

# Based on the Construction of University Library and the Evaluation of Space Service Quality

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**Abstract:** In order to strengthen the construction of university library, promote the sustainable development of university library, and provide a good library space environment for university students, this paper expounds the quality evaluation of university library by establishing the evaluation index of space service quality, and puts forward the ways to improve the service quality of University Library for reference.

**Keywords:** Colleges and universities; Library construction; Space services; Quality evaluation

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## 1 Introduction

In Colleges and universities, the library "plays" the role of infrastructure and the second place of education. Leaving the classroom, the library has become the place where most students spend the longest time in their learning stage, so its importance is self-evident. Hu Changjing<sup>[1]</sup> proposed an evaluation system of reader service quality of University Library Based on the matching of supply and demand. Through the theoretical analysis of supply and demand, he constructed an ASTM space evaluation system. In this system, the main influencing factors include reading collection space, cashier search space, public space, and network space, which are divided into countless branches, mainly to improve the quality of reader service. The satisfaction of the readers should start from the readers' experience and their inner needs, actively

respond to national policies and make beneficial changes; Chen Wensheng<sup>[2]</sup> studied the evaluation indexes of University Library Information Commons, explored the evaluation elements of information commons, further elaborated the content of evaluation indexes, pointed out the evaluation standards and methods of Information Commons Service quality, and proposed a set of construction methods of evaluation indexes, so as to comprehensively improve the service quality of University Library Information Commons. The quantity of water; Wang Jingyi<sup>[3]</sup> pointed out that under the background of "double first-class", the evaluation mode of university library service quality needs to be changed. Under the new situation, the construction of the evaluation mode of university library service quality can also promote the development process of "double first-class" cause and promote the development of Universities; Liu zhe<sup>[4]</sup> studied the construction of a maker space quality evaluation index system, verified the feasibility of the maker space quality evaluation system through investigation and analysis, receipt data information and empirical analysis, and interviewed experts to further verify the feasibility of the measure, which promoted the development of university library; Chai yuan<sup>[5]</sup> and others applied the maker space quality evaluation index to the actual library construction. Relying on the library of Xi'an aeronautical college, they first constructed the evaluation index and evaluation system, and then verified the feasibility of the index and evaluation system through data investigation and expert interview, so as to promote the construction and development of the library of Xi'an aeronautical college. This paper first constructs the index of service space, and then puts forward

several ways to improve the service quality of university library, so as to promote the development of university library.

## **2 Evaluation of space service quality of University Library**

### **2.1 Evaluation principles of space service quality of University Library**

The following four principles should be strictly followed when constructing the evaluation index of maker space service quality in university library.

#### **2.1.1 Scientific principles**

The first principle to be followed in the process of establishing the evaluation index of space service quality of University Library makers is science<sup>[6]</sup>. Only under the premise of the Ministry of science can the reliability and effectiveness of the evaluation indexes be guaranteed to the greatest extent. Based on scientific theory, aiming at the service content and characteristics of maker space in university library, a scientific and rigorous evaluation index system is established to ensure the reliability and effectiveness of the evaluation index.

#### **2.1.2 Principle of representation**

There are many factors affecting the service quality of maker space in university library, but it is impossible to design all evaluation indexes including all aspects in the process of establishing the evaluation index system. The more evaluation indexes designed, the higher the correlation between them. Repeated indicators will interfere with each other, leading to the evaluation results to some extent. When many evaluation indexes are designed, they will be calculated later. It's more complex, and it's hard to determine the weight of the index. Therefore, in the design of service quality evaluation indicators, we

must select representative indicators as far as possible to fully reflect the service quality of University Library maker space.

#### **2.1.3 Principle of independence**

Because the multiple evaluation indexes of service quality in the manufacturer space of university library should be independent of each other, the correlation between the indexes caused by a large amount of the same information can be minimized, so as to better reflect the service quality of the evaluation object. If there is a certain degree of correlation between the evaluation index system, there may be a loss of accuracy. Therefore, in the process of designing and selecting service quality evaluation indicators, it is necessary to follow the principle of independence and give priority to the indicators with low correlation.

#### **2.1.4 System principle**

The established evaluation index system of university library space service quality has reasonable structure and clear level, which can reflect the overall situation of the evaluation system and make the overall function of the index system better than the superposition of single index. The service quality evaluation index system of maker space in university library includes many content elements such as software and hardware services. In the process of construction, we should follow the principle of organic evaluation index system, and establish the internal evaluation index system.

### **2.2 Evaluation index of University Library Service Quality**

The content of this service space evaluation is composed of reading and book collection space, cashier and retrieval space, public space and network space. See Figure 1 for details.

Reading and book collection space	
Rationality of traffic flow line Accessibility of space Perfection of furniture and equipment Intelligent seat selection The rationality of the way of collecting books The completeness, old	Rationality of spatial scale Visual effect of space Comfort of furniture and equipment The intensity of learning atmosphere Sanitation and neatness of the space The convenience of finding
Cashier search space	
Rationality of traffic flow line Accessibility of space Completeness of tools and equipment Functional completeness Rationality of ventilation, lighting and noise	Rationality of spatial scale Service attitude of Librarians Sanitation and neatness of the space Visual effect of space
Public space	
Rationality of traffic flow line Accessibility of space Functional completeness The rationality of space position and quantity Rationality of the number and location of tea rooms Rationality of ventilation, lighting and noise	Rationality of spatial scale Visual effect of space Comfort of leisure space Concealment and convenience of public toilets
Cyberspace	
The completeness of electronic resources Maintenance and update speed of electronic resources The completeness of wireless network	The novelty of Cyberspace Access to service convenience Comfortable space environment Ease of use in Cyberspace

Figure 1. Evaluation index of service space

### 3 Strategies for improving the spatial service quality of University Library

#### 3.1 Create a comfortable environment

In a clean, tidy, comfortable and warm environment,

people will be very happy and their learning efficiency will be improved accordingly. On the contrary, when people are in a chaotic environment, it will make readers become irritable, affect their borrowing mood, and the learning efficiency will be greatly reduced. Therefore, a good indoor environment is very important for university library, and a comfortable, intelligent and convenient environment can be favored by readers. In order to create a pleasant indoor environment, the university library must invest a lot of energy to maintain the health of the library. The decoration and layout of the library must be comfortable and warm, and reflect the cultural heritage and meaning of the University. Whether it is the choice of signs, warm tips, famous sayings, calligraphy, or the arrangement of flowers, plants and works of art, they must be unique and appropriate, in order to bring beautiful enjoyment and cultural influence to readers. In order to create an intelligent indoor reading environment, the university library should invest appropriate funds to enhance the computer and network equipment, and increase the self-service terminal, self-service borrowing and returning equipment, intelligent anti-theft equipment and intelligent information service terminal equipment. Share equipment and more information, strengthen publicity and reader use training, guide readers to use these equipment, improve learning and work efficiency, and improve the reader experience. In order to create a convenient library environment, books and periodicals must be put on shelves accurately and carefully, and the composition and maintenance of bookshelf logos must be strengthened in daily work, and the accuracy and integrity of bookshelf logos must always be maintained in the open reading mode, so as to improve readers' experience; Secondly, we should improve the convenience of readers, increase the investment in basic equipment, such as improving the reading seats, lighting, water dispensers, toilets and other infrastructure of the library, and improve the support services of the library.

#### 3.2 Highlight advantages

Nowadays, with the rapid development of network technology, the resources purchased by university libraries can no longer reflect their advantages and characteristics except the scale and data, and the literature resources of self built university libraries

have more unique value. Libraries in the big data environment are no longer limited to the traditional collection model, but focus on building their own collections, especially by using the connections between university libraries or existing library alliances at all levels to strengthen the division of labor and cooperation. We have solved the problem of insufficient funds and expanded the collection resources of the library itself. First of all, university libraries should conduct in-depth research according to their own geographical location and development needs, timely adjust the collection direction and content, and establish a dynamic collection system accordingly. According to the development of university departments, it shows the literary works needed by teachers and students. Professional, in-depth and comprehensive trend. University libraries should also consider the development of related frontier and interdisciplinary subjects. Secondly, university libraries need to expand the service mode and develop in-depth customized services. The library is required to take the lead in contacting with the scientific research department and relevant personnel of the University, so as to provide special consulting services, so that researchers can focus on research and development, and accelerate the dissemination and application of knowledge. In addition, the diversity and uniqueness of the university library is to strengthen the contact with the relevant departments and Student Council, combine the growth of students, talents and personalized needs, maximize the potential of the library, and strengthen the interaction with readers and Joint activities.

### 3.3 Innovative services

Innovative service is not only the power source of the development of university library, but also the internal demand of many teachers and students. It is one of the important ways to solve the contradiction between limited resources and unlimited demand. The first is the innovation of service concept, which has completely changed the past "self-centered" service concept, constantly strengthened the "reader centered" service concept, completely changed the "waiting to visit" accommodation service, and established a positive relationship with teachers and students. I need it. Completely replace the traditional "docking" service concept, "excessive possession of property" concept, firmly establish the "service first" service

concept. Second, service content innovation. In the era of big data, teachers and student readers are no longer satisfied with providing general literary materials, but pay more attention to acquiring knowledge and information. The service content of university library should reflect the needs of teachers and students, so as to provide more in-depth personalized literature information service. In addition, we must develop personalized services according to the characteristics and needs of different types of readers to meet the needs of different levels of readers. The third is the innovation of service mode. In addition to the traditional service forms, university libraries must continue to add new service forms according to the actual situation. Add service items, enrich service content, and apply the latest technology to implement services. For example, through FAQ mode setting, various digital reference services can be provided on this basis, which can also provide effective ways for teachers and students to provide independent services and FAQ mode of readers' common questions. Help readers understand their needs and services. University library needs to deepen its independent and personalized service mode on the basis of existing FAQ technology, and can provide point-to-point service for readers through mobile app and wechat service platform, so as to obtain high-quality service.

## 4 Summary

To sum up, in the environment of nationwide reading, university libraries should seize this opportunity to carry out multi-dimensional exchanges and cooperation with each other, bring new ideas for the construction and service mode of the library, and learn from the library management experience of brother universities. Through continuous reform and innovation, improve the service quality and service level, provide high-quality literature information service for school education and research, and promote the construction and development of university library.

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