

Research Article

Optimization Of The Use Of Open Library Applications In Supporting Information Resources At Telkom University Bandung Library

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Abstract.

Today's technology is growing rapidly, considering quality and quantity, this case explains the role of the library. Libraries must be able to adjust to the needs of users quickly and effectively, therefore libraries are required to be at least dexterous in using technology. In terms of digital literacy, librarians must be able to understand and use various sources of information and digital media to meet the needs of people's lives. The development of an "Open Library " can be based on how to develop library-based information technology to continue to improve library services, collections, and databases. Open Library is a facility that can be used by the academic community of Telkom University and the general public. Therefore, this study is based on the optimization of the use of the Open Library Application Telkom University of Bandung, and in this case study was conducted directly in the library to see the extent to which this application is used optimally and used several ways of collecting data. One of them interviews with sources in the library.

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1. Introduction

Open Library Telkom University is a brand of the scientific resources and Library Telkom University, responsible to the Vice Rector III Telkom University. Since 2014, the library and SDK Telkom University has improved the concept of an open library that includes 3 main ideas are open to receive all kinds of knowledge, open to share knowledge to other knowledge managers and open to the public imagination who want to learn. Develop a digital library that integrates knowledge management applications and open libraries. Telkom University opens itself to all sources of knowledge in the school. "Telkom University Open Library" which contains approximately 14,000 theses, final works and theses that can be used for free and online for all people by accessing online library services.

In this case, Telkom University also received the award "Top Contributor " Indonesia One Search (National Library of Indonesia) with the number of files distributed as

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many as 85,283 files. To date, the collection provided by The Open Library is 115,881 copies with 72,286 titles. Open library digital Library is a cooperation between Library Information Systems and knowledge management systems, which play a role in the process of organizing and disseminating various information and knowledge related to the institution or organization in which they are located. The university community can take advantage of this cooperation by visiting openlibrary.telkomuniversity.ac.id to browse the various information available in the library.openlibrary.telkomuniversity.ac.id is a website that can be accessed for users to be able to use the Open Library. In 2017, the number of online visitors to the Open Library Digital Library was 144,188 people.

Adaptation to technological developments has provided Telkom University Open Library technology facilities that are complete to support library services. So that this feature brings comfort to every user which can certainly make it easier to find information. The ease of searching for information through information technology led to the widespread excess of information in social networks or other mass media. But with such a large amount of information, it still causes a lot of problems for users. Indeed, sometimes the information obtained by users is not in accordance with their needs. Therefore, libraries need to provide a quick and accurate source of information.

Service efficiency can be determined by analyzing the existing queue system, indicating that the analysis of the queue is important because customers have a negative attitude towards the queue. Customers may tend to associate this with poor quality of service, especially if they have to wait a long time. The reason for the need to pay attention to the queue system is the potential for business losses if customers leave the queue before being served/refuse to wait, the potential for reduced customer satisfaction and the occurrence of congestion, traffic jams can cause business disruption and / or other problems.

The following is explained in Law No. 2 of 1989 on the national education system in Article 55 which reads that one of the requirements for the organization of higher education is to have a library. Likewise, as stated in Law No. 43 of 2007 concerning libraries, that a library is a body that professionally manages a collection of written, printed, and/or recorded works with a standard, standardized system to meet the needs of education, research, information storage. and entertainment. users. The university library has a role and duty to support the University in achieving its goals in line with the University. Advances in communication and information technology spread to all areas of life, including libraries. the expansion of information technology is an advantage in the lives of librarians it is due to the development of it can also open opportunities for improvement and expansion of Information Services. The rapid development of it has

a significant effect on the existence of the library, the need for easy access to fast and accurate information and the availability of the media used will represent the information service system served by the library. The use of it in library automation systems can open a service that is able to cross time and space and is able to provide access to knowledge and information 24/7, Open Library is on a server that can be located nationally or regionally, but can still be used easily and quickly through the website.

1.1. Library Automation System

Library automation system is a set of computer applications specifically for library operations using large databases with textual content dominate and have basic facilities in terms of storage, research and presentation of information. And also the library automation system is included to manage various activities and tasks of library management and system administration, such as check-in, check-in, printing, reporting, etc. using computer technology. Some of the service operations in the library that can be carried out by the library automation system include the management of the provision (acquisition) of library materials, a collection tracking service called public online library catalog access (OPAC), which manages the handling of library materials, , member management, circulation management, inventory collection management, management. According to Sulisty Basuki, in Azwar explained the library automation system is the process or result of making a stand-alone machine or autonomy without human intervention in this process as a form of application of Information Technology for the benefit of the library, ranging from purchasing to information services for readers.

Library automation system usually consists of 3 (three) parts, namely :

a. Data

Every public or special library certainly cannot be separated from the collection registration process. The purpose of this process is to collect data from the entire collection and then organize it using the principles of library science. In the manual system, the work is done with paper or books. Writing to paper or to a book is a very simple job but it is also an inefficient process because all the data recorded will be retrieved very quickly if there are many even though we already have an indexing process. With the help of Information Technology, this process can be facilitated by importing data into data processing software such as CDS/ISIS (WINISIS), MS Access, MySQL. This Software will help us in managing the database, it will be easier because the indexing process will be done automatically and the process of searching for

information will be done quickly and accurately because this software will display all the data according to the criteria that we specify.

b. User

An automation system cannot separate users as service recipients and one or more operators as system managers. In the library automation system, there are several levels of operators according to their responsibilities.

c. Automation Applications

The automation device referred to here is a device or tool used to support the automation process. This equipment consists of 2 (two) parts, namely:

1) Hardware

2) Software

Automation without these two devices properly then the automation process will not be able to function properly.

1.2. Information On Library Centers

Knowledge is the basic thought for . Therefore, we must be selective in choosing the type of needs to be processed. information and Data must be accurate and relevant so as not to get stuck in a bunch of information that is not loss-making, detailed that can make you aware and make you uncomfortable, the library is an information institution. The field of information resource management should already be touched by the rapidly developing use of Information Technology. The development of the use of information technology can be seen from the emergence of traditional libraries, modern libraries, digital libraries or digital library number of institutions. The extent to which a library develops is primarily measured from the application of the information used and not from other measures such as the size of the building used, the number of available collections, and the number of available collections.

1.3. Application of Information Technology in libraries

In the current era the influence of the spread of information technology is very rapid and has a significant impact on all areas of life without exception, every library will definitely compete in applying a technology, especially related to information to be able to provide a better service to users in a library even it is measured to what extent the level of use of Information Technology in the library is covered.

There are several things that can be said as the background of the process of applying information technology applied to the library :

- a. To be able to organize information and make an information can be easily found.
- b. The increasing power of librarians.
- c. Libraries have new uses.
- d. Information technology used in the library as a management information system.
- e. Also, it can be used as a means to disseminate, as well as store information in non-printed form.

There are many reasons behind Information Technology in libraries. In general, whether the use of Information Technology in the library is running well or not.

1.4. The Use Of Library Automation Systems

Library automation system by applying advances in Information Technology will provide benefits:

- a. simplify and streamline the work specifically for librarians in the library.
- b. Provide a better level of service to users.
- c. Give a good name to the library.
- d. Improvement of the entire national, regional, and global order.

2. Methods

In this study activities include the type of qualitative analysis that has a relationship with certain things or groups. And also in this case the researcher uses a research strategy by conducting interviews, taking place at Telkom University Bandung with a record of this research carried out on July 01 – August 09, 2023. And the data obtained shows that there are several benefits found when using the Open Library Application as stated in the research results.

3. Results and Discussion

3.1. Optimization Of The Use Of The Application " Open Library"

Optimization or optimization is a process to achieve ideal results or optimization (effective value that can be achieved). Optimization can be interpreted as a form of optimizing something that already exists, or designing and making something optimal.

Optimization according to the Indonesian dictionary is the highest, Best, perfect, best, most profitable, optimizing means making perfect, making the highest, making the maximum, optimization means optimization.

While in Oxford Dictionary (2014), "Optimization is the process of finding the best solution to some problem where "best" accords to pre-stated criteria" so, optimization is a process, way and deed (activity/activities) to find the best solution in some problem, where the best according to certain criteria. In this study, the topic raised is the optimization of a location (warehouse) so as to increase productivity, quality and revenue of the company.

The Open Library of Telkom University in proposing the concept of knowledge management also develops 3 principles, namely open to receive all kinds of knowledge, open to share knowledge to other knowledge managers and open to the public imagination who want to learn, and do not forget also for the development of information automation systems, namely The Open Library itself. In this context, data collection was conducted through interviews, and there were several speakers from library services who gave information about the effectiveness of using the Open Library Application.

3.1.1. Reference Services

According to the results of a resource person interview (Fajar Hadiana) on August 4, 2023 at 09.15, that "the effectiveness of the use of openlibrary information technology is for example for students who want to do free library we have implemented a self-upload system that is one of the advantages that we can spend to be independent after the self-upload approval system has also been online from the supervisor it is also one of the advantages of us after the process or more earlier to the catalog has also been done automatically with a very friendly user interface and it is very supportive where the service is required to move quickly and precisely in serving the user and we also have an SLA (service level agreement) and thankfully so far the SLA is fulfilled by a system that is superior".

3.1.2. Collection Management Services

According to the results of a resource person interview (Obi Zakaria) on August 4, 2023 at 14.36, that "the menu that is in openlib must support management activities so far, we make our own coding ourselves if there is a menu that does not exist, we can request it to the openlib developer section itself, such as this, there is no data for borrowing

or donations, we can request it, so far I think openlib is very helpful in supporting my activities in management to access data easier, because it is web-based so it depends on the internet if the network is stable, openlib can be used stably too, besides that Open Library can accommodate all my needs in good management for data usage such as searching for book data that has been input per month or per year is easy”.

3.1.3. Circulation Service

According to the results of a source interview (Rakhmat Zaky) on August 4, 2023 at 14.59, that “if you use it, of course, it might have to be more user friendly every library tour for me, maybe the library can rely on traditional collections, maybe our main brand name is books, but now we don’t always say we don’t only rely on students to come only in our size, it can also be relied on so the library is not only a place to learn but also can be an important point. so students come to the library not only to read but can also other things, actually if our website is one door, it is clear that if they need it, they will definitely come to the Open Library website, just maybe they should be able to add new features such as social media inclusion to the website, and also in the openlibrary website, We there must always be updates about activities that will or have been done by openlibrary or you could say the news letter”.

So from what is obtained in this study is that the level of effectiveness of the use of Open Library especially its librarians are quite helpful in the role of activities that occur in the library. But with the Open Library Application, it will continue to develop this application so that users can use it effectively and efficiently without wasting much time. Because according to the theory of information technology is a technology used in managing, creating, processing, compiling and storing data. From this to meet the expectations of Open Library users will continue to be developed.

3.2. Open Library

3.2.1. The concept of knowledge management

Applied for the first time in the world of work, the goal is to be able to improve company operations by seeking competitive advantage. To describe the design of knowledge management, we need to understand it from the point of view of several experts, because each expert has a different interpretation but the same meaning. According to Amrit Tiwana in Tobing, knowledge management is the management of business knowledge to create business value and create sustainable competitive advantages

by optimizing the process of creating, communicating and applying all the knowledge needed to achieve company goals.

Knowledge management is the systematic and structured organizational coordination of people, technology, processes and organizational structures to add value through reuse and innovation. This synergy can be achieved through the creation, sharing and application of knowledge through valuable learning and best practices adopted by the company to foster continuous learning of questions towards the organization.

Based on the understanding of knowledge management, it can be concluded on the concept of knowledge management that can be used in library-based knowledge management, as follows:

- a. knowledge management is an ongoing process that makes up an organization's culture. The essence of the first concept is continuous learning.
- b. Knowledge management provides assistance to each individual in managing their ability to share existing knowledge
- c. An organization must be able to integrate and conduct management activities on knowledge and information for its environment effectively and efficiently

In knowledge management has several elements, such as:

- a. Knowledge creation and capture

The first element of KM is the acquisition / formation of knowledge and creation. Continue to produce science in a group, organization and company, at a time when there is interaction between people with different knowledge. There are two important keys in the process of knowledge creation innovation and creativity, as well as the method used to create innovation and creativity is brainstorming. With people with different levels of knowledge, processes and ways of thinking, brainstorming allows the exchange of views, ideas and models of thought used by everyone. Managing brainstorming sessions helps create a unified perspective on an issue, and it is this combination of perspectives that leads to innovation and new knowledge. Knowledge acquisition can be carried out in various formats because the acquisition of knowledge can obviously be combined in various forms such as printing reports, memos and meeting minutes, while to create and collect knowledge can be collected through discussions.

- b. Knowledge enrichment and sharing

This section explains If knowledge needs to be developed and shared in knowledge management. This factor is important compared to other factors because the process requires us to share the knowledge we have to others even with other organizations. Through this process of sharing knowledge, there is often a process of enrichment and improvement of knowledge. In this part of KM, it is necessary to ensure that the

knowledge that has been shared can be accessed, this can be done by storing the information in a centralized place to facilitate search and access.

c. Information retrieval and storage

In this element there are two processes, the organization of information (information organization) in this process knowledge must be separated into manageable parts and then these parts must be classified. The next process is the search for information, in this section is closely related to the user, each user has a different level of experience and purpose in using information, this is due to the user's views, and differences in knowledge, so the ability to categorize individual users will be very influential. very helpful and facilitate the search and retrieval of knowledge.

d. Knowledge dissemination

The fourth part of knowledge management is knowledge sharing. For the dissemination of knowledge to be effective, it is necessary to transform individual knowledge into explicit knowledge that can be disseminated more widely. Publications, presentations, websites, and libraries are the most appropriate forms of knowledge dissemination, but can also be done by participating in external networks, establishing relationships with others, collaborating with other organizations, or creating knowledge centers.

3.3. System Website Open Library

The technology system used today at Telkom University is Telkom University Open Library (Tel-U OpenLib) which is a collaboration between Library Information Systems to manage information knowledge. The Library Information System is used to carry out activities and support the library such as circulation services (lending, repayment, extension of lending), catalog functions (e-catalog), settlement functions, etc. Improvement and handling of collections and knowledge, administrative services (free library). Knowledge Management Information System is used to capture knowledge generated by academics, for example, research reports, theses, reports/thesis workshops.

The Open Library was developed using the best features available and groups them into the following features:

1. Circulation and storage
2. Open Architecture and Pure Framework
3. Notification Engine
4. Knowledge Center
5. Approval System
6. Self Upload

- 7. Discussion between members and collaborative media
- 8. Portal for booking, lending (rental) and collection sales
- 9. Performance Report
- 10. E-Learning

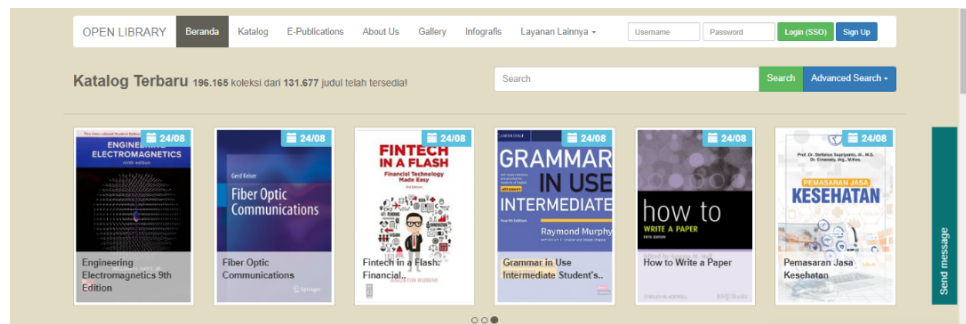


Figure 1: Interface page view on the Open Library website.

Figure 1.

In this view can be seen there are several arrangements contained on the page ranging from catalogs, E-Publications, About us, Gallery, infographics, and other services. This section is intended for general users and is the embodiment of the knowledge dissemination element.

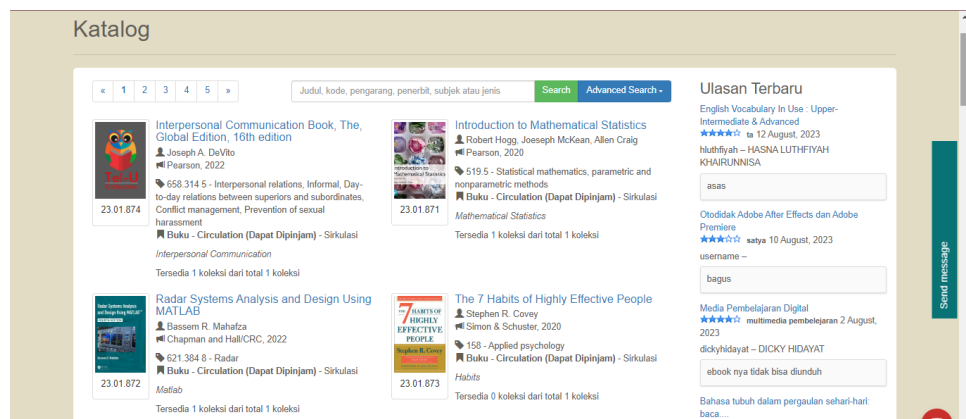


Figure 2: Catalog page on the Open Library website.

4. Conclusion

Based on the data obtained from the research that has been done, it can be concluded that for the level of optimization of the use of the Open Library application itself, it can be said to be quite effective, especially for service staff in the library, but it also does not rule out that there are some shortcomings such as frequent server down, but from this the use of the Open Library Application at Telkom University Bandung is one example



Figure 3: There are several views in the form of several partnerships and some news events.

of technological advances specifically in the library environment in Indonesia, maybe this can also be a reference material for libraries that are out there to be able to pay more attention to the comfort level of the users to feel more at home in the library. But in spite of it all does not rule out the possibility to exist or even even more advanced especially for libraries out there that can apply and manage information technology more effectively and efficiently.

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