The Role of UPT Library in Digital Literacy at Tadulako University

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Abstract

The aims of this research are: 1) to find out the role of UPT Libraries in digital literacy at Tadulako University. 2) To find out the obstacles to implementing digital literacy at UPT. Tadulako University Library. The type of research used is action research with data analysis techniques, namely by doing data reduction, data presentation, and data validation and drawing conclusions. In the discussion there are 3 UPT roles. Untad Library in digital literacy, namely: 1) As a digital literacy media, 2) as a digital information manager, 3) as a bearer of digital literacy culture. The results of the study explain that the role of the UPT. The Untad Library as an information medium through the proQuest electronic journal, Android-based E-Books, Pocadi services (Digital Reading Corner) and provision of internet service rooms. The role of information management consists of; Processing of the SLIMS database, repository, and Tadulako University e-library. In the role of carrier of literacy culture, UPT Library Untad conducts socialization of digital services, carries out webinars, library exhibition activities. From the results of this role research it has been implemented and found obstacles to role optimization, namely the quality of human resources, budgetary resources, and the lack of policies on digital literacy services. and there are also external constraints, namely the lack of effective librarian communication with users, lack of collaboration between university libraries, ineffective internet network, and also user interest in reading are constraining factors in maximizing the role of the UPT Library in digital literacy at Tadulako University.

I. Introduction

The presence of communication technology and digital information data processing in libraries has had a changing impact on library activities. Changes do not only occur in the information distributor media, but also in the literacy culture of librarians or library users. Library users in addition to utilizing conventional collections in the library. Now with the development of information media technology, users switch to digital media. Information digital media provides many advantages, especially in terms of the speed of information discovery and unlimited service space.

The era of digitalization provides various conveniences for finding information. Information needs of library users can be met with digital-based services without the need to come directly to the library building. Libraries in meeting the information needs of users, now not only provide printed book collection services, but also provide services in the form of digital collections.

Currently, many libraries, especially in tertiary institutions, have made efforts to improve themselves through their competence as information stewards. Libraries besides

managing conventional collections are also required to be experts in the use of information technology. The shift in the function of the library is also evident in its realization, where previously it only provided printed information services, now it acts as a digital information mediator.

UPT. The Untad Library is now trying to present information technology services to support library operations so that it can play a more active role in the times that demand the development of information UPT. The Untad Library in developing its services has presented digital information services, by collaborating with the online journal proQuest publishers, and e-books from PT. The Six Indonesian Cubs. UPT Library Untad also provides online- based user administration services such as: Repository services, free loan services, online catalog access services and POCADI (Digital Reading Corner) services from the National Library of Indonesia, as well as trying to carry out a culture towards digital literacy. in society, especially the academic community of Tadulako University.

However, in an effort to carry out the role in supporting digital literacy activities, the UPT Library certainly has constraints and obstacles in providing information services. These obstacles can be found in the internal body of the organization, but do not rule out external relations from the library unit itself.

II. Review of Literature

2.1 Role

The role emphasizes the ability of individuals symbolically to place themselves among other individuals in the midst of social interaction. The term "role" is taken from the world of theater. In theater, an actor must reflect as a certain character and in his position as that character he is expected to behave in a certain way (Sarwono, 2013:215).

Roles in the perspective of sociology and social psychology which consider most of the daily activities to be actors in social categories (eg mother, manager, teacher). Each role is a set of rights, duties, expectations, norms, and behaviors a person has to face and fulfill. This model is based on the observation that people behave in predictable ways, and that individual behavior is context specific, based on social position and other factors (Siregar, 2016).

Role is a dynamic aspect of position (status), if a person carries out his rights and obligations according to his position, then he carries out a role. According to Biddle and Thomas in Sarwono (2013: 224), states that a role is a series of formulations that limit the expected behaviors of certain position holders.

2.2 Digital Era

The Digital Age is a time when all humans can communicate with each other so closely even though they are far apart. We can quickly find out certain information even in real time. The digital era can also be called globalization. Globalization is a process of international integration that occurs due to the exchange of world views, products, thoughts, and other aspects of culture which are mostly due to advances in telecommunications, transportation and internet infrastructure (Ngongo et al., 2019: 628-638).

2.3 Digital Literacy

Literacy is associated with the term "digital"; the ability to read and write is in the context of using digital technology. In other terms, that literacy with the addition of the

word digital gains a new meaning which implies an expansion of meaning towards new literacy related to skills related to the use of digital technology, which is utilized in internet networks (networking), use of technology and computer applications, interaction of technological media, and creativity supported by technology or computers (Lankshear, 2011). Social media is an example of a relatively recent development of information technology (Marbun *et al*, 2020). Communication through social media promises a comfortable state of communication, where someone who cannot compose words can be someone who is very poetic, with a very relaxed appearance and state, someone can carry out communication activities with others, lecturers, or someone when we communicate with it must take care of all things, appearance and style of language, but communicating through social media do not have to pay attention to it, sit back with a cup of coffee and use casual clothes a person can carry out communication activities (Marlina, 2020).

At first the word literacy was only interpreted as "literacy". In the 21st century the term literacy has developed into an expansion of meaning, not just "literacy," but more than that. Traditionally "literacy" can be interpreted as the ability to read and write. In the era of rapid information development, literacy is now better understood as an ability to understand and communicate information. (Kasali: 2018. 226).

2.4 The Role of Libraries in Digital Literacy

In the era of digitalization, libraries have a role in digital literacy service activities for library users. Some of the roles of libraries in digital literacy are (Nashihuddin & Anawati, 2020):

a) Libraries as digital literacy media

Libraries as digital literacy media act as transmission media or communication channels that deliver messages (digital information) to users /community. As a transmitter, the library can be analogous to a medium. As McLuhan (2006) said that 'the medium is the message', which means that the media plays a role in shaping and controlling every human behavior in conveying messages to others. Every content carried by the medium is very diverse and can shape human social behavior (Nashihuddin, 2020: 5-11).

b) Libraries as digital information managers

The function of the library as an information center is to collect and disseminate various information, both general and scientific information. The role of the library as a center of information and knowledge is related to technological developments. The journal is a vehicle for scientific communication and at the same time a benchmark for scientific and technological progress in higher education. The library as one of the media in the scientific communication chain, functions as an information center both in print and electronic form (Anawati, 2019: 230).

c) Libraries as carriers of digital literacy culture

The library is one of the professional competencies that is useful in forming a culture of digital literacy in society. This can be seen from the activities in the use of digital media information management, communication tools, or networks in finding, evaluating, using, creating information, and disseminating it (Nashihuddin 2019: 5).

III. Research Method

The design in this study is an action research design. Action research is a variant of applied research and is included in the type of evaluation research which is intended to close or eliminate the gap between theory and practice. In action research it is often referred to by other terms such as practitioner research, insider research, or self-study

research, all of which basically indicate a practitioner-based research, whether carried out individually or jointly (Suharsaputra, 2018: 247).

This study produces descriptive data in the form of words from interviews and informants' behavior which are determined as sources of information related to the purpose of this study including the relationship of any information obtained from various aspects, as safely explained that in qualitative research there is no apart from the relationship of the individuals studied in terms of culture, customs, language aspects and others that have certain characteristics.

IV. Discussion

UPT Library UNTAD is one of the implementing units at Tadulako University as a provider of college-level literature information services. Librarians have the task of carrying out library services, both technical services and services to users. Technical services include procurement and processing, while user services include circulation services, backup book services, reference services, periodicals services, research collection services (Reports, Thesis, Theses, Dissertations). In addition to services in the form of conventional UPT UNTAD Libraries also provide information services in digital form such as: journals, ebooks, digital repositories, online catalogues, online administration services. The service function, especially in the form of digitizing information, is an effort in the role of the UPT Library in digital literacy at Tadulako University.

From the results of the research and discussion, there are 3 roles of UPT Libraries in supporting digital literacy activities for the UNTAD academic community, namely:

4.1 UPT Library as Digital Literacy Media

UPT Library in an effort to provide a role in digital literacy activities at UNTAD, has now provided media services that support digital literacy activities for the UNTAD academic community, namely: a) ProQuest Electronic Journal, One form of digital collection service for UPT Library Untad is the availability of electronic journal services. Electronic journals are periodic online publications that provide up-to-date sources of information from some of the latest research in the form of scientific papers.In an online journal This ProQuest includes literature on primary, secondary and higher education, special education and adult education which publications are in full text form. This is in accordance with the needs of Tadulako University students who consist of various fields of education and science, b) Android-based Electronic Books, The electronic book service is an effort to meet the needs of digital literacy at the UPT Library Untad. The digital books served are the result of collaboration between UPT Library Untad and PT. The Six Indonesian Cubs. This collaboration is an effort to improve user services to make it easier to browse textbooks through digital devices, both computer devices and Android phones, c) Digital Reading Corner Service (POCADI), The Pocadi service is the result of a collaboration between the UPT Library Untad and the National Library of Indonesia (PNRI) which was handed over to the Untad library on December 6 2022. The Pocadi collection provides access to ebook services that are integrated with the PNRI, besides that Pocadi also provides multimedia services in the form of TV, tablet android, and a computer connected to the server from PNRI. The Pocadi service is a digital literacy medium that can be used by users of the UPT Library Untad for digital literacy activities at Tadulako University (Pocadi News Event, 2022), d) Internet Service Room, Library users through internet room services can take advantage of internet room facilities as access to digital literacy media for the information needs of library users. Other activities that can be

carried out in the internet service room are participating in online seminars , sending assignments via e-mail , reading or downloading online journals , surfing the internet, accessing sites that enhance education or entertainment for users. The internet room is very supportive in the literacy activities of library users at Tadulako University, especially students who do not have computer facilities, laptops, or have problems with the internet network, so they can take advantage of the internet room facilities available in the UPT Library Untad building.

4.2 UPT Library as Digital Information Manager

UNTAD Library UPT in an effort to optimize information services in digital form carry out information data management, namely: a) Database of SLIMS UPT UNTAD, Library database (Senayan library Information Management System) is a library information system application used by the UPT UNTAD Library to collect and provide text book collection data and other types of collections (Rusdin, 2/03/2023). The purpose of this SLIMS application is to make it easier to manage and browse collections in the library. One of the features of SLIMS that functions to track collections that have been collected is the OPAC (Online Public Access Catalog) feature. b) UNTAD Library UPT Database Repository, The repository at the UPT UNTAD Library is a link address that aims to store, organize and disseminate data in digital form, especially collections of research works from the UNTAD academic community. repository application is used in the same way as other database search applications, namely by entering keywords in the searching column, then the application will display if the keyword relates to the title in the database being called. c) Tadulako University E-Library, E-library is a library service application held as a result of collaboration by PT. Enam Kubuku Indonesian. This application is organized with the concept of practical reading then poured in the form of a digital-based application both for use on computers and Android phones, so that users can easily read, borrow, quote, reading books according to their needs wherever they are. Tadulako University e-library currently has a collection of 600 titles and 1600 copies consisting of books from various disciplines. The following is an explanation from the results of interviews with informants with Ms. Suharti as the coordinator of procurement and processing of UPT Library UNTAD collections.

4.3 UPT Library as the Bearer of Digital Literacy Culture

UPT Library UNTAD has a strategic role in carrying out a digital literacy culture. in the activities carried out, namely: a) Organizing socialization of digital services, The socialization of digital services aims to provide users with an understanding of the procedures for using ejournal proQuest and ebooks for the entire academic community. Through e-journal and ebook socialization activities, it is hoped that it can form socialization participants' reading interest so that they can take advantage of e-journal and ebook service facilities so that they can refer to reference sources that can be validated. b) Carry out Webinar Activities, The webinar activity carried out by the UNTAD UPT Library in the context of promoting and socializing electronic scientific journals is the library's effort in forming a digital literacy culture, especially in optimizing the use of ejournal proQuest. Activities carried out as routine activities in a year involve approximately 150 participants consisting of lecturers, librarians, staff staff, undergraduate, postgraduate and doctoral students within the Tadulako University environment. c) Library Exhibition Activities, The types of exhibitions held by UPT UNTAD Libraries are usually temporary in nature where exhibition activities are carried out outside higher education institutions. The purpose of the exhibition is to introduce and socialize available library

services in the form of conventional collection services, as well as digital services. Tadulako University library digital services can include users in the general public . In addition, exhibition activities in order to participate and support the dissemination of information about the library. Through exhibition activities, it is hoped that users will increase their fondness for reading and activeness in utilizing the library at the provincial level of Central Sulawesi.

4.4 Obstacles of UNTAD Library UPT in Carrying out its role in digital literacy at Tadulako University

In an effort to carry out the role of the UPT UNTAD Library as a media, administrator, and bearer of literacy culture, especially in meeting the digital literacy needs of students at Tadulako University, they face obstacles, both internal and external, from the library.

a) Internal Constraints namely: Quality of Human Resources, (Educational background, Motivation and self-awareness), Budget Resources, Lack of Policy on Digital Literacy Services.
b) External Constraints namely: Librarian Communication to Readers, Collaboration between higher education libraries in utilizing online literacy, Internet network that is less effective, and Reading Interest of Library Users.

V. Conclusion

Based on the research results, it can be seen that the UPT Library UNTAD has a strategic role in supporting digital literacy activities, especially at Tadulako University. UPT Library has provided digital literacy services in the form of e-journal services ProQuest, ebooks, Pocadi services (Digital Reading Corner), and provision of internet space. In the provision of UNTAD Library UPT services, there are constraints both internally and externally, therefore the UPT Library needs to improve the management system in units, especially those related to internal constraints, and optimize good cooperation with other parties in an effort to fix external constraints.

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