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Guidelines for the Development of Library Services for Students of Yulin Normal University

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Abstract

Background and Aims: Against the background of digital transformation in higher education, the reader services of university libraries are currently in a critical transformation period. This study, from the perspective of educational management, adopts empirical methods to analyze the current situation and challenges of university library services, focusing on resources, promotion, environment, loans, and innovative practices in staff services. The results provide a theoretical basis for strengthening the supporting role of libraries in talent cultivation, have practical significance for promoting service innovation development, and, by integrating the educational management perspective with empirical analysis, fill the research gap, demonstrating distinct innovation and academic value.

Methodology: The research method is divided into two parts. A survey questionnaire was conducted on 379 students at Yulin Normal University. Expert interviews were conducted with five experts, including those with education, position, and work experience. Conduct statistical analysis on the survey questionnaires collected through data collection and analysis.

Results: The research results indicate that the student services of the Library of Yulin Normal University are generally at a high level. The environment services are the most outstanding, followed by the loan services and promotion services. However, the resource services and staff services have relatively lower scores and should be prioritized for optimization.

Conclusion: 1) This library has received high praise from students in terms of its environment services, loan services, and promotion services. However, there is still room for improvement in its resource services, and the service provided by the staff is also a key aspect for future service enhancements. And 2) The development guidelines for library services for students of Yulin Normal University are a multiple approach.

Keywords: Development Guidelines; Library Services; Students

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Introduction

In the modern education system, university libraries are the core hubs of academic resources for students, playing an irreplaceable role in cultivating students' learning, research, and innovation capabilities (IFLA, 2021). Guided by educational management theories, university libraries are regarded as an important supporting system for talent cultivation and teaching reform, providing a theoretical basis for optimizing library service models and enhancing organizational operational efficiency. With the rapid development of information technology and the continuous changes in learning methods, traditional library services have been unable to fully meet the diverse needs of students. Current higher education institutions are facing the challenge of digital transformation, and students' increasing demands for electronic resources, personalized learning support, and collaborative learning spaces (ACRL, 2018).

Yulin Normal University, as a local undergraduate institution, also faces similar practical problems in its library construction and service development. Although the library has achieved certain results in resource construction and daily services, there is still a relatively prominent contradiction between the traditional service model and the diversified, personalized, and intelligent needs of students. Modern academic libraries must break away from traditional role positioning and fully utilize data analysis, information literacy training, and intelligent technologies. The lag in technology application further exacerbates the gap between student demands and traditional services, and the core issue lies in the disconnection between staff’s professional capabilities and the application of emerging technologies. At the same time, the environment of the library often fails to meet the current needs for collaborative learning and innovative research, resulting in its inability to fully exert its function as a dynamic learning center. These urgent challenges highlight the urgency of formulating scientific, flexible, and technology-integrated library service development plans and enhancing students' learning experience.

In summary, optimizing library services is crucial for supporting students' academic development. Through systematic integration of digital resources, strengthening information literacy education, applying intelligent technologies, and innovatively designing the environment, libraries can more effectively meet the diverse needs of students. This study takes Yulin Normal University as the research object, aiming to provide a targeted and operational reference basis for the service optimization and high-quality development of university libraries in the context of educational management reform.

Objectives

The research is in the development of guidelines for library services for students at Yulin Normal University. The researcher summarizes the conclusion into two parts, as follows:

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Objective 1: To study the current situation of library services for students of Yulin Normal University.

Objective 2: To suggest guidelines for the development of library services for students of Yulin Normal University.

Literature Review

ACRL. (2015) proposed that library services aim to cope with the dynamic and complex information ecosystem, and undertake the responsibilities of identifying core information concepts, designing systematic information literacy courses, and collaborating deeply with teachers for educational purposes. Through six framework concepts, including authority, information generation process, information value, research as exploration, academia as dialogue, and retrieval strategies, it helps students develop critical reflection skills, ultimately enabling them to possess the comprehensive abilities of critically discovering and understanding information production and value, ethically applying information to create new knowledge, and participating in learning communities.

Marquez & Downey (2016) proposed that library services constitute a complete ecosystem consisting of users, staff, environment, technology, and processes. Effective service innovation must be adjusted in terms of approach to create an intuitive, seamless, and valuable service experience for users. Library services need to systematically shift from the traditional, institution-centered model to a user-centered design mindset. It is a cross-disciplinary, holistic methodology that emphasizes empathy, prototyping, and iteration to deeply understand users' real experiences, emotions, and unspoken needs throughout the acquisition and use of services.

Jaeger et al (2015) proposed that library services are the core mechanism for realizing basic human rights such as the right to access information, cultural participation, and education. Their fundamental goal is to promote social justice, rather than just providing universal or neutral services. This means that libraries must proactively identify and eliminate systemic barriers, pay special attention to the needs of marginalized groups, and elevate service principles from "providing equal access" to "achieving true inclusivity" through fair rather than equal resource allocation and advocacy rather than absolute neutrality.

Conceptual Framework

Through systematic assessment of the library's performance across five service dimensions, this study clarifies the differences among service modules and enriches empirical research on service quality evaluation in academic libraries. Additionally, it provides targeted guidance for library improvements, facilitates the optimization of service resource allocation, enhances

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students' overall perception and willingness to use library services, and thereby strengthens the library's educational impact and its role in supporting campus culture.

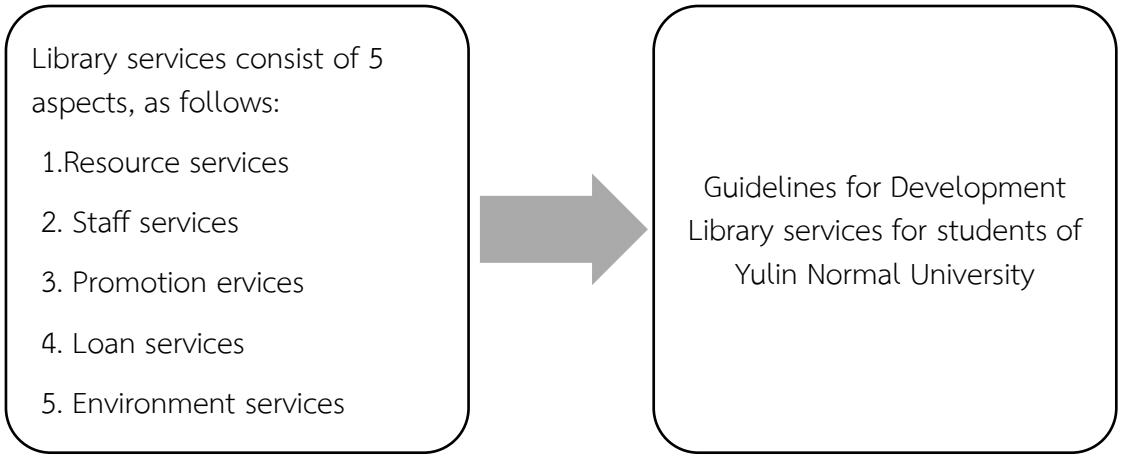


Figure 1 Conceptual Framework

Methodology

The research method is divided into two parts. The population group of this questionnaire survey was 21,673 students of Yulin Normal University. The sample group was 379 students according to Krejcie and Morgan's sampling table (1970) by accidental random sampling. The questionnaires were distributed to 30 students for a try-out. The reliability of the questionnaire was obtained by Cronbach's Alpha Coefficient (1990). The reliability was 0.96. Expert interviews were conducted with five experts. All five experts hold a doctoral degree, have more than 15 years of work experience, and hold positions including Dean, Vice Dean, Head Teacher, and Deputy Director. Data from the questionnaire was collected and analyzed, while content analysis was used for the expert interviews.

Questionnaire: The questionnaire is divided into two parts. The first part is a survey of basic information about the respondents. The second part is a 5-point Likert scale designed from five dimensions. To study the current situation of library services for students of Yulin Normal University.

Interview: The first part introduces the background information. The second part consists of a series of open-ended interviews containing a total of 10 questions. These questions were developed based on the five variables and the items with the lowest scores in the questionnaire

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for each variable. Through content analysis, the suggestions of five experts were summarized.

Data Collection: The researcher distributed questionnaires to the sample group and collected 379 valid responses within the specified time. The researcher conducted face-to-face interviews with 5 respondents and recorded the results. After completing the collection of the preset number of questionnaires and verifying reliability and validity, the researchers conducted statistical analysis on all the data obtained from this survey.

Data Analysis: The researcher verified the reliability and validity of the questionnaire and conducted frequency and percentage statistics on the basic information of the respondents by gender, major, and grade. The researcher also conducted mean and standard deviation analyses on each research variable and carried out content analysis of the interview results. Through data analysis, the researcher identified the current shortcomings and proposed guidelines for the development of the library services of students at Yulin Normal University.

Results

Objectives 1: To study the current situation of library services for students of Yulin Normal University.

Table 1 Statistical table for each variable (n =379)

	Library services for students of Yulin Normal University	$\overline{X}$	S.D.	Level	Ranking
1	Resource services	3.43	0.69	medium	5
2	Staff services	3.43	0.66	medium	4
3	Promotion services	3.71	0.80	high	3
4	Loan services	3.72	0.83	high	2
5	Environment services	4.19	0.79	high	1
	Total	**3.69**	**0.75**	**high**	

According to Table 1. found that students were at a high level in five aspects ($\overline{X}$ =3.69, S.D.=0.75). The highest mean was environment services ($\overline{X}$ =4.19, S.D.=0.79), followed by loan services ($\overline{X}$ =3.72, S.D.=0.83), and promotion services ($\overline{X}$ =3.71, S.D.=0.80), respectively, and resource services ($\overline{X}$ =3.43, S.D.=0.69) was the lowest mean.

Objective 2: To suggest guidelines for the development of library services for students of Yulin University.

The guideline for developing library services of Yulin Normal University includes the

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following points:

1) In terms of resource services, based on the needs of teachers and students, we will strengthen the construction of distinctive digital resources and the recommendation and purchase platform, optimize the structure of paper and electronic resources, expand high-impact journals and databases of emerging disciplines, facilitate access to foreign and inter-library resources, improve the subsidy for document delivery, deepen resource sharing, and enhance the support capabilities for teaching and research.

2) In terms of staff services, regular staff training is conducted to enhance their professional capabilities. They are encouraged to engage in research and provided with literature and academic support. Training sessions are also held for new students on library usage, academic integrity, and graduation thesis writing. Collaborations with departments are established to offer information literacy courses covering the entire process from topic selection to academic norms.

3) In terms of promotion, libraries rely on data analysis to precisely meet students' reading needs, create themed reading brand activities, and support student clubs in conducting reading practices. They also expand the publicity and coverage of the activities through multiple channels, such as offline publicity points, the official website, and new media.

4) In terms of loan services, add self-service equipment, implement differentiated borrowing privileges, establish rules for borrowing popular books, set up consultation posts, realize inter-library borrowing, optimize the book recommendation process, implement classified review, add notification and duplicate removal functions to the platform, and have it managed by a dedicated person and included in the staff's assessment.

5) In terms of environmental services, the library optimizes the spatial layout by dividing areas according to functions. It adds green plants and a seat reservation system, ensures network and power supply, sets up quiet zones and sound insulation facilities, and has them inspected and maintained by volunteers. It also improves environmental management and service guarantees.

Discussion

The researcher summarizes the discussion into two parts, as follows:

1. The current situation of library services for students of Yulin Normal University.

The results show that library services for students in five aspects were at a high level. The highest means were environment services, followed by loan services, promotion services, and staff services, respectively, and resource services were the lowest mean.

Resource services were at a medium level. The research results showed that students do not have access to a large amount of foreign language literature and cannot obtain various printed

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resources. This is consistent with Zhu & Zheng (2024), who proposed that the resource structure of university libraries is unreasonable, there is a lack of distinctive databases, the literature resources are unbalanced, and there is insufficient communication with readers, making it difficult to meet the demands. Li Si (2025) proposed that university paper book purchases rely on suppliers, resulting in similar books and lagging updates. There is a lack of demand research, insufficient unique resources, and unstandardized management processes, leading to chaotic library collection management. Chu Zhihui (2024) proposed that library resource acquisition is disconnected from the students' needs, and there is a lack of funds, resulting in a scarcity of high-quality literature.

Staff services were at a medium level. The research results showed that students cannot receive assistance from the information literacy training provided by the library, and have not received professional services from staff. This is consistent with Zhu & Zheng (2024), who proposed that some staff still adhere to the traditional loan service concept, resulting in insufficient resource utilization, which is unable to support students' learning and research, and they lack technical training and professional capabilities, making it difficult to meet the actual needs. Li Si (2025) proposed that professional training in university libraries is insufficient. Staff are slow in accepting new things. Young staff lack experience and service awareness. There is poor communication and collaboration within the department, resulting in low work efficiency. Chu Zhihui (2024) proposed that although the equipment in university libraries is advanced, the professional training of staff is insufficient, which affects the quality of services and educational outcomes.

Promotion services were at a high level. The research results showed that students can obtain high-quality content from the library's new media platform and receive resource information related to their major, pushed by the library. This is consistent with Ma & Cao (2022), who proposed that the promotion models are becoming increasingly diverse. By leveraging the integration of new media and intelligent reading services, the service capabilities can be effectively enhanced. Ma et al (2025) proposed that reading promotion could be carried out through WeChat official accounts, encouraging students to engage in diverse reading, book recommendations, and exchanges. Luo Yanzhen (2023) proposed that libraries should operate a WeChat public account to precisely push literature resources and academic achievements.

Loan services were at a high level. The research results showed that students can receive quick responses to book recommendations for purchase and can benefit from holiday deferred borrowing and repayment policies. This is consistent with Song & Guo (2025), who proposed that the optimization of the paper book borrowing policy, the implementation of unimpeded policies for borrowing, renewing, and making appointments, and the improvement of the recommendation

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and borrowing experience for paper books. Dou Jian (2019) proposed that regular services such as borrowing, returning, and reading are provided, as well as compensation for lost books and periodicals, interlibrary loans, reader training, appointments, and other services. Deng Min (2024) proposed that functions such as book inquiry, borrowing, and reservation make it easy to access library resources using devices such as mobile phones and tablets, achieving a seamless reading experience.

Environmental services were at a high level. The research results showed that students can have a clean and hygienic learning area and comfortable equipment. This is consistent with Dou Jian (2019), who proposed that environmental services are a comprehensive combination of interior architectural design, environmental beautification, facilities and equipment, and cultural environment. Zhu & Zheng (2024) proposed that the environment includes infrastructure and intelligent facilities, indoor lighting, interior decoration, green plants, reasonable layout, space utilization, functional zoning, etc. Luo Yanzhen (2023) proposed that a reading area and leisure space could be set up, with calligraphy and paintings as well as green plants arranged, to create a neat and elegant reading environment.

2. Guidelines for the development of library services for students of Yulin Normal University.

The development guidelines for library services for students of Yulin Normal University include multiple approaches, as follows: 1) In terms of resource services, dynamically adjust the ratio of print and electronic resources based on demand, establish a distinctive knowledge base and cross-institutional sharing mechanism, expand foreign language databases, improve the recommendation platform, and enhance the international document delivery system. 2) In terms of staff services, conduct staff training and performance evaluation, support research services, implement tiered information literacy education, and promote the integration of information skills with specialized courses. 3) In terms of promotion services, survey reading needs, organize thematic book exhibitions and branded activities, support students in independently organizing reading activities, and build a multidimensional publicity network. 4) In terms of loan services, add self-service equipment, optimize APP functionality, implement differentiated loan rules, establish an intelligent recommendation process, and enhance service efficiency. 5) In terms of environmental services, optimize spatial layout with dynamic and static zoning, add greenery and an intelligent reservation system, ensure network and charging facilities, set up quiet zones and monitoring mechanisms, and create a comfortable learning environment. The reason for confirming this research result is that the library has good conditions in terms of environment, loan and promotion services, but it lacks resources, and the effectiveness of information literacy training is limited. Its professional support capacity also needs to be improved. This is consistent

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with what Yang et al (2025) proposed that university libraries should optimize resource allocation based on discipline development, strengthen librarian and subject services, promote reading promotion via new media, improve circulation efficiency through intelligent measures, and construct multi-functional learning spaces. Li Si (2025) proposed that university libraries should optimize resource allocation based on disciplinary characteristics and reader needs, strengthen staff development and technology empowerment, carry out branded reading promotion via new media, and improve service experience through intelligent borrowing systems and upgraded spatial environment. Zhu & Zheng (2024) proposed that libraries should optimize resource integration, strengthen innovation in staff services, establish reader-oriented personalized services, and create a smart ecological reading environment. Ma et al (2025) proposed that libraries can achieve precise resource procurement and coordinated development of print and electronic resources through user demand analysis, build intelligent collection and discipline service platforms, enhance service capabilities with cross-departmental teams and AI staff, and optimize reading promotion and resource allocation via smart circulation systems and data-driven approaches. Luo Yanzhen (2023) proposed that university libraries should optimize literature resource construction and procurement, improve staff's professional quality and service capabilities, carry out distinctive reading promotion, innovate circulation service models, and improve reading environments and infrastructure.

Recommendation

Implications

At present, university libraries are in a crucial period of digital transformation. To promote their high-quality development and better serve talent cultivation, research, and cultural inheritance, the following targeted suggestions are proposed, considering the responsibilities at all levels.

For university administrators: The expansion of the distinctive knowledge base, cross-institutional sharing mechanism, and foreign language databases in the resource services can improve the resource guarantee system for university discipline construction and help universities enhance their research competitiveness and internationalization level. The integration of information skills and professional courses in staff services can assist in improving the comprehensive quality of teachers and students. The upgrading of promotion services, loan services, and environment services can optimize the campus learning atmosphere, enhance the sense of belonging of teachers and students to the campus, and improve the overall strength of university operation, providing practical references for university administrators to formulate plans for discipline development and campus construction.

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For library administrators: It provides clear work and management priorities for library administrators, promoting the standardized, refined, and intelligent development of library management. The resource service requires administrators to establish a dynamic resource allocation mechanism, coordinate the construction of both paper and electronic resources, as well as characteristic and shared resources, and improve the efficiency of resource utilization. In staff services, the implementation of staff training and performance assessment prompts administrators to improve the staff management system, enhance professional capabilities, and optimize service quality. The upgrading of promotion, loan, and environment services requires administrators to coordinate all service links, optimize service processes, integrate service resources, and upgrade service facilities, promoting the library to transform towards a smart service model, providing a clear basis for administrators to evaluate the effectiveness of library services and optimize service plans.

For library staff: The advancement of various services has influenced the work content, skill requirements, and career development of library staff. The clear staff training plans in personnel services provide opportunities for staff to enhance their professionalism, helping them master skills such as information literacy education and research services, and meet the demands of the deepening of subject services. In resource services, the construction of specialized knowledge bases and the improvement of resource recommendation platforms have enriched the work content of staff, requiring them to have cross-disciplinary knowledge reserves and the ability to integrate resources. The intelligent upgrade of loan services and environmental services promotes staff to enhance their information operation capabilities and transforms their work towards personalized and professional services. The implementation of the performance evaluation mechanism enables staff to improve their service levels, achieving synchronized improvement of their professional capabilities and the development of library services.

Future Research

1. Future research could explore transformation pathways and performance evaluation mechanisms for university libraries of different types and developmental stages, providing insights for the functional restructuring and resource coordination of libraries.

2. The university library has achieved remarkable results in reading promotion, loan services, and environmental services. However, there is still room for improvement in resource services and staff services. It is necessary to enhance resource services, organize interdisciplinary knowledge, and provide training for staff's capabilities.

3. Focus on the establishment of intelligent service systems, the deepening of subject services, the optimization of spatial functions, and the support for staff transformation, to form feasible development measures for libraries. Regarding the application of artificial intelligence

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technology, a systematic study is conducted on its impact on library resource construction and service model upgrading, laying a research foundation for the sustainable development of libraries in the future.

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