



Novel coronavirus pneumonia in the university library service mode and optimization strategy

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Abstract—A severe novel coronavirus pneumonia has caused serious impact and heavy losses to the people of our country and even the world. It also reflects the shortcomings and shortcomings of the library in public health and epidemic prevention work. The advantages of digital services are highlighted during the epidemic period, and digital resources become the main services provided by libraries during the epidemic period. Novel coronavirus pneumonia in the university library service mode and optimization strategy to explore. Based on the novel coronavirus pneumonia novel coronavirus pneumonia, the service ability of the University Library and the problems that should be noticed in the library resumption course are discussed.

Index Terms—Novel coronavirus pneumonia, efficient library, service mode, optimization strategy.

I. INTRODUCTION

In early 2020, novel coronavirus pneumonia suddenly disrupted the normal operation of our economy and society and the normal production and life of the masses. In accordance with the requirements of the general office of the Ministry of culture and tourism and the office of the State Administration of cultural heritage, issued by the general office of the Ministry of culture and tourism and the office of the State Administration of cultural heritage, and the notice on prevention and control of pneumonia in New Coronavirus infection, all libraries at all levels in the country have taken measures to close the library. During the period of epidemic prevention, libraries at all levels and libraries make full use of the advantages of "Internet plus", adopt the working mode of home office, and persist in the idea of "closing the library without closing up", and insist on providing quality resources service on line.

The advantages of digital services were highlighted during the epidemic period, and digital resources became the main services provided by libraries during the epidemic period [1-5]. The National Library of China launched the "reading Consortium" mobile reading platform, covering more than 1000 libraries nationwide. Many provincial public libraries recommend various digital resources and their access to readers in WeChat official account. They change ideas and take initiative in

the epidemic prevention and control environment, and

actively provide services for readers through online mode. In order to support the learning, scientific research and online teaching of teachers and students, University and research institute libraries provide high-quality digital library resources service. The epidemic not only highlights the importance of digital services, but also puts forward a greater test for digital services.

II. THE SERVICE ABILITY OF NOVEL CORONAVIRUS PNEUMONIA UNDER THE NEW SITUATION OF UNIVERSITY LIBRARIES

A. Resource integration and collaborative service capability

After the outbreak of the epidemic, people from all walks of life across the country joined hands to overcome the difficulties and contribute to winning the fight against the epidemic. The national library community has also actively participated in the fight against epidemic prevention and control. In order to meet the emergency needs of medical staff, researchers and policy makers, libraries collect and open many database resources for free, and promote resources to readers and the public through official websites, microblogs and wechat for the first time.

In addition, the library arranges and provides high-quality open and shared resources to readers to promote the wave of free sharing open access movement. At the same time, it further contacts with major high-quality resource suppliers to provide better resource services for readers, so that readers can read, study and do scientific research at home, and contribute to the fight against "epidemic".

B. Remote service support capability of digital resources

With the development of network and information technology, it has become one of the mainstream ways for readers to use databases, e-books and other resources for scientific research and learning. Digital resource service plays an increasingly important role in library services. For the digital resources purchased by university library, readers can access or download them directly within the IP range of the University, while they need to use the remote access system provided by the university or library to



access or download them outside the University. Generally, they are VPN or proxy, or small based federal authentication. During the epidemic period, because readers can not enter the library, they can only use the digital resources of the library through remote access, so the ability of remote service guarantee of digital resources is particularly important.

To a great extent, the service ability of library digital resources is reflected in the availability, ease of use, security and stability of digital resources content and hardware system.

Library service quality includes not only the quality of service content, but also the experience degree of service process. Therefore, the library should change its thinking from the resource provider to the resource provider and the resource provider. The reliability, ease of use and stability of resource use are also part of library service value. In the construction of digital resources remote service guarantee ability, the library should continue to explore, continue to study and find better service methods, while meeting the needs of readers' resource use, improve the experience of resource use and improve readers' service satisfaction.

C. New media construction operation service ability

In the era of Internet plus, libraries have been using micro-blog, WeChat and library mobile clients to carry out reader services to meet the needs of mobile readers. During the epidemic, official micro-blog and WeChat official account became an important link between libraries and readers. Service notice notice notice, resource service guide, special topic collection and other tweets push the library's intimate services to the fingertips of readers. The continuous system upgrading and resource updating, the push of high-quality graphic messages and the successful holding of online activities reflect the continuous innovation and meticulous service of librarians, and the long-term mechanism of new media construction, operation and service.

Professional service embodies professional and efficient librarian team construction and professional operation mechanism and operation strategy planning. The technology, talent, capital and operation mechanism of new media service is a continuous construction process. The library should always pay attention to and continuously increase the construction efforts in this aspect.

D. Online consulting service capability

The quality of the library's consulting service is related to the level of the library and the role it plays. During the epidemic period, in addition to providing readers with a safe and stable digital resource service environment, one-stop unified resource retrieval and document delivery

services, the library can also solve problems online for readers through joint virtual reference services.

During the epidemic period, readers put forward higher requirements for the library's online consulting service. How can the readers solve the problem of using? What can they do if they can't download the resources they want? How can they find the information they need? The library consultation, telephone consultation, Internet message and e-mail can't meet the needs of readers at this time. The humanized online consultation service is the best way for the library to provide remote services for readers. Librarians should flexibly use mobile social media such as QQ and wechat to provide readers with instant online answers and professional reference.

The novel coronavirus pneumonia is both a battle and a test. For libraries, whether they can provide readers with rich resources and satisfactory services during the epidemic period is a major test to test the effectiveness and service ability of digital library construction. In this test, many libraries have not only made positive achievements, but also exposed some shortcomings and shortcomings. In this regard, the library should carefully examine, identify the gap, comply with the digital development trend, make greater efforts to invest in the construction of Smart Library, pay more attention to the top-level design, improve the service mechanism, pay attention to the long-term mechanism of digital service, and pay attention to the cultivation and development of intelligent librarians, so as to make library's due contribution to the construction of smart city.

III. THE LIBRARY SHOULD PAY ATTENTION TO THE PROBLEMS IN FACE OF THE RESUMPTION OF UNIVERSITY CLASSES,

The domestic COVID-19 has been basically controlled, and colleges and universities have resumed classes. However, the rapid spread of the virus abroad has caused a great threat to the achievements of domestic anti epidemic, which makes the library not allowed to have the slightest carelessness. Before the students officially return to school, the library should plan strategies, think more deeply, more carefully, earlier and more practically, formulate a perfect long-term prevention and control plan, and implement precise, scientific prevention and timely response to the epidemic that may occur again.

A. Knowledge training of epidemic prevention for Librarians

People are the key to epidemic prevention and control. The awareness, knowledge and ability of Librarians in epidemic prevention determine the level of epidemic prevention in libraries. Therefore, before the opening of



the library, it should be planned to carry out epidemic prevention knowledge training and ability evaluation for all librarians. It can be implemented through online learning and online testing. Librarians who fail to pass the test are not allowed to work.

B. Prepare necessary epidemic prevention materials

To reopen the museum, sufficient epidemic prevention materials are essential. In addition to the necessary temperature detection facilities, environmental disinfection materials, masks, gloves and emergency protective clothing for librarians, the library should also be equipped with book disinfection equipment and hand sanitizer for readers. We should make every effort to ensure that all services of the library can be carried out in a safe and reliable condition.

C. All day natural ventilation ensures that the library becomes a "safe island".

Before the opening of the library, the central air-conditioning should be shut down to keep the natural ventilation for 24 hours. Carry out professional disinfection treatment for central air conditioning and fresh air system; arrange personnel to sort out and check all the use space, and temporarily close the closed space with poor ventilation conditions in the museum.

D. Epidemic prevention education and tips for readers in the library

If possible, the library can also transmit the knowledge of epidemic prevention and safety tips to the readers through posters, information release screens, voice broadcast, etc., so as to guide the readers to enhance their awareness of epidemic prevention and control, correctly face and scientifically respond.

E. Set a safe flow of visitors

A reasonable number of visitors can be set in advance, which can be calculated according to the use area of not less than 10 square meters per person. In order to effectively control the personnel density in the library, we can use the system of reservation or access control and flow restriction, strictly refer to the upper limit of the safe number of people, and enter the library by staggering the peak.

F. The requirements for the readers entering the library

At the national level, all readers are required to wear masks to enter the library without officially announcing the notice that the whole people can take off masks for social activities; cooperate with the staff for temperature detection; keep a distance of more than 1 meter between people when entering the library.

Readers are not allowed to take off their masks when they enter the library. When reading and studying, you should sit in the wrong place to ensure that the distance

between the seats and the front and rear rows is greater than 1 meter. At the same time, it is not allowed to carry out group activities in the museum.

G. Carry out strict inspection system

Arrange special personnel to inspect the service area of the library regularly every day, including the inspection of personnel, materials and facilities. If any symptoms or abnormalities are found in the library during the inspection, report to the school hospital immediately and take measures to evacuate the readers, so as to put out the hidden danger of disease spread in time.

Infectious public health emergencies have brought a significant crisis to the university library which is crowded with people and lack of self-defense ability of students and readers. While crisis management is carried out in university libraries, it is necessary for them to carry out safe and effective reader service, which is an important practice to improve their scientific management ability and implement the scientific outlook on development. The university library should make great efforts to prevent and control the damage of sudden infectious diseases to the health of readers and librarians, provide safe and efficient literature resources, win readers with high-quality and intimate services, and stabilize readers with good and stable order, so that the university library can better serve the teaching and scientific research of Teachers and students.

IV. OPTIMIZATION STRATEGY OF NOVEL CORONAVIRUS PNEUMONIA IN UNIVERSITY LIBRARY SERVICE

A. Raise awareness and improve management system

To do a good job of public health and epidemic prevention in the library, we should first strengthen the sense of leadership, put an end to the idea of neglecting the enemy, improve the understanding of the importance of health work, and strengthen the responsibility system of the librarian. From the management system, we should improve the management system from library leaders to department directors and then to librarians, and formulate complete and feasible public health and epidemic prevention rules and regulations. Health supervision system, assessment system and accident accountability system should be implemented to provide sufficient institutional support for health work in the management system.

B. Giving full play to information superiority and popularizing health education

The library is the document information center. In the public health and epidemic prevention work, it should give full play to its own advantages, make use of the rich collection of literature, many professional databases, and



developed Internet to educate and popularize the public health knowledge for librarians and readers. We should make good use of the library portal and public platform to improve the importance of health work. Wechat push and network interaction are adopted to strengthen the health awareness and good health habits. At the same time, we should improve the level of subject service, provide relevant scientific research materials for health research departments, and advance the service through active service and accurate service.

C. Strengthen capital investment and improve team building

The public health and epidemic prevention work of the library can not be just on paper, it needs the corresponding material funds as the basic guarantee, so that the whole management system can run smoothly, and the sound rules and regulations can be implemented. The library should set up a special fund for health and epidemic prevention in the annual budget to ensure the needs of daily health work. At the same time, it is necessary to establish the equipment storage of anti epidemic, disinfection and protection articles in line with the health standards, so as to ensure the sufficient reserve of anti epidemic articles matching with the scale of the library. Classify storage, check the shelf life of spare parts regularly to ensure the safety and reliability of protective articles at any time. On the basis of sufficient funds and materials, we should improve the construction of the health and epidemic prevention team in the library, assign special personnel to take charge of all work, implement the health liaison and emergency information reporting system, and ensure the smooth communication with the superior units.

D. Lay a solid foundation for work and keep things in order in the face of danger

The library should hold special guidance and lectures on public health and epidemic prevention every year to provide professional training for librarians and readers. According to the actual situation of our library, we should formulate the emergency plan for health emergencies, and clarify the preventive measures and disposal procedures for all kinds of health emergencies. Set up a health emergency team composed of librarians and readers' volunteers, regularly organize readers to carry out health emergency drills, improve the awareness of prevention, and keep the alarm ringing. Accumulate experience in practice to find out the deficiencies, and then constantly modify, update and improve the contents of the emergency plan, so as to improve the scientificity, professionalism and operability of the emergency plan. Ensure that the emergency plan plays a key role in the disposal of public health emergencies, and improve the ability of rapid

response. Thus, in the health and epidemic prevention work, we can truly achieve the goal of being orderly, controlling the situation to the greatest extent and reducing losses.

E. The key to avoid short-term behavior is persistence

(1) Make full use of advantages and avoid disadvantages, and make rational layout.

In view of the unreasonable factors in the architectural design and planning of the library building, the library should make full use of its advantages and avoid its disadvantages, and adjust measures to local conditions. Ensure natural ventilation in the museum every day, and ensure a certain ventilation time in winter to maximize the natural air exchange in the museum, reduce the dependence on the central air conditioning system and reduce indoor air pollution. According to their own situation, we should scientifically and reasonably arrange the internal space layout of the library, ensure the reasonable space occupied by each reading seat, and reserve sufficient separation space in each functional area.

(2) Clean and persistent environment.

The library should strengthen the daily cleaning work to ensure that there is no dead space in all public areas of the library. Special personnel are assigned to disinfect the public areas regularly, and the key areas are disinfected incrementally.

The work of basic epidemic prevention and elimination should be institutionalized and standardized, and the key lies in persistence. Strengthen the greening work in the library to create a fresh and elegant reading environment. We should implement the health monitoring system, establish the health monitoring network in the library, and establish the early warning mechanism of health and epidemic prevention. Collect and analyze the health monitoring data in the library regularly, help the health work with information means, and realize the early detection, early response and early disposal of public health problems, and persevere and take precautions.

(3) Equipment sterilization, science.

In view of the cleaning and killing work of library professional facilities and equipment, special departments should be set up to ensure the professional science and cleaning effect. It mainly includes the overall system cleaning of the fresh air system of central air conditioning, the cleaning and disinfection of public elevators and computers, various touch screens and new technology experience, maker space and other equipment. These equipment and facilities include strong current and weak current network, and the cleaning work is highly professional. Ordinary cleaning measures can not guarantee the safety and final effect, and must be



completed by professional companies. Books, newspapers and other paper documents can be set up a special disinfection room, which can be disinfected by UV and drug fumigation in stages and in batches to ensure that the books and periodicals are returned to the warehouse every day after disinfection. At the same time, an automatic book disinfectant is added in the library to disinfect and sterilize the borrowed books by the readers themselves.

V. CONCLUSION

A severe novel coronavirus pneumonia has caused serious impact and heavy losses to the people of our country and even the world. It also reflects the shortcomings and shortcomings of the library in public health and epidemic prevention work. We should continue to sum up experience, deepen research, timely reflection, promote the public health and epidemic prevention work of the library gradually to institutionalization,

standardization, normalization, improve the emergency response capacity of public health emergencies, so as to further improve the modernization construction and management level of our library.

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