

Gadjah Mada University Libraries: Current Issues

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Introduction

Quality is often defined as “fitness for the purpose, fitness for use, conformity to requirements and absence of defects. Meanwhile ISO 11620 (1998) states that library quality is “totality of features and characteristics of a product or service that bear on the library’s ability to satisfy stated or implied needs. In terms of services and products, an academic library should fulfill their strategic plans and the university’s goal (Pritchard, 1996). In addition, the academic library should also show that the university environment makes use of the resources for the right purpose and the library provides high quality services (Poll and te Boekhorst, 1996).

According to Pindlowa (2002) academic library’s quality is connected with services, product and staff, facilities and space. Similar to what Pindlowa states, Herson and Nitecki (1999) states that service quality within an academic library has three (3) areas:

1. resources (information content)
2. organization (service environment and resource delivery)
3. service delivered by staff

Resources or information content within a library can be in the printed or digital formats. With reference to Indonesian academic libraries, there are still many libraries that have collections in the printed forms, while some other academic libraries are developing into hybrid ones by way of subscribing to online databases. Another project for hybrid library is digitizing library collection so that users will be able to search for and read information through desktops. One of the main problems of digital library in Indonesia is bandwidth which is still low so that access is not so fast. However, for Gadjah Mada University libraries this is no longer a problem as the bandwidth is high enough. Meanwhile library service environment is now changing—from manual to automated. In addition, resource delivery system is also changing from printed to digital format. Some users also get information resources from the library via email or CD as well as direct access to digital or online subscribed databases.

This paper will mainly deal with the service quality of Gadjah Mada University Libraries in relation to those three areas above.

Overview of Gadjah Mada University

Gadjah Mada University was established on December 9, 1949. In the beginning, the university comprised of 6 faculties namely faculty of medicine, dentistry and pharmacy; faculty of law, social and political sciences; faculty of engineering; faculty of letters, pedagogy and philosophy; faculty of agriculture; and faculty of veterinary medicine.

Nowadays, GMU has expanded and has 18 faculties (agriculture, agricultural technology, animal science, biology, cultural studies, dentistry, economics, engineering, forestry, geography, law, mathematics and natural sciences, medicine, pharmacy, philosophy, psychology, social and political sciences, and veterinary science. Within those 18 faculties there are 28 diploma program, 73 undergraduate study programs, and 62 graduate study programs.

In terms of campus population, Gadjah Mada University is the biggest in Indonesia. Currently there are about 55,000 students studying in Gadjah Mada University including overseas students. Meanwhile up to February 2005 150,01 students have graduated from Gadjah Mada University.

Meanwhile, GMU Main Library was established on March 1, 1955. That means, faculty libraries were already established before the main library and those libraries are still in existence. Instead of building a new library for all faculties, GMU decided to establish a network among those libraries via fiber optic as well as wireless LAN that began in operation last year. At present there are 64 libraries comprising of main library, faculty libraries, graduate school library, and department libraries.

GMU Library Development

During the last three years GMU library has been undergoing some development and the library has been working hard to fulfill our strategic plan and the university's goal. Within the last three years, GMU libraries have been focusing on library services, human resource development, and networking.

Human Resource Development:

In terms of human resource development, GMU library has a lot of staff working in all libraries. Currently there are about 123 permanent staff and more than 50 other staff.

Library Human Resources

No.	Educational background	No Staff	
1	Master's Degree in Librarianship or Information Studies	12	+4 newly grad.
2	Undergraduate in librarianship	14	
3	Diploma in librarianship	47	
4	Diploma in other subjects	4	
5	High school	43	

GMU library has sent some staff to study and attend short courses (mid-2003-present):

HRD Program

No.	Type of HRD Program	No. staff	
1	Master's Degree in Information & Library Management (from 2003)	5	4 graduated 1 running
2	Undergraduate Degree in Librarianship (from 2004)	14	Running
3	Short Course in outreach program (Oberlin College) (2005)	1	Finished (funded by Sanshi Memorial)
4	Short Course in IT for Libraries (2004)	1	Finished (funded by IFLA)
5	Short Courses in library services, public relations etc. (2002-present)	24	Funded by GMU
6	Seminars on librarianship & IT (2002-present)	23	Funded by GMU

Library Networking:

The huge number of libraries within the university causes inefficiency of budget spending and human resources. It also makes it difficult for library users to find information resources. So, during the last three years the library and the Service Center for Information technology and Communication, GMU worked together to integrate the libraries by implementing fiber optic throughout the campus libraries. This project really makes the library spending more efficient—at least there is no longer duplication of collection in the libraries. In all, here is the project that the library has been doing:

IT Projects

No.	IT Project		
1	Fiber optic	All libraries	
2	Wireless LAN	All areas of the campus	
3	Library service Networking		
4	Research report digitizing project		
5	Cyber Campus Library	Cyber information & café	

In addition, just right after we finished our internal networking (within the university), our next target is networking within our province—a network among academic libraries, school libraries and public libraries. November 30, 2005 will be the date for the beginning of the networking throughout the province as the governor and rectors will sign a Memorandum of Understanding among academic libraries and local authority as well as public libraries.

Library Projects:

In order to improve our library services, some projects have been done such as founding new library buildings and renovation of old libraries.

No.	Programs		
1	Health Library building	Completion in 2002 & in operation 2003	
2	Agricultural Technology Library	Completion in 2004 & in operation in 2005	
3	Veterinary Science Library	Completion in 2004 & in operation in 2005	
4	Renovation of Animal Science Library	Completion & in operation in 2005	
5	Renovation of University Main Library	Completed in 2005	
6	Smart Card	in operation 2005	
7	Regional Information Outlet-World Bank	In cooperation with the World Bank Jakarta	Opened in Dec. 2004
8	American Corner	In Cooperation with the US Embassy Jakarta	Opened in July 2004

In addition to services, GMU library also holds programs such as presentation and exhibition. As the topics are varies, so are the audience—from librarians to students and NGOs.

Program/activities

No.	Programs	Description	
1	Presentation in various subjects for public: terrorism, Higher Education, publications, labor union, fund raising, etc.	Indonesian and overseas speakers including novelist from Holland and journalist from the US.	Monthly
2	Artists' Painting Exhibition	Paintings and sculpture	Annually
3	Exhibition on Children's book illustration	In collaboration with the British Council	-
4	Seminars on librarianship	Speakers are from various areas: local, regional, national and international	monthly
5	Aceh library Recovery Program	In collaboration with Research Center for Peace and Safety	July 2005

Meanwhile our traditional library activities—circulation, reference, etc.—are improving and it seems that more users make benefit of our subscribed databases:

Collection Development

No.	Items	Number of Items
1	Books	520,660 copies
2	Printed Journals and Magazines	3,096 titles
3	Research papers	149,082 copies
4	Newspapers	9 titles
5	Databases (Ebsco, ProQuest, Westlaw)	17 titles
6	Accessible Computers	261

Library Usage

No.	Service	Number of Customers/month
1	Library users	74,890
2	Online users	156,052
3	Reference Questions (online, on site)	

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