Risk Management of Distance Education Library open access services at the Universitas Terbuka in the covid 19 era

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ABSTRACT

This paper discusses risk management in open access services for distance education libraries at the Open University in the COVID-19 era. In the context of the COVID-19 pandemic, distance education libraries are faced with new challenges that affect the smooth running of services to distance students. Therefore, risk management is an important aspect that needs to be considered in order to ensure the smooth running of library services. The research method used in this paper involves literature study and risk analysis. The literature study was conducted to gain an in-depth understanding of the concept of risk management, the challenges faced, and the strategies that can be implemented. Furthermore, risk analysis was conducted to identify potential risks that may be faced by distance education libraries in the COVID-19 era. The results showed that the risks identified include aspects of data security, where increased access to virtual reading rooms (RBV), but there is also an emerging phenomenon, namely tutorials on how to download virtual reading rooms (RBV) on YOUTUBE. several strategies can be implemented, including the use of appropriate technology, training and education for users, as well as policies that support the sustainability and development of libraries.

This paper provides insights and practical guidance for distance education library managers at the Open University and related parties in managing risks and ensuring the smooth running of library services during the COVID-19 pandemic. By combining the right risk management approach with technology and innovation, distance education libraries can continue to provide quality services to students, ensure access to necessary information resources, and support effective learning processes amid the COVID-19 pandemic.

Keywords: *risk management, open access services, distance education library, Universitas Terbuka, COVID-19.*

I.   **INTRODUCTION**

In the growing digital era, distance education libraries are becoming one of the essential elements in the modern education system. The Open University, as one of the leading educational institutions in Indonesia, has taken a step forward by providing open access to library services for distance students.

However, in the midst of the COVID-19 pandemic that has hit the world since 2020, distance education libraries at the Open University are faced with new challenges. In this context, risk management is a critical aspect that must be considered in order to ensure the smoothness and sustainability of library services for remote students.

This paper will discuss the importance of risk management in the open access services of distance education libraries at the Open University in the COVID-19 era. We will explain the concept of risk management, the challenges faced by distance education libraries, as well as strategies that can be implemented to mitigate risks and ensure the smooth running of library services amid the pandemic.

In this context, risk management involves identifying possible risks, evaluating their impact, and developing mitigation measures to reduce those risks. In addition, it is also necessary to consider factors such as data security, accessibility, and availability of adequate resources.

By combining the right risk management approach with technology and innovation, distance education libraries at the Open University can continue to provide quality services to students, ensure access to necessary information resources, and support effective learning processes amid the COVID-19 pandemic.

In this article, we will discuss some important strategies that can be implemented in the risk management of open access services of distance education libraries in the COVID-19 era, including the use of appropriate technology, training and education for users, and policies that support the sustainability and development of libraries.

The purpose of this paper is to provide insights and practical guidance for distance education library managers at the Open University and related parties in

managing risks and ensuring the smooth running of library services during the COVID-19 pandemic. Thus, it is hoped that distance education libraries will continue to act as effective information centres and support students' success in their learning process.

Risk management is one of the important aspects in managing distance education library services in Universitas terbuka. As a manager or manager of library services, it should be noted that distance education library services have a significant impression on the quality of education and student performance. This is due to several factors, including lack of facilities and equipment, difficulties in accessing library resources, and difficulties in managing the use of library resources. In this regard, the risk management of distance education library services in Universitas terbuka is of a high level in ensuring optimal performance and the best service quality.

Risk management is the process of identifying, assessing and mitigating risks that may negatively affect distance education library services. Risks that can disrupt distance education library services include lack of facilities and equipment, difficulties in accessing library resources, and difficulties in managing the use of library resources.

Risk management of distance education library services at an Universitas terbuka has a high goal, which is to ensure optimal performance and the best service quality. This can be done by assessing risks and reducing them through several steps, such as identifying risks, reducing risks, and managing risks.

In this paper, we will describe risk management in distance education library services at the Universitas terbuka, in terms of risk identification, reduction, and management.

Perception of Risk

Risk is the result of a combination of the probability of an event occurring and the factors that cause it, especially when there is a possibility of negative consequences (Asnar & Giorgini, 2008). The risk perceived by individuals is solely the uncertainty faced by consumers when they cannot predict the consequences of purchasing decisions in general. Perceived risk arises when consumers feel uncertain about the development of their purchase actions.**.**

There are 3 levels of risk types

1. Strategic - deals with long-term issues

Risk management strategies related to long-term issues in libraries are strategies used to reduce the negative impact of risks that may occur in the future. An effective risk management strategy for libraries includes several steps, starting from risk management planning, risk identification, risk reduction, to risk management. Risk management planning is the first step that must be taken to decide how the risk management system will be implemented. After that, risk identification is done by analysing the problem from its source. An effective risk management strategy also affects the development pattern of the library. For example, the implementation of an effective risk management system can strengthen the library's position in the market and increase the potential for long-term business success.Basically, risk management strategies related to long-term issues are strategies used to reduce the negative impact of risks that may occur in the future. This is important because unmanaged risks can lead to reduced performance and quality of library services, resulting in students not being able to get optimal services.

2. Tactical - deals with medium-term issues

Tactical - dealing with medium-term issues' in library risk management is a strategy used to reduce the negative impact of risks that may occur in a short period of time. Effective risk management strategies for libraries include several steps, starting from risk management planning, risk identification, risk reduction, to risk management. Risk management planning is the first step that must be taken to decide how the risk management system will be implemented. After that, the library must carry out a risk identification process and evaluate risks based on the probability of occurrence and potential negative consequences. For example, the implementation of an effective risk management system can strengthen the library's position in the market and increase the potential for medium-term business success.Basically, tactical risk management strategies related to medium-term issues are strategies used to reduce the negative impact of risks that may occur in a short period of time. This is important because unmanaged risks can lead to reduced performance and quality of library services, so that students cannot get optimal services.

Operational - dealing with short-term issues

Operational - relating to short-term issues' in library risk management is a strategy used to reduce the negative impact of risks that may occur in a short period of time. This is important because unmanaged risks can lead to reduced performance and quality of library services, so that students cannot get optimal service.

An effective risk management strategy for libraries includes several steps, from risk management planning, risk identification, risk reduction, to risk management. Risk management planning is the first step to decide how the risk management system will be implemented. After that, the library must conduct a risk identification process and evaluate risks based on the probability of occurrence and potential negative consequences. An effective risk management strategy also affects the development pattern of the library. For example, the implementation of an effective risk management system can strengthen the library's position in the market and increase the potential for short-term business success.

Basically, operational risk management strategies related to short-term issues are strategies used to reduce the negative impact of risks that may occur in a short period of time. This is important because unmanaged risks can lead to reduced performance and quality of library services, so that students cannot get optimal services.

II.   LITERATURE REVIEW

Risk Management

Risk management is a process undertaken to minimise the possibility of negative impacts that may occur in the future. In risk management, risk is uncertainty that will occur in the future. Risk management aims to minimise costs and facilitate cost estimation when risks occur in the company's operational activities. Risk management can be grouped into several types, namely strategic, tactical, and operational. Strategic risk management is carried out in the process of preparing the company's long-term and short-term plans. Tactical risk management conducts both and analyses the risks of achieving the objectives of local government agencies. Operational risk management performs both and analyses risks to the achievement of the objectives of local government agencies.

Risk

Risk is the possibility of a negative impact arising from vulnerability, taking into account the probability and impact of the risk. While companies can reduce risk through anticipation and control measures, it is not possible to completely avoid risk exposure, even with the maximum control structure in place.

Distance Education Library

A distance education library is an institution that serves to manage collections of information and knowledge in digital form that can be accessed through computer networks. It is a tool that supports distance education, allowing learners to access information and learning resources online. A distance education library can help reduce the problem of separation between learning resources and learners, and facilitate learning that is more controlled by the needs and characteristics of learners.

METHODS

This research aims to analyse and identify risk management in the open access services of distance education libraries at the Open University in the COVID-19 era. The research methods used in this paper are as follows:

Literature Study: This research will be based on a comprehensive literature study. This step involves searching and analysing relevant literature sources, including academic journals, articles, books, and other sources of information related to risk management in distance education library services in the COVID-19 era. The purpose of the literature study is to gain an in-depth understanding of the concept of risk management, the challenges faced, and the strategies that can be implemented.

Risk Analysis: After gaining an in-depth understanding through the literature study, the next step is to conduct a risk analysis. Risk analysis is conducted to identify potential risks that may be faced by distance education libraries at the Open University in the COVID-19 era. These risks may include aspects of data security,

resource availability, service quality, and others. Researchers will use relevant risk analysis frameworks to identify and evaluate these risks.

Data Collection: To support the risk analysis, relevant data will be collected. Data can be obtained through interviews with relevant parties, such as library managers, IT staff, and library users. In addition, data can also be obtained through internal documentation, library policies, and records related to risk management that have been carried out previously. The data collected will be used to evaluate the identified risks and formulate appropriate mitigation measures.

Data Analysis: The data that has been collected will be systematically analysed. This analysis involves data processing, pattern identification, and evaluation of the identified risks. In addition, data analysis will also be used to identify system weaknesses, resource shortages, and potential improvements that can be made in risk management of distance education library services in the COVID-19 era.

Pembahasan dan Kesimpulan: Hasil analisis data akan dibahas dan dievaluasi untuk menggambarkan manajemen risiko yang efektif dalam layanan perpustakaan pendidikan jarak jauh di era COVID-19. Pembahasan ini mencakup strategi mitigasi yang direkomendasikan dan langkah-langkah yang dapat diambil untuk meningkatkan manajemen risiko. Selanjutnya, kesimpulan akan diambil berdasarkan temuan penelitian dan memberikan ringkasan dari keseluruhan penelitian.

Dengan menggunakan metode penelitian ini, diharapkan penelitian ini dapat memberikan wawasan yang berguna dan panduan praktis bagi pengelola perpustakaan pendidikan jarak jauh di Universitas Terbuka serta pihak-pihak terkait dalam mengelola risiko dan memastikan kelancaran layanan perpustakaan di masa pandemi COVID-19.

III. RESULTS
Identification of threats

Based on the results of research in the implementation of this study, the researcher obtained the results of the risks obtained from the Open University Library with the results of the interview, as previously described above, which was previously mentioned, the researcher obtained the risks that threaten the Open University University Library, the risks obtained by the researcher have also included the characteristics of each risk with the end result being that many hackers can download virtual reading rooms (RBV) on the Open University library web. Where hackers make tutorials on how to download virtual reading rooms (RBV) on YOUTUBE.

However, it is one of the risks that have been considered by the management of the Open University Library. After all, no one can guarantee 100% data security from   hackers.
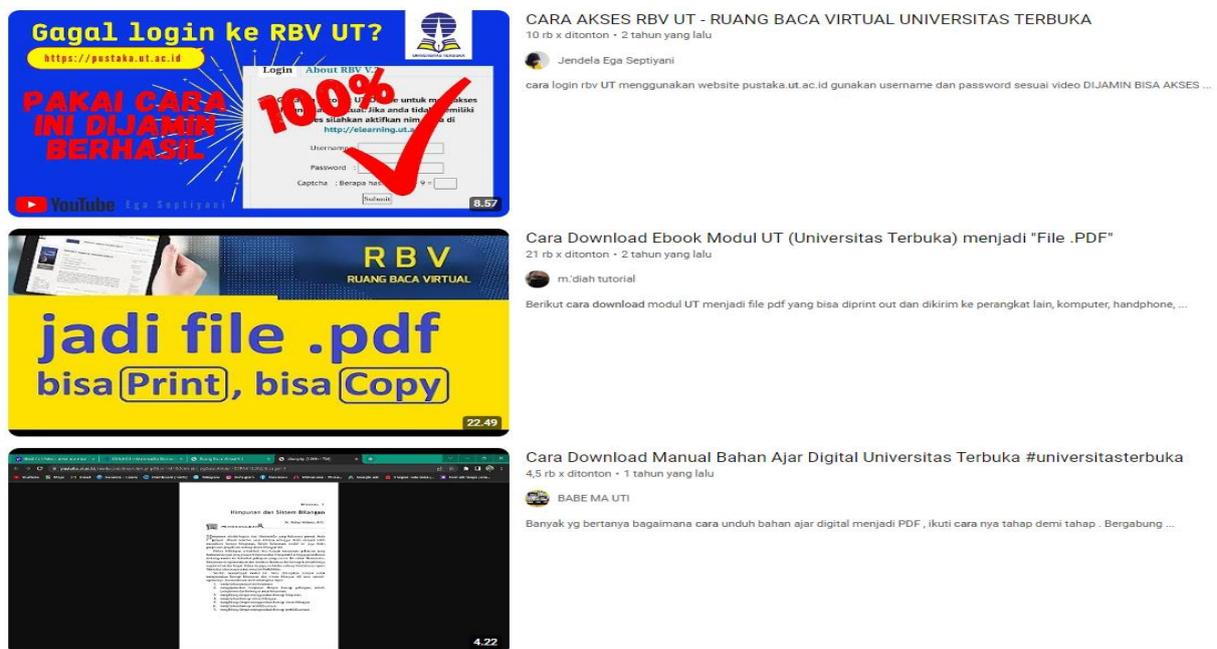

Image : *Example tutorial on YOUTUBE how to download Virtual Reading Room*.

No.	Jenis SUAKA	TW I (Jan-Mar)	TW II (April-Juni)	TW III (Juli-Sept)	TW IV (Okt-Des)	Tahun 2023
	Tabel 00X Data Akses (Hit) SUAKA-UT Tahun 2023					
1	UT Radio					
2	Web-suplemen (*Open Courseware*)					
3	GPO					
4	Digital Library:					
	a. Ruang Baca Virtual	556,991	3,218,560	732,807	3,656,080	8,164,438
	b. OPAC	30,871	58,430	42,513	74,330	206,144
	c. Repository UT	11,246	19,983	9,376	308,772	349,377
5	UT TV	521,134	532,796	825,595	820,019	2,699,544
6	*Jurnal Online:*					
	a. Jurnal Matematika, sain, dan teknologi					
	b. Jurnal Organisasi dan Manajemen					
	c. Jurnal Pendidikan					
	d. Jurnal PTJJ					
7	MOOCs					
	Total	1,120,242	3,829,769	1,610,291	4,859,201	11,419,503

Data Triwulan IV periode 1 Oktober - 31 Desember (RBV, OPAC, Repository UT & UTTV)
Penarikan data pada 3 Januari Pukul 16.07 WIB

Image: *UT Library web visitor statistics*

Even though the University library is open, opening access to the general public, it can only read without being able to download it. But along with technological developments, it can still be downloaded. However, to read Challenges of Distance Education Library Services in the COVID-19 Era:

a. Physical restrictions: Restrictions on movement and physical encounters affect students' access to libraries and information resources.

b. Access limitations: Distance students may face limited access to physical library and information resource collections.

c. Data security: Libraries need to maintain user data security to protect the privacy and confidentiality of personal information.

Concept of Risk Management in Library Services:

a. Risk identification: Identifying risks that can hinder the smooth running of distance education library services in the COVID-19 era, such as data security risks, risks related to resource availability, and risks related to service quality.

b. Risk evaluation: Evaluate the impact and likelihood of occurrence of the identified risks to determine the urgency and priority of handling.

c. Development of mitigation measures: Develop effective mitigation strategies and policies to reduce risks and minimise their impact.

Risk Management Strategies in Distance Education Library Services in the COVID-19 Era:

a. Use of technology: Implement appropriate technologies, such as digital platforms, electronic databases, and library management systems, to facilitate access and use of information resources online.

b. Training and education: Provide training and education to library users, including students and staff, to enable them to utilise information services and resources effectively.

c. Policies and procedures: Implement policies and procedures that support library sustainability and protect user data security.

d. Collaboration and partnerships: Establish collaboration and partnerships with relevant parties, such as other educational institutions, digital libraries, or information resource suppliers, to improve access and service quality.

Successful Implementation of Risk Management:

a. Evaluation and monitoring: Periodically evaluate the effectiveness of implemented mitigation measures and monitor changes in risks that may arise.

b. User satisfaction evaluation: Conduct surveys or interviews with library users to evaluate their satisfaction with the services provided.

c. Adjustment and improvement: Use the evaluation results to make adjustments and improvements to the risk management strategy implemented.

This discussion highlights the importance of risk management in open access services of distance education libraries in the COVID-19 era. By implementing the right strategies, libraries can minimise risks and ensure smooth services to remote students. Collaboration, use of technology, and supportive policies are important components of successful risk management. Continuous evaluation and monitoring are also crucial to ensure the appropriateness and effectiveness of the mitigation measures taken.

IV.   CONCLUSION AND SUGGESTION

In this paper, we have discussed risk management in open access services of distance education libraries at the Open University in the COVID-19 era. The COVID-

19 pandemic has presented new challenges for distance education libraries, but by implementing appropriate risk management, libraries can continue to provide quality services to students.

In managing risk, it is important to identify possible risks, evaluate their impact, and develop mitigation measures. The risks identified include aspects of data security, resource availability, and service quality. To mitigate these risks, strategies such as the use of appropriate technology, training and education for users, and policies that support library sustainability can be implemented.

Distance education libraries at the Open University need to make good use of technology to provide open access to information resources required by students. Training and education for users is also important to ensure they can utilise library services effectively. In addition, policies that support library sustainability and development need to be implemented to ensure quality services.

In the context of the COVID-19 pandemic, risk management is becoming increasingly important to maintain the smooth running of library services. By combining the right risk management approach with technology and innovation, distance education libraries at the Open University can continue to play a crucial role as information centres that support students' success in their learning process.

In conclusion, risk management in distance education library open access services in the COVID-19 era is an important aspect that needs to be considered. By implementing appropriate mitigation strategies, libraries can reduce risks and ensure smooth services to students. In facing the challenges of the pandemic, distance education libraries must continue to adapt, use technology wisely, and involve users in the risk management process to maintain service quality and support effective learning processes.

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