

# Research on the Construction Strategy of a Student Education Service Platform in University Libraries

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**Abstract**—This paper focuses on the construction strategies of an educational service platform in university libraries. Through an analysis of the educational functions and current status of university libraries, it identifies existing issues and shortcomings. Aligning with the demands of the times and educational objectives, the paper proposes specific strategies in areas such as platform architecture design, resource integration and optimization, service model innovation, staff team development, and evaluation feedback mechanisms. The aim is to fully leverage the educational role of university libraries, enhance the quality of education, and provide robust support for talent cultivation in higher education.

**Keywords**—University libraries, Educational service platforms, Construction strategies, Resource Integration and Optimization, Evaluation feedback mechanism.

## I. INTRODUCTION

As an important battlefield for campus cultural construction, a core hub for information resources, and a key support for talent cultivation, university libraries have already surpassed traditional literature borrowing and information provision in their educational functions, extending to multiple dimensions such as knowledge dissemination, ability cultivation, value guidance, and cultural inheritance [1-5]. In the context of the new era of education, the education work in universities is facing new challenges and opportunities, requiring university libraries to break through traditional service models and build a comprehensive, efficient, and personalized education service platform to better meet the needs of students' growth and development, and promote their all-round development. Therefore, studying the construction strategy of the education service platform in university libraries has important practical significance.

## II. ANALYSIS OF THE EDUCATIONAL FUNCTION AND CURRENT SITUATION OF UNIVERSITY LIBRARIES

### A. The educational function of university libraries

Firstly, university libraries are important places for knowledge dissemination, and their rich collection resources broaden students' knowledge and perspectives. Secondly, the strong academic atmosphere and cultural environment created by the library help cultivate students' self-learning ability, independent thinking ability, and innovative spirit. In addition, various cultural activities and service projects carried out by the library, such as lectures, exhibitions, reading promotion, etc., can enrich students' extracurricular life, enhance their cultural literacy and comprehensive quality.

### B. Current situation analysis

At present, university libraries have made great progress in educating students and achieved good results, but there are still some problems. On the one hand, some university libraries do not have a deep understanding of the educational function and still focus on resource collection and management, neglecting the development of educational services. On the other hand, the educational service model of libraries is relatively single, lacking specificity and personalization, and difficult to meet the needs of different students. At the same time, the integration and utilization efficiency of library resources is not high, and the construction of digital resources is relatively lagging behind, which also restricts the effectiveness of educational services.

## III. THE NECESSITY OF BUILDING A UNIVERSITY LIBRARY EDUCATION SERVICE PLATFORM

### A. Adapting to the needs of education development in the new era

In the new era of education, emphasis is placed on cultivating students' comprehensive abilities and core competencies, requiring university libraries to transform from traditional resource providers to providers of educational services. Building an educational service platform can integrate various resources and services, provide students with more comprehensive and systematic educational services, and adapt to the needs of educational development in the new era.

### B. Meet the diverse needs of students

Contemporary college students have diverse needs and personalized development characteristics, and they hope to obtain more abundant, convenient, and personalized services in the library. The construction of an educational service platform can provide students with a one-stop learning and communication space, meet their diverse needs, and promote their personalized development.

## IV. CONSTRUCTION STRATEGY OF EDUCATION SERVICE PLATFORM IN UNIVERSITY LIBRARY

### A. Platform architecture design

(1) Overall planning: The education service platform of university libraries should be planned based on the talent cultivation goals of universities and the actual needs of students. The platform should cover multiple functional modules such as resource services, learning support, cultural activities, communication and interaction, forming an organic whole.

(2) Technical support: Adopting advanced information technologies such as big data, artificial intelligence, cloud

computing, etc., to build an intelligent and digital education service platform. By utilizing technological means to achieve intelligent resource retrieval, personalized recommendations, and learning behavior analysis, the platform's intelligence level and service efficiency can be improved.

(3) Interface design: The interface design of the platform should be simple, beautiful, easy to use, and in line with students' usage habits. At the same time, attention should be paid to the interactivity and personalized settings of the interface to provide students with a good user experience.

#### *B. Resource integration and optimization*

(1) Collection resource integration: comprehensively integrate the paper resources, electronic resources, and characteristic resources of the library, establish a unified resource retrieval platform, and facilitate students to quickly access resources. At the same time, it is necessary to optimize the structure of library resources based on subject majors and student needs, and improve the pertinence and practicality of resources.

(2) External resource introduction: Actively introduce high-quality external resources, such as academic databases, online courses, etc., to enrich the platform's resource content. Establish cooperative relationships with external libraries, cultural institutions, etc. to achieve resource sharing and mutual benefit.

(3) Resource evaluation and update: Establish a resource evaluation mechanism, regularly evaluate and screen resources on the platform, timely eliminate low-quality and outdated resources, supplement and update high-quality resources, and ensure the quality and timeliness of resources.

#### *C. Service model innovation*

(1) Personalized service: Utilizing big data analysis technology to timely understand students' learning needs, reading habits, and interests, providing personalized resource recommendations, consulting services, and learning guidance. For example, recommending relevant course materials, academic literature, etc. to students based on their majors and learning progress.

(2) Interactive services: Building interactive communication platforms, such as learning communities, online forums, etc. Through interactive services, students' enthusiasm for learning and innovative thinking are stimulated, and their teamwork and communication skills are cultivated.

(3) One stop service: Integrating various service functions of the library to provide students with one-stop learning support services. For example, students can complete book borrowing, reservation, renewal, inquiry and other operations on the platform, while also obtaining reference consultation, literature transfer, subject navigation and other services.

#### *D. Construction of personnel team*

(1) Professional competence enhancement: Strengthen the professional training of library staff to improve their subject knowledge, information literacy, and service capabilities. Encourage staff to participate in academic seminars, training courses, and other activities, continuously update their

knowledge structure, and enhance their professional level.

(2) Cultivation of Educational Awareness: Strengthen the educational awareness of librarians and make them realize the importance of libraries in the education work of universities. By conducting educational training, case analysis and other activities, guide staff to integrate educational concepts into daily service work.

(3) Team building: Establish a diversified education service team, including librarians, subject experts, volunteers, etc. Clarify the responsibilities and division of labor among team members, strengthen team collaboration and communication, and form a joint force for nurturing talents.

#### *E. Evaluation feedback mechanism*

(1) Establishment of evaluation index system: Establish a scientific and reasonable evaluation index system for the education service platform, and evaluate it from multiple aspects such as resource quality, service effectiveness, and user satisfaction. The evaluation indicators should be targeted and operable, and can truly reflect the educational effectiveness of the platform.

(2) Regular evaluation and feedback: Regularly evaluate the education service platform and collect user feedback and suggestions. Based on the evaluation results and user feedback, timely adjust and optimize the platform's functions and service content, continuously improve the quality and educational effectiveness of the platform.

(3) Establish a sound incentive mechanism: Establish an incentive mechanism to commend and reward outstanding staff and teams in educational services. Inspire the enthusiasm and creativity of staff, and promote the sustainable development of the education service platform.

## V. CONCLUSION

The construction of a university library education service platform is a systematic project that requires multiple aspects such as platform architecture design, resource integration and optimization, service model innovation, personnel team building, and evaluation feedback mechanisms. By building a comprehensive, efficient, and personalized education service platform, university libraries can fully leverage their educational functions and provide strong support for talent cultivation in universities. In the future development, university libraries should continuously adapt to the needs of the times, optimize and improve their educational service platforms, and create better conditions for students' growth and success.

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**Author's biography with Photo**



**Min Zhang** is a librarian in the library of Taishan University. He graduated from Shandong Water Conservancy College in July 1997 and obtained his undergraduate degree in Civil Engineering from Shandong University of Science and Technology in 2005. He mainly engage in research in the field of books and archives.