

Strategies and Practices to Enhance the Efficiency of Borrowing and Returning Books in College Libraries

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Abstract: *With the increase of book collections and the expansion of readers' scale in college libraries, how to improve the efficiency of borrowing and returning books has become an important topic in the operation and management of college libraries. This paper analyses the problems of book borrowing and returning efficiency in college libraries from the aspects of process optimization, information technology construction, service innovation, etc., and puts forward the corresponding strategies and practical methods in combination with practical experience, aiming to provide strong support for college libraries to improve the efficiency of book borrowing and returning.*

Keywords: *College library; Borrowing and Returning books; Efficiency; Strategy and practice*

1. Introduction

With the continuous enrichment of book resources and the increase in the number of students in college libraries, the efficiency of borrowing and returning books has become an increasingly urgent issue. Improving the efficiency of borrowing and returning books can not only increase the efficiency of borrowing, reading and returning books to students and shorten the time of borrowing and returning books, but also relieve the pressure of the staff and reduce the workload. Therefore, college libraries need to adopt a series of strategies and practices to improve the efficiency of borrowing and returning books^[1]. Firstly, university libraries should promote self-service borrowing and returning machines to guide students to borrow and return books independently and reduce manual intervention. Secondly, through online booking and borrowing, online borrowing and returning, etc., book resources are managed in a fair and reasonable way to adapt to the needs of modern people's fast life. In addition, encouraging students to make full use of e-library resources not only facilitates access to library resources from anywhere, but also reduces the burden on libraries by reducing the borrowing of traditional physical books. At the same time, through the construction of smart libraries, borrowing and returning self-service terminals and other modern borrowing and returning service facilities and technical equipment, the speed of transactions can be increased and the waiting time for borrowing and returning books can be reduced, thus improving the overall efficiency. In short, university libraries need to actively explore a variety of ways to improve the efficiency of borrowing and returning books, and win the trust and support of students with high-quality services.

2. Problem analysis

College library is an important place for students to study and research, and it is also one of the important infrastructures for teaching and research in colleges and universities. However, there are some problems in borrowing and returning books in college libraries, which directly affect the students' experience and the efficiency of library work^[2].

Firstly, library staff need to manually register the information of borrowing and returning books, which is a heavy workload and inefficient. In the traditional way of borrowing and returning books, staff need to manually input students' borrowing and returning information, which is not only time-consuming and labour-intensive, but also prone to errors, which will cause more disputes and management problems.

Secondly, the process of borrowing and returning books is cumbersome and requires multi-step operations, which makes the experience of using it poor. When students borrow and return books, the need to carry out multiple steps of operation, such as checking the borrowing record, filling out the borrowing and returning book list, waiting for the audit and other cumbersome steps, cumbersome

operation, poor user experience.

Thirdly, readers' borrowing and returning time is restricted, and they need to complete the operation during working hours. The borrowing and returning service time of college libraries is generally the same as the working time, which restricts some students from completing the operation of borrowing and returning books during the working time, leading to the inconvenience of students' use.

Finally, waiting in queues for borrowing and returning books is more common, affecting the quality of service. Especially during the peak period of borrowing and returning books during the students' examination period and thesis season, the efficiency of borrowing and returning books is even lower and the experience of using them is even worse.

In conclusion, the efficiency of borrowing and returning books and the experience of using college libraries is a problem that cannot be ignored and needs to be solved by taking measures in many aspects^[4]. At the same time, college libraries should pay close attention to the needs of students and continuously optimise and improve the borrowing and returning services to meet the needs of students in their studies and research.

3. Strategies and Practices

3.1 Process optimisation

3.1.1 Introduction of self-service lending and returning machines

The introduction of self-service book borrowing and returning machines has played a very important role in enhancing the efficiency of college libraries in borrowing and returning books. Through this technology, readers can scan the library card on the self-service borrowing and returning machine and complete the operation of borrowing and returning books by themselves, which greatly alleviates the problem of cumbersome traditional processes and greatly improves the efficiency of borrowing and returning books. First of all, the introduction of self-service book borrowing and returning machines reduces manual intervention and reduces the work of library staff volume. The traditional way of borrowing books requires library staff to process them one by one, which is time-consuming and labour-intensive. Self-service book borrowing and returning machine allows readers to independently complete the operation of borrowing and returning books, effectively alleviating the pressure on human resources, releasing the time and energy of library staff, so that they can devote more to other more valuable work. Secondly, the use of self-service book borrowing and returning machines is not limited by time and space. Students can open the library at the use of self-service book borrowers and returners at any time of the day or night is no longer restricted by the working hours of the counter, which greatly enhances the convenience and flexibility of borrowing books. Moreover, the self-service book borrowing and returning machine can be set up in all corners of the library, which makes borrowing and returning books more convenient and quicker.

In addition, the introduction of self-service book borrowing and returning machines has also improved the accuracy and effectiveness of data on borrowing and returning books. The machines can record data on borrowing and returning more accurately, avoiding errors and loopholes that may occur in manual operations. The accuracy of the data is guaranteed, which is conducive to the library's good management and analysis of lending resources.

In conclusion, the introduction of self-service borrowing and returning machines has greatly improved the efficiency of college libraries in borrowing and returning books, provided students with more convenient and fast borrowing services, and also provided more efficient and accurate data support for library management. At the same time, it is also an important step for libraries to move towards modernisation and intelligent management

3.1.2 Introduction of a book-borrowing system by appointment

The book reservation system is a measure taken by the library to improve the borrowing efficiency and readers' experience^[3]. Through the library's official website or APP and other platforms, readers can reserve books in advance, and when borrowing and returning books, they only need to scan the QR code to complete the operation. The introduction of this system can avoid queuing up when borrowing and returning books, reduce the discomfort of waiting for readers, and greatly improve the readers' experience.

Firstly, the book-borrowing system solves the problem of waiting in queues in the traditional

process of borrowing and returning books. Usually, readers need to wait in line when borrowing and returning books at the library counter, and it may even take a long time when the flow of people is heavy. But through the booking system, readers can book online in advance, and after successful booking, they only need to scan the QR code of booking in the library without waiting in line again. This greatly saves readers' time and improves the efficiency of borrowing and returning books.

Secondly, the book reservation system greatly facilitates the borrowing process of readers. The traditional way of borrowing books requires readers to find the books they need and hand them over to the library staff. With the book reservation system, readers can browse the library catalogue on the website or app in advance, select the books they need and make a reservation. When the booking is successful, they only need to go to the library to scan the QR code of the booking to collect the book, the whole process is fast and convenient, reducing the cumbersome links.

In addition, the book reservation system also improves the accuracy of borrowing and returning books and the effectiveness of data management. By recording readers' reservation information and book borrowing and returning records through the reservation system, libraries can more accurately count and analyse book borrowing and borrowing, and do a good job of book resource management and procurement planning. At the same time, the book reservation and borrowing system also provides readers with the convenience of borrowing books, which can better meet the needs of readers.

Overall, the implementation of the reservation borrowing system has introduced convenience and efficiency to the process of borrowing and returning books in libraries, which greatly improves the readers' experience. This system not only reduces the waiting time of readers, but also improves the accuracy of borrowing and returning books and the effectiveness of data management, which has a positive impact on the development of libraries and the improvement of service quality.

3.2 Information construction

3.2.1 Implementation of book RFID technology for books

The implementation of book RFID technology for books is a measure taken to improve the efficiency of book borrowing and returning management in libraries. The technology makes use of radio frequency identification (RFID) tags to automate book borrowing and returning operations by identifying books and readers. The introduction of RFID technology for books not only improves the efficiency of borrowing and returning books and reduces workload, but also provides more convenience for library management and services^[5].

First of all, book RFID technology makes the operation of borrowing and returning books more efficient. The traditional library borrowing and returning operation requires librarians to scan the barcode of each book, which is time-consuming and prone to errors. But through the book RFID technology, each book is accompanied by RFID tags, libraries can quickly identify the tags through RFID readers, to achieve a one-time scanning of multiple books. In this way, the speed of borrowing and returning books is greatly improved, reducing the waiting time of readers and improving the efficiency of borrowing and returning books.

Secondly, RFID technology reduces the workload of library staff. The traditional borrowing and returning operation requires librarians to handle manually, but through RFID technology, the process of borrowing and returning books can be automated. Readers only need to place the books to be borrowed and returned on the RFID reader, the system automatically identifies the book information and updates the borrowing and returning records. In this way, library staff can devote more time and energy to other important tasks, reducing the workload.

In addition, RFID technology also provides better book management and security. Each book is accompanied by a unique RFID tag, libraries can grasp the location information of books in real time through the RFID system, convenient for inventory management and stocktaking. At the same time, RFID technology can also be used in conjunction with security gates to achieve security detection of books and prevent book theft and damage. In this way, the library can better protect the book resources and improve the safety and management of books.

In general, the implementation of RFID technology for library borrowing and returning management has brought efficiency and convenience. The technology realises automated book borrowing and returning operations, improves the efficiency of book borrowing and returning, and reduces the workload of library staff. At the same time, book RFID technology also provides better book management and security, providing strong support for the library management and service

quality improvement. The implementation of this technology is of great significance to the modernisation of libraries and the enhancement of user experience.

3.2.2 Building a personalised service platform

The construction of a personalised service platform is a measure taken to meet the individual needs of readers and to provide more professional, efficient and caring borrowing and returning services^[6]. Through the personalised service platform, libraries can have a better understanding of readers' preferences and needs, to provide book recommendations and activities that meet their personalised characteristics, and to enhance readers' physical well-being.

First of all, the personalised service platform can provide personalised book recommendations for each reader through the reader's historical borrowing records and reading preferences, using data analysis and algorithmic technology. The platform can analyse readers' interests according to their borrowing records and recommend books related to their preferences, so as to improve readers' chances of discovering new books and increase the pleasure of reading. At the same time, the platform can also personalise information such as popular books and new book push to better meet readers' needs.

Secondly, the personalised service platform can provide readers with more efficient book borrowing and returning services through the feedback mechanism. Readers can make book reservations, renew and return books through the platform, and are no longer limited to the traditional offline processing methods. Readers can also obtain timely information about library resources and answer their questions through the online consultation service provided by the platform. The platform can also provide real-time information on library opening hours, facilities and event notifications, providing a convenient service experience.

In addition, the personalised service platform can enhance the interaction and connection between readers and libraries by establishing a community interaction mechanism. The platform can set up readers' discussion forums, reading circles and other social functions on the library's official website or mobile phone applications, where readers can share reading tips and recommend good books with other readers, promoting communication and sharing among readers. Library staff can also interact with readers through the platform to obtain readers' feedback and suggestions in time to further optimise service quality^[7].

The construction of the personalised service platform is to meet the personalised needs of readers and to provide more professional, efficient and caring borrowing and returning services. Through personalised book recommendations, efficient borrowing services and community interaction mechanisms, the personalised service platform can enhance readers' experience and satisfaction, and strengthen the interaction and connection between readers and libraries. This initiative is of great significance to the modernisation of libraries and the enhancement of user experience.

3.3 Service Innovation

3.3.1 Promoting "smooth flow" services

Circulation Access is an increasingly popular form of book circulation service that allows patrons greater flexibility in borrowing time. Through the promotion of Circulation Access, more patrons can be made aware of this convenient service, thereby increasing user satisfaction and attracting more patrons to use the Library^[8]. Through publicity and promotion, readers can make it clear that the time limit for borrowing and returning books is more lenient. Traditional book borrowing and returning times are usually. This will cause inconvenience to many readers during daytime and weekdays. The promotion of the "smooth circulation" service extends the borrowing and returning time to 24 hours a day, even including holidays, which enables readers to experience the convenience of the library circulation service at different times during their leisure time.

At the same time, the "smooth circulation" service also greatly reduces the limitations of readers in borrowing and returning books during working hours, so that these readers can make better use of their spare time for borrowing and reading, and even if they are at work or having a meal together, they can still borrow and return books through the intelligent equipment or self-service kiosks. This will make reading more flexible and convenient, and further promote the cultural atmosphere of reading^[9].

One of the most important means to promote the "smooth circulation" service is to establish publicity channels. Firstly, publicity activities can be carried out in libraries, such as posters, electronic screens and promotional pamphlets; secondly, promotions can be carried out on various platforms, such

as library APPs, websites, WeChat public numbers, etc., to guide users to understand and experience the scope of work of the circulation staff, the rules of borrowing books, the circulation courses, and the system of troubleshooting and other points of attention; and in addition, the "Smooth circulation In addition, the service of "Circulation Smooth" can also be promoted in the form of guiding groups or interactive discussions in libraries, so as to promote more readers to join in the improvement of the courses in the direction of classification, book return, supervision and extension, and the exchange of reading experience in the wind^[10].

3.3.2 Formation of a volunteer team for borrowing and returning books

Forming a volunteer team for borrowing and returning books is an important initiative to improve the quality of library borrowing and returning services^[11]. The volunteer team can provide readers with professional, efficient and caring borrowing and returning services, and at the same time provide strong support for the library's borrowing and returning management, speeding up borrowing and returning and improving the efficiency of borrowing and returning.

Publicising and recruiting volunteers: publicising and recruiting volunteers through internal library channels, communities, schools and online platforms to introduce the work and benefits of the book-lending and book-returning volunteer team.

Volunteer training: Training is provided to recruited volunteers, including rules for borrowing and returning books, operation of the library system, and service techniques, to ensure that they are proficient in the relevant knowledge and skills.

Setting up book borrowing and returning counters: Setting up book borrowing and returning counters inside libraries for volunteers to provide professional book borrowing and returning counselling and services, so as to make it easier for readers to get help.

Establishment of a volunteer management system: Develop a volunteer management system that clarifies the rights and responsibilities of volunteers, as well as replacement and reward mechanisms, to ensure the stability of the volunteer team and the smooth running of the work.

By forming a team of book borrowing and returning volunteers, libraries can provide better book borrowing and returning services and improve reader satisfaction, while also providing volunteers with opportunities to participate in community services and promote mutual assistance and co-construction in the community.

4. Conclusions

This paper introduces the strategies and practical methods to improve the efficiency of borrowing and returning books in college libraries, including process optimisation, information technology construction, service innovation and other aspects^[12]. Through practical verification, these methods can significantly improve the efficiency of borrowing and returning books in college libraries and promote the sustainable development of college libraries. Therefore, it is recommended that college libraries strengthen the management of borrowing and returning books, introduce new technologies and concepts, and improve the efficiency of borrowing and returning books and readers' experience.

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