

INNOVATION “LIB TALK” IN SERVICE STUDENT TO IMPROVE KNOWLEDGE BASED IN DISTANCE LEARNING SITUATION

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Abstract

The purpose of this study is to explore the digital application Zoom, which provides consultation online from the Open University library to assist students in searching for and finding their references. The activity is called Library Talking with abbreviation “Lib Talk” that created since February, 2023. The librarians offer knowledge and consultation as a part of Open University students to support their studies. This study examines the impact of student services on successfully obtaining and finding for references to support their studies at the Open University. The research used survey method to gather preliminary finding in the effectiveness of “Lib Talk”. The result The results show that most of sample believed that Lib talk help them to finding and searching their reference. Through "Lib Talk" action, student felt helpful and know how to finding and searching their reference in support their study. Awareness of the Live Talk action should be frequently act not only once a week but also regularly action in some subject and level. It is believed that the finding of this research will provide a better understanding of the role of digital communication in building knowledge based in finding and searching in the academic community in supporting distance education, as well as provide insight for other educational institutions that wish to improve accessibility and use of technology in distance education.

Keywords: Distance learning, zoom, library, open University Indonesia

1 INTRODUCTION

In the contemporary educational landscape, technology and digital communication tools have become essential in facilitating access to resources and support for students in study. This condition brings new paradigm in library to support student study because of the main function of the library is to fulfill students' information needs (Adji, 2023). Digital library facilitate the student and lecture to collect academic information such as documents, images and databases in digital format with quickly, precisely and accurately (Adji and Susetyo, 2019). Digital library is not always focus on digital object or format but also electronic documents (replace printed forms) and digital artifact (Adji, 2023). This is situation bring change situation that This digital library cannot stand alone, but is linked to other sources and its information services are open

to users throughout the world. This argue support by Pendit (2007) that digital library is a collection as a service that utilises information networks. Because of this situation, technology and digital communication tools are essential to boost digital libraries as new trends and play a role in academic situations.

Therefore, the librarian plays a role in raising awareness of the main function of the digital library itself by giving users a way to use it. The librarian should push the users to be information literate. Students who are literate about information are users who know when they need information and can find information, evaluate it, and use the information they need effectively and ethically. In order to accomplish these goals, each of library created innovations to disseminate of digital library too the users. One of innovation that Open University Indonesia (Universitas Terbuka) created through *Universitas Terbuka* (UT) library was Library Talking with the abbreviation “Lib Talk”. This program offers academic endeavors for searching and finding sources of academic through digital library for students. Librarian offers knowledge and consultation of searching for an academic purpose for study as a part of supporting students studies. Lib Talk offer solution for more than 500.000 students that UT have (UT Website, 2024). This program helps UT students which disparate in all of provinces in Indonesia and several countries.

Lib Talks started in February 2023. the program itself has already been implemented more than 54 times and has given solutions to hundreds of students of UT through consulting action in Lib Talks. Libraries are no longer mere repositories of physical books; they have transformed into dynamic learning hubs offering a diverse range of services and resources designed to meet the evolving needs of their communities (Corrall, 2015). Furthermore, the librarian understands that technology plays a pivotal role in this transformation, enabling libraries to extend their reach beyond physical boundaries and provide equitable access to information for all (Godfrey, 2015). Technology has revolutionized the way libraries deliver services, enabling them to provide personalized support and engage learners in new and innovative ways (Schmidt & Darby, 2016). Virtual reference services, such as chat, email, and video conferencing, have emerged as valuable tools for connecting librarians with remote users and providing real-time assistance (De La Peña McCook, 2011).



Figure 1. Flyer sample of Lib Talk on Instagram

UT use many technology to support distance learning system. They used not only for education purpose but also and management systems. For instance, virtual meeting use Zoom, gmeet and Microsoft team. They use it not only for academic purpose (teaching and learning) but also management purpose. Universitas Terbuka Library as library institution in UT use Zoom apps for disparate information about reference. Association of College and Research Libraries (ACRL) mention that service library for distance learning is to serve library to support university programs offered away from a main campus, or in the absence of a traditional (face-to-face) campus. Librarian understand that is importance use technology to serve library to support academic environments. It should be understand that the characteristic of students in UT which they are spread across several regions, so providing information is not easy to access. This is one of the reason why Universitas Terbuka Library consider to open a digital library approach.

Zoom is the famous application of video conferencing not only in Indonesia but also around the world. These video conference apps have been popular since they first launched. In the first month of launch over 400,000 people signed up. Its popularity continued to grow since then and booming since the beginning of the COVID-19 pandemic in 2020 (Matthew, 2024). Zoom apps is perfectly facilitate online video meeting for people meet and chat in worldwide and now facilitating a staggering 3.3 trillion meeting minutes annually. Its mobile app remains a powerhouse, boasting 81.48 million downloads in just six months of 2023. In this application, we can communicate directly with anyone via video. This application is not only used for cheat chat or social activities in pandemic but can also be used for word (office activities) and

education purpose such as learning activities which situation bring indeed suitable for use as a learning medium. Many of various advanced features provide in Zoom App and it help people to explain material or content through presentation display features, and chat features help to clarify what is left behind. Zoom Apps provide free meeting with forty minutes and no time limit if user paid.

The findings of this research hope to advocate for the continuous implementation of such digital initiatives, not only on a weekly basis but also integrated into various subjects and academic levels. The ongoing evolution of digital communication in education underscores the importance of adaptability and innovation in meeting the diverse needs of learners. By understanding the role of programs like Lib Talk, educational institutions can better leverage technology to improve accessibility and support in distance education. It should be checked and validated how the program involves work to support the academic environment through this paper.

2 METHODOLOGY

In order to determine the research's uniqueness, the mix method was employed. A total of 125 individuals have enrolled in this study, signifying their participation in the "LIB Talk" initiative since February 2023. Upon their enrolment, individuals receive a survey scale from the administrator. This indicates that 125 people are actually familiar with the program. On a scale of 1 to 5, they provide comments and feedback on a number of different aspects. General remarks are also provided as extra feedback. In order to identify recurring themes and participant concerns, the analysis consists of a quantitative review of the ratings and a qualitative evaluation of the comments.

3 DISCUSSION AND FINDINGS

Researchers are able to examine the survey results from those who attended the "LIBTALK" event based on the information supplied. The response data consists of participant ratings and comments, which might provide insights into their experiences, levels of satisfaction, and suggestions for improvement. First of all, the data shows that they are good and very good scale in the event of LIB TALK as feedback. These ratings reflect the overall satisfaction levels of the participants with the program. Most participants rated the program positively, indicating that they found it beneficial and helpful. This finding was supported by Adj (2023) who mentioned that there are several channels provided in digital libraries in support of effective learning and fulfilling the Information Needs of UT students. It's shown by comments from

participants which offer valuable qualitative insights into their experiences and suggestions for improvement. These comments range from expressing gratitude for the opportunity to gain knowledge to providing constructive feedback on areas that need enhancement. Some participants highlighted the importance of clear communication, engaging presentation styles, and interactive sessions for effective learning experiences.

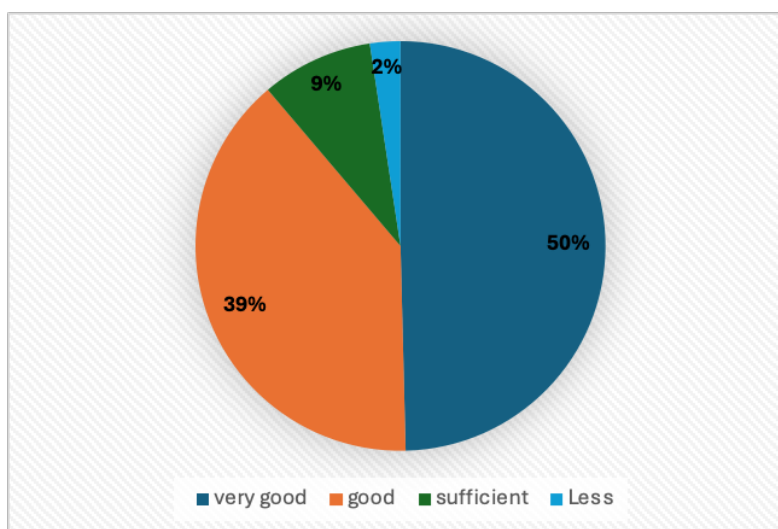


Figure 2. Feedback of Lib Talk Program.

The majority of participants rated the event as "Sangat Baik," suggesting a high level of satisfaction. Not only the scale analyse said that but also most of comment said it wonderful and very helpful. One of the comment from the participants said that *"this is truly helpful for us, in specialise for library major for asking about library. As a new student, I can see how to be librarian"*. Other percipients said that *"Fabulous, it's giving insight for us references"*. The data revealed that Lib Talk succeeds at providing personalised consultations, demonstrating that librarians play a key role in improving students' research abilities and capacity to find and use academic references.

Other finding show that there are engagement and interaction in Lib Talk. The data indicates that participants appreciated the interactive nature of the program, with some suggesting more opportunities for engagement and hands-on practice. Engaging participants through interactive activities and discussions can enhance learning outcomes and foster a sense of community

among participants. Furthermore, participants highlighted the value of the program in expanding their knowledge, enhancing their understanding of relevant topics, and providing practical insights that can be applied in their academic or professional pursuits. The positive impact of the event on participants' learning and development is evident from their feedback and engagement levels. This result is consistent with the standards set forth by the Association of College and Research Libraries (2008) for open distance learning libraries. These guidelines state that these libraries should: 1) support academic programs; 2) meet the needs of all students in completing assignments; 3) meet the needs of teaching and research; 4) support curricular needs; 5) facilitate the acquisition of lifelong learning skills; 6) accommodate students with varying levels of technology access (i.e., low bandwidth); and (6) accommodate the information needs of the distance learning community as appropriate.

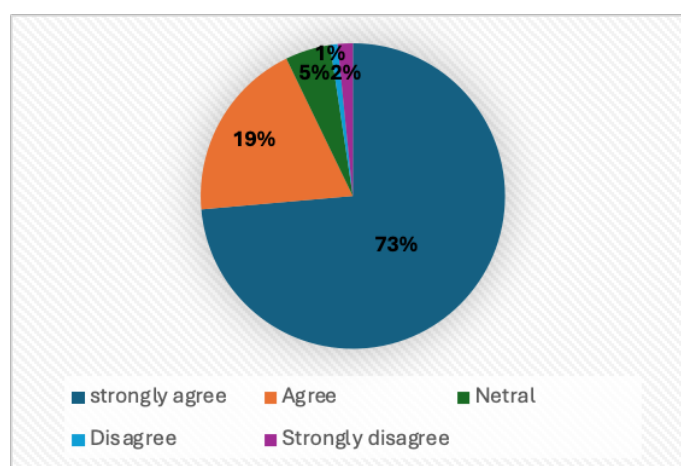


Figure 3. The Utilise of Lib Talk Program

Furthermore, there is suggestion for improvement that mention in feedback. The data show that participants also offered suggestions for improvement, such as extending the duration of the event, providing clearer audio and visual materials, and sharing session recordings for future event. It can be seen across different comments made by the majority of participants at the end of the a survey. For instance, one comment from a participants said that *“I suggest that LIB TALK is to be longer because the content and material is very exiting and helpful”*. The most of comment concluded that most of suggestions can help organisers enhance the quality of similar events in the future and address any shortcomings identified by participants. However, While the overall feedback was positive, there were areas identified for improvement, such as

technical issues, timing considerations, and clarity of communication. Addressing these areas can help Universitas Terbuka Library enhance the quality and effectiveness of future events, ensuring a more engaging and productive experience for participants.

4 CONCLUSION

In conclusion, the feedback data obtained from research provides useful insights regarding event successes and potential for improvement. Universitas Terbuka Library can design more impactful, engaged, and customised sessions that better foster continuous improvement and guarantee the event's long-term success and effectiveness to meet students' needs and expectations by utilising and putting all of the feedback to better use in future event design and delivery. Furthermore, recommendations for future events are needed. Based on the feedback received, organizers can consider incorporating more interactive elements, extending session durations, improving audiovisual quality, more in-depth discussions and interactions, more interactive elements like quizzes or group activities and providing post-event resources to enhance and foster active learning for students the overall learning experience. By implementing these recommendations, organizers can better cater to the needs and preferences of students in future events.

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