

Research on the One-Stop Information Service Model for University Library

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Abstract: Following the advent of and continuous progress of technology, computer network and information management have gradually being incorporated into the daily operation and management of university libraries all around the world. The service system of university libraries has also transformed from the conventional reference consulting model into a knowledge-based service model. This transformation has improved the professionalism and individualism of university libraries. Therefore, establishing a competent one-stop information service model has significant and important values. In this work, we analyzed the basic functionalities and the feasibility of one-stop information service model for university libraries. We also discussed in details the construction methodology for different modes, for reference only.

Keyword: *university; library; one-stop information service model; feasibility; content; path*

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0 Introduction

One-stop information service model is defined as a systematic service system that improves the efficiency of services and reduces time consumption of the overall management work. It ensures the synergy between the service mechanism and operation, thereby achieving the aims of improving users' experience.

0.1 The feasibility of one-stop information service model in university library

With the ubiquitous presence of computer technology today, it is now possible to establish a network

connection between different entities to synchronize network management in different regions and establish collaboration with different users in different time zones. Information and knowledge can be distributed easily and in more diverse manner with the application of information technology. The progress in information technology also affects the management of knowledge and information in university libraries. Digitalization of libraries and network digital storage is improving at a much faster scale, while the invention of new techniques and applications is also expanding. All these innovations have made one-stop information service model feasible. The one-stop information service model is able to secure the transfer of digital information, coordinate the management of university, corporate, and government information module to satisfy the demand of users from different levels of society. It also lays the foundation for the implementation of supervision and management projects^[1]. A simple representation of the service system is shown in Figure 1.

From the schematic shown in Figure 1, it is obvious that proficiencies in network and information techniques are the prerequisites to realize the one-stop information service model. In particular, Web2.0 and Web3.0 are some of the critical factors that can help to realize the individualization of information service. In addition, the urgent demand for information and the development trend of university information services are two main components that compel the establishment of the one-stop information service.

1 Content for the university one-stop information service model

In the daily operation and management of university library, it is imperative to prioritize demand and services

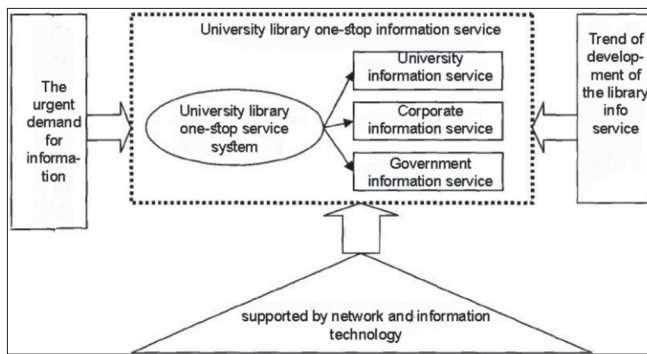


Figure 1. Schematic diagram of the feasibility analysis for university library one-stop information service model

as a way to determine the insufficiency in the current standard of services. Addressing these insufficiencies can enhance the management standard of university libraries and subsequently the overall users' experience. In the following section, we will discuss in detail the fundamentals of the one-stop information service model.

1.1 The basic concept and content of one-stop information service

Two of the most basic functions of libraries are book inquiry and borrowing. Under these two functions are other functions such as the transfer, search, and topical information retrieval between libraries. The one-stop information service model can also provide customized services to the teaching staffs while also provide a convenient platform of learning for the students. This can help improve the overall teaching-learning experience in university and encourages knowledge sharing.

1.2 Knowledge coupled-framework system

The knowledge coupled-framework system in the university library one-stop information service model aims to help corporate users to execute project sharing based on specific needs. This could help establish unification between the university and the corporate world while ensuring that corporate demand for knowledge can be fulfilled. It can also help adding values to the information service^[2].

1.3 Government one-stop information service

The information service should also be extended to government agencies to provide fast and convenient services to the government. In addition, the service model may also provide scientific-based references on certain government schemes to help the government to better service the public while upgrading the information service management.

2 Establishment of university library one-stop information service model

It is imperative to include actual need with analysis results during the establishment of the service system to produce a complete, functional management and control system which can enhance the service standard of the university library^[3].

2.1 Campus service model

Within the campus, the system should prioritize the demands of the teaching staffs as well as the students. The management processes should be able to integrate to ensure interaction between different modules. The system can also provide customized, individualistic services based on the needs of the different individual through different login accounts^[4].

2.1.1 Teaching staffs

For the teaching staffs, the service should provide the basic reference and borrowing functions in addition to project sharing, question-and-answer, recommendations, and courses training. This model can help teaching staffs to understand and learn about information on teaching management^[5].

2.1.2 Students

The service should also provide the basic reference and borrowing functions to the students in addition to new books recommendation and "charging" services. This can immediately address any question by the students thereby providing more customized and individualistic service. To achieve the above objectives, the login procedures for the one-stop information service should be simple and user-friendly. The system should also store the historical activities of each individual to be analyzed to produce algorithms that can better predict products that are suitable for each individual user.

2.2 University-corporate information service model

This aims to foster corporative relationship between the university and the corporate world to better manage the library services and to diversify the types of services offered.

Leaders of the corporate entity can assess the basic functions of the library through the one-stop system, in addition, to better understand management training and projects offered. Using information from the one-stop

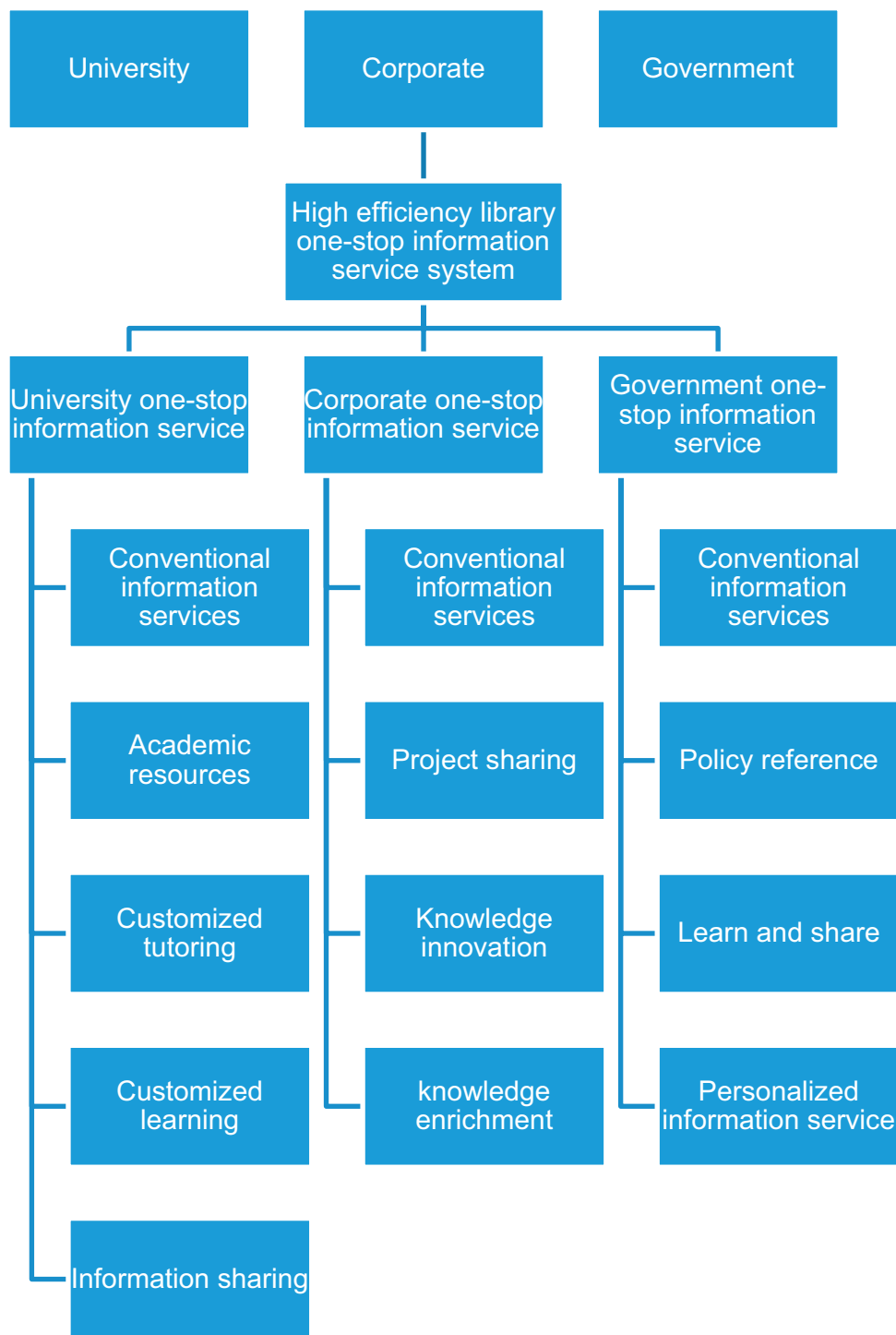


Figure 2. Basic scheme and content of the one-stop information service system

system like economic trends combined with extrapolated economic forecast, important decisions can be made. Second, corporate researchers may also assess vital information through the one-stop system and contribute toward the maintenance of the system [Figure 2]^[6]. Third, the corporate staffs may also obtain desired information or training manual from the one-stop information system.

Different demands from various sources create different algorithms and searching patterns that contain application value. It also forms the fundamentals for innovative knowledge management and corporate information vaulting. Most important of all, the establishment of library-corporate service model can increase the effect of cash flow and cash use. In addition, library-corporate demand can help select

Table 1: University-government one-stop information service model

| | |
|--------------------------------|---------------------|
| Leader at the department level | Public official |
| Revision guide | Business inquiry |
| Training guide | Legal inquiry |
| Case search | Policy inquiry |
| Government information | Discussion group |
| Project sharing | Question and answer |

suitable candidates who can corroborate industrial demand and actual needs, unleash the advantages of the university, and create the resource optimization management mechanisms and models that could live up to the concept of transformation of society through knowledge [Table 1]^[7].

2.3 University-government information service model

The model can provide references on legal matters, technical instructions, case studies, project collaboration services or general knowledge for government agents and staffs, and rationalize the establishment of sharing system and service model. In addition to providing services to public servants, it is important to standardize the search functions to allow technical queries to be made^[8].

When providing services to government agencies through a computer network, the system should be able to distinguish different users based on their levels of authority and thus the levels of clearance allowed and historical tracking for the information. This is due to the unique nature of different government agencies, for instance, law enforcement, legal department, and others. Analysis of the three main sections of the services - university, corporate, and government - would likely show that the university one-stop information system is the most critical aspect in the standardization of the diverse mechanism. Likewise, it can provide valuable resources and knowledge and could allow the compilation of topical searches to be presented to the country administration for further analysis and policy planning.

Most important of all, the integration of the government, corporate and university information system allows participants from all sectors to better recognize and obtain information about the other parties. For instance, corporate staffs and teachers can better understand government regulations through the system, while government and corporate staffs can better comprehend

pedagogy methodologies applied in the university. This could be beneficial in advancing and enhancing the knowledge level for all parties involved in this project^[9].

3 Improving the one-stop information system

Fostering collaboration between different regional agencies is an important factor in setting up a comprehensive service system. By including concepts, demands, and experiences both domestically and internationally, the information system could provide competitive and up-to-date information that can be useful for all parties. For instance, international students or international fellows visiting a local university could better understand local culture, practices, and knowledge by perusing the system, while their usage of the system could also leave traces of their knowledge and information, which can then be stored and repackaged into useful information for future use, thereby improving the overall quality of the information system.

Increasing the application of new technology in the system could also help enhancing the quality of the one-stop information system. It is important to implement resource-sharing mechanism and also fully digitalize the one-stop information system. Integrating new technology into the system allows the application to be integrated into different devices such as mobile devices or even cloud-based applications which makes the system to be assessed anywhere^[10].

Finally, the scope of the services and the size of the digital library should also be expanded. The user interface and user experience (UX) aspect of the digital platform should be enhanced to provide better UX to attract more users. Should the number of visitors reach a certain level; it can be transformed into another form of marketing platform.

4 Conclusion

Establishing the university library one-stop information service is a necessity that stems from the trend of the current technological progress. Therefore, it is imperative for every industry to catch up with the trend, conduct a thorough review and standardize the standard operating procedure of knowledge assess and transfer, and manage information that is readily available to be distributed more efficiently to users.

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