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Library for the Digital Natives Generation: **What to do**

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Siana Halim, Dian Wulandari¹, Demmy Kasih, Felecia, Ingrid Petra Christian University Abstract
Nowadays, people does not need to go to the library for searching knowledge or information. World does change. We come to the new generation that so called as digital native generation. Information can be search through the gadgets on hands which connected to the internet. Then comes the question. Is the library still important? What the library should do? It is no wonder that most of the libraries have decreasing number of visitors as well as decreasing number of books that out of the shells. This paper describes the characteristics of the digital native, their habit in learning and reading books. It also summarized some discussions among the head 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 shows, 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 videos and listening to audios, and of course the online materials must be provided to encounter the decreasing visitors. Key words: 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 information is ready on hands immediately. No wonder that most of the university libraries, particularly in Surabaya, have decreasing number of visitors as well as decreasing number of books that out of the shells. As it is reported by Wulandari (2011), the physical visitors of PCU library is 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

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number of physical visitors

is increasing, but the number of borrowed books is decreasing.

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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.**

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That FGD was let by the heads of the Institut Teknologi Sepuluh Nopember (ITS) library, Surabaya University library and PCU library. This phenomena 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.

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Digital native is a

young generation that "native" in the language of

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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

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in the community activities. Digital natives are nontraditional learners

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(Oblinger and Oblinger, 2005). This generation grew in the World Wide Web era, interact closely with gadgets, and search the information through their gadgets (Suprpto, 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 Teknologi Sepuluh Nopember Surabaya (ITS)

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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 is depend on the size of the library. ITS and UPN are state universities, while UKP, UBAYA dan UWM are private universities.

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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 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 nor e- books, 142 have textbooks, 78 collected e-books, and 90 collected textbooks and e- books. During classes, 61 respondents only listening to the class, 248 respondents only take a note, 13 drawing mind mapping, and 9 search through the internet. Most of them are often to use printed, digital, hand note and module for learning, and 46.1% are very often to 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 prefer to work in team (48.7%) than individually (see Table 3). Among several types of social media, 70.1% of the students are often or very often exist in the Instagram (see Table 4). Most of every students has laptops and smart phone (see Table 5). Media Printed Digital Hand note Slide/handout Module Article in printed media Radio/TV Picture/graphic/chart Recorded audio/video Model Internet Table 1 Media Used for Learning Never Seldom Sometimes 2.6% 11.7% 27.0% 3.6% 14.6% 28.7% 0.9% 6.1% 17.6% 1.3% 5.9% 15.9% 3.3% 10.0% 27.8% 6.7% 25.0% 38.3% 20.9% 32.4% 30.9% 9.6% 23.0% 37.6% 24.1% 36.5% 24.8% 20.9% 31.1% 31.7% 0.9% 3.3% 10.4% Often 42.0% 37.2% 38.7% 44.8% 40.4% 23.9% 11.7% 22.8% 11.7% 11.7% 39.3% Very often 16.7% 16.1% 36.7% 32.2% 18.5% 6.1% 4.1% 7.0% 2.8% 4.6% 46.1% Computer usage Document (e.g. Word, excel) Picture editing (e.g. Photoshop) Audio and video editing Learning without internet Listening to music Playing games without internet Game online Searching information using Table 2 PC Usage Never Seldom 0.00% 1.30% 19.40% 24.10% 20.22% 26.74% 5.40% 5.90% 0.70% 2.20% 12.20% 9.30% 28.91% 14.57% 1.70% 2.20% Enough 14.30% 34.80% 27.83% 21.70% 8.00% 17.40% 16.09% 7.60% Often 48.50% 20.20% 16.52% 36.70% 26.10% 26.10% 17.39% 26.70% Very often 35.90% 10.40% 8.70% 30.20% 63.00% 35.00% 23.04% 61.70% internet Table 3 Percentage of Doing the Homework Doing the homework Never Seldom Enough Often Very often Individually 1,3% 4,1% 15,0% Copy the work of classmate 14,8% 27,0% 44,8% Copy the work of seniors 44,6% 24,6% 23,5% Work as a team 2,2% 5,4% 28,5% Have recourse without payment 33,0% 14,6% 27,8% Have recourse with payment 85,7% 5,9% 5,9% Do nothing 60,9% 25,9% 10,4% 49,3% 12,8% 7,2% 48,7% 20,4% 2,4% 2,8% 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% 30,2% 0,7% 0,2% 15,2% 4,1% 0,2% 0,2% 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 Table 5 Percentage of PC and Gadgets Ownership for Each University. Univeristy PC & Gadgets PC Petra 42.5% Ubaya 51.1% UWM 47.1% ITS 30.4% UPN 45.8% Laptop Video Games 85.5% 26.3% 87.4% 20.7% 89.4% 21.3% 91.3% 6.5% 79.2% 18.8% MP3 Digital Player Camera 41.4% 47.3% 41.4% 41.4% 36.2% 38.3% 21.7% 23.9% 45.8% 39.6% Smart Modem Phone 96.2% 41.9% 97.7% 34.5% 100.0% 29.8% 98.9% 30.4% 100.0% 41.7% Printer Scanner 34.9% 23.7% 41.4% 31.0% 55.3% 25.5% 26.1% 14.1% 37.5% 20.8% Data Storage 80.8% 86.2% 85.1% 85.9% 89.6% represented. 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 represents 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 which 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 ITSLib is also decreasing. To increased the number of visitors ITSLib provide broadband internet, provide leisure reading room area, in which the visitors can bring food and beverage in that room. Café like reading room with good quality 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 develop 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 facilities. UbayaLib are managed by 15 librarian with 13 stafs, who are 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 increased the UbayaLib collections significantly. Moreover, UbayaLib provides online service. All UbayaLib members can access the Ubayalib Digital Contents wherever 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 they search of information through the

web than going to the library. Additionally, 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. To overcome that challenge, several efforts have to be done. The PCULib, ITSlib and UbayaLib develops digital collections, and more facilities to accommodate the needs of the digital natives. References Focus Group Discussion Perpustakaan.(2005).Unpublished Research Report, Petra Christian University Library. Oblinger, D.G. and Oblinger, J.L. (2005). Is it Age or IT: First Steps toward Understanding the Net Generation. Educating the Net Generation. Retrieved from <http://www.educause.edu/educatingthenetgen/> Pemkot Surabaya. (2015).Perguruan tinggi swasta. Retrieved from <http://www.surabaya.go.id/dinamis/?id=743> Prensky, M. (2001).Digital Natives, Digital Immigrants.On the Horizon.(9) 5, pp. 1-6. Suprpto, Kahardityo. (March 14, 2010). Generasi Platinum yang Lekat dengan Gadget. Tribunnews. Retrieved April 1, 2011, from <http://www.tribunnews.com/2010/03/14/generasi-platinum-yang-lekatdengan-gadget> Wulandari, D. (2011).Mengembangkan Perpustakaan Sejalan dengan Kebutuhan Net Generation. Visi Pustaka 13(2), 16-24. 106 107 108 109