

# Problems and Countermeasures of Information Resources Construction in University Libraries in the Post-Epidemic Era -- A Case Study of Liaoning University Library

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**Abstract:** *Since the global outbreak of COVID-19 in late 2019, for the whole public service system has brought the unprecedented impact and challenges, in the face of such unprecedented influence and impact, as a public cultural service organization about collection, sorting, collection of books and materials for people reading, the library in the face of such a trend, it is necessary to make forward-looking response and thinking to the information resources construction. Meanwhile university library as an important type in our country library construction, should fully realize the importance of information construction, and carry out reasonable planning and implementation in the future, analysis and research by epidemic under the age of information resource construction, to improve traditional library service, teaching and research support services for colleges and universities. This paper analyzes the construction of university library information resources in the post-epidemic era, and puts forward relevant suggestions.*

**Keywords:** *University library; Information resources construction; Post-pandemic era*

## 1. Introduction

In the nearly three years since the epidemic, we have entered the post-epidemic era as people continue to fight against the virus. The so-called post-epidemic era is not a time when people imagine that the epidemic will disappear from their lives and everything will return to the status quo ante, but rather a time when the epidemic will fluctuate and small outbreaks will be possible at any time, and this uncertainty will become a common state in the future. On the one hand, the epidemic has had a huge impact on society; on the other hand, it has also stimulated changes in many fields at the same time.

In the face of the advent of the era of big data, the management of libraries has been increasingly improved, the management system optimized, and the effective data on information resources increased day by day. However, in the face of public health emergencies like epidemics, the emergency measures for university libraries under the seal control management and the services provided to users of online information resources are not perfect, and university libraries, as an important type of our national library business, face many challenges in the process of the post-epidemic era, and for university For the construction of library information resources, it should look into the future and not be shackled by short-term contingency crises, but should respond to various behaviors and needs of the library's service users, and also predict the future allocation of documentary information resources. Therefore, in the post-epidemic era, libraries should respond to this change with rapid actions, effectively play their own resource advantages, give play to the central position of university libraries in university literature and information resources, and create good conditions for research and teaching work of universities in the post-epidemic era.

## 2. The current situation of information resources construction in university libraries

The reason why university libraries can serve users relies on high-quality information resource management. According to China's strategic deployment of higher education and the overall level of social development, the construction of information resources in university libraries has changed in line with the information society, and the construction of information resources has started to change to

digital content, while affected by the epidemic and facing the restrictions of places, the demand for digital resources has increased, and digital resources have become the library The main resources of the service. At the same time, the epidemic has led to frequent research information exchange activities around the world, and the value of open access information has been recognized by many research scholars. Universities, as one of the representatives of freedom and openness, should have a high degree of sensitivity and give the maximum response to the academic exchange activities [1].

The current situation of information resource management in university libraries is full of unknowns and challenges. Due to the widespread use of computerized big data and artificial intelligence, the utilization rate of paper documents and the traditional information and literature management mode of librarians have caused an impact, the utilization rate of university library collections continues to be low, and the main purpose of university students using libraries is for self-study, which leads to unreasonable planning of library space. How to reasonably use the space and make reasonable allocation of resources and be able to reasonably realize human-computer coupling is the established challenge of information resource construction in university libraries. Therefore, for the information resource construction work, there is an increasing tendency to intuitively display services to users, and the system makes the library information resource construction cloud-based, based on its own network terminal, digitizing a large number of paper documents and being able to provide users with electronic information documents through online platforms or its own information processing equipment, which is efficient, fast and can improve the accuracy of users' access to documents, but this However, this method needs to put forward higher requirements on information resources construction, how to better transform these resources into services for users, and how to ensure the accuracy and effectiveness of information resources while providing them to users are the new requirements for information resources management in university libraries.

### **3. Existing problems of information resource construction of university libraries in the post-epidemic era**

#### ***3.1 Increased investment in literature funding and weak capacity of library resources optimization allocation***

According to the announcement issued by the Documentation and Information Center of Chinese Academy of Sciences, the subscription price of academic information resources in colleges and universities has been rising year by year, and there is a shortage of funds for information resources procurement in many college libraries. In the face of the two-way increase of subscription price and literature funding, it is especially important for libraries to make reasonable and optimal allocation of resources.

The library expenditure of Liaoning University belongs to education expenditure, Liaoning University spends 90,121,240,000 Yuan on education, most of which is allocated to education research, etc. And among the same type of schools, Liaoning University is not well-funded, thus leading to a serious shortage of library funding, which is limited by the overall lack of funding, along with the The speed of informationization is accelerating and various technological products are changing day by day, so the library itself is not able to update the old infrastructure and information system in time and effectively. Moreover, due to the different versions of various information products, the equipment is prone to running errors and system incompatibility during information retrieval or use, which brings great obstacles to the management and service of the library.

#### ***3.2 Readers are distributed in many points and the online coverage is not comprehensive***

The main user groups of Liaoning University Library are the teachers and various students of Liaoning University. In the absence of the epidemic, most of the teachers and students as well as some members of the community could enjoy the library's information services directly on campus, but after the epidemic, most of the students could not enter the campus due to the closure of the university, and the student population comes from all over the country, with a large number of uneven distribution and relatively scattered population. At present, the online services provided by Liaoning University Library cannot cover all the student teachers' groups. At the same time, in the face of the rapid development of the Internet era, there is a trend of diversification in the style and type of information required by users. According to the content of the official We-Chat public website of Liaoning University Library, most of the content is mainly promotional activities, lacking certain book recommendations, and not high

publicity for the library itself. In terms of coverage, the official website of Liaoning University Library needs to use the domain intranet, which requires high operation and access requirements, and most users do not have the opportunity to use the relevant services. In the post-epidemic era, face-to-face service delivery is no longer suitable in the face of the increasing prevalence of online teaching and learning, so the ability to retrieve information online has become a major obstacle to accessing information resources. Due to the lack of knowledge, many students do not have sufficient knowledge and use of various information retrieval platforms[2].

In the post-epidemic era, the library of Liaoning University has failed to fully consider the needs of readers for information resources in special circumstances, which has led to a lag in the provision of information resources and reduced the sense of belonging of students to the library. Therefore, the library of Liaoning University should promote reading and information resources for students.

### ***3.3 Single activities and imperfect online services***

First of all, as a social institution of resource supply, the library provides resources mainly in paper documents, but in the post-epidemic era, the control of public places is more strict and people are inconvenienced to travel, so digital resources need to be paid attention to. With the advancement of technology and the change of reading carriers, people tend to read online digitally, and the utilization rate of paper literature resources decreases year by year. However, since digital resources have only gradually emerged in recent years, people do not have a deep understanding of them, and Liaoning University Library has less information to push in this regard.

Secondly, the activities carried out by Liaoning University Library in the post-epidemic era are mainly pushed through the We-Chat public number platform, but the content of We-Chat public number is less and not updated frequently. As the organizer and participant of library library activities, librarians are the pivot that makes the relationship between literature information and users happen, and is the key to make the value of literature information change from potential to reality, but in the post-epidemic era, the However, in the post-epidemic era, most of the time, the working method has changed from offline to online, lacking intuitive and effective guidance and assistance to users' needs, and lacking communication and exchange with readers and users, their service process is often difficult to meet users' expectations. At the same time, the activities organized lack novelty and innovation, which are not very attractive to some users, and the publicity is not strong.

Again, as an academic institution serving teaching and scientific research, Liaoning University Library's academic nature and service nature are interpenetrating and unified, and its main service objects are teachers and students, and the need of such people for literature is determined by the cultivation of talents and the construction of discipline goals, so the books of such groups are often more specialized and the required book resources are more specific, but The specialized search channels of Liaoning University Library are not perfect, which causes many users' willingness to participate is not high, making the resources wasteful, and the users' experience is poor, the utilization rate of the collection resources is not high, and the status and image of Liaoning University Library is difficult to establish effectively.

### ***3.4 Shortage of professional talents and insufficient application of emerging technologies***

Because the daily working environment of university libraries is stable and lack of challenges when the epidemic does not occur, university libraries are not able to respond quickly to the situation that readers cannot come to the library in case of unexpected events, and the crisis awareness of librarians is not enough, and they lack management measures to respond to different situations in the library. Therefore, how to make the digital information resources in the library available to users in a more professional way and how to combine online and offline to meet the lending needs of different users in the post-epidemic era have become new issues that university librarians need to explore urgently [3]. The key to solve these problems is the construction of information resources, which requires a large number of professionals, who should not only master the skills of information resources construction under the traditional library management mode, but also master the emerging technologies such as artificial intelligence and cloud system, etc. The scarcity of such composite talents leads to the lack of application of emerging technologies in university libraries, which makes a large amount of literature and information resources unavailable, and makes libraries unable to meet the needs of readers. Therefore, libraries need to strengthen the introduction of talents, technology and equipment. Liaoning University Library currently has 95 staff members. Among them, there is 1 research librarian, 1

associate professor, 10 associate research librarians, and nearly 90% of them have college degree or above. Compared with other universities of the same type and level, Liaoning University Library does not have much advantage in terms of the number of staff, education level or titles, which makes the existing technology in the library slightly overwhelming for information resource construction today.

#### **4. Improvement strategies for information resource construction of university libraries in the post-epidemic era**

##### ***4.1 Improve resource allocation and strengthen the proportion of shared literature***

The expenditure of university libraries is often unable to meet the development focus of universities and the needs of discipline construction. As a "double first-class" university, Liaoning University has the advantages and importance of economics. Therefore, in the use of funds, the library should focus on economics-related literature as a key resource and form a special collection to strengthen the image of Liaoning University library. At the same time, according to the development plan of Liaoning University's own disciplines, the allocation of resources for the rest of the disciplines should be reasonably arranged. At the same time, according to the development plan of Liaoning University, the resources of other disciplines will be allocated in a reasonable way.

Among all kinds of documents in the library, paper documents still occupy the main position, for the ancient books, still have important historical and cultural and scientific research significance, but in the modern information development, especially in the post-epidemic era, the existence of electronic documents will undoubtedly bring great convenience to the researchers who work at home. However, not all documents can be digitized, for example, in the process of digital transformation of ancient books, many of their own documentary characteristics will be lost, and there will be errors in the process of conversion, at the same time, the construction, use and maintenance of digital library equipment is a considerable cost, and the rapid update of resources, for ordinary It is difficult for libraries to afford. Therefore, it is necessary to combine digital library and traditional library organically, not simply digitizing the collection of documents, nor providing all kinds of online information resources directly to users, but integrating all kinds of documents, transforming the original emphasis on document possession into sharing, making the document acquisition more timely and at the same time gradually reducing the requirements of the territory. Therefore, we should pay some attention to resource sharing in the construction of information resources in universities, organize university library alliances for the purpose of realizing resource sharing and mutual benefit, and strengthen interlibrary cooperation. Liaoning UniversityThe library has established literature exchange relations with 12 countries and regions, and has established international cooperation with Kangwon University Library and Gangneung University Library in Korea, Indiana State University Library in the United States, Hanoi University Library in Vietnam, Irkutsk University Library in Russia, and is one of the member libraries of the East Asia University Library Association, realizing transnational staff exchange, interlibrary loan and resource sharing. On the one hand, this practice can strengthen the utilization of the collection and reduce our own financial expenses, on the other hand, it can improve the level of user services, develop and expand itself through the power of the community by holding regular alliance meetings, discussing the management system and making the latest interlibrary cooperation plan according to the situation, as well as making financial sponsorship in the name of the alliance.

##### ***4.2 Develop diversified services and acquire readers' needs based on data***

In the network environment, the new form of library combining physical library and virtual library will be the main form, and the important factor for the traditional library to remain vital is to carry out innovation. The traditional physical library actively exerts itself on the basis of the traditional advantages of intuitiveness, security, and user dependability of documentary information resources, digitizes the documents, and innovates the original service methods and service concepts. Online reading of information resources through mobile facilities, timely and effective integration of information resources, delivery, and education of users. While doing the prevention work effectively, Liaoning University Library can also hold some activities regularly on the WeChat platform, based on the group of users, with knowledge and information as the core, such as holding a photography contest on the Mid-Autumn Festival, with traditional culture as the guide, with online display and selection, and rewarding the cultural and creative products with the theme of this library to stimulate users' interest and increase their participation, which is conducive to establishing the library's own It will help

establish the brand effect of the library itself, expand its popularity, and facilitate the development of reading promotion, so as to adapt to the new information environment and gain a basis for survival in the information service industry.

The most effective way to obtain user needs to meet the service experience of the majority of users is to issue questionnaires, conduct surveys and statistics on user needs, and have librarians participate and analyze them. The development of information technology has led to a decline in the number of paper books and documents borrowed year by year in recent years, and the epidemic control has exacerbated this situation, which requires librarians to establish the concept of "big library", actively cooperate with various information institutions, different types of libraries and information websites, and form a mutually beneficial community with the mass media. For example, by establishing cooperation with large websites such as Dangdang.com, we can collect current hot titles for online interviews, which can reduce the staff turnover and workload of librarians on the one hand, and on the other hand, multiple librarians can conduct multiple interviews at the same time to reduce the repetition rate of interviews and greatly enhance the interviewing efficiency. On the other hand, multiple librarians can conduct multiple interviews at the same time, reducing the repetition rate of interviews and greatly improving the efficiency of interviews, targeting the procurement of literature and information resources in the library, and also establishing a channel for users to recommend books so that users can submit willing titles, strengthening inter-library cooperation and sharing, enabling the reasonable and effective use of literature resources, and improving the utilization rate of literature resources in the collection [4].

#### ***4.3 Improving service quality and information resource retrieval capability***

In the post-epidemic era, people are increasingly aware of the importance of information retrieval to the information society. Take the Shenyang epidemic in the first half of 2022 as an example, the library was closed due to the closure and control, and it coincided with the entrance of new students, which means that Liaoning University Library would welcome a large number of newly registered users, who have not received systematic knowledge of information retrieval in the past, and they do not know about this aspect of The We-Chat public number of Liaoning University Library has pushed the content of new students' education and training, but such messages provide recorded videos which do not attract much attention and expand publicity. Librarians should assume the role of knowledge disseminator and expand the publicity by holding online live classes to explain the latest information retrieval methods and the use of each information platform online, so that more readers can improve their information literacy, and timely push the online activities held by each platform.

On the other hand, during the epidemic service period, Liaoning University Library's own network infrastructure still requires the campus LAN for access, which is restricted by the campus IP address authorization authentication, making a large amount of acquired literature resources unavailable. Therefore, Liaoning University Library's official website and other online platforms should be open for access, and the website interface should be set up in a simple and clear manner with convenient and quick navigation to help users to use and improve the speed of retrieval. For example, the We-Chat public number of Liaoning University Library has service, resource, and discovery options, which includes reservation, guide, and entrance to various knowledge service platforms, so that users can intuitively choose the services they want to use. The epidemic has entered the post-epidemic era, and there is still a possibility of various small-scale outbreaks in the future. In the face of such situations, the work on information quality education can not be delayed. As the owner and provider of information resources, libraries should effectively exert their inherent advantages and turn such advantages into influence by providing more opportunities for knowledge practice so that more users can fully enjoy such resources. Along with the continuous development of network technology, data and information are becoming increasingly important, and users themselves should make effective use of such opportunities and actively improve themselves. In addition, how to effectively use search engines for rapid search of digital resources has become a necessary skill for acquiring information at home in the post-epidemic era.

#### ***4.4 Pay attention to talent training and improve the application of big data technology***

According to the aforementioned, whether it is funding, service, resource allocation or user service, the approach taken to these problems is basically based on information construction. During the epidemic, through online teaching and research work, we have found that information construction in the post-epidemic era cannot appear as an individual in universities, but should be integrated and

optimized with all departments of universities and developed in a synergistic manner, and as the As an important public service department for teaching and scientific research, university library should hold on to the demand, so that all kinds of literature and information resources can be accessed and used flexibly and efficiently among various departments and teaching units through informatization construction, and serve teachers and students online for work and study more actively. In the process of speeding up the information construction, the training and introduction of talents should not be neglected. The library of Liaoning University takes adjustment, enrichment and improvement as the basic way to implement the mobility of positions in the library and optimize its structure system in a dynamic way. In addition, we have been training a group of talents who can master the traditional information resource management skills and adapt to the information society in conjunction with our undergraduate and master's degrees in archives, librarianship and library information.

At present, many university libraries have introduced advanced information system equipment, and also make the physical library to the direction of online learning space, creator space. Digital information resource sharing platform based on cloud computing technology, timely analysis based on big data and even automation based on Internet of Things and Internet technology are all trends of future library form changes and development. For example, the technical equipment of Liaoning University libraries, the important symbol of which is the modern library with electronic computers as the core. It is equipped with technologically advanced and functional equipment and corresponding system software and application software that are compatible with the modernization business, and establishes multimedia reading rooms and other audiovisual rooms with high technological content. In the post-epidemic era, many force majeure factors make it impossible for library users to obtain library services offline physically, so it is necessary to make the maximum exploitation and utilization of library space resources through information construction. In the post-epidemic era, with the arrival of big data, all aspects of people's daily life have been covered by big data, such as communication trips during the epidemic period and daily statistics of new diagnosed cases, which are traced through big data and predicted through statistical analysis. Similarly, university libraries can also use big data to improve their management efficiency and service level. By collecting data analysis on the borrowing and visiting of library resources by teachers and students, we can effectively understand the data on literature demand and saving behavior and process them. At the same time, information technology is used to fully understand the personalized data of readers, so that users can experience rich personalized services in the library space, attracting readers to the library and improving the efficiency of the utilization of the library's literature resources.

## 5. Conclusion

In the post-epidemic era, the information resource construction of university libraries is facing unprecedented challenges, but this is also a good time for university libraries to build information resources. In the face of information construction, it is still necessary to have a large amount of expenditure, so it is necessary for university libraries to find opportunities in their own construction, to make personalized services for their own users, to greatly meet the information retrieval needs of various user groups through online in special periods, and to enrich their activities, to improve management and service level, to strengthen inter-library cooperation through innovative development, and to gain benefits from the construction of literature resources. This process is a dynamic development and should be guided by the information needs of users, while based on the characteristics of the university's own disciplines, i.e. to meet the needs of users and to be able to strengthen the construction of disciplines.

This paper takes Liaoning University Library as an example, and finds out the shortcomings and improvement strategies by searching relevant information and experiencing various services provided by Liaoning University Library, and summarizing the relevant information. Butler once said that libraries are social devices that transplant human memory into people's consciousness in the present. In the post-epidemic era, library services have begun to bear fruit, and university libraries, as a guarantee of resources, should be more responsive and play an important role in discipline construction, scientific research and resource search.

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