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Library Human Resources Training Through Online-Based Service Provider Platform

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ABSTRACT

Almost all aspects of life, the need for diverse human resources in modern times makes institutions and human resources, in this case, human resources, design and carry out HR training to improve library capabilities so that they can provide the best service to their students' user. The purpose of this study is to find out how library HR training can be carried out by utilizing online-based service provider platforms, as we know that with a variety of new capabilities and technological developments, creating a remote training system that is efficient and easily accessible by anyone. The research method is a qualitative approach and literature study using related literature in library studies by finding scientific literature. The results of the study indicate that the use of LMS and online training platforms is a positive thing to be used as a choice for HR training of an institution with the selection of training tailored to the needs and desires of the HR who will participate.

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1. INTRODUCTION

Digital and technological developments nowadays, where almost every aspect of life is closely related to technology and automation, as well as libraries that experience changes and effects. The unstoppable growth of technology brings changes to everything closely related to human activities (Levano et al., 2019; Novakova, 2020). Even technological developments have changed human habits from the simplest to complex things such as social, economic, and structural life. The growth of information on the impact of technological developments has made more and more diverse ways to obtain information, especially training services. The growth of information on the impact of technological developments has made more and more diverse ways to obtain information, especially training services. The online training platform is one of the innovations that has been widely developed in recent years, providing the convenience and flexibility to access learning materials anywhere and anytime (Aliawarneh, 2020; Xie et al., 2020). The Internet is the latest technology of today's information age, bringing many negatives and positives. Technology has replaced almost everything in human life, including the culture of human life (Manullang, 2021).

Along with the development of increasingly sophisticated learning technology, librarians must adapt to these learning technology advances. Learning Technology, or what we can call EduTech and EdTech, combines computer hardware and software with educational theory and practice to facilitate learning activities (Robinson et al., 2013). The massive and rapid expansion of online learning and training providers and the ongoing shift in instructional technology is affecting how librarians work almost entirely to provide information to users. The desire to continuously improve professionalism is a form of high commitment of a librarian to achieve user satisfaction. The latest technology in learning, such as an online learning platform based on the Learning Management System (LMS), can be the choice of Library HR as a new approach to online skills development and training (Ivanytska et al., 2021; Shurygin., 2021).

LMS usually contains content in professional and pedagogic competencies, which are made in a multimedia format and then used as teaching materials for developing user competencies. The innovations offered by LMS are part of technological development innovations, especially those based on virtual using websites, multimedia, and face-to-face meetings (Munir, 2010). Meanwhile, LMS is a platform for managing, documenting, creating, and delivering learning content that has been designed according to the needs and objectives of the LMS topic itself (Dhika, et al., 2020). LMS usually contains content in professional and pedagogic competencies, which are made in a multimedia format and then used as teaching materials for developing user competencies (Hartini, et al., 2021; Kite et al., 2020). These multimedia formats, such as videos, images, and interactive quizzes, enhance the learning experience and increase engagement, making it easier for users to understand the material being taught. Additionally, the use of multimedia also helps to make the training materials visually appealing, which can help to retain the attention of the users for a longer period of time (Brůža, et al., 2021).

Training using an online platform makes it easy for users to improve their abilities efficiently and quickly because it is based online, so it does not require face-to-face meetings that will take up much time. The online training option is a choice for employees and companies to provide training to HR to increase productivity and work effectiveness (Burhan, et al., 2021; Zeebaree et al., 2019). This option not only saves time and resources but also provides the flexibility to learn at their own pace and in their preferred

environment, making it an attractive option for professionals seeking to enhance their skills and knowledge. The use of LMS in academia has undergone significant changes over time and is not only used for formal education purposes. LMS is increasingly being used for other purposes in the professional and corporate sectors, especially for training and human resource development (Castellano, 2014). Arguments related to the approach used in training and human resource development in an institution, libraries also apply LMS designed or provided by training and development providing institutions that we can easily modify according to online library training needs.

The obligation of institutions to provide written job training in Law No. 13 of 2003 Article 9 of the Law on Manpower Job training is organized and directed to equip, improve, and develop work competencies to increase ability, productivity, and welfare. It is hoped that with the job training, the company and human resources will have a mutualistic relationship that positively impacts company activities. From a technical point of view, productivity can be interpreted as a parameter of the results of the use of resources (Park, 2020; Surya et al., 2021). The productivity of HR in an institution can be used as a benchmark based on the resources/human resources employed by HR with the products produced (Sutrisno, 2015). In addition, the excellent relationship between the company and HR that is created through training and development is, of course, aimed at improving HR work performance, both in the short and long term (Simamora, 2004). Because with the training and development, employees feel that they are company assets that require investment for the common good.

Library HR training and development is a requirement for a librarian to be able to combine and build on the available information as input for interpreting new knowledge. These competencies result from effective and efficient information search methods (Prasetiawan, 2012). We cannot avoid the demand for the education and training of library HR staff using the e-learning platform, as the development of science and technology triggers the implementation of e-learning for the education and training of library HR staff remotely (Simamora, 2017).

Libraries must develop human resources for both librarians and staff to increase the satisfaction of library staff, improve careers, overcome deficiencies, and increase the role and existence of libraries so that they can support the success of libraries (Qurotianti, 2018). Librarians and staff at the UMY library are required to provide excellent service to users consisting of students, lecturers, and other academics. This is what underlies the importance of developing library human resources in meeting the satisfaction of the users to improve the progress and integrity of the UMY library as a superior library.

Training needs analysis is the first step in a cyclical process contributing to a person's training and education strategy in an organization or professional group. In conducting a training needs analysis, it must be based on the appropriate stages and steps so that we can achieve the training objectives optimally (Lee, 2019). A business-oriented approach is where top management must be committed to investing in training because this investment is essential for business success. In other words, needs assessment analysis is to determine whether training is required and, if needed, to provide the necessary information to design training programs (Mufti, 2018). revealed regarding Online-Based Training in the Covid-19 Era that many people take for granted modern digital technology that was not even accessible a few decades ago (Pasaribu, 2021). Technological innovations such as online learning platforms are indispensable in dealing with the COVID-19 pandemic. We can now use various digital technologies to augment and enhance work, learning, and public health strategies. Online training can provide benefits that users quickly feel. Teachers who

experience online training can ultimately create interactive quizzes in Quizizz, where the urgency is to offer new experiences for students to learn in a fun way (Panggabean et al., 2020).

In addition to the advantages of online training mentioned above, the flexible scheduling of online training can be beneficial for library HR who have busy schedules or work different shifts (Jena, 2020). With online training, library HR can choose to participate in training sessions at a time that works best for them, eliminating the need to take time off work or sacrifice personal time to attend in-person training sessions. Moreover, online training provides a cost-effective solution for organizations, as it eliminates the need for travel, accommodation, and other related expenses associated with attending in-person training sessions (Renganayagalu et al., 2022; Sarabipour, et al., 2020). The convenience of online training also allows for wider access to training opportunities, as library HR from remote locations or smaller libraries can participate in training sessions from the comfort of their own homes or workstations. It is also worth mentioning that online training can provide opportunities for library HR to network with peers from other libraries and institutions, fostering collaboration and exchange of ideas and best practices. By participating in online training sessions and forums, library HR can expand their professional network and enhance their knowledge and skills in a supportive and inclusive environment.

The implementation of online training, as a result of a thorough training needs analysis, can greatly benefit library HR and their organizations. By providing access to training opportunities and resources, library HR can stay up-to-date with the latest developments in the field and enhance their skills and knowledge, contributing to the success of their libraries and the wider information community.

2. METHODS

This study uses a qualitative approach, The qualitative approach aims to; (1) Gain an understanding of the phenomena experienced by research subjects holistically and describe them to an event using various natural methods; and (2) Provide a specific description, find or develop a new theory, conduct experiments or strengthen a theory, evaluate the final result or a series of actions, and formulate policies (Moleong, 2017). This study obtained qualitative data from the literature and information on the training and development of human resources. Literature review (narrative review) uses related literature in library studies by identifying scientific literature (Pendit, 2003).

The library HR training is done to develop human resources in libraries or information institutions with a strategic role, success in the library, and career success for HR. We must obtain this data and information to analyze library HR training needs (Mufti, 2021). Meanwhile, the results of a literature review must be strengthened by supporting literature and arguments from researchers, then analyzed so that they are feasible to use as a basis for discussion and conclusion (Nashihuddin & Suryono, 2018).

3. RESULTS AND DISCUSSION

3.1. Library Human Resource Training and Development

The training is helpful in the career path of library HR as a condition for obtaining more responsibilities in the future. The library HR training program benefits the library's human resources and helps maintain its excellence in the future as a result of investing in the capabilities of its human resources. With the implementation of training and human

resource development, will increase the ability and knowledge of human resources, resulting in the interchange of capabilities and understanding of human resources, which grows in line with the productivity of these human resources, which increases at work (Hasibuan, 2000). In addition, training and development are the heart of a business that has been designed repeatedly to improve the ability and performance of an institution (Noe et al., 2005). Training for HR aims to prepare knowledge and skills for the short term because it is based on the current needs of HR and the company. Development has scope for a long time with learning outside of work.

Furthermore, continuous training and development not only benefits the individual library HR but also the library as a whole. With a well-trained workforce, the library is better equipped to provide high-quality services to its users, enhance its reputation and contribute to the wider community. As technology and information needs continue to change, it is crucial that library HR remains up-to-date with the latest developments and best practices in the field. This is essential not only for the success of the library but also for the future of the library HR themselves. The investment in training and development is a win-win situation for both the library HR and the library. By providing ongoing professional development opportunities, the library HR can continue to grow and enhance their skills and knowledge, contributing to the success of the library. The library, in turn, benefits from a well-trained workforce that is equipped to provide high-quality services and meet the changing needs of its users.

3.2. Online Based Training Service Provider Platform

The training service provider platform in this modern era has reached a situation where training activities can be carried out using an LMS that is designed in such a way according to the needs of the training topics taken by the user. Library HR professionals who are required to master many indirectly feel these developments. The existence of an online-based training platform is an advantage and opportunity to improve the ability and integrity of an individual. There are several recommendation platforms that we can use to improve capabilities, include (Ministry of Communication and Information Technology, 2015): (i) Moodle (moodle.org); (ii) Blackboard CourseSites (coursesites.com); (iii) Schoology (schoology.com); (iv) Latitude Learning (latitudelearning.com); (v) Academy of Mine (academyofmine.com); (vi) LRN (dotlrn.org); (vii) eFront (efrontlearning.net); (viii) Sakai (sakaiproject.org); (ix) Dokeos (dokeos.com); (x) Atutor (atutor.ca/atutor); (xi) ILIAS (ilias.de); (xii) Udemy (udemy.com)

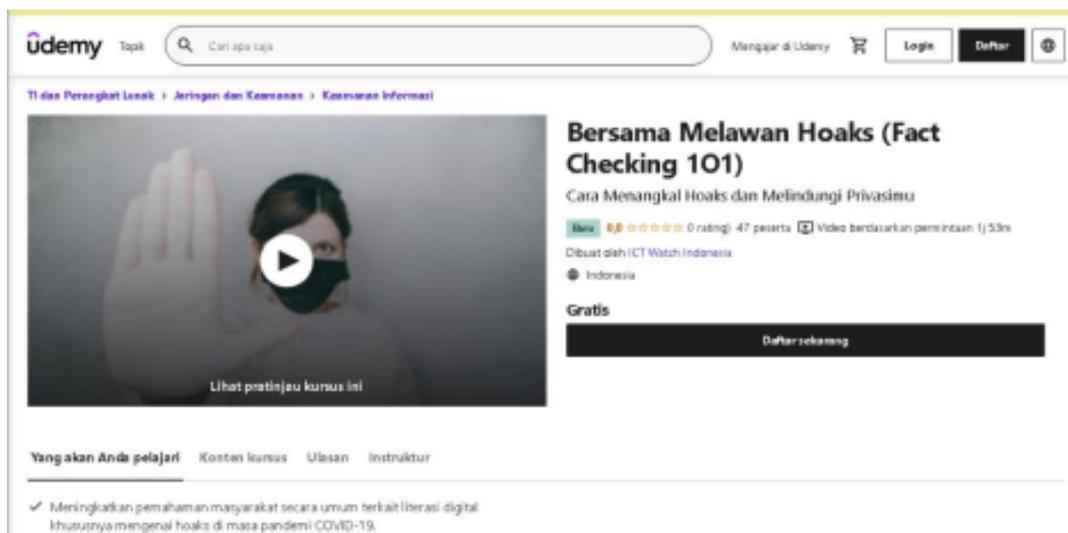


Figure 1. Display of One of the Udeemy.com course platforms

In addition to the sites above, there are also local sites such as: (i) SkillsAcademy by Ruanguru (skillacademy.com); (ii) Maubelajarapa (maubelajarapa.com); (iii) Hacktiv8 (hacktiv8.com); (iv) Pintaria (pintaria.com); (v) Pijarmahir (pijarmahir.id); (vi) IndonesiaX (indonesiax.co.id)

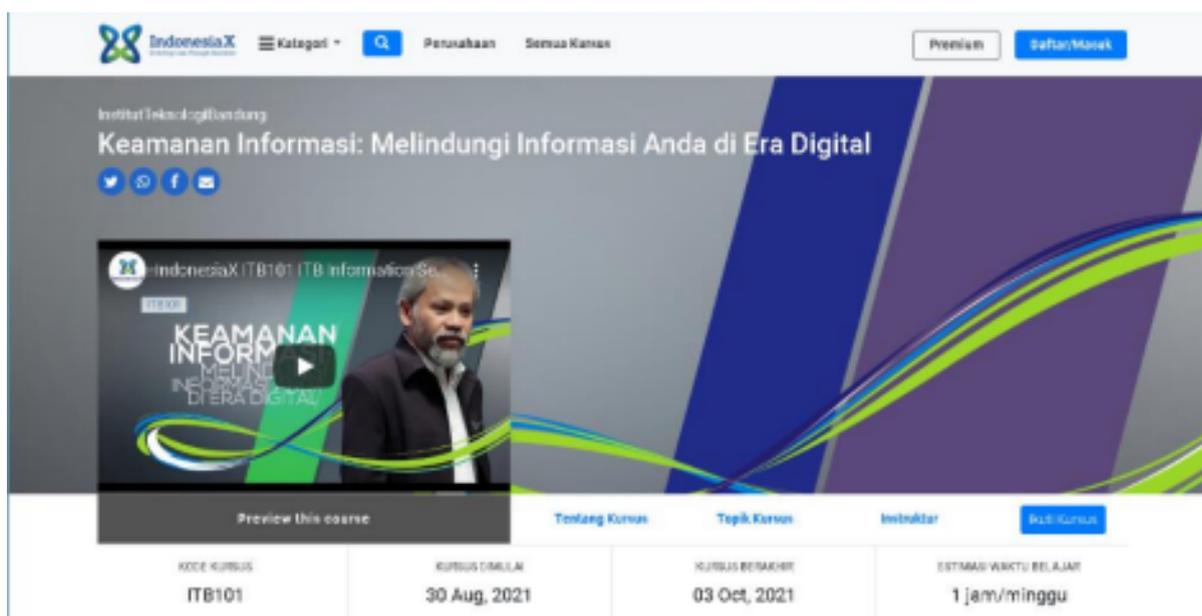


Figure 2. Display of IndonesiaX course platforms

Some of the sites above are platforms for online training service providers with various topics that library HR can take to increase specific abilities, whether they are abilities that are felt to be under the skills they already have or new powers to complement other capabilities. The platforms above are not all free. Several platforms require a subscription to get full access rights and certificates that prove that we have new skills from the online training.

The existence of the training service provider site is a product of technological developments in the field of education. Its use is not only limited to library management

skills. It is also very open to many other types of training to support library HR capabilities, especially marketing strategies, programming, calculations, and expertise—others considering adapting to the times.

In addition to the benefits mentioned above, online training also offers an affordable and flexible way for library HR to continue their professional development. Traditional in-person training often requires time away from work and can be costly, including travel and accommodation expenses. With online training, HR can learn at their own pace, in their own time and in their own space. This can be especially important for those who have other commitments, such as family or work responsibilities, that make it difficult to attend traditional training programs. Furthermore, online training eliminates geographical barriers, making it possible for library HR to access training opportunities from anywhere in the world.

3.3. HR Library and Training Platform

In the era of the information explosion, the nature of libraries and information services makes library staff regularly update their knowledge and skills. On-the-job training has played an essential role in acquiring the knowledge and skills needed to keep up with this information explosion. The growth of online training directly impacts how library HR works to meet the needs of its students. Ideally, this professional evolution is primarily the library's responsibility to maintain optimal service. The latest technology provides opportunities for methods, a new approach to training and development in information institutions, especially online training, which is the opposite of face-to-face training. Online training has several advantages compared to offline activity: flexibility, convenience, and easy access to training materials (Haley & Kruzich, 2008).

These online training platforms are usually certified courses with special conditions or curricula and standards that the provider institution has designed. The standardization of graduation and training assessment can be an almost perfect benchmark to prove the results of the training carried out by HR, with practice later in the field or workplace. The growth obtained by HR through training, with a comparable period to adapt to HR's free time, is the hallmark of online platform training that can be easily accessed anytime and anywhere.

Moreover, online training also provides an opportunity for library HR to expand their skill sets and knowledge beyond their current roles. This means that HR can grow professionally and be prepared for potential changes in the job market. The online training platform offers a diverse range of courses that cater to various professional needs, from basic library management to the latest digital literacy. With a wide range of options, library HR can choose the courses that fit their career goals and work requirements. Online training also provides the opportunity to connect with peers and experts from around the world, promoting a collaborative and learning culture within the library sector. In conclusion, the development of online training has revolutionized the way library HR learns and grows professionally, providing them with the tools and resources needed to keep up with the ever-evolving information landscape.

4. CONCLUSION

Library HR training using an online training service provider platform is a breakthrough in the field of learning, especially HR training and development aimed at improving the quality and capability of the library's HR itself. Using an LMS from an online platform can mean

accessing advantages anywhere, being flexible, and not needing to be face-to-face. The type of capacity training chosen by library HR is not limited based on the capabilities of this HR. Library HR can freely search and select available training programs with personal considerations. In the end, an online training platform will increase the library's HR capabilities and make it more diverse with online training that can be carried out flexibly.

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