

# Information Equity and Cultural Sharing: The Service for Migrant Workers in Hangzhou Public Library

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## ABSTRACT

It is very important to study public library services available to migrant workers, which have the potential to enrich public library services and promote social equity. After analyzing the present situation and characteristics of migrant workers in China, this article takes the services for migrant workers offered by Hangzhou Public Library as an example and explores the best ways to service migrant workers in public libraries, including how to further break down the obstacles to service, how to expand the mode of service, and how to make a greater effort to optimize the growth environment of migrant workers and promote their integration into urban cultural life in the future.

## KEYWORDS

Hangzhou Public Library, Migrant Workers Service, Public Library, Social Equity

## INTRODUCTION

As a non-profit social institution, it is the responsibility and mission of public libraries to ensure all citizens have free and equal access to knowledge, information and cultural services. Migrant workers have grown into a new labor force during the processes of industrialization and urbanization since the Chinese economic reform began. Their households are registered in rural areas, but while they work and live in the city, they should have the same right as full-time residents of the city to enjoy the services provided by public libraries. Meanwhile, public libraries should be responsible for helping them to integrate into the city's community as soon as possible. From the perspective of information equity and cultural sharing, it is of great importance for public libraries to explore the method and pathways of services to migrant workers so as to promote the practical services of public library and improve the perception of services offered by public libraries.

## Mission of Information Equity and Cultural Sharing

The public library has been a symbol of information equity and cultural sharing system since its beginning. Edward Edwards's civilians library ideas in the mid-19th century, the "people's university"

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put forward by Dewey (Melvil Dewey) in the late 19th and early 20th century, and then the “social and democratic protection” trend in the mid-20th century, all reflect the spirit of equality and sharing in public libraries. Public libraries still keep the same essence and core ideals.

The first public library and the first national public library law in the world both originated in the United Kingdom, thanks to father of the British public library-- Edwards. Edwards defined the public library as an organization authorized by a local authority, supported by local tax expenditures, and free of charge for all taxpayers (namely, the whole public) (Zhong,2012). The coverage of library services expanded to include all members of society.

Dewey’s theory, the *People’s University*, inherited the spirit of the public libraries that Edwards advocated. In Dewey’s opinion, the public library should be a place where everyone has access to information, and can learn and share knowledge. It should also be a powerful tool to inform new generations of civilized nations (Zheng, 2011). This theory was written into the *IFLA/UNESCO Public Library Manifesto* (1949 edition) and became one of the basic spirits of the *Public Library Declaration*.

*Public Library Declaration*, is one of the most classic and authoritative pieces of literature in the history of contemporary library development. First published in 1949, and revised twice in 1972 and 1994, the declaration is not only a product of the emergence and development of the public library; it also represents the guiding principle of the public library and embodies the position of the international community in regards to the public library. This important document also clearly states the spirit of the public library and the value it places on shared resources and public and equal access: “the services of the public library are provided on the basis of equality of access for all people, regardless of age, race, sex, religion, nationality, language or social status. Specific services and materials must be provided for those users who cannot, for whatever reason, use the regular services and materials, such as linguistic minorities, people with disabilities or people in hospital or prison” (Unesco, 2017).

International documents such as the *Statement on Libraries and Intellectual Freedom* (IFLA, 1999), *The Glasgow Declaration on Libraries*, and the *Information Services and Intellectual Freedom* (IFLA, 2002), all express and strengthen the responsibility of public libraries in regard to information equity and cultural sharing, and aim to promote and maintain information equity to support vulnerable groups around the world (Zhang, 2005).

With the development of social politics and the economy, there have been more and more discussions about the spirit of public library in China. At the end of the 20th century and the beginning of the 21st, the library rights movement launched by Chinese scholars has promoted a change in service policy and the concept of service in Chinese libraries. Some policies led to the development of China’s public library business, and pushed the concept of library service back towards the ideals fairness and freedom. For example, *Library Service Manifesto* (LSC, 2008) clearly pointed out that all members of society should enjoy universal access to library services (*Library Society of China*,2008); *Opinions on Promoting the Free Opening of Art Museums Public Libraries and Cultural Centers* (MCPRC, MFPRC, 2011) promoted the free entry process of China’s public library (*Gov.cn*, 2017) ; *Public Library Service Standards* (GB/T 28220-2011) stated in the general provisions that the public library services shall cover all the public, especially the special needs of the disabled, the elderly, migrant workers, people in rural and remote areas (Wang, 2011).

These service policies and declarations reflect the basic commitment of public libraries to our society. As Professor Wu Weici of Peking University said, until today, comparing various types of organizations in our society, it is difficult to find an organization other than a public library which can be close to the masses, with a complete center-branch libraries system that is basically free, regardless of age, race, gender, religious beliefs, nationality or social status (Ji & Wang, 2007). The public library ensures that knowledge is not monopolized by a single group, so that disadvantaged groups at the bottom of society have a relatively fair place to acquire knowledge. It can be concluded that serving the people at the bottom of society is the duty of public libraries; fairness and sharing are values of the public library.

## THE STATUS AND CHARACTERISTICS OF MIGRANT WORKERS IN CHINA

In the process of urban modernization in China, migrant workers have grown into a new labor force. According to the China National Bureau of Statistics, the 2016 survey report of migrant workers showed that, the total number of Chinese migrant workers reached up to 281 million, as more and more migrant workers began to live a long stable life in the city, showing a global trend “from the temporary stay to immigration” (Stats.gov.cn, 2017). Although China has done some work in promoting the flow of the rural labor force, with some success, there are still many prominent problems such as, low salary and living environments, different treatment for people holding same job, a lack of social security, a lag in education and training, difficulty attending schools, social discrimination and so on. Migrant workers are “economically accepted, but socially excluded” by the city (Cui, 2005). They have become a vulnerable group in the city.

First of all, migrant workers’ income is generally lower than that of urban residents, hovering around the local minimum wage line in most cases. Over years, their incomes did not rise with the development of China’s economy, but even showed a downward trend. Their professional ability is low, so most of them can only be employed by the lower paid enterprises in manufacturing, residential services, construction and other low-tech labor-intensive industries. This is one of the reasons why the income of migrant workers is generally quite low.

Second, it is the problem of spiritual and cultural life. Except for a small number of enterprises and communities, most of companies do not provided cultural facilities. The main leisure activity of migrant workers after work consist of watching TV, chatting and sleeping. Their cultural life is poor. Most migrant workers have no books. “Worked so tired, nothing to do but to sleep” is a true profile of migrant workers experiences (He, 2017). In recent years, the protection of the migrant workers’ rights and interests has aroused attention from the government and the community, but workers’ spiritual and cultural lives are still forgotten. This is one important reason why their spiritual and cultural needs can hardly be satisfied by current resources.

Third is the problem of family education. Due to the cost of living and other expenses, most migrant workers choose to go out to work alone while their children stay at home with the elderly or other relatives; even if they do bring their children to the city with them, they still cannot take good care of their children because of their busy work schedules. This leads to a series of problems for the next generation including life, education, psychology, moral behavior and so on.

Migrant workers not only work to create urban material wealth, but also contribute to urban cultural wealth. When migrant workers work in cities, they not only pursue better material life, but are also eager to enrich their inner worlds. Therefore, their cultural rights and interests should earn attention from the whole society. As the social entrance to a city, the public library must reflect the city’s fairness. Based on the characteristics of migrant workers and their actual needs, public libraries have a duty to provide social education opportunities, carry out public cultural services, and help workers integrate into city life.

## AN OVERVIEW OF THE SERVICE OF MIGRANT WORKERS IN PUBLIC LIBRARIES

Migrant workers are a group unique to China, so research and practice regarding the service of migrant workers in public libraries are concentrated in China. After a review of the literature and online searches, the author found a number of research papers on the service of migrant workers in public libraries. However, most of them focused on theoretical research and exploration, including an examination of the necessity of public library services and their significance for migrant workers (Fu, 2013), an analysis of a survey of the demand of migrant workers, and factors that influence service (Wu, 2013; Zhang, 2017). Suggestions on the service of migrant workers in public libraries were put forward (Liu, 2013). This theoretical research provides an important basis for domestic

public libraries to carry out services for migrant workers. However, there is less research and fewer introductions on the practice of service for migrant workers.

Only a few public libraries have introduced and summarized their services for migrant workers. For example, Quanzhou Public Library introduced the practice of providing reading services to migrant workers by establishing the information resource guarantee system, book mobile stations in private companies and the communities, various reading activities, online digital libraries etc. to create conditions in which migrant workers can read (Su, 2013). Chongqing Public Library built the “Chongqing Municipal Public Library Migrant Workers Union”, which relies on the public library service network throughout Chongqing to carry out special services for migrant workers. The main method of service is to have a migrant worker’s library and a migrant worker’s online night school, and help workers buy train- tickets online; through these services the Library protects the cultural rights of migrant workers (Li, 2014). Beijing Huairou Public Library increased the publicity of its services and created convenient conditions for migrant workers to enter the library. They have a variety of cultural activities and various other measures to enrich the spiritual and cultural life of migrant workers (Yang, 2015).

From the above research of domestic scholars, this paper concludes that there are currently some problems with public library services to migrant workers in china, such as inadequate literary resources and service channels, lack of pertinence to workers, low-efficiency, and fixed models of services without innovation. Additionally, it is difficult to offer free access to some services, and the long-term sustainable services are not enough. (Xiao, 2014). Hangzhou Public Library considers information equity and cultural sharing a priority, which the library works on by learning the lessons from other public libraries and consistently practicing and improving. Based on the characteristics and needs of migrant workers, this paper explores the services for migrant workers offered by Hangzhou Public Library.

## **MIGRANT WORKERS SERVICE IN HANGZHOU PUBLIC LIBRARY**

Hangzhou Public Library was established in 1958 in Hangzhou, the capital city of Zhejiang Province (Figure 1). The main hall is located in the Qianjiang CBD by the Qiantang River, and has a total area of 53,000 square meters (Figure 2). There have a collection of hard copy literature consisting of 5.56 million pieces, including 18,500 ancient books, and 4,845 rare books, and a collection of electronic literature consisting of 3.36 million pieces. It is the second largest library in Zhejiang Province, in terms of area and volume of collections. It was also awarded as first-class library by the Ministry of Culture of the PRC.

As one of the most important public spaces in Hangzhou, Hangzhou Public Library is committed to promoting equal, free and accessible library services, and keeps the vision of creating a civic library, public book room for everyone. Through the urban and rural service network and a series of service innovations, Hangzhou Public Library strives to create an inclusive, diverse, attractive, public space for the city, make it one of the favorite places for Hangzhounese. Hangzhou Public Library is always committed to various measures to eliminate service barriers for the migrant workers and other special groups, so they can enjoy the same public library services as Hangzhou residents; additional special public library services are designed to meet special cultural needs of migrant workers based on their characteristics and special cultural needs (Figure 3).

## **Multifaceted Resources to Support the Social Viability of Migrant Workers**

For migrant workers, the first and most important thing is to survive and increase their living assets in the city. Because of their general low-level education, personal self-study and social education are both important methods to help migrant workers enhance their individual abilities. Based on this fact, Hangzhou Public Library takes full advantage of its role as a social information center and educational institution to provide a wide range of educational resources to migrant workers to

Figure 1. The location of Hangzhou Public Library in China



Figure 2. The general library of Hangzhou Public Library located in Qianjiang CBD



support their self-study and ability upgrading, and to build a rich and diverse social education support platform for migrant workers.

First, there are rich literature resources available. The collection of hard copy literature has 5.56 million pieces, including books, periodicals, newspapers, microfilm products, videotapes, tapes, CD-ROMs and other formats. The collections of electronic literature have 3.36 million pieces, covering various disciplines and diverse fields, from popular science books to introductory books, from general professional teaching materials to theoretical works, as well as a large number of readings for entertainment purposes. In order to meet the needs migrant workers' face in their life, the library

Figure 3. Readers of Hangzhou Public Library



focuses on choosing books and newspapers on life services, even some professional and technical ones, which are easy to understand and close to lived experiences. Additionally, some specialized databases related to vocational skills, foreign language learning, etc, are good choices for migrant workers to self-teach from. In addition, Hangzhou Public Library established a special collection related to migrant workers, including a “24-hour mini-library” in Xiasha Dongjiang East Xizi Aviation Zone, which has more than 1,000 volumes of literature that are regularly changed; the Hangzhou Public Library Dongzhou Port Branch in Dongzhou International Port, and so on.

Besides the literature resources, Hangzhou Public Library hosts in-depth investigations of the actual needs of migrant workers, organizing free training on vocational skills, entrepreneurship, internet skills, law education, and so on. For example, there are series of activities on “workplace dialogue” regularly co-organized with the Institute of Career and Research to explore how migrant workers could develop in the city, to help them improve their performances in the enterprise, teach them how to deal with typical problems encountered in their company, etc. By improving their vocational skills, information literacy and legal literacy, their unfavorable situation in the labor market could be changed (Figure 4).

### **Equal, Free and No-Barrier Channels to Narrow the Service Distance With Migrant Workers**

In urban areas, migrant workers have always been treated as outsiders, and this phenomenon also exists in public library services. For example, deposits and library cards are different between locals

Figure 4. Multi-directional resource support (24-hour mini library, Bookmobile, sending books to service station)



and outsiders. It is clear that public libraries can only change what is within their own power, but the public library can start with their own services, by treating local people and outsiders in the same way, which would change the whole social atmosphere.

### *Credit Lending to Realize the Same Treatment for Migrant Workers*

Hangzhou Public Library is committed to promoting free and equal public library services. In 2006, the library signed the *Hangzhou Public Library Service Convention*, together with 15 libraries in Hangzhou, which allowed free access to basic library services such as pioneers in China. In 2008, the library cancelled the library card fees and the annual service fees, for anyone with a second-generation ID card or citizen card, and Hangzhou citizens can activate the library book lending function without any deposit. Considering that many migrant workers who work and live in Hangzhou do not have a citizen card, they cannot enjoy all library services as conveniently as Hangzhou citizens. In order to solve this problem, Hangzhou Public Library cooperated with the Ant Gold Service Group and launched the credit lending service. Since April 23, 2017, World Reading Day, all users who have 550 Sesame Credit points or above can benefit from the services in the Hangzhou Public Library free of charge and receive same treatment. At the end of September 2017, after only five months, there were already more than 54,000 registrations through the sesame credit service platform (Figure 5).

### *Bringing Library to the Migrant Workers*

Where there are migrant workers, there is our service. While building the public library service system, Hangzhou Public Library has always considered migrant workers an important factor in choosing locations for branch libraries. Usually, the places are near factories that are full of migrant workers. Since 2003, a public library service network has been established, with Hangzhou Public Library as the central library, and 13 districts–counties–cities hosting branch libraries, and nearly 3,000 points of service, which offer resource sharing and service linkage. These service points are all located around communities, factories and mines, to provide closer services to people working and living there, including migrant workers. For example, in order to cooperate with construction of the new Hangzhou human culture home in Hangzhou, we set up a Hangzhou Public Library service point in the Foxconn Science and Technology Park; the point is named “the new Hangzhou human culture home”. In Hangzhou Future Science and Technology City, we set up the Hai Chuang Garden service point. In the river east industrial park, we established the West aircraft factory service points, and so on.

Meanwhile, we bring our services to the workplaces of migrant workers. After considering the time and economic costs, we implemented collective borrowing cards for companies with a certain number of migrant workers, which makes use of library services more convenient for them.

Similar service points are still under construction. They help improve the poor infrastructure of migrant workers’ cultural life, increase the opportunities for migrant workers to participate in social and cultural life, and improve identity recognition and social integration (Figure 6).

Figure 5. Credit lending (credit lending and return cloud cabinet, credit lending and return machine, Alipay sesame credit service platform)



## Rich Cultural Activities to Enhance the Cultural Identity of Migrant Workers Groups

For migrant workers, the key to integrating into urban life is the ability to recreate the mind set urban residents that allows them to adapt to the urban environment, life style, ways of thinking, customs and religious beliefs; In other words, they must recognize the urban culture (Liao, 2014). Through rich and diverse cultural activities, public libraries provide migrant workers with opportunities to contact, communicate with and understand the city's culture and different people, which helps the workers experience urban life, enhance their culture recognition, and integrate into urban society.

Hangzhou Public Library has hosted various cultural activities in diverse fields such as literature, music, art, film, science and technology, local culture and so on. There are nearly 1,400 lectures, exhibitions, salons, reading promotions, and art displays, offered free of charge to all people including migrant workers.

In addition to general cultural activities, Hangzhou Public Library also organizes a variety of activities specifically for migrant workers. For example, the Music Branch Library has launched some activities to popularize music for migrant workers. With the aid of high-quality music equipment and professionals, librarians organize music appreciation activities in the central audiovisual area every weekend to share common knowledge about music, which enriches the leisure and entertainment life of migrant workers. *Excellent Films for Everyone to Enjoy* is a program launched by the Film Branch Library in 2014. As part of this program Librarians play classic movies every weekend; this activity is warmly welcomed by migrant workers groups. *Going to Hangzhou Public Library to Watch a Film*

Figure 6. Public library service network throughout the city

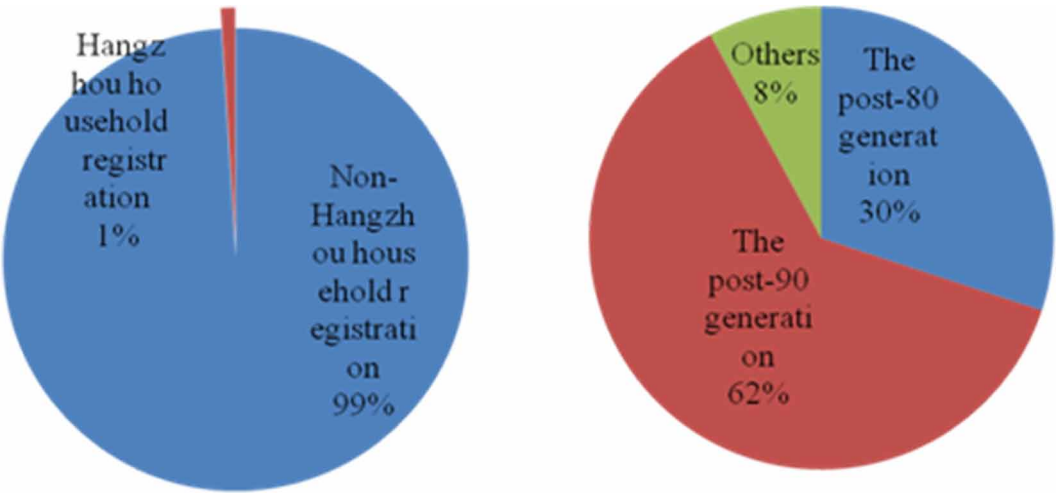


has become a traditional weekend program for a lot of migrant workers, and they affectionately call it “colorful spiritual food.” The City Life Branch Library holds love activities for migrant workers during every Spring Festival. Librarians provide paper cuttings and flower arrangements made by readers as gifts to migrant workers who still work during the Spring Festival. This kind of activity bridges the gap between “Hangzhounese” and “outsiders.” During every summer vacation, Hangzhou Public Library carries out a Small Migratory Birds into Hangzhou Summer Camp, which caters specifically to migrant workers and their children (Figure 7). This not only allows the children of migrant workers, who are often called “small migratory birds” (migrant workers’ children who are often live in their hometowns and can only live seasonally with their parents in urban areas for a short period), to have a rich summer vacation life, but also lets their whole family experience and enjoy city life together.

### Cases and Effects

Hangzhou Public Library has implemented many services for migrant workers and has achieved good social effects. The news of “Beggars Entering the Library” was sensational; it drew attention at home and abroad, and moved a lot of people. In 2007, “Library Information Service One-card” project won the “Qunxing (service) prize of the 14th session” from the Ministry of Culture. In 2012, Hangzhou Public Library “Multi-terminal Digital Service Platform —Wenlan -- Online” won the fourth Ministry of Culture Innovation Award. Although these activities are not just targeted at migrant workers, the introduction of free, equal and unobstructed services plays an important role in promoting migrant workers’ access to library information and learning. Moreover, the introduction of such services is an important driving force for migrant workers to enter the library. Driven by these services, the number of visitors to the Hangzhou Public Library and book borrowing locations has continuously increased. In 2016, 4.4 million readers visited Hangzhou Public Library; 3.05 million books were borrowed, and 1700 reading promotion and cultural activities were launched, drawing 284,999 participants (2017). At the same time, Hangzhou Public Library also attracted domestic colleagues

Figure 7. Distribution of users in “credit service”



to visit and engage in learn experience. From 2013 to 2016., more than 989 groups of visitors and 28900 people were received (Table 1).

In 2017, Hangzhou Public Library launched a credit service with Ant Financial. When the credit service was launched, more than 54,000 readers used sesame credit to activate borrowing functions during the five-and-a-half-month operation period, and more than 20,000 books were borrowed online through this channel. Among the newly registered readers, 33,490 people are the post-80s generation and 16,227 people are the post-90s generation, which accounts for 91.88% of the total number of readers who opened credit services. In addition, nearly 99 percent of the credit service readers are non-Hangzhou residents (*Shou2017*). Through the implementation of credit services, registered users from Non-Hangzhou households, including migrant workers, can enjoy the services of the Hangzhou Public Library with no charge. Meanwhile, in November 2017, the *Public Library Credit Service Declaration* was released in Hangzhou. Twenty-seven public libraries signed up to work together to build information equity and cultural sharing, and to promote the sharing of library services, enabling all groups, including migrant workers, to enjoy library services without obstacles.

**Service Case: “Migratory Birds” Summer Camp**

Hangzhou, as a booming city, has become an important part of the urban population in China. According to statistics, by October 2017 the floating population in Hangzhou exceeded 5.8 million, and the vast majority are migrant workers (2017). Because of the limited educational resources available in urban areas, the children of migrant workers often live in their hometowns and cannot see their parents for a long time. They can only live seasonally with their parents in urban areas for a short period. In order to serve these people. Hangzhou Public Library launched the “Small Migratory

Table 1. Hangzhou Public Library service data in 2016

Visits to public libraries	4,403,000
Number of Programs	1,700
Circulation	3,051,000
Attendance at Programs	284,999

Birds” Summer Camp in 2012, in the hope of allowing migrant workers’ children to better experience urban life and enjoy the same cultural life as children of the same age from the city. At the same time, these “small migratory birds” can have more opportunities to communicate with their parents and children of the same age.

The basic format of the program is to recruit the children of migrant workers and their families from July to August (during the summer vacation) and invite them to participate in 1-3 day summer camp activities. The content of the activities is divided into two parts. One part is a visit the Hangzhou Public Library to experience the HIFI music room in Music Branch Library and watch movies in Film Branch Library, or participate in the scientific knowledge contests, performances, handmade workshops or other cultural activities with books and stationery offered as rewards. The second part is a “Cultural Tour in Hangzhou”, to guide the children of migrant workers and their parents to visit the west lake and botanical garden, or the museums, art galleries and celebrity residences in Hangzhou. The aim is to enjoy the city’s culture and experience the customs of Hangzhou. At the same time, children from some urban families are invited to participate in the events, which enhances the opportunities for mutual exchange and understanding.

Events are adjusted according to specific circumstances each year. For example, the “Small Migratory Birds” Summer Camp in 2015 highlighted the theme of science and technology education. In particular, it arranged a series of activities to popularize science, such as visiting science and technology museums and conducting scientific experiments so that children of migrant workers can experience the charm of the latest scientific and technological achievements. In 2016, the “Small Migratory Birds” Summer Camp was moved to Hangzhou “Do Do City” Children’s Social Experience Hall to let children experience various jobs such as firefighters, astronauts, archaeologists, correspondents, doctors, designers, anchors, drivers, construction workers and so on, and receive professional experience education. In the newly opened Sports Branch Library, special sports and fitness classes were designed for migrant workers and their children.

The “Small Migratory Birds” Summer Camp has been popular among migrant workers and their children for the past six years and gained good reputation in society. A total of nearly 1,000 migrant workers and their families have participated in the activities. At the events, children were overjoyed and excited, and parents praised the library for helping them build a bridge between themselves and their children as well as improving their relationship with the city (Figures 8 and 9).

Figure 8. Service types and contents of the “Small Migratory Birds” summer camp

Visit the Hangzhou Public Library	Cultural tour in Hangzhou	Special project
<ul style="list-style-type: none"><li>•Experience library cultural facilities.</li><li>•Participate in various activities in the library.</li></ul>	<ul style="list-style-type: none"><li>•Visit Hangzhou cultural attractions.</li><li>•Communicate with city children.</li></ul>	<ul style="list-style-type: none"><li>•Science and technology themed activities</li><li>•"Do Do City" Children's Social Experience Hall</li></ul>

Figure 9. The “Small Migratory Birds” summer camp activities



## THE KEY POINTS OF HOW TO CARRY OUT THE MIGRANT WORKERS SERVICE IN PUBLIC LIBRARY

We believe in what we have done. The implementation of services for migrant workers has helped them to achieve information equity and cultural sharing in public libraries, and later in the rest of society. The following aspects are worth paying attention to, so as to achieve better results.

### Government Policy Support

The successful implementation of service for migrant workers in public libraries needs strong policy support from the government. In Hangzhou City, in 2012, Hangzhou Municipal Party Committee and Municipal Government issued the Implementation Opinions on Further Strengthening Service System Construction of Public Libraries in Hangzhou on the construction of Hangzhou public library service system, and provided service system support to promote the universal service of migrant workers. In January 2017, the General Office of Hangzhou Municipal Government enacted the Opinions of Further Improving Migrant Worker Services, pointing out that libraries should insist on free services, carry out activities to enriching the spiritual and cultural life of migrant workers, and promote the social integration of migrant workers into the city culture. We must ensure the investment of public services to migrant workers and strive to provide equal access to basic public services to migrant workers in Hangzhou by 2020. The services to migrant workers in Hangzhou Public Library and good results are the result of combined efforts of government policies and librarians' subjective efforts.

### Value the Publicity and Promotion

To provide services for migrant workers, the first thing we need to do is to let migrant workers get to know the library and understand what the library services are. According to some surveys, only 16% of migrant workers regularly go to libraries, and 70% have never been to the library. Free service is the most desired type of service for migrant workers groups (Huang et al., 2015). Although in China, most public libraries now are open for free, there are still a lot of questions and doubts about the welfare of public libraries, and social awareness and attention are still low. For example, the event of “Hangzhou Public Library Allowing Scavengers in” should be considered normal instead of causing great uproar. However, evidence shows that the propaganda about equal services in public libraries in China is relatively backward. Additionally, there is no long-term planning and insufficient publicity

(Liu & Wu, 2013). Therefore, propaganda, especially via Weibo, WeChat (Chinese social medias) and other new social media platforms, is one of the key issues that public libraries should address when promoting library services for migrant workers.

### **Enhance the Relevance of the Services**

As a group, migrant workers have the same public and cultural needs as other people, but also have other needs because of their special background and life experiences. In developing services for this group, public libraries should consider their special needs and the obstacles they face when integrating into urban life. Libraries should put in place more targeted services based on careful investigation. For example, migrant workers often face intensive workload, and barely get accepted by urban society. Meanwhile, they lack communication with their families, so it is easy to get depressed or even worse. Public libraries can hold psychological counseling activities and training on self-development needs and the necessary skills to help migrant workers develop in their own careers. The new generation of migrant workers are highly reliant on mobile phones, social networks and other media channels, so the development of new media services can meet their spiritual and cultural needs for emotional communication, recreation etc.

The migrant workers who participate in public library activities are mostly male and children. How to carry out targeted service to female migrant workers is a subject that needs further study.

### **Provide the Nearest Service Platform to Migrant Workers**

The economic standing of migrant workers is relatively weak, so the cost of services need to be as low as possible. Today, most of public libraries in China have cancelled the charges for basic services, and other fees and deposits will also be gradually abolished. Time and transportation costs caused by long-distances and traffic problems are also barriers that keep migrant workers from using the library services. Thus, the public library should not only wait for migrant workers to enter in, but also deliver the services to migrant workers by opening online borrowing services, online lecture exhibition services, library service networks to factories, suburbs and other areas where migrant workers are concentrated areas, and so on.

### **Cooperate With Social Institutions**

The problem of migrant workers is a complex issue, and providing good services to migrant workers needs collaboration with various departments and agencies. As public non-profit cultural institutions, the financial, material and human resources of libraries are limited, so cooperating with relevant departments and social institutions is necessary to carry out services for migrant workers. Events involving multi-party capital investment include setting up library service points with industrial parks and organizations where more migrant workers gather. Arranging seminars on employment guidance, career planning, psychological counseling and so on all require impute from professional organizations. In addition to promoting the well fair of migrant workers cooperation can also create an atmosphere that encourages the whole society to care for migrant workers and promote the integration of migrant workers and local people.

## **CONCLUSION**

“The sense of belonging, is just enjoying equal public services in the same city (Jiang, 2017).” As an important provider of public cultural services in urban locations, public libraries have the responsibility and obligation to help migrant workers achieve information equity and cultural sharing. “In the final analysis, in the future public library should work together with other community organizations, to do more exploration and practice more services for migrant workers to shape their personality, form their beliefs, raise their abilities, and so on. This will help optimize the growth environment of migrant workers and improve their integration into urban cultural life.

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