Research Zone Services In the Library: Towards A Collaborative Partnership Librarian and Users

Dio Eka Prayitno

STIE Perbanas Surabaya, 34-36, NgindenSemolo, Surabaya - 60118, Indonesia

Abstract: In the research activities, librarian can be part of research. All of academician in the college or university is users, but actually useful for lecturers and students because they have responsibility to make a research. Information technology development make the users can be easy to find information, but that is become advantage and disadvantage for library. Research zone service in the STIE Perbanas Surabaya library is service to provide the users especially to academician to help them to find their literature in electronic and printed media. For implementation, this service has 4 services such as research zone service, information resources service, dissemination information service and thesis writing guide service. To service the user, the librarian has two methods that is individual and group. In the Research Zone Service, librarian are required has high skill to serve researchers and identify those areas that Research Data Services for science can also provide support for research in other disciplines

Key words: Research zone, Librarian and users, Library service, Research collaboration

INTRODUCTION

“Tri Dharma Perguruan Tinggi” is vision for all of university and college in Indonesia. The content of Tri Dharma Perguruan Tinggisis:

- Education (Pendidikan);
- Research (Penelitian); and
- Social Service (Pengabdian kepada Masyarakat).

STIE Perbanas Surabaya is a part of college in Indonesia. It can be STIE Perbanas Surabaya has a morality to do the vision. In the second point of Tri Dharma Perguruan Tinggi is research, which STIE Perbanas Surabaya have to do that program, the program of research is managed by “Research and Social Service Unit” and library has given contribution too. The contribution of library in the research activity is save the collection. Because, one of library function is documentation. Libraries are pillars of education and it is natural to expect that digital libraries will providenew opportunities for innovative educational practices [1]. So the information can be access whenever users need it. The other side, in research activities the librarian can be part of research. The librarian can be consultant or assistant research. Because the librarian has skill to help them to makes a research. And then, the library is not only old bookstorebut also comfortable place for research.

STIE Perbanas Surabaya Library is college library. There ismuch kind of researcher types. But actually for research activity, lecturers and students become priority because they have responsibility to do research. The student must be make a research in their last study. The name of student research is thesis. And for the lecturers have responsibility too, suitable with Government Regulation number 37 year 2009 [2]. Lecturers are professional educators and scientists with the main task of transforming, develop and disseminate of science and knowledge, technology and art through education, research and devotion to people. Library Research Support Survey in the Charles Darwin University divide researcher being some types such as: new researchers; early career researchers; established researchers. It means many character will be partner of librarian to assist it. There are many data that give to users, research data services are services that a library offers to researchers in relation to managing data and can include informational services [3]. It means, data or information in the library
Behavior of researcher is different depend on literature skill, but whatever the researcher character the librarian keep helping them. For services the researchers, library have a new program is “Research Zone Service”. This program has a vision to help users in to their research. According to Elmborg [7] two main components can be identified in this zone: the need to be research information literate; and the need to have a good understanding of the research life cycle. The research zone service there are 4 types of services, such as:

**Reference Tools Service:** This service about using tools in the some applications such as: Microsoft Word, Mendeley, Zotero, etc.
- Microsoft word has tools that help user make references. Make a bibliography or citation in the article.
- Mendeley and zotero is kind of reference tools can help the user to make references bibliography and citation; it can be run to Windows, Mac and Linux. Mendeley can be synchronize with offline media in the Ms. Word or be plug-in in there. This program can be run as online or offline.

![Reference tools](Fig. 1: Reference tools)

**Information Resources Service:** STIE Perbanas Surabaya library has information resources from electronic media and printed media.
- STIE Perbanas Library has information resources from electronic media, such as:
- E-journal subscribe : Ebsco, Emerald, World Scientific
- Another online resources such as :
  - Bank of Indonesia website (http://www.bi.go.id/id/Default.aspx),
  - Indonesia One Search website (http://onesearch.id/),
  - Indonesia Stock Exchange website (http://www.idx.co.id/),
  - Indonesia National Library website (http://e-resources.perpusnas.go.id/)
STIE Perbanas Library has information resources from printed media, such as:

- Books
- Indonesia Accounting Symposium
- Indonesia Capital Market Directory (ICMD)
- Bank Indonesia publishing
- Newspaper: JawaPos, Kompas, Investor Daily, Bisnis Indonesia, The Jakarta Post, Republika
- Bank Indonesia collection
- International journal and accredited national journal
- Thesis collections

Dissemination Information Service: Dissemination information has implemented by the library. We disseminate our information through:

- Institutional Repository (http://eprints.perbanas.ac.id/),
- Library website (http://library.perbanas.ac.id/),
- Sistem Informasi Mahasiswa (http://simas.perbanas.ac.id/).

Thesis Writing Guide Service: This service about assist to users for thesis writing sustains thesis writing guidance. Provide services to users who want to consult with the librarian about writing techniques. Such as: page numbering, watermark, convert file to PDF, burning to CD.

Fig. 5: Thesis writing guide service

Implementation: Research Zone Service in the STIE Perbanas Library has two methods for implementation that activity is individual and group. Bopp and Smith [8] give the following formula for the reference interview:

- Open the interview
- Negotiate the question
- Search for information
- Communicate the information to the user
- Close the interview

Activity in individual start from 8 A.M. until 7.00 P.M, users or researchers can do consulting to librarian about their research, thesis or their study. The librarian can give them of ways to get the information. Get information from electronic and printed media. Because in the library many information. This is the ways of users or researchers to consultation:

- Users have to login in the one of the option Research Zone Service (ESAC (English Self-Access Center), Digital Collection, Serial’s Room, Thesis Room);
- Users can ask something about their journal to librarian. In this way depend on user, if the users ask to us for availability data, users can filling data request form, for example is annual report or financial report. And then, when the data is available, librarian
give the data to users. Request to data is one of analyze users necessary. But for more prima services, the librarian always give the way of analyze and manage the data become good information and ready to use. For example, for manage the data use some tools like SPSS, WarpPLS, etc.

- The other activity in here, librarian gives another information to adjust the research, librarian give the way or step to make a good research until finish. Start from find the title for thesis until arrange the thesis suitable with thesis writing guides.

This is user data access in the research zone service.

Table 1: Access to journals collection

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Journals</th>
<th>Students</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 1*, 2016 – present</td>
<td>279</td>
<td>2913</td>
<td>9.58%</td>
</tr>
<tr>
<td>Sep 1*, 2015 – Aug 31*, 2016</td>
<td>677</td>
<td>2946</td>
<td>22.98%</td>
</tr>
<tr>
<td>Sep 1*, 2014 – Aug 31*, 2015</td>
<td>575</td>
<td>2980</td>
<td>19.30%</td>
</tr>
</tbody>
</table>

Table 2: Access to thesis collection

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Thesis</th>
<th>Students</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 1*, 2016 – present</td>
<td>779</td>
<td>2913</td>
<td>26.74%</td>
</tr>
<tr>
<td>Sep 1*, 2015 – Aug 31*, 2016</td>
<td>4288</td>
<td>2946</td>
<td>145.55%</td>
</tr>
<tr>
<td>Sep 1*, 2014 – Aug 31*, 2015</td>
<td>1873</td>
<td>2980</td>
<td>62.85%</td>
</tr>
</tbody>
</table>

Table 3: Access to ebsco online journal

<table>
<thead>
<tr>
<th>Database Name</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Source</td>
<td>1176</td>
<td>3414</td>
</tr>
<tr>
<td>eBook Collection</td>
<td>595</td>
<td>694</td>
</tr>
</tbody>
</table>

In the group activities the library have some program, such as:

- Scholarly information searching methods (Metode Penelusuran Informasi Ilmiah (MPII)) class, this class is Institutional mandatory program for all of students in the STIE Perbanas Surabaya. This activity is information literacy campaign; give students comprehension about scholarly information searching methods from electronic and printed media. In this activity, students divided into some levels.

- For new students is basic information about the library, how to use the library become part of academic activities.

- Second, for middle students, 2-3 years in campus, the information for this level is intermediate information about how to find information through electronic and printed media.

- For the last student, is advanced information, more specific to make a thesis start from how to find title of thesis, collect of information until data analyze and give the conclusion.

Table 4: Data of students has joined the MPII class

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
</table>
| Thesis Program Class: This class is special for students who take thesis program. This program is result of collaboration between libraries with head of study program. Because from the context of this program is problem of students to make thesis suitable with thesis writing guide. There are 260 students has joined the class. The student has joined in this class is Management students, Accounting students and Diploma students.

Reference Tools Class: Reference tools class is activity in the class to help the users to make a bibliography or citation for their research. Use reference tools to manage bibliography or citation, that tools is like zotero or mendeley. All of academian in the STIE Perbanas Surabaya can join in this class.

CONCLUSION

In the Research Zone Service, librarian are required has high skill to serve researchers. It means, the librarian has to upgrade literacy information skill and innovation. Librarian has to concern about new issues around economics, business and banking or new research in the STIE Perbanas Surabaya.

Identify those areas that Research Data Services for science can also provide support for research in other disciplines. College libraries can provide consulting services related to research data management. It points once more to the need to improve communication and dialogue between researchers and libraries.

For the next service, this service will be online. Because sometimes the users can’t be join in the library. The online service use social media like WhatsApp application, LINE application, etc.

REFERENCES


