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Research on the Construction of Annual Report System of Urban Libraries in China

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Abstract: The Third Plenary Session of the 18th CPC Central Committee clearly stated the modernization of the national governance system and the ability to govern. The library annual report system is a complete framework and mechanism for dealing with the interaction between the state, libraries, society and citizens. The important component is an important part of the modern state governance system. The Public Cultural Service Guarantee Law and the Public Library Law regulate the annual report. As one of the types of public cultural facilities, it is inevitable that public libraries establish an annual report system and improve the mechanism of library management and service. New situations and new problems encountered in systems, business processes, and improving service efficiency have a major role to play. The paper uses literature research, network research, questionnaires and other methods to investigate the current situation of the construction of the annual library system of urban libraries in various provinces and municipal libraries across the country. The Shenzhen Library and the Guangzhou Library have established an annual report system or norms, which are compiled in the annual report. In the process, there are problems such as imperfect system design, unattractive content structure, inconsistent data statistics, and timely timeliness. City libraries can propose strategies for improving system design, user experience, supervision and evaluation, and provide reference for the establishment of the annual public notice system and the preparation of annual reports for the new round of opportunities.

Keywords: Annual Report System, City Library, Compilation System

1. Introduction

The Third Plenary Session of the 18th CPC Central Committee clearly stated the modernization of the construction of the national governance system and its governance capacity, President Xi pointed out that the national governance system and governance capacity are the concentrated expression of a national system and system implementation ability [1]. As a kind of information disclosure system, the annual report system of library is an important component of the modern library system. At the same time, as a complete framework and mechanism for dealing with the interaction between the state, libraries, society and citizens, the annual report system is also an important part of the modern national governance system.

As one of the types of public cultural facilities, it is inevitable that the public libraries establish an annual report system. Due to the corporate governance structure of public libraries and the implementation of Council Building, the Shenzhen library and Dongguan library put the publication of the library annual report system on the agenda in 2007. The twenty-first law of the People's Republic of China on the protection of public cultural services stipulates that the public cultural facilities management units shall establish and improve management systems and service standards, establish a statistical reporting system for public cultural facilities assets and an annual reporting system for the development of public cultural services. [2] In addition, the forty-second law of the public library law of the People's Republic of China stipulates that the public libraries should regularly publish service developments [3]. while it is an important carrier and expression of "regular announcement", which indirectly indicates the establishment of an annual reporting system for libraries. The library annual report brings together important facts and various statistics of the

library within one year, which refers to reviewing and summarizing the situation of library management and business in basic business work, resource construction, reader service, activity development, etc [4].

Under the legal system environment, the new situations and new problems encountered by library management and services in improving the mechanism system, business procedures, and improving service efficiency have made the establishment of the annual report system an important role. Firstly, the annual report system standardizes the content and preparation procedures of the annual report, which is both an external constraint on the library and a self-regulation inherent in library. Secondly, the annual report system based on standardized process management meets the requirements of standardization management, provides a basis for library evaluation and service quality improvement, provides a guarantee for promoting the innovation and development of the library field so that we can realize the long-term development of the business. Thirdly, as a public cultural facility, the Library promotes information disclosure, which not only protects the user's right to know information, but also improves the quality and level of service. It is an important means for the library to establish an external image, close social connections, and enhance social influence. Finally, the annual report highly summarizes the annual service materials in Library. Its detailed content and authentic data reflect the overall work situation of the year, which focus on expressing and strengthening the intrinsic motivation of library cultural value and career development. To a certain extent, it provides a kind of analytical and operational reference for the planning of the national public cultural service industry, which helps to display and experience the unique and competitive advantages of the public cultural undertaking [5].

Urban libraries play a leading role in the development of public libraries and the establishment of the annual library system is of great significance for promoting the legalization, standardization, standardization of management and services. This paper firstly reviews the concept of urban library and its leading role in the development of public library undertakings. Then it uses literature analysis method, network research method, field investigation and other methods to analyze the current situation of the annual report system. In order to provide theoretical guidance and practical experience for the construction of the library annual report system in the later period, we put forward suggestions on issues arising in the annual reporting system and the preparation of annual reports.

2. Overview of the Development of Urban Library Annual Report

2.1. Research Review

Generally speaking, the city library is a public library set up by the city government department. In terms of geographical concept, the city library can include small cities with a population of more than 100,000, and also include large cities with a population of more than 10 million. At the industry level, the library covers public libraries at the city, district, street, community, etc. It may also include various types of libraries located within the administrative division of the city" [6].

As a cultural symbol of urban regional development, urban libraries are the most concentrated display of urban culture. With the development of the economy and social progress, in order to meet the needs of the general public for culture and knowledge, urban public cultural facilities, including public libraries, play an important role in providing public cultural services. They have the historical memory of the city and the multi-cultural communication function. The literature accumulated in the course of development reflects the development of a city and even a country's historical culture. The trajectory is a precious cultural heritage of the country.

With the convening of the 19th National Congress and the implementation of the Law of the Republic of China Public Library, the public library industry in China has entered a new round of development. The city library plays a leading role in the public library industry, which should be an orderly and efficient library service system. More people can enjoy library services in a variety of ways, such as the general branch system, library alliance, and library cluster network [7]. Jiazhong Fang, director of the Guangzhou Library, believes that the city library takes "service efficiency" as the core and takes "information disclosure" as the starting point. On one hand, it finds benchmarking libraries and promotes communication and promotion. On the other hand, it leads the overall role and establishing positive interaction with society [8]. Therefore, the city library should actively undertake the mission, continue to promote standardization and equalization, establish and improve the corporate governance structure, promote the general branch system and the rule of law as key tasks, give full play to its exemplary role in the areas of innovation, leading reading, and strengthening cooperation.

2.2. Research Review

From a global perspective, the UK public library annual report has been compiled for 160 years. Although there is no law to enforce the implementation of the annual report system, it has become the common practice of most public libraries [9]. In addition, the US Public Library Council clearly stipulates that public libraries need to submit annual reports to the president and the Congress, and the state library supervisory committees have the duties of "Develop and adopt library mission statements, long-term plans, strategic reports and annual reports" [10]. Since then, Japan, Germany and other countries have followed and established the public library annual report system.

In China, the research results of the library annual report can be divided into two stages. The first mainly discusses the following contents: (1) the theoretical discussion of the library annual report system, such as the necessity and influence of analyzing the establishment of the annual report system [11]; (2) experience introduction to the preparation of

annual reports of foreign public libraries [12, 13]; (3) summary and reflection on the practice of libraries with existing annual reports [14, 15]. At this stage, the research lacks the investigation and research on the current establishment and compilation of the library annual report system, and also lacks the thinking on the operational level of the specific annual report system.

The second is the research results of the "Urban Library Annual Report System" academic conference held by the Chinese Library Association on June 1, 2018. At the meeting, Jiazhong Fang , director of the Guangzhou Library, published the "2017 Annual Report of the China City Library" and "Guidelines for the Preparation of the Annual Report of the Public Library (Proposal Draft)", he analyzed the background, significance and shortcomings of the revised draft. Peng Xiao, a researcher at the School of Information Management of Sun Yat-Sen University, analyzed the characteristics of the Report and pointed out the problems in the preparation of the annual report. He believed that as an important tool to promote the open sharing of information in urban libraries, research is a way to promote exchanges between libraries, discover library best practices and achieve the purpose of common promotion and development of libraries at all levels. Subsequently, he detailed the drafting of the guide, elaborated on the seven principles followed in drafting the Guide, focusing on the guidelines, the general principles of the annual report, the system construction, the content format and other 35 items. The ultimate goal of the project is to guide public libraries to establish a sound annual report system, to fully play the role of preserving materials, supporting management and publicity, and to regulate the information disclosure behavior of public libraries. Associate Professor Tang Qiong from the School of Information Management of Yat-Sen Sun believes that the annual report of the library carries the functions of the statistics of the library and is an important historical material reflecting the work and development of the library business. Combining withthe empirical research data, she systematically sorts out the status quo and characteristics of library information disclosure and annual report compilation in China. By introducing the experience of the excellent annual report of foreign public libraries, this paper puts forward some suggestions for the compilation of the annual report of the library in China [16].

3. Analysis of the Current Situation of Urban Library Annual Report System

In order to fully understand and grasp the current situation of the construction of the urban library annual report system in China, the author conducted a questionnaire survey on the libraries of provinces and cities in China. The survey time is from April 1 to April 30, 2018. The questionnaire mainly includes the following contents: whether the library has established an annual report system or established an annual report compilation standard; if the annual report system has not been established, whether the annual report system has been compiled and issued, then when the annual report system is planned to be completed; if the annual report system has been established, the annual report system will be completed. The following questions are investigated that annual report system, annual report compilation process, annual report compilation organization, annual report framework and content structure, evaluation and supervision mechanism. In addition to the above questions, the questionnaire also includes the difficulties in establishing the library annual report system and compiling the annual report, as well as relevant opinions and suggestions.

The 16 Urban Libraries collected from the survey compiled and issued annual reports in 2013, while the Shenzhen and Guangzhou libraries were the libraries that established the annual report system. Most urban libraries published the annual reports from 2013 to 2016, which had the characteristics of continuity, long-term and stability. Only the National Library, the Guangzhou library and the Shenzhen library published the 2017 annual report. The completion situation is shown in Figure 1.

Name	build or not	compiling situation	release time	Name	build or not	compiling situation	release time
National Library	no	2003−2017	not marked	Tianjin Library	no	2013−2016	Not marked
The capital library	no	2013−2106	February	Pudong Library	no	2013−2016	February
Shanghai Library	no	2013−2016	not marked	Suzhou Library	no	2013−2016	January
Hangzhou Library	no	2013−2016	not marked	Anhui Library	no	2013−2017	uncertain
Shenzhen Library	yes	2013−2017	not marked	Hefei Library	no	2013−2016	uncertain
Guangzhou Library	yes	2103−2017	not marked	Chongqing Library	no	2013−2016	December
Dongguan Library	no	2013−2015	uncertain	Nanjing Library	no	2013−2016	Not marked
Xiamen Library	no	2013−2016	uncertain	Sichuan Library	no	2016	July 14

Figure 1. *Annotation of this figure.*

3.1. Preparation Process

The annual report system construction process is the process of the management process. The urban library annual report system construction process can be divided into the planning stage, the implementation operation stage, and the assessment and assessment stage. In the planning stage, so as to maximize the construction of the annual report system, it focuses on thinking activities, a small number of people with integrated deployment and analysis capabilities will participate in the establishment of implementing agencies, principal responsible persons, responsibilities and division of labor, and preparation of outlines. Among them, the annual report preparation team was established as the main responsible department. In the implementation stage, focusing on operational activities, all members of the library are involved. It is necessary to incorporate the preparation work into the normalized work system, and to decompose the overall objectives of the annual report into short-term work, which is specifically integrated into the daily work of the librarian. And work division, the office of the annual report preparation team is responsible for coordinating the information work of each department, and summarizing the information submitted by each department, organizing, compiling, compiling and archiving, and evaluating, reporting, appraising and commending the information work of the whole hall. During the preparation of the annual report, there may be conflicts with the outline of the preparation. At that time, the annual report preparation team needs to regularly summarize and adjust the preparation of the annual report, and make progress reports to the office to report difficulties and solutions in the preparation work. Prepare an outline for review by the Library Preparation Committee;collect and organize all kinds of business data, pictures, design materials;compilation of the outline approved by the validation, writing of the manuscript, and the preparation of data forms, statistical charts, etc. Then submitted to the Library Compilation Committee for review, design, layout, proofreading, modification, finalization, printing, publishing and archiving. In order to continuously adjust the annual report system to adapt it to the work objectives in the library,

The evaluation and assessment stage is the digestive stage of the results of the annual report. The library office is responsible for the evaluation and assessment of the preparation work and the compiler,

3.2. Compilation Structure

When collecting, organizing, and compiling annual report materials, in order to fully reflect library construction, literature

resources, reader services, and librarians, the city library should be realistic and scientific, comprehensive, comprehensive, and accurate The basic situation and development process of the other aspects. The annual report of the selected 8 provincial and municipal libraries, the content structure is shown in Table 1, which includes 8 aspects: (1) table of Contents: the framework of the annual report for quick access to the information you need. (2) work points: based on the work of the library, strengthen the infrastructure construction of key areas, clarify future development goals and working principles, key tasks, and reform measures, and lay the foundation for ideas, planning and management for the scientific development of the museum. (3) summary of work: a comprehensive summary of the annual tasks, including an overview of important services and statistical data, around the overall development goals of the museum. (4) memorabilia: briefly describe the major events of the museum in the previous year, including time, place, content, etc. (5) organization and personnel: Analytical organization and personnel composition, including leadership team members, party organization, organization structure, personnel statistics and analysis. (6) business statistics: Statistics of the annual library management, services, users, etc., such as the amount of collections, user borrowing, user access, and other user-related service data. (7) services: overview of the basic services, important services and extension services carried out by the library in the previous year. (8) academic Achievements and Media Reports: In the shortest possible time, the major events, influences, service benefits, academic achievements and awards will be delivered to the readers in the shortest possible time by means of newspapers, television, wechat and weibo.

An important part of the annual report is to pay attention to the statistics of the data, the area of the building and the reading room, the service population, the number of registered readers, the literature loan, the digital resource utilization, the number of user activities, the number of participants, and the amount of information consultation servicesand other promotional channels of the service indicators are divided into sub-items to reveal, and the details of the item data are disclosed. The financial information includes the entity literature acquisition fee, digital document acquisition fee, service income; assets include the library's existing hardware, collection configuration; document information resources including the amount of physical documents, the amount of new physical documents in the year, digital collections quantity and annual number of digital literature collections; facilities and equipment including building area, branch, service store, number of self-service libraries, number of computer configurations, staff including number of staff, number of professional and technical personnel, number of volunteers and length of service.

***Table 1.** Annotation of this figure.*

Library name	Content structure
National Library [17]	Overview, special records, basic business work, service work, national digital library construction, key cultural projects, document collation and development, academic and scientific research, editing and publishing, external communication and cooperation, institutions and personnel, facility construction and security, Party building and group activities, statistical data, selection of important documents, media reports, annual events

Library name	Content structure
Capital Library [18]	Work points, work summary, memorabilia, organization and personnel, funding, main business and data, business data, commendation
Shanghai Library [19]	Work summary, work plan, organization setting, leadership team and functions, business department head, mass organization, professional technical title, business statistics, results statistics, advanced collective and individual, memorabilia
Nanjing Library [20]	Ideological construction, reader service, exchange and cooperation, academic research, resource development, document protection, business training, internal management, construction of the museum, Huimin measures, adjustment of borrowing structure
Hangzhou Library [21]	Service performance, organizational development, academic achievements, social impact, annual statistics, personnel status, memorabilia, appendix
Shenzhen Library [22]	Annual overview, business progress, annual data, appendix
Guangzhou Library [23]	Annual overview, concept interpretation and statistical methods, statistical analysis of service benefits, government support statistical analysis, service system management and operation progress, construction achievements and existing deficiencies, classification statistics, appendix
Xiamen Library [24]	Basic business data, new collection statistics, literature collection statistics, literature borrowing books, reader consultation, branch construction and service, reader activity statistics

The actual focus of the actual business and service content of each museum is differentand the content structure is different. The National Library details the basic business work, service work, digital library construction, key cultural projects, document collation and development, etc. Content is included in the service project. The Xiamen Library classifies the literature loan catalogue, reader consultation, and reader activity statistics. In fact, it can be classified into basic business data or service benefit categories. The content framework of Nanjing Library is for ideological construction, reader service, exchange and cooperation, academic research, resource development, document protection, business training, internal management, library construction, Huimin measures, adjustment and borrowing structure, highlighting the construction of "the museum building". And the document protection section, but the service data is included in the various sections and is not listed separately. In the analysis of business progress, the statistics and the caliber of the museums are inconsistent, and the definitions and statistical methods of each index are not explained. The statistics are mostly based on the simple display of surface data, and the lack of data between the libraries.

In terms of effect presentation, most city libraries have done a good picture, and the necessary pictures of the buildings, services and activities are illustrated with pictures, thus vividly presenting the overall situation of the library to the readers. However, the Pudong Library Annual Report is presented in an excel form, and the content is not very readable. The content in the table is a simple presentation of the data. The annual report of the Capital Library, the bold characters and forms occupy the entire length, the whole article does not have a beautiful annual report, and the content form is unattractive.

4. Analysis on the Construction Strategy of the Annual Report System of Urban Libraries in China

At present, the annual report system of urban libraries in China is in the stage of exploration and practice. In the process of preparing the annual report, there are many problems such as imperfect system design, lack of attractive content, inconsistent data statistics and timely timeliness, which can be proposed to breakthrough from the following aspects.

4.1. System Design

In China, although the Law of the People's Republic of China on Public Cultural Services and the Law of the People's Republic of China on Public Libraries refer to the annual report of the library, there are no specific laws and regulations that clearly define the annual report system of the library. This requires the establishment of a comprehensive system to ensure the openness and transparency of the operational procedures and ensure the orderly development of all links. First of all, as an important bridge and link between national libraries, the Chinese Library Association should supervise the establishment of sound and operational rules and regulations, promote the implementation of the "Guidelines for the Preparation of Annual Reports of Public Libraries " and the formulation of the "Regulations on the Work of Business Statistics", which including the principles of compilation, content structure, organization, process, responsibilities and division of labor, assessment, publicity of the annual report, release timeand supervision subjects. All provincial libraries should also prepare an annual report in line with the characteristics of the museum. Prepare specifications.

Secondly, the construction of the annual report system is a long-term, systematic project that requires sufficient funds to support the preparation of the annual report. Establish a fund guarantee mechanism, clearly stipulate the responsibility of the library to establish an annual report system, the number of specific grants, the source of resources, the details of social and individual donations, the allocation and supervision of funds, and the management of funds. The Library can use the special fund to provide financial support to encourage and supervise the preparation of the annual report of each museum. The library belongs to the public cultural space. It should open up and broaden the channels of donation, increase the propaganda of the library and the annual report system to win the understanding and support of

the library work and the annual report system.

Thirdly, the library information collection and normsare incorporated into the normalized work system, forma three-level compilation system for weekly, quarterly and annual reports, collecting, organizing and publishing business information and services from all angles, levels and priorities. The data not only reduces the workload in the preparation of the library's annual report, but also provides support for its continuous business research and promotion of major work projects.

Finally, the promotion and promotion mechanism is also a key factor in promoting the construction of the annual report system. The library must submit the annual report of the previous year and publish the annual report on a regular basis. The qualified urban library should print and publish the paper version of the annual report; encourage the libraries. In a novel, interesting and understandable way, we can flexibly use different channels to introduce the core content of the annual report to the public. For example, mobile platforms and media units with high user contact rates such as WeChat and Weibo are used to publicize the public.

4.2. System Design

The annual library report is an effective tool to influence the public, display the image of the library, and identify the brand of the library. The main purpose is to strengthen the communication between the library and the higher authorities and the public. In order for users to feel the value of the annual report, it should be centered on the target user experience. The design of the annual report should highlight the theme in a stable and coherent style. And it also pays great attention to the material and printing process, thus showing a clear image, making it easier for users to understand the service focus and characteristics of the library. The measurement methods and units of measurement of various figures or indicators should conform to industry standards and relevant national regulations. The third-person method is written in a succinct and concise manner. The semantics are clear, and the writing is popular and smooth. The annual report is compiled as much as possible, and more statistical charts such as histograms and pie charts are used to supplement the necessary buildings, services and activity pictures to improve readability. In the case of objective data statistics, the calendar year data and the year-on-year growth rate should be added to the statistics table, so that the statistical table component reflects the development and construction of the library in each year. Due to the continuous expansion of the hands-on, the design standards of the annual report should also become more open, breaking the old fixed design concept.

The contents of the annual report are not completely based on the framework of annual summary, memorabilia, business data and work points. Some city libraries should adjust the contents of the annual report according to the actual situation and explain media reports, awards, academic research, domestic and international exchanges, volunteer workand social participation. The status of donations and the future development strategy of the service groups have made their coverage more extensive. The Hangzhou Library added "Service Performance (Assessment)" to the annual report to assess departmental work, service content, and resources. The Nanjing Library can highlight the "Ancient Books" section in the preparation of the annual report. The Shenzhen Library will focus on the construction of the general branch system in the form of special topics. The annual report details the donors and the amount of donations to affirm and thank donors and attract more social groups, individuals and businesses to invest. In view of the fact that the annual report is mostly based on data display and lack of analysis, libraries can use tools to achieve statistical analysis and data mining, and use the correlation between library behaviors, collection utilization analysis, and interdisciplinary comparative research. The surface data of the annual report explores and mines valuable content hidden in it to guide library decision-makingservices. The Guangzhou Library can also be used to explain the service benefits, funding, building area, literature information resources, and related concepts of staff, and adopt national standards such as "public library construction standards" and "public library service standards". Data is calculated based on the specifications.

4.3. Supervision and Evaluation

In essence, the city library is a public welfare cultural service facility funded by the government. Therefore, it establishes and improves the monitoring and evaluation system for the annual report preparation work, and regards the work performance as an important indicator to test the business level and work ability of each department and librarian. The clear division of labor, clear responsibility, and performance appraisal work mechanism are conducive to stimulating the work of the librarians and promoting a new leap in the preparation of the annual report.

First of all, we must follow back visits. After the annual report is submitted, it is necessary to return to the leadership review in a timely manner. We need to collect feedback and relevant opinions for the first time, and classify and summarize the opinions and suggestions, formulate and implement specific plans that are in line with the actual situation, and timely implement the relevant leaders of the opinions and reports, strive for support, and improve execution.

Secondly, we need to establish a monitoring support system, the office manager needs sufficient monitoring information and verify the reliability and consistency of the information; the office should check whether the annual report preparation process and content are implemented according to the outline. Establish an interim reporting and inspection mechanism, and timely summarize and adjust the situation, such as existing problems, unexpected time or information to be improved, and publish the next year's prevention work plan and work points. The decision-making situation and the preventive measures proposed in the annual report are decomposed into the specific tasks of each member unit [25], Strengthen supervision and inspection, regularly

report the transformation of results, and actively contact relevant departments, adopt various methods to implement and ensure that leadership decisions are translated into practical actions.

Thirdly, we need to effectively assessment. After translating into specific work, attention should be paid to the assessment of the actual results of the results transformation. The evaluation system should be composed of government department evaluation, expert and scholar evaluation and public evaluation [26]. When setting up an evaluation team, the government department adopts a combination of regular and irregular evaluations to conduct qualitative and quantitative assessments of the contents of the annual report and the preparation of the work, insist on summarizing and refining while improving, and continuously optimize the annual report preparation process and method. And timely release the results and progress of the assessment. In addition, public satisfaction should be introduced into the assessment process to mobilize the enthusiasm of social forces to participate, forming a friendly and interactive network between libraries, society and citizens. The annual report will be compiled with readers' forums, director's mailbox, social network platform, and reporting by the competent authorities. The progress is announced regularly, and the city library should design supervision and complaint procedures and take compensation and reward measures to provide readers with accessibility feedback channels to encourage and guide the community to make suggestions and suggestions, pointing out the gaps [27].

5. Conclusion

The implementation of the Public Cultural Service Guarantee Law and the Public Library Law, the annual report system has given the library a legal task and put forward higher requirements for the management and service of the city library. As a kind of information publicity system, it has become the basic and normative requirement of the library business. At present, the construction of the annual report system of urban libraries in China is still in the experimental stage. When facing this new system, urban libraries should further strengthen exchanges, brainstorm ideas, and stimulate academic and practical innovations, thus creating a new round of development opportunities for the library. Management and services play a fundamental supporting role in improving the mechanism system, business procedures, and improving service efficiency.

Acknowledgements

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