Reform of the Library and Information Service in University Libraries under the Network Environment

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Abstract: With the continuous development of Internet technology, the type of information in the literature has also changed. In order to provide better quality problem-solving services for scientific research work in universities, relevant library intelligence personnel are required to set the entire library information. The service is constantly innovating and reforming. This article has carried out a series of analysis on how to carry out the reform of the library information and title service in colleges and universities under the network environment.

1. Introduction
The problem-solving service generally refers to the relevant departments in the library and information to make the relevant topics that the user focuses on research and the problems that need to be solved as the whole service target according to the actual needs of the users and by providing corresponding documents to the users. Help users to better carry out relevant research work until they fully meet the needs of users or help users complete the research work. The problem-solving service plays an important role in the library intelligence work. With the continuous development of Internet technology, the traditional problem-solving service is more and more difficult to meet the needs of today's users in order to fully ensure the library's fixed-question service work. Matching the needs of users, the relevant information service personnel of the library need to continuously carry out the change exploration of the fixed-question service to better meet the needs of users for the fixed-question service[1].

2. DOCUMENT TYPE CHANGE IN THE TOPIC SERVICE
Determining the information source of the literature has always been the basis of the university library's fixed-question service process and in order to obtain the effect of the title service, it must rely on the relevant literature information resources, which makes the network environment fixed-question service has a distinct advantage over the traditional fixed-question service. Therefore, in the process of making the title service, the relevant library staff should fully use the Internet to carry out the retrieval of relevant documents, which can further improve the search source and search space of the entire document. Moreover, through various Internet technologies, it is also possible to effectively perform secondary retrieval of documents and to enable the resources that can be used is no longer only a collection resource in the library, but also can promote the diversification of the resource collection forms of the entire library. In order to fully adapt to this change, the university library is constructing a large guarantee system for online document resources to fully meet the breadth and depth requirements of the fixed-question service and the university library can also be in the process of establishing the database. Fully use the characteristics of the school to establish a variety of CD-ROM database resources, so that it can provide more convenient use of network resources for university research and problem-solving services and is also the main direction of the transformation of
document information types in the entire library's title service process\(^2\).

### 3. REFORM OF SERVICE METHODS AND MEANS IN THE PROCESS OF PROBLEM-SOLVING SERVICES

In the process of making a fixed-question service, it is necessary to continuously provide documentation services according to the actual needs of users, so that the knowledge needs of users deepening research can be well satisfied. In the current problem-solving service process, relevant service personnel are required to fully use Internet technology to provide users with relevant problem-solving services and only by fully utilizing the Internet can the relevant information in the university library be highlighted. The ability of the staff to set the service can better meet the knowledge needs of each user. This also requires the information service personnel of the university library to carry out continuous reform and improvement of the service means and methods in the process of the fixed-question service. The traditional problem-solving service is generally that the user goes to the library to present his or her own topic to the relevant staff and then fills out some forms. The library's intelligence staff conducts research on the subject's request and on this basis, formulates relevant problem-solving service plans and extensively collects literature information related to user needs. After preliminary sorting of the collected document information, the user is notified and the literature is searched, organized and provided according to the user's further needs. This traditional problem-setting service model often leads to researchers who have major research projects and topics that need to spend too much time on their way to the library\(^3\). The weight of each influencing factor in the problem-solving service process is shown in Table 1.

| Index | Technology | Equipment | Requirement |
|-------|------------|-----------|-------------|
| Weight | 0.1384     | 0.4209    | 0.4407      |

### 3.1 REQUIREMENTS FOR TECHNOLOGICAL PROGRESS

Computer technology, network technology, audio-visual, multimedia and other modern equipment and the application and development of various technologies have effectively promoted the library to constantly change and innovate its own service model. Using the resources of various forms of the library, through the network platform, a series of knowledge-based services such as title tracking, technology search and reference consultation, as well as basic services such as book lending and interlibrary loan, all need the library to adjust the content and form of its services in accordance with the changing environment. The growth trend of the number of multimedia devices is shown in Figure 1.
3.2. THE NEEDS OF THEIR OWN DEVELOPMENT
The service and management of the library is directly related to the reader's evaluation and utilization of the library. In the network environment, the way and means for readers to obtain information presents a diversified trend and the library is no longer the only channel for readers to obtain information. Whether library services can win readers' relationship to the future development of the library. If you still stay in the past and have a situation that you don't care about the reader's needs, then it is likely to make the library a device and lose the reader. Therefore, the effective transformation of the service model around the reader's information needs is a trend for libraries to win their own development[4].

3.3. MEET THE NEEDS OF READERS
At present, the construction of lifelong education and learning society has a huge impact on library work. Readers need more effective communication and guidance in their study to promote their confidence and progress in learning. This requires the transformation of the role of librarians. In addition to directly helping readers find the materials they need, librarians should help readers. Master some tips on how to understand and use library resources to let readers learn some specific methods. Librarians' service efficiency and effectiveness will stimulate readers' curiosity and give readers a deep inspiration.

In the network environment, traditional problem-solving services are needed to transform into network-based service. Users only need to connect to any computer on the campus network to access library-related resources and the transfer of documents can also be carried out by means of network transmission technology, which enables users to go to the library in a timely manner. Passing the needs of their own literature to the relevant problem-fixing personnel and being able to obtain relevant fixed-question services in a short period of time, which greatly facilitates the actual needs of users and with the continuous development of Internet technology, the form of the problem service has also undergone great changes. In the current network problem-solving service process, PUSH is used as an information service technology based on the Internet network environment and there are two types of automatic pull technology and event-driven technology. From the user's point of view, information...
push technology is a kind of information acquisition technology and making full use of these advanced Internet technologies can further enhance the efficiency of researchers using the Internet and databases to acquire knowledge. Through the application of a series of technical means, the network problem can effectively construct a topic-oriented information search module and can search for intelligent document resources according to a series of user demand subject information provided by the user service model and collect the collected documents. The deeper processing and organization of the resources obtained will enable the efficiency of the fixed-question service to be further strengthened[5].

4. REFORM OF SERVICE AWARENESS IN PROBLEM-SOLVING SERVICES
The problem-solving service itself is not a comprehensive service, regardless of whether it is in the topic selection or the literature retrieval process, all the relevant intelligence personnel in the university library need to have good personal qualities and in their own information awareness and service. There should be good reforms in consciousness. In the traditional fixed-question service process, the service target is mainly some researchers or teachers and students of colleges and universities. The purpose of the fixed-question service is to help these people with knowledge needs to better complete their work and give these users Provide adequate documentation services. With the continuous development of Internet technology, it is also required that relevant intelligence personnel in university libraries can constantly change their work concepts in accordance with the needs of users and can provide users with better service by means of advanced Internet technology. The provision of the fixed-question service by means of online collaboration can also enable users to obtain the documents they need in the first time, thus laying a good foundation for their next work. At present, the intelligence awareness of scientific research personnel in colleges and universities has been greatly improved compared with the previous ones. This requires that the problem-solving services of the relevant intelligence personnel of university libraries are more reflected in the things that the scientific research personnel cannot touch and the identification and selection of the literature and information materials. The above can more highlight the specificity of the entire topic service. In the process of the title service, it is also necessary to fully understand the user's research speed and real-time requirements, so as to provide relevant users with more quality problem-solving services.

5. CONCLUSION
With the deepening of the degree of social informatization, the topic-based services with the help of the Internet have also begun to gain popularity in the library information services of colleges and universities. The formation of the network environment also provides a better communication platform for the intelligence staff and users of the library and provides great convenience for the retrieval and transmission of document information. Therefore, in the process of conducting university title-based services, only by fully utilizing relevant Internet technologies to carry out reforms can we ensure that the fixed-question service can fully meet the actual needs of users.

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