

## Research Zone Services Inthe Library: Towards A Collaborative Partnership Librarian and Users

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**Abstract:** In the research activities, librarian can be part of research. All of academicians in the college or university are users, but actually useful for lecturers and students because they have responsibility to make a research. Information technology development makes 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 academicians 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, librarians are required to have 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 Tinggi* is:

- 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 provide new 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 make a research. And then, the library is not only old bookstore but also comfortable place for research.

STIE Perbanas Surabaya Library is college library. There is much 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

can give to users and the librarian always searches information about necessary users. The research librarian's role has transformed to the extent that it is much more integral to the work of the researcher [4]. Librarian services to researchers suit to type of researcher.

Information technology (IT) development in the world makes a big change. IT development has impact for information era. And then, library is one of effect receiver. Library and librarian have to adaptation with it. However librarian must be careful, if librarian can't adapted with technology development, the users may be left the library. Librarian have to innovate in manage their library. There is an advantage and disadvantage of the information technology development. For example, librarian can manage and share all of information to users, in the other hand the disadvantage is users can be feel easily to get all of information, so the users no need the library. The library will be the quiet place. According to Asosiasi Penyelenggara Jasa Internet Indonesia [5] said 136, 2 million peoples in Indonesia has been connected to the internet. It means, the people literate with internet or the other side with easily to connect with internet, the people have a chance to make information and get the information from internet. Nowadays, the people have been easy to get gadget and connect with internet. But easy to get information and connect to internet, not means the people have a skill to filter the information. Where is good information and where is bad information that ready to consume. The librarian has to catch opportunities and be strengthens. The librarian can be create something to serve the users has connected to internet. And that is responsibility of librarian, collect and manage all of information from internet because in the internet all of information not always true.

Librarian and users are two interrelated and interdependent on each other. Librarian is information manager who provide information for user. According to Wulandari [6] as an information manager, librarian has authority to plan, organize, managing, regulate and directing to reach the goal. Users are customers of information. Nowadays is very easy to get information, because internet makes all of activity become easy, actually to find information, the user no need library. All of they want just a "click" and then the information in the hand. Internet not only provides scholarly information but also trash information. But, librarian comes to users and provides convenience to find information and then the user not confused to get the scholarly information to their research. Because librarian have many information to help them.

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.



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



Fig. 2: e-journal subscribe

- STIE Perbanas Surabaya online journal
- E-book
- 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,
- Books
- Indonesia Accounting Symposium
- Indonesia Capital Market Directory (ICMD)
- Bank Indonesia publishing
- Newspaper : JawaPos, Kompas, Investor Daily, Bisnis Indonesia, The Jakarta Post, Republika
- Magazine : Harvard Business Review, Investor, SWA, Marketing, Info Bank, etc.
- 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/>).



Fig. 3: Library Website ([library.perbanas.ac.id](http://library.perbanas.ac.id/))



Fig. 4: Institutional Repository ([eprints.perbanas.ac.id](http://eprints.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 consultant 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);



Fig. 6: Online presence activity for individual consultation service

- 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

Academic Year	Journals	Students	%
Sep 1 <sup>st</sup> , 2016 – present	279	2913	9.58%
Sep 1 <sup>st</sup> , 2015 – Aug 31 <sup>st</sup> , 2016	677	2946	22.98%
Sep 1 <sup>st</sup> , 2014 – Aug 31 <sup>st</sup> , 2015	575	2980	19.30%

Table 2: Access to thesis collection

Academic Year	Thesis	Students	%
Sep 1 <sup>st</sup> , 2016 – present	779	2913	26.74%
Sep 1 <sup>st</sup> , 2015 – Aug 31 <sup>st</sup> , 2016	4288	2946	145.55%
Sep 1 <sup>st</sup> , 2014 – Aug 31 <sup>st</sup> , 2015	1873	2980	62.85%

Table 3: Access to ebsco online journal

Database Name	2015	2014
Business Source	1176	3414
eBook Collection	595	694

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

2016	2015	2014
984	962	921

**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 academician 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.

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