

Discussion forum model in the Covid-19 pandemic era at Batu Api Library

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Abstract

Discussion forums are activities to distribute information, ideas, and question. The Batu Api Library held discussion forums to exchange ideas that are discussed and presented through a problem or question that must be resolved based on a joint opinion or decision. This research aimed to find out the discussion forum model at the Batu Api Library during the pandemic with analysis discussion forum model and the development of library services through discussion forums. The research method used is a qualitative approach with a case study research method. The research was carried out for four months, from February to May 2022, using in-depth interview techniques with five people as the number of subjects in this study. The study results stated that during the pandemic, the Batu Api Library continued to conduct discussion forum activities, despite several changes due to the pandemic. Discussion forum at the Batu Api Library is sharing knowledge activity that source library collections. The discussion forum model in the pandemic era at Batu Api Library can be a bridge between users and the library. The discussion forum was also to develop library services so that more people would visit the library. In conclusion, the Batu Api Library can still conduct discussion forum activities as part of library services during the Covid-19 pandemic; this aligns with the statement that libraries are organisms that can constantly develop even during the Covid-19 pandemic.

Keywords: Discussion forum; Library services; Public library

Model forum diskusi Perpustakaan Batu Api di era pandemi Covid-19

Abstrak

Forum diskusi adalah kegiatan untuk menyalurkan informasi, gagasan, dan pertanyaan. Perpustakaan Batu Api mengadakan forum diskusi sebagai cara bertukar pikiran yang didiskusikan dan disajikan melalui suatu masalah atau pertanyaan yang harus diselesaikan berdasarkan pendapat atau keputusan bersama. Penelitian ini bertujuan untuk mengetahui model forum diskusi di Perpustakaan Batu Api pada masa pandemi melalui analisis model forum diskusi dan perkembangan layanan perpustakaan selama forum diskusi di Perpustakaan Batu Api. Metode penelitian yang digunakan pendekatan kualitatif dengan metode penelitian studi kasus. Waktu penelitian dilakukan selama empat bulan dimulai dari bulan Februari sampai Mei 2022 menggunakan teknik wawancara mendalam dengan jumlah responden yang diwawancarai berjumlah lima orang. Hasil penelitian menunjukkan bahwa kegiatan forum diskusi di Perpustakaan Batu Api tetap dilaksanakan meskipun ada beberapa perubahan yang terjadi akibat pandemi. Forum diskusi yang diadakan di Perpustakaan Batu Api merupakan kegiatan berbagi pengetahuan yang bersumber dari koleksi perpustakaan. Model forum diskusi Perpustakaan Batu Api di era pandemi dapat menjadi jembatan antara pemustaka dengan perpustakaan. Kegiatan forum diskusi juga digunakan sebagai pengembangan layanan perpustakaan agar semakin banyak orang yang berkunjung ke perpustakaan. Simpulan penelitian bahwa kegiatan forum diskusi sebagai bagian dari layanan perpustakaan tetap dapat dilaksanakan di masa pandemi Covid-19. Hal ini sejalan dengan pernyataan bahwa perpustakaan merupakan organisme yang selalu dapat berkembang meski di masa pandemi Covid-19.

Kata Kunci: Forum diskusi; Layanan perpustakaan; Perpustakaan umum

INTRODUCTION

Regulated in Law Number 43 of 2007 concerning Libraries, the library is an institution that collects printed and recorded files and manages them in a particular way to meet the intellectual needs of its users through various ways of knowledge interaction (Republik Indonesia, 2007). Libraries have also facilitated information-sharing services, but with the outbreak of the Covid epidemic in 2019 (Zhu et al., 2020). Many economic, business, and educational activities are temporarily closed, including library services. Library services range from lending, reading services, and other services, such as discussion forum services in the Batu Api Library underwent a significant change in the era of the Covid-19 pandemic.

Before the Covid-19 pandemic, many libraries traditionally provided library services to users in manual and print formats, while some opted for digital collections. However, with the imposition of a lockdown on every sector, including libraries, the inefficiency of most libraries in continuing to provide valuable and up-to-date library services to their users has been exposed. Before the pandemic, the Batu Api Library actively carried out discussion activities such as film and book discussions. The activities are carried out to foster the ideas and knowledge of users and the public (Rukmana, Damayani, & Yusup, 2015). At the beginning of the pandemic, the Batu Api Library also adjusted to the policies made by the government by temporarily suspending discussion activities without closing the library. The temporary suspension was carried out because the Batu Api Library participated in reducing the spread of the Covid-19 virus. The discussion forum

finally reopened with minimal service due to following government regulations to reduce outdoor activities and social distancing.

Discussion forums distribute information, ideas, and questions (Kurniawan, Suprianto, & Sumardiyono, 2016). The number may vary from 6 to 8 people. It is a conversation where multiple people put their views and thoughts on a particular topic or subject. It is a verbal presentation of a specific topic by the participants. Group discussion can also be referred to as a method to test communication skills and convince the participants. Other members should hear the views of the group. The group discussion may or may not have a concluding point, but they need to make sure that the other participants at least acknowledge the ideas, thoughts, and points of view.

The discussion forum is a way of exchanging ideas that are discussed and presented through a problem or question that must be resolved based on a joint opinion or decision. According to Hamdayama (2016), the discussion method aims to motivate or stimulate participants to think critically, express their opinions, contribute their thoughts, and take an actual answer or a series of answers based on careful consideration. There are many types of discussion activities, one of which is the small group discussion model conducted at the Batu Api Library. The definition of small group discussion is a process carried out regularly. It involves a group of individuals in an interaction carried out directly to share information, solve problems, and make decisions. Activities in small group discussions include (1) focusing attention, (2) clarifying the

problem, (3) being able to analyze the views of students, (4) bringing up the role of discussion participants to be active, and (5) allowing discussion participants to participate (Fikri, Nurona, Saadah, Nailufa, & Ismah, 2021).

Discussion activities conducted by the Batu Api Library are included in library services. Library services provide all forms of activities carried out in an excellent and user-oriented manner (Rachmawati & Agustine, 2021). Libraries as information providers and users as users of information make it like two sides of a coin that are interconnected and inseparable. This relationship or connection can be realized when the library can provide adequate information. At the same time, the users are able or willing to understand, appreciate and interpret the importance of information in their daily lives (Cahyadi, Hartono, & Sriwahyudewi, 2021). As a center for information resources, the library will provide the best service in meeting the information needs of its users. In order to be supported by its users, the library must adapt to providing active services by offering various forms of information to its users (Suratmi, 2021).

The development of library services requires various considerations because there are multiple types of libraries. Before the Covid-19 pandemic, some libraries provided physical services, where users had to come to the library to read books and go to the circulation desk to borrow and return them. In addition, other events at the library, such as book reviews and storytelling, are held directly at the library (Winata, Fadelina, & Sulistyo-Basuki, 2021).

Each library has different functions and must be explained through multiple

stages that are arranged and adapted to the function of each library. Library services aim to provide information to increase knowledge and abilities, support the teaching and learning process, support certain institutions, preserve the nation's culture, and provide a place to get entertainment and obtain other information. Libraries must provide attractive service methods to create a friendly impression and a desire to help, which in turn is expected to satisfy users. This is confirmed in Articles 1 and 4 of the Library Law, which explains that library services are appropriately organized and oriented to users' interests, and library services are developed through library resources that are used to meet user needs (Republik Indonesia, 2007).

Library services provide all information to library users and providers of all information retrieval facilities available in the library that refer to the existence of information. Service development is an effort made to obtain valuable services or services for users of these services. Library service development is an effort to improve the quality of user services to achieve user satisfaction. To achieve excellent service in carrying out library service activities, the library must pay attention to the service principle, which is always oriented towards the needs and interests of library users. The services provided are based on uniformity, fairness, equity, and the view of library users as a unified whole and not viewed individually; library services are based on clear rules to optimize service functions. Library regulations must be supported by all parties so that library services can run well. Services are implemented by considering speed,

accuracy, and convenience factors with good administrative support.

In line with the novelty of this study, there are differences between the two previous studies, which both examined library services. The first research is about library service activities. This study uses a qualitative approach because the Batu Api Library is the oldest in Jatinangor. The results of this study focused on service quality which was then associated with promotion (Rukmana et al., 2015). The difference is in the results, where researchers focus on the discussion as part of library services.

The second research is about library services during the pandemic. The study uses a qualitative method. The study's results focus on university library services during the pandemic (Walsh & Rana, 2020). The difference lies in the methods and results. In the study, there is a discussion regarding "in-depth consultation" service, while this study focuses on discussion activities. The novelty of this research can be seen based on the background previously described. The formulation of the problem in this research is how to use the discussion forum at the Batu Api Library during the pandemic. This discussion forum is part of the development of services in the library. This paper aimed to find out the discussion forum model at the Batu Api Library during the pandemic through analyze discussion forum model and the development of library services through discussion forums.

RESEARCH METHODS

The research method used is a qualitative approach with a case study research method in discussion forum

activities. The qualitative method was chosen because the research aimed to increase knowledge, intelligence, and skills in natural conditions or settings. The qualitative method is also mentioned as scientific research that aims to understand a phenomenon in natural social contact by prioritizing the process of deep communication interaction between researchers and the phenomenon under study.

The approach used in this research was a qualitative approach that focused on a discussion forum in the Batu Api Library. Sugiyono (2017) states that case studies are a research strategy to carefully investigate a matter by collecting complete information using various data collection procedures. In addition, descriptive case studies are also conducted to gain an in-depth understanding and analyze more intensively about an individual, group, or situation. This more intensive and in-depth case study research aimed to obtain a complete picture of the subject being studied, with the scope of the research covering the whole of life or only certain aspects. Case study research focuses on the holistic and in-depth examination of a single case or a small number of cases to gain insight into complex phenomena (Yin, 2019).

The subjects in this study were librarians and users who were actively engaged in discussions, and the object of this study was the discussion forum at the Batu Api Library. The five research subjects were interviewed using in-depth interview techniques. The research was conducted for four months, from February to May 2022, and the research location was at the Batu Api Library, Jl. Raya Jatinangor No. 142A.

Table 1
Respondents

Initials	Age	Region
A	10	Jatinangor
DS	31	Bandung
HS	29	Padang
MN	19	Bandung
MA	35	Bandung

Source: Result of research, 2022

The researcher used several techniques to collect data, including interviews, observation, and document analysis. Interviews were conducted using structured interviews where the researcher prepared questions before starting the interview with selected informants through purposive sampling. Next was the observation, which used the five senses of the researcher to see and monitor the environment or research situation. The data obtained from this method were in the form of space (place), time, actors, activities, events, and feelings. Subsequently, was document analysis, where this method complemented research results. It means that the data obtained from this technique served to support research. The data from this technique was written sources, films, photographs or images, and monumental works, which could support the researcher's goals.

The researcher used data triangulation for data analysis by collecting pre-existing data and sources. By triangulating data sources, the researcher explored the truth of certain information using various data sources. The researcher collected data through research subjects and tested the credibility of the data by using participatory observation, interviews, and documentation all at once.

RESULTS AND DISCUSSION

The Batu Api Library has a discussion forum library service. This service can be

categorized as the development of library services we know, such as reading and circulation services. Public services have changed as well. Libraries should focus on building communities and engaging with their users to provide relevant and meaningful services (Lankes, 2020).

Generally, the Batu Api Library discussion forum is an interaction between two or more people. Usually, the communication is in the form of basic knowledge about library collections, whether books, music, or films, so that they can provide a good and correct new understanding. Discussion forums can be held to discuss anything originally called a topic. The library previously determined the discussion topic, which would then be discussed and developed, ultimately resulting in an understanding of the topic.

"Unmitigated, national writers of the caliber of Seno Gumira Ajidarma and Ayu Utami, to the historian behind the story of Tan Malaka, Harry Poeze, have also attended the book discussions" (A. Solihin, Interviewed, April 30, 2022).

The Batu Api Library often holds discussions about books and films. Unfortunately, since the Covid-19 pandemic, film screenings and book discussions have had to stop temporarily. The Batu Api Library only opened book-lending services and conducted small discussions with owner of the Batu Api Library.

Discussion forum activities at the Batu Api Library had specific characteristics that were different from other library activities, including discussions that occurred between two or more people and were carried out on a scheduled basis. The discussion took place with face-to-face interaction to listen to and convey the opinions of the discussion participants. The discussion forum discusses specific predetermined topics or themes. The goal of the discussion was to obtain mutual agreement on the topic and add new insights and information. The discussion forum at the Batu Api Library took place in an orderly, open, and systematic atmosphere with mutually agreed rules.

There are several essential elements in the discussion forum activities at the Batu Api Library. First is the human element, the party conducting discussion activities, such as resource persons or presenters, moderators, note-takers, speakers, and discussion participants. Before the pandemic, the human element was neatly arranged, but after the pandemic, this human element just happened because the scope of the discussion was small. The second is the discussion material element, which relates to the theme or topic of discussion and the goals and objectives to be achieved. Before and during the pandemic, the themes or topics of discussion were maintained so that discussion activities were kept in line. The third is the element of means of discussion, namely everything that can assist in discussion activities, such as rooms, chairs, tables, paper, and others.

The discussion forum activities held at the Batu Api Library were designed to achieve specific objectives, such as: exchanging thoughts and ideas among

discussion participants, practicing public speaking skills by conveying and responding to other people's opinions with relevant information, and practicing thinking skills. So, the discussion participants had broader insights to train and instill a democratic attitude in discussion forum activities because they were accustomed to listening and expressing opinions, practicing tolerance and respect for the opinions of others, and providing relevant responses. Participants could benefit from the discussion forum activities at the Batu Api Library. The following were some of the benefits and functions of discussion forums, including: as a forum that can help solve problems together, as a forum for self-development by improving thinking skills, adding insight and knowledge, as a forum for training thinking skills and speaking in front of many people, and as a forum to help realize the creative and analytical processes of discussion participants.

Discussion is a way of presenting information by debating problems in the form of statements or questions that are problematic to be discussed and solved together through arguing rationally and objectively. The purpose of the discussion is to stimulate discussion participants to think critically, gather opinions, make conclusions, or develop various alternative solutions to a problem. Discussion can also be interpreted as a scientific conversation by several people who join in one group to exchange opinions about a problem or jointly seek solutions to get answers and truths to a problem. The discussion method is one way to solve a problem by collecting several alternative answers that can approach the truth. Through discussions, it can stimulate discussion participants to think systematically and critically and act

by contributing their thoughts to solving a problem.

The Batu Api Library establishes some ethics that must be adhered to so that the discussion goes well. Ethics in this discussion forum must be considered by all discussion participants so that discussion forum activities can run well. Ethics in discussion forums include that the chairperson must lead the discussion patiently and calmly, impartially, and not get carried away by emotions. Must respect all opinions, even if they differ from personal opinions. Use appropriate language, and remain polite and effective. Also, address any issues in the discussion area, such as tensions between group members. Provide conclusions from the opinions expressed by industry participants. With the pandemic, ethics in discussion forums was coupled with maintaining distance and wearing masks to avoid spreading the virus that can harm others.

According to Hamdayama (2016) the discussion method presents lessons where students face problems, which can be in the form of statements or problematic questions to be discussed and solved together. Broadly speaking, the discussion method regularly exchanges information, opinions, and elements of experience.

“At the Batu Api Library, the discussion aimed to gain a clearer and more thorough understanding of something, be it a book, music, or film” (A. Solihin, Interviewed, April 10, 2022).

The discussion method at the Batu Api Library differed from a debate that only contained verbal wars, where people competed with arguments, understandings, and persuasion abilities to win their understanding. Usually, the form

of discussion in the Batu Api Library is made in teams of equal numbers and discusses topics suitable for debate regardless of formal debate rules. However, during the pandemic, these discussion forums were conducted in small classes and only discussed topics suitable for debate, regardless of formal debate rules. The themes being debated were problematic, not factual.

According to Majid (2013), several steps must be taken for the discussion to run effectively, including preparation, implementation, and closing. In the Batu Api Library, these discussion steps were carried out during the pandemic, even though the discussions were only small discussions. First, the preparation; firstly, the Batu Api Library formulated the goals to be achieved, both general and specific goals; secondly, it determined the type of discussion that could be carried out by the objectives to be achieved. Of course, this was adjusted to the provisions of the association during the pandemic; thirdly, it defined the problem to be discussed; and fourthly, it prepared everything related to the technical implementation of the discussion, for example, a room with all its facilities. Second, the implementation of the discussion; firstly, to check all preparations that might affect the smoothness of the discussion, such as a room that allowed participants to keep a reasonable distance; secondly, to provide direction before the discussion was carried out; thirdly, conducted discussions by the rules that were set; and fourthly, provided equal opportunity for each discussion participant to express their ideas. Third, the closing; firstly, make the main discussion points as a conclusion according to the results; secondly, review the discussion by asking

for opinions from all participants as feedback for further improvement.

The advantages and disadvantages of implementing the discussion method in the Batu Api Library during the pandemic were; first, the atmosphere of the information library would continue to develop; second, cultivating a critical democratic attitude and thinking systematically; third, the conclusions of the discussed problem could be easily remembered because the participants followed the flow of discussion thinking; and fourth, providing experience to discussion participants about the ethics of deliberation.

The drawbacks were, first, limited distance and space during discussion activities; second, the course of the discussion was often influenced by conversations that deviated from the topic of discussion of the problem, so the discussion spread everywhere; and third, the participants' fear of the virus spreading faster than the discussion forum activities.

Furthermore, the result and discussion were about developing library services through the Batu Api Library discussion forums. The Batu Api Library, also known as Batoe Api, is a collective library in the Jatinangor educational area. Among the many educational institutions, Batu Api has developed a concept different from most libraries. Libraries are changing from quiet reading places to information access points (Lankes, 2020). The library collection is not limited to books but also films and music. The concept stems from its founder's belief that the proportion between science and entertainment should be balanced. Anton's brilliant idea, the founder of the Batu Api Library, started with a hobby he had been practicing since college: collecting discarded books. The

accumulation of his collection sparked an idea to open a literacy room in his house. Bang Anton then curated his book collection and added a collection of films and music to the library collection. The Batu Api Library's location is in the center of the economic heart of Jatinangor, known as the educational area. "*Menikmati Boekoe, Gambar Idoep, dan Moezik di Batoe Api*" is the slogan visitors will see at the library entrance. This slogan summarizes what people will find if they try to enter it. The concept of this library is an attempt to remove the barriers between science and entertainment. This distinction is also the concept of developing library services in Batu Api.

Regarding book collections, Batu Api is the right place to explore the breadth of knowledge. Its collection of books is very diverse, ranging from political books, philosophy books, novels, short stories, and literature to old magazines that number in the thousands. Not infrequently, old books, already rare in the market, will be easy to find if one visits here. Of the many collections of books, of course, only some people feel helped. In addition to providing books for those who like reading, students and the general public usually come to Batu Api Library intending to look for new ideas or consult the library owner regarding references to academic assignments.

The library development can be seen quite clearly in the library collections as non-books. The Batu Api Library provides a library collection in the form of a collection of films and music. The film and music collections at the Batu Api Library are old works rarely found in the market, from documentaries, history, old school comedies like "*Ecce Homo Homolka*" in 1969, or music by Bob Dylan.

Library development is an effort to improve all components or elements in library administration, including the components of human resources, collections of library materials, infrastructure, finance, services, promotions, cooperation networks, and existing related programs. The development of this library is based on the characteristics, functions, and objectives of the library as well as the needs of its user community on an ongoing basis. Libraries need to develop their services so that the surrounding community can feel the benefits and existence of the libraries. In addition, libraries need to develop services for users as a realization of the literacy development function in the school and community environment (Bustari, 2019).

Library development is simply an effort to develop libraries in many ways. We know that the library is an activity that has an important role and responsibility in Indonesian literacy. Undeniably, becoming a library capable of developing human resources through literacy is not easy. Batu Api Library continues to innovate for library development, one of which is through discussion activities. Human resources workers in the Batu Api Library must also meet the qualifications and know the essential meaning of library development.

When studying library development, libraries as information institutions and librarians must also understand several points. First, understanding the notion of library development has always been interpreted as a paradox for society in general. The library is considered a place to store old and new books. Indeed, this assessment is acceptable, but the meaningfulness level needs improvement. Library development can be defined as the

development of knowledge resources where only those who can cultivate knowledge can change a piece of paper, and one idea in the book can change that person's fate.

"We cannot continue to think of libraries as books because we can get information in any form, including from music and films" (H. Saputri, Interviewed, April 12, 2022).

The second is mastering how to develop a library. In addition to a literal understanding of library development, the prerequisite for advancing a library is mastering how to develop the library itself. Several ways can be done, including 1) The library is run focused and lightly by involving many stakeholders. The flint library has often collaborated with various parties for book discussion activities, such as inviting the book community to organize events and many more; 2) The development of the library must be actual, which can have a direct impact on visitors, the community, and for people who are often in contact with the library. "It is beneficial because, for book lovers like me, there is more value in activities like this" (D. Sriyani, Interviewed, April 12, 2022).

The third is to understand the components of the library. Another important thing that librarians must master is to master the main components of library development. These components include human resources, collections, development targets, service systems, achievement determination, facilities, and support and marketing. "Actually, this library is small, but the entire library system is very well managed" (W. Syafia, Interviewed, April 12, 2022). From the discussion activities carried out at the Batu Api Library, the

objectives of library development can be based on several points: the measure of quality and productivity. Based on the size and productivity based on the origin of the area there, the Batu Api Library in Jatinangor is dedicated to the Jatinangor community, most of whom are students.

Then, the priority scale, which determines what will be prioritized. Besides providing information through reading materials, the Batu Api Library also prioritizes becoming a fun place for information in the field of education. It can produce people who love and are aware of reading. Indeed, only some people know that a library is an institution or organization integrated between one library and another or with other communities. Thus, the library is a collection of institutions and librarians working together.

“Batu Api Library works closely with great writers, so the development possibilities are extraordinary. Even some of the writers who have come here for discussions already have big names” (M. Nurrodiah, Interviewed, April 18, 2022).

From the results of this collaboration, it hoped that it would provide a new color. Unfortunately, many also considered the library an organization or institution running independently. Even if it occurred to several libraries, they would generally experience inconveniences, such as the difficulty of running library programs due to a lack of book collections, unfocused development directions, and a lack of support from holding institutions that were not in accordance with the energy expended by librarians, and their achievements.

CONCLUSION

The discussion forum model in the pandemic era at Batu Api Library can be a bridge between users and the library. Usually, the form of discussion in the Batu Api Library is in even-numbered teams, discussing topics suitable for debate regardless of the formal debate rules. However, during the pandemic, the discussion forum model at the Batu Api Library was conducted in small classes and only discussed subjects suitable for debate, regardless of the formal debate rules. The themes being debated were problematic, not factual. Library services can be developed through discussion forums that are carried out by understanding the library components. Moreover, librarians must master the main components of library development. These components include human resources, collections, development targets, service systems, achievement determination, facilities, and support and marketing. Batu Api Library is small, but the entire library system is well managed, especially for discussion forums. From the discussion activities carried out at the Batu Api Library, the objectives of library development can be based on several points. Based on the size and productivity and the origin of the area there, the Batu Api Library in Jatinangor is dedicated to the Jatinangor community, most of whom are students. In conclusion, library services can still be carried out under any circumstances. Offline services can be run online during the Covid-19 pandemic. This is done to continue taking advantage of the library's role as a place of lifelong learning. Further research can be conducted on interpersonal communication patterns in library discussion activities after the pandemic.

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