Perpustakaan bagi *Digital Native Generation*: Apa yang harus dilakukan?

Library for the Digital Natives Generation: What to do?

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Abstrak

Saat ini masyarakat tidak perlu mendatangi perpustakaan untuk mencari pengetahuan atau informasi. Dunia telah berubah. Kita mulai memasuki generasi baru yang disebut sebagai *digital native generation*. Informasi dapat dicari melalui *gadget* di tangan yang terhubung ke internet. Kemudian pertanyaan yang muncul adalah apakah perpustakaan masih penting? Apa yang harus perpustakaan lakukan untuk mengatasinya? Hal ini tidak mengherankan jika sebagian besar perpustakaan mengalami penurunan pada jumlah pengunjung serta jumlah buku yang keluar dari rak-raknya. Tulisan ini berusaha menjelaskan karakteristik *digital native*, kebiasaan orang dalam belajar dan membaca buku. Selain itu, tulisan ini juga merangkum beberapa diskusi yang dilakukan kepada tiga kepala perpustakaan di tiga universitas di Surabaya, yaitu: Intitut Teknologi Sepuluh Nopember (ITS) Surabaya, Universitas Kristen Petra (UKP), dan Universitas Surabaya (Ubaya). Berdasarkan hasil yang diperoleh menunjukkan bahwa perpustakaan harus diubah sehingga mereka dapat mengakomodasi kebutuhan *digital native*. Perpustakaan tidak hanya dijadikan tempat untuk meminjam buku, tetapi juga tempat untuk melakukan diskusi, menonton video, mendengarkan audio, dan tentu saja materi *online* harus disediakan untuk menghadapi penurunan pengunjung.

Kata kunci: *digital native*, perpustakaan, statistik

Abstract

Nowadays, people do not need to go to the library for searching knowledge or information. World has changed. We come to the new generation that so called as digital native generation. Information can be searched through the gadgets on hands which is connected to the internet. Then question comes, is the library still important? What should the library do? It is no wonder that most of the libraries have been decreasing its number of visitors as well as its number of books that out of the shells. This paper describes the characteristics of the digital native, people habit in learning and reading books. It also summarizes some discussions among the heads of the three university libraries in Surabaya, i.e, Intitut Teknologi Sepuluh (ITS) Nopember Surabaya, Petra Christian University (PCU), Surabaya Universities (Ubaya). The results of the discussion show that library has to be changed so that they can accommodate the needs of the digital native. It is not only the place for borrowing books, but also the place for doing discussion, watching

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videos and listening to audios, and of course the online materials must be provided to encounter the decreasing visitors.

Keywords: digital native, library, statistics

Nowadays, library is not the solely place for achieving information through books or other resources. World does change trough internet access the information is ready on hands immediately. No wonder that most of the university libraries, particularly in Surabaya, have been decreasing number of its visitors as well as its number of books that out of the shells. As it is reported by Wulandari (2011), the physical visitors of PCU library in 2008-2009 were 119.284 or 431 persons/day. In 2010-2011 it was increasing to be 128.554 persons or 466 persons/day, and in 2011-2012 it was significantly decreasing to be 106.809 or 384 persons/day. In recent days the number of physical visitors is increasing, but the number of borrowed books is decreasing. In a focus group discussion (FGD, 2015) at the PCU Library, it is agreed in the discussion that the physical visitors of the libraries is increasing but the number of borrowed books are significantly decreasing. That FGD was let by the heads of the Institut Teknologi Sepuluh Nopember (ITS) library, Surabaya University library and PCU library. This phenomenon is avoidable, since the students, who are the main customers of the university libraries, are digital native generation.

Digital native or net generation is a generation which was born after 1994. Digital native is a young generation that "native" in the language of digital era (Prensky, 2001). The digital natives are digital literate, connected, immediate, experiential, prolific communicators (social), work in a team, their preference is for structure rather than ambiguity, oriented toward making observations, visual and kinesthetic, take part in the community activities. Digital natives are nontraditional learners (Oblinger and Oblinger, 2005). This generation grew in the World Wide Web era, interact closely with gadgets, and search the information through their gadgets (Suprapto, 2010).

Therefore in this paper, we explore the digital native characteristics and their style in learning and acquisitioning the information that they need.

Methods

This research was conducted via surveys to 460 university students which studies in five universities in Surabaya. Those five universities are Institut Tekonologi Sepuluh Nopember Surabaya (ITS) with 92 (20%) respondents, Universitas Pembangunan Nasional-Veteran (UPN) with 48 (10.4%) respondents, Universitas Kristen Petra (UKP) with 186 (40.4%) respondents, Universitas Surabaya (UBAYA) with 87 (18.9%) respondents and Universitas Widya Mandala (UWM) with 47(10.3%) respondents. The proportion of respondents from each university depends on the size of the library. ITS and UPN are state universities, while UKP, UBAYA dan UWM are private universities.

The respondents distributed from class of 2010 to class of 2014 with percentage, 5%, 22.8%, 18.5%, 20% and 33.7% consecutively. Most of them are undergraduate (97.4%), only 1.1% are diploma, and the rest are graduate students. Moreover, statistics descriptive are used to explore and describe the characteristics of the data.

Results and Discussions

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In overall, most of the students (67.2%) read references books and only 32.8% do not read references books. Among them, 150 students do not have textbooks or e-books, 142 have textbooks, 78 collected e-books, and 90 collected textbooks and e-books. During classes, 61 respondents only listen to the class, 248 respondents only take a note, 13 students draw mind mapping, and 9 students search through the internet. Most of them often use printed, digital, hand note and module for learning, and 46.1% very often use internet (see Table 1).

Listening to music and searching information through internet are the two most frequent activities the students do with their PC (see Table 2). The digital native prefers to work in team (48.7%) than individually (see Table 3). Among several types of social media, 70.1% students often or very often exist in the Instagram (see Table 4). Most of the students have laptops and smart phone (see Table 5).

Table 1. Media used for learning

Media	Never	Seldom	Sometimes	Often	Very often
Printed	2.6%	11.7%	27.0%	42.0%	16.7%
Digital	3.6%	14.6%	28.7%	37.2%	16.1%
Hand note	0.9%	6.1%	17.6%	38.7%	36.7%
Slide/handout	1.3%	5.9%	15.9%	44.8%	32.2%
Module	3.3%	10.0%	27.8%	40.4%	18.5%
Article in printed media	6.7%	25.0%	38.3%	23.9%	6.1%
Radio/TV	20.9%	32.4%	30.9%	11.7%	4.1%
Picture/graphic/*chart*	9.6%	23.0%	37.6%	22.8%	7.0%
Recorded audio/video	24.1%	36.5%	24.8%	11.7%	2.8%
Model	20.9%	31.1%	31.7%	11.7%	4.6%
Internet	0.9%	3.3%	10.4%	39.3%	46.1%

Tabel 2. PC usage

Computer usage	Never	Seldom	Enough	Often	Very often
Document (e.g. Word, excel)	0.00%	1.30%	14.30%	48.50%	35.90%
Picture editing (e.g. Photoshop)	19.40%	24.10%	34.80%	20.20%	10.40%
Audio and video editing	20.22%	26.74%	27.83%	16.52%	8.70%
Learning without internet	5.40%	5.90%	21.70%	36.70%	30.20%
Listening to music	0.70%	2.20%	8.00%	26.10%	63.00%
Playing games without internet	12.20%	9.30%	17.40%	26.10%	35.00%
Game online	28.91%	14.57%	16.09%	17.39%	23.04%
Searching information using internet	1.70%	2.20%	7.60%	26.70%	61.70%

Tabel 3. Percentage of doing the homework

Doing the homework	Neve	Seldom	Enough	Often	Very often

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Individually	1,3%	4,1%	15,0%	49,3%	30,2%
Copy the work of classmate	14,8%	27,0%	44,8%	12,8%	0,7%
Copy the work of seniors	44,6%	24,6%	23,5%	7,2%	0,2%
Work as a team	2,2%	5,4%	28,5%	48,7%	15,2%
Have recourse without payment	33,0%	14,6%	27,8%	20,4%	4,1%
Have recourse with payment	85,7%	5,9%	5,9%	2,4%	0,2%
Do nothing	60,9%	25,9%	10,4%	2,8%	0,2%

Tabel 4. Percentage of Social Media Activities

Social Media	Never	Seldom	Sometimes	Often	Very often
Facebook	7.2%	27.4%	27.0%	24.1%	14.3%
Twitter	22.2%	39.1%	24.8%	9.3%	4.6%
Path	42.8%	17.0%	15.2%	16.5%	8.5%
LinkedIn	74.3%	15.0%	6.5%	2.4%	1.7%
Instagram	14.1%	7.0%	11.7%	33.9%	33.3%
Pinterest	73.9%	10.2%	9.3%	3.7%	2.8%
Google+	38.9%	27.0%	17.6%	10.9%	5.7%

The results of Focus Group Discussion(FGD)

In the FGD all participants presented the profile of the library and its visitors, pattern or trend of the library visitors, efforts or programs which the librarians have done to facilitate the needs of the digital natives, and the future development of each library they represented.

Table 5. Percentage of PC and Gadgets ownership for each University.

Univeristy	PC & Gadgets									
	PC	Laptop	Video Games	MP3 Player	Digital Camera	Smart Phone	Modem	Printer	Scanner	Data Storage
Petra	42.5%	85.5%	26.3%	41.4%	47.3%	96.2%	41.9%	34.9%	23.7%	80.8%
Ubaya	51.1%	87.4%	20.7%	41.4%	41.4%	97.7%	34.5%	41.4%	31.0%	86.2%
UWM	47.1%	89.4%	21.3%	36.2%	38.3%	100.0%	29.8%	55.3%	25.5%	85.1%
ITS	30.4%	91.3%	6.5%	21.7%	23.9%	98.9%	30.4%	26.1%	14.1%	85.9%
UPN	45.8%	79.2%	18.8%	45.8%	39.6%	100.0%	41.7%	37.5%	20.8%	89.6%

There are three publics universities in Surabaya (Institut Teknologi Sepuluh Nopember Surabaya, Universitas Airlangga and Universitas Negeri Surabaya) and more than 30 private universities (Pemkot Surabaya, 2015). However, this FGD was followed only by three universities which represent the public and private universities. The PCU was the host of this event, ITS represents the public university and Ubaya represents the private university. The result of the discussion can be summarized as follows.

Petra Christian University Library (PCULib)

Nowadays, PCULib serves more than 8000 students from 6 faculties includes 25 departments, and 2 post graduate programs. The PCULib is 4213.38 m2 and located in Gedung Radius Prawiro fl. 5-8. It has been operated since 1992.

In the digital native's era, the library in use is decreasing, but the visitors is increasing. The students use the library for discussions, doing their homework and discuss their activities in the student's organization.

Since 2012, for increasing the number of visitors, PCULib do several efforts such as: 1) Repositioning a new role as a community hub, where people of different communities and the campus community to interact, collaborate, and learn together. 2) Develop hybrid library concept, add digital collections through subscribe to many publishers, and produce repository, 3) Develop IT with interactive, colorful and rich of images web-based, 4) Enlarge the leisure reading room area 5) Provide Good quality Wifi 6) Utilize RFID for inventory control, verification and security, 7) Allowing the visitors to bring their personal books, notebooks, water junk, etc. 8) Use social media to inform, promote the library activities, gives door prize to attract visitors to attend the library promotion, etc. 9) Provide Information literacy training for students.

In near future, PCULib will provide several facilities to meet the digital natives' need. Those facilities are library/information commons, computer cluster, library training room, library cafe, audio visual room, ruang special/rare collection. PCULib will provide more ebooks and video database.

Institut Teknologi Sepuluh Nopember Surabaya Library (ITSLib)

ITSLib serves 18000 students from 6 faculties. The visitors of ITSLis are also decreasing. To increase the number of visitors ITSLib provides broadband internet and leisure reading room area, in which the visitors can bring food and beverage in that room. A café looks like a reading room with good quality of wifi.

ITSLib gets support from many corporates through the corporate social responsibility (CSR) programs and World Bank. Throught this program, ITSLib has Sampoerna Corner, PLN Corner and IDISS ITS-World Bank. ITSLib also develops many efforts for increasing the visitors as the PCULib has done.

Universitas Surabaya Library (UbayaLib)

UbayaLib serves students from 8 faculties and has ISO 9001:2008 certificate. It has multimedia, mini home theater and foto copy centre facitilities. UbayaLib is arranged by 15 librarian with 13 stafs, who work in 2 shift from 08.00-16.30 and 11.30-19.00.

UbayaLib has Mendeley and anti plagiarism softwares. The faculty members have Rp 400000/semester for buying books. Those books increase the UbayaLib collections significantly. Moreover, UbayaLib provides online service. All UbayaLib members can access the Ubayalib Digital Contents whereever they are. Those are some of the UbayaLib efforts to accomodate the digital natives' need.

Conclusion

It can be concluded that digital natives are generation which are always connected to the internet. No wonder whether they search of information through the web or going to the library. In addition, they work in team, use social media intensively, and more than 95% of them have gadgets. This will be a challenge for the library to exist in the digital native era.

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To overcome that challenge, several efforts have to be done. The PCULib, ITSLib and UbayaLib develop digital collections, and more facilities to accommodate the needs of the digital natives.

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