Proceedings

The 1st International Conference on Library and Information Science:

"From Open Library to Open Society"

(iCoo 2018)

18-19 August, 2018

at Sukhothai Thammathirat Open University (STOU)
Nonthaburi, Thailand

Organized by

Sukhothai Thammathirat Open University (STOU), Ph.D. Program in Information Science,
Library and Information Science Society for Asia and the Pacific (LISSASPAC),
Korea Institute of Science and Technology Information (KISTI)-Keimyung University, Korea,
Chonbuk National University, Korea,
Thai Library Association under the Royal Patronage of Her Royal Highness Princess
Maha Chakri Sirindhorn (TLA) and
Thailand Convention and Exhibition Bureau (TCEB)

Editors :

Assoc.Prof.Dr.Namtip Wipawin
Trevor John Smith

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Ph.D.Program in Information Science, School of Liberal Arts, Sukhothai Thammathirat Open University (STOU), Library and Information Science Society for Asia and the Pacific (LISSASPAC), KISTI-Keimyung University, Chonbuk National University, Korea, Thai Library Association under the Royal Patronage of Her Royal Highness Princess MahaChakriSirindhorn (TLA)and Thailand Convention and Exhibition Bureau (TCEB)

In collaboration with

Faculty of Informatics, Mahasarakham University, Faculty of Humanities and Social Sciences, Khon Kaen University, Department of Library Science, Faculty of Arts, Chulalongkorn University Mahidol University Library and Knowledge Center, School of Information, Florida State University, USA, Taweepanya Foundation - The Stock Exchange of Thailand (SET) Foundation, State Enterprise Employees Union of PTT Public Company Limited

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Note from the editor

Time to open

Welcome to the iCoo 2018 Conference "From Open Library to Open Society." Open concepts in library and information profession carry a long history of openness that has had an impact on the quality of people's life in every society, including open knowledge, open content and open data that are free to be used, reused, and redistributed without legal, social or technological restrictions. The theme of this international conference is linked to the trend in LIS education to encourage more discussions on open science issues, including open library, open access, open data, digital scholarship, institutional repositories, digital humanities, digital preservation, open society and open technology.

This international conference is supported by the LISSASPAC Executive Board, the international committee and the national committee. In this context the organizing committee invited submissions on relevant sub-themes, receiving an overwhelming response from LIS professionals and related fields in Thailand and overseas. Five keynote speakers, 6 invited speakers, selected 38 contributed papers and 26 poster presenters will take part in the two-day conference.Many thanks to all peer reviewers, especially the LISSASPAC President, Prof.Dr.Dong-Geun Oh, and the LISSASPAC Thailand Chapter, Asst. Prof. Dr.Sujin Butdisuwan from Mahasarakham University and Assoc. Prof. Dr.Kulthida Tuamsuk from Khon Kaen University, who always support LISSASPAC activities.

On behalf of the organizing committee, I would like to express the deepest appreciation **to all the contributors, keynote speakers and invited speakers,** who have made significant contributions to the theme of this international conference through papers based on their original research work and their professional experiences.My regards as well to **all speakers who contributed papers in parallel sessions and all poster presenters** who have made this international conference complete.

Thanks to the Thai Library Association (TLA), Prof. Dr.Chutima Sacchanand and the TLA Executive Board, the Dean of the Faculty of Liberal Arts and the working team of Sukhothai Thammathirat Open University. There was great teamwork among Thai colleagues in many universities and organizations. Thanks to the editing team for their excellent contributions and hard work to prepare these proceedings: Mr.Trevor John Smith, Asst.Prof.Dr.Lugsamee Nuamthanom Kimura and Dr.Chirasiri Kasemsin Vivekmetakorn. Finally, we hope that the participants enjoy the outstanding conference program of iCoo 2018 and hope we all could have the benefits of learning together through our interactions throughout the meeting. **We will always embrace open friendship in an open society.**

Associate Professor Dr. Namtip Wipawin

Conference Chair of iCoo 2018,Chairperson of the Ph.D.Program in Information Science, School of Liberal Arts, Sukhothai Thammathirat Open University, Thailand

Message from President of LISSASPAC

(Library and Information Science Society for Asia and the Pacific)

Professor Dr. Dong-Geun Oh

I am very happy to join in this International Conference on "Library and Information Science: From Open Library to Open Society (iCOO-2018)," held on 18-19 August 2018 at Sukhothai Thammatirat Open University.

Upon the theme of our conference, Open Library and Open Society, there have been so many discussions focusing on open access and the new roles and functions of libraries, especially related to technological revolution including information and communication technology. Most of us expect that this can provide more people with more chances to access and use information and knowledge, and can contribute to make more democratic and equalized society.

During this conference, more than 50 invited and contributed papers and more than 20 poster presentations, from USA, Belgium, Japan, Singapore, Taiwan, South Korea, Malaysia, Indonesia, Thailand, Sri Lanka, etc. will be presented, and we will discuss about various aspects under the sub-sessions of open library, digital humanities, open society, and open technology.

I am grateful to all the concerned and participants for their contributions and continuous supports as a president of Library and Information Science Society for Asia and the Pacific. And I hope this conference can be an opportunity to reconsider how our library can make our future society and our lives more open, more democratic, more beautiful, and more hopeful.

Professor Dr. Dong-Geun Oh (吳東根), Ph.D, MLIS, MBA

Keimyung University, South Korea

President, Library and Information Science Society for Asia and the Pacific

Co-Editor-in-Chief, Journal of Information Science Theory and Practice

Message from President of Thai Library Association

Professor Dr. Chutima Sacchanand

On behalf of the Thai Library Association (TLA) under the Royal Patronage of H.R.H. Princess Maha Chakri Sirindhorn, I am heartfelt pleased to welcome all organizers, associates and participants of the 1st International Conference on Library and Information Science "From Open Library to open Society" (iCoo 2018) at the SukhothaiThammatirat Open University during 18-19 August 2018. This is the remarkable event which brings together a unique and international mix of leading institutions and associations, making the conference a perfect platform to share experiences, foster collaborations across academia.

Thai Library Association (TLA) realized on the importance of collaboration and networking as well as internationalization which are highlighted in the vision and strategic plan of the TLA executive board of the year 2017-2019. *Striving* for excellence in the development of library network, national and international collaboration, partnership in the library and information profession and education , with strong commitment is an important part of our mission to cope with changes and challenges in the open society, and paradigm shift in the profession.

On behalf of the Thai Library Association (TLA), I would like to express our warm welcome to all our colleagues, and convey our sincere thanks to all the co-organizers , collaborators, supporters especially the Convention& Exhibition Bureau (TCEB) for the kind support.

I wish the success of the 1st International Conference on Library and Information Science "From Open Library to open Society" the 1st ICOO-2018.
Thank you

Professor Dr.Chutima Sacchanand,

President of Thai Library Association under the Royal Patronage of Her Royal Highness Princess Maha Chakri Sirindhorn

Welcome Address and Opening Speech

By

Professor Dr. Prasart Seubkha

Acting President, SukhothaiThammathirat Open University

Collaboration Between Department of Information Science, School of Liberal Arts, SukhothaiThammathirat Open University (STOU) & Library and Information Science Society for Asia and the Pacific (LISSASPAC), Kisti-Keimyung University, Chonbuk National University, Korea with Thai Library Association, Mahasarakham University and Khon Kaen University, Thailand

President of LISSASPAC, President of Thai Library Association, honorable keynote and invited speakers, distinguished participants, ladies and gentlemen,

On behalf of SukhothaiThammathirat Open University, it is my pleasure to extend our warmest welcome today to all delegates from around the world for your significant contribution to the 1st International Conference on Library and Information Science: From Open Library to Open Society (iCoo 2018), jointly organized by the Department of Information Science, School of Liberal Arts, SukhothaiThammathirat Open University (STOU) & the Library and Information Science Society for Asia and the Pacific (LISSASPAC), Kisti-Keimyung University, Chonbuk National University, Korea with the Thai Library Association, Mahasarakham University and Khon Kaen University, Thailand.

This conference aims at serving as a platform for librarians, information specialists, lecturers, researchers, and graduate students to exchange knowledge and gain insights, as well as a forum for them to build an academic and research network, which could in turn lead to further collaborative projects. Again, our collaboration sets an example of a good network and smart partnership and opens a window of opportunity for everyone in the field to share their knowledge and expertise to fulfill the conference theme: From Open Library to Open Society. I am very pleased with the outcome of our collective endeavors so far.

I would also like to take this opportunity to express my sincere thanks to the organizers and, in particular, to Professor Dr. Dong-Geun Oh, President of LISSASPAC, Keimyung University, South Korea, LISSASPAC executive board members, as well as Professor Dr. Chintana Sacchanand, President of Thai Library Association, SukhothaiThammathirat Open University, Thailand, and Associate Professor Dr. Namtip Wipawin, Chair of the Organizing Committee, who are both faculty members in the School of Liberal Arts. I very much appreciate their great contribution to the success of this conference.

I hope that you have a comfortable and enjoyable stay with us, and if there is anything that you need during this conference, please do not hesitate to approach our STOU staff.

It is now my great pleasure to declare this conference open, and to welcome you to Sukhothai Thammathirat Open University. Thank you.

iCoo 2018 International Conference Committee

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Panel :Wararak Pattanakaitpong (Chiangmai University)
Panel : Prof. Dr. Dong-Geun Oh (LISSASPAC)
Panel : Prof. Dr. B Ramesh Babu (LISSASPAC)

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Innovative Library Services for Net Generation Students

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ABSTRACT

Library users in the digital era is usually called net generation students. The generation has new ways of learning and making use of the library. This causes changes in the library functions from information services to the creation of information. The changes of library functions are influenced by the characteristics of the net generation who are digitally literate (web, gadget, instant messenger, online communities), multitasking, needing immediate feedback, prefer teamwork or collaboration, experiential and visual learners, social, and freedom. To accommodate the characteristics of the library users, the librarians should create innovative services and librarian must be creative to maintain users' satisfaction. In fact a library innovation from the users' perspectives include users' experience and the design of library spaces. For example, Telkom University Library with its "Open Library", Malahayati University Library with "Creative Building Design", Syiah Kuala Alam University Library with its "Digital Literate and Edutainment". This study is using qualitative descriptive approach. The study was held by survey the library web services. Identification of types of the library services, classification the library services based on library resources, divided to collection, facilities, activities. This paper has the limitation in discussion about library services programs at university. The purpose of this paper is to find out the effectiveness of innovative library services and to create new services for increasing enthusiasm of users; maintain and modification innovation services. The implementation of innovative library services such as Learning Commons (to facilities students to make short movies, photography, English debate practice et.al), service scape, design of library for Instagram-able, library e-talk, e-service based on Android.

Keywords: innovation services, transforming library, library innovation

INTRODUCTION

Issued of library left their patrons will come to reality, if librarians and libraries do not changed. The change of library is needed because their patron are digital native which classified generation Z whose identity with internet and information technology called the Millennial or net generation. (Oblinger & Oblinger, 2005) Characteristics of net generation are gravitate toward group activity, identify with parents' values and feel close to their parents, believe it's cool to be smart, are fascinated by new technologies, are racially and ethnically diverse; one in five has at least one immigrant parent, are focused on grades and performance and are busy with extracurricular activities. Beside that internet consumptive in Indonesia (APJII, 2017) =74,23%, so booming information inevitable. Easily access of information and cheaper of electronic devices added characteristics millennial changed patron using library, this generation has new ways of learning and make use of the library, the generation who are digitally literate (web, gadget, instant messenger, online communities), multitasking, needing immediate feedback, prefer teamwork or collaboration, experiential and visual learners, social, and freedom. That is causes changes in the library functions from information service to create of information. To accommodate the characteristics of the library users/patron and changed of library functions, library and librarian (librarianship) must innovation. The innovation of librarianship to get something accomplished, services and products using readily. The innovation means Library hasn't gone before, the pioneers when thinking, thinking outside the box, customization and needs driven. They should create innovative services and librarian must be creative to maintenance users' satisfaction. In fact a library innovation from the users' perspectives include users' experience and the design of library spaces. For example, Telkom University Library with its "Open Library", Malahayati University Library with "Creative Building Design", Syiah Kuala Alam University Library with its "Digital Literate and Edutainment". Based on that this paper discuss Innovative Libraries Service for Net Generation Students.

LITERATURE REVIEW

Innovation identical with new, related with innovative library services are a new service, a new library product, a new library technology, a new library management. Innovation must be patron oriented and the goals to give a value added service. Innovation library have the benefit such as profit statements to provide evidence for change and outcomes. (Jantz, 2011) Innovation can be defined as the introduction into the organization of a new product, a new service, a new technology, or a new administrative practice; or a significant improvement to an existing product, service, technology, or administrative practice. (Rogers, 2003), Innovation has five perceived attributes which explain

different rates of adoption: a) relative advantage, b) compatibility, c) complexity, d) trialability, and e) observability. So innovation must give value added more better perceived than reality condition, consistent organization's value, organization culture, lends itself, and visible to others. The diffusion process in organizations can be divided into three broad categories—initiation of the innovation, the decision to adopt, and implementation of the innovation (Rogers, 2003, pp. 421–422).

Library services are activities which utilization library resources and using library product offered to engaging patron. kind of the service names in the library depend on their resources to usage like at University of Birmingham 1) "Libraries and Opening Hours" that is opening hours, facilities, borrowing and membership. 2) "Findlt and Resources Lists" that is your gateway to millions of books, journals, articles and resources. 3) "Services" that is group study rooms, PC booking, PC availability, loan able laptops, WIFI, , Just Ask, scanning. 4) "Academic Skills Centre" that is training for all undergraduates in academic, library, digital and maths skills. 5) "Research Support" that is support for staff and researchers at every stage of the research lifecycle. 6) "Teaching Support" that is resource lists, digitisation and book ordering. 7) "iCite" that is extensive guidance for getting your references right. 8) "Feedback" that is Feedback on our services. 9) "Contact us" that is phone, email, 24/7 live chat.

Net generation identical technology with characteristics of the net generation who are digitally literate as web, gadget, instant messenger, online communities, et.al. they are too multitasking, needing immediate feedback, prefer teamwork or collaboration, experiential and visual learners, social, and freedom. Tapscott (1997). It is linked directly to the (Inter)net and the emerging digital technology of the 1990s with which this generation grew up. (Berk, 2009) Match of teaching strategies to 20 net generation learner characteristics are tech savvy, relies on search engines, interested in multimedia, creates internet content, operates at twitch speed, experiential / kinesthetic, trial and error, multitask, short attention span, visually literate, face-to face interaction, emotionally, embraces diversity, prefers teamwork, lifestyle fit, pressure to

Succeed, seeks feedback, instant gratification, responds quickly, prefers typing.

Based on literature above, library and librarian creates trend library service to goals utilization by patron.

METHODOLOGY

This is study using qualitative descriptive approach. The study was held by survey of the web library on their services. Identification of kind the library service, classification the library service based on library resources, divided to collection, facilities, activities. This paper has limitation as this just discusses about library services programs at

university. The population are universities at Indonesia which famous with their innovation.

RESULT

The types of Library services depend on its library and oriented to utilization library resources. Creativities of librarian influences the library services.

Table 1 . Identification of types the library Services

University	Library Services based on		
	Collections	**Facilities**	**Activities**
Library of Airlangga University	Circulation Service	Discussion Room	Library Forum
	Services Library magazine	Ruang Theater	Library Social Media
	Reference Service	i-Sekolah (integration system school at Surabaya)	Training
	e-Resources (eJournal, eBook)	Upper Reading Room Service	Online Resource Management
	Remote Xs (Access e Resources (eJournal, eBook)	American Corner	Library Class
	Link (onesearch, cybercampus, web UNAIR, eLearning)	Web Library	English Camp
	Special Collection	Online Catalog	Seminar
	Repository		Workshop
	Download	Download	Talk Show
	E Library		Library Competition
	Download	Link (onesearch, cybercampus, web UNAIR, eLearning)	
	E Library		
		Online Aquisition	
		Public Space	
Library of Brawijaya University	Audio Visual	Virtual Personal Number (VPN)	Library Forum
			Fanpage library of Brawijaya University
	CD-ROM Services	ANDROID.LIB.AC.ID	Quality Insurance
	e Book	Praying Room	Seminar
	E Journal	WIFI Area	Workshop

University	Library Services based on		
	Collections	**Facilities**	**Activities**
	Brawijaya Knowledge Garden (like Repository)	Free Internet	Library visit
	Koleksi lokal	Web Library	college colloquium
	Reference Service	OPAC	
	Reserved Book	Download	
	Serial Collection	Link (onesearch, institution web	
	Circulation Service	Online Aquisition	
	E Library	Member registration	
		Parking	
		Public Space	
Universitas Kristen PETRA	Member Services	Library Guidance	Seminar / Workshop
	Circulation Service	Display Room	Library Competition (library@petra Instagram Competition 2018, Design Merchandise library@petra)
	Reference Service		
	Audio Visual		Information Literacy Program
	Cinema@library		Discussion
	Copy Service		Library Forum
	Printed & Scan Service	Collection Recomendation	
	DIVo		
	Database	Link (Perpusnas, Indonesia OneSearch,)	
	Scientific Repository	OPAC	
	Surabaya Memory		
	Student Journal		
	Service Magazine		
	Service Thesis		
STIE Perbanas'Surabaya	Circulation Corner	Quite Room Services	Seminar / Workshop
	Serial Service	Wifi	Information Literacy
	English Self Access Center (ESAC)	Digital Room Service	Watching Film
	Thesis Service	Discussion Room	Book Display

University	Library Services based on		
	Collections	Facilities	Activities
	Repository	Acquisition online	Community Service
	Research Zone	Web Library	Library Volunter
	Week end Service	Public area	Library Forum
		Link (Institution who cooperation with Perbanas's library	
		Canteen	
Widya Mandala Catholic University Surabaya	Circulation Corner	Study Room for individual for Post Graduate student	Seminar/ Workshop
	Serial Service	Discussion Room	Information Literacy
	Institution Repository	Acquisition online	Photo Background with Library space
	OJS (Open Journal Systems)	Web Library	Student staff
	OCS (Open Conference Systems)	Link (ADL, Onesearch, accreditated Journal Online)	Library Class (exp. Citation with Reference manager Mendeley, Scholarly Communication)
	Thesis Service	Audio Visual Room	Service based on android
	Antiplagiarism Check	Internet Room	Library visit
	Link (Open Journal Accrediated)	Wifi Area	Student Support
	Database online (Intranet and Internet)	Feedback	Book Display
			Information Desk
			Copyright advice (ISBN and ISSN)

Table 1 shown that Library service creates to comfortable study spaces with ailable areas for study in quiet spaces, group and Individual. Responsible era of net eration is available collection e resources and support training, services to facilitate rch.

CONCLUSION

Building library services oriented on technology information and public space, followed by characteristic net generation, such as e-resources, public space, Fanpage Library, easy access (available link), and edutainment like cinema@Library. Innovation and improve the library service solutions for marketplace, customization to patron. Libraries need to adapt themselves for change to improve their library services.

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