Research on Subject Service of University Library from the Perspective of New Liberal Arts

Li Qing, An Haiyan, Zheng Qingchun

Library of Taishan University, 525 Dongyue Street, Tai'an, 271000, China

Abstract: *As an important support of academic research and teaching, the quality and breadth of academic service in university library are directly related to the efficiency and level of academic activities. Based on this, this paper explores the subject service of university library from the perspective of new liberal arts, analyzes the significance of subject service of university library from the perspective of new liberal arts, expounds the problems of subject service of university library from the perspective of new liberal arts, and gives the strategies of subject service of university library from the perspective of new liberal arts, with a view to providing a new perspective and thinking direction for academic and library circles through this research.*

Keywords: New liberal arts; University Library; Subject service

1. Introduction

With the explosive growth of knowledge and the rapid development of science and technology in the 21st century, the boundaries between disciplines become increasingly blurred, and the traditional classification and research methods of disciplines are facing unprecedented challenges. In this context, the new liberal arts came into being, which broke through the definition of traditional disciplines, devoted itself to interdisciplinary and interdisciplinary comprehensive research, and provided people with a brand-new academic vision and research methods. For university libraries, how to adapt to the development trend of new liberal arts and provide effective subject services has become an urgent and important issue.

2. The significance of subject service in university library from the perspective of new liberal arts

From the perspective of new liberal arts, the subject service of university library is of great significance, which is reflected in the following aspects: (1) Providing interdisciplinary knowledge integration. New liberal arts are often no longer limited to the boundary of a single discipline, but need the knowledge integration and fusion of various disciplines. By providing multi-disciplinary and multi-domain resources and services, university libraries enable scholars and students to obtain comprehensive knowledge support on a platform, so as to better conduct interdisciplinary research. (2) Promote the exploration of innovative research methods. New liberal arts research often needs new research methods and technical support. Libraries not only provide traditional literature resources, but also provide the latest research tools, software and databases to help scholars and students explore innovative research methods. [1](3) Promote discipline exchange and cooperation. As the center of academic exchange, university library can organize various academic activities, such as lectures, seminars and workshops, provide a platform for new liberal arts scholars and students to exchange and cooperate, and promote academic innovation and interdisciplinary. (4) Cultivate compound talents. New liberal arts emphasize interdisciplinary literacy, which requires future talents not only to have profound professional knowledge, but also to have interdisciplinary comprehensive ability. By providing abundant subject resources and training activities, the library helps students cultivate interdisciplinary thinking habits and research skills.[2]

3. The subject service of university library from the perspective of new liberal arts

3.1 The service content is incomplete

From the perspective of subject materials, the collection of books, periodicals and electronic

resources in some subjects is not comprehensive, which can not meet the research needs of scholars and students. Especially in some frontier and interdisciplinary subjects, their subject data are often ignored, which causes scholars to encounter "resource desert" when looking for relevant data. Secondly, the consulting services and discipline guidance for different disciplines are also weak. Although the library may open some subject service windows, it is difficult to provide effective guidance for scholars and students because the service content is not rich and professional. Incomplete service content will bring a series of chain reactions. Lack of professional and comprehensive subject services may lead to the decrease of scholars and students' trust in libraries, and then choose other ways to obtain the required subject information, which undoubtedly increases their research costs. More importantly, the incomplete content of subject services may affect the cooperation among libraries, colleges and research institutions. If the library can't provide effective and comprehensive support for various disciplines, colleges and research institutions may choose to build their own discipline resource pool independently, which not only causes repeated investment of resources, but also challenges the role and status of libraries [3].

3.2 The service response is not timely

In the aspect of library resource procurement, facing the rapid development and changes of subject research, it is often difficult for libraries to respond in time, which leads to newly published subject books, periodicals or important research materials entering the library later than the needs of scholars and students, which makes libraries have shortcomings in providing timely information support for scholars and students [4]. Secondly, in the link of user consultation and feedback, some libraries have not established an efficient response mechanism, which makes users' questions and suggestions not dealt with or answered for a long time, thus affecting users' experience. Furthermore, with the rise of digital resources and online services, the response speed of library technical services is also challenged. For example, when using electronic resources, database query or online consulting services, scholars and students may encounter system delay, link failure or other technical problems, which are concrete manifestations of untimely service response. The consequences of untimely service response are also serious. The delay of service response may make the library miss the valuable opportunity to interact with scholars and students and get feedback, thus affecting the continuous improvement of library service quality. More importantly, the untimely service response may cause scholars and students to encounter bottlenecks in key links such as subject research, subject declaration and thesis writing, which will affect their academic achievements and development [5].

3.3 The service method is not innovative

From the technical application level, some libraries still use traditional management and service modes, such as linear knowledge organization, fixed knowledge classification and traditional retrieval tools, but do not make full use of modern technologies such as big data and artificial intelligence for deep mining and personalized recommendation of knowledge resources. This makes it difficult for libraries to capture their real needs in time and provide them with efficient and accurate subject services when providing services for scholars and students. Secondly, in terms of service form, the library still mainly relies on traditional offline lectures, consultation and training, while ignoring the development trend of new learning methods such as online teaching and interactive learning, which leads to the disconnection between the subject service of the library and the study habits and needs of scholars and students. The problems caused by the non-innovation of service methods are also obvious [6]. First, when using library resources for subject research, scholars and students will feel the limitations and inefficiency of services, which leads to their reduced dependence on libraries, and they are more inclined to use other more modern and convenient knowledge retrieval and acquisition channels. Secondly, with the development trend of digitalization and networking, if the subject service of library can't keep pace with the times, it can easily be replaced by other competitors, which leads to the challenge of the core position of library in academic ecology [7].

3.4 Inaccurate service positioning

The problem of inaccurate service orientation is first manifested in the library's understanding of the connotation and boundary of new liberal arts. Because the new liberal arts transcend the boundaries of traditional disciplines and emphasize cross and integration, the library often appears vague and general in resource integration, knowledge organization and service provision, and lacks in-depth exploration of the unique attributes and needs of the new liberal arts. Secondly, the inaccurate service positioning is also manifested in the interaction process between libraries, scholars and students [8]. Failure to accurately

capture the real needs of users leads to the inconsistency between the content and form of services provided and users' expectations, or too generalization and loss of characteristics. Finally, in the application and innovation of technology, libraries often take technology-oriented rather than user-oriented as the starting point, pursuing technological novelty while ignoring its application value and significance in practical subject services. The problems caused by inaccurate service positioning are equally serious. First and foremost, the library's subject service effect is limited, which makes it difficult to meet the urgent needs of scholars and students for in-depth and accurate subject resources and support, which directly affects its academic research effect and output. At the same time, inaccurate service positioning may lead to waste of resources. When the library purchases, integrates and promotes resources, it may lead to duplication or omission of resources due to inaccurate positioning, which makes some high-value resources not fully utilized, while some non-core resources occupy excessive inventory and budget [9].

4. The strategy of subject service in university library from the perspective of new liberal arts

4.1 Improve the resource system of the discipline

In order to perfect the resource system of disciplines and achieve this goal, libraries need to deeply understand the connotation and research characteristics of new liberal arts, and then build a pluralistic, comprehensive and targeted resource system. In terms of resource content, the library should ensure that it covers all sub-fields of new liberal arts, from classic literature to the latest research results, from paper books to electronic resources, so as to ensure that scholars and students can obtain all the required materials. Special attention should be paid to interdisciplinary and interdisciplinary research materials to meet the needs of cross-border research of new liberal arts. In the acquisition and renewal of resources, libraries can establish a long-term cooperation mechanism with publishing houses, research institutions and other university libraries, and regularly exchange and share resource information to ensure the timeliness and cutting-edge of library resources . At the same time, according to the research hotspots and trends of new liberal arts, we regularly adjust and improve the resource procurement strategy to ensure the continuous updating and optimization of resources. In addition to traditional books and periodicals, libraries should also pay attention to non-text materials, such as data sets, images, audio and video, which have irreplaceable value in the study of new liberal arts. Therefore, the library can cooperate with data centers, laboratories and literature institutions to build a multimedia and multi-format resource library to provide more abundant materials for the study of new liberal arts.

4.2 Strengthen the feedback mechanism of services

University libraries should realize that effective feedback mechanism is the key driving factor for continuous service optimization. In order to establish such a mechanism, the library can set up a special online feedback platform, which allows users to provide direct feedback after enjoying various services. This should include not only comments on the service itself, but also an evaluation of the library's environment, facilities and other relevant contents. The online platform should be designed to be simple and easy to use, encouraging users to share their experiences and views. In order to get deeper feedback, the library can also use in-depth interviews and focus group discussions. Through direct communication with users, the library can learn more about which services meet users' expectations and which services still have shortcomings and need further improvement. Moreover, the library should systematically analyze and summarize all the feedback collected. A dedicated team can be set up to take charge of these tasks, ensuring that all feedback is fully utilized and translated into a strong basis for improving discipline services. At the same time, in order to keep the feedback real-time and effective, the library should also organize regular feedback collection activities to encourage more users to participate and share their views and suggestions. Moreover, the library should give timely response to the suggestions and opinions put forward by users, so that users can feel that their voices are valued and adopted. By strengthening the service feedback mechanism, university libraries can more accurately grasp their own advantages and disadvantages in subject service, so as to continuously optimize and improve, and ensure that their services are always in a leading position.

4.3 Exploring new technical means of service

Faced with massive academic materials and information, libraries can use big data technology to deeply mine and integrate resources, and provide more accurate and comprehensive knowledge support

for scholars and students. Through the analysis of academic data, the library can capture the hot spots and trends of subject research in time, thus pushing the most relevant and valuable resources for users. At the same time, in order to provide more convenient and efficient retrieval services, libraries can introduce artificial intelligence technology. Through machine learning and natural language processing technology, the library can provide users with more intelligent retrieval suggestions and help them find the required information quickly. In addition, the retrieval system based on semantic analysis can also help users find data related to their research topics but not yet noticed, thus expanding the depth and breadth of research. In order to improve the user experience, the library can also explore virtual reality and augmented reality technology. For example, through virtual reality technology, users can browse the electronic library in person and select and view the required materials in person; Through augmented reality technology, users can obtain relevant library resource information, such as location, status and recommendation, in the real environment. In addition, considering the popularity of mobile devices, libraries can also develop mobile applications to provide users with subject services anytime and anywhere. This includes not only online reading of books and periodicals, but also functions such as resource recommendation, online consultation and reservation service, so as to ensure that users can enjoy the professional services of the library anytime and anywhere. University libraries actively explore and apply new technologies, which can provide more advanced, convenient and personalized subject services for scholars and students, and ensure that they always maintain a leading position in the research and education of new liberal arts.

4.4 Accurately identify the needs of users

Accurate identification of users' needs has become the core of library work. To achieve this goal, university libraries can adopt the following strategies. Libraries can track and analyze users' retrieval and browsing behaviors through data analysis. Every click and every search contains the user's demand information. Through the in-depth analysis of these data, the library can find out which disciplines users have stronger needs, which resources are frequently used and which resources have not been fully explored. At the same time, the library can also directly understand the needs of users through questionnaires and interviews. This kind of direct communication can help the library to understand the expectations, puzzles and suggestions of users more accurately, so as to provide them with more personalized and accurate services. In addition, the library can also establish a feedback platform for users' needs. Users will inevitably encounter some problems and difficulties in the process of using library resources and services. Through this platform, it can directly put forward suggestions and feedback to the library, and help the library adjust and improve the service content in time. Considering the characteristics of new liberal arts research, the library also needs to establish close cooperative relations with teaching and research teams of various disciplines. Through the communication and cooperation with these teams, the library can keep abreast of the latest progress and trends of new liberal arts research, thus providing users with more cutting-edge and professional services. In order to better provide subject services for users under the background of new liberal arts, university libraries must constantly explore and innovate to ensure that their services can always accurately meet the needs of users. This requires the library not only to have advanced technology and methods, but also to establish a close interaction mechanism with users to ensure that its services always keep pace with the needs of users.

4.5 Actively expand international cooperation

Actively expanding international cooperation can promote resource sharing and improve service level as the core goal. First of all, university libraries can establish close international contact network, establish cooperative partnership with famous libraries all over the world, and realize mutual benefit by learning from each other's experiences and sharing resources. This can be achieved by holding regular international library subject service exchange conferences, seminars and workshops to promote the deepening of international exchanges and cooperation. At the same time, we should establish international databases and procurement channels of literature resources to ensure that university libraries can obtain the latest international academic research results and literature information in time. Secondly, university libraries can actively participate in international academic cooperation projects and cooperate with foreign universities and research institutions to carry out transnational research projects. This can be achieved by establishing transnational research teams and applying for international research funding projects. Through these cooperative projects, university libraries can not only provide international subject services, but also provide more extensive international exchange opportunities for teachers and students, and promote the in-depth development of academic exchanges and cooperation. In addition, university libraries can actively participate in international library organizations and

associations, such as the International Library Association (IFLA), establish contact with international library professionals, share the best practices of subject services, and promote the international standardization and standardization of library subject services. At the same time, participate in international library projects, such as digital collection cooperation, digital literature protection, etc., and expand the international influence and status of university libraries. Finally, university libraries can obtain more digital resources and information services by establishing strategic cooperation with international publishers and library service providers. This can be done through negotiated orders for appropriate digital databases, electronic journals and online academic tools to meet user demand for international research resources. Actively expanding international cooperation is an important measure of subject service in university libraries. By establishing international contact network, participating in international academic cooperation projects, joining international library organizations and associations, and cooperating with international suppliers, we can realize resource sharing, improve service quality, and provide a broader academic research and exchange platform for university teachers and students.

5. Conclusion

Through this research, we can realize that the library is not only the storage and dissemination center of knowledge, but also an important place for academic exchange and innovation. To better serve the new liberal arts, libraries need to continuously innovate themselves and strengthen communication and cooperation with academic circles to ensure that their services always keep pace with the forefront of academic research and education. The future university library will no longer be just a static knowledge base, but an academic center full of vitality, openness and tolerance, and deeply integrated with academic circles. I hope this research can provide some enlightenment and suggestions for the development of university library under the background of new liberal arts, and bring new thinking and inspiration to academic circles.

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