The Role And Competence Of Library Administrator In The Era Of Digital Information

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ABSTRACT

The library is one of the institutions providing information services. With the entry of information technology into a demand for library administrators to change their role and further improve competence. This research is a study conducted in the Special Region of Yogyakarta Indonesia. The informants used in this study are people who are competent in the field of libraries and digital information, data collection techniques through direct observation, interviews with predetermined informants, data were analyzed descriptively qualitatively with the Miles and Hubberman model, namely data reduction, data display, and conclusion/verification.

The results of the study stated that in this digital information era there was quite a drastic change in the roles and competencies of librarians. Changes in roles include: (a) creative information presenters; (b) as an information consultant; (c) as educators; (d) as a researcher; (e) as a companion; (f) must be more active and critical of information; (g) willingness to always learn new things. Changes in the field of competence include: (a) Technology Skill and Network Management; (b) Media Management Storage and Retrieval; (c) Management and Leadership; (d) Business Development; (e) Information Skills; (f) Communication and Customer Care; (g) Personal Behavior.

KEYWORDS: Role of Library Administrator, Competence of Library Administrator, Digital Information.

I.   INTRODUCTION

The development of Information Technology is currently very influential in various fields of life. The development of this technology has a considerable influence on behavior change in both the public and private sectors. In the government bureaucracy, e-Government appears, for example, namely: E-Government aims to form a government service system that is more, easier and faster by using internet sites, thus accelerating the dissemination of information to the public. E-Government is an activity carried out by the government using information technology support in providing services to the public (I Made Yudhiantara, et al. 2019)

Due to the rapid development of information and the rapid advancement of information technology, in addition to the adaptation required in the bureaucracy, it must also be adapted by a library administrator. Library administrators must have expertise and competence in accordance with their fields in order to provide excellent and valuable service, which is in accordance with the vision and mission of the organization. The vision of the university library is to become a superior library based on information technology, while its mission is to be able to provide the best service, and have superior products to compete and develop the continuity of library operations effectively and efficiently, and is characterized by the diversity of types of collections owned both in the form of print and electronic, website-based services, have links with other libraries both nationally and internationally.

In the past, a librarian was someone who worked in a library and helped people find books, magazines and other information. In the 2000s, librarians began to help people find information using computers, electronic databases and Internet search tools (S.Manaf, 2020). Information and communication technology on the one hand raises deep concerns for the existence of libraries. With the internet, it has changed the paradigm of information retrieval. Users no longer need to come to the library because it is enough by providing a computer and a modem, users can access information wherever they are. This problem is of course also a challenge for a library administrator how to keep the library from being abandoned by its users. From the above background, the researcher is interested in raising the topic of research on the Role and Competence of

Library Administrators in the Digital Information Age.

II. RESEARCH METHOD

This study uses a qualitative method. According to Prastowo (2011), the qualitative method is a systematic research method used to examine or examine an object in a natural setting without any manipulation in it and without any hypothesis testing, with a natural method method where the research results are not generalizations based on the size of the quantity but in the form of meaning (in terms of quality) of the observed phenomena. It is further said that Starting from the above understanding, through this research, poverty reduction policies will be analyzed from the aspects of implementing institutions, program aspects and funding aspects of poverty reduction policies. Based on the policy analysis, an alternative model of poverty reduction that is projective in the future can be drawn up. (I Made Yudhiantara, et al, 2021)

This research was conducted by extracting in-depth data about the role and competence of library administrators in the digital information era that occurred in the Yogyakarta region, Indonesia. Data were collected through interviews, observations and questionnaires. The data analysis technique used in this study follows the data analysis of Miles and Hubberman (1984), namely data reduction, data display, and conclusion drawing/verification as shown in the figure below:

Figure 1: Qualitative Data Analysis: Interactive Model
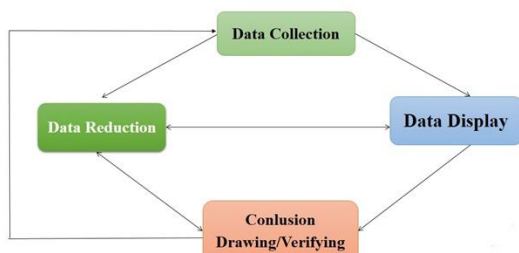
Source: Miles and Hubberman (1992) .

Activities in qualitative data analysis are carried out interactively and take place continuously until complete.

III. LITERATURE REVIEW

Competence is defined as knowledge, skills and core values reflected in habits of thinking and acting. Another meaning of jurisdiction is the specification of a person's knowledge, skills and attitudes and their application in work, in accordance

with the performance standards required by the court. Meanwhile, the role of the library administrator is to help users to obtain information from a directed way as information retrieval can be effective, efficient, effective and appropriate. time. With the development of information, the role of technology librarians is further strengthened so that they can work as partners for information seekers. As a traditional function, librarians can search directly for information and responsible information.(S.Manaf,2020)

According to Hermawan, Rachman (2006:57) a library administrator must be able to compile, implement and realize, then make improvement efforts to achieve results that better evaluate library programs, and be able to analyze the results that have been good. Besides, in many ways a library administrator plays various roles (multiple roles) The role of library administrators is very important, because they can manage the allocation of resources for their development, are able to deliver services to users as satisfied as possible, are able to meet all the necessary infrastructure and equipment, and they are the determinants who can anticipate various images and imaginations for library developments that will be achieved in the future.

According to Widijanto (2008) related to this IT application, library administrators need to have the most basic competency standards, namely:
1. Have the ability to use computers (computer literacy)
2. Ability to master the database (data base)
3. Ability and mastery of IT equipment
4. Ability to master network technology
5. Have the ability and mastery of the internet
6. As well as the ability to speak English

According to Suliman and Foo (2001:8), there are 6 (six) categories of competencies that information professionals need to possess in the information age. The six categories are grouped as follows:
1)Tools and technology skills (technology skills and tools);
2) Information skills (information skills);
3) Social communication skills (communication and social skills);
4)Leadership and management skills (management and leadership skills);
5)Strategic thinking and analytical skills (strategic thinking skills
and analytical skills)
6) Personal behavior and attributes personal).

Based on the explanation above, it can be concluded that as a library administrator in this digital information era, he must master various

information technology applications, both applications related to libraries and mastery of other technologies such as hardware, software, networks and mastery of foreign languages.

The presence of Information Technology can no longer be avoided. Ready or not, we have to accept his presence. Because science continues to develop and the world continues to change so that every change and new discovery is a new science.

Related to the development of ICT, Gardjito (2005) argues that information technology is a means that provides an inexhaustible source of knowledge to be explored and utilized by anyone who needs it. As well as the role of ICT in the bureaucracy that became eGovernment which was said "…. the purpose of e-government is to improve the service relations between the government and various stakeholders, such as citizens, the private sector, tourists and other government institutions. Globally, e-government is associated with efforts to provide opportunities to improve connectivity, availability and models of interaction between government and citizens. This is also related to the current transformation of government services, especially in efforts to improve efficiency, improve processes and automate tasks previously performed by government employees.(I Made Yudhiantara, et.al.2019) . It is not much different from that that the use of ICTs progress in the realm of the library, the ease with which it is obtained, it is hoped that jobs, services, related to users, and library activities will be better so that library development will accelerate and be able to compete in the global world. Information and communication technology innovations have provided effectiveness and efficiency in various human activities, both in personal and organizational capacities. In the world of libraries and information, the presence of the internet and mobile technology has enabled people to independently access various information from various corners of the earth (Risko, Ferguson, & McLean, 2016).

IV.   RESULTS AND DISCUSSION
The Role of the Library Administrator in the Information Age

The activities of library administrators that were previously carried out conventionally with the implementation of information technology have changed. Library administrators must be able to accept and adapt to developing technologies for the advancement of the library. As a result of the development of information technology, it also has an impact on users related to the information needed.

Based on the data obtained, the role of library administrators in the current information age has expanded, reaching the following:
a) Understands the challenges faced and must open up insight into his new role.
b) Must have a creative and innovative way of thinking, meaning that as a presenter of information the librarian must understand the content of information that should be provided to users.
c) Active and critical of information because in this current era librarians are faced with many choices related to the information needed by users.
d) Acting as a student companion or fellow lecturer to be able to help users, especially students, in meeting the information needs needed and helping solve problems faced
e) As an educator or teaching to be able to further develop abilities and ways of thinking.
f) Acting as an information consultant, meaning being able to assist in providing alternatives related to the information needed by users.
g) As a researcher, in addition to carrying out routine tasks in the field of librarianship, librarians can also act as researchers, where the results of the study are expected to be used as material for future library development.

Empirical facts show that library administrators adopt policies for recruiting new employees that are relevant to the role and/or have qualifications that support the above roles. Moreover, the role of administrators as educators and researchers or information consultants, this need must be prioritized. The process towards this effort is not only visible in the recruitment process, it is also evident from the various trainings held so that the skills possessed by library staff support the needs of today's digital information era. .

1.Competence
The collection of data collected from the research field gets the competence category of a library administrator in the digital information era. as follows:

a. Competence in the field of Technology Skill and Network Management:
1)Able to use a PC with a higher level than what is used daily
2)Able to analyze the network of internal and external users
3) Able to be a technology gate-keeper in organizing information sources
4) Able to follow developments and understand information technology and equipment

5) Mastering the use of in-house equipment for information collection, dissemination and sharing
6) Information literacy skills, how are librarians able to manage information well?

b. Competence in the Field of Media Management Storage and Retrieval
1) Librarians and information professionals must have knowledge of the various types of storage and retrieval facilities that have just emerged
2) Always develop knowledge and skills to anticipate future developments and changes in the information industry field

c. Competence in the Field of Management and Leadership
1) Strategic plans to deal with the need for complex information knowledge
2) Develop and maintain an information system with a "cost-effective" approach.
3) Motivate and encourage "knowledge sharing"
4) Manage knowledge from outside and take its positive value into the organization and its members. Exhibit and promote system thinking
5) Able to think logically
6) Able to create new ways to manage information

d. Competence in the Field of Business Development
1) Librarians have a concern for finance and business related to their activities
2) Librarians must realize that all their activities are business processes and need to be integrated into their business environment
3) Librarians at work need to be close to colleagues in the fields of marketing, computers, finance and customer service
4) Librarians must realize that they are in a continuous process of figuring out their industrial models and how to produce them

e. Competence in Information Skills
1) Meeting information needs with information sources
2) Have expertise about the source and content of information
3) Have expertise in information retrieval
4) Able to identify, evaluate and recommend sources of information
5) Provide the best means for accessing information
6) Able to use skills about organizing information into knowledge

f. Competence in the Field of Communication and Customer Care

1) Able to interact and socialize with members of the organization individually, in teams or in the community
2) Able to convey ideas clearly orally and in writing
3) Prioritizing customer needs and realizing them with high initiative
4) Pay attention to user needs by learning about marketing
5) Always have a dialogue with information users in providing more valuable services
6) Mastering foreign languages, especially English

g. Competence in Personal Behavior
1)Proactive
2)Patience
3)Responsive
4)Flexible
5) Friendly
6)Creative
7) Confident
8)Fun

Most of the informants agreed and even understood that these competencies must be possessed by a library administrator. Research findings indicate that the role and competence of current administrators at the research site has led to and reached what is described above. Administrators strive to achieve competency standards by recruiting librarians and providing services to libraries in the best possible way, using advances in ICTs. However, it appears that the distribution is not evenly distributed in adequate ICTs mastery skills, and adjustments are still being made in other areas of the role. direction of demands according to the development of the digital information era.

V.   CONCLUSIONS

The rapid development of information technology has been adapted to the research location so that the existence of the library is maintained. Along with the changes that occur, a library administrator as a library manager must also be able to adjust his role in carrying out his professional duties, namely as educators, information consultants, researchers, and also accompanying students or users in finding the required information.

The mindset of the informants shows that a library should have good service quality to the public if it has received recognition from the community. This quality can be achieved with hard work, so that work performance will be maximized. If a library is able to provide good quality services to users, the goals set by the institution can be achieved.

Competence that empirically appears to be in accordance with the specified standards. These competencies include Competence in Technology Skill and Network Management, Competence in Media Management Storage and Retrieval, Competence in Management and Leadership, Competence in Business Development, Competence in Information Skills, Competence in Communication and Customer Care, Competence in The field of Personal Behavior. However, in the realm of competence, technologycal skills and network management are still on process, so it seems that there have been adjustments so far. It can be said that the current phase of library administrators is in a transition phase even though it leads to the fulfillment of the demands of wider roles and competencies in line with the advancement of digital information.

For the adoption and adaptation of these ICTs advances, it is recommended that library administrators adapt more quickly otherwise there will be less updates so that the library is unable to reach the speed of information flow that is increasingly sped up from various sources. This adaptation must immediately be in line with the rapid advancement of ICTs that penetrate the world. The education sector must provide more relevant study programs to produce library administrator graduates who are in accordance with the needs of the latest roles and competencies.

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