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## **Library Service Innovation as Learning Media at The Universitas Terbuka Distance Education Library**

**Mohamad Pandu Ristiyono<sup>1\*</sup>**

<sup>1</sup>Universitas Terbuka, Tangerang Selatan, Banten, Indonesia

\*Corresponding Author: [pandu@ecampus.ut.ac.id](mailto:pandu@ecampus.ut.ac.id)

### **Article History**

Received : February 17<sup>th</sup>, 2023

Revised : March 18<sup>th</sup>, 2023

Accepted : March 24<sup>th</sup>, 2023

**Abstract:** Long before Covid 19 hit the world, the Universitas Terbuka library already had online services as a learning media. With rapid technological advances, the world is now entering the era of the Industrial Revolution 4.0, where synchronous learning can be done not only face-to-face in traditional classes, but also through distance education with the help of technology. Universitas Terbuka that use distance learning for their students are spread throughout the archipelago and in 52 countries. In lectures at the Universitas Terbuka (UT), Modules (teaching materials) function as representatives of lecturers for students, but since the digital era, UT has conducted online tutorials (Tuton) to connect students with lecturers (Tutors). Similarly, UT has provided electronic library services. Virtual Reading Room (RBV) and Tuweb and Streaming services. Tuweb and streaming services have a positive impact on students.

**Keywords:** Distance Education, Streaming service, Universitas Terbuka, Virtual Reading Room, library service innovation, Media Learning.

## **INTRODUCTION**

The rapid online-based communication technology development give positive impact on the world of education. Utilization of internet-based technology, this very rapid development after the release of computer mediated communication (CMC) media (Hogg and Vaughan, 2002). In the era of disruption, the digital library system is a better solution to overcome obstacles in information dissemination because it is easily accessible to anyone, including the Universitas Terbuka academic community, which can be accessed anywhere in the world, including in Indonesia and abroad.

Distance learning is very often carried out, especially in the Covid-19 era. Distance learning at the Universitas Terbuka is a learning system that has been implemented for decades. The main feature of the distance education system is that there is no face-to-face meeting between lecturers and students, while being open means that students are free to access access to education and freedom to choose courses (Paulina Pannen, 1999: 24).

put forward the concept of open education emphasizing the importance of flexibility in the implementation of lectures, especially in

overcoming the limitations of space, time, various things that are obstacles to providing services to students (Tian Belawati, 1999: 30). While distance system education is a method that can be used to achieve education with an open system. With a teaching learning paradigm that is not only teacher-centered but more student-centered, both for distance education and traditional education, librarians will play a major role in facilitating learning. Now with an emphasis on independent learning and directed study learning, librarians have the opportunity to reinvent themselves and become the gatekeepers of the institution's convey all about information materials lecture.

The distance education system is one of the innovations in 21st century learning, because it has been supported by various technologies so that distance learning can reach a very wide area, there are no limitations of space, time, socio-economic, and is more cost-effective. With these characteristics, the distance learning system is often considered to be an effective alternative solution to various educational problems related to educational equity in all circles, both low, middle and high economic circles. More than that, people can access quality education that is of good quality. The legality of distance learning

is regulated in the Minister of Education and Culture Regulation No. 24 of 2012 and Law of the Republic of Indonesia no. 20 of 2003 concerning Implementation of Distance Education in Higher Education and Implementation of National Education. Government No. 17 of 2010 amended by Government Regulation no. 66 of 2010, and Law no. 12 of 2012 concerning Higher Education, indicates that the distance education system can be used as a way to obtain education in Indonesia, and is an option for the community to gain access to education, so that it can provide opportunities for various tertiary institutions to participate in organizing distance education.

### **Distance Education Library**

ACLR (Association of College and Research Libraries) provides guidelines for providing distance learning library services. Distance education library services as library services that are very helpful and support the organizing tertiary institutions, especially universities in Indonesia which have limited physical facilities, and may involve direct interaction between lecturers and students.

Meanwhile, according to Lisa Robinson (2004: 85), which is included in the category of distance open education libraries, is that since libraries have participated in distance education, both through written courses, teleconferences and classes held off campus, university libraries have expanded their services by sending materials (or photocopies of materials) by mail to distance education students. This model, where the library is physically located in one location and reaches off-campus students by means of communication, is one model of a library that provides information to a number of distance education programs.

So the principle in distance education libraries is that the collection can be accessed remotely. As such, libraries in open distance education systems require navigation and web development tools that allow library collections to be accessed remotely.

### **METHODS**

This research is a descriptive qualitative study that describes the perceptions of informants, namely Universitas Terbuka Library users in this case the UT academic community, regarding the Virtual Reading Room (RBV)

service and the FHSIP course streaming service developed by UT. The informants' opinions were collected using the in-depth interview data collection method. Moleong (2007) states that in-depth interviews are a process of extracting information in depth, open, and free with the problems and focus that want to be explored from the research conducted. In this case, the in-depth interview method refers to a list of questions that have been prepared beforehand.

### **Population and sample**

In this paper the population used is UT students who registered during the academic year 2022.1. period of the academic year 2022.1. while the sample used amounted to (10%) of students who attended online tutorials. Then the data is collected, both primary data and secondary data for processing and analysis.

### **RESULTS AND DISCUSSION**

In the information age, libraries can be presented and visited without having to come to the library but only by accessing them via the internet. Traditional libraries have now developed into modern electronic-based libraries known as digital libraries. In the current era which is the digital era, information technology has a very large role in supporting the teaching and learning process. The Universitas Terbuka is a public university founded by the government in 1984 using an independent and open distance learning model. Universitas Terbuka (UT) students are scattered throughout Indonesia and several countries. One of the objectives of the establishment of UT is to provide opportunities for people to receive higher education.

For this reason, the library takes part in helping students, namely through innovative digital library services. Among others Virtual Reading Room, Repository, e-resource, Tuweb and finally Streaming services

### **Results**

For the Virtual Reading Room service is one of the first services that is full tex digital in helping the learning process at UT. The Virtual Reading Room service is the 3rd alternative as a back up if the main material (BMP) or what is often called a module is late in its distribution. Especially in remote areas of the islands in Eastern Indonesia. However, BMP or printed modules remain an idol for students in learning,

because it is more comfortable to read them. The virtual reading room (RBV) can only be accessed by UT students who have activated online tutorials (TUTON) and their tutors. For the level of use of the Virtual Reading Room (RBV) is still relatively small, which is per day an average of 9000 visitors. But when approaching the exam period a week before the UAS RBV visitors can reach 23,000 per day.

Streaming service images stored on Youtube

In addition to RBV and TUWEB services there are still other library services, namely UT TV and eresource. But for this paper only discusses RBV and TUWEB.

### **Discussion**

While for tuweb and streaming services the library cooperates with related units at UT, namely faculties and learning assistance centers. Where the faculty has the most streaming events, because of its duties and functions.

### **Student perceptions of the use of Tuweb and Streaming**

In general, students stated that the streaming service was quite good, the officers were very cooperative and helped students who had difficulties. In the previous semester when Tuweb was still using the Open Meeting facility, communication was often interrupted and not smooth, which greatly disrupted the streaming. After switching to using the Skype for Business facility, the network and communication are smooth, rarely breaking up and Tuweb can run well. However, there were still students who stated that there were network problems, could not display video only audio, sometimes there were tutors who started streaming late so that there was not enough time to finish explaining the material. In some places, the provider subscribed by students affects the smoothness in accessing streaming. Students pointed out that using provider T is smoother than using provider X, for example. Meanwhile, the correlation between students who participated in TUWEB and streaming with UAS results was very positive. When compared to students who do not participate in Tuweb and streaming.

### **Internet Network Quality**

Regarding the quality of the internet network, this is also an obstacle experienced by some informants, because the area where they

live is difficult to reach by the internet network. In fact, to be able to access the webinar tutorial program, a smooth internet network is absolutely necessary. The following are some opinions conveyed by informants regarding the quality of the internet network

Informant x:

*"my problem is with the network, because my place is far from the city, if the tutor and the material are already there so there are assignments that can be done, only network disruptions"*

Informant y:

*"For me, internet network access is not an obstacle, although sometimes it is a bit choked up"*

Regarding the quality of the internet network, informants suggested that information about organizing webinars should be conveyed long before the activity takes place, so that they can prepare themselves to find a location that they will later use for access that has a good signal. For information on the implementation of the webinar that they have participated in, according to them, the distance is too close to the webinar implementation, so they do not have time to look for a good spot for internet access.

### **CONCLUSIONS**

The Universitas Terbuka Library, which has the concept of distance education, implements online-based reference services as a learning medium for students who are scattered in remote areas and several countries in the world. The application of online-based library services is carried out by students requesting eresources information access services on the library service website page which will automatically log into the student account,. The Universitas Terbuka Library also promotes on social media so that students know the services available at the library.

Many conveniences and innovations are obtained with the support of digital technology. Data literacy from the library is needed by UT students for learning programs in order to absorb the information needed. Technological literacy shows the ability to utilize digital technology to process data and information. For this reason, the role of UT librarians will be very helpful in the learning process and improve the quality of UT. From the above article, it can be concluded: 1)

Digital Library Services need the latest innovations in order to help UT students in the learning process. 2) Virtual Reading Room services are still needed to help students even though students also get Print Modules. 3) The obstacles faced by students in participating in STREAMING are generally network problems and allocating time between participating in streaming. 4) The problem of low student participation in the course Streaming Program and low willingness to become research informants due to Busy work. 5) Network quality for certain locations has difficulty accessing. 6) IT support is very good in helping access the program.

### ACKNOWLEDGMENT

Thanks to Librarians should always maintain the update of library science information and tools. Need for massive promotion on library social media in streaming service activities.

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