

Developing Emerging Service Capabilities in Public Libraries: A Case Study of Chifeng Library (Postprint)

Authors: Liu Shuhua, Liu Xingjun

Date: 2023-04-01T00:00:00+00:00

Abstract

[Purpose/Significance] Using the Chifeng City Library in Inner Mongolia as a case study, this paper explores the construction and practice of new service capabilities for public libraries against the backdrop of an ever-changing era, aiming to provide reference and inspiration for the development of public library undertakings in China in the new era. [Method/Process] By examining the practical process of new service capability construction at the Chifeng City Library in Inner Mongolia, this paper summarizes the common issues and solutions in the construction of new service capabilities for public libraries. [Results/Conclusion] It is proposed that under the current social environment, the construction of new service capabilities for public libraries should first integrate social responsibility into library development and service philosophy. Only by focusing on livelihood issues and paying attention to the development and strategic planning of national and local policies in practice can libraries enrich their sources of innovation and timely launch new library services that respond to national calls and meet public demands.

Full Text

Preamble

Title: The Construction and Practice of New Service Capacity in Public Libraries: A Case Study of Chifeng Library

Authors: Liu Shuhua¹, Liu Xingjun²

¹Chifeng Library, Chifeng 024005

²Hulunbuir Library, Hulunbuir 021000

Abstract:

[Purpose/Significance] Taking Chifeng Library in Inner Mongolia as an example,

this paper explores the construction and practice of new service capacity in public libraries against the backdrop of a constantly evolving era, aiming to provide reference and guidance for the development of public libraries in China in the new era. [Method/Process] By examining the practical process of new service capacity construction at Chifeng Library, this paper summarizes common issues and solutions in the development of new service capabilities in public libraries. [Result/Conclusion] The paper proposes that in the current social environment, the construction of new service capacity in public libraries should first integrate social responsibility into library development and service philosophy. Only by paying attention to livelihood issues and aligning with national and local policy developments and strategic planning in practice can libraries enrich their sources of innovation and timely launch new library services that respond to national calls and meet public demands.

Keywords: public library; new service capacity; social responsibility

Classification Number: G258

DOI: 10.13266/j.issn.0252-3116.2020.01.008

Since the beginning of the 21st century, the rapid development of information technology has transformed the information environment, while global political, economic, and cultural changes have presented unprecedented challenges to public libraries. How to expand the scope of public library services, enhance new service capabilities, strengthen their vitality for survival and development, and promote sustainable development has become a hot issue of concern for public libraries worldwide. This paper takes Chifeng Library as an example to discuss the construction of new service capacity in public libraries under the backdrop of changing times, hoping to provide reference for the development of public libraries in China in the new era.

1. New Services and Social Responsibility of Public Libraries

Traditional library services typically refer to document information services such as book lending, document delivery, and reference consultation. With the development of modern society, the scope and content of library services continue to expand. New library services, relative to traditional ones, refer to a series of new service content developed by libraries in the new environment. These new service expansions aim to adapt to changing reader information behaviors and needs caused by technological development, and are closely related to the service philosophy of public libraries focusing on social issues and assuming social responsibility. Especially in the past decade, as new technologies represented by computer technology have become increasingly mature in library applications, public libraries have paid more attention to helping solve social problems through developing new services to demonstrate their social value, such as caring for vulnerable groups, bridging the information gap, providing employment training, and supporting innovation and entrepreneurship.

1.1 Social Responsibility as an Extension of Public Library Duties

Currently, the prevailing view holds that library social responsibility refers to the responsibility of libraries to help solve a series of “non-library issues” related to the sustainable development of humanity, such as economic, racial, environmental, war and peace, and religious issues. This represents social responsibility that libraries should undertake beyond their traditional duties. The social responsibility undertaken by public libraries is closely related to the era in which they exist and changes with social development, while also being closely connected to the libraries’ own operations. The UNESCO Public Library Manifesto released in 1994 identified supporting and participating in literacy activities and programs for all age groups, and organizing such activities when necessary, as one of the missions of public libraries. This description of public library social responsibility was made against the backdrop of world development at that time, as UNESCO had already proposed the ambitious goal of eradicating illiteracy worldwide by 2000 based on the status of illiteracy and literacy work progress in various countries, particularly developing nations, as early as 1985.

The 1990s was a period of rapid development in computer and information technology. Due to differences in economic and technological development among different countries and regions, the degree of development and application level of information technology and network technology varied, creating a state of information disparity between the information-rich and information-poor. The information gap widely exists between different countries and regions or between urban and rural areas within the same country, with harmful effects extending to a nation’ s political, economic, cultural, and even military security, making it a global issue. In 1997, IFLA established the Social Responsibilities Discussion Group (SRDG), which identified the information gap as one of its primary concerns.

Around the 1990s, China’ s library community began discussing how libraries could participate in re-employment projects and serve agricultural development through science and technology. Although social responsibility was not explicitly mentioned, there was already a clear awareness of assuming social responsibility. In the early 21st century, the academic community began discussing the definition and content of library social responsibility, the significance of libraries undertaking social responsibility, and implementation approaches. In 2010, the Library Society of China made “library social responsibility” one of the themes for its annual conference, and the *Library Construction* journal opened a “Library Social Responsibility” column in its seventh issue that year. Since then, a theoretical research boom on social responsibility has emerged in China’ s library community, with specialized research on the social responsibility of public libraries appearing. This research places public libraries within their social environment and explores the expansion of library services as a main content. For example, Xu Junlin believes that public libraries have always kept pace with social development, and their functions should change with evolving social demands. Functional diversification includes expansion focusing on cul-

tural dissemination, new technology application, extended services, and cultural leisure. Ma Gonglan and Wang Xiaoyan argue that libraries should care about society and intervene in society through multiple channels, striving to expand the content and approaches for libraries to participate in harmonious social construction and contribute to social harmony and progress. Fan Bingsi points out that many current library services and activities around social responsibility are difficult to organically integrate with existing business activities, resulting in a separation between traditional knowledge and information services and library social responsibility activities. How to integrate these two types of activities has become an important issue that needs to be addressed in both theory and practice. Although research on library social responsibility in China has just begun, relevant studies have provided public libraries with clearer understanding and deeper comprehension of assuming social responsibility, laying a theoretical foundation for the construction of new service capacity in public libraries.

1.2 New Services of Public Libraries in the Context of Social Responsibility

Over the past decade, public libraries have actively carried out various new services in practice to fulfill their social responsibility and demonstrate their commitment. The IFLA Committee on Free Access to Information and Freedom of Expression (FAIFE) (which later replaced SRDG as the main implementer of IFLA's social responsibility) reported in 2010 that among 122 countries surveyed, libraries in half of the countries conducted HIV/AIDS knowledge promotion through various methods such as distributing promotional materials, exhibitions, training, and mobile libraries. Regarding information access for people with disabilities, 60% of surveyed countries reported that libraries had special programs for serving disabled individuals, such as providing specialized information resources and accessibility facilities. Libraries in 48 countries promoted basic education by donating books to school libraries, training school librarians, offering summer courses, and extending public library services to schools. Fifty percent of countries indicated that libraries promoted environmental protection through exhibitions, providing relevant materials, and cooperating with environmental organizations.

Taking the United States as an example, in the late 1990s, the U.S. government decided to implement primary and secondary education reforms to address the widespread decline in reading levels among elementary and secondary school students and the significant educational gaps between immigrants, ethnic minorities, and white children. To cooperate with the government's education reform measures, in 2000, the Public Library Association of the American Library Association launched the Every Child Ready to Read (ECRR) program, providing early literacy education for parents and caregivers of children aged 0-5. By 2017, over 6,000 public libraries had implemented the ECRR program, providing services related to early childhood education. The 2018 State of America's Libraries Report showed that in 2017, American public libraries played

an important role in bridging the digital divide, narrowing achievement gaps for low-income families, and expanding citizen access to health information by helping low-income families receive formal digital literacy training, continuing to implement the ECRR program for families with infants and young children, providing health information services for residents, and helping communities address prescription opioid and heroin dependence.

China's library maker spaces represent a typical example of new service expansion undertaken by public libraries to fulfill their social responsibility. Taking the Shanghai Library, which established a maker space relatively early, as an example: In 2011, the Shanghai Cultural and Creative Industry Information Center, established by the Shanghai Municipal Cultural and Creative Industry Promotion Leading Group Office, was located in the Shanghai Library, aiming to leverage the library's advantages in document collection, information analysis, and intelligence consultation to promote Shanghai's strategic plan of "innovation-driven, transformation development." To create a space supporting social innovation and creative activities, the Shanghai Library established the "Innovation Space" in May 2013 and officially opened it to the public. After Premier Li Keqiang proposed the concept of "mass entrepreneurship and innovation" at the Summer Davos Forum in September 2014, public library maker spaces flourished amidst the nationwide wave of innovation and entrepreneurship. A large number of excellent maker spaces emerged in libraries such as Changsha Library, Chengdu Library, and Shenzhen Library, providing new services distinct from traditional library services, including entrepreneurship and maker courses, activity spaces, and resources to support local innovation and entrepreneurship activities.

In November 2013, General Secretary Xi Jinping proposed "targeted poverty alleviation" during his inspection in Xiangxi, Hunan, and subsequently published a series of important discussions on this issue during multiple research trips. "Targeted poverty alleviation" became a key term in public discourse, and some public libraries expanded a series of services from the perspective of undertaking cultural targeted poverty alleviation responsibilities. Taking Jilin Provincial Library as an example, it implemented cultural targeted poverty alleviation through services such as "Poverty Alleviation Lecture Hall" public tours, establishing "volunteer poverty alleviation and intelligence support teams," and carrying out support activities in rural schools, extending provincial library services to poor counties and villages. In 2018, to further promote and improve libraries' cultural poverty alleviation capabilities, the Public Library Branch of the Library Society of China also held a national case collection and recognition activity for library cultural poverty alleviation and rural revitalization.

In addition, the key focuses of social responsibility for public libraries in China also include leisure and health, environmental protection, cultural inheritance, individuals and families, and assistance for vulnerable groups. Most of these have been expanded through forms such as special lectures, themed activities, skills training, and resource construction. However, overall, the sustainability

of these services, the depth and practicality of service content, their relevance to local social development, and their influence in local society still need improvement. Particularly for public libraries in some small and medium-sized cities, due to limitations in funding and human resources, they wish to undertake more social responsibility but are unable to develop new services, reducing the assumption of social responsibility to slogans, formalities, or intermittent activities. The new service capacity to adapt to era development urgently needs enhancement.

2. Practice of New Service Capacity Construction at Chifeng Library

Established in 1982, Chifeng Library is located at the southern section of Jinshan Road in the new district of Chifeng City, with a building area of 7,800 square meters. It was officially opened to the public in December 2011. Since its opening, while performing traditional services well, Chifeng Library has incorporated social responsibility into its five-year development plan and actively built new service capacity adapted to local economic and social development, achieving remarkable results. In 2017, it was rated as a prefecture-level “National First-Class Library” in the sixth national public library evaluation, officially entering the ranks of advanced libraries nationwide. Taking on social responsibility courageously, actively constructing new service capacity, expanding library service scope, and enhancing library social influence to contribute to local economic, cultural, and social development have become the winning strategies for Chifeng Library to gain government support, public appreciation, and peer recognition.

2.1 Providing Think Tank Services for Library Development

In January 2015, the General Office of the CPC Central Committee and the State Council issued the “Opinions on Strengthening the Construction of New Types of Think Tanks with Chinese Characteristics,” proposing to give full play to the important functions of new types of think tanks with Chinese characteristics in policy consultation, theoretical innovation, public opinion guidance, social services, and public diplomacy. In the same year, Inner Mongolia Autonomous Region issued supporting implementation opinions. Think tanks are an important component of national soft power and an important part of modernizing national governance capacity and governance systems, receiving increasing attention from all sectors of society. Chifeng Library keenly captured this opportunity, actively responded to the government’s call, and utilized existing library resources to carry out think tank services.

Through research on the think tank service models and content provided by domestic public libraries, it was found that most existing think tank service products are compilations of relevant information, with relatively few in-depth public opinion analyses. Considering Chifeng Library’s actual situation in terms of

human resources, financial resources, material resources, and professional knowledge, providing think tank services for the government on political, economic, and social livelihood issues would be premature, easily becoming superficial and losing value. It requires certain time to conduct professional research and talent cultivation. However, the library has accumulated rich experience in providing public cultural services for the public and participating in the construction of the city's public cultural system. If it could provide think tank services related to public cultural service construction, especially public library construction, it could not only solve talent and professional issues but also lay the foundation for providing broader think tank services in the future.

After multiple meetings by the library leadership team and key staff, the direction of "providing think tank services for government public cultural service construction, especially public library construction" was determined. A think tank service group with the director as its core was established, and young professional backbones were selected to participate in learning and research on relevant issues. Over the years, the think tank service group has summarized the experiences and lessons of public library development in Chifeng City and conducted a series of extended studies on urban public libraries, covering topics such as operation, management, and innovation of urban public libraries, public library business outsourcing, community library construction, and local public library laws and regulations. As research outcomes, the group has published books such as *Contemplation and Dialogue: Innovation in Urban Library Operations* and *Library Business Outsourcing and Its Development Trends*. As a deputy to the People's Congress of Inner Mongolia Autonomous Region, Director Liu Shuhua has submitted proposals including "Suggestions on Strengthening Community Library Construction," "Motion on Conducting Law Enforcement Inspections on the Implementation of the Public Cultural Service Guarantee Law of the People's Republic of China in the Whole Region," and "Motion on Revising the Regulations on the Management of Public Libraries in Inner Mongolia Autonomous Region." The research project "Research on Countermeasures for Inheriting and Promoting Excellent Traditional Chinese Culture in Chifeng City" was approved as a research project of the Chifeng Federation of Social Sciences in 2019.

2.2 Undertaking the Responsibility of Regional Gray Literature Preservation

Document resources are the material foundation of library services. In recent years, Chifeng Library has sought breakthroughs in collection resource construction to develop new services. Compared with formally published white literature, gray literature has a limited circulation range, is not easily obtained, and is difficult to collect and utilize. However, gray literature can not only enrich collections but also possesses high collection value, document value, and academic value. If utilized properly, it can become an important document resource for public libraries to expand their services. Based on the recent economic and cul-

tural development of Chifeng City and the strategies proposed by the Chifeng municipal government in recent years to build a strong cultural city and a strong industrial city, Chifeng Library has identified undertaking the responsibility of regional gray literature preservation and serving the city's cultural and economic construction as its new service capacity construction goal. The focus of gray literature resource construction has been placed on preserving local excellent traditional culture and constructing enterprise literature.

Located in an ethnic minority region of Mongolian nationality, Chifeng City is home to more than 30 ethnic groups including Mongolian, Han, Hui, and Manchu, and possesses a civilization history of over 8,000 years. It is known as a "prehistoric cultural gene pool" and the "birthplace of the Khitan Liao Dynasty." Throughout its long history, people of all ethnic groups have jointly created rich, colorful, and precious excellent traditional culture and intangible cultural heritage. In 2016, Chifeng Library launched the "Chifeng Memory" project and cooperated with Beijing Bixu Culture Co., Ltd. to explore the use of new technologies to preserve and disseminate Chifeng's historical and cultural heritage in the form of oral history for the first time, promoting the inheritance and promotion of Chifeng's excellent ethnic traditional culture. As of November 2019, "Chifeng Memory" had selected 54 individuals and completed 175 episodes of interview videos on historical culture, Ulan Muqir (Red Bud) art troupes, and intangible cultural heritage, with a total duration of 3,800 minutes. Currently, "Chifeng Memory" has been opened to the public for free online access.

Enterprise literature refers to documents that record various aspects of enterprise production, scientific research, operation, markets, as well as the political, economic, cultural, historical, humanistic, and product conditions of the locations where enterprises operate. Most of these are gray literature and serve as important reference materials for studying regional economic development and for scientific research and technological development. According to data from the Inner Mongolia Autonomous Region Statistics Bureau, as of August 2019, the number of service enterprises above designated size in Chifeng City alone reached 124. In 2019, Chifeng Library cooperated with relevant enterprises to establish the Bixu Excellent Enterprise Literature Long-term Preservation Demonstration Base (hereinafter referred to as "the Base") to promote the preservation and utilization of excellent enterprise literature through digital and print displays. The enterprise literature preserved in the Base covers rich content including enterprise party building, management, picture albums, historical records, product manuals, conference materials, and internal publications. It includes literature from excellent local enterprises in Chifeng as well as selected literature from other domestic enterprises related to local industries in Chifeng, providing a platform for enterprises and the public to understand frontier dynamics in relevant industries. As a new type of service, Chifeng Library is actively exploring deeper cooperation with local enterprises on literature preservation and utilization.

2.3 Cultivating Citizens' Firm Cultural Confidence Through Diverse Services

Cultural confidence refers to a nation, a country, and a political party's full affirmation and active practice of their own cultural values and their firm confidence in the vitality of their culture. Chifeng Library recognizes that public libraries have the responsibility and capability to participate in cultivating citizens' cultural confidence. However, building excellent traditional cultural resources alone is insufficient; these resources need to be brought to life through service expansion. This is particularly important for remote areas with relatively scarce cultural life, where traditional culture must be delivered to the masses. In recent years, while focusing on the construction of local documents and "Chifeng Memory," Chifeng Library has adopted the methods of "exhibition," "lecture," and "delivery" to publicize, guide, and engage citizens and farmers/herdsmen in reading, thereby building a service mechanism for cultivating citizens' cultural confidence.

"Exhibition" refers to holding a series of themed exhibitions, using holidays and traditional festivals to publicize and display excellent cultural works and literature in graphic and text formats, conveying cultural confidence through face-to-face communication with readers. Meanwhile, based on fully utilizing its own resources, the library has made extensive contacts and cooperations to enrich exhibition resources. For example, it cooperated with the Inner Mongolia Library to host the "Never Forget the Original Aspiration, Keep the Mission in Mind—60 Years of Inner Mongolia Ulan Muqir Historical Photo Exhibition"; cooperated with the Tianjin Heping District Children's Library to hold an exhibition of excellent serial pictures and children's books; and cooperated with the Beijing New Reading Institute to hold a Mongolian folk culture exchange exhibition using live presentations. During the 2018 National Day holiday, the themed picture exhibition "Glorious Journey, Brilliant Achievements—Commemorating the 40th Anniversary of Reform and Opening-up" attracted over 3,000 visitors.

"Lecture" refers to holding lectures on traditional culture. In August 2017, taking the 70th anniversary of the establishment of the Inner Mongolia Autonomous Region as an opportunity, Chifeng Library jointly established the "Yulong Forum" with the Chifeng Women's Federation, Chifeng Cultural Press and Publication Bureau, Songshan District Women's Federation, Chifeng Hongshan Liming Community Cultural Service Society, Shuxintang Calligraphy and Painting Art, Nianlan Handicrafts, Danpin Yunhe Tea House, and Weiyang Qin Room, holding weekly lectures on traditional art and culture series covering calligraphy, painting, traditional handicrafts, and tea ceremony. In 2019, Chifeng Library also actively participated in hosting the Boyuan Forum on Chifeng traditional culture, organized by the Chifeng Municipal Culture and Tourism Bureau and Chifeng Municipal Cultural Heritage Bureau. To fully leverage the library's function of promoting traditional culture, Chifeng Library planned to establish Chifeng's first "Core Socialist Values Education Base" starting in October 2017, which was officially inaugurated by the Chifeng Municipal Party Committee.

Propaganda Department in February 2018.

“Delivery” refers to delivering traditional culture to farmers and herdsmen. First, service extension is achieved through the main-branch library system. Specifically, based on the existing 13 banners, counties, and district branches, small book houses are opened for migrant workers and farmers/herdsmen in remote areas. For example, in October 2018, a special branch library for migrant workers and their children was established in Zhenxing Street; in November 2019, following the main-branch library system construction requirements, a new Maoshandong Township branch library of Chifeng Library was built with complete facilities covering 70 square meters, equipped with over 5,000 books and achieving joint construction and sharing of digital resources and interlibrary loan of print books with Chifeng Library. Second, the library enters campuses, communities, enterprises, and military camps to hold special cultural activities. For example, during the Qingming Festival, the library jointly held the “Understanding Qingming, Inheriting Red Genes—Traditional Culture Entering Campuses” activity with the Chifeng Intangible Cultural Heritage Protection Center and other institutions, inviting Korean War veterans to tell revolutionary stories to elementary school students.

3. Strategies for Public Library New Service Capacity Construction

3.1 Establishing and Deepening Social Responsibility Awareness

As mentioned above, new services are innovative practices for public libraries to fulfill their social responsibility. Only by establishing and deepening social responsibility awareness and integrating the assumption of social responsibility into library service philosophy can libraries broaden their horizons and find opportunities to develop new services. To achieve this, it is necessary to deeply understand the significance of libraries fulfilling their social responsibility. First, public libraries fulfilling their social responsibility is accountable to stakeholders such as the public, government, industry institutions, and media for their investment of funds and human resources, as well as their support and participation, and is also responsible for achieving coordinated development between libraries and society. Second, public libraries fulfilling their social responsibility can organically combine library services with overall social interests and individual interests, making it easier to gain recognition from the public, society, and government, and more effectively enhancing the library’s social image and influence. Third, fulfilling social responsibility is not just a matter of responsibility for public libraries but represents a sustainable development strategy for libraries that adapts to era requirements. In library management practice, leadership should attach great importance to social responsibility work, systematically strengthen comprehensive training and popular education on social responsibility, integrate social responsibility awareness into all aspects of library services, and strive to form values and library culture that fulfill social responsibility. It should be em-

phasized that the correct relationship between new technology application and new service capacity construction must be understood. While new technologies can bring advanced service methods to libraries, they may not necessarily align with public interests and needs. However, social responsibility awareness can help libraries clarify their service direction and target audiences, serving as the source of innovation for library management and new service development.

3.2 Developing New Services to Solve Livelihood Issues

Livelihood issues concern all aspects of public life and have always been the focus of society's attention. Paying attention to livelihood hotspots and using library resources to help the public solve social problems has become an effective way for public libraries worldwide to assume social responsibility and develop new services. For example, the Ljubljana City Library in Slovenia holds annual employment information service conferences to help impoverished and unemployed people find jobs; Romanian libraries help farmers learn to apply for and obtain government subsidies; British libraries provide energy detection equipment lending services to help people identify high-energy-consuming household appliances; and American public libraries help low-income families bridge the digital divide and implement the ECCR early childhood literacy program. All these are continuous new services developed to solve livelihood issues.

China's public libraries have also carried out some new services focusing on livelihood issues, such as providing special services for migrant workers and left-behind children and offering employment information services for residents. However, the sustainability of these services is relatively weak, their purpose is not clear enough, and most are single-session activities rather than persistent services to solve practical problems. A survey on the current status of employment support services in domestic public libraries shows that among the 46 public libraries surveyed, more than half have never carried out services or activities specifically for job seekers, 17 have occasionally carried out such services, and only 5 public libraries regularly provide employment support services. Therefore, at the current stage, to develop new services focusing on livelihood issues, China's public libraries must first have clear objectives, start from small points, and aim ultimately at solving or assisting in improving livelihood issues. Second, services must be sustainable to achieve expected goals and effects.

3.3 Paying Attention to National and Local Policies and Development Strategies

Paying close attention to and thoroughly understanding relevant national and local policies and development strategies, and grasping the development trends of national and local economy and culture, helps public libraries broaden their horizons, expand their thinking, and find more opportunities to develop new services. Taking the integration of culture and tourism as an example, on April 8, 2018, the Ministry of Culture and Tourism of the People's Republic of China was officially established, marking the comprehensive integration of cul-

ture and tourism in China. On October 30, 2018, the Ministry of Culture and Tourism issued the “Notice on Doing a Good Job in the Supply of Winter Tourism Products,” proposing to incorporate cultural venues such as libraries into tourism routes and promote the transformation of more cultural resources and cultural elements into tourism products. Some public libraries seized this opportunity and quickly developed new services based on the integration of culture and tourism. For example, some public libraries explored the “library + homestay” service model, extending public reading services to tourist accommodations and creating a number of culturally distinctive homestays. Examples include the “Zuo Wang Ge” homestay featuring a book house by the Qingtian County Library in Lishui City, the “Red Boat • Characteristic Book Garden” built by the Jiaxing Library in important scenic areas, the seven cultural and tourism libraries built by the Taizhou Wenling Library following the concept of “culture-tourism integration,” and the “Forest Book House” cultural and tourism integration demonstration site built by Heilongjiang public libraries in the Jiufeng Mountain Heart-nourishing Valley. All have achieved good results. The series of activities “Culture • Tourism • Integration • Innovation—The First Haidian District Study Tour Season” hosted by the National Library represents an exploration of public libraries providing study tour services in the context of culture-tourism integration. The aforementioned “Chifeng Memory” and the Excellent Enterprise Literature Long-term Preservation Demonstration Base of Chifeng Library were also decisions made after deeply understanding Chifeng City’s strategies of building a strong cultural city and a strong industrial city.

New services are innovative practices for public libraries to fulfill their social responsibility. Only by integrating social responsibility into library development philosophy, paying attention to livelihood issues, focusing on national and local policies, and taking the promotion of regional economic construction and social development as their own mission can public libraries enrich their sources of innovation and timely launch new library services that respond to national calls and meet public demands.

References

- [1] Liu Ziheng, Zhu Xun. Some thoughts on library social responsibility [EB/OL]. [2019-10-21]. <http://www.chinalibs.net/ArticleInfo.aspx?id=429689>.
- [2] Xu Junlin. Research on public library responsibility from the perspective of social organization responsibility [J]. *Library Construction*, 2012(3): 10-13.
- [3] Ma Gonglan, Wang Xiaoyan. Research on library social responsibility from a moral perspective [J]. *Library*, 2013(2): 5-8.
- [4] Fan Bingsi. Rational expansion of library spirit—Research on library social responsibility [EB/OL]. [2019-01-19]. <http://www.chinalibs.net/ArticleInfo.aspx?id=241100>.
- [5] BOTHMA T J D. IFLA World Report 2010: analysis and conclusions [EB/OL]. [2019-06-26]. <http://www.chinalibs.net/ArticleInfo.aspx?id=430297>.

- [6] Zhou Shide. Reading education in the United States: Policy, trends, and implications [J]. Foreign Primary and Secondary Education, 2015(1): 16-22.
- [7] Huang Xiaoping. 2018 State of America' s Libraries Report and its implications [J]. Library and Information, 2018(2): 92-99, 134.
- [8] Wang Meng, Wang Yilong. Library Maker Space Construction [M]. Beijing: National Library Press, 2019: 173.
- [9] Wang Man. Research on cultural targeted poverty alleviation in provincial public libraries—Taking Jilin Provincial Library as an example [J]. Public Library, 2019(3): 4-8.
- [10] Library Society of China. Notice on holding the 2018 national library cultural poverty alleviation and rural revitalization case collection activity [EB/OL]. [2019-10-24]. <http://www.lsc.org.cn/contents/1351/11862.html>.
- [11] Inner Mongolia Autonomous Region Statistics Bureau. Service enterprises above designated size by league city [EB/OL]. [2019-11-18]. <http://tj.nmg.gov.cn/ydcx/index.html>.
- [12] IFLA. Access and opportunity for all: How libraries contribute to the United Nations 2030 Agenda [EB/OL]. [2019-11-20]. <https://www.ifla.org/files/assets/hq/topics/libraries-development/documents/access-and-opportunity-for-all-zh.pdf>.
- [14] Geng Jichang, Shi Jiangrong, Du Lisha. Current status and implications of employment support services in domestic public libraries [J]. Library, 2019(7): 107-111.
- [15] Li Guoxin, Li Yang. Thoughts on the integrated development of culture and tourism public services [J]. Library Journal, 2019, 38(10): 29-33.
- [16] Luo Man. "Library + homestay": Making the distance more poetic [EB/OL]. [2019-11-25]. <http://www.chinalibs.net/ArticleInfo.aspx?id=456431>.

Author Contributions:

Liu Shuhua: Proposed the research topic, determined the research framework and approach, wrote and finalized the paper;

Liu Xingjun: Refined the research approach, wrote the paper.

Note: Figure translations are in progress. See original paper for figures.

Source: ChinaXiv —Machine translation. Verify with original.