

Librarians Roles and Challenges Facing the New Habit Era

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Abstract— This study discusses the role and challenges of librarians in facing the new era of habits. In this study, researchers discuss the concepts and approaches to preparing librarians in the face of changes and challenges that librarians are likely to face during this era of new habits filled with uncertainty. To perform their roles and respond to challenges in this new era of habits, librarians should prepare and equip themselves with competencies and combinations of various knowledges. Where this knowledge can be obtained from formal and informal education levels, attending training, and based on experiences gained from conditions in the field. Education and competency development can be carried out by implementing the principles of proactiveness, readiness, engagement, problem solving, skills and knowledge obtained from the use of practical abilities from the real situation being faced. Librarians must have a positive, proactive and preparedness attitude including loyal, independent and honest attitudes in facing the era of new habits. This is an attitude that is highly expected from librarians in facing the competition in the labor market for the era of new habits in the future.

Keywords— *role ; challenge ; librarian ; new habit*

I. INTRODUCTION

Starting in early 2020, in various parts of the world there have been a series of extraordinary changes in almost every line of our lives. Since the outbreak of the Covid-19 outbreak, the world order has undergone a very radical change. We never imagined that there would be this new order, which would force us to do very different habits from the previous ones. Covid-19 forces us to work from home to manage all our work activities. This very sudden shift forces us to get used to a different future, and adapt to a different approach than usual. Librarians should prepare themselves with the competencies needed to face the new era shift that is different from the usual[1].

In this study, researchers will review and see much more about the roles and challenges that librarians must do to face the new era after Covid-19 subsides. By academics and decision makers, this era of customs has been dubbed the “New Normal”. The new normal or new habits are a time we must go through, a time full of challenges and instability, in which we must need a breakthrough that we have never imagined but we must do. According to Levenson[2] To perform the role and answer the challenges in this new era of habits, librarians should prepare and equip themselves with competencies and a combination of various knowledge, dexterity, curiosity, taking risks, learning by exploring, learning by doing and staying focused, being an important element in the norms for survival and competitiveness in the future.

In the library, this competence goes hand in hand with the educational competence and technical competence of the librarian regarding the duties and functions of the library as a person who provides and manages information[3]. Through education and

training, librarians have the duties and responsibilities to carry out library management and services. Although librarians only study technical *services*, there is nothing wrong with studying other disciplines. For librarians, competence and professionalism are basic needs that must be mastered, because both are active cogs in carrying out their functions and duties in the field of librarianship whose objects of activity include sources of information and knowledge whose purpose is served directly to library users. Various kinds of users require different information, requiring librarians to improve their competence by mastering three kinds of knowledge, namely knowledge of information source books, knowledge of appropriate media selection and knowledge of collection contents according to their needs and desires.

In this study, the researchers tried to review the competency needs needed by librarians in the era of new habits, focusing on the importance of librarians studying the phenomenon of inquiry-based new habits. The term inquiry refers to the process of gathering new information about everything that is happening. In practice, this inquiry learning model emphasizes the critical thinking process accompanied by analysis to explore, find and solve a problem proposed independently [4]. Inquiry learning is a stage in finding answers to questions that can have a significant impact in solving the problems that occur, the process is based on a series of reasonable tests on the results of observations based on field facts and the requirements of new habits, namely curiosity and learning by exploring. new things. The type and strength of competence in new habits requires librarians to learn from the Covid-19 crisis that has occurred. According to McArdle [5], this competence is a process that is felt by every librarian to continue to change, as if the librarian needs to program himself according to emergency conditions or the stability status of society.

Libraries will progress and develop in accordance with the expectations of their users, which is influenced by the quality of human resources. Changes in library institutions cannot be separated from changes in the librarian, because the progress of the library is determined by the quality of its librarian resources. Libraries managed by professional librarians are able to produce good librarian output. In this study, the competence in question is the attitude of the librarian in dealing with changes due to the pandemic in the field of librarianship. These roles and hands must go hand in hand with leadership attitudes, attitudes in service, management renewal, and the development of the pace of information technology that has been applied in libraries. These changes will have a major impact on the field of librarianship which demands the need for changes now. There are at least two main aspects of the role and challenges that need to be considered by librarians and libraries in new conditions, namely the ability to do work and the ability to handle any service work that must be done for library users.

This study aims to determine the role and challenges of librarians in facing the new era of habits. The researcher focuses first on establishing the basis of what is meant by the role of librarianship in the new normal. Then, the challenge of applying librarianship in the new normal is followed by an exploration of the types of scientific competencies during the new normal. An expected challenge for educational and training institutions to address the needs of the new normal as a librarian.

II. RESEARCH METHODS

Activity Study this, Researcher using Action research or study action . with method collaborative involving public in accompaniment activity together. Baskerville [6], divide research based on model characteristics (iterative, reflective or linear), structure (rigid or dynamic), goal (for development organization, design system or knowledge knowledge scientific) and shape involvement researchers (collaboration , facilitative or expert). Technique Research data collection use method Collaborative with To do observation, interview and accompaniment activity in the field. with method collaborative involving public in incident study or problem research going on in society by deep because flexible nature and very can follow condition society. by general data collected in study this distinguished on primary data and secondary data. Primary data categorized to in two part. First, data collection through approach qualitative is with to do interview indepth interview with informants, Second, data collection through approach collaborative done through observation measurement field, and Observation to society made informant is librarian environment education in the city of Semarang. Next done accompaniment for uncover the problem that happened occur in society. study this focused on there are problems in library and librarian on generally. Method presentation from results accompaniment served in shape discussion and results activity through method descriptive qualitative and linked with theories before and from studies library.

III. THEORETICAL BASIS

A. Understanding the New Habit Era

The Covid-19 outbreak, a pandemic that occurred suddenly, has taught us that disasters can be a consequence of wider changes in the modern world as it is today. We must be alert not only to changes in the weather, the process of population movement, the occurrence of wars that cause hunger and poverty to increase. For this reason, in the era of new habits, will be a part of all the changes mentioned above. However, the attitudes and behaviors that must be followed during the COVID-19 pandemic have shaped life differently from the previous decade[2].

According to the Oxford Dictionary [7] states that a new habit is an event or status, or a previously foreign era, or an atypical situation that has become standard, or usual, or expected. In this new habit, people will more often come into contact with the main issues of life, related to what people believe, how people can think, how to visualize the role of society in life in the future, think about the fate of the next generation, how people react to crises. life to come.

Therefore, it needs a new way of building and managing competencies to face this challenging era and trying to continue its activities towards better productivity and positive growth and needs to reshape itself to fit the prerequisites of the next new normal[8]. According to Meister [9] in this new custom era, society will witness a change in the speed and quality of training for remote workers. Organizations will have as part of their package, a concern for the future welfare of workers, in return for the demands of high job competence. Almost all leading organizations will work to retrain their employees, or recruit according to the requirements of new and better practices.

B. Librarian's Role

Such dynamic conditions and environment require librarians to continue to make changes. The role of librarians in the era of new habits in increasing self-competence is to increase their competence in providing services in the library. Librarians must improve themselves, not only to become a place to seek and develop knowledge, but also to be a representation of the heart of all educational programs, centers for educational aids, resource centers and centers for social activities [10].

As conditions continue to change in the era of new habits, librarians and librarians need to work on a dynamic career where librarians need to be responsible for managing transitions in positions themselves, or be affiliated with various other organizations. The role of the librarian in the era of new habits can be demonstrated in identifying several frameworks as a library service profession. Therefore, a librarian should be professional in his field to get the professional title, a librarian should have a certificate of expertise. And to get the certificate of expertise he must pass the certification exam. So it's not enough just to have an academic diploma. Therefore, librarian organizations need to be more responsible for creating librarian competencies , equipping librarians with either before recruitment or after recruitment. Organizations in the new normal will be more involved in shaping the results of special processes as education and training in collaboration with related educational and training institutions that utilize information technology facilities in conducting conferences, such as zoom and other e-conference applications.

Levenson [2] stated that in the era of the new normal, a big role for the higher education sector is needed in the program to oversee competence. The program is expected to be at the top of the agenda of any country that plans to become stronger and more competitive in the new normal. Producing knowledgeable graduates with good academic standards will not be the main target, but the top target will be focused on competitive graduates who are able to overcome sudden and expected challenges and make them a source of development and differentiation. These competencies can be applied in the next few years, after the delivery of the COVID-19 vaccination, because the lack of competence will be a problem that will be highlighted in the many studies that show the gap between the outputs of the education system.

C. Librarian Challenge

England and Shaffer [11] mention that librarians have the challenge of changing habits from which previously placed more emphasis on procurement, preservation and storage to an emphasis on teaching, consulting, research, preserving access to information and collaborating with professionals in the design and maintenance of information technology systems. Furthermore, the challenge of the librarian in the future is to play a more role as a leader in the digital information environment where new formats of information and knowledge are beginning to affect the teaching and learning process and research. Even librarians should be active and involved in efforts to change learning strategies. This involvement provides opportunities for librarians to

facilitate the integration of digital information into the curriculum, offer their expertise in teaching information skills to students, and help lecturers become proficient in digital information formats.

According to George [12] librarians can answer the challenges in this new era of habits if they have competence. George predicts that in the future, the quality of librarians will be measured on the basis of how they connect customers with information and knowledge. Rahardjo [13] suggests that librarians must have competence in mastering the work and have the motivation, skills and knowledge and consistently carry out these responsibilities by meeting the standards set. In other words, the competence of librarians is measured by comparing the performance in question with the level of certain standards set. Therefore, librarians must possess a combination of competencies from:

- 1. Knowledge;** The knowledge is obtained from formal education level, also from informal experience, from attending training, and based on experience gained from conditions in the field. Thus, educational institutions have a very large role in creating an attitude of competence competence suited to this environment of uncertainty.
- 2. Education;** Development of educational competencies that can be carried out by carrying out the principles of being proactive, preparedness, engagement, and ability to solve problems that arise in an emergency.
- 3. Skills;** knowledge gained from the use of practical abilities from real and faced situations. These skills are used to perform certain tasks [14].
- 4. Attitude;** Attitude is an important part of competence, especially during suddenly changing environmental conditions, such as COVID-19, where the work environment will continue to change in situations of uncertainty. Positive attitudes such as proactiveness and preparedness will be attitudes that are needed by librarians in dealing with new habits.

Boyatzis in Rahardjo [13] defines competence as a characteristic that underlies a person's personality, which may be a reason, characteristic, skill, aspect of a person's self-image or social role or the unit of knowledge he uses. Levenson [2] explains that the challenges of librarians can be seen as a set of achievements that develop individual competencies, increase their understanding and personal attributes and make them more likely to get a job and be successful in their chosen job, which benefits themselves and society [15].

IV. DISCUSSION

A. Librarians' Roles and Challenges in Managing Knowledge

The role and challenge of the librarian is the ability to renew competence in these difficult times. Competence is seen as the added value needed to increase the role and answer the challenges for progress in a library so that it can reach one's potential and make a successful contribution to the strategic direction of the library. Seeing that competence can be defined as a multi-dimensional construct, librarians must prepare and equip themselves with abilities in the field of research on higher education and learning in libraries.

Fugate [16] (2004) suggested that the role and challenges of librarians in new habitual conditions could focus more on capturing the work in the library itself. Library and librarian should want to adapt with changes that exist due to the Covid-19 pandemic in order to survive the difficult conditions that are currently being experienced. Change service with To do innovation for users permanent can access available information _ in library . Blend offline and online services become solution . Labibah in Rahmadani [17] stated that strategies for increasing the competence of librarians can be done, including being brave and ready to face change, continuing to practice and learning, trying to give the best, always having creative and innovative ideas . in service library , as well as always network and knowledge sharing with others .

knowledge the in obtained from formal education level, also from informal experience, from attending training, and based on experience gained from conditions in the field. Thus, educational institutions have a very large role to create an attitude of competence in accordance with the competencies required environment uncertainty this .

In addition, we are expected, librarians more than ever to solve problems encountered in libraries and share knowledge instantly, that is, librarians are able to publish whatever is learned, so that others learn and benefit and avoid repeating the same mistakes. This means librarian need to take place, participate in building society, a new normal environment, in which librarians will be able to react, realize, resolve, reshape, and become more resilient. Librarian could focus competence in problem solving.

These roles and challenges could be seen from capacity individual in find most effective solution and probably most efficient for difficult or complex problem .

B. Librarians' Roles and Challenges in Education

Competency development that can be done by implementing the principles of proactiveness, readiness, engagement, problem solving, followed by the last obstacle such as publishing and publication. Due to the expected high unemployment in the new normal, there will be a series of challenges on educational institutions and colleges to clarify the total program and their journey to competence. Educational institutions and universities are expected to identify the competencies they are targeting to possess by their graduates, according to the cluster, or the competitiveness of the community or country and its conditions, or the phase during the new normal. Universities can adopt these competencies and employability skills and add some that reflect their own identity.

Another role of universities is how to integrate learning programs with market conditions and the world's society which is very dynamic and constantly changing, namely how to develop courses that are driven by employability competencies and organize them in daily teaching. It is also difficult to relate to the industry because the industry will be busy with risk mitigation to restore stability to its position or struggle for its survival. However, if contact with industry could be optimized through e-learning meeting arrangements with different industry leaders, this could offset the gap.

The proactive competence of the librarian is expected to be able to answer challenges and can contribute to the capacity to prepare for the future, or to face challenges that are expected or possibly far-sighted. Meanwhile, the preparedness competence focuses on the quality or state of being always ready to face various types of emergencies. Since teamwork has to be agile, all three are represented by the 'together' competence. These competencies represent the capacity to process and exchange information between individuals through shared systems, or behaviors that create a productive and harmonious environment.

C. Roles and Challenges Skills and Experiences of Librarians

To meet the demands of the new normal, librarians are expected to 'react' with reliability. This means that the librarian needs to ensure that all the activities performed are safe and do not cause further problems, thereby ensuring that all the different scenarios are considered. To meet the demands of the 'realization' phase, the librarian needs to embody the concept. For example, by determining what and where the challenges are, determining realization, and so on. Then comes the 'determination' phase, which targets to make the community healthy and profitable again. This will help prepare society to achieve the 'resilience' needed for the effective transformation of the new, evolving era. knowledge gained from the use of practical abilities from real and faced situations. Skills are defined as the ability to perform a specific task. Skills is an effort to have the capacity to get an initial job, keep a job and get a new job if needed

Librarians must have the experience needed to understand the uniqueness of librarians, in addition to understanding, librarians are required to have abilities and skills that can be general or disciplined or context-based. Regardless of what skills are required, in a turbulent, fuzzy and non-predictive environment, key competencies need to be around imagination, curiosity, creativity and resilience. Because many organizations lost their staff reserves in the new normal, and in turn, they were unable to acquire important competencies in a short time; organizational roles and expectations for skills and experience will be highly dynamic and will continue to change. their main complexity is related to the new normal, namely building individual and community competencies that are considered unique and valuable.

The researchers managed to expose the need for multiple competencies that depend on complex hybrid requirements, as demonstrated in the proposed toolkit. This means different curricula, teaching techniques and training need to be prepared even before the end of a global pandemic, similar to COVID-19. These frameworks and tools offer a good opportunity to think positively about the COVID-19 crisis and direct spending on preparing non-destructive assets, namely human capital that can be better prepared for future crises.

D. Librarians' Roles and Challenges Against Professionalism

An attitude of professionalism is an important part of the main role of a librarian, especially during suddenly changing environmental conditions, such as COVID-19, where the work environment will continue to reshape itself, and uncertainty will become the norm. Positive attitudes such as proactiveness and preparedness will be attitudes that are highly expected from every

labor market competitor to show readiness for the new normal. Attitudes are more emphasized on aspects of honesty, loyalty and style of action: perfectionism and independence.

In the era of new habits, librarians are required to continue to encourage better changes in library services, especially those related to academic information services, researchers, and students. It is hoped that librarians can better meet the needs of users in a systematic and coordinated manner. These efforts are intended so that librarians can concentrate on service activities by implementing services. This service is tailored to the information needs of users. As a librarian, he can bridge by communicating personally through a library program known as this term, a program where the librarian is actively a liaison between libraries, research librarians, and the collections and information needed in the library.

The application of librarian competence will certainly cause many problems faced by librarians in providing services to users. These problems arise because the search for various information, educational background, age and occupation, linking the information search that is being carried out and the environment in which the library users are active. This process of change can present challenges for librarians seeking the support of librarian heads and staff at library institutions.

V. CONCLUSION

In this study, we reveal about the role and challenges of librarians in improving the competence of librarians needed for the next important milestones of our civilization and human journey. This research can be a source of motivation for competency planners, education leaders, human resources and human resources facilitators, employment experts and government economists, so that they choose the right teaching and development coaching methods that can have an impact on having a country or community ready for the demands of competence. the new normal.

In the era of new habits, librarians should equip themselves with competencies and combinations of knowledge, which knowledge is obtained from formal education level, also from informal experience, from attending training, and based on experience gained from conditions in the field. Education and development of educational competencies that can be carried out by carrying out the principles of proactiveness, readiness, engagement, problem solving, skills and knowledge obtained from the use of practical abilities from real and faced situations. And positive attitudes such as proactiveness and preparedness will be attitudes that are highly expected from every labor market competitor to show readiness for the new normal. Attitudes are more emphasized on aspects of honesty, loyalty and style of action: perfectionism and independence.

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