

Fee-Based Service as A Human Resource Development (Librarian) in Library of Gadjah Mada University

Zumairotus Suaidah¹, Mecca Arfa^{2*}, ^{1,2} Library Science Department, Faculty of Humanities, Universitas Diponegoro, Jalan Prof. Soedarto Tembalang Semarang Indonesia

Abstract. Fee-based services have many impacts on the performance of optimizing services in library. In addition to optimal services provided to users, the impact is also felt by librarians as human resources who provide fee-based. Researchers want to identify the effect of *fee-based* in the application of intellectual abilities and professionalism of human resources, namely librarians at Library of Gadjah Mada University. Librarians as human resources have an important role in optimizing the services in the library. This study uses a case study research method with data collection techniques using interviews as primary data and literature studies as secondary data. The results of this study indicate that the application of fee-based can test the intellectual abilities and professionalism of librarians in providing services to users. Librarians are required to apply library science in understanding the needs of users in more detail due to the fees charged for the services provided. A balanced view between the application of fee-based with the characteristics of libraries as institutions that provide benefits to the public supports the optimization of services provided to both special and general users at Library of Gadjah Mada University.

1 Introduction

This paper is structured with the following structure, part I contains the introduction or background of the research, Part II contains research related to fee-based services and the effect of these services on the level of ability of librarians, Part III explains how the research was conducted, Part IV contains how fee-based services can be a forum for librarians to improve competence and professionalism in the Gadjah Mada University Library. Section V contains the conclusions of the study with future directions. Fee-based service at the Library of Gadjah Mada University is a service that is used as the initiation of the library in providing services to the community equally. As a special library that can only accept certain users, the library implements a paid system for several services to the wider community. The number of services provided makes the librarian as a facilitator in the implementation must always be ready to provide these services to users. In their service, librarians must pay more attention to details because the fees charged to users are a challenge to further maximize the services provided. The professionalism and competence of librarians is tested in

* Corresponding author: zumasuaidah@gmail.com

providing services to users. Librarians must apply the knowledge they have acquired during librarianship education to provide appropriate services. The librarian's responsibility is not just to carry out tasks routine activities related to books, but also quality activities whose results can be accounted for according to work procedures [1]. Of course, not only paid services should apply professionalism and competence. However, the fees that must be paid should be able to maximize the services provided. The effectiveness and success of services that reach the users can be measured based on the services provided by the librarian. The feedback obtained by the library through fee-based services can be used as library capital in maintaining its existence in the community.

Based on this background, the researcher wants to identify how fee-based services can be used as a forum to improve the professionalism and competence of librarians at the Library of Gadjah Mada University. So that future librarians can better prepare themselves before engaging directly in the work they will carry out. In addition, researchers also hope that libraries can prioritize the recruitment of librarians who really have competence and professionalism in their fields. The number of librarians who do not have knowledge in the field of librarianship can have an unfavorable impact on the level of service and library operations. This can result in the existence of the library in the public's view of decreasing.

This paper is structured with the following structure, part I contains the introduction or background of the research, Part II contains research related to fee-based services and the effect of these services on the level of ability of librarians, Part III explains how the research was conducted, Part IV contains how fee-based services can be a forum for librarians to improve competence and professionalism in the Gadjah Mada University Library. Section V contains the conclusions of the study with future directions.

2 Literature Review

Research that understands how librarians respond to a service in the library appears with various perspectives based on the many causes of events. A study on a similar topic was conducted by [2] which touched on the effect of the existence of services, especially fee-based services on the library. Respondents explained that they saw a positive effect which refers to internal relations within the library. The positive effect that can be felt is the increased motivation of librarians in providing services, entrepreneurial spirit, focusing more on the results of the service and referring to the level of orientation of users who receive services. This study explains how librarians respond to fee-based services in the library. Meanwhile, this research will identify how librarians can use fee-based services as a forum to improve self-quality so that service abilities can be carried out by optimizing their competence and professionalism.

Other similar studies [3] regarding the importance of professionalism and competence in librarians are based on the orientation of meeting the needs of users. Librarians are required to develop a professional attitude that can be used as a strategy to maintain the image of the profession and institution, namely the library. Librarians must provide services based on scientific, intrapersonal abilities that refer to the needs and interests of users. This study explains the importance of librarian professionalism in providing services to users. While the research that will be carried out by the author wants to identify how librarians can make fee-based services a forum for improving self-quality so that service abilities can be carried out by optimizing their competence and professionalism.

3 Metodology

Qualitative research methods with a case study approach can answer research questions about how the concept of fee-based services can be a forum for librarians to improve competence and professionalism in services. This method allows the authors to determine the impact of the existence of fee-based services on the attitude of librarians in optimizing their potential and self-knowledge. Data collection was carried out by semi-structured interviews with three librarians and literature studies. This technique was chosen to find out the opinion of librarians more broadly. Interviews in qualitative research aim to capture how those interviewees perceive the world, to learn their

terminology and judgments and to capture the complexities of their individual perceptions and experiences [4]. Another technique used is to collect literature studies derived from the analysis of books, websites, and articles that are related to the research.

4 Result

A fee-based service is a service with a fee that is provided by several libraries. This means that services that are included in the type of fee-based service can only be accessed and utilized by paying a specified fee. Libraries receive many requests for specific services from users based on their needs. The number of users who have limited time, knowledge, and access to the use of services in the library makes this service a solution to these problems. Currently, the services that usually exist in the library are already using a self-service system. This means that the user becomes the main character in the use of the service, while the library only provides access for the user. Meanwhile, not all users have the expertise to find relevant information needed in the library. This is because, the large number of collections and information in the library requires additional expertise to sort out what is actually needed. So if the users do not have these skills, then this self-service system can become a boomerang that will make it difficult to fulfill the information needs of users in the library. Therefore, the library provides special services for users who have limited fulfillment of their needs, namely the existence of fee-based services.

The fee-based service is a library initiative to further optimize the existing resources in the library. This service is very dependent on the facilitator who handles the service, in the library the facilitator is the librarian. As human resources in the library, librarians must be better prepared with the work they currently have. It is true, not only fee-based services, but also general services, must be served to the fullest. But again, because this is a special service, especially when there are fees charged when they want to use the service, librarians must optimize their performance in providing services. From the field data obtained, librarians think that the existence of fee-based services can be used as a lighter so that library staff can provide services that are in accordance with user needs. Libraries must be able to adjust what users should need. So the thing that can be started is by maximizing the potential that exists in the library, one of which is the potential for human resources, namely librarians.

Librarians as human resources who uphold professionalism must have competence, personality, and skills (3). Librarian professionalism can be based on expertise and a sense of responsibility in providing services. That is, all activities in the library should be quality-oriented. So that with the demands in the form of fees paid, the librarian can certainly have the responsibility to maximize the performance carried out. However, this must also be accompanied by proper work procedures. So that the professionalism that is owned can always provide the right, fast service to users. Thus, librarians are not only used as facilitators in accessing libraries, organizations but librarians who have professionalism and competence that are qualified can play an active role in progress in their fields. Through fee-based services, librarians with competent competence and professionalism can become educators that are needed by users in solving problems in the library.

Based on the data found, the existence of a service in the library makes the librarian evaluate the performance carried out. The librarian will fix things that are not optimal in service. This is the attitude that librarians must have. The attitude of wanting to improve is one of the attitudes of how a librarian can have a professional and competent mindset which can later support the abilities possessed in the next service. So, in its application, librarians must show performance that is in accordance with the knowledge they have.

The existence of dynamic user needs can be used as a challenge in optimizing the services provided. Libraries can steadily stand as a community information center through the competence of librarians. Finally, the professionalism of the librarian can really be felt and seen directly through the services provided according to the needs of the users with the aim of providing the best means to the users in their search for information [5]. Librarians can increase their experience in providing services to users. So that the level of understanding possessed by a librarian in serving users has increased. This can have a positive impact on increasing the abilities of librarians.

The initial findings of this study provide an explanation of how a service, especially fee-based services, can have an impact on increasing the professionalism and competence of librarians. Looking at the various perspectives mentioned by the users in this study. This study provides an overview of

the identification of how a service can affect a person's mindset and professional ability by revealing facts in the field with studies that have been carried out.

5 Conclusion

The application of a service in the library can be used as a 'bridge' for librarians to improve their performance. This research reveals that fee-based services implemented at the Gadjah Mada University Library have a positive impact on librarians who are there. Librarians feel encouraged by the fees charged for each service. So that the librarian has the responsibility to provide optimal service with professionalism and competence. This research can be used as material for librarians' consideration to provide voluntary service with balanced knowledge.

Acknowledgment

This research was funded by Diponegoro University for the year 2022. Sincere thanks to 3 librarian of Gadjah Mada University Library for their participation in this study and to Diponegoro University for supporting the research.

References

1. D. Anggorowati, R Widayati. *Peran Forum Pustakawan dalam Pengembangan Profesionalisme Pustakawan di Lingkungan Universitas Gadjah Mada*, Berk Ilmu Perpust dan Inf, **13**(2):117, (2017)
2. G. Johannsen C. *Money makes the world go around – fee-based services in Danish public libraries 2000-2003*, New Libr World, 105:21–32 (2004)
3. S. Anawati. *Profesionalisme Pustakawan Dalam Layanan Informasi*. J Pustaka Ilm, **1**(1):29 (2019)
4. M. Patton, *Qualitative evaluation and research methods (2nd ed.)*. Newbury Park, CA: Res Nurs Health, **14**(1):73–4, (1990)
5. O. Rizkyantha. *Subject Guide: Profesionalisme Pustakawan dalam Bimbingan Informasi dan Penerapannya*, Lentera Pustaka J Kaji Ilmu Perpustakaan, Inf dan Kearsipan, **4**(1):39 (2018).