

Library Service Policy for Universitas Terbuka Distance Education Concept

Mohamad Pandu Ristiyono

PhD Education Major in Educational Education Phillipines Women's University (PWU),
Manila Phillipines

Email: 2023t1191@pwu.edu.ph

* Mohamad Pandu Ristiyono

ABSTRACT

Universitas terbuka Library has an important role in supporting the success of distance learning for students. In accordance with regulations on service policies, namely Law no.43 of 2007 concerning libraries, Law no. 14 of 2008 concerning public information and Universitas terbuka rector regulation no. 1151 of 2022 concerning the organisation and governance of the Open University, however, effective and efficient implementation of library service policies is still a challenge. This paper examines the Universitas terbuka library service policy with a focus on aspects of access, collections, and services. Policy analysis is conducted through literature review and interviews with relevant stakeholders. The results of the analysis show that the library access policy must be updated to consider the development of information and communication technology. In addition, increasing library collections in the form of digital learning resources also needs to be the main focus. library service policies must also accommodate student needs by expanding online and mobile services. Universitas terbuka library service policy update is expected to improve the quality of library services for students, thus supporting the achievement of quality distance learning objectives..

Keywords: *library service policy, distance education library, Universitas terbuka, virtual reading room (RBV) service, repository.*

Article History: 15 Feb 24

Article submission: 15 Feb 24

Article revision: 16 Feb 24

Article acceptance: 17 Feb 24

I. INTRODUCTION

Universitas Terbuka, also known as UT, is a public institution that structures its education programmes using the education programme using the open and distance learning (PTJJ) model, namely learning that is not carried out face-to-face, modules are used as printed media and non-print or electronic media such as e-book, e-journal, e-magazine, e-newspaper, audio, video, and other learning media. The definition of "open" is "without restrictions on age, year of diploma, period of study, time of registration, frequency of taking exams, and so on." The only

requirement for UT students is that they have all successfully completed high school or its equivalent.

The geographical spread of UT students is an example of the magnitude of the challenges faced by the Universitas terbuka in providing services to students, especially library services. Universitas terbuka in providing services to students, especially library services. UT is intended to be a university that has a network that covers the entire region of Indonesia to simplify activities in this sector. With the help of this network, it is expected that UT students can use library facilities optimally.

Today's higher education institutions have utilised the rapid development of internet-based communication technology. based communication technology. Many higher education institutions have begun to use modern technology as a better tool to structure their instruction. According to Hogg and Vaughan (2002:600) in their book Social Psychology, the major advances in the last five to ten years have been their book Social Psychology, the major advance in the last five to ten years has been the the growth of ICT. This is relevant to how people use internet-based technology today.

Today. A digital library system is an ideal way to bypass the barriers that prevent problems in the UT academic community from spreading to the rest of the country. UT's academic community from spreading across Indonesia or to other countries in the era of disruption.

The idea of open education, also known as open learning or open education in English, was put forward by Tian Belawati (1999: 30). English, was put forward by Tian Belawati (1999: 30). This idea highlights the value of system adaptation, especially in overcoming the limitations of space, time, and other factors caused by the characteristics of students.

Student characteristics. For a while, distance learning (also known as distance education) was more of a technique that could education) is more of a technique that can be applied to create an open education system. open education system. With the current student-centred teaching model, librarians will play an important role in

promoting learning, both in an important role in promoting learning, both in traditional learning and distance learning.

Distance learning. Nowadays, with the focus on directed learning and self-directed learning, there is a possibility for librarians to promote learning, both in traditional learning and distance learning. There is a possibility for librarians to reimagine themselves as custodians of an institution's of information resources emanating from an institution.

Universitas terbuka Library and Information Service offers services in line with the with the concept of distance learning programmes. Universitas terbuka offers a variety of electronic collections like other conventional university libraries, one of which is the Virtual Reading Room (RBV) service, e-Resources, Repository, Open Educational Resources (OER) as well as Virtual Reading Room (RBV), e-Resources, Repository, Open Educational Resources (OER) and other learning resources. and other learning resources.

The users, who are the Universitas terbuka academic community, are supported in their information needs by this service.information needs by this service. The advantage of this idea is the online access mechanism that allows anyone to use the library without having to come to campus. allows anyone to use the library without having to come to campus.

This benefit assists the Universitas terbuka online learning programme by providing funding. By 2020, the Universitas terbuka Library had subscribed to Proquest, Wiley Ebsco, and Science Direct (the four currently subscribed electronic journal databases). In addition, The Universitas terbuka Library has also invested in Gramedia's Smart Library application, which provides a diverse collection of electronic books, electronic newspapers, and electronic magazines that can be accessed, borrowed and read online. Through various marketing techniques, such as webinars and social media posts on Instagram, Twitter and Facebook, the Universitas terbuka Library and its the Open University TV YouTube channel have promoted and disseminated the library's electronic collection to the library to the Universitas terbuka academic community.

II. LITERATURE REVIEW

In improving the quality of university graduates, libraries are not only a complementary facility. But more than that, the library is the driving force for the academic community to achieve optimal academic performance. Library is a medium for 'information transfer'

In today's era of globalisation, science and technology are developing so rapidly that libraries can no longer rely on printed materials. so rapidly that libraries can no longer rely on printed materials and conventional methods of library management. and conventional methods of library management. If at the beginning the establishment of the college library was categorised as a Paper Library, then it developed into an Automated Library. (Paper Library), then developed into an Automated Library, then developed into an Automated Library. (Automated Library), and then developed into an Electronic Library.

(Electronic Library) then in the next development in accordance with the development of information technology must be directed to make the library the development of information technology must be directed to make the college library as a Digital Library. The existence of phasing in library development is actually motivated by the development of information technology and changes in user behaviour. the development of information technology and changes in user behaviour in fulfilling their needs for information. fulfil their need for information.

In the Law of the Republic of Indonesia Number 20 of 2003 concerning the National Education System in Article 1 paragraph 17 explains about the quality of education that: "National education standards education standards are minimum criteria about the education system in all regions of the Republic of Indonesia". law of the Unitary State of the Republic of Indonesia". Minimum criteria for national standards.

This consists of standards of content, process, graduate competence, education personnel, facilities and infrastructure, management, financing, and educational assessment that must be improved in a planned manner (Article 35 paragraph 1 of Law No. 20 of the Republic of Indonesia on the Quality of Education). to be improved in a planned manner (Article 35 paragraph 1 of Law No. 20/2003).

Analysing the Universitas terbuka Library Service Policy can be done by considering several key aspects, including access policy, collection policy, and service policy. The following are analyses that can be conducted for each of these aspects:

Access Policy

Review the Universitas terbuka library access policy to ensure that students have easy and quick access to library collections, both physically and online.

Evaluate the level of accessibility of library collections for students in various geographical locations.

Update the access policy in line with developments in information and communication technology, including integration with the Open University's online learning platform.

Collection Policy

Review the library's collection selection policy to ensure that the collections available are relevant to the learning needs of Universitas terbuka students.

Evaluate the diversification of library collections, including digital learning resources, to fulfil distance learning needs.

Expand collaboration with publishers, institutions and other organisations to improve access to relevant collections.

Service Policy

Review library service policies, including online and mobile services, to ensure that students can easily access and utilise these services.

Evaluate the effectiveness of online library usage training and expand reference and information search assistance services.

Update service policies according to user feedback and technological developments, such as the use of artificial intelligence in providing more personalised services.

Through this library service policy analysis, it is hoped that the Universitas terbuka can improve the quality of library services for students, and support the achievement of quality distance learning goals.

III. METHODS

Talking about the University's distance education library service policy has been stated in the Universitas terbuka rector regulation (Pertor) No.1151 of 2022 concerning the organisation of open University governance, where the library unit must provide good services for the open University academic community. Likewise in law no.43 of 2007 concerning libraries, where in article 5 paragraph 1 a reads that the community has the same rights in utilising and utilising library service facilities.

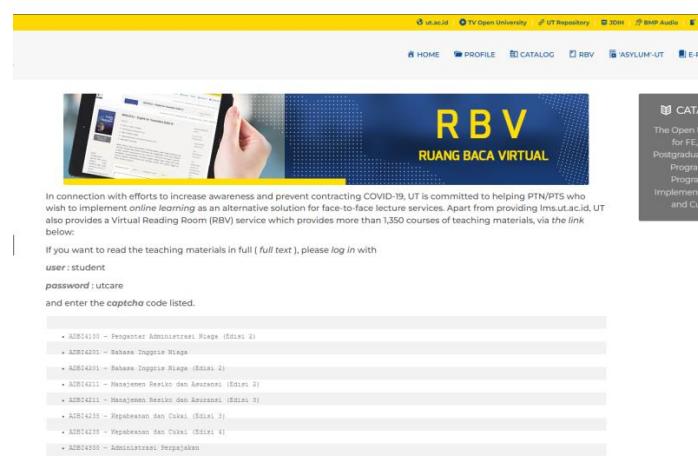
Likewise, in Law No. 14 of 2008 concerning public policy information systems. Article 17 states that every public agency must open access for every applicant for public information to obtain public information.

From several regulations on obtaining information rights, the Open University library also provides services to the community, including Virtual Reading Room (RBV) services, repository services, on-site reading services and e-resources services.

Virtual Reading Room (RBV) Service

The virtual reading room (RBV) is one of the flagship services at the Universitas terbuka library. This service contains a collection of lecture teaching materials (modules) from 45 study programmes and 1350 subject titles. Students can access fulltext by using their student id and date of birth, while the general public can also access the virtual reading room (RBV) in fulltext from anywhere. During covid, the virtual reading room (rbv) has been accessed by more than 20 million people.

Figure 1. virtual reading room (RBV) service



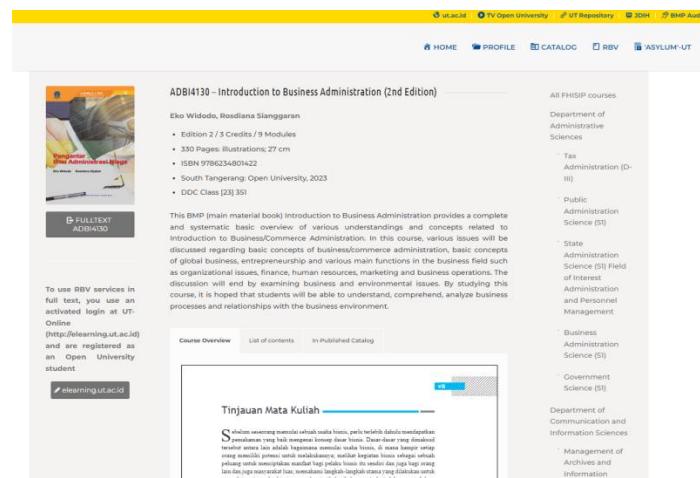
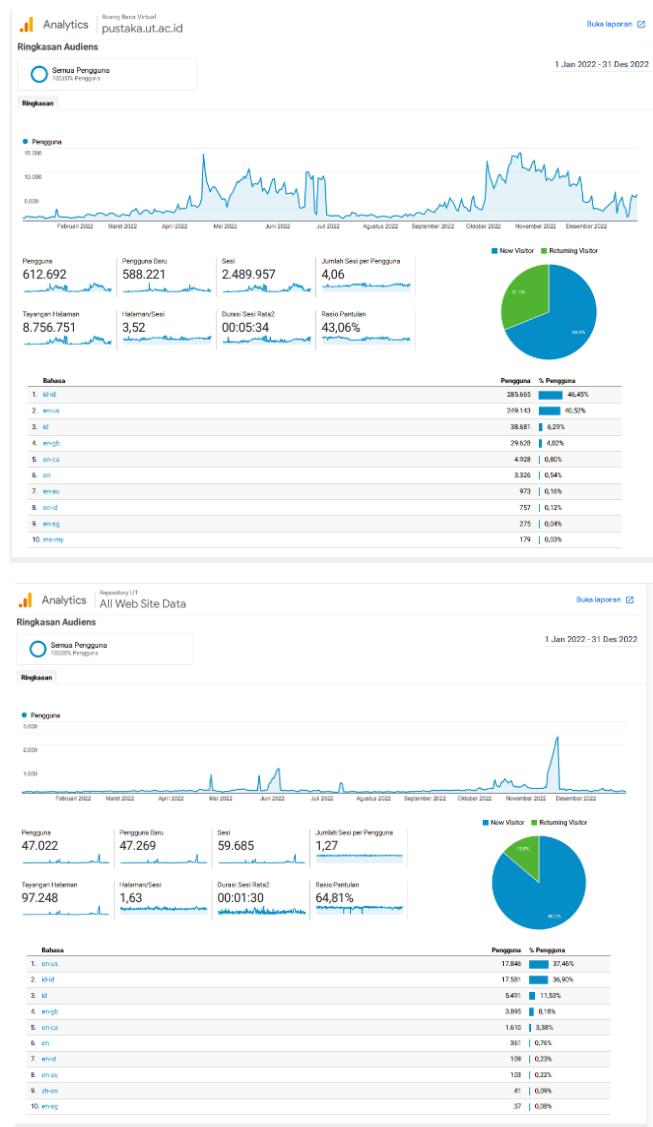


Figure 2. Statistics Virtual reading room and repository



IV. RESULTS

In a digital context, a library repository often refers to a system or platform used to manage and store digital collections, such as institutional repositories that contain research results, scientific publications, and other learning materials. A library repository aims to facilitate access and management of these collections of information by users, as well as ensuring the continuity and sustainability of the stored information. The open university library repository contains local content of the universitas terbuka academic community. It consists of articles, proceedings, rector's speeches, research results, and manuscripts.

Policy on Universitas terbuka library repository, before 2023 open access means that everyone can access from anywhere in full text without having to log in. While starting in 2023 the UT repository that can access full text must be logged in with an id and password.

V. CONCLUSION AND SUGGESTION

Universitas terbuka Library Service Policy has a very important role in supporting the success of distance learning for students. Through a good policy, the library can provide easy and fast access to library collections, adequate services, and support the student learning process effectively.

In practice, library access policies need to be updated to keep up with the development of information and communication technology. Updating library collections is also important, especially by increasing the collection of digital learning resources. In addition, the development of online and mobile services is also needed to provide easy access for students who are spread across various locations.

Evaluation of library service policies is also important to ensure successful implementation. With a good evaluation, it can be seen the effectiveness of the policies that have been implemented and what updates need to be made.

Thus, the Universitas terbuka library service policy must be continuously improved and adjusted to the development of student needs and technological advances. This aims to improve the quality of library services, so that it can support

the achievement of quality distance learning goals and provide maximum benefits for students.

VI. BIBLIOGRAPHY

Abdulmutalib, R. (2020). Analysis of the Use of Library Services at the Open University in 2019. *Journal of Agricultural Libraries*, 29(2), 133-142.

Firman, A., & Lestari, E. (2018). Open University Digital Library Policy in Improving the Quality of Library Services. *Journal of Library Information Science*, 5(2), 113-124.

Rahayu, E. (2017). Evaluation of Open University Library Services in Improving the Quality of Distance Learning. *Journal of Open and Distance Education*, 18(1), 31-42.

Ristiyono, M.Pandu. (2019). Distance Education Conceptualised Library Services as a Student Learning Aid at the Open University (Proceedings of the CFP National Library Seminar). Student Learning at the Open University (Proceedings of the CFP Library National seminar). Magelang: UNTIDAR

Sucipto. (2020). Strategy for Socialisation and Promotion of Distance Education System through Social Media at UPBJJ-UT Surabaya. Depok: Ministry of Education and Culture Employee Education and Training Centre.

Sudarsono, A., & Wahyuni, S. (2020). Strategies for Improving Library Services in the Era of the Industrial Revolution 4.0 Case Study at the Open University. *Journal of Agricultural Libraries*, 29(3), 238-247.

Kemdikbud (2020). Digital Learning Platforms and Strategies for Education Inclusiveness in Indonesia. Jakarta: Kemdikbudristek.

Milles, M and Hubberman. (2014). Qualitative Data Analysis: A Method Sourcebook Third Edition. United States of America: Arizona State University

Moleong Lexy J. (2007). Qualitative Research Methodology. Bandung: Teenage Workshop

Law of the Republic of Indonesia No. 14 of 2008 on public disclosure of information.

Law of the Republic of Indonesia No. 43 of 2007 on libraries.

Law of the Republic of Indonesia No. 20 of 2003 on the National Education system

Wahyuni, S., & Mutiara, R. (2019). Utilisation of Library Services by Open University Students. *Journal of Agricultural Library*, 28(1), 54-63.