowledge service has its own distinctive features. First of all, Knowledge service is a typical service mode driven by user goals, which can provide highly targeted customized service support for users with different needs, and has the characteristics of specialization, personalization and diversification [3]. Secondly, knowledge service can increase the additional rows of love knowledge through a series of ways and methods in the process of knowledge supply, so as to ensure the optimization of service effect, which is characterized by knowledge density and high added value [4].

C. The Knowledge Service of Diamond System

This paper constructs a complete diamond system of knowledge service, including consultation, acquisition, mining and sharing. In order to make the evaluation index system created in the follow-up research clearly and clearly explain the hierarchy of each index, the author focused on the analysis of the content of consultation, acquisition, mining and sharing. The circular relationship between each other was clearly expressed in the model built, and the driving role of users in this process was highlighted.

In the diamond system of knowledge service constructed in this paper, users and knowledge are the core service objects. The essence of any service project is to meet the needs of users in a certain aspect, which must be customer-centered, just like other types of services. Knowledge in the system provides the applicable object for users and the basic carrier function for other components to play their roles. Without knowledge, the implementation of other functions cannot be completed [5]. The cyclical reciprocation of the above sections provides strong support for the launch of personalized knowledge services. The actual operational flow of this system will be discussed in detail below.

In the first place, through knowledge consultant to obtain the user 's actual knowledge needs, then through knowledge acquisition, excavation, recombination and other parts, the cooperation with knowledge and user constitutes a complete model of diamond service system. In this case, knowledge counseling is mainly about the people who have access to knowledge and access to information, and the knowledge and categorization of knowledge; Knowledge mining is mainly from the user's demand of the actual knowledge, for its vast knowledge base to find the required knowledge, and knowledge to the inner link of process; Knowledge acquisition

is that basic way for us to obtain reference material; Knowledge reorganization is one way to improve utilization efficiency of knowledge, knowledge for the user to promote the efficiency of the overall use of provides more choices; Where knowledge storage is introduced by the user in use process of knowledge accumulated by the stored procedure; Knowledge sharing is the user through a series of interactive way, the process of knowledge sharing to other users. In this case, users and knowledge have a fundamental role in all of this, and there is a strong connection between each other. The relationship between the user and the knowledge has created a level of knowledge service that is like a diamond [6].

II. PRINCIPLE FOR EVALUATING THE CONSTRUCTION OF INDICATOR SYSTEM

On the basis of an overview of the principles of the index system, from the user's needs, the requirements of knowledge services, the characteristics of digital resources and the characteristics of the university library, the following principles are presented. According to the research principle, this paper clarifies the digital resource evaluation index of university libraries from the perspective of knowledge service, and establishes the index system scientifically and reasonably.

A. Combine Convenience with Practicality

The selected indicator is feasible, but cannot be used for the convenience of operation regardless of the practicality factor. It is that most essential and the most essential that the university library should have a wide range of applicability and applicability while convenient to operate, or it will be a dead letter. In this article to select indicators should be easy to establish a weight coefficient, easy to use various methods to analysis operation, such as AHP, fuzzy evaluation method, and the library how to select digital resources is of practical significance.

B. The Combination of Accuracy and Completeness

Accuracy is the most basic principle, build the index system mainly includes the following contents: to select indicators aim to clear first, secondly should complete as much as possible. Therefore, in the process of constructing the digital resource evaluation index system of university libraries from the perspective of knowledge service, the indexes unrelated to knowledge service and those unrelated to the digital resource evaluation of libraries are not selected. At the same time, guarantee the accuracy of selecting indicators covering all aspects of knowledge service and the digital resources as much as possible, otherwise, if there are omissions, evaluation may appear deviation.

C. Process Indicators combined with Status Indicators

In view of a certain state in the whole process, an evaluation index system is constructed, which combines the process index with the state index and makes a comprehensive analysis from the whole and part. In this way, the process of using digital resources by users is evaluated and a certain state in the process of using digital resources by users is evaluated. This paper combines the state in the process of knowledge service, such as knowledge consultation, knowledge acquisition, knowledge mining, knowledge reorganization, knowledge storage and knowledge sharing, and then analyzes the state indicators of digital resource consultation, acquisition, mining, reorganization, storage and sharing, so as to understand whether digital resources can adapt to the development of knowledge service and whether the development of knowledge service has a certain guiding role in the selection of digital resources.

D. The Combination of Qualitative Indexes and Quantitative Indexes

In the evaluation of digital resources, some indicators were quantitative, some of them qualitative. In the course of the index, it should be avoided to be able to get specific information that can't be obtained. This paper follows the objective factors in the selection, tries to combine qualitative indicators with quantitative indicators, Then, quantitative indicators are quantified, quantitative indicators are qualitative, and digital resource evaluation indicators are presented objectively and practically.

III. THE EVALUATION PROCESS OF DIGITAL RESOURCES AT THE UNIVERSITY LIBRARY [7]

Activities as a system, this paper studied the knowledge service of university library digital resources evaluation oriented itself has certain pertinence and timeliness, so the object of evaluation must be within a certain period of digital resources, therefore the evaluation process has some problems we should pay due attention and attention. Generally, the evaluation of library collections resources should include the preparation phase, the implementation phase, the inspection stage and the four aspects of the improvement phase, which will have mutual influence on each other, and will be discussed in detail in the evaluation phase of the intellectual digital library collection resource.

A. Preparation Phase

The preparatory work includes data collection, collation, evaluation and the formulation of evaluation criteria. It mainly includes the collection of literatures related to knowledge service evaluation and the collation of research results related to digital resource evaluation. Therefore, the current situation of digital resources in China's libraries can be analyzed from the perspective of knowledge service. It is also necessary to collect and sort out relevant data and materials, collect opinions and Suggestions of users of digital resources through questionnaires and other means, and provide necessary support for the construction of the evaluation system.

B. The Implementation Stage

The implementation phase is the most important part of the evaluation system, and it covers the determination of the evaluation, the selection of the evaluation method, the collection and sorting of the object information and the process of the process of determining the power of the index. The research can be carried out from the four aspects of library digital resources mining, sharing, retrieval and reorganization, and the specific evaluation work can be carried out by taking ahp as the main evaluation method.

C. The Inspection Stage

The inspection stage is also a key point, covering the inspection of evaluation indicators and analysis of evaluation

results and other aspects of the content. In the practical process, the testing phase is that we proceed from a specific evaluation, and we make a critical point of the strategy, and we make sure that the entire evaluation system is targeted and practical, and it's also an important way to buy and expand the embassy's digital resources. The inspection stage plays an important role in the evaluation of the index system through which we can help us to improve the evaluation system better, thereby laying a solid foundation for subsequent research work so as to ensure the pertinence and effectiveness of this evaluation system.

D. The Improvement Stage

After the examination of the evaluation indexes through the examination phase, it needs to be perfected, optimized, and evaluated, and it provides the necessary support and support for further optimization of the evaluation system. In the improvement stage, the main work is to optimize and improve the deficiencies and problems found in the previous stage, and adjust the relevant indicators, so as to make the indicators more close to the actual situation. It is a "evaluation of evaluation" that that perfect phase is in a certain sense, and the analysis and discussion of the high-level assessment of the construction of the high room is not only the end point of the evaluation, but also the dynamic support of the evaluation of the next phase, so it is also the starting point of the evaluation at next stage. Cyclic evaluation and improvement constitute a continuous spiral of improvement process.

IV. CONCLUSION

From the perspective of knowledge service, this paper firstly constructs the diamond system of knowledge service, proposes the principles to be followed in the construction of the digital resource evaluation index system, and describes the digital resource evaluation process of university libraries in detail. This study provides a set of more effective evaluation standards for users to strengthen the use of digital resources, and provides certain reference for colleges and universities to build digital resources more scientifically and rationally.

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