

REDEFINING THE ROLE OF INDONESIAN UNIVERSITY LIBRARIES POST- PANDEMIC

Dhama Gustiar Baskoro
SEA Librarian Summit,
Surabaya 30-31 May 2023



Agenda

- Top trend of academic libraries
- Redefine library as a learning environment
- Library Collections
- Redefine library services
- Leadership, human resources and innovations



Introduction

- The Covid-19 pandemic has contributed many problems but also has become a positive driving force to support the changing of academic libraries in all over the world.
- Significant fundamental changes in the library business process towards its stakeholders has been taking place. Therefore, We need to evaluate the trends and changes at the global and regional levels that have impacted to national librarianship, to adjust our library roles and purposes.



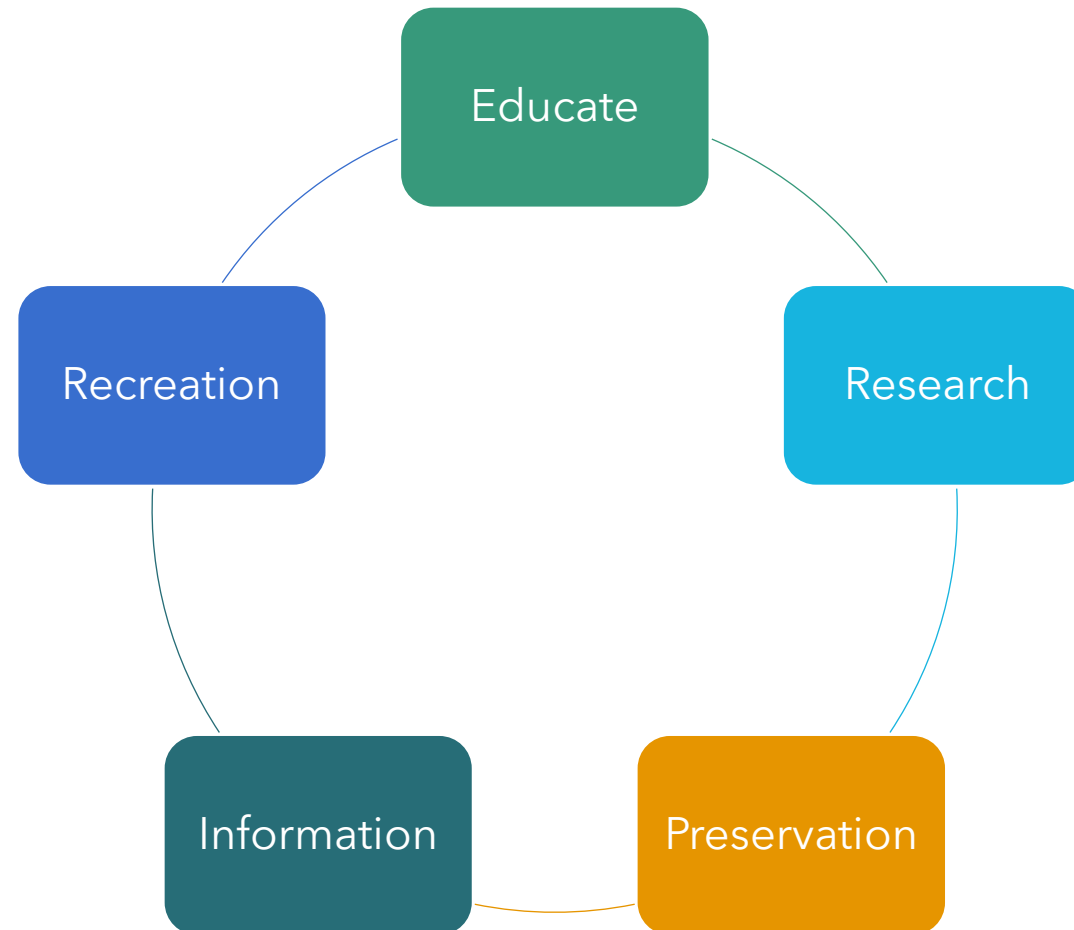
Trend in academic libraries

Before and after pandemic



Basic roles of academic libraries

Government regulation UU No.43 tahun 2007



ACRL top trend for academic libraries, 2020 and 2022

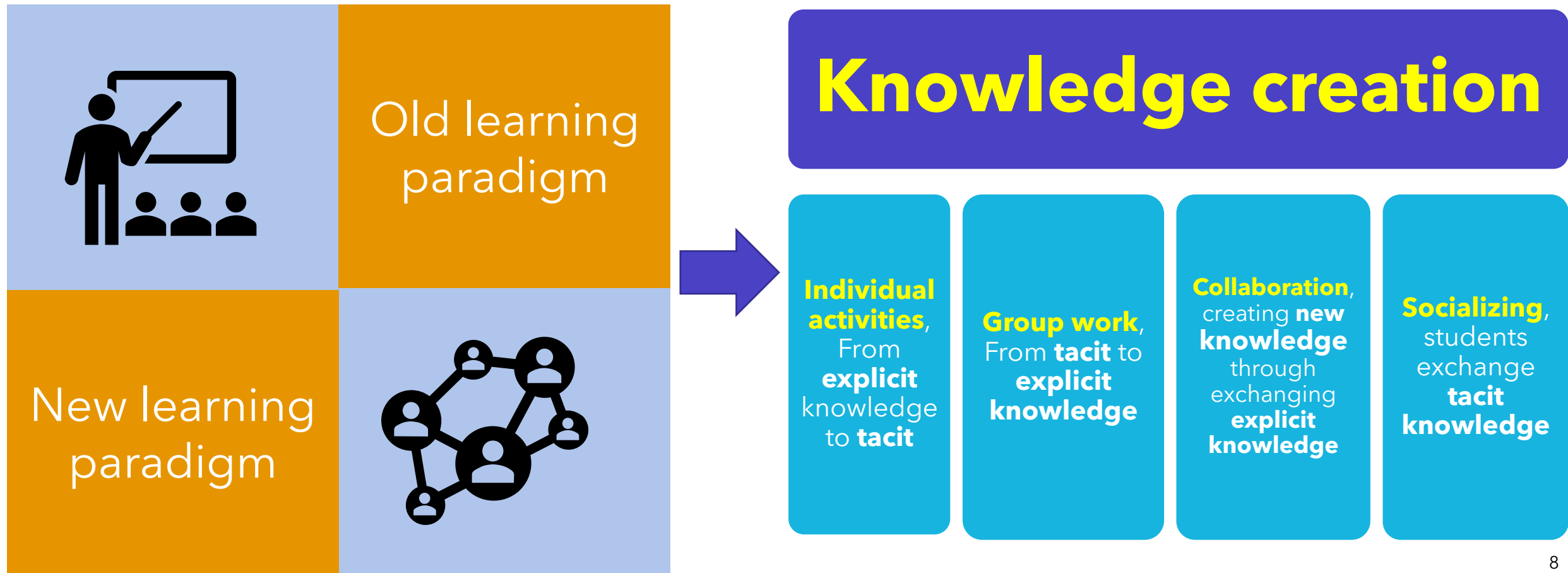
No.	2020	2022
1	Change management to face VUCA	Library staffing challenges
2	Evolving integrated library system	Space utilization
3	Learning Analytics	Collaborative collections and growth of shared print
4	Machine learning and AI	Open everything (Open Access)
5	Open Access transition and transformation	Artificial Intelligence
6	Research Data Service (RDS) ethics and maturation	Data
7	Social justice, critical librarianship, and critical digital pedagogy	Critical librarianship
8	Streaming media	
9	Student wellbeing	

Redefine library as a learning environment

Before and after pandemi



Types of learning in the library, through explicit and tacit knowledge transfer (Nonaka, 1994; Lee and Schottenfold, 2014)



Library spaces usage post-pandemic

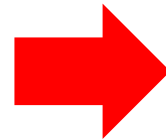
Yujin Kim dan Eunhwa Yang, "Academic library spaces and student activities during the COVID-19 pandemic," Journal of Academic Librarianship 48, no. 4 (2022): 102529, <https://doi.org/10.1016/j.acalib.2022.102529>.

Physical environment

Indoor Environmental Quality (IEQ):
Temperature, noise, lighting and air
quality

Functional environment

Learning, socializing, relaxing:
concentration, privacy, collaboration,
crowdedness, socialization



- Library users have **come back** to the library after the pandemic and use library as an **individual and group learning space**.
- Libraries should provide more **communal environments** and reduce physical collections.
- Shifting from a **learning resource** to a **facility for tacit-implicit knowledge transfer** through collaboration and community-based learning. Library need to shift from traditional role to a new role which aiming to facilitate place for studying, collaborating, and interacting, in terms of supporting knowledge creation.
- Required a new strategies to respond the diverse needs of library users in a **hybrid learning environment**. Need new things to be reconsidered, such as **rearranging furniture, planning spaces**, and rewriting **user policies** (silent areas vs. collaborative areas).

Library Collections

Before and after pandemi



Some facts of library collection post-pandemic

1

Almost all academic libraries shifted their collection from printed to digital/online resources during pandemic and maintaining the condition until the present (ACRL, 2022)

2

In the future, Chinese academic library will support college curricula by providing an increasing amount of required reading content in digital format for remote access by patrons and by creating or utilizing open educational resources (OERs) (Qi Kang, et al., 2022)

3

Several studies have examined the pandemic's impact on library budgets, particularly regarding staffing and materials acquisitions. (Machovec, 2020)

4

One study with 402 librarian respondent indicate that 60% librarian expect the acquisition of physical resources to decrease, and 70% of librarian expect e-resources to increase (Green, 2022)



**Can we replace all printed collection with online resources?
How is user's reading format attitudes before and post COVID?**

E-resources or Printed? from several studies

University of
Nottingham, China

Reported that 73% of students agreed that they had changed their reading behaviors to become **more "e-centric"**, and that most had continued to use e-texts after returning to on-site learning. (Welsen, Pike, & Walker, 2020)

Ryerson University,
Canada

52% favoured **using print over e-textbooks** because the students felt they learned better. Book length and affordability were factors affecting students' attitudes. 38.5% felt that COVID did not affect their preference for print, though 42% reported that COVID-19 did affect their learning significantly. (Baitz & On, 2020)

8 universities in
Indonesia

Results showed that even during the pandemic, most students **still preferred to read their academic texts in print**. Factors that contributed to preference included types of courses, accessibility, and established print reading habits. (Parlindungan, et al., 2021)

Cambridge University,
UK

Results from 751 respondents showed that during non-pandemic circumstances large majorities **preferred print for recreational reading, for textbooks, and when needing to read a whole**, or most, of a book. E-books were preferred by the majority for studying single chapters (Gleeson et al., 2021)

Some facts from studies on UCLA

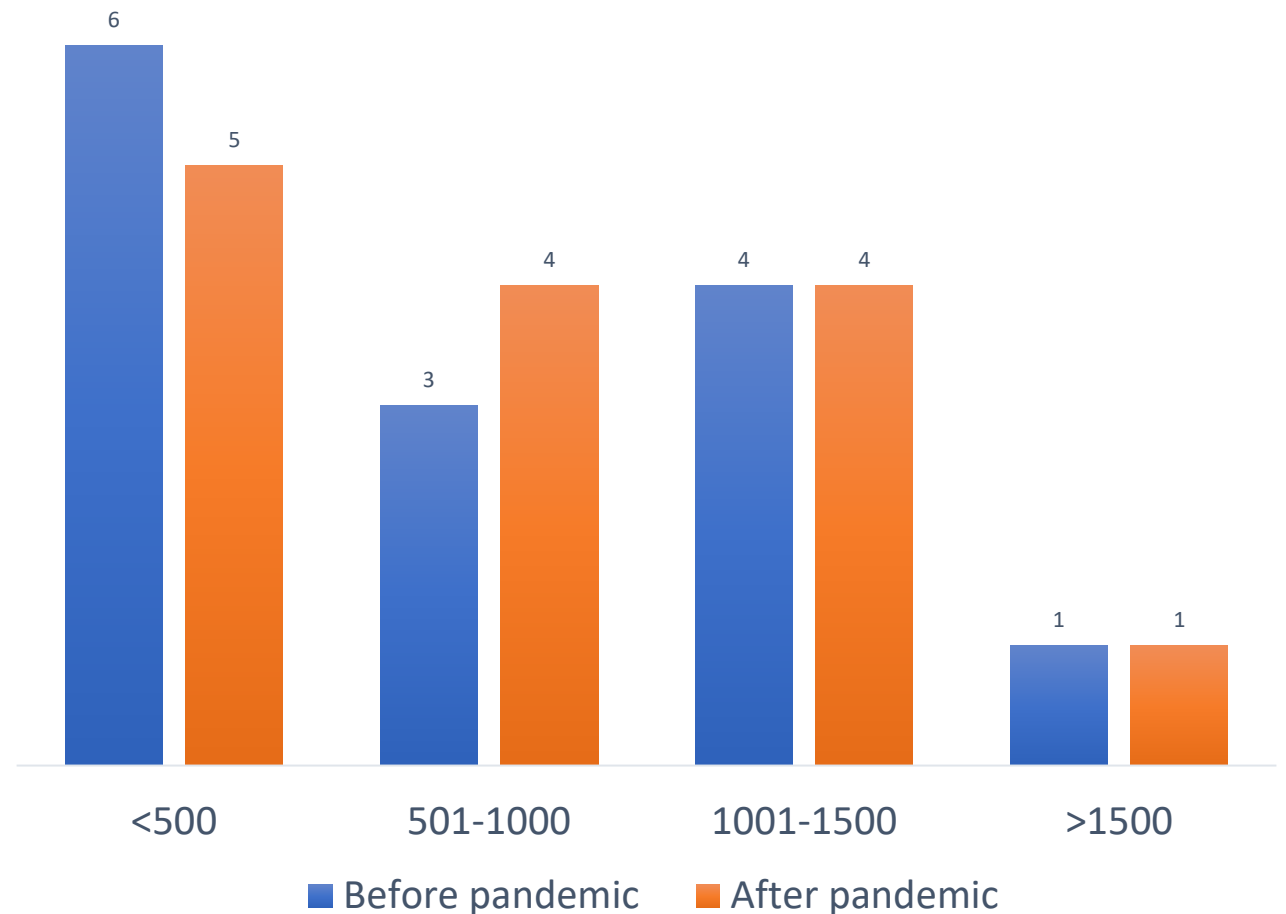
(Mizrachi and Salaz, 2022)

No.	Facts	%(N=235)
1	Students dislike electronic reading more than they did before pandemic	49,2
2	Graduate students who dislike e-reading more now	31
3	Undergraduate students who dislike e-reading more now	47
4	Students feel get really tired of doing so much academic work electronically	83,7
5	Students miss reading academic assignments in print	62,4
6	Students' ability to remember information using printed/comp/tab formats.	78,2/36/29
7	Students' ability to focus using printed/comp/tab reading formats.	81,6/20,9/30

Some facts from indonesia

(short survey, N=14, May
2023)

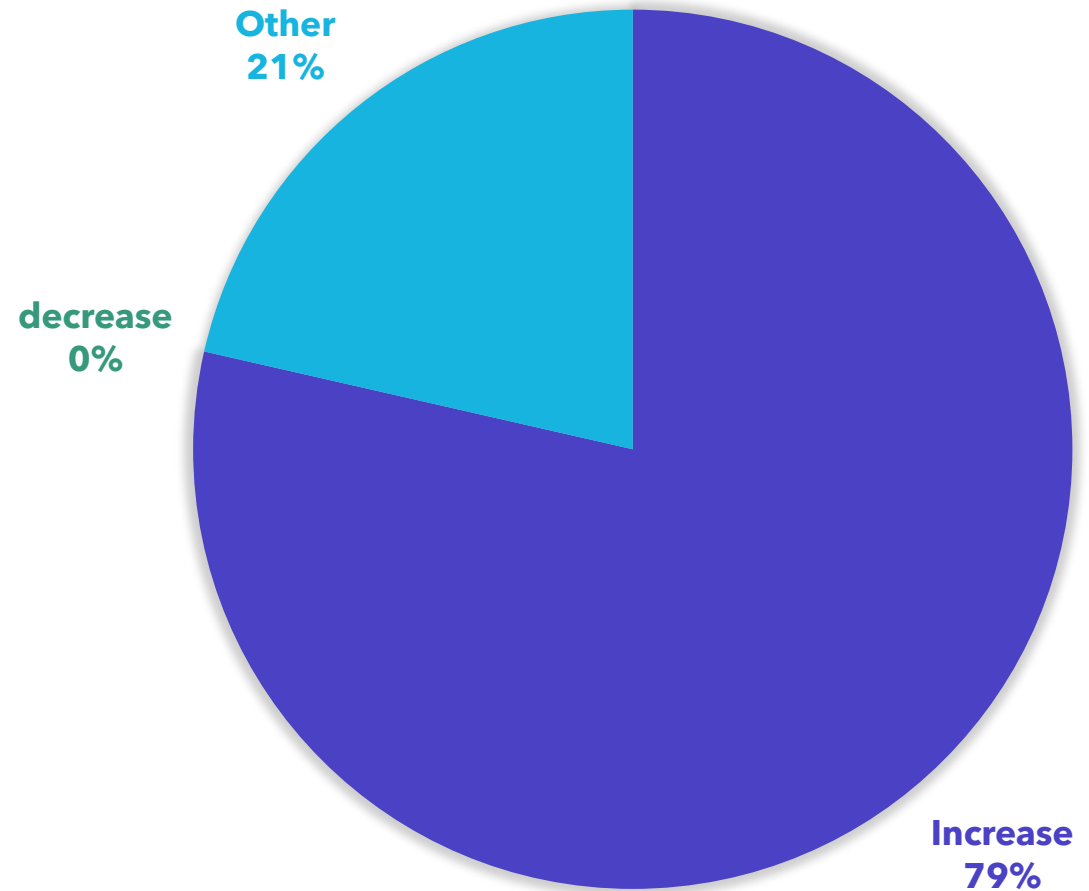
Library visitor before and after pandemic



Some facts from indonesia

(short survey, N=14, May
2023)

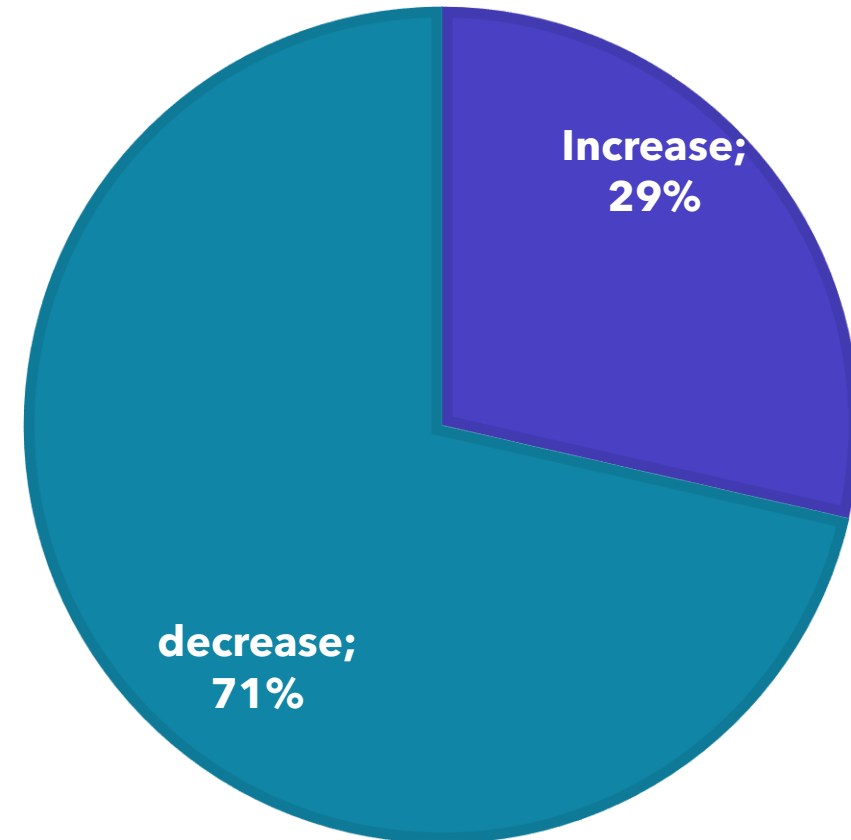
NUMBER OF WEBSITE VISITOR BEFORE AND AFTER PANDEMIC



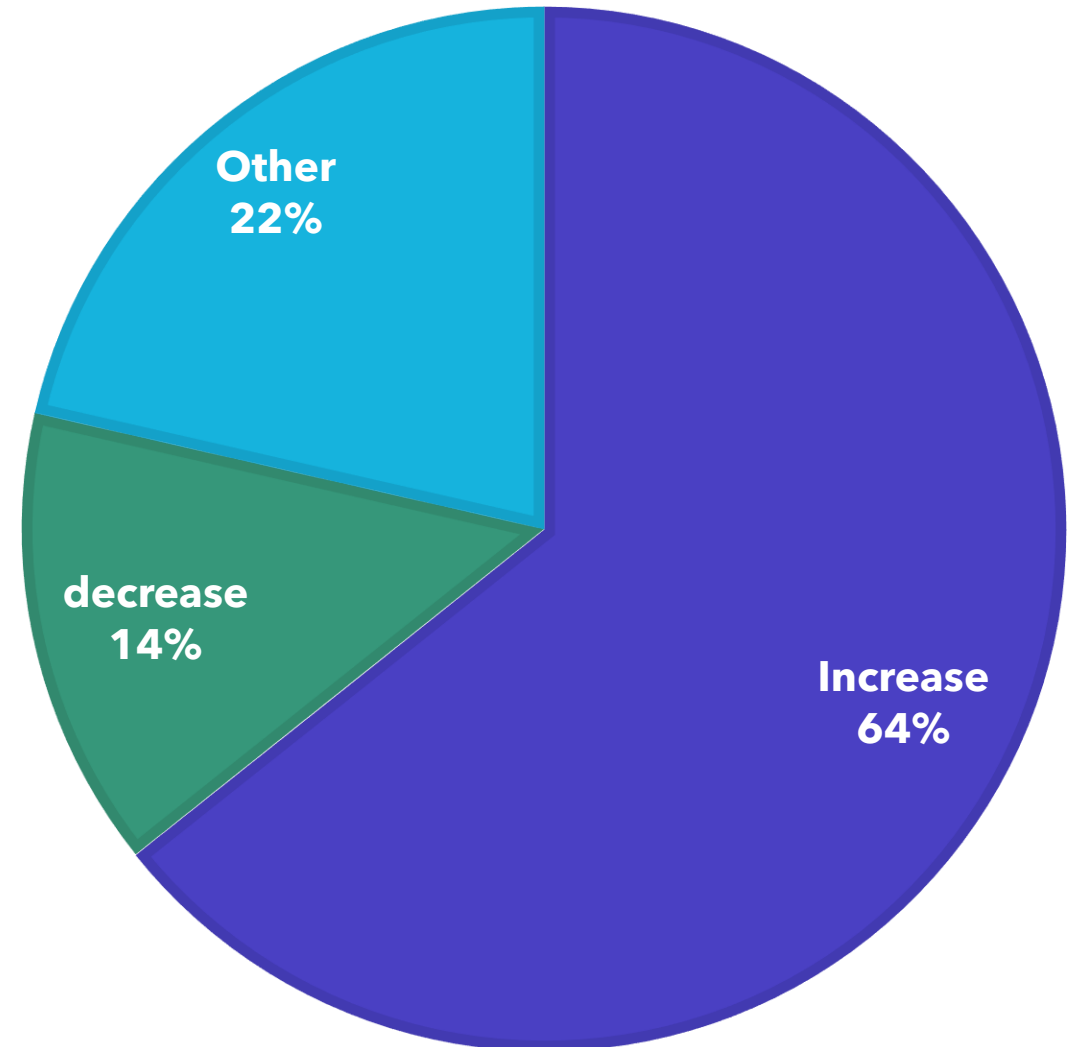
Some facts from indonesia

(short survey, N=14, May
2023)

NUMBER OF AVERAGE MONTHLY LENDING BOOK AFTER PANDEMIC



NUMBER OF E-RESOURCES USE BEFORE AND AFTER PANDEMIC



Some facts from indonesia

(short survey, N=14, May 2023)

Library Services

Before and after pandemi



Library services on circulation, reference, and user education

(short survey May, 2023)

No.	Library Services before pandemic	Library Services post-pandemic
1	On site circulation services (Book lending, fine settlement, clearance, etc)	Onsite and online circulation services (delivery, via email, phone, whatsapp, online tools)
2	SDI (Selective Dissemination of Information)	SDI with media conversion to digital and pathfinder
3	ETD (Electronic theses and dissertation)	ETD services and with no more hardcopy on Final assignment
4	In-depth literature search	Research consultation use Whatsapp, zoom, Microsoft teams and other online tools
5	OER curation on certain topics	OER curation for free course Merdeka Belajar (Government Education Program)
6	Onsite Information Literacy training	Synchronous (in-person and remote, webinar), and asynchronous training (MOOC, LMS, video, youtube, audio podcast, infographic, etc.)

5 top research services before and after pandemic

(Charbonneau & Vardell, 2022), N=205 Health Science Librarian (US)

No.	Library Services	% of respondent
1	In-dept literature search consultations	86%
2	Curated COVID-19 research (e.g., through LibGuides, research guides)	66%
3	Systematic review consultations	53%
4	Access to related datasets	36%
5	Evidence-synthesis	30%

Deborah H. Charbonneau dan Emily Vardell, "Health sciences librarian research and instruction services in pandemic information environments," *Journal of Academic Librarianship* 48, no. 4 (2022): 47, <https://doi.org/10.1016/j.acalib.2022.102553>.

5 most common roles in online teaching and learning.

(Charbonneau & Vardell, 2022), N=205 Health Science Librarian (US)

No.	Library Services	Common/uncommon in Indonesia
1	Provided online instruction for a course	Common
2	Provided licensed digital resources for faculty/instructors	Common
3	Provided open access and open educational resources for faculty/instructors	Common
4	Provided copyright/fair use information for faculty/instructors	uncommon
5	Provided instructional design advice	uncommon

Deborah H. Charbonneau dan Emily Vardell, "Health sciences librarian research and instruction services in pandemic information environments," *Journal of Academic Librarianship* 48, no. 4 (2022): 47, <https://doi.org/10.1016/j.acalib.2022.102553>.

Leadership, human resources and innovations

After pandemi



4 leadership type for post-pandemic libraries

(Binoe, 2022)

Transformational

- Leadership that relies on personal charisma, intellectual stimulation and individualized consideration of followers' needs in order to build that person to their highest potential
- Charismatic personality is the key factor
- Effective at responding to fast changes, inspire, and motivated staff to achieve goals

Democratic

- Allows employees to be more involved in the process of decision making within their departments.
- Trust is the key factor to involve staff to develop future planning
- Effective to establish objective achievement but have problem on staff burnout and stress.

Vivian Bynoe, "A perspective on academic library middle management in the COVID era," *Journal of Academic Librarianship* 48, no. 4 (2022): 1–3, <https://doi.org/10.1016/j.acalib.2022.102559>.

4 leadership type for post-pandemic libraries

(Binoe, 2022)

Benevolent

- Leadership that creating a virtuous cycle of encouraging, initiating and implementing positive change in organizations
- Spiritual awareness is the key factor
- This type of leadership is effective to increase moral, spiritual awareness, fostering courage, and define legacy for bigger purposes

Trauma-informed

- Leadership that continuously work to understand the emotional dimensions of relational and organizational life and consider how trauma histories play out in learning situations, experiences, and contexts.
- Compassion and acknowledgement is the Key factor
- Effective to promote self-care practices in their department, among the staff to reduce trauma, and create wellbeing

Vivian Bynoe, "A perspective on academic library middle management in the COVID era," *Journal of Academic Librarianship* 48, no. 4 (2022): 1–3, <https://doi.org/10.1016/j.acalib.2022.102559>.

Human resources trend post-pandemic

No.	Trends
1	Retiring and reducing technical librarian (metadata, collection processing, cataloging) (Green, 2022)
2	Increase reference librarian (Infolit trainer, instructional designer, and information specialist)
3	Increase more promotion librarian to create library hub for fostering more connected inclusive role to society through social media.
4	Increase more librarian to create OER (Open Educational Resources) as an Open Access program
5	Increase more librarian to optimizing technology to support learning and research

Innovations for the post-pandemic libraries

How can we differentiate between change, strategy and innovation?
(Olike, Barat, & Kiszl, 2022)

- **Change** is a process that results to the development or offering of a new service (Brown and Osborne, 2012; Deiss, 2004; Rowley, 2003)
- **Strategy** would enable information organisations to make important decisions on identifying, implementing and promoting innovation in all levels
- **innovation** would enable them to create and offer added-value information services to their users (Deiss, 2004; Kostagiolas et al., 2011 cited in Vasillakaki & Moniarou-Papaconstantinou, 2016).

Expectation of new post-pandemic academic librarian (Short survey, May 2023)

No.	Expectations
1	Strong and visionary leader
2	Standardize human resources (Certified Librarian)
3	Budget sufficiency for adequate professional development
4	IT skilled librarian
5	Information literacy and pedagogy skilled Librarian
6	Skill development on media conversion
7	Consortium to get affordable database subscription
8	More online webinars by librarianship professional organizations

FPPTI support as a university library Forum

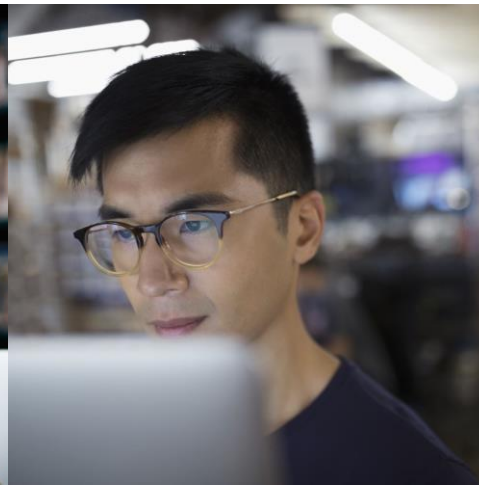
No.	Expectations
1	Webinars and workshop on the new skills in the disruption era, for all Indonesian University Librarian
2	Information Literacy Academy (MOOC Courses)
3	Librarian and library award on innovations
4	Conferences on the newest issue on the higher education librarian
5	Develop MOUs with government organizations to strengthen the librarian advocacy and professionalism
6	Fostering the spirit to connecting, networking and sharing between all members throughout all Indonesian provinces
7	Produce publications (books and journals articles) to support librarian professionalism

Conclussion



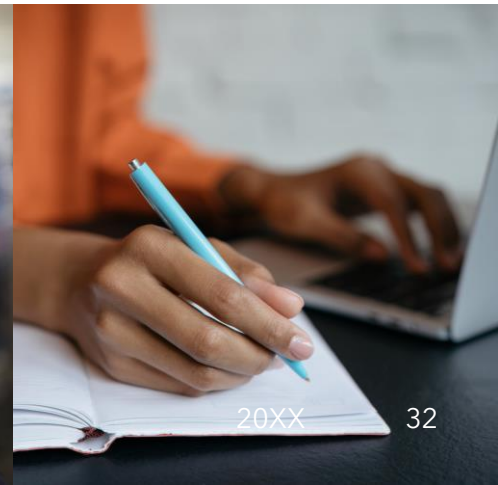
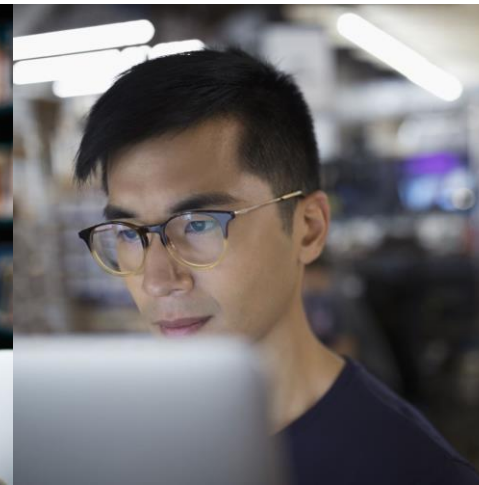
Summary

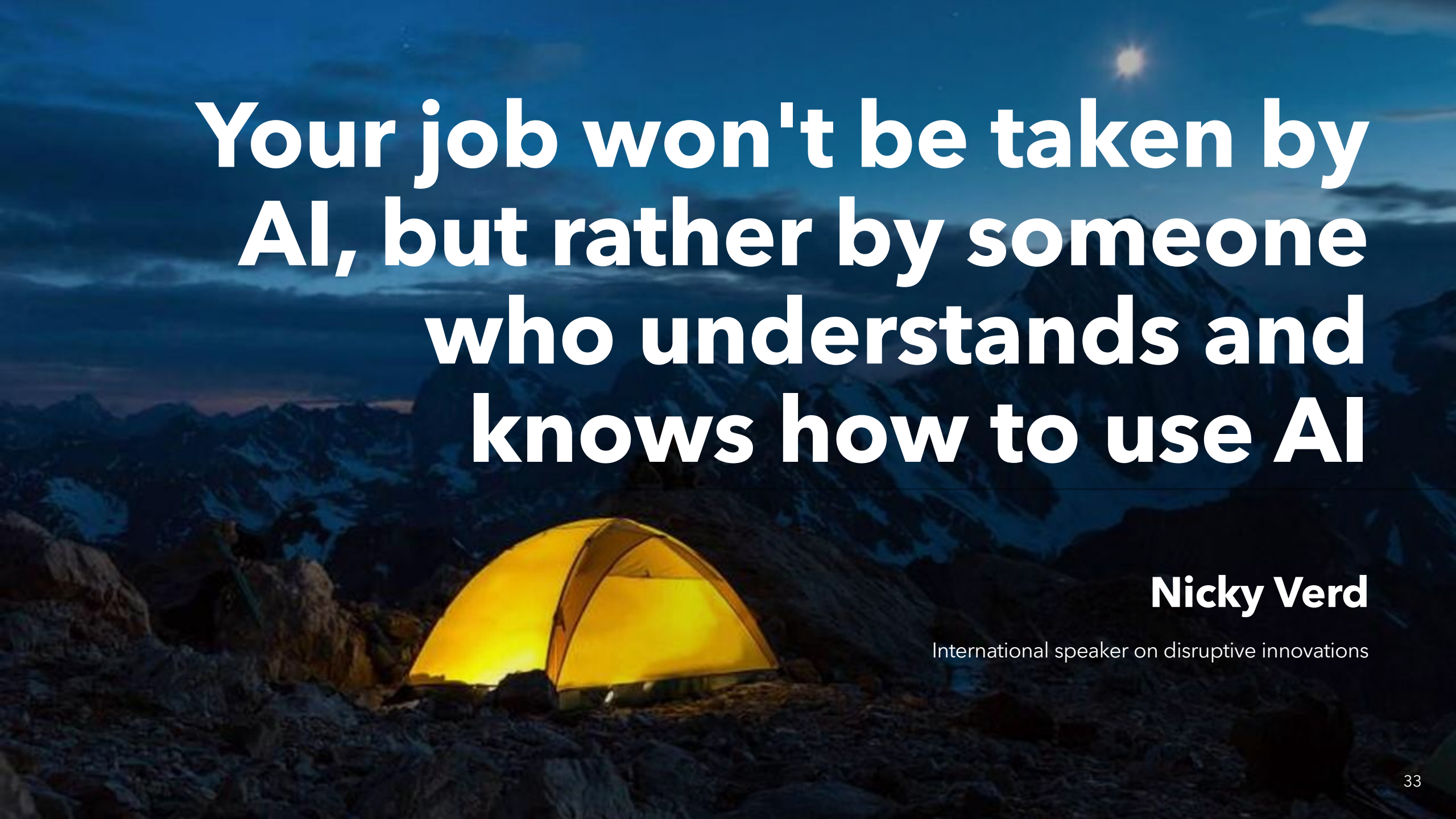
- University libraries post-pandemic has evolved into **digital information centers** that provide online services, support information literacy and digital skills, facilitate interdisciplinary collaboration, and serve as repositories and archives for research and scholarly works.
- Academic librarian need to upgrade their skill beyond **traditional concepts** and require to adapt to the new landscape of literacies, such as digital literacy, information literacy instructions, curation, data literacy, and be able to collaborate and communicate well.
- Library space should be focused on the **knowledge creation** process via some individual and group activities, where explicit and tacit knowledge exchanged.



Summary Continue...

- With the increased reliance on remote services, librarians need to be proficient in providing virtual assistance and utilizing various communication technologies.
- Librarians need to adapt their collection and **curation development** strategies to include digital resources, e-books, online journals, and multimedia materials. They should have a good understanding of **licensing agreements, copyright issues, and open access resources** to curate relevant and diverse collections.
- To survive, academic library need to be supported by the strong leadership to create an effective long-term strategy and innovations.



A glowing yellow tent is pitched on a rocky, dark mountain slope at night. The tent's interior light is visible through the entrance, creating a warm contrast with the cool blue and black tones of the surrounding environment. In the background, jagged mountain peaks are silhouetted against a dark sky with a single bright star or moon.

**Your job won't be taken by
AI, but rather by someone
who understands and
knows how to use AI**

Nicky Verd

International speaker on disruptive innovations



**Dhama Gustiar
Baskoro**

**dhama.gustiar@
uph.edu**

www.fppti.or.id

Thank you

