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*Universitas Terbuka:*
*A Journey toward a Leading Open and Distance*
*Education Institution 1984-2008*

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# Universitas Terbuka Library, from Conventional to Digital

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## Introduction

The presence of a library as a learning source in an educational institution is a must. UT library has been established since as long as the establishment of UT as a distance education institution. At the beginning, it was a part of Educational Media Production, Informatics, and Data Processing Center. This Center, based on the Letter of Decision from Minister of Education Number 0470/0/1992 about UT Statute, was then developed into three Centers, namely Computer Center, Multi Media Production Center, and Library. With the recent change into UT new structure in 2005, the name of UT library was changed again to become Library Service Center called *Puslata* (*Pusat Layanan Pustaka*).

*Library service center building*

Considering several barriers in giving services to students spreading throughout Indonesia, UT library was designed only to fulfill the needs for learning material development services and general services as a distance education institution. In accordance with this function, the library focuses its collection on subject matter relevant to the development of UT learning materials and to enrich distance education literature.

Students living near UT Head Office can use the library services by reading the library materials on site, while those living far from Head Office can use services of other libraries available near their residence, such as library service from local state higher education institution. Since the establishment of UT, several local libraries have given special rooms for UT students called UT corner. The room can be used by the students as a learning place or a

discussion place. Since the frequency of students' attendance at that time was not significant, the corner was merged with the reading room for other readers.

# Networking

As a distance education institution, UT library does not operate by itself. Networking is a key success for UT library. Therefore, since the beginning, UT library has established networking with other state higher education institutions all over Indonesia. Consequently, UT students can have access to the library near to their places. It has also established networking with the national library collections in regional areas.

As a state higher education institution library, its activities have referred to library programs conducted by Directorate General of Higher Education. Therefore, UT library was involved when the Directorate General of Higher Education worked on Project for Higher Education Development funded by foreign aids in 1988. One of the important components of the Project was Coordinating Unit for Library Activities (*Unit Koordinasi Kegiatan Perpustakaan* or *UKKP*). This Unit has been established as government effort to develop a library network for state higher education institutions in Indonesia. Through the network, there is possibility to jointly use the state higher education institution libraries, and then *Pusat Layanan Disiplin Ilmu (Pusyandi)* or Centre for Scientific Services has been established. Through *Pusyandi*, it was expected that the library service can be optimized. Students from different higher education institutions can get similar services available through this library networking. The collection development center is managed in accordance with *Pusyandi* center. Other higher education institution libraries can use the collections developed by *Pusyandi* libraries.

There were eight state higher education institutions to be developed as *Pusyandi*, while others were expected to be members that can use the collections

developed by *Pusyandi*. The state higher education institution libraries developed as *Pusyandi* are expected to deliver the information of new collections they have developed. UT library, which is not a member of *Pusyandi* networking, can use the collections developed by those eight *Pusyandi*s, either through the internet or facsimile. The purpose of this networking is to have opportunities to develop a service system among libraries. The eight *Pusyandi*s are describe in Table 1.

Table 1. The Pusyandis

| No. | Higher education institution | Subject matter developed |
|---|---|---|
| 1 | University of Indonesia, Jakarta | • Law<br>• Arts and Humanity<br>• Library, Computer, and Information |
| 2 | Bogor Agricultural Institute | Agriculture |
| 3 | Institute Technology of Bandung | Technology |
| 4 | Bandung Institute for Teacher Training and Educational Science | Education |
| 5 | Gajah Mada University, Yogyakarta | • Social Science<br>• Basic Science<br>• Economics |
| 6 | Indonesian Arts Institute, Yogyakarta | Culture and Arts |
| 7 | University of Airlangga, Surabaya | Medical and Health Sciences |
| 8 | Institute of Technology, Surabaya | Marine technology |

UT library along with other five higher education institution libraries were among the first libraries to be the member of *Pusyandis* networking (Directorate General of Higher Education, 1991). Those libraries were Padjadjaran University Library, North Sumatra University Library, Hasanuddin University Library, Jakarta Institute of Teacher Training and Educational Science (now State University of

Jakarta) Library, and Malang Institute of Teacher Training and Educational Science (now Malang State University) Library.

To facilitate the work of library networking, UKKP developed  library automation programs. Through the automation, data processing in the library was operated using computer. UKKP uses  automation program developed by UNESCO, called CDS/ISIS. This program was developed for automation of libraries in developing countries so that the program could be used for free and could be developed as needed. UKKP conducted training for the library staff of state higher education institutions to become system managers for library automation. Apart from giving software and staff training, UKKP also provided hardware, such as computer programmed with CDS/ISIS and facsimile machine.

With the provision of the software and hardware, all libraries of state higher education institutions, *Pusyandi* or its members, have to implement library automation.  In 1994, UT library cataloging system was retyped in CDS/ISIS format. Since 1995, all of UT library catalogue has been stored in the data center. With the development of LAN network at UT, in 1996 library collections service can be accessed by LAN (intranet) and internet.

In 1996, UKKP activities began to decrease, due to the ending of the World Bank project.  Several libraries started thinking about how to maintain the network.  Several libraries in Central and East Java then initiated to develop a cooperation forum for state higher education institution libraries, called *Forum Kerjasama Perpustakaan Perguruan Tinggi Negeri (FKP2TN)* or Partnership Forum for State Higher Education Institution Library. Because of a technical problem, the membership of FKP2TN was limited to state higher education institution libraries located on the island of Java. Initially, membership of FKP2TN was limited to state higher education institutions under the Department of National Education. However, because of the demand of several IAIN (State Institute of Islamic Studies) libraries, the membership was extended to include state higher education institutions within the Ministry of Religion, such as UIN (Islamic State University), PTAIN (State Higher Education of Islamic Studies), or

IAIN (State Institute of Islamic Studies). One of the aims of this forum was to increase the fulfillment of information need for library member, and to increase the human resource quality for library member (Aslam, 2004). In 1996, UT library joined the FKP2TN.

FKP2TN was the most strategic forum for UT in increasing the library service for its students. As the member of the forum, UT students can use the state higher education institution libraries available near their places of residence, both those libraries within the Ministry of Education and Ministry of Religion. FKP2TN conducted an annual member coordination meeting in turn. UT library was the host of FKP2TN Member Workshop in 2001.
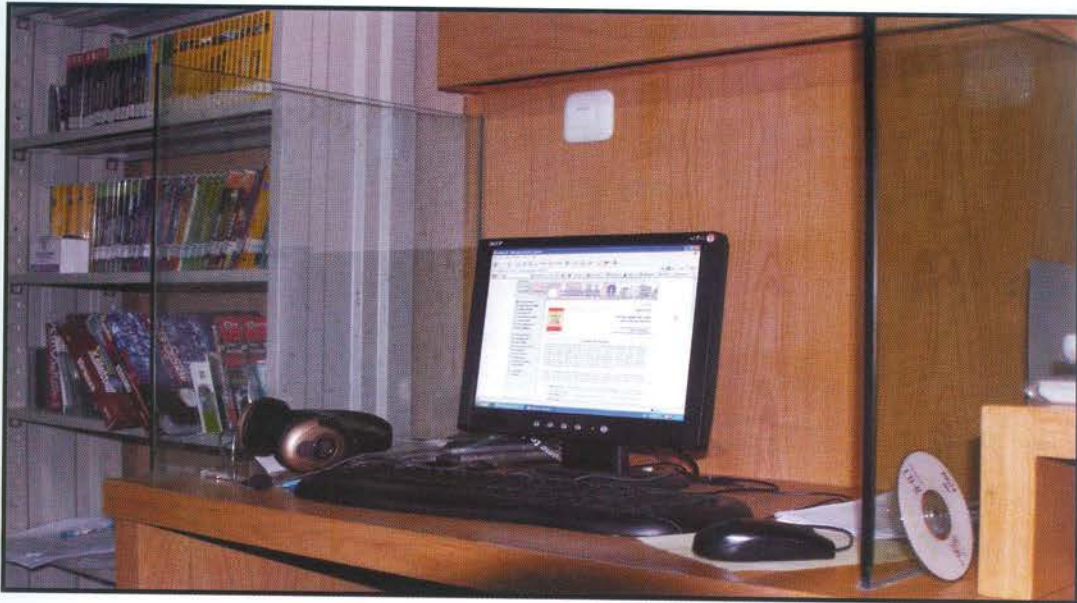
# Becoming Digital Library

Digital library or virtual library is information networking which has activities to integrate all kinds of library services in a digital or virtual coordinating organization so that it becomes widely distributed information through a communication network of global internet.

The strengths of digital library compared to the conventional library are as follows.

- Access by users: wherever, whenever, easier, and faster.
- Collection materials: available in various formats (printed, audio/video, and digital).
- Information source can be used broadly, either using its own source or other libraries through internet networking.

*Digital Library can be accessed via UT Online*

Several reasons for UT in developing digital library:

- The huge number of UT students.
- UT students spreading throughout Indonesia.
- Distance learning system.
- Difficulty in communicating conventionally with students.
- As an institution, UT has to deliver academic and other information services fairly to all students.
- The strategic role of library as an information source in globalization and information era.
- Various information, in all kinds of format, such as textbook, journal, proceeding, magazine, video, cassette, CD, and microfiche.
- To achieve the UT vision as a centre of excellence in information dissemination in open and distance education.

UT digital library has been developed over a long period of time, in accordance with the development of UT infrastructure in data networking. In

1996, UT started to develop virtual networking. Its Computer Center and Media Research Center conducted trainings to its staff in order to develop a web-based system for UT. From the training, each unit at UT was expected to develop a website containing information related to its units. The staff of UT library also participated in the trainings. At the same time, libraries in all over the world developed what was called digital library, virtual library, or electronic library. As a university library which has students spreading throughout Indonesia, even abroad, UT has been challenged to develop an electronic library. It has actively sent its staff to participate in trainings and seminars related to digital or electronic library conducted by several institutions outside UT, such as University of Indonesia, Bandung Institute of Technology, and the Indonesian Academy of Sciences (*Lembaga Ilmu Pengetahuan Indonesia* or LIPI).

The development of information and communication technology has supported and enhanced the development of digital library. UT plan to develop mini library in each Regional Office has been moved to the development of digital library since the cost can be potentially cheaper and more efficient.

One of supporting factors in developing digital library was the automation of catalogue collection process, since UT library catalogue has been programmed in CDS/ISIS and stored in a data base. The problem was at that time ISIS could not access through the internet. Experts from abroad and Indonesia, then developed ISIS under windows program so that the catalogue can be accessed via internet. After that, UT library transferred CDS/ISIS 3.07 version into windows program and then developed digital library. In 1998, its catalogue can be accessed via internet. In the same year, in an Asian Association Open University (AAOU) meeting at Hong Kong Open University, there was an agreement to make a library network among the AAOU members. However, that idea was not yet realized, it was only an information exchange among the members by electronic mail.

Even though its format was still elementary, UT library information can be accessed through UT website since 1999. The UT library has also developed

general information about UT and put it into the website. In 2000, it started to digitalize parts of its collections, especially local content materials, such as research collection in distance education and thesis or dissertation from UT staff which is related to distance education.

Copyright became a problem in digitalizing the collections. A break though was needed to cover the problem. An effort which can be done was permission from the writers of research reports, theses, and dissertations to be digitalized. Such effort had positive responses from UT academic staff since there were easy permissions from them to digitalize their research reports.

At the same time, ITB sponsored the establishment of Indonesian Digital Library Network (IDLN), and UT library becomes a member of IDLN. As a member, it can put the digitalized collection into IDLN.

Beside local content materials, UT library also digitalized abstract, table of content of the journal and book collections. Since 2004, it also digitalized UT learning material. Next, it also digitalized audio video collections. Other collections were brochure, photos, newspaper clipping, and documentation related to distance education.

Through digital library, UT library is trying to develop online services for the following materials:

- Catalogue, including table of content and abstract of journals.
- Research, theses, and dissertation findings (abstracts and full texts).
- UT learning material.
- Learning material supplement.
- Literature trace related to material used in writing UT learning material.
- UT general information.
- Distance education information.
- Online catalogue.
- Photocopy service at a distance.

# Human Resource Development

At its establishment, UT library did not have librarians. In cataloging its collection, UT was assisted by part timers from other libraries around Jakarta. Library service was made available by administrative and academic staff from four Faculties of UT. In line with the increasing collections, the broadening of subject matter, and the users' demand for services, professional librarians therefore were needed. However, the problem was that there was on recruitment opportunity for librarians since UT concentrated on academic staff recruitment needed by the Faculty. To overcome this problem, UT has sent academic staff from its library to participate in continuing education programs or taking the second bachelor degrees in library sciences.

Director General of Higher Education (*Dikti*) through UKKP provided opportunities to library staff from several state higher education institutions in Indonesia to study library sciences at the post-graduate (S2) abroad, undergraduate, or diploma 2 levels. In 1988, UT library sent two of its staff to study library science at the post-graduate (master's) program in the United Kingdom. Several years later, UT sent additional two staff to participate in further education in library sciences for a double degree at the University of Indonesia (UI), and three staff to take a Diploma 2 in library science at Bogor Agricultural Institute. In terms of formal education, UT paid tuition fees for staff studying library science at UI (S1) and at Universitas Pajajaran taking Diploma 3 in computer science. In 2001, UT gave opportunity for a staff member to study library science at UI. They then become the main staff for further development of UT library.

Beside formal education, UT library also sent its staff to participate in training programs and courses for librarians focusing on library management funded by *Dikti* or on library application program funded by UT. The training funded by UT was usually related to training for digital library development.

Every year, UT allocated funding to increase human resource quality, usually in the form of internship, seminar, or workshops.

However, until 2001, UT did not have functional librarian staff. Those who have formal education in library science, since they have background as academic staff, tend to choose their career in functional academic position while those administrative staff who have had participated in library science (Diploma or S1) choose their career in administrative positions.



In 2001, UT library had four formation for librarian functional positions, two person for S1 and three for D3. However, after selection process, those from S1 were not accepted, therefore only those from D3 were accepted as new library employees to fill librarian functional positions. Those were the first librarian UT has ever had. In 2004, again it has a formation for librarians (S1 and D2). The applicants from S1 were not accepted since they were the same applicants who have been rejected before. Finally, UT library only accepted two applicants from

D2 library graduates. Therefore, until now UT library has only five librarians (three of them from D3 and two of them from D2). The rest was administrative staff and academic functional staff who based in the Faculty.

Besides that, UT library also have human resources who has developed special skills in journalism. UT library which at the beginning was called Educational Production, Informatics, and Data Processing Centre, has a task to publish a magazine as communication media between students and UT. For the task, UT coordinated with *Yayasan Himpunan Masyarakat Pecinta Buku (Himapbu)*, an NGO which has activities in reading interest development. At first, the magazine was called *Mandiri*, however since the permission from Ministry of Information was not issued, therefore it was published temporarily under the name of *Paket*, or camouflaged as *"Paket Belajar Mandiri"* in order to be available for UT students. It was published in May 1985 and had a good response, as it was proved by the reprinting of the first and second editions with the publication volumes of 15.000 copies.

In 1985, *Himapbu* was dismissed and some of its staff became UT staff who was placed in library. *Paket* experienced ups and downs. Production cost was not covered by UT anymore and consequently it was not published regularly. In 1987 *Paket* tried to have partner. The management of *Kartini* magazine then became partner in order to keep it published. By having partnered with *Kartini* magazine, the name of *Paket* was changed to become *Kampus* and used as student magazine which was broadly published not only for UT students but also for other conventional campus students. *Paket* staff that had been the UT library staff moved to Kartini office in Jalan Garuda, Jakarta Timur.

The publication of *Kampus* was similar to *Mandiri*. Ministry of Information did not issue the permission. The cooperation with *Kartini* was over, *Paket* finally was ended in 1988. *Paket* staff who had been working at *Kartini* office was moved back to the UT library.

The need for communication media was still felt important, therefore *Suara Terbuka* magazine was published as an internal communication magazine among

UT staff in Head Office and in Regional Offices. The first edition of the magazine publication in March 1989 was completely used as media for dialogue among UT staff. Through this media, UT staff can give critics and have dialogue with UT decision makers openly. Since 1994, *Paket* staff, apart from publishing *Suara Terbuka*, has had a new task to publish *Komunika* magazine, acronym from *Komunikasi Universitas Terbuka*. The magazine, which was first published in 1994, has served as communication media among UT students and between UT and the students. To increase the knowledge of library staff who manage the magazine, UT library has sent its staff to attend various training programs in journalism. In 1999, both magazines was no longer managed by the UT library. However, some library staff stayed as the management for the two magazines.

Apart from the publication of some communication media managed by UT itself, in order to improve services to students, UT has also developed cooperation with several local and national newspapers. For instance, UT has cooperated with *Harian Umum Pelita*, either to publish written tutorial materials and or to deliver information to students. For the same need, at the beginning of 1990, UT cooperated with *Tabloid Mitra Desa* in Bandung. Among local newspapers which have cooperated with UT, *Mitra Desa* has been the most effective media of communication, either among students or between UT and students. This magazine has regularly contained both news of UT and written tutorials given by UT staff to students.

# Development of Library Collections

As mentioned above, UT library at first was designed to support the availability of library materials for course writers and UT for staff in designing distance education system which at that time had no model to replicate in Indonesia. At its establishment, UT started to develop several study programs which were in great demand by the society. The development of library collections focused either on subject matter in these study programs developed

by UT to for support learning material development or on collection related to distance education.

Entering the third year, many more study programs were offered by UT. Library collections also developed accordingly. During these years, academic staff felt the need to perform three fundamental functions of the university (or so called *Tri Dharma Perguruan Tinggi)*, namely teaching, research and community services. Because of the increasing demand for library services, UT library needed to develop its collections in various subject matters, not only for the need of writing learning materials and distance education management, but also for the needs of students, researchers, and UT staff.

In 1999, UT formulated its vision to become a center for excellence in the delivery, research, and information dissemination of open and distance education. In accordance with this vision, UT library also focused itself on the development and information dissemination of open and distance higher education. Library materials related to this vision was expected to be made available abundantly. This effort has lead to the development of UT library to become digital library.

## Library Office

UT library has moved several times. At first, it was allocated a space in the second floor at UT Head Office at PSB IKIP Building in Rawamangun, Jakarta Timur. When UT Head Office moved to Pondok Cabe in September 18, 1985, the library office also moved too. At first, it was allocated a space which is now called Operations Room in *Gedung Umum* (General Building). All of University administrative activities focused in this building. Not long after that, *Gedung Rektorat* and *Gedung Umum* (now called *Gedung Lembaga*), was ready to use. Rector and Vice Rectors moved to Rectorat Building (*Gedung Rektorat*) while *Biro Administrasi Umum dan Keuangan* (General Administration and Finance

Bureau) moved to General Building (*Gedung Umum*). In 1988, the Library moved again and it was broaden to become a half of the first floor.

In 1991, the Learning Materials Distribution Center (now called Learning Materials Service Center) moved to a new place. UT library was placed in the formerly Warehouse Building of the Distribution Center, which at that time had been developed to have the second floor. It occupied a half of the first floor in the area of 450 m2. In 1997, UT was allocated a project by the Directorate General of Higher Education (*Ditjen-Dikti*) for library building in the area 2000 m2 (four floors). However, the monetary crisis in Indonesia made the building development was ended abruptly and it then continued in 1999. In 2000, it moved again to a building which was designed specially and permanently as a library building so that it was easier for it to focus on developing library programs, especially in order to support the achievement of UT vision and in accordance with its name, *Pusat Layanan Pustaka* (Library Service Center).

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