



# Instrument Analysis of Library Service Components in Distance Education Conceptualized Library Accreditation at Universitas Terbuka

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Article Info	Abstract
<b>Article History</b> Received: 2023-01-15 Revised: 2023-02-22 Published: 2023-03-07  <b>Keywords:</b> <i>Library Accreditation; Service Components; Open University; Distance Education; Library accreditation instrument.</i>	Library accreditation is a form of legal recognition of a library in an institution. Open university libraries that have the concept of distance education carry out library accreditation from the directorate of standardization of the National Library of Indonesia. Where there are 6 components and 103 instruments. in this paper only discusses component 3, namely the service component, where there are 19 instruments. From the discussion of library service component instruments, there are several instruments that are not suitable for open university libraries that implement distance education, namely library visitor instruments, where those who come offline are far different from conventional universities while online open university library visitors are more than 16 million. In addition, the collection lending instrument is also different, where borrowing at open universities is done virtually. In the future, there needs to be a distinction for instruments for distance education libraries and conventional university libraries.
Artikel Info	Abstrak
<b>Sejarah Artikel</b> Diterima: 2023-01-23 Direvisi: 2023-02-22 Dipublikasi: 2023-03-07  <b>Kata kunci:</b> <i>Akreditasi Perpustakaan; Komponen Layanan; Universitas Terbuka; Pendidikan Jarak Jauh; instrumen akreditasi perpustakaan.</i>	Akreditasi perpustakaan merupakan salah satu bentuk pengakuan hukum terhadap suatu perpustakaan pada suatu institusi. Perpustakaan perguruan tinggi terbuka yang berwawasan pendidikan jarak jauh melaksanakan akreditasi perpustakaan dari direktorat standarisasi Perpustakaan Nasional RI. Dimana terdapat 6 komponen dan 103 instrumen. dalam tulisan ini hanya membahas komponen 3 yaitu komponen pelayanan dimana terdapat 19 instrumen. Dari pembahasan instrumen komponen layanan perpustakaan, terdapat beberapa instrumen yang tidak sesuai untuk perpustakaan universitas terbuka yang menerapkan pendidikan jarak jauh, yaitu instrumen pengunjung perpustakaan, dimana yang datang secara offline jauh berbeda dengan universitas konvensional sedangkan pengunjung perpustakaan universitas terbuka yang online lebih banyak. dari 16 juta. Selain itu, instrumen peminjaman koleksi juga berbeda, dimana peminjaman di perguruan tinggi terbuka dilakukan secara virtual. Ke depan, perlu adanya pembedaan instrumen untuk perpustakaan pendidikan jarak jauh dan perpustakaan universitas konvensional.

## I. INTRODUCTION

The rapid development of online-based communication technology is currently captured positively by educational institutions. Many educational institutions have begun to utilize and make today's technology a superior medium in organizing their education. Related to the utilization of today's internet-based technology, Hogg and Vaughan (2002: 600) in their book *Social Psychology*, state that the biggest development in the last five to ten years is the explosion of computer-mediated communication (CMC). In the era of disruption, the digital library system is the right solution to overcome obstacles in disseminating information to UT academics who are scattered throughout the sovereign territory of Indonesia or abroad.

The term open distance education (PTJJ) is used as a term that includes the meaning of the

higher education system of the distance education system. The relationship between the two systems does not become separate but as a whole in one form of education. Separateness is the main characteristic of the distance education system, while the open access to education and freedom of choice for students is the main characteristic of the open education system (Paulina Pannen, 1999: 24). The same thing is expressed by Tian Belawati (1999: 30) who puts forward the concept of open education which in English is called open education or open learning. This concept emphasizes the importance of system flexibility, especially in overcoming the constraints of place, time, and aspects caused by student characteristics. Meanwhile, distance education or distance learning is more of a method that can be used to achieve an open education system. With the current student-

centered teaching paradigm, for both distance education and traditional education, librarians will occupy a major role in facilitating learning. With the current emphasis on self-directed learning and directed study learning, librarians have the opportunity to reinvent themselves and become the gatekeepers of an institution's information materials.

Law No. 43/2007 Chapter III Article 11 requires national library standards. These standards are a reference for organizing, managing and developing libraries. Then the demand is further detailed in government regulation number 24 of 2014 that libraries must meet several elements in library standards including library collection standards, facilities and infrastructure, library services, library staff, organization and management. The Government Regulation mandates the National Library of Indonesia to develop library standards. The National Library of Indonesia has developed several standards for various types of libraries. Standards that have been prepared include standards for elementary school/madrasah ibtdaiyah libraries, national standards for junior high school/madrasah tsanawiyah libraries, national standards for senior high school/madrasah aliyah libraries, and national standards for higher education libraries. Specifically for college library standards, the National Library of Indonesia has set college library standards in 2013. The process of the emergence of these standards began in 2011 after discussions and agreements by the drafting team. The results of the formulation were then reviewed, finalized and publicly tested in 2012, which was finally published at the end of 2013.

One form of formal recognition of the fulfillment of library standards is through library accreditation. Government Regulation No. 24/2014 states that accreditation is a series of formal recognition process activities by an accreditation body stating that an institution has met the requirements to carry out certain certification activities. Library accreditation is a series of formal recognition process activities by a library accreditation agency stating that a library institution has met the requirements to carry out library management activities. Accredited libraries will obtain an accreditation certificate. Library accreditation is an evaluation of aspects of library organization whether they are in accordance with national library standards. Library accreditation is also an evaluation conducted by external parties to

assess and encourage the improvement of the quality and effectiveness of the library.

One of the goals of accreditation is to improve the accredited institution. In assessing library accreditation, the assessment team is based on 6 components consisting of 119 instruments. To explain the six components required for accreditation of Higher Education Libraries (HE Libraries) so that it is clear to understand, the tables below are summarized from the source of the National Library of the Republic of Indonesia Regulation Number 10 of 2018 concerning Higher Education Library Accreditation Instruments. No. Component Number of Indicators Weight:

1. COLLECTION 26 20%
2. Facilities and Infrastructure 33 15%
3. Library Services 19 25 %
4. Library staff 9 20%
5. Organization and management 12 15%
6. Boosters 6 5%, Total 103 100%

**Table1.** Componen Number of indicators weight

No.	Komponen	Jumlah Indikator	Bobot
1	Collection	26	20 %
2	Facilities and Infrastructure	33	15 %
3	Library Services	19	25 %
4	Library staff	9	20 %
5	Organization and management	12	15 %
6	Boosters	6	5 %
Total		103	100 %

Source: Regulation of the National Library of the Republic of Indonesia Number 10 of 2018 concerning Higher Education Library Accreditation Instruments

## II. METHOD

In carrying out the accreditation activities of the Open University Library, several stages of activities were carried out. The method used in this research is descriptive research method. Because this research aims to reveal facts related to the suitability of the two subjects in this study, with the research subject being Librarians and ICT personnel at the Open University Library and the object being library service innovation in supporting the College library accreditation program at the Open University, South Tangerang. The data collection technique uses two ways, namely: (1) Field Studies in the form of observations and interviews, from a list of library accreditation service instruments and (2) Documentation studies in the form of photos, journals, reports, previous research results. The data analysis technique uses a process: reducing data, presenting data, and drawing conclusions. As for data validity techniques using a combination of triangulation, namely (1) triangulation of data sources, through observation and interviews and (2) triangulation of theory.

### III. RESULT AND DISCUSSION

The role of librarians in the library development process, in general, can be described as a form of librarians in the process of managing the library to be better and develop along with current technological advances. The development of the library at this time has switched to a system that initially still uses a manual system now switches to an automation system which can later be developed into an online service system or a digital-based library. This is in accordance with the findings which say that the role of librarians in the current era is greatly influenced by the role towards digital libraries, but this has not been implemented optimally due to many obstacles, especially with human resources. The role of librarians in supporting all learning program activities at the Open University, namely by providing various online library services that can be accessed through the web library.ut.ac.id. including e-resources services, online catalog services, Virtual Reading Room services (RBV), eresources access info request services, audio services, streaming services, and also gramedia mobile ebook services. In addition, the role of librarians in terms of collection development also provides online collection requests. While the role of librarians in terms of preservation is to carry out weeding and maintenance activities. Weeding is done once a year, especially the UT student thesis collection which has been digitized into the UT repository. While maintenance is carried out every day, so that books that are still in use will be kept clean.

The Open University Library (UT) has several services, namely technical services and reader services. Circulation services, information literacy services, internet area services, document services, reference services, and cross-service services. In this study, more focus was placed on the accreditation instruments of the library service component. In the library service component there are 19 instruments, where the value weight is 25% of the total. In the 1st instrument is the type of library service, where the Open University Library has on-site reading, circulation, reference, search, information literacy, cross-service and document provision services, point A. where the services owned by the Open university library consist of on-site reading, circulation, reference, search, information literacy, cross-service and document provision services. In the 2nd instrument is the activity of improving library services, where the Open University Library gets point A, surveying

library service needs and library satisfaction, diversifying services, involving students in services and extension services.

In instrument 3, library opening hours per week, point A, 50 hours or more. Where library services are 24 hours a day. In instrument 4 is the system for borrowing/returning library materials, point A, because it is automated. That is using the Inlislite application from the National Library. In instrument 5 is Searching for information to collections, point B, because it only uses automation services with OPAC (online public access cataloging), where starting in 2004 the Library no longer uses catalog cabinets in searching for collections. In instrument 6, information search to information resources, point A, which is done online. Information searches can be searched from wherever the Open University community is. The 7th instrument is the Service Automation System, point A, where the Open University Library joins the online library network. Such as Indonesia One Search (IOS) national library joint catalog.

In instrument 8 is the library website, point A, where the Open University Library website has a library profile, OPAC, library service information, library contacts, links to online databases/repositories, and social media. The 9th instrument is the percentage of students who are library members, point A, where the number of members is 90% or more. In instrument 10 is the percentage of lecturers and education staff who are members, point A, where the number of lecturer members is 90% or more. In the 11th instrument is the average number of library visitors per month in one year, point A, where the number of visitors online amounts to 12,000 more precisely above 2,000,000 Visitors. In the 12th instrument, the average number of library visitors via online per month in one year, point A, the Open University Library is different from conventional university libraries, where if in conventional universities there are very many visitors visiting the library, but not with the UT library. By implementing the concept of distance learning (PJJ), UT Library prioritizes online/online services.

In the 13th instrument is the average number of books borrowed per month in one year, where the average book borrowed is 6,000 ex or more. In the 14th instrument is the type of promotional media used, point A, where in optimizing library services, the UT Library uses various library promotional media such as: Posters, Standing Banners, Social media, email blasts, brochures,

pamphlets, information literacy. The 15th instrument is the type of promotional activities carried out, point A, where there are 7 Library promotion is an effort to introduce all activities in the library both in terms of facilities, collections, types of services, and the benefits that can be obtained by each user. UPT Perpustakaan Universitas Terbuka, conducts various activities related to promotion including participating in exhibitions, information literacy activities, both at UPBJJ online and offline, as well as counseling through UT Radio and literacy through social media such as IG Live, also through flyers and pamphlets.

The 16th instrument is the number of library promotion activities per year, point A, where many libraries carry out promotions more than 9 times. In optimizing library services, the UT Library continues to carry out promotions, starting from exhibitions, literacy to UPBJJ, online literacy, literacy through UT radio, eflyer, social media, so that it is hoped that all users will know what collections they have to be maximally utilized. On instrument 17 is the type of information literacy, point a, where the library has 4 types of literacy, information literacy that comes to UPBJJ in the area, online information literacy, UT Radio literacy, information literacy through social media (MEDSOS). In the 18th instrument is the Number of Information Literacy Activities in the past year, point a, where in carrying out information literacy activities, UT Library usually holds it at the orientation of new students (OSMB) both undergraduate, master or doctoral programs. And also through Social Media, through UT radio, and visiting UPBJJ UT offices in the regions. In the 19th instrument, the library plays a role in reducing the practice of plagiarism by means of, Point a, where the library has 4 ways to prevent plagiarism. In helping lecturers who are making research or articles, the library helps lecturers to check their articles with plagiarism detection tools before submitting them to journals or in the UT repository. In checking Plagiarism, the Library has a turnitin account subscribed by the Open University.

For service component instruments totaling 19 instruments, there are several instruments that are not significant for Open university libraries, where the instrument of the number of library visitors, directly or offline the number of visitors in open university libraries is low when compared to the number of visitors to conventional university libraries such as UI, ITB, UNPAD, etc. Because open universities use distance

education, so their library visitors visit virtually, where the number is quite significant around 16 million visitors. Because open universities use distance education, so library visitors visit virtually, where the number is quite significant around 16 million visitors. Likewise, in the collection borrowing instrument, students borrow online either ebooks or ejournals. In the future, the national library must distinguish between universities with distance education and conventional universities, so that the instruments are differentiated.

#### **IV. CONCLUSION AND SUGGESTION**

##### **A. Conclusion**

The role of librarians in supporting the Open University library accreditation program has been implemented well, namely in the form of services provided to library users by providing an open service, namely the existence of a digital library that can be accessed anywhere and anytime. The Open University Library can be accessed via the website and mobile. The obstacle faced by librarians in supporting the library accreditation program is the difference in services at face-to-face / conventional universities, where the accreditation service instrument is still more for face-to-face/conventional library services, while the Open University Library has the concept of distance education. In the future, there needs to be changes in instruments for distance education services.

##### **B. Suggestion**

Discussion regarding this research is still very limited and requires a lot of input. Suggestions for future authors are to examine more deeply and comprehensively about Instrument Analysis of Library Service Components in Distance Education Conceptualized Library Accreditation Open University.

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