Online user education: A study of teaching library use in pandemic situation at UIN Sunan Kalijaga Library, Indonesia

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Abstract

Purpose: This study aims to describe online user education activities during the COVID-19 pandemic at the UIN Sunan Kalijaga Yogyakarta Library.

Design/Methodology/Approach: The approach taken in this paper is an empirical approach related to activities at the UIN Sunan Kalijaga Library.

Findings: This paper provides an overview of the impact of the pandemic on services at the UIN Sunan Kalijaga Library. It also highlights the implementation of online user education during the COVID-19 pandemic at the UIN Sunan Kalijaga Library which was previously carried out physically. It further observes user behavior after online user education is implemented.

Originality/Values: The library's effort to organize online user education is one of the innovations made by the library of UIN Sunan Kalijaga in the midst of the COVID-19 pandemic. Online user education must continue to be carried out to help users get to know the library orientation at the UIN Sunan Kalijaga Library. The implementation of online user education at the UIN Sunan Kalijaga Library can be imitated and can be used by other libraries as a model for implementing user education during the pandemic.

1. Introduction

User education is an annual activity organized by the library of UIN Sunan Kalijaga Yogyakarta for new students as users, from various levels. User education aims to make it easier for new students to familiarize themselves with library building, access collections and utilize facilities provided by the library. User education activities aim to introduce the library to users starting from the hours of service, types of services, facilities that can be accessed by users, borrowing of technical collections and reference guidance. User education is carried out because the users who come to the library have different knowledge backgrounds and experiences related to libraries.

There are several reasons why the UIN Sunan Kalijaga Library needs to organize user education program. The UIN Sunan Kalijaga library has 4 (four) floors that are used for services, more than 40 thousand collections that can be used by users both to read on the spot or to borrow and take home. The circulation system of the UIN Sunan Kalijaga library is carried out openly, where users search for books, carry out loan transactions and return books independently. Loan and return transactions use a Multi Purpose Station (MPS) so that the user must be given a simulation of the use of the system.

The implementation of user education is carried out using the lecture method and direct practice with guidance from the librarian to the users. There is a material module for the implementation of user education as well as video tutorials on the use of library service facilities. In practice, users come according to the time chosen to take part in user education. In the new academic year before the pandemic, user education was held face–to–face and naturally by taking a library tour to make it easier for new students to get to know the library. But during the COVID–19 Pandemic, libraries could not conduct face–to–face user education because the Government tightened health protocols in the form of crowd restrictions so that the User Education for new students for the 2020/2021 period was carried out online through the zoom application.

During the COVID–19 pandemic, there was a ban from the government for crowding and an appeal was made to keep distance from one another. Therefore, face–to–face user instruction, which is the usual mode of user education , is yet to be continued because of the the pandemic. Libraries strive to continue to transfer knowledge to users even in unfavorable situations. With this condition, the UIN Sunan Kalijaga Yogyakarta library continues to carry out user education only when it is conducted online.

2. Literature review

2.1 User Education

Not all library users can or are able to use the library properly. Many library users do not know the types of services, procedures for using facilities, procedures for searching for information/collections provided by the library. Therefore, the library needs to organize user education. Even in the college library, user education is something that is mandatory

considering the development of university libraries at this time (Saleh, 2014). There are various terms used to refer to user education, including user education (user education, user guidance), library orientation (library orientation, library counseling), library instruction (library teaching), bibliographic instruction, library use instruction, and user guidance. Lasa (2005) explained that user education is a program organized by the library to provide guidance, instructions, and education to prospective library users in their activities to utilize information services and library facilities. Meanwhile, according to Culpepper (2000), user education is all activities that include learning about how users take advantage of library collections, services, and facilities, both formally and non-formally, the delivery methods carried out by librarians and library staff, both individually and in a group. It also includes online tutorials, usage. audio-visual materials, and guidebooks and pathfinders.

From the definitions above, it can be understood that user education is the activities organized by the library through librarians and library staff which are carried out formally and informally, both individually and in groups, to facilitate library users in utilizing the library. Libraries organize user education as a medium to introduce the library itself. This user education activity is aimed at all users and prospective users about anything about the library. The objectives of user education according to Lasa (2005) include:

- Take advantage of available information services
- Optimizing facilities and facilities
- Achieving the realization of the information society
- Participate in the Education process
- Streamline and streamline information search

According to Bandono in (Hasibuan, 2014), the objectives of user education are as follows:

- Provide direction to the user to use or choose the right library materials.
- Can save time and effort in searching and re-finding sources of information.
- Users can take advantage of the services that have been provided by the library according to their needs or required information.

From the explanation above, we can understand that the purpose of user education is to optimize information retrieval and the use of facilities and services available at the library in order to save time and effort in searching for information, as well as evidence that libraries have a role in the educational process. According to Rahayungsih (2007), there are several methods in delivering user education, including:

- Lecture is an introduction to the library which is given in a room equipped with props, it can be a book that has been processed, equipped with a call number on the back of the book. To achieve optimal results, users are usually given tasks and exercises so that users are able to understand and be familiar with the library;
- Library tours, namely user education techniques by guiding users to see directly the rooms, collections, services in the library;

- The use of audio–visual, usually using VCD/DVD, films, cassettes, television, slides, LCDs, etc. Library users can browse the library by listening to recorded instructions;
- Independent games and assignments, this method is an effective way to teach how to find the information needed;
- The use of pamphlets and manuals requires users to learn for themselves about the library from the various information contained in pamphlets and manuals.

In addition to the above media, since the COVID–19 pandemic started in the last year, it has changed people's lifestyles. This also applies to the user education, which was previously done offline, is now being provided online using media such as Zoom, YouTube, Instagram and other online media. According to Saleh & Komalasari (2011), user education contains the following materials:

- Introducing the library in general such as the tasks and functions carried out by the library, what the library collects and in what amount, what services are provided by the library and how to obtain them.
- Library membership, such as who may and may not be a member of the library, type of membership (ordinary, extraordinary), member rights, and member obligations.
- Rules and regulations that must be obeyed by library users such as regulations for being a library visitor (e.g. mandatory filling in guest books, not being allowed to bring bags and jackets into the room/collection, not being allowed to bring food/drinks to the reading/collection room), sanctions for users who violate regulations (fines for borrowers who are late in returning books, sanctions for users who steal or commit acts of vandalism against library collections).
- Information retrieval techniques such as how to use reference collections or techniques, how to search catalogs, how to use OPAC, how to search journals or other information.

2.2 COVID–19 pandemic

WHO (World Health Organization or World Health Organization) officially declared the disease caused by the coronavirus (COVID–19) as a pandemic on March 9, 2020. This means that the coronavirus has spread widely in the world. The term pandemic seems scary but actually it has nothing to do with the malignancy of the disease but rather its extensive spread. Most coronaviruses cause mild or moderate symptoms, such as fever and cough, and most get better within a few weeks. But for some people who are at high risk (the elderly and people with chronic health problems, such as heart disease, high blood pressure, or diabetes), the coronavirus can cause serious health problems. Most of the victims came from that risk group. That's why it's important for all of us to understand how to reduce risk, keep up to date with information and know what to do if you experience symptoms. In this way, we can protect ourselves and others.

COVID-19 or coronavirus is a type of virus that was discovered in Wuhan, China in December 2019. COVID-19 then became a global pandemic in 2020. This virus spreads rapidly through aerosol droplets of sufferers and through direct contact. When infecting humans, COVID-19 can cause respiratory tract infections, ranging from mild flu to serious illness. Symptoms experienced by COVID-19 sufferers are fever >38 degrees Celsius, cough, shortness of breath, and will be more dangerous if experienced by patients who previously had congenital diseases such as heart, lung and other congenital diseases.

In addition to spreading rapidly, COVID-19 also mutates rapidly. It is necessary to anticipate and handle in the face of COVID-19. For this reason, all circles of society are trying to break the chain of the spread of COVID-19 so that it does not spread and does not hurt many people. In Indonesia, the government's efforts to prevent the spread of COVID-19 are through Presidential Decree (Keppres) No. 7 of 2020 concerning the Task Force for the Acceleration of Handling Corona Virus Disease 2019 (Keputusan Presiden, 2020). COVID-19 has severely hampered various community activities, with various restrictions on direct activities. The Minister of Home Affairs Circular Letter No. 440/2436/SJ was issued regarding the Prevention of the Spread of Corona Virus Disease 2019 (COVID-19) in the Regional Government (Peraturan Pemerintah (PP), 2020). In the circular letter, in point 6 (six) it is explained that every government institution is to optimize the use of information and communication technology in meetings, meetings, socialization.

3. Purpose of the study
This paper aims to describe online user education activities for new students (new user of the library) during the COVID-19 pandemic at the UIN Sunan Kalijaga Yogyakarta Library.

4. Methodology
The approach taken in this paper is an empirical approach where the author observes online user education activities carried out at the UIN Sunan Kalijaga Yogyakarta Library. The empirical approach is a research approach that is used to describe the conditions seen in the field as they are (Arikunto, 2006).

5. Findings of the study
5.1 The impact of the pandemic on services at the UIN Sunan Kalijaga Library
The pandemic has brought a revolution not only in the online teaching of higher education but also in the effective ways academic libraries can deliver their services virtually (Mehta & Wang, 2020). The COVID-19 pandemic has had considerable impact on service activities at the UIN Sunan Kalijaga Library. Service activities that were previously carried out freely offline were provided in a limited way and a new policy was made so that COVID-19 does not spread further. The different activities carried out at the library during the pandemic include:

- Libraries restrict visitor visits. Previously, all users were able to visit the library at any time and were not limited in time and number of users, during this COVID-19 pandemic, the number of visitor visits is limited to only 20 users per floor.
- The library enforces visiting procedures in accordance with the health protocol. Before the pandemic, users only needed to make a visit by scanning the student ID card on the system at the entrance. During a pandemic, it is not enough for users to only make attendance, but also have to fill out the tracking formula, wash their hands, wear a mask and check the temperature before entering the library.
- Optimizing online services through library hotlines. The UIN Sunan Kalijaga library has a service hotline that can help users to get information online during the pandemic. The library hotline services are:
  a. Si Imum: Imum is an acronym for General Information. Where this service is used for user questions and answers, both related to services, and user complaints. This hotline is also used to meet the needs of users regarding the application for final project soft files for users who are unable to come to the library due to the pandemic constraint.
  b. SiCarik: SiCarik is a library hotline that provides information and consultation regarding dependents on borrowing collections made by users.
  c. Reference consulting services: This service hotline is referred to the librarian of the library's reference section. Users can ask questions regarding the resources owned by the library and collection recommendations that are in accordance with research needs and student assignments.
- Carry out activities that were previously carried out offline to become online, such as organizing seminars and also implementing user education activities, as discussed in this paper.

5.2 Online user education at UIN Sunan Kalijaga Library

Libraries can play an important role in preventing the spread of the COVID-19 pandemic through awareness services, information and digital literacy training, connecting users to reliable websites or information through virtual libraries services, information mediation and consolidation of information repackaging (Chisita, 2020). After previously being carried out traditionally, user education activities in 2020 were carried out online. The implementation of online user education was carried out because of the restrictions that occurred due to the COVID-19 pandemic. Libraries play an important role in teaching and learning as they provide access points needed for teaching and learning processes (Mehta & Wang, 2020). The purpose of implementing user education both traditionally and online remains the same, namely providing education to users regarding library orientation in the library as well as for the activation process for new student cards. Users who have not registered for user education cannot access the facilities in the library because the card has not been activated.

User education is usually held face-to-face. However, in the 2020/2021 academic year, it was held online via Zoom due to the COVID-19 Pandemic. The service started from October 13 and continued until November 5, 2020. In its implementation, user education was held in 3 (three) sessions per day, which was attended by 100 users in each session. The mechanism for organizing and distributing user education participants is through social media Instagram @perpusuinyogyakarta. Where the library's instagram account shares the zoom meeting link so that every user who will attend user education can choose their own user education schedule. If the quota for Zoom participants is full, then users can take part in user education in the next session. Users are required to use the username NIM_Nama to facilitate verification and activation of library members. Users who have not attended user education have not been able to take advantage of the library service facilities of UIN Sunan Kalijaga. Online user education activities are carried out under the guidance of a librarian who is scheduled to be a resource person. The librarian conducted a library orientation session in the form of an explanation of library facilities and also play supporting videos related to profiles and access to library services. Users who participate in online user education could ask the librarian if there are things related to library services that have not been explained. Online user education activities were carried out under the guidance of a librarian who is scheduled to be a resource person.

5.3 Mechanism of implementation of online user education

The difference in the situation experienced by the library due to the COVID-19 pandemic affects some of the activities that are usually carried out. The emergence of technology and new systems of learning such as open and distance learning have transformed libraries' services especially through use of digital platforms (Tsekea & Chigwada, 2020). As is the case with the implementation of user education which was previously carried out classically with user education which was carried out online. There are differences in the implementation mechanism of classical user education and online user education. The following is the mechanism for implementing online user education:

- Schedule creation. The implementation of user education is carried out for 13 working days. Where in one day there are 3 user education sessions. So the total implementation of user education is 42 sessions.
- Setting up Zoom links. The Zoom link for the implementation of user education is carried out by the Zoom admin.
- Socialize activities through Instagram by sharing the Zoom meeting link according to the schedule. The library's social media team created infographics related to the implementation of user education and included a zoom link for all user education sessions.
- Users join Zoom according to the schedule. Users can join Zoom according to their time, not conflicting with lecture hours.

- At the time of execution, the host will provide a presence link. This attendance link is used as a reference for sending the certificate download mechanism and also the student card activation. So that users who take part in online user education activities are instructed to fill in personal data in the form of name, student identification number, and email address correctly.
- After the activity takes place, the user will receive an email reply in the form of a certificate access mechanism.
- The operator will activate the student card according to the list entered in each user education activity session.
- The activated user card can be used to make transactions at the library.

The online user education activities carried out by the UIN Sunan Kalijaga Library were rendered to users who were new undergraduate students. Librarians who act as presenters provide information related to facilities and services in the library and how to access collections in the library. After participating in online user education, the users obtained:

- Information related to library orientation and knowledge of the rights and obligations that students must carry out as users in the library.
- Activated student ID card so that users can access the collections in the library
- The certificate to be used as a condition for the graduation exam.

5.4 Observation of user behavior after implementation of online user education

After the implementation of online user education took place, the authors made observations on students who had done classical user education and online user education. User identification is carried out at the entrance checking service section, where the user shows a Student Identity Card (KTM) so that the target sample to be observed can be identified. The researcher in charge of the library services section observed 27 users by paying attention to the behavior of the users at several service points:

- Entrance service
  All users who will use the library services of UIN Sunan Kalijaga enter the library through the entrance checking service. At the entrance Checking service, visitors are required to scan KTM, show trip tracking results, and take temperature measurements. It is known that users with the 2020/2021 period do not have a printed ID card so they are still in PDF softfile form. Users are required to print KTM for checking members and borrow books. From observations made by researchers, it is known that most of the users who have done online user education already know about the obligation to print KTM soft files. It is just that the KTM size does not fit so it cannot be scanned. For the procedure for filling out travel tracking, users who follow online user education still need directions from service officers in filling out travel tracking.

- Locker key loan service

All users who will take advantage of the library collection are required to deposit their bags in the lockers provided, by borrowing the locker key first from the locker key service section. From the observations that have been made, it is known that users who follow online user education do not understand the procedure for borrowing locker keys which are carried out independently using the dealkey system application. Thus, key service officers still need to provide education on the stages of borrowing locker keys through the dealkey system application.

- Collection loan service

The UIN Sunan Kalijaga library has implemented independent lending using a Multi Purpose Station (MPS) which is integrated with the Cyprus Information System. In user education which is carried out offline, new students were informed about the use of the MPS and were given a loan simulation directly by the officer so that users can borrow through MPS according to the loan procedure. During the COVID-19 pandemic, users get user education online. The procedure for searching for books and borrowing is explained through a zoom meeting by playing a library tour video in which there is a simulation of borrowing a collection using MPS. However, the implementation of online user education has received less attention from users, in contrast to offline user education. So that the ability of users who get user education online in searching for information and borrowing books often still has difficulties and requires assistance from collection officers. The borrowing mechanism carried out by the user is often wrong, resulting in the collection loan transaction process failing.

- Collection return service

Similar to the borrowing system, collection returns are carried out independently using a Multi-Purpose Station (MPS) which is integrated with the Cyprus information system, except that late collection returns must go through a return service officer. In the observations made by the researchers, some users who received online user education were able to process the return of collections as easily as users who received offline user education. It's just that a few users still mistakenly choose the return menu with the collection check menu.

6. Conclusion

User education is an annual activity carried out by the UIN Sunan Kalijaga Yogyakarta library, which is usually done face–to–face and was done online during this pandemic. The implementation of user education in the library is carried out using the Zoom application with 100 users each session with a total of 42 sessions. This user education activity for new students is to provide learning about information in the library. In addition to providing insight to new users, this activity is also one of the requirements for activating library members so that they can access the facilities at the UIN Sunan Kalijaga library. The effects that occur from the implementation of online and face-to-face user education are different. After observing the new students who took part in online user education, the behavior of

the new students who received online learning was different from the previous period's new students who did user education face-to-face. New students who get user education online are less confident in using the services in the library. However, this user education activity must continue during this pandemic, with evaluations carried out by the library, so that the effect given to new students is more valuable.

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Author biography

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