

## Research of the Students Volunteer Service and Management in University Library

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### Abstract

The service work of the students volunteer to participate in university library has injected fresh blood, also brings the challenge to the library management. To really play the strength of the team and contribute to the development of the library, the university library must seek an effective way of management. In this paper, by analyzing the present situation of the management of university library volunteers, it puts forward optimizing to recruited organization, strengthen the pre job training, volunteers set up files, management strategies of the construction of the system of volunteer service performance evaluation system.

**Key words:** University library; University student volunteer; Management

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### INTRODUCTION

The university library volunteer is a special reader group, because it is the service management and service in the library with the selfless dedication, the full support service. It not only can effectively strengthen the interaction between the library and the readers, but also stimulates the vitality of the library service. It improves the work efficiency of the library and has injected a fresh blood into the library. With the development of college students volunteer service in colleges and universities, the new model of university library student volunteer

service has been formed gradually, which has experienced the stages of work study, student volunteers, temporary librarians and students (Wang 2011). But at present, the university library in our country is still in the exploration stage in how to reasonably and effectively introduce the university student volunteer service. For example, after the introduction of college students volunteer service, how to carry out job arrangements, how to manage, how to establish the related operation and safeguard mechanism, how to play its social benefit and so on. So it is worthwhile to explore the sustainable development of College Students' volunteer service in university library.

## 1. UNIVERSITY STUDENTS VOLUNTEER SERVICE IN UNIVERSITY LIBRARIES

### 1.1 Daily Loan Service and Management

Daily borrowing and management of the library are the basis of the library service work, and it is the basis to maintain the normal operation of the library. Its main contents include borrowing books, book shelves, book sorting, inspection, distribution of newspapers and periodicals, the library reading room on duty etc.. This part of the work is repetitive work, the professional knowledge and technical requirements are not high, just a little training, the volunteers will be competent. By student volunteers to do the job, it can make part of a full-time librarian freed from the tedious affairs, and is committed to carry out in-depth services; at the same time, it can also provide a full range of services in the evening, weekends and other non daily working time. It has achieved good results, in which the majority of college students who can provide services in fixed time are arranged in a way that can be arranged in the service and management positions.

### 1.2 Book Purchase Information Personnel

University library is mainly for the school teachers and students' service and college students are the

most important service to the service, so the literature purchasing work must be carried out with the students directly. By understanding their real needs, they are satisfied. At the same time, students can also set up a bridge between the library and the faculty, and timely feedback to the Department's professional adjustment, subject change and teacher needs and other information. Editorial department of our library in each academy is each recruits book purchasing information during the spring semester of 2013. Book purchasing information personnel responsible for each semester held order review meeting, foreign language book fair, collected by the experts and scholars from various departments recommend submissions work. Since the establishment of the book purchase information personnel system for 2 years, the team has developed steadily. At any time, the library is in contact with the book purchase information in the form of a visit to the library, which ensures the rationality of the construction of literature resources in our library.

### 1.3 Book Processing and Division

In the university library, the book processing work is relatively simple repetitive labor. Some work is scattered and complex and do not need to very high levels, such as split package, inspection, registration, cover chapter collection, barcode, magnetic stripe paste, paste bookmark etc. If university students volunteer to take part in the work of the books, he will be able to enter the working state immediately, and not be restricted by the time. Therefore, this work is very suitable for arrangements to sporadic to museum volunteer college students, such as at any time to do, one or two people capable, small groups can also, short idle time do less, idle for a long time to do more, flexible and convenient. Such as the museum is often arranged to participate in the library service of university students volunteer to participate in the book processing work.

As international exchanges increased, small language professional setting new and foreign students increased, library books languages also showed a trend of diversification, book cataloging work sometimes also requires students to volunteer. Many university libraries in the past only ordered Russian and English for foreign language books, but now they have ordered the Korean, Japanese, French, German, etc. language books. Due to the restriction of language, the book's division is not possible by the librarian to complete. At this time it is necessary to recruit students with special language skills of university students.

### 1.4 Subject Practice of the Discipline

A lot of work in university library is closely related to the specialty and discipline. University students volunteer in the process of university library services can be combined with professional characteristics, play professional advantages, so that it not only for the library to provide services, but also to make their own professional practice and application of the opportunity.

University Students' volunteers are often received by our library for professional practice, such as computer professional, software professional students to the library for many times. They fully understand the work flow and business needs of the library in various departments, and finally they make the library application system software, query software, document measurement analysis software, library staff quantitative assessment software. These efforts have made them complete their graduation thesis. In this way, they not only participated in the library services and conducted a subject research, but also completed the professional papers. This is a new model of learning, service and practice which is worth promoting.

## 2. UNIVERSITY STUDENTS VOLUNTEER IN THE UNIVERSITY LIBRARY MANAGEMENT PRESENT SITUATION AND ANALYSIS

There are still some problems in the practice and management of university library student volunteers in service. Specifically embodied in the following aspects:

### 2.1 No Standardized Recruitment

University Library Volunteers mainly come from university students. Because of their quality, knowledge structure and higher ideological awareness, its management has a positive effect, such as the management of the constraint will not hurt the enthusiasm of volunteers. Due to the lack of relevant policies and regulations, the lack of protection and restraint of the volunteer workers in the domestic library is lack of protection and restriction (Han, 2008).

The formation of volunteer in university libraries has the following several ways: The first is the league or departments of the organization, in a semester for the library of compulsory service, or to the class as a unit at a specific time to library to participate in voluntary service activities. The second is the students' individual or collective to see the library recruitment notice, voluntary registration through the interview as a library volunteer. The third is to enroll in school or teacher's recommendation. In the sense of personal interest or self value, the initiative to provide services for readers, etc.. Therefore, there is no uniform standard for this kind of recruitment, resulting in a difference in the degree of individual motivation, voluntary and dedication.

### 2.2 Posts Set Unreasonable and Human Nature Is Not Enough

At present, it is basically set up by the library according to the working conditions, so less taking into account the professional background and interest of the individual. Some volunteers are mostly cleaning paste label of some technologies such as low work difficulty. Such work can easily make them feel monotonous and dull. Some

volunteers are engaged in jobs are mostly clean, stick label some technical difficulty is the low post. Such work can easily make them feel monotonous and dull. In addition, the staff did not take the lead in the lead, so as long as there is a bad mood, it will have a negative impact on the spirit of voluntary service.

### **2.3 Not Forming a Sound Management Model**

At present, the college student volunteer service is still in the primary stage of development. It is reflected in the form of non uniform, management is not standardized, and post is not sure, the lack of a sound management mechanism. First, the funding is not guaranteed and the vast majority of volunteer service are an obligation to contribute. Because there is no economic compensation, and no good way to reward and punishment, so it can not form a perfect assessment and management mechanism. This situation makes it easy for college students to produce random ideas, and there is a phenomenon that the team is not stable. Second, there is the lack of management norms and no form of job code. This makes it easy for college students to volunteer in the work. Again, there is no fixed organization management department. University Library student volunteer service work under the arrangement of many departments, such as the University's student work, the library's office, the department and so on. Because of the temporary need and arrangement of the library, it will cause the university library students volunteer service work as a whole not standard, not perfect.

### **2.4 Imperfect Evaluation of Incentive Mechanism, the Structure of the Unstable Volunteers**

The attention and recognition of the library or school are particularly important for the volunteer's free service. If the lack of effective incentive, security and restraint mechanisms, it will make the relationship between the rights and obligations of the volunteers is not clear (Xiao, 2011). According to Maslow's theory of hierarchy of needs, if the volunteers did not get the proper respect in the service process, the effect of the work has not been fully affirmed. This in a certain extent, resulting in the different jobs of volunteers appeared emotional burnout, the unwillingness; volunteer in service activities in the process of continuous low, service quality is difficult to be guaranteed; because there is no a unified standard of evaluation, service attitude and quality evaluation of volunteer work clothing is often take a form (Ou, 2014). To a great extent, the ultimate goal is to achieve the ultimate goal. At the same time, there is no system of cooperation between the volunteers, the mobility of the members, strong randomness. Volunteers use their spare time to engage in voluntary labor, the emergence of their own class time conflict, leave or not on time to the post. This is easy to cause the structure of the volunteers is not stable, and ultimately it can not effectively play the role of the library service.

## **3. COUNTERMEASURES**

### **3.1 Optimizing Recruiting Organization**

Team member recruitment to emphasize voluntary principles, through the selection, interview, and other forms of organization have dedication, learning task is lighter, time to build a strong team of outstanding students. And the personnel management personnel are at the core of the organization of the organization of the volunteer organization (Ding, 2013). Specific measures are as follows: the first library in the museum to provide their own independent office, to provide the necessary financial support for the various activities of the volunteers, and clearly requires not have a penny for the work. The second once a week, a library volunteer management meeting, held once a library volunteer exchange. The third the library volunteer team will be included in the school science and the volunteer service department of the direct management. The fourth school priority in the library volunteer recommendation diligent student Gang or the library work study program should begin with the library volunteers produced.

### **3.2 To Strengthen the Pre Job Training**

Volunteer to work on the identity of the library staff, the quality of their work will not only affect the image of the volunteers, but also affect the image of the library. Because the library work has a strong professional technical volunteers before service must be pre job training, so they can bear corresponding work and norms of behavior (Sun, 2004). At the same time, it is an effective way to study the library business knowledge and improve the information quality through training for the university student volunteers. This training process can be in accordance with the pre job training and specific job training in two stages. Due to the above reasons, those who participate in the library service volunteers must advance pre job training. After they are assigned to specific departments and specific positions, they are trained by the backbone of the business. The main contents are: The basic situation of the library, service functions, service items, so that the volunteers to understand their work; introducing the library regulations, labor discipline and work should pay attention to matters, strengthen the time concept, the responsibility of the cultivation; the specific working process, technical standards and quality requirements description language and the field operation, the volunteers to specific technical requirements in the chest. The posts of the volunteers should be worn in the library of university student volunteers, in order to facilitate the reader's supervision and the management of the library.

### **3.3 Setting up Volunteer Files**

Library management personnel preset the actual situation of volunteer work in accordance with the actual situation of the museum. Then they take full account of the

professional situation and the position of the volunteers in the registration system. Then they adjust their positions with the help of computer software (Zhao, 2013). The aim is to make every one of the volunteers play their own special skills. Library management staff will be based on the actual situation of the library to set up a volunteer job, and then they take full account of the professional situation and position of the volunteer in the registration system. Then they adjust their positions with the help of computer software. The aim is to make every one of the volunteers play their own special skills. The library should be in agreement with the personnel in the service system to sign a volunteer agreement and establish a volunteer file. Agreement is far greater than the agreement itself, because it is a spiritual training and spiritual purification, and this sacred sense will inspire them to provide the reader with a volunteer service. If the volunteer file is only used in the library, it loses its true meaning, so it should be established as an open volunteer management system. A term for a period of time, the various departments will this semester volunteer service record and job evaluation transfer to their department and the Ministry of personnel files information as the future apply for scholarships, student loans, entering a higher school, appraising, join or be admitted to the party, employment and so on important reference basis.

### 3.4 Establishment of the System of Volunteer Service Performance Evaluation System

The interests of the volunteers are not only different from the material factors of the economic organization, but also different from the authority of the political organization. It is a process of continuous interaction and construction that volunteers are always hoping to get inspiration in the process of mobilization, organization and operation. That is to say, the volunteer should pay attention to the service process of continuous self motivation, as well as through the social evaluation system gradually strengthen this incentive. The university library carries on the standard management and the evaluation of the volunteer service through the establishment and implementation of the rules of the system of the volunteers. University library staffs need to distinguish and take a variety of ways to encourage and motivate the volunteers. Library staff should adopt flexible and diverse methods of motivation according to the needs of different periods of time. If the library staff wants to understand the needs of different periods of time, they should be in time to grasp the psychological changes of the volunteers and the timely and effective feedback of the volunteers to take effective measures to motivate.

Library staff can be from several aspects of the service to the volunteer to be recognized, to reward, to provide returns, etc.. It can be used in recognition of the following ways: If the service time of the volunteers in the 1 semester has reached 40 hours, 100 hours, 200 hours, the library staff will be awarded the corresponding certificate of honor; And the library staff will nominate

a candidate in the library annual “top ten readers” candidates and recommend the outstanding volunteers to Communist Youth League school. In addition, the library is as far as possible to improve the ability of information, interpersonal skills and organizational leadership to provide the opportunity to volunteer. The library should pay attention to the spirit of the volunteers, but also give them a certain preferential treatment, such as the free use of the reading room of the study box, etc.. This human nature of the incentive mechanism is very necessary in the period of not too popular in the volunteer culture. Because it is not only consistent with the spirit of the volunteers, but to a certain extent, it can improve the enthusiasm of the participation of volunteers. Finally, the scope of the management and evaluation of the work of the volunteers can not be limited to the library in this university, it should be established a wider range of volunteer service system.

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## CONCLUSION

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University students' volunteer is a new force in the work and management of University library. The effective management of university student volunteers can play a powerful role in the development of the library cause. At the same time, the management of university student volunteers is also a process of continuous exploration and exploration; need to find a good way to play its advantages. First, it analyzes the status of college students volunteer for service and management of the management system, post setting, incentive mechanism; secondly, it is proposed optimization recruitment organization, strengthen the pre job training, volunteers set up files, establish a system of volunteer service performance evaluation system and other measures to carry on the effective management of student volunteers.

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