

# Local Content Management in UK Petra

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**Abstract:** The purpose of this study is to analyse and evaluate the transition of an independent customer service model in Tun Abdul Razzak Library (PTAR KPA), UiTM Cawangan Pucak Alam. This study observes the customer satisfaction by asking specific questions covering various points of self-service offered by PTAR KPA to its user. Research methodology is by interviewing library staffs and head of the library to get more in-depth information about how the transition affects the entire library system, its policies and procedures, and staffing. The results of this study are intended to show the level of effectiveness using an independent service model in a library institution.

## 1 INTRODUCTION

Local content is a content that is published or made in the library itself, such as a thesis, thesis, final project, scientific work of both lecturers and local students (Romadhona, 2020). Local content mostly comes from college libraries, and the existence of this local content is usually accompanied by open access (open access) (Sunyowati *et al.*, 2022). This openness of access will provide many benefits for researchers, for institutions, the public, for students or students, and even for the library itself (Nsude, 2017).

The existence of local content in a library is a manifestation of the development of library collections, as well as the open access provided by the library (Lewis, 2013). Collection development itself has meaning, namely, a number of activities related to the determination and coordination of selection policies, assessing user needs, study of collection use, collection evaluation, identification of collection needs, library material selection, planning of collection resources, maintenance of collections, and weeding library collections (Maronie, 2016). Whereas according to the Ramlogan and Papin-Ramcharan (2011) "Collection development is the activity of selecting and holding library materials in accordance with the policies set by librarians together with the university's academic community (Subagyono, Chumaida and Romadhona, 2022). The policy of developing college collections refers to PP No. 60. In Article 34

of 1999, one of them was seeking, storing, and maintaining library materials of historical value that contained local information, and those produced by academics, to be reused as a learning resource (Harisanty, 2019).

The development of college libraries is increasingly showing significant changes, this change is not without reason (Subagyono, Chumaida and Romadhona, 2022). This change is a manifestation of the rapid development of technology that is increasingly growing. The demands of improving the quality of human resources in order to meet the quality standards of human resources who are educated and highly knowledgeable (Romadhona, Wati, *et al.*, 2022). Similarly, the Library Petra Christian University Surabaya also develops collections owned and subscribed.

Because at Petra Christian University Library has local content that is adequate and open, so it is very facilitating academic community and outsiders who want to access local content on the website. The local library content of Petra Christian University has several types including database collections (e-journals, e-book), village collection of information (digital thesis, eDimensi, petra@rt gallery, petra iPoster, petra chronicle, Surabaya memory, petra ePapers), special collection (CLC), Chinese-Indonesians (CCIS), reference book collection, Christian literature, Chinese collection, textbook collection, collection of journals and magazines / serials, thesis collections, children's book

collections, audio visual collections (Hernoko *et al.*, 2022).

From various kinds of local content available according to the information village writer is a local content that is very interesting because there are so many interesting things to be reviewed and explored further (Romadhona, Kurniawan, *et al.*, 2022). The Information Village Collection is a local digital collection of locally produced content at Petra Christian University but is not limited to Gray literature collections and / or has information about a local entity that can be used as learning resources and research . And this information village also contains events that have happened or events that will occur at Petra Christian University, history and life at Petra Christian University, art at Petra Christian University, the history of Surabaya. In addition to things that do not smell information village research also includes content related to research lecturers, students, or articles published at Petra Christian University.

Based on the explanation, the following problems can be formulated: "1. How to collect data from many sources to make one in a content called village information? 2. How to process it? Is everything digitized? 3. After processing (such as digitizing) how is the storage of original documents in the form of hardcopy bound or destroyed? 4. How is the publication process related to the content? The purpose of this study is to find out the local processing of information village content in the Petra Christian University Library.

The benefits expected from this research include providing a scientific experience to the research team in studying the field of collections and libraries, especially local information village content. While other benefits with the existence of this research activity are expected to provide input to Petra Christian University Library managers in accordance with the findings obtained in the field.

## 2 RESEARCH METHOD

The method used in this study is descriptive with a case study approach. According to Yilmaz (2013) qualitative research aims to get a complete picture (in depth and contextual) about a matter according to the human perspective studied. Qualitative research deals with ideas, perceptions, thoughts, opinions, beliefs of the person being researched about a topic. This is not measured in numbers and cannot be specified in a clear and definite manner. Therefore, in qualitative research, researchers are the main

research tool. While the type of case research according to Azwar and Amalia (2017) case study is an in-depth investigation of a social unit in such a way as to produce a well-organized and complete picture of the social unit. The same thing was also expressed by Kovariansi (2013) the purpose of the case study is to provide a detailed description of the background, traits and characteristics that are typical of the case, or the status of the individual which then from the characteristics above will be made a thing that is general.

## 3 RESULTS AND DISCUSSION

This study examines the activities of managing a content that is in Petra Christian University Library. Before discussing the results and discussion of the research, the author will present a brief description of the location of the study. Petra Christian University Library was established in late 1966, 5 years after the establishment of Petra Christian University which is located on Embong Kemiri street no. 11 Surabaya, with an initial collection of 696 copies of books, as well as 46 domestic and foreign magazine titles. Then in 1977 the Petra Christian University campus and the library which was the central library gradually moved to the building designed as Petra Christian University campus on Siwalankerto street 121-131. In line with the development of Petra Christian University, on October 10, 1992 inaugurated the use of the Petra Building. Four of the ten floors are occupied by the library, namely floors 5 - 8. With the library moving to a new building, automation software that has been prepared since 1989 as an integrated library automation system officially operated under the name SPEKTRA stands for Petra Christian University Library Information System.

In accordance with the direction of the development of the library which is no longer in the physical direction of the building but more towards the expansion of global information access which is not limited by space and time, then on 3 June 1995 the Library was officially connected to the Internet. With the concept of the Library Without Walls and beginning with the establishment of the PetraNet network, the Library began to provide internet access services for its users and began developing online services in 1996 such as article search services, reference services, new book proposals, etc. With its new motto *A Caring Learning Zone* Petra Christian University Library not only acts as an information centre, but also forms a learning

community by being a companion to the learning process and professional partners for the academic community and practitioners without being limited by space and time.

Petra Christian University Library also provides a lot of services for users including circulation services, final assignment services, information services, newspaper clipping services, photocopying services, information dissemination, reference services, special collection services, magazine services, user guidance. There is also a program for library identification to the community members named "Partner Library Membership Library Friends Club". And the automated units are procurement, circulation, final service, newspapers / indexes, online catalogues, processing, and references. Operational hours of the UK Petra Library when the lessons are running Monday - Friday 08:00-18:15, Saturday 08:00-12:30; and during the semester holiday is open only Monday-Friday at 08:00 to 15:00. On Monday, Petra Christian University Library temporarily closes from 11:30 to 12:30 WIB for University Conventions.

The above information dissemination service can be meant about the dissemination of information contained in a local content including the information village in it. This local content was not digital in the past, this digitalisation sparked aside from keeping abreast of the times of transparent information disclosure without having to cover up and place limitations. This is very not possible if the place is not large but the collection at any time continues to increase in number. The increase in the number of collections can make the library narrower as the time goes by if the collection is not transferred to digital form. This digital form can also have the advantage of open access to civitas without having to come to the library. Because with digital users can access collections, especially local content in the form of digital that is in the library anywhere and anytime without limited space and time.

Based on the results of our research, regarding the stages in local content management activities in Petra Christian University Library can be stated as follows: 1). The data collection phase will be processed into a local content in Petra Christian University Library. As for the practice of gathering, every content in Petra's information village is different.

**First.** DIGITAL THESIS, this digital thesis history began in 2001 where all digital thesis collections that began in the 70s were scanned by library staff and after evaluation the results of the official scan

were only 20 months. 2003 the library decides to look for a third party for the scanning thesis process (for 70s graduates) which is the place in Jogja, how it works the library sends all hardcopy to Jogja and they then give the thesis soft file library and they are also tasked to destroy it after the median transfer process. 2004 the library again sought effective ways, an idea emerged for students to only submit theses in the form of CDs and loose files (print without binding and front cover). 2005 it was decided to submit a thesis in the form of a CD and one soft file as a backup if the soft file could not be opened. And in 2018 an idea emerged for an independent thesis or thesis upload for DKV study program students and architects.

**Second.** e-DIMENSIONS are articles or journals from outside that are published in Petra, for example literary journals (words) which the authors can from Petra's own lecturers or from outside Petra but published in Petra. The acquisition of documents for e-Dimensions from the LPPM (Student Research Centre Institute) but that there is no legal contract there is only an agreement verbally, LPPM will provide soft files to the library which can be sent via email or the library that visits the agency's office.

**The Third.** PETRA @ RT GALERY, is the work of both lecturers, students, study programs who collaborate with the library. The works given to the library are not all selected but are selected again to find the best. The difficulty of this content collection is contacting the creator because there is no written agreement that is legally, soft copy is not always available so that the library must be willing to work on their own photos, sometimes often miss the exhibition because of the limitations of the library staff, the collection least among others.

**The Four.** PETRA i-POSTERS initially started from Petra Christian University Library officers who hunted into the hallways, then took posters that had been displayed with permission from the UPK (Campus Service Unit) but not all posters could be taken only the posters finished the display can be taken. After thinking about it it was very ineffective, finally the library collaborated with UPK and how it worked the UPK, which collected the displayed posters, was then handed over to the library. Even then, there were obstacles during the scanning process, because of the limited A2-sized scan engine, the library finally made a container for digital posters called DiVO (Village Information Television). The existence of DiVO all posters were

submitted in soft files to be displayed throughout the campus.

**The Five.** PETRA CHRONICLE are a series of events that occurred in Petra both from the past until now. The form is in the form of photos, bulletins (biweekly), genta magazines, clipping, university catalogues. Clipping collection methods obtained from university public relations, biweekly (bulletins) were also obtained from public relations in the form of soft files sent via e-mail, this genta magazine was obtained from the management but if there was a change the library management had to fight more to find a new administrator to send magazines bells in the form of soft files and sometimes also incomplete acquisition, photos (in the AV room) were obtained from old photos such as laying the first stone then scanned by the library but now the photo is difficult to obtain because everything is digital without printing and sometimes photos digital is often erased.

**Sixth.** SURABAYA MEMORY was initiated by Mr. Aditya because Mr. Aditya was very interested in the history of Surabaya, finally the library collaborated with Hotel Majapahit to realize the idea. From the Majapahit Hotel the library obtained old photos in the form of buildings, roads, stations, trams, etc. For description related to the photo, the library asked the Majapahit Hotel. The Petra Christian University library also collaborated with painter Liem Keng, he was a sketch painter of historic buildings in Surabaya. This painter Liem Keng is very good at explaining all the descriptions of the sketches he described. And now the library is doing a black and white written collaboration with Surabaya Tempo. In the past, the library was given access to access the web from Surabaya Tempo in the past and can download it so that it can be processed by the library and given the source of the acquisition. And the reason for the library in collaboration with Surabaya Tempo used to be because Surabaya Tempo used to have many communities in it.

**These Seven.** PETRA e-PAPERS begin with the dictates made by Petra's lecturers. These e-Papers come from papers received by Petra Christian University Library, and if there are lecturers who make material at a seminar, workshop, or conference then the material is submitted to the library to be processed into digital collections. The acquisition of e-Papers is at least 1 piece every month, and there is no statistical change.

The processing of all collections in the village is processed directly by the Petra Christian University library by staff or employees assisted by apprentice students. But for students only limited to data entry and providing keywords without giving a subject because they are not students in the library department. Difficulties in this processing process are verifiers who are only one person and he is also not only a village information verifier but all the collections he digitized are also verifying. And now the priority is the independent uploading thesis, but for the village digital data collection information the information is still done and verification after the priority is completed. The process of publishing from local village content information is all through the dewey.petra.ac.id library website except iPosters, whose publication is through DiVO in every corner of the campus.

## 4 CONCLUSIONS

After conducting research on the local management of information village content in the Petra Surabaya University Library, the researchers concluded that:

Local content is created in the library itself, such as thesis, thesis, final assignment, scientific work of both lecturers and local students. Local content mostly comes from college libraries, and the existence of this local content is usually accompanied by open access (open access). With the existence of this local library content is a form of the development of library collections and from the local content there are also many interesting things to be reviewed and explored further

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