



# DIGITAL LITERACY FOR LIBRARIANS IN THE ERA SOCIETY 5.0: OPPORTUNITIES AND CHALLENGES

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## ABSTRACT

In today's sophisticated technology era, digitization, virtual and online activities have become normality following current and future expectations, such as the slogan "world in our grip." As an information management institution, the library is no longer focused on building physical and conventional services but must develop itself flow the times. Librarians play an active role in making innovations and services for users. This study aims to determine the ability of digital literacy in the era of society 5.0 librarians. This study is qualitative research using a literature study approach. Therefore, the data were gathered through previous studies conducted by researchers or academicians. In reality, the context of digital literacy for librarians who have long been part of the library, but the digital phenomenon that is basically related to digital media users is still not optimal in its utilization in the society 5.0 era.

**Keywords:** Digital literacy; librarian role; society 5.0

## 1. INTRODUCTION

In the current era, information technology is inseparable from daily life. Information has become valuable today, but it is still easy to facilitate because so much information is available in cyberspace. There is no single problem without an answer in the current era of information disclosure. The problem is that some people need help finding information in the current flood of information. They need instructions or guidelines that can make them proficient in surfing the world of information. Several information institutions have made efforts to do this, and one of them is the library which is often known as an information storehouse.

The library is an institution where various kinds of information sources are managed and can then be used by library patrons who must understand and be responsive to the development of science and information. Likewise, in academic libraries, the needs of their users for information are much higher and more varied compared to lower levels of education. In Indonesia, a university carries out the Three Pillars of Higher Education; education; research, and social service, known as the “Tridharma Pendidikan Tinggi.” The library in a university must also understand these three points. Therefore, librarians who work in campus libraries must keep abreast of developments in the academic world from time to time. This is where the role of higher education librarians must be able to capture signals of users’ information needs in this era. these digital natives. It is necessary to pay attention to the creativity and competence of librarians in developing and improving services in the digital era. Librarians must be able to play an active role in identifying users’ needs in the current technological era. If librarians do not innovate in services, they will be left behind, and the impact on the library as a source of information and a place to spread knowledge is only a slogan (Dayono, 2017).

In the current digital era, librarians on campus are challenged to continue to provide benefits to their community members. They must have digital literacy skills. Digital literacy is becoming increasingly crucial in university libraries as more and more information is being made available online. Digital literacy effectively uses digital technologies, such as computers, the internet, and mobile devices, to access, understand, evaluate, create, and communicate information (Roche, 2017). The digital literacy skill set enables librarians to effectively manage and provide access to digital resources and provide patrons with the necessary digital literacy skills to navigate the digital landscape. In addition, Digital literacy for librarians also includes being familiar with the latest technology and trends in the field, such as virtual reality, artificial intelligence, and machine learning, to anticipate and adapt to future changes in the library landscape. They must also understand and use social media platforms and communication tools to engage with patrons and promote library services. Furthermore, they can collaborate with other librarians and information professionals to share knowledge and resources and explore new and innovative ways of using technology to support library services.

In the context of university libraries, the era of Society 5.0 can bring many changes and opportunities. Overall, the era of Society 5.0 can significantly improve university libraries' role and effectiveness in supporting the community's academic and research needs. This paper will describe

the importance of digital literacy skills in today's all-digital era. By knowing the benefits of this ability, librarians can be more active and easily in providing services to people who live in the current era of society 5.0, where everything is digital.

## **2. METHODS**

This research is a descriptive study using a qualitative approach that uses literature sources as teaching materials as the primary data source. The sources used are from various databases such as DOAJ, Sinta, Scopus, and Google Scholar. Research data were obtained from library materials and also from direct observation in the library. The collected research data were analyzed using content analysis techniques, in which any literature used, especially those related to this research, was reviewed qualitatively. Meanwhile, the observed data will be used to strengthen the analysis of the data that has been reviewed, which will then be used for discussion and conclusion.

## **3. RESULTS AND DISCUSSION**

A university library is specifically designed to serve the needs of a university community. It typically holds many resources, including books, journals, newspapers, magazines, and other print and digital media forms. Many university libraries also have special collections, such as rare books, manuscripts, archives, and resources for specific academic disciplines. Additionally, university libraries may provide access to research databases, online journals, and other electronic resources (Mulat & Natarajan, 2020). They also offer study spaces and computer labs and sometimes have a section for multimedia, such as films and music. University librarians and staff can help students and faculty access these resources and provide research assistance.

Society 5.0 is a term used to describe a future society that incorporates advanced technology to improve the quality of life for its citizens. It is based on creating a 'smart society' by integrating the latest technological advancements, such as artificial intelligence, the Internet of Things, and big data analytics, into every aspect of daily life. Society 5.0 is being proposed to address global challenges such as climate change, population growth, and inequality and create a more sustainable and equitable future.

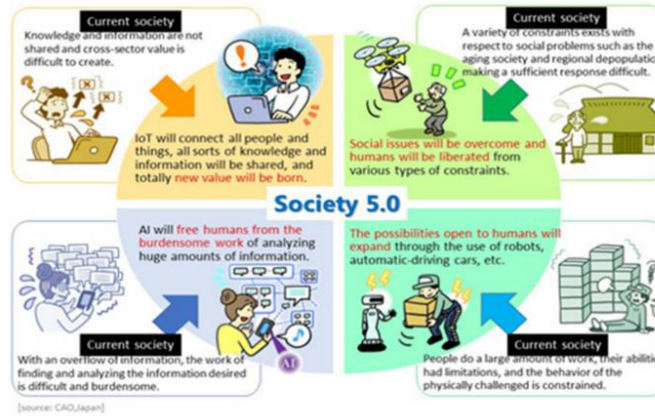


Figure 1. (Yanti Idaya Aspura, 2021)

It is hoped that the era of society 5.0 will make a solid contribution to social inclusion so that digital literacy has an important role in developing technology to solve modern social problems. The need for digital literacy is a necessity. Librarians need digital literacy skills due to the acceleration of technological developments. It can be understood that digital literacy is the skills and competencies needed to perform tasks in an interactive environment (Shopova, 2014).

In the current digital literacy era, librarians must be more sensitive and read the situation in implementing services and providing library materials.

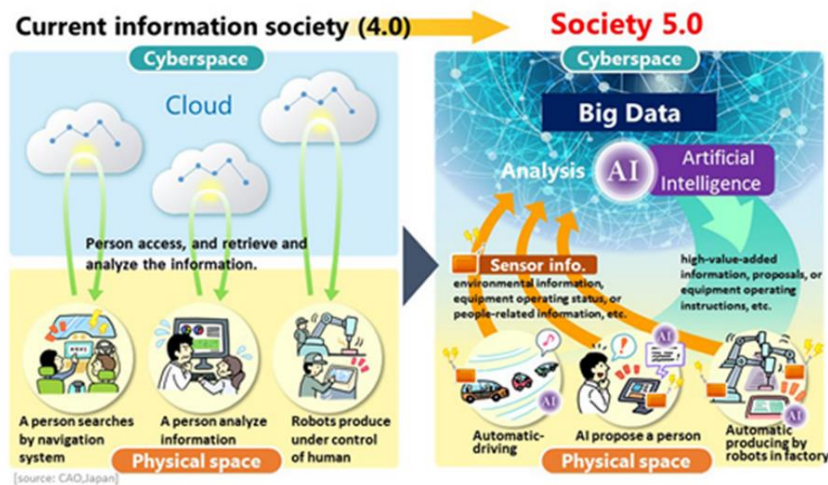


Figure 2. (Yanti Idaya Aspura, 2021)

Digital literacy is also important for librarians because it enables them to:

1. Effectively manage and access library collections in a digital format, such as e-books, online journals, and databases.
2. Understand the technology and tools used to access and preserve digital collections, such as data storage and preservation methods.
3. Stay current with new technologies and trends in the field, such as artificial intelligence, data analytics, and virtual reality.
4. Provide effective digital literacy instruction and support to library patrons, such as students, faculty, and staff.
5. Develop and maintain the library website and other digital platforms for more efficient and accessible service for the patrons.

By being digitally literate, librarians can help ensure that the library remains relevant and valuable in the digital age and that patrons can access the information and resources they need.

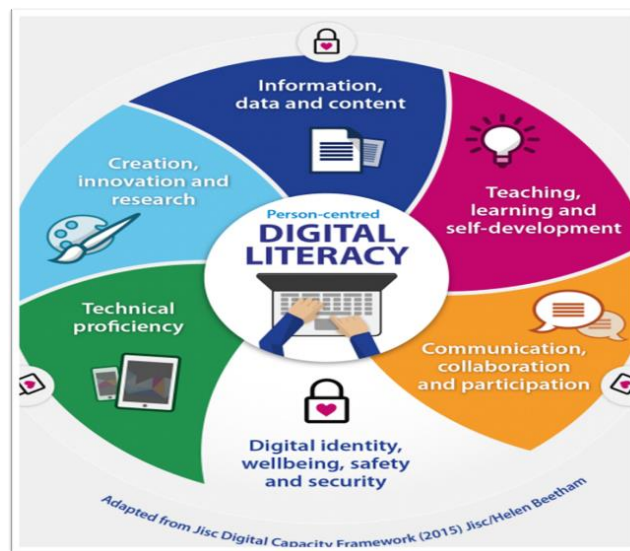


Figure 3. (Yanti Idaya Aspura, 2021)

Librarians are required to have basic skills, namely: tool literacy (the ability to understand technology in theory and practice), resource literacy (the ability to obtain information on an ongoing basis), social-structural literacy (knowing in determining the truth of information), research literacy

(the ability to use tool-based information technology), publishing literacy (the ability to publish information to the public using computers and the internet), emerging technology literacy (the ability to develop information and use it on target), and critical literacy (the ability to carry out continuous evaluations in the use of information technology) (Sumiati & Wijanaraga, 2020).

Digital literacy is becoming increasingly crucial in university libraries as more and more information is being made available online. Digital literacy effectively uses digital technologies, such as computers, the internet, and mobile devices, to access, understand, evaluate, create, and communicate information (Emir, 2015). In a university library setting, digital literacy is essential for students and faculty because it enables them to:

1. Access a wide range of online resources, such as scholarly articles, research databases, and e-books.
2. Evaluate the credibility and reliability of online information, as not all information found on the internet is accurate or trustworthy.
3. Create and share their digital content, such as research papers, presentations, and multimedia projects.
4. Communicate and collaborate with others, such as classmates and professors, through online platforms.

By promoting digital literacy, university libraries can help students and faculty make the most of the digital resources available and prepare them for their future careers (Kenton & Blummer, 2010).

In the context of university libraries, the era of Society 5.0 can bring many changes and opportunities. Some ways that university libraries may include in Society 5.0 are as follows:

1. Increased use of technology: University libraries in Society 5.0 may use technology such as artificial intelligence, the Internet of Things, and big data analytics to improve the user experience and enhance resource access. This may include virtual reality for remote collections access, chatbots for reference assistance, and data analytics to track and understand user behavior.

Librarians no longer sit waiting for users to ask for this and that book or borrow and return it directly. Still, librarians have to face the natural form in the 5.0 era is to run library services 24/7 using increasingly developing technology. Technology has changed the face of libraries and will continue to do so at any time. The presence of technology is an opportunity and a challenge for libraries, so libraries must continue to adapt to be part of the changing technology itself. If librarians don't match technology, it will create the perception that librarians will become extinct. A library is needed in education (learning and research). The library's function is as an information gate so that the library is a solution for what is required or what information is relevant to learning.

Educational resources and libraries. Libraries become technology as a basis for providing services, including the resources offered. Society 5.0 wants the library to be open 24/7, even though it is physically closed but not in service. The demand is that the service is always available. Especially in academic libraries, the need for electronic and open-access journals is also increasing. The characteristic of the library is that most of the budget from the library must have begun to be diverted to purchasing e-resources, namely hardware and software resources. This means that we are not only talking about content but also the hardware tools. Users or readers have experienced changes in information behavior.

Librarians must prepare information media for our users, so one way is that librarians must also change and be more critical. Everything has shifted to e-resources so they can be reached anywhere, both in the library and at home.

E-resources require librarians to take on new roles, tasks, and responsibilities, If in the past the concept was circulation, now it has shifted to consulting, and e-resource librarians are becoming consultants now. Librarians identify resources that can be accessed for free and then connect them to our system. Today's students were born in the 2000s, which means that technology already exists.

Examples of technology usage in libraries where librarians need to be tech-savvy and quickly adapt to new IT developments include:

- a) Automated resource management systems: Libraries use automated resource management systems to manage their collections, including cataloging, circulation, and

- resource tracking. Librarians must be familiar with these systems and quickly adapt to new updates and features.
- b) Digital collections: Libraries increasingly offer digital collections, including e-books, online journals, and databases. Librarians must be familiar with the technology behind these collections and able to assist patrons with accessing and using them.
  - c) Virtual reference services: Libraries offer virtual reference services, such as chatbots and online reference desks, to provide patrons with assistance and information. Librarians must be familiar with the technology behind these services and able to adapt quickly to new developments in this area.
  - d) Interactive displays: Libraries use interactive displays and touchscreen technology to engage patrons and provide them with information and resources. Librarians must be familiar with these displays and able to adapt to new technologies in this area quickly.
  - e) Mobile apps: Libraries use mobile apps to provide patrons with information and resources on the go. Librarians must be familiar with these apps and able to adapt to new developments in this area quickly.
2. Greater emphasis on digital collections: With more online information, university libraries in Society 5.0 may place a greater emphasis on digital collections and online resources while reducing their reliance on physical collections. Electronic Resources Librarian (ERL) is a shift in the role of academic libraries from the content owner to access point, managing access & use of information resources. Types of e-resources: Online journals, e-books, e-theses and dissertations (ETD), web resources, and institutional repositories.



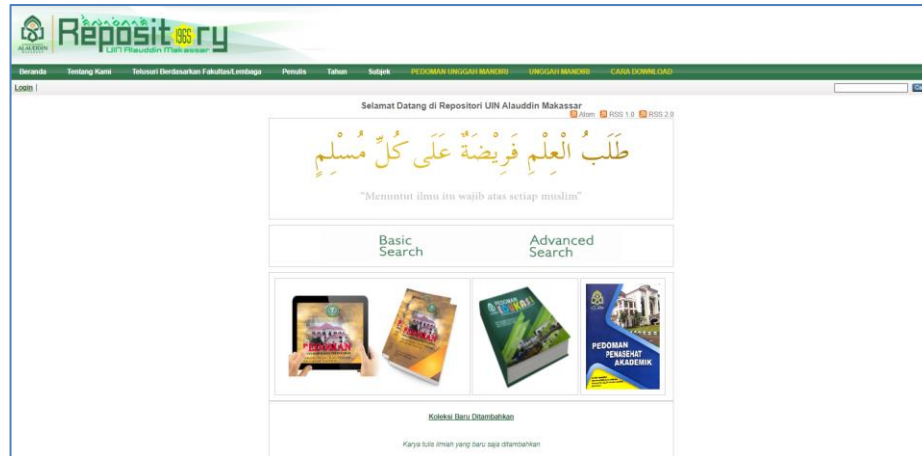


Figure 4. <http://repositori.uin-alauddin.ac.id/>

3. Remote access and online services: With technological advancements, university libraries in Society 5.0 will likely be able to provide remote access and online services to patrons, even those not on campus.

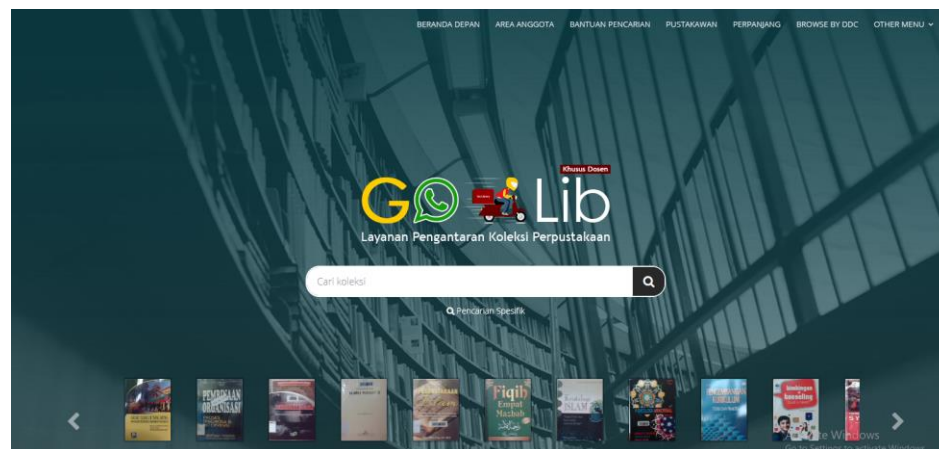


Figure 5. <http://opac.uin-alauddin.ac.id/>

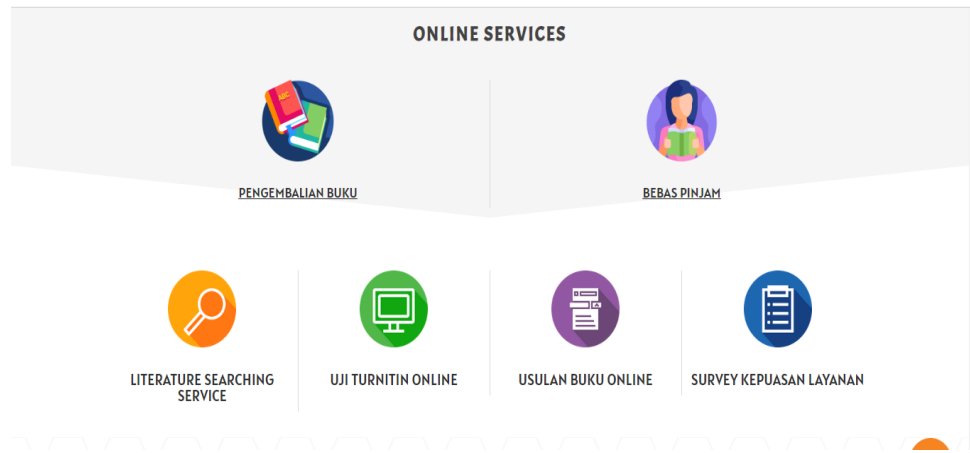


Figure 6. <https://digilib.undip.ac.id/>

4. Collaborative and interactive spaces: University libraries in Society 5.0 may also become more collaborative and interactive, where patrons can work together on projects, share resources, and receive support from librarians and staff.
5. Emphasis on digital literacy: In Society 5.0, university libraries will play an essential role in promoting digital literacy among students and faculty, helping them effectively use technology and navigate the wealth of online information. Several things can be done in college libraries to improve digital literacy skills, namely providing electronic resources such as e-journal databases and digital books. In addition, they are providing regular training on the use of technology in libraries for both users and librarians, providing digital literacy courses that include wise use of the internet, social media, and other information technologies, online services such as information services and consultations in libraries and the formation of digital digital communities for students, staff, and the wider community to discuss issues related to digital literacy.

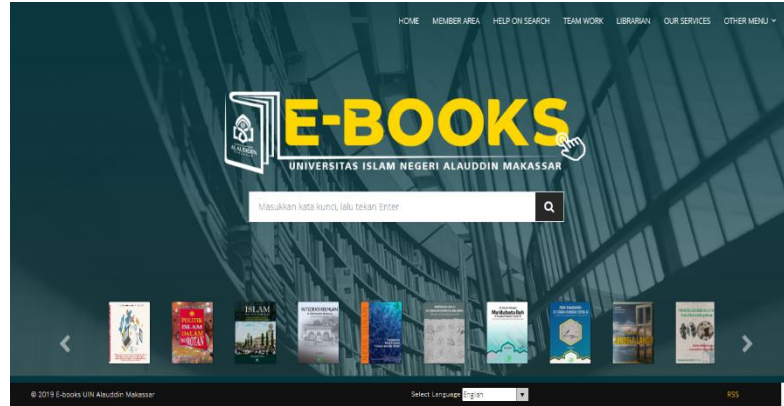


Figure 7. <https://ebooks.uin-alauddin.ac.id/>

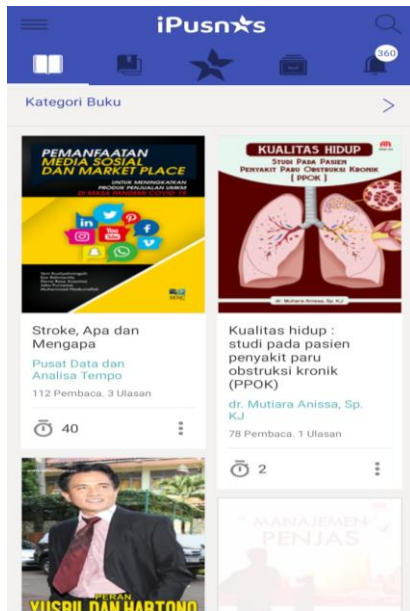


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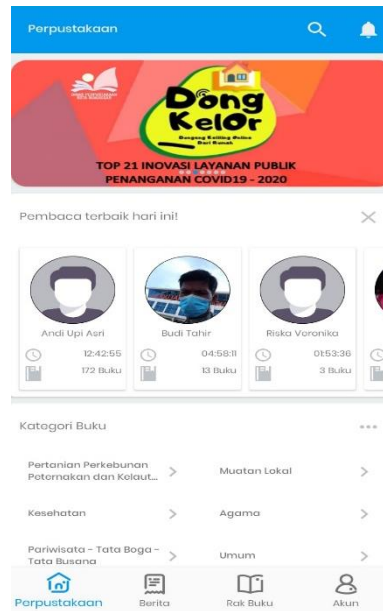


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Overall, the era of Society 5.0 can significantly improve university libraries' role and effectiveness in supporting the community's academic and research needs. The challenge for librarians today is the applications favored by young people more interested in visiting the library to access the e-library facility online. The challenge for librarians is not only to increase the interest of users and adjust facilities in the era of society 5.0 but also the limitations of library personnel in providing services so that users must manage their human resources and facilities to balance the habits and desires of users in the current era of society 5.0. In the age of library 5.0, librarians and technology are together experiencing users to create knowledge and innovation.

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