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With the rapid development of global information technology and the advent of the digital age, libraries have also entered the form of composite libraries, and the traditional reader service of library is facing unprecedented challenges. How to continuously develop library's reader service work according to changes in environment and trend and how to explore user information service in the digital and networked environment are new topics which the global library community is facing. The research direction of user research and information services focuses on the following issues: new information service theories, technologies and methods in the network digital environment; changes in user forms and demands; design of new service models of libraries; research on new physical space organization and functions of libraries; analysis of user research and service effects; the construction of library-based integrated service mechanism construction based on open sharing; the role and practice of Libraries in the dissemination of science and culture, and how libraries play an effective role of resources and service platforms in the integration of science and technology, economy, culture and society.

Catalogue of representative academic papers:

1. Zhangjing,GongHuiling,ChenZhaohui,etc.Inspiration of Social Network-based New Spread Services of Overseas Museums to Library[J].Library & Information,2013,(4):80-84.
2. TianRui,ChenZhaohui,Yanglin.Research on the APP Mobile Services of Libraries Based on the Handheld Terminal[J].Library Development,2012,(07):36-40.
3. ZhengFei,ChenZhaohui,WangXueqin,ZhaoWenzong.Chinese Academy of Science Novelty Search & Information Retrieval Collaboration Service System Construction and Service Models Exploration.Library and Information Service,2010,54(7):96-100.
4. ChenZhaohui,SunQian,The Network Service Based on User's Interaction and Its Practice in Libraries[J].Library and Information Service,2001,50(10):11-13,18.
5. ChenZhaohui.Research on Electronic Document Information Service Model[J].Data Analysis

and Knowledge Discovery,2000,(79):104-118,93.

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