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DAFTAR ISI (TABLE OF CONTENT)

Online Learning Media through Open Library System

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ABSTRACT

Teaching and learning activities which supported by the Open Library system in Telkom University during COVID-19 pandemic has made the online learning process easier. The readiness of Open Library system has facilitated the learning process which conducted by the users in fulfilling their needs. The facilities are the online e-catalogue, ask a librarian through social media, virtual discussion room reservation, and literacy online classes. The Open Library system of Telkom University has turned to be the foremost media in the COVID-19 era. It also offered the online e-resources services through Whastapp and Instagram related to the information needed by the students and the online books lending to borrow the references. We used descriptive qualitative method. The data collecting was interview and observation. The participated informants to be interviewed were Telkom University students. The results of this study indicated the Open Library system of Telkom University had encouraged students to maximize the use of Open Library system facilities.

Keywords: Online learning, media, open library, students

ABSTRAK

Kegiatan belajar mengajar yang didukung dengan sistem Open Library di Universitas Telkom selama masa pandemi COVID-19 membuat proses pembelajaran online menjadi lebih mudah. Kesiapan sistem Open Library telah memudahkan proses pembelajaran yang dilakukan pengguna dalam memenuhi kebutuhannya. Fasilitas yang diberikan oleh Open Library adalah e-katalog online, bertanya kepada pustakawan melalui media sosial, reservasi ruang diskusi virtual, dan kelas literasi online. Sistem Open Library Universitas Telkom menjadi media terdepan di era COVID-19. Selain itu, Open Library menawarkan layanan online e-resources melalui Whastapp dan Instagram terkait informasi yang dibutuhkan mahasiswa dan peminjaman buku online untuk meminjam referensi. Kami menggunakan metode deskriptif kualitatif. Pengumpulan data dilakukan dengan wawancara dan observasi. Informan yang berpartisipasi untuk diwawancarai adalah mahasiswa Telkom University. Hasil penelitian ini menunjukkan sistem Open Library Universitas Telkom telah mendorong mahasiswa untuk memaksimalkan penggunaan fasilitas sistem Open Library.

Kata Kunci: Pembelajaran online, media, perpustakaan terbuka, mahasiwa

INTRODUCTION

After the announcement of the first case of COVID-19, the days in our life were haunted by fear and worry, thus influencing our behavior in doing daily activities. This has an impact on teaching and learning activities that usually done face-to-face in the classroom because its replaced by online learning system. Students forced to use online system education and it has been a global issue in the education system (Chandaisiri, 2020). The universities in

Europe and Asia made the transition on using Open Library System to overcome this learning process (Scupola & Zanfei, 2016); (Jerome, et al, 2019); (Bao, 2020). The policy of facing the online learning system has been transforming learning process at class during pandemic (Tarkar, 2020). The position of Open Library had become the crucial things to support the university online lecturing during the COVID-19 (Mehta & Wang, 2020).

Teaching and learning activities carried out with Open Library system have provided the huge information to the users in finding references (Peruginelli, Conton & Fioravanti, 2020). The Open Library mechanism helped the users to access and browse references or other material lecturing sources easily, even at home (Borgman, 1999). The information can also be shared to other users using the existing share information on the system. Besides that, the information is always available throughout the day, time and the updated information features of information (Borgman, 2000).

The online learning received many responses from the communities (Chisita, 2020); (Harris, 2021); Kezar (2006) & (Moniz, Moats & Eshleman, 2014). There are pros and cons. The pros and cons happened in the community by the issues of the readiness and unreadiness supporting facilities for teaching and learning activities with the online learning system. Many things should be prepared by the universities when it come to the unreadiness. Such information technology, telecommunication, and human resources are the supporting facilities that the library should meet for the students' needs. Even in the beginning of pandemic all libraries were closed, but the open library can still be opened online and become the new practice to overcome the challenges during COVID-19 (Murphy, Lewis, McKillop & Stoeckle, 2021).

Learning with an online system needed some requirements for students to understand technological literacy information and communication (Supratman & Wahyudin, 2017). Technological sophistication gives variety of learning methods that are more effective and interesting for students. Universities around the world are mostly starting to depend on information and communication technology to serve the needs of learning activities (Lai, 2011). The use of information and communication technology supports the shift in cultural practices in the teaching and learning process in universities (Supratman, 2018) & (Gichuru, 2016). The use of information technology is acquired to meet the needs of millennial users as the academics of higher education (Supratman, 2018). Digital information and communication technology can provide more active and flexible learning experiences by adopting a participatory pedagogical approach and by combining formal and informal learning (Rina, Supratman & Astuti, 2022). Various advantages and disadvantages are packaged as a risk of using technology. One such package is the procurement and maintenance of various

hardware and software, specifically requiring continuous investment and resource skills to support the sustainability of the technology.

Students must have the ability to understand information technology and communication used or supported in the process online learning (Tsekea & Chigwada, 2021); (Sharifabadi, 206); (Mega & Bernard, 2014). They could find information that needed in the online learning process independently in the sense that the online learning system is very determined by the independence of students, especially in search for various sources of information needed in the online learning process. Besides that, the students can gain creativity and critical thinking, not only relying on information sources provided by teachers/lecturers, but also need to seek and find other sources of information relevant to the theme being studied (Habib, 2018).

Libraries as learning resources play an important role in teaching and learning activities, from elementary school to university, especially in terms of providing information relevant to student needs. In normal times, university libraries such as the Open Library (Telkom University) visited by many users who need information related to the needs in the learning process, but in the midst of COVID-19 pandemic conditions, the library should close its manual service manual. Therefore, the students experienced difficulties in meeting the needs to get information during the online learning process.

Thus, the solution in the form of Open Library support in the midst of COVID-19 helped the needs to gain information related to the process of teaching and learning activities. The online learning system using Open Library at Telkom University has run successfully to fulfill the learning process. On the National Library Regulation (Number 13, 2017), the university library is integral part of education, research, and community services along with the supporting in the learning resource to support the achievement of educational goals (National Library of the Republic of Indonesia, 2017).

There were previous researches had done in the theme of libraries utilizing in the universities. Anugrahana (2020) told that the influence of libraries in improving the quality of higher education, the research using the library method, and the results of the research concluded that the existence of a library is very important influential in the success of the learning process, and a good library is a library that provides information according to the needs of users, therefore the library is called the heart of college.

The role of libraries in supporting online learning environment needed to be completed with the agility of librarian assistance and technology mastery to operate the online library systems (Sari, 2015). These roles could help the users to access the facilities offered by open library system. In providing the complete facilities to the users, the library system should improve the online access to its server buttons in supporting the services of academic and research activities.

A fairly recent research conducted by Dewi (2020) revealed the results of the study that there are several things: a). the library must have a collection that able to support teaching and learning activities in universities where the library is located, b). library Colleges serve as learning resources for students, and c). Libraries have a strategic role in fostering and foster students' reading awareness as well as libraries must improve themselves to adapt to changes era. Fadli (2014) also conducted research with the title use of libraries as a trend in learning independently in higher education and the results of the research concluded that independent learning activities need to be supported by means of independent learning, one of which is a library, therefore, the library must be supported with development of appropriate collections, organization and institutional strengthening, service provision of facilities and infrastructure, and library promotion and development programs. Sari (2015) who conduct research with the title E-Learning: Implications towards university library services and the role of the librarian also stated the results that online learning in its implementation was Indonesia still has shortcomings, namely not integrated with the library, because it corresponds to the function of the library is to support the learning process in higher education.

In the implementation of library integration with online learning there are several things that need prepared, namely libraries, librarians and students so that can be maximized. Libraries must provide content electronics, librarians must continue to upgrade their skills, and students must be equipped with digital literacy so that they can access information relevant to their needs.

Of all the research that has been done, there is a difference with this study, namely the conditions that faced by the library in this research is in the middle the COVID-19 pandemic which requires the Telkom University library to close its manual service. Therefore, through in this research, the we want to know how the support library in the online learning communication process in times of COVID-19?

RESEARCH METHOD

The method used in this research is the method descriptive qualitative. This method is a method for researching state of a group of people, an object, a set of conditions, a system of thought, or a class of events in the past now (Nazir, 2014) dan (Mulyana, 2004). The purpose of descriptive qualitative research is to make descriptions, drawings or paintings systematically, factual and accurate regarding facts, characteristics and relationships (Sugiyono, 2010). Among the phenomena investigated in this study are: phenomena related to online library support in the learning communication process during the COVID-19 pandemic.

In collecting the data, we used interview, observation and documentation technique. The validation to verify the data was done through triangulation to check the data validity. The data validity technique uses the type of triangulation. In analyzing the data, researcher used the Milles Huberman model, namely the analysis carried out covering: data reduction, data presentation, and data inference.

The informants who participated in this research were Telkom University students. Telkom University was chosen to be the research location by its reputation as one of the best private universities in Indonesia. Data in this study were collected using the technique of interviews and documentation. Interviews were conducted with thirty students who became informants in this research. The interview used is an interview not structured with via whatsapp. The data obtained from the results of interviews and the documentation, then reduced, presented and draw conclusions and verification.

DISCUSSION

During the Covid-19 pandemic, digital libraries were very supportive of the world of education because they helped distance learning. Digital libraries offer convenience for their users to access electronic sources of information with a device that fun on limited time and opportunity. The user does not again physically bound to the library service hour where the user must attend or visit the library for information. This is where digital libraries as tools can facilitate and solve the problem of limited access. Telkom University's library, named Open Library, utilizes an online learning media system for learning needs.
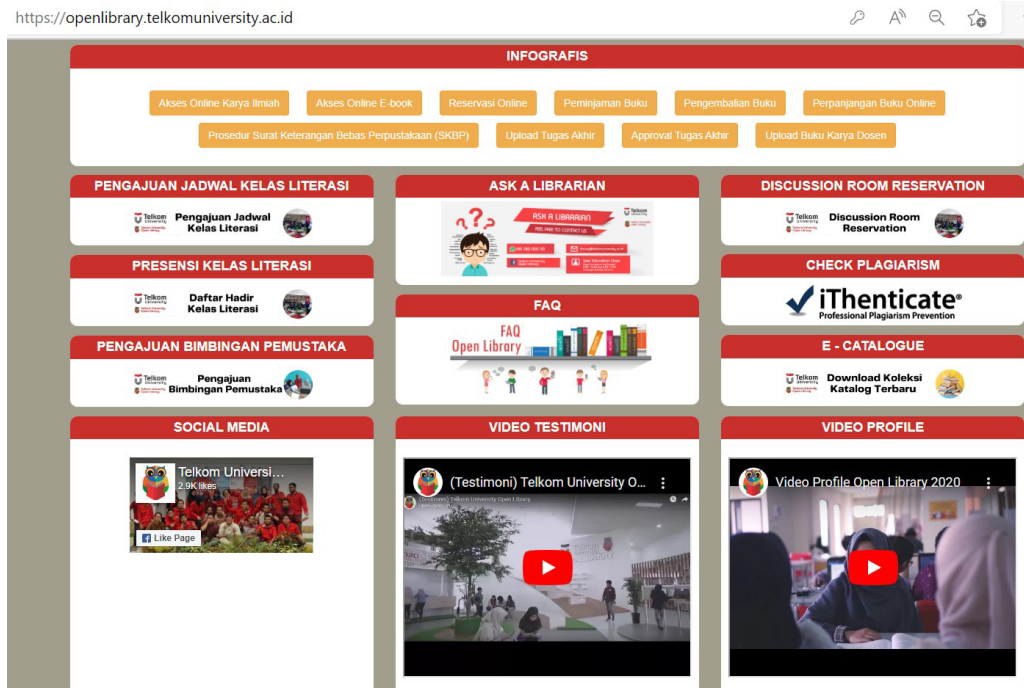
Figure 1. Open Library Telkom University
Source: https://openlibrary.telkomuniversity.ac.id (2002)

The presence of this digital library is expected to be a solution for conventional libraries that usually have limitations through the policies. Some of the policy for Telkom University Open Library services in anticipating COVID-19 are:
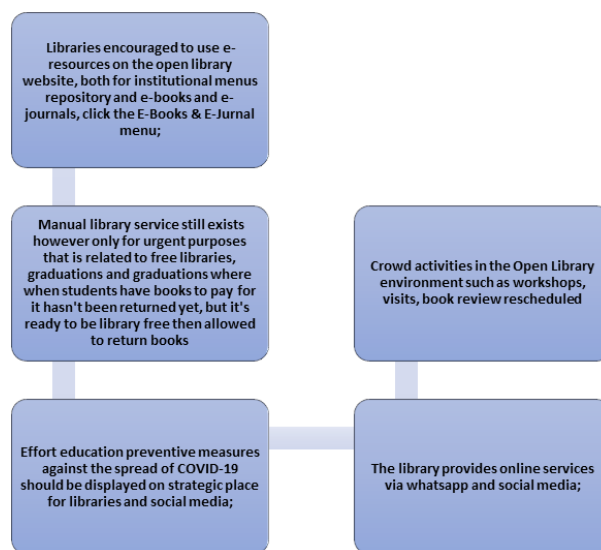
**Source: Research Modification (2022)**

This policy is an easy solution users, especially for students who need information related to needs in the learning process online (Rina, 2021). In addition, it is also a preventive effort in anticipating the spread of COVID-19 in Telkom University environment, especially the Open Library. By therefore, the policy is known and understood by users who need library services. During the COVID-19 period, the librarian did socialization using social media. The socialization needs to be done considering that the policy is made in times of emergency and for emergency, which is enforced within a certain period of time or during the state of emergency during the COVID-19 period, so that allows many users who need the service library but not aware of the policy.

In the midst of conditions where our range of motion is limited like now, do socialization directly with gathering crowds is not a perfect solution, because it is against the social distancing advice by government in breaking the chain of spread of COVID-19. So maximizing the use of social media is the right choice by the library at Telkom University. Given, based on Indonesian internet user profile and penetration survey report. In 2018, the most visited social media was facebooks by 50.7%, Instagram by 17.8% and youtube by 15.1% (APJII, 2019). In addition, Instagram and Facebook allow to carry out two-way interactive communication between users with the library. Widayanti & Santoso (2018) stated that use of social media in libraries in disseminating information and communication to users has gone wrong one measure of library progress.

The form of socialization carried out by the Open Library is by presenting information in the form of infographics related to library service policies in anticipating COVID-19, such as (1) information about accessible e-resources and ways access it, e-resources that are socialized not only limited to those owned by libraries, but those on the internet and can be accessed legally and open access, and relevant to students' information needs, (2) information about the procedure for uploading scientific papers, (3) information about library-free procedures, (4) information about suspension of late sanctions, (5) information related to health protocols in anticipating COVID-19, (6) and presents information related to questions from users who frequently asked questions and answers from the library. Saptodewo (2014) choice to use infographics because of the form of infographics make it easier for the audience to understand the information delivered (Saptodewo, 2014).

E-resource services at Telkom University Open Library not something new because the service has existed before COVID-19 cases were found in Indonesia. The e-resource service These are e-books, e-journals, and final assignments such as thesis. Telkom University Open Library has been procurement of electronic collections of journals and in 2011 based on the

collection development policy,Open Library has subscribed to the electronic journal international and national.
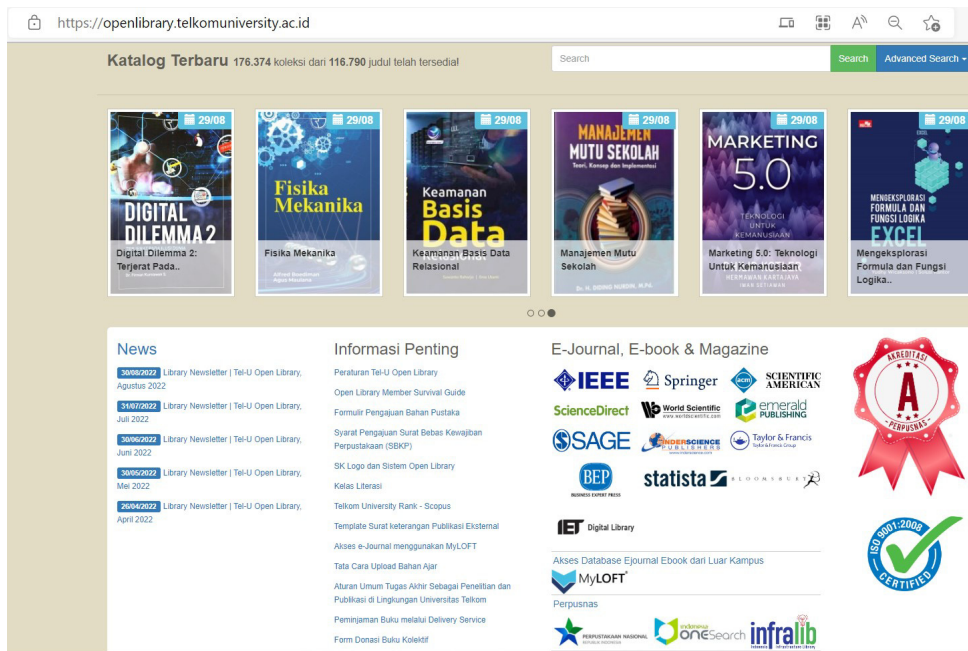
Figure 2. Catalogue of Online References at Open Library Telkom University
Source: https://openlibrary.telkomuniversity.ac.id (2002)

The journals that are still subscribed to today are Oxford, Emerald, Cambridge, Ebsco, JSTOR and Taylor & Francis online. As for the repository, Open Library is starting to implement it in 2012, the contents of which consist of a final project, journal and book. Previously, the e-resource service was only accessed by certain people, so that those who take advantage of it are still a little. This is due to many factors like the ignorance of the user about how to access them, language limitations, considering the majority of e-journals and e-books subscribed in foreign languages, and access restrictions full text for thesis. The open library has several characteristics that characterize the differences with the previous types of libraries. The main characteristic is that the documentation are in the digital format (Pomerantz, Abbas & Mustafa, 2019). The development of digital technology has made computer storage, processing capacity, data transmission in an extraordinary way have surpassed the capabilities of existing methods (Blandford, et al (2007); (Aithal & Kumar, 2016). Most of the information has been created in a format that interconnected (link). Information that does not have a link will become unused. Important information will be accessed and stored in a computer network and become online.

The library of Telkom University does online services via whatsapp and social media as contained in the policy points, namely; "Library providing online services via whatsapp and social media". Because when the policy is related to maximizing e-resources is enforced and socialized, not immediately so that the user can apply it. That thing, can caused by various factors, such as the ability Instagram and Facebook as socialization media reach out all users, technical problems related to network problems, access restriction policy for the final project in repository, thus causing it to be inaccessible to fulltext.

With online services via whatsapp and media with these social services, users who incidentally are Telkom University students can ask for help from the library or librarian assigned to it. So that the user can access the full text of the final project needed, to ask for help downloading the e-book and necessary e-journals, and can also be used for consult with the library related to information needs that may not be found on the service e-resources in the Open Library. Apart from the written policy, Telkom University also makes efforts to collect resources online that is on the internet, which can be used by students in meeting their information needs needed in the online learning process. Open library manages all or part of the substance of its collection in the form of computerized collections as an alternative form, supplement or complement to conventional prints in the form of micro materials that are currently dominated by library collections. The digital library offers convenience for users to access electronic source sources with fun tools at a limited time and opportunity. Users can use these sources of information without having to be tied to library operating hours such as working hours or library opening hours.

CONCLUSION

The Open Library online system which owned by Telkom University has been supported the course of distant learning at the time of COVID-19 lockdown. It helped the users (students and lecturers) to meet their needs in running teaching and learning activities at home. In addition, the Open Library released a new policy of COVID-19 prevention to be adapted with the situation of COVID-19. The policies are related with the fastest online service in providing e-resources and social media accessibility to borrow the references. The library pays attention to accessibility, because it carries out socialization with students using social media Instagram and Facebooks as well as the socialization was made in the form of infographics related to the policy. The policy is made with reference to university policies and also in line with the library vision of the Open Library.

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