Simulation Analysis of Library Reader Service Work and Outsourcing Management Based on Humanistic Care

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Abstract: Reader service is the first line work of the library and an important window directly reflecting the quality of Library work. Doing a good job of reader service is one of the focuses of Library work. This paper analyses the new characteristics of reader service in public libraries and probes into how to innovate reader service. The results show that the public library, as a service organization for the general public, its main function is to provide quality services to the people of all society. It is always the main purpose of library work to do a good job in the service of the library. The reader service based on humanistic care is to put the readers in the first place.

1. Introduction

With the progress of science and technology, computer technology, network technology and communication technology have been integrated into library management, and the modern library management system has become increasingly perfect [1]. Library service mode has also changed from face-to-face to network or other communication tools. Love is not only reflected in the love of Library work, but also in the care and help for readers, giving readers humanistic care, creating a "people-oriented, reader-first" library humanistic environment. That is to say, readers are regarded as friends and God, so that readers can feel the humanistic value and appreciate the humanistic care in the library environment [2]. Under the current situation, the Party and the government pay more and more attention to building a harmonious socialist society. The concept of humanistic care is an important embodiment of building a harmonious society. It is also an important guarantee to constantly improve the library management system and improve the level of service [3]. The public library is a service organization facing the society for the broad masses of the people. Its main function is to provide the best quality service to the society and the people [4]. Therefore, the continuous penetration of humanistic care into the reader service of public libraries is an inevitable requirement for the better development of the reader service of public libraries in China. Library services often carry out some "transpositional thinking", which is an important channel to attract readers, win the trust of readers, and strengthen communication with readers. It is also a prerequisite for doing a good job in service [5].

University library is one of the three basic infrastructures of colleges and universities. It is responsible for providing document information guarantee for teaching and scientific research and providing excellent reading environment and service for students to grow knowledge. It plays an important role in the development and promotion of colleges and universities [6]. With the development of social economy, the library building and the floor space are changing with each passing day, laying a good material foundation for the readers. This is an inevitable trend in the development of the library business. Therefore, in the face of the new information environment, the current reader service work of the library reform is imperative [7]. Librarians should be loyal to the cause of the library, loving their posts and respecting their professions. Only by loving their posts and respecting their professions, can they work steadily, earnestly and diligently, so as to continuously improve their professional knowledge and service skills [8]. This is also the starting point and destination of Library activities. Therefore, it is an important task to do a good job of library reader service, which can not be ignored. Library is the place where people renew knowledge, increase talents and improve the quality of life. It is also an important position to carry out humanistic quality education and the place where humanistic care is most concentrated [9].

Therefore, it is necessary to strengthen the application and analysis of humanistic care in the reader service of public libraries, and implement the concept of humanistic care in the reader service of public libraries.

2. Methodology

Humanistic care simply means caring for people, always putting people in the first place in all entities. People can access the machine-readable catalogue, CD-ROM database and retrieval system of the library in the library, office and even at home to obtain the required information resources, instead of directly going to the library and facing the library staff [10]. As long as we have love for readers, we can communicate with them in the process of service, shorten the distance between readers and give readers a good impression. Therefore, librarians should integrate the concept of humanistic care into the traditional management and service work, and find the best implementation plan and way for the real implementation of humanistic care. Humanistic care respects people's rights. Its essence is to care for people, that is, people-oriented concept. Humanistic care also pays attention to people's living conditions, their own destiny and value manifestation. "People-oriented" is the management concept of libraries. Here "people" include readers who serve the object and librarians who serve the subject. Librarians should strive to edify and infect students with noble personality and good teachers' morality, and truly practice the service concept of "reader as God". The library reader service work embodies the humanistic concern everywhere. There is an ineviTable relationship between the two, and they rely on each other and develop together.

As can be seen from Figure 1, the subjects of this survey are mainly undergraduates and postgraduates, followed by teachers.
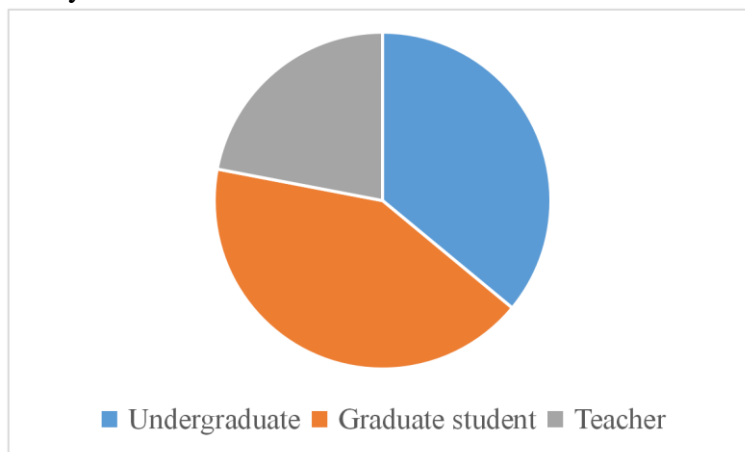

Fig.1. Statistical Map of Reader Identity Composition

Reader service is the core and important part of Library work. The ultimate goal of the establishment and development of public libraries is to provide book resources for social readers and to serve the whole society and readers. Compared with the reader service of public libraries, humanistic care is the concern for readers, with the reader as the center. Humanistic care is the internal motive force for the development of libraries, and it is also the basis for the prosperity of Library undertakings. Public libraries should advocate and practice the principles of respect, convenience and generosity in reader service, avoid empty slogans such as "reader first" and "reader is God", and provide appropriate guidance for the specific response in many details of daily work. "Erotic thinking" is an important law for the existence and development of human society, and it is also a basic moral teaching. In recent years, university libraries have done a lot of work in the updating of modern equipment, the introduction of technology, and the automation of work. Technology and reinforced concrete construction are easy to do under current conditions, but the work of the library puts the service of the readers first, but not only through technology and reinforced concrete. Therefore, it is the true embodiment of the library's readers to advocate humanistic care in the service of readers.

3. Result Analysis and Discussion

Libraries in the network environment are still the main source of readers' access to document information resources. They need convenient and fast information services. Have a deep feeling for the library profession, do a line of love and dedication, and wholeheartedly invest, only have deep feelings for their own work, can integrate themselves, and achieve a spirit of selfless work in the process of serving the readers status. Library reader service is based on books, books, and facilities. On this basis, the library administrators provide their clients with high-quality and comforTable services to meet the needs of readers. Humanistic care is not only a sign of social progress in China, but also a manifestation of people's consciousness. Library is the home of humanistic spirit. Its theory and guiding ideology of reader service is "everything for readers, everything for readers", "reader first, service first". Can people read books safely indoors and out of doors? It is unavoidable that the trouble of missing bags will happen again. Is this a silent protest from readers?"Serve the readers" The slogan of public library service is well-known, but it is not easy to do it well. Therefore, the core content of humanistic care is to understand and care for others, and create a harmonious scene of mutual respect, mutual love and equality between people.

From Table 1, we can clearly see that the number of Public Library libraries in Japan has increased from 1,000 to 1,000, and accordingly the number of book collections has increased from 1,000 to 1,000.

Table 1 Statistics of the Number of Books in Libraries and Corresponding Books from 2015 to 2017

Particular year	Library number	Number of Private Libraries	Book collection
2015	2547	25	285452/2658
2016	2695	36	295654/2365
2017	2847	33	354874/2545

It can be seen that the library must create a good learning environment for humanities, with its own good character and spirit, and profound professional knowledge in the subtle influence on readers. In order to achieve the communication between the heart and the heart, the readers relax in the library and get psychological and physiological satisfaction and trust. Under the trend of diversified and personalized needs, readers no longer meet the unified and generalized service model, but are eager to acquire complete, diverse, all-round and integrated thematic information. Librarians should do a good job in reader service with sincerity, cordial language and helpful spirit. They should communicate with readers with smiling faces, warm attitude and polite language in the service to help them make good use of the library. Library reader service is a special work, the main purpose of which is to serve readers. Reader service in public libraries has always adhered to the concept of reader-centered and service-oriented. More importantly, we should understand the reader, care for the reader, respect the reader and cherish the reader. And the rich collection and perfect equipment to provide readers with the guarantee of literature information, high quality and efficient service to each reader, fully meet the reader's needs for literature information, knowledge, education and other aspects.

Among the surveyed readers, the utilization rate of libraries is relatively high, and the proportion of readers who come to libraries or use library resources more than five times a month is higher.
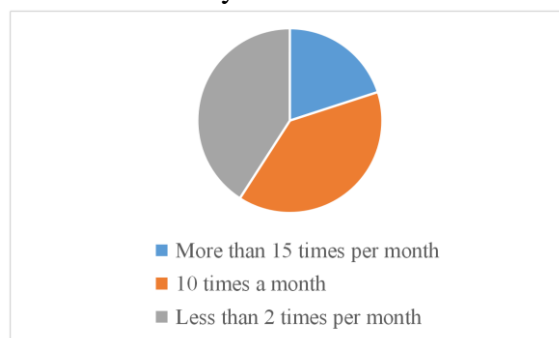

- More than 15 times per month
- 10 times a month
- Less than 2 times per month

Fig.2. Statistical Table of reader arrival

4. Conclusions

With the increase of knowledge and technology content in the process of information service, the professionals engaged in the service of readers in the library will change in many aspects of their work methods and work results. It is ineviTable to put forward new and higher requirements for the librarian's knowledge structure. Librarians must update their knowledge and lifelong learning to become knowledge librarians. Therefore, in the digital construction of university libraries, talent training and retraining should be strengthened to promote the early realization of digital libraries. Library leaders should attach great importance to the work of librarians 'labor and welfare, strive to improve the actual income of staff and workers, so that they can work steadily in the library. With the development of network technology, the change of document carriers and the diversification of users' needs, library reader service mode also needs significant changes. In short, only by truly implementing reader-oriented, user-oriented and providing readers with the best quality services, can university libraries better embody the humanistic concern for readers. The key to do a good job in library service is librarians. Only by giving full play to the positive role of librarians, can we promote the reform and development of higher education more effectively.

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