# The Contribution of the Surabaya State University Library in Promoting Open Access Information Sources

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## Abstract

**Background of the problem:** Library, as a part of universities that create institutional scientific works bears responsibility for serving as both the central database for the scientific publications the library subscribes to and a platform for the management of institutional scientific works. Open access facilitates simpler access to and use of information while hastening the process of information distribution.

**Purpose:** The purpose of this study is to determine how university libraries support open access information sources.

**Method:** In this study, interviews were employed to collect data using a qualitative research methodology.

**Findings:** The data indicated that libraries and librarians promoted the availability of OA information sources through the library page, which can be viewed at https://library.unesa.ac.id.

**Conclusion**: To ensure that lecturers and students have access to a variety of scientific information sources, it is crucial for university libraries to develop and promote open access information sources.

*Keywords: Promotion, university library, open access*

### Introduction

The term open access has been a big topic of discussion since three decades of this century. Discussions starting from the 1964 Helsinki Declaration on access to medical study results, the 1991 Bomely Principles on full and open access to global change, the Bermuda Principles on mapping the Human Genome, the 2000 declaration on Universal Access to knowledge and information, the Budapest Open Access Initiative (BOAI) and the Bathesda Statement on Open Access The publication of a movement of open access initiatives, the 2003 Berlin Declaration on open access to knowledge in the sciences and humanities, including the 2004 IFLA statement on open access to scientific literature and research documentation (Anunobi & Ape, 2018).

According to (Kurnia & Anindita, 2017), with open access, access to scientific work information becomes free and unlimited so that it can reach a wider audience. Apart from that, it also provides benefits for enriching knowledge, creating scientific works and even creating new discoveries. One of the things the library can do is provide information resources for its academic community (Mursidah, Qomariyah, dan Anggoro, 2020). Open access (OA) opens up opportunities to preserve and disseminate information produced by academics and researchers in order to build sustainable scientific communication (Sahidi, 2017).

Higher education institutions will be required to produce institutional scientific work produced by academics at the higher education institution. This responsibility is indirectly the responsibility of the library as a forum for managing institutional scientific work and as a data base center for scientific journals subscribed to by the library. Academics and researchers can access it freely and also make it possible to publish and get a wider audience or readers (Ali & Saleem, 2020). Open access speeds up the process of information dissemination and makes it easier to access and utilize information as reference material so that the possibility of research results being utilized is also high (Listiyah, 2020). Publications are an advantage for libraries that lack funds to conduct library promotion activities because they are free of charge (Nurhidayah & Hanum, 2022).

Librarians in the open access era must be able to manage research output, support information policies, provide findings data services, collect institutional publications through repositories and promote open access information sources to academic community users (Dandawate & Dhanamajaya, 2019). College library librarians must understand all aspects of scientific publications, how to manage, contribute to publications and scientific writing (Listiyah, 2020).

Research on the topic of open access promotion mostly only focuses on how the operation, utilization and management of open access as a whole can create promotion for the university concerned (Anunobi & Ape, 2018; Dandawate & Dhanamajaya, 2019). In Korkuvi's research, discussing how IR is used to promote the visibility of university research results in Ghana, in this research, it is found that universities in Ghana mostly use the "mediated archiving" model, and promote it to the extent of allowing teachers to submit their work in order to increase awareness of open access (Korkuvi et al., 2022). This research focuses on analyzing promotion, review and tenure (PRT) policies attached to lecturers, and connecting them with institutions from seven countries and combining them with bibliographic data from the output produced by each institution through open access (Pontika et al. ., 2022). This research provides a better understanding of academic librarians' attitudes and views toward techniques for promoting services and resources. Librarians can utilize the results to reflect the effectiveness of these techniques, to balance the weight of the influence of these factors and to better understand various promotional techniques (Yi, 2016). This will enable them to more effectively promote library services and resources in the future. However, until now, there has not been much research exploring the library's experience in promoting open access to the

academic community in the form of experience in providing the right programs or types of promotion so that open access information sources can be utilized optimally. Until now, there have been no studies that have identified promotion programs for open access information sources.

Based on these considerations, this research aims to identify the contribution of university libraries in promoting open access information sources. In this research, we will identify the experiences of librarians in promoting open access to library users including students, lecturers and even fellow library managers at Surabaya State University. It is hoped that the results of this research can be used by university libraries in developing their information services, especially related to strategies for providing open access information sources.

## Method

### Research Design

This research was conducted using a qualitative method, because this research method has the characteristics of exploring and exploring the experiences of someone involved in an incident (Heriyanto, 2018). Bogdan and Taylor in (Murdiyanto, 2020) define qualitative research methods as research procedures that produce descriptive data in the form of a person's written or spoken words and observed behavior. The contribution of the Surabaya State University Library UPT in promoting open access can be analyzed from exploring the experiences of the academic community (especially students and lecturers) in utilizing open access. This experience can be explored more deeply through free guided interviews, where the researcher prepares guidelines regarding the things needed in outline (Arikunto, 2013).

### Research Location

The location of this research is the UPT Library of the State University of Surabaya which is located in Lidah Wetan Surabaya.

### Population and Sample

The population in this study was the entire academic community who were the targets of the promotion along with the UPT librarians of the Surabaya State University Library. The academic community who were respondents in this research were limited to students and lecturers who taught in each faculty. Taking into consideration whether information about open access (OA) had spread to all faculties, the researchers took 8 students and 8 lecturers as informants, while 3 UPT Library librarians were the informants.

### Data Collection

To get students and lecturers as participants, at the start of the research various sampling criteria were determined and they met the criteria and were willing to be interviewed. The technique used is called a purposive sampling technique, namely, a technique for determining participants based on experience and knowledge about the object under study (Palinkas et al., 2013). The criteria determined in accordance with the research objectives are students and lecturers who have participated in socialization of OA information sources in the library; those who in the last 12 months have used OA resources introduced by the library. Recruitment of participants was carried out by distributing flyers containing a brief description of the research and research objectives via the Whatsapp group of students and lecturers to serve as informants. The informant will be interviewed using a semi-structured interview consisting of a series of questions that will be answered freely and followed by follow-up questions and probes into the planned answers or questions that arise from the informant (Hartono et al., 2018). The time and

place of the interview follows the agreement between the informant and the researcher following the time availability of students and lecturers.

*Data Analysis*

In analyzing data, researchers use the thematic analysis method, namely a method for identifying and analyzing patterns or themes which are important points to study in describing the phenomenon being researched (Braun et al., 2008). The stages in thematic analysis are as follows (Heriyanto, 2018), the first stage is data familiarization by repeatedly listening to recorded interviews and then making a transcript to produce information or data related to the interview questions. The second stage is to start coding. Code here is the process of reviewing or assigning meaning or labels to transcript data by paying attention to the scope of themes relevant to the research topic (Sitasari, 2022). The final stage is looking for themes, by reviewing and checking codes to ensure similarities in meaning. Through this process, a pattern will be formed from the phenomenon being studied.

**Result and Discussion**

*Student Perceptions*

In the initial stage of the interview, the informant was asked questions about open access information sources that the informant knew and had used. Currently the UNESA Library provides open access (OA) information sources through the library website including e-journals, e-books and scientific work collections. The library has several times socialized the use of OA information sources for students to support their coursework, including final semester students who are writing their theses and research articles. Final semester students need access to various journals to support and obtain reference material for their writing.

The search for OA information sources owned by the library was well understood by the informants. They know about the journals subscribed to by the library. This is proven by one of the comments from one of the informants below,

*"Remember well ma'am, because at the start as a new student you are required to take a library guidance class held by the library. From that, I know that if I am looking for a journal for my college assignment, I can access it via the Unesa library page. But sometimes it's difficult to find ways to find articles quickly and easily" (Siska)*

The library guidance class is routinely held every week on Monday – Thursday for approximately 90 minutes. Resource persons who are responsible for providing material are carried out alternately by all competent librarians and central library staff. This method was also discovered by (Harmoko, 2018) that by providing library orientation, one of the materials of which is online database access services, it is hoped that they can utilize information sources from an early age.

When students had received information from OA information sources owned by the library, informants said that they were helped by journals or scientific work collections (local content), especially thesis collections. This makes it easier for informants to obtain previous research that has been researched by upperclassmen to be able to pick up gaps or continue as further research. As one student said below:

*"Thanks to my upperclassman's thesis, I didn't get lost and it even gave me an idea to do further research from my upperclassman's thesis. I can download the full manuscript and there it is also connected to a link to articles related to the thesis."*

This indicates that local content shows the work of the academic community, it can be seen how much scientific quality there is and can be a lasting work related to the specific characteristics of higher education (Nugrohoadhi, 2017), so that students when looking for articles or theses related to their knowledge will one of the options used is OA information

sources subscribed to by libraries.

Apart from collecting theses, students are greatly helped by journals which can help them in carrying out college assignments, additional references needed in the learning process, such as opinions (Topan)

*"It's very helpful and easy, my lecturer requires me to look for additional literature from international journals either for coursework or additional material, sometimes I'm asked to review journals"*

The opinions of some of these students can certainly prove that they were helped by OA information sources managed by the library. This finding strengthens the findings (Mustati & HM, 2013) of ease of obtaining OA information sources through journals, additional references for lectures, great help with research plans, getting to know international research and obtaining comparisons of research from other researchers.

However, ease of access is not accompanied by ease of tracing existing sources of information. Several informants also commented that only the abstract and article link could be opened, not the full manuscript. The opinions of some informants are contrary to the principles of OA promotion put forward by (Yi, 2016b) describing OA promotion as ensuring that resources and services are known to users. Ease of access and search will make students and lecturers more active in using OA information sources because they contain information sources in the form of updated and valid scientific works and research (Prasetyawan, 2017).

*Lecturer Perceptions*

In interviews conducted with informants, most of them had initial information about the existence of OA information sources available at Unesa through webinars or seminars in several e-journals, both offline and online, held by the Unesa central library. Examples include a webinar on Springer which took place on June 30 2021, and the Emerald webinar which took place on August 5 2021. After participating in this activity, they admitted that they were interested in learning more about what sources of OA information Unesa had actually subscribed to. so that this spurs the initiative to find out independently, one way is to ask the nearest librarian directly, namely the librarian or faculty reading room officer.

This is proven by one of the comments from one of the informants below, regarding OA information sources subscribed to by the library,

*"The faculty librarian told me when I visited the faculty library. "His mother explained how I could access the information sources I needed, instead I was given additional knowledge by searching for keywords using the BOOLEAN method" (Nada)*

Apart from comprehensive explanations directly from the faculty library staff, the informant said that sometimes there are staff who direct you to browse independently on the Unesa central library website (library.unesa.ac.id). On this page they found a lot of new information that they did not know before about the Unesa library, such as information that the library has provided a digital book platform (ebook) which can be used freely by the entire academic community.

These findings indicate that OA is the provision of unlimited information sources, open research, open data and open science (Terras, 2015). This is also reinforced by the opinion of Suber (2010) in (Anunobi & Ape, 2018) that open access information and its characteristics are freedom of knowledge digitally, online, free from copyright and licensing restrictions so that you can use information sources without being tied to costs.

By knowing more deeply about how to operate the OA information sources subscribed to by the Unesa library, informants said that they were helped in supporting the Tri Dharma of Higher Education. They said that the electronic journals and electronic books belonging to the Unesa library were a way out for lecturers in providing references to their students. As said by

one of the informants below:

*"I was really helped and it was quite easy to access while at Unesa or outside Unesa. OA information is an alternative for me and as reference material for my students. "So there is material that I can convey to my students, that to look for references you can go to this and that site, referring to the OA that Unesa subscribed to earlier" (Rudi).*

OA information sources that provide all the content needed by a lecturer to support teaching activities, as well as looking for relevant sources of information in their research activities. This finding is in accordance with research (Akanni & Adetimirin, 2017; Obuh, 2013) that OA information sources are very important in scientific communication, especially among lecturers who need access to the latest and relevant information for teaching, learning and research including citing references, source materials including scientific articles, theses and dissertations.

Some lecturers said that OA information sources were very beneficial in their academic activities, as stated by the following informant, "The OA that the library subscribes to is very helpful for my teaching and research. I often tell students to review the journals that the library has, so that they get used to it and the quality of the writing good and you don't have to come to the library" (Difi)

OA provides the best service by providing unconditional information sources, students and lecturers can use OA resources for learning and teaching while accessing from home (Ali & Saleem, 2020). Libraries provide services by providing open resources for academics so that they can provide opportunities for publication, visibility and shaping scientific communication in the university environment.

*The role of the library and the promotion strategy of the lecturer library*

One of the conveniences obtained by lecturers and students is the contribution from the library in facilitating third parties (E-Journal parties) to provide material to the Unesa academic community via webinars. The E-Journal webinar facilities that have been provided by the Unesa library are the Springer Webinar which was held on June 30 2021, and the Emerald Webinar which was held on August 5 2021. This activity was attended by approximately 200 participants. Muhamadiyah University of Ponorogo, Bangka Belitung University and even the American Library Association (ALA) have carried out publications and promotions as well as information literacy classes packaged online via webinars (Kusuma & Darma, 2022; Nurhayati, 2020; Wulansari et al., 2020).
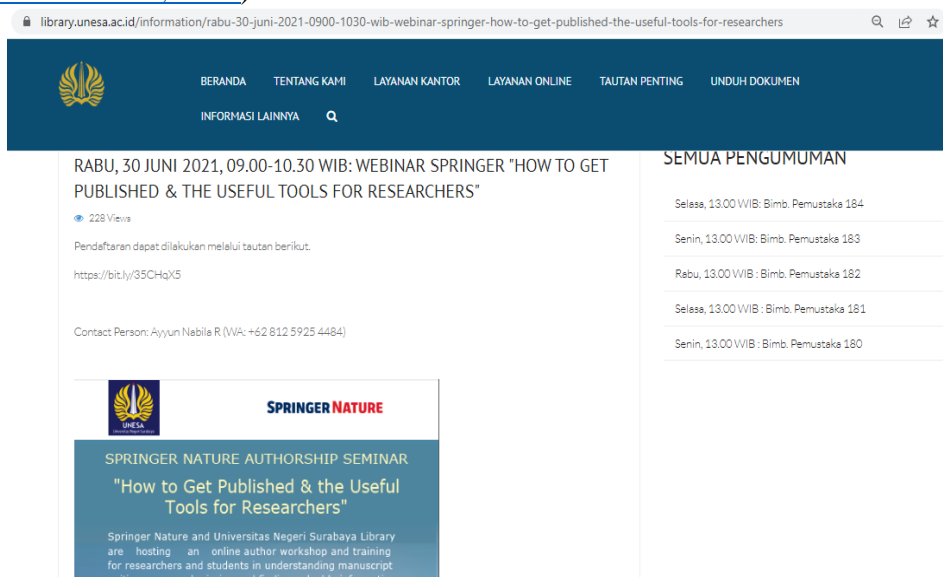


Figure 1. Webinar information (source: https://library.unesa.ac.id/)

Webinar training has proven to be very effective for the librarian and library team. There has been a significant increase in access to online journals subscribed to by libraries, as stated by the librarian informant "I checked the system, many people accessed journals after the webinar was held. This activity must be held regularly, because we have subscribed and paid a lot of money." OA services must be optimally provided to users to support the teaching and learning process without being limited by space and time (Kusuma & Darma, 2022).

The next stage is that the library and librarians have carried out promotions through the library page which can be accessed at https://library.unesa.ac.id/ to be able to find sources of OA information, as shown in Figure 2.



Figure 2. Library page (source: https://library.unesa.ac.id/)
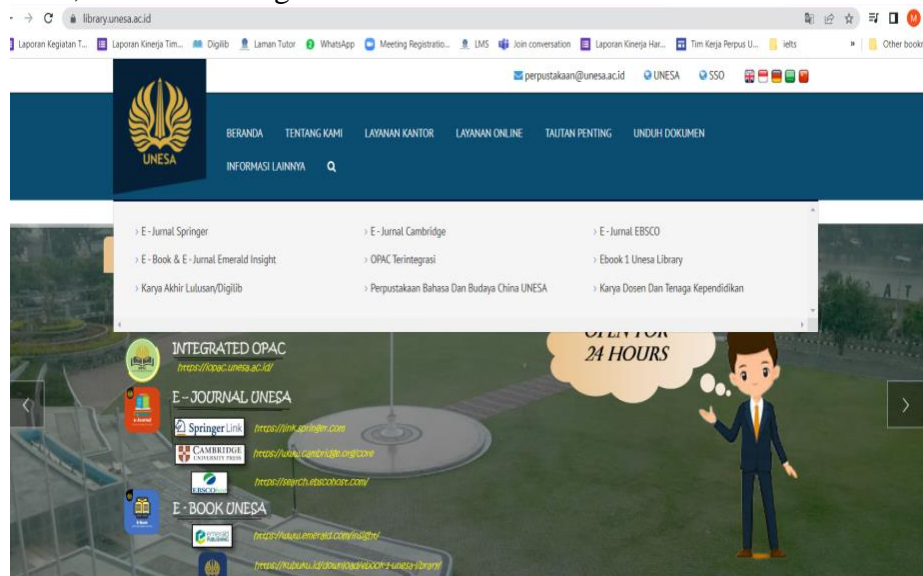
It can be seen on the page above that access to information sources is very easy to find. With one click, all access to OA information sources will open. OA services not only link to uploaded journals, even access to book catalogues, student scientific work repositories and e-book collections can be clicked on the library page.

Apart from promotion through the website, user education/library orientation is mandatory for new students and existing students who have not undergone guidance. The library orientation is routinely held Monday – Thursday for approximately 90 minutes. Resource persons who are responsible for providing material are carried out alternately by all competent librarians. The material presented is material regarding services offered by the central library and the libraries of each faculty/department. An explanation of how to browse e-journals, i-opac and ebooks is also explained in detail. The same thing is also done at Bangka Belitung University and Ponorogo University, carried out once a year for new students to introduce and teach access to services available at their universities (Kusuma & Darma, 2022; Wulansari et al., 2020).

Promotion of open access information sources must involve the active role of librarians through various media, apart from the library's official website. Promotion can be done via social media such as Facebook, Instagram, Tweeter, Whatsapp, YouTube or other media. Social media has become a two-way interactive tool with images, sound and various displays that can be used optimally as a means of research development and publication (Iswanto & Jurianto, 2020)

The implementation of promotions carried out by libraries cannot be separated from the competence of librarians in supporting OA promotional activities. Librarians must know and

have digital skills in using online resources and databases and also act as moderators and partners in utilizing OA information sources (Anunobi & Ape, 2018; Suwarno, 2014).

## Conclusion

Promotion of open access information sources is something unique that libraries can do because currently many parties in higher education realize that open access issues are one of the knowledge and competence of librarians. Most lecturers still see that open access only concerns publication issues. However, for librarians it is more than that, open access information sources are also about how to use research results that are openly available, in other words, this is about access to information sources that are important for lecturers to know in carrying out their Tri Dharma duties. Therefore, it is important for university libraries to introduce and promote open access information sources to lecturers and students so that they have wider sources of scientific information

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## Authors' Contributions

All authors have contributed to the final manuscript. The contribution of all authors: conceptualization, methodology, formal analysis, writing original draft preparation, writing review and editing. All authors have read and agreed to the published version of the manuscript.

## Conflict of Interest

All authors have no conflict of interest related to this study.

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