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17th AUNILo Meeting 2022

Country Reports Presentation Slides

Country report: Indonesia

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User-centric Library Programs: Indonesian AUN Member Best Practices



AUNILO

Libraries of ASEAN Universities Network

Country Report



INDONESIA

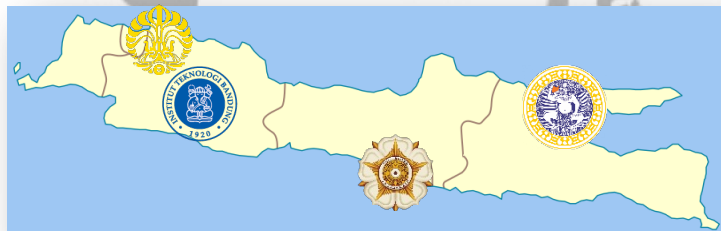
17th AUNILO MEETING

5-7 July 2022



UNIVERSITAS
INDONESIA

Outline



Introduction

Brief profiles of member universities

Best practice of user-centric library program and activities of member libraries

Challenges and opportunities

Conclusion

Introduction

- The shift of library services from collection-centric to user-centric has quite a while been adopted by libraries.
- The major difference between collection-centric to user-centric mainly lies on the shift of emphasis of overall today's academic library mission to support the need of their user community in learning, conducting research and delivering community services.
- The growing demand to higher education to achieve higher world university ranking and more contribution to the society has brought about greater expectation to the library as a support unit of the university to provide excellent services that satisfy its community user needs





Brief Profile of Member Universities



Institut Teknologi Bandung
Bandung Institute of Technology



Universitas Airlangga
Airlangga University





Universitas Gajah Mada
Gajah Mada University



Universitas Indonesia
University of Indonesia

Student Population	23,848 students	40,850 students	49,884 students	51,328 students
Faculty/School	7 Faculties 5 Schools	15 Faculties 2 Schools	18 Faculties 2 Schools	14 Faculties 2 Schools 1 Vocational Program
Study Programs	130 study program	177 study program	284 study program	306 study program
Faculty Members	1,447	2,004	3,414	2,375
Support Staff	1,499 support staffs	2,074 administration staffs	4,182	2,287 support staffs
Libraries	1 University Library & 32 Libraries in Campus / Faculties / Schools / Study Programs	1 University Central Library 14 libraries in Faculties / Schools / Study Programs	1 Main Library; 18 libraries in Faculties; 2 School libraries; 1 library of UGM Jakarta Campus	1 University Library 10 Libraries/Reading Room in Faculties/Schools
Library Staff	29 librarians; 31 administration staffs; 4 IT staffs	29 librarians, 18 administration staffs in central library; 14 administration staffs in Faculties / Schools / Study Programs; 4 IT staffs	75 librarians 19 clerical/technical staff	11 librarians 25 staffs with library science degree, in UI Library 12 administration staff 3 IT staff

Library initiatives, plans, experiences, and innovations in user-centric services, spaces, and process.

Institution	Initiatives	Plans	Experiences	Expected Innovations
	<p>The ITB Library provides continuous access to E-Resources for services to ITB academic Community.</p>	<p>To set aside a sufficient budget each year</p>	<p>Every year, the need grows while the budget shrinks, but access can still be maintained</p>	<p>Access to E-Resources active and accessible to users, in addition to open access and collaborative access in cooperation scheme (E-Library USA Access, and library consortium)</p>
	<p>ITB library maintain user engagement.</p>	<p>Restrictions happen during the pandemic, so libraries must develop programs and innovative activities to maintain user involvement in various platforms and activities.</p>	<p>The ITB library organizes literacy activities, holds regular coordination meetings with all ITB librarians, holds seminars, and library orientations for new students.</p>	<p>The ITB library organizes hybrid programs for all activities and produces learning videos to help students learn independently.</p>
	<p>The library Expand printed collection services</p>	<p>During the pandemic, ITB limited the number of students who could visit the campus. To solve the problems, ITB library makes several regulations and innovations</p>	<p>ITB Library provides online booking systems where the students can reserve the books they want to borrow. The librarian is the one who searches for it on the shelf.</p>	<p>The students can return the books using a delivery service because permission to visit the campus is limited</p>
	<p>Providing Online Service, facilities, training, and electronic Resources</p>	<p>During the Covid-19 Pandemic, the UNAIR Library switched from physical to online services, increased physical facility support, held library classes for training, and activated OpenVPN for remote access.</p>	<ul style="list-style-type: none"> • Online Service: Book loan online services, OSIRIS online services, Book Loan, Book Return and Extension online services, Online thesis submission, E-resources and Literature search online services. • Facility: Discussion Room, Private Discussion Room, Training Room, Public Area, Disability Room, Learning Room, Silent Room, Private Individual Room, Seminar Room, Computer Room, Book Loan, Book Return and Extension, Reference Services, Library Corner, Co-Working space. • Training: Research Mapping, Online Research Management, Reference Manager (Mendeley), Literature Review, Avoiding Plagiarism, Styling and Formatting (MS. Word), Design with Canva, Journal Clinic. • Manage remote access for user outside campus 	

Library initiatives, plans, experiences, and innovations in user-centric services, spaces, and process

Institution



E-Resources Workshops

Regular meeting and coordination for all librarian: Hybrid Program

User engagement in social media

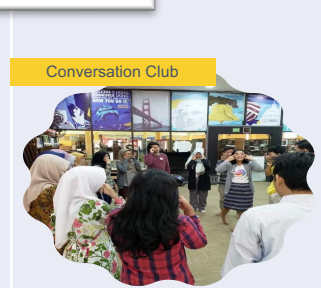
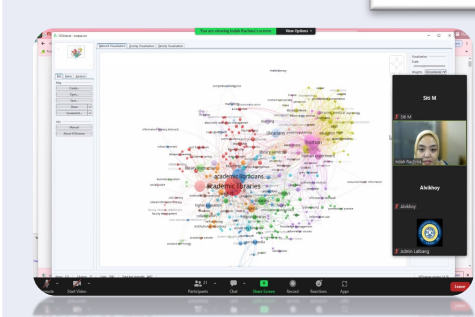
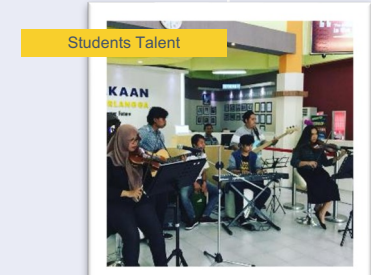
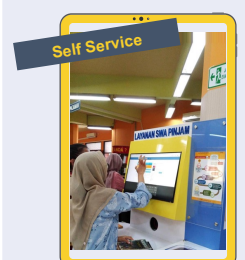
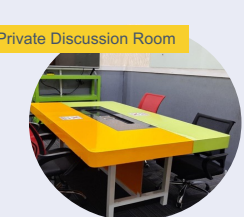
Library Orientation for New Students: Hybrid Program

3-D Printer and VR

Integrasi Sistem

System integration for interlibrary loan


Sterilization Process for Printed Collection

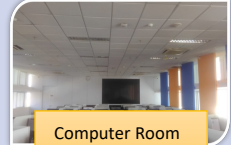
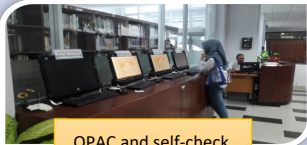
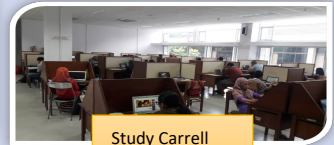


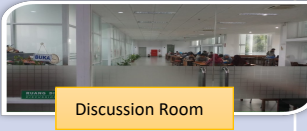


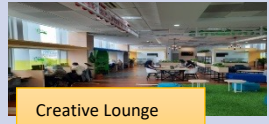

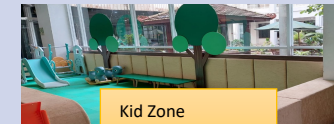


Library initiatives, plans, experiences, and innovations in user-centric services, spaces, and process.


Institution	Initiatives	Plans	Experiences	Expected Innovations
	Learning resources	Provision of information resources based on user needs identified through periodic online surveys on learning resources needs	UGM library subscribe to online databases, purchase print and electronic books from various vendors; Maintaining repository and local collection; Maintaining rare collection of Mohammad Hatta (first Indonesian Vice President)	
	Services	Delivering services provided on site/online based on user preference on types of services and method of delivery	Book loan; Interlibrary loan, Document delivery; Text similarity checking; Individual academic consultation; International student support; Referral and reference service; Helpdesk (Quick reference); Talkshow (scholarship hunting strategy, student entrepreneur)	
	Facilities	Provision of workspaces, discussion rooms, furniture, etc in accordance to user preferences/needs or learning style	Manage facilities at UGM Library: Seminar room; Discussion Rooms; Study carrels; Learning Commons/Co-working space; Outdoor Learning zone; Parking Lot; Prayer Room; Canteen; Kid Zone; Room for users with special needs; Toilets	Managing users visiting the library onsite by system
	Capacity building	Conducting seminar/workshops with the topic initiated/proposed by users identified from feedbacks the library obtained from evaluation sheet filled in by participants at the end of the session	Organizing Seminar (national/international), Workshops/training (information literacy, reference management tools, research tools, academic writing, literature review, systematic review), and Book discussion	Individual Academic Consultation (IAC), Dokter Pustaka, Workshops by Request
	Providing facilities, services, and collections based on national standard	Improving library facilities, IT infrastructure, website, and systems	Organizing information literacy training for students and faculty members	Organizing knowledge sharing sessions for Librarians & Admin. Staffs of UI Library
	Conducting users satisfaction survey and collecting users suggestions through social media	Creating educational videos for library users in UI Library YouTube Channel	Hosting National and International Webinars, and offline events for library visitors (bazaar, book discussion, etc.)	Providing E-resources Delivery Services; Library Chat, Integration of UI Repository to National Indexed Kemendikbudristek & National Library Databases.

Library initiatives, plans, experiences, and innovations in user-centric services, spaces, and process.




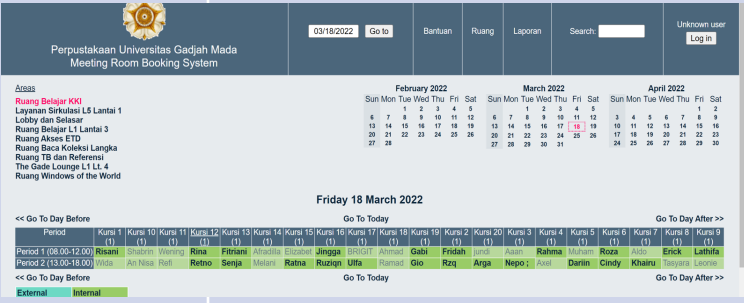













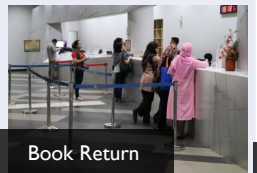
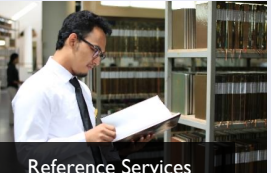

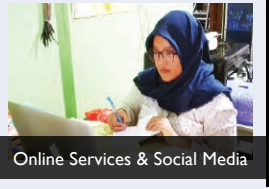



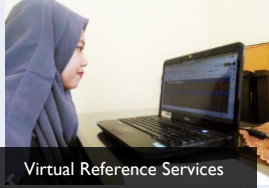
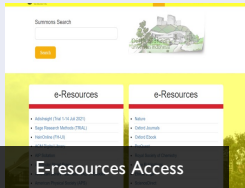

**36 Spots /
2000 users**





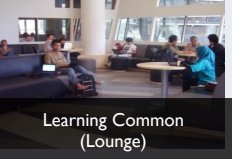
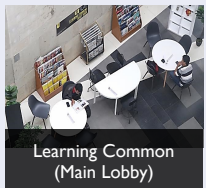

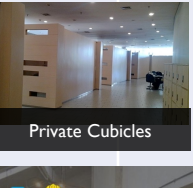
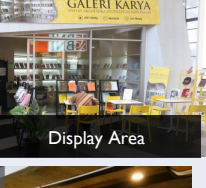

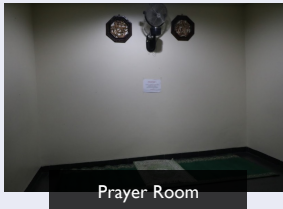

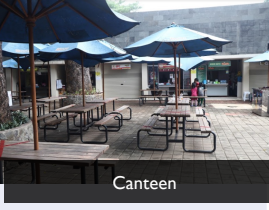



**Bandwidth
9500 Mbps**







Opportunities and Challenges in creating user-centric library services, spaces, and processes

Challenges

- Financial Constraint: “budget < needs”
(due to major needs of library in operational and collection development both printed and e-resources)
- Pandemic of COVID-19
- Staff Turnover. Many competent staff have moved and resigned. In addition, retired staff have not been replaced yet.
- Budget constraint. Due to budget constraints, UI Library has to stop subscribing some online databases and research tools for the year of 2022.
- Infrastructure. Need to upgrade library server and computers.
- Website. Need to update library website appearance/user interface
- The need for competent and technologically savvy librarians with good communication skills
- The need for more budget allocation to create more co-working space that facilitates collaboration of students across disciplines
- Limited participation of user in giving feedback/input for new services

Opportunities

- Strong networking for library Consortium
- There are numerous tools and platforms available for carrying out the event and program, even though they are paid
- Utilize emerging video conference technologies and online learning resources.
- Work collaboratively with other internal work units in UI to improve quality of library services.
- Utilize students research results about library website UI & UX to improve/update website features & appearance
- Optimizing the use of information technology and applications to counter problems of staff shortage
- Engaging users in the design and delivery of new services or library promotion/video production
- Developing library’s performance continuous improvement based on feedback or aspiration obtained from users

Conclusion



To support programs of user-centric library services, spaces, and processes, Indonesian university libraries need to:

- Secure the availability of sufficient budget allocation to facilitate wider access to information resources that support learning and research activities
- Keep up with information and technology advancement and upgrade IT facilities
- Ensure the availability of competent, communicative and technologically savvy human resources
- Engage users in the design, creation, and delivery of ongoing as well new programs in order to match the need and supply of particular services and increase user satisfaction.

Thank You



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Country Report



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