Analysis and Enlightenment on Informationalized Service of Digital Archives

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ABSTRACT

With the development of social informatization, the traditional physical archives service can no longer meet the needs of query users. The physical archives management urgently needs to change to virtual digital archives management, and the archives service also needs to change to informationalized service. This paper analyzes the informatization of service resources, the socialization of service objects, the high-level of service resources, and the sharing of service resources to inspire archivists to make changes in the era of informationalized service.

Keywords: Digital archives, Informatization, Service, Analysis, Enlightenment.

1. INTRODUCTION

With the development of information globalization, information knowledge has become the driving force of social development, and the demand for information in society has changed from passive to active, from the traditional inquiry and utilization of paper information to the demand for digital information. The transformation of social needs has brought a huge impact on the query and utilization of traditional archives and other services, and also provided an opportunity for the development of digital archives. Therefore, digital archives came into being. Digital archive is a way to obtain archives information remotely by using electronic network. Compared with the traditional archive inventory, the digital archive reduces the special confidential archive information, while all other paper archives realize the digitalization of archives through professional digital means of archives. The digitalization of archives realizes the modern informationalized service that are not limited by time and space, such as multi-media media access, remote encryption network transmission, intelligent retrieval, etc. Modern informationalized service is the service provided by traditional archives to realize online reading and downloading, electronic archives transmission, offline reading and printing, as well as website service under the support of modern information technology. [1] Compared with traditional archives, digital archives service has new characteristics different from traditional archives in terms of service contents, service objects, service methods and means due to the support of modern technology. [1]

2. SERVICE RESOURCE INFORMATIZATION

The management of archive resources is the basis of archive service and utilization. The digitalization of archive resources through the digitalization technology of archive specialty is the basis for the use of digital archives to provide services. The digitalization of service resources is the fundamental difference between digital archives and traditional archives. Traditional archives are the management of physical archives, while digital archives are the management of digital archive information, which is managed by computers. Its essential feature is to use modern information technology and network communication technology to compress and transform various traditional media archive resources into digital information, and to store and transmit the information resources scattered on various carriers in different geographical locations digitally by using "0" and "1" to form the cells of resources; It is composed of countless bits and bytes of information elements and units. [2] After the physical archive information in various carrier forms is converted into digital form through digital technology, the

terminal server and multimedia technology are used for unified storage, transmission and management.

The archive resources of digital archives are no longer limited to various types of archives with carrier media that are collected and received by themselves like traditional entity archives. The digital archives have broadened the scope of archive resources. All types of databases, web pages, website links, media information such as WeChat official account and other valuable information can be collected and received, and included in the digital archives, enriching the collection information of the digital archives. For example, university digital archives are linked with other university archives, national provincial and municipal archives (bureaus), and the archives websites of national provincial and municipal archives (bureaus) are also linked with Chinese and international archives websites, archives research institutions and other friendly links. In this way, digital archives can realize the sharing and effective use of information resources, and also reduce the repeated storage of information resources. In physical archives, the repeated preservation of archive resources is a common disadvantage of university archives. For example, the documents of higher authorities are preserved in various universities and in the formulation units of documents. In today's information society, this is the most waste of limited archive funds.

The services provided by traditional archives are closed and one-to-one. Digital archives are open and one-to-many distributed services, that is, digital archives are the exchange platform of information services. The digital archives is a web site, which can fully disclose the information of information collections to the society, and provide information services to potential searchers distributed throughout the society. For example, the digital archives of colleges and universities provide the query service for the past student status and academic qualifications of the university, and alumni scattered around the world can query the file information generated during their school period through the digital archives of the colleges and universities. At the same time, the information resources provided by the digital archives are not the original information content of the archives provided by the traditional archives, but the information data provided by the secondary compilation of the archives, the archival documents related to the archives and the archival historical data, institutions and other services, such as

organizational history, memorabilia, school yearbook and other information.

In a broad sense, digital archives refers to the information space for storing and utilizing archives information resources, which is a digital archives group composed of many archives resource groups, archives information resource processing centers, and archives user groups. [3] It supports the activities of the whole life cycle of digital information, including generation, release, utilization, preservation and dissemination. The services it provides are proactive. It releases and disseminates all kinds of information resources at any time. It continuously and actively provides readers with all kinds of information resources they need, providing navigational and personalized services. [1]

In order to meet the needs of users for various types of information, all types of archives have strengthened their own collection, storage and development of various types of information. The digital archives not only provide the original archive information to the users of information, but also add various types of information service items according to the users' needs, such as thematic retrieval, image archives, secondary processing and research of archives, archive website association, etc.

3. SERVICE OBJECT SOCIALIZATION

The traditional archives originally only kept the information for the formers of the archives for their inquiry and use, so that the archives can play the role of original documents. But now, due to the continuous development and improvement of society, school graduates have changed from the original unified distribution to socialized independent employment, and alumni have become highly socialized. The socialization of the employment form of college graduates has led to the need for verification and truth-seeking of alumni 'personal files. The query and utilization of the files generated by alumni during their school years - student status files has become the main service item of university archives (offices). The traditional inquiry and utilization of student status archives are social units, and the employment unit of alumni sends a letter to the archives (office) of the university where the student status archives are located for verification. In the information age of independent employment, this makes the inquiry and utilization of student status archives socialized,

and the objects of archives service are also socialized.

In order to meet the query needs of alumni in the information society, university archives (offices) have strengthened the construction of digital archives, and alumni can log on to the archives website to search for information resources, search for and use relevant archives information, etc., which makes the objects of archives service begin to socialize. The service objects of traditional archives are limited to local and local users, while the networked archives itself becomes a member of the network and a part of resource sharing. Its horizontal and direct contact with other information institutions and users is more extensive and universal, and its users have broken through the restrictions of the library and spread all over the country. [4]

4. HIGH-LEVEL SERVICE RESOURCES

Due to the support of modern information technology, the main function of modern digital archives is to use services, which is different from the main function of traditional physical archives. Its development is not limited to secondary compilation and research, but requires digital archives to be knowledge-based, become a resource center for knowledge innovation and knowledge transfer, and build an information service platform. The traditional secondary archive compilation and research of archives is limited by technical difficulties, and can only extract and combine the main information of archives, rather than information reorganization, that is, knowledge innovation. Because of the intelligent processing and reorganization of massive information and the high-speed retrieval function, the digital archives can provide users with the innovative information core - knowledge, which is different from the original information of the original archives, through orderly extraction and intelligent reorganization. This service is no longer a shallow service based on credentials such as file query.

The intelligent reorganization of archive information is the value-added of knowledge. Providing personalized and active services for digital archives has become the main service of digital archives. From passive service to active service, it can realize the low-level query service of archives to high-level service based on knowledge. For example, digital archives can provide users with all kinds of knowledge information such as

pictures, text, web pages, multimedia materials, etc. of a certain subject at one time through the compilation and research of their own yearbook through digital collections. Another example is that digital archives provide knowledge navigation and information navigation services, providing rich and accurate archives network navigation links for accessing various archives knowledge and information. In the post-epidemic era, online archives courses have been opened one after another, and a large number of online courseware and online learning resources have been provided at the same time. This has provided more learning and training opportunities than traditional archives training, which has improved the closeness of archives knowledge update to a certain extent.

5. SERVICE RESOURCE SHARING

The service provided by traditional physical archives (offices) is to copy or borrow documents in kind. This service has an information island, and the associated information cannot be communicated and shared in time. The most basic difference between digital archives and traditional archives is the sharing of archive information resources. This sharing not only refers to the users of different physical spaces, but also refers to the sharing of digital and networked resources for the builders of archive resources in different physical spaces. In the information environment, modern digital archives can reorganize and integrate digital archives resources in different physical spaces by means of information technology to achieve accurate and convenient category management of information and high-quality services. In this way, no matter what personalized needs the users have, the system automatically and efficiently analyzes information in digital archives in different physical spaces through the support of information technology, extracts efficient key indexes, and provides accurate and effective information services for users. This service is based on the fact that digital archives provide digital archives information not stored in the library (office) through network sharing under the condition of network information sharing; At the same time, digital archives can actively provide users with the required digital archives information services in the form of online transmission in combination with the needs of users, so as to realize the information sharing of archives resources.

6. ENLIGHTENMENTS OF INFORMATIONALIZED SERVICE

In the information age, the information service work of digital archives has changed from the directional, entity copying, single mode query function of traditional archives to the direction of digitalization and integration. For all kinds of archives, if people want to make a major change in the service mode of the traditional archives, which is mainly "safekeeping", and achieve a qualitative leap in archives management, the characteristics of the informationalized service of digital archives have given great enlightenment to the archives industry:

First, the archives industry needs to carefully sort out and study the information characteristics of information services that are different from traditional archives services, expand the scope of information services and increase the content of information services, so as to deepen the functions of digital archives and improve the construction level of digital archives.

Second, it is necessary to enhance the sense of innovation, change closed to open, update the concept of service, change passive service to active service, combine free service with paid service in combination with market economy, so as to produce information products required by the society, increase economic benefits, reverse the situation of no economic benefits of archives, and promote the rapid development of the cause of university archives. [1]

Third, the archival industry should require archivists to take the use and mastery of modern information technology as the basic professional quality, keep pace with the times, seize the opportunity of information technology development, update the service concept, change from passive service to active service, and carry out personalized and diversified services through the integration and reorganization of digital archives resources to meet the different needs of more users, so as to realize the sustainable development and construction of information service in digital archives.

7. CONCLUSION

As the archives management personnel of colleges and universities, they should conform to the pace of the development of The Times, seize the opportunity, strive to innovate, improve the construction level of digital archives, take various platforms as a bridge, provide convenient, smooth, personalized and diversified archives information inquiryservices for alumni, and realize the information sharing of archives resources.

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