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The Role of Reading Room Staff in Providing Continuous Information Access for Students of The Faculty of Pharmacy, Andalas University (UNAND)

Peran Staf Ruang Baca Dalam Penyediaan Akses Informasi Berkelanjutan bagi Mahasiswa Fakultas Farmasi Universitas Andalas (UNAND)

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Abstract

Background of the study: Knowledge and access to quality scientific information are crucial aspects in supporting students' learning and research processes, especially in the Faculty of Pharmacy environment which is highly dependent on scientific data and reliable reference sources.

Purpose: This article aims to analyze the role of reading room staff in providing sustainable access to information for students of the Faculty of Pharmacy, Andalas University (UNAND).

Method: This study uses a qualitative approach with a descriptive method, where data is collected through observation, in-depth interviews with reading room staff, and students who use the service.

Findings: The results of the study show that reading room staff not only act as collection keepers, but also as active information facilitators in helping students find and use relevant information sources. This role is realized through various services such as literature lending and searching, information literacy training, and managing access to electronic journals and databases.

Conclusion: In conclusion, the presence of competent and proactive reading room staff plays an important role in supporting the achievement of students' academic goals through adaptive and sustainable information services

Keywords: reading room staff; information access; information literacy

Abstract in Indonesia

Latar Belakang Penelitian: Pengetahuan dan akses terhadap informasi ilmiah yang bermutu merupakan aspek krusial dalam menunjang proses pembelajaran dan penelitian mahasiswa, khususnya di lingkungan Fakultas Farmasi yang sangat bergantung pada data ilmiah dan sumber referensi yang terpercaya.

Tujuan: Artikel ini bertujuan untuk menganalisis peran petugas ruang baca dalam menyediakan akses informasi berkelanjutan bagi mahasiswa Fakultas Farmasi Universitas Andalas (UNAND).

Metode: Penelitian ini menggunakan pendekatan kualitatif dengan metode deskriptif, dimana data dikumpulkan melalui observasi, wawancara mendalam terhadap staf ruang baca, dan mahasiswa pengguna layanan

Temuan: Hasil penelitian menunjukkan bahwa staf ruang baca tidak hanya berperan sebagai pengelola koleksi, tetapi juga sebagai fasilitator informasi aktif dalam membantu mahasiswa menemukan dan menggunakan sumber

informasi yang relevan. Peran ini diwujudkan melalui berbagai layanan seperti peminjaman dan pencarian literatur, pelatihan literasi informasi, dan pengelolaan akses ke jurnal dan basis data elektronik.

Simpulan: Kehadiran staf ruang baca yang kompeten dan proaktif berperan penting dalam mendukung tercapainya tujuan akademis mahasiswa melalui layanan informasi yang adaptif dan berkelanjutan

Kata Kunci: staf ruang baca; akses informasi; literasi informasi

Introduction

Sustainable Development Goals (SDG's) are a global agenda that can be strategically integrated into university library activities. Libraries are not only centers of academic information, but also play an important role in supporting the achievement of SDG's through information literacy services, inclusive access to knowledge, environmental conservation, and empowerment of campus and surrounding communities. With programs such as digital literacy, open access promotion, environmental education, and cross-disciplinary research collaboration, university libraries help strengthen the achievement of goals such as quality education (SDG 4), gender equality (SDG 5), action on climate change (SDG 13), and partnerships to achieve goals (SDG 17). Therefore, libraries become a strategic element in creating an inclusive, sustainable, and globally competitive higher education ecosystem.

This study presents a novelty by highlighting the role of reading room staff in the context of providing sustainable information access specifically in the health higher education environment, namely the Faculty of Pharmacy, UNAND. So far, studies on reading rooms have generally only focused on the technical aspects of services or collections, while the active role of staff as information literacy facilitators and supporting agents for the Sustainable Development Goals (SDG's) has rarely been discussed in depth. This study offers a new perspective by linking the daily activities of reading room staff such as information literacy education and student mentoring with the principles of sustainability in higher education. In addition, the focus on the unique needs of pharmacy students, who are highly dependent on up-to-date and evidence-based scientific information sources, makes this study unique and contextually relevant. Thus, this study broadens the understanding of how reading rooms are not just academic support facilities, but have a strategic role in a sustainable academic ecosystem. It can be said that reading rooms are very important in supporting faculty education, research, and community service (Az-Zahra & Nanda, 2024).

College Libraries play an important role in contributing to the achievement of Sustainable Development Goals (SDG's) 4 in various ways. College Libraries act as centers of information and knowledge that support education, literacy, and access to valuable resources. The involvement of libraries in the realization of SDG's was conveyed by Maria & Chinemerem (2019) that libraries as academic centers are very necessary to provide information to support sustainable development goals. Goal 4 of SDG's 4 is quality education (ensuring inclusive and equitable quality education, and supporting lifelong learning opportunities for all). The steps taken by College Libraries are by improving the quality of library and reading room staff. The quality of staff can be improved through improving education and training for reading room staff.

At UNAND, the Faculty reading room has its own authority. Its management is separate from the UPT. UNAND Library which is better known as the UNAND Central Library. The faculty reading room was originally the faculty library. There are several librarians and technical staff recruited by the Faculty to be placed in the Faculty Library. Their job is to serve faculty users consisting of students and lecturers.

Since 2008, its status has changed from a faculty library to a reading room. The change was followed by the placement of all librarians who worked at the Faculty to the UNAND Library UPT, both Expert Librarians and Skilled Librarians. Although in the end there were several Librarians who "opposed" the policy of the Head of the UNAND Library UPT, who were transferred again to the Faculty of Medicine and the Faculty of Cultural Sciences and Law.

The management of reading rooms varies from one to another. There are reading rooms located in faculties such as the Faculty of Law, UNAND and the Faculty of Information Technology. However, there are also reading rooms located in study programs such as the Faculty of Engineering, where each study program has its own reading room management staff, such as the reading rooms for the Civil Engineering, Mechanical Engineering, and Electrical Engineering study programs.

The direct superiors of the reading room staff include the Head of the General Section who has the status of educational staff and the Reading Room Coordinator who is held by a lecturer appointed by

the faculty dean. The reading room staff is responsible for personnel matters to the Head of the General Section while responsibility for faculty reading room matters is to the Reading Room Coordinator.

The management of the Faculty of Pharmacy reading room has a contrasting difference with the UNAND Library UPT. The difference includes the role of the UNAND Library UPT which is broader than the Faculty of Pharmacy reading room. The UNAND Library UPT can carry out librarianship activities such as seminars and training with its own budget while the Faculty of Pharmacy reading room has limited activities because its budget depends on the Academic Division I of the Faculty of Pharmacy. The UNAND Library UPT has the right to purchase collections of both books and non-books as well as furniture by proposing them to the UNAND Procurement Service Unit (ULP). The reading room does not have the authority to make procurements. Procurement of furniture for the Pharmacy reading room is highly dependent on the policies of the Faculty of Pharmacy. The UNAND Library UPT collection is more complex with various subjects and its users consist of various faculties within UNAND. The Faculty of Pharmacy reading room collection contains more subjects of Pharmacy and health and medical sciences. The work of Librarians or UNAND Library UPT staff is divided based on their respective job descriptions. The tasks they perform are in accordance with their placement in the service unit. For example, circulation service staff are only responsible for the circulation sector. They cannot do other unit work such as data and reference services and reserve collection services. Unlike the reading room staff, the work of the Faculty of Pharmacy reading room staff is very complex, starting from circulation service activities, shelving to free libraries.

The relationship between the reading room and the UNAND Library UPT is merely a line of coordination. The UNAND Library UPT is only a facilitator in terms of cataloging, printing book barcodes, informing training that will be held, proposing positions and promotions for librarians who work in the reading room and informing library activities such as seminars, workshops and congresses to the reading room staff so that they can be followed to increase their insight and knowledge. This is in accordance with the Mission of the UNAND Library UPT, point three, namely organizing the reading room of the faculty, study program, and department as a supporting unit for the UPT. UNAND Library and sharing information sources to improve the library collection (UPT.Perpustakaan UNAND, 2021 ; UPT.Perpustakaan UNAND, 2025).

The management of reading rooms or branch libraries varies from one university to another. At the University of North Sumatra (USU), the term used is not faculty reading room but faculty branch library. Each faculty at USU has a faculty branch library including service units such as the USU Teaching Hospital Branch Library. There are 14 (fourteen) branch libraries at USU. In its management, the faculty only provides buildings, electricity and internet networks while the UPT. USU Library provides staff and procurement of furniture for staff operations. The faculty branch library collection is provided by the UPT.USU Library. Circulation services at the faculty branch library are integrated with the UPT.USU Library. Branch library staff transfers are carried out based on a decree from the Head of the UPT. USU Library.

At the State Islamic University (UIN) Imam Bonjol, the reading room is under the UIN Imam Bonjol Library. The term used is not faculty library but reading room. The placement of reading room staff is determined based on a letter of assignment from the Head of the UIN Imam Bonjol Library. The integration of the UIN Imam Bonjol Library with the faculty reading room began since the leadership of the Head of the UIN Imam Bonjol Library, Resty Jayanti Fakhlina (2023-Present).

The integration of the central library and faculty libraries provides great opportunities for improving services, efficiency, and wider access to information. However, the success of this integration is highly dependent on careful planning, good communication between units, and the readiness of infrastructure and human resources. A collaborative and adaptive approach is needed so that the integration brings optimal benefits without sacrificing the specific needs of each faculty.

Access to accurate, up-to-date, and reliable information is essential for pharmacy students to support their learning, research, and evidence-based clinical decision-making. In this context, reading room staff hold a unique position as a link between scientific information sources and students' academic needs. Through relevant collection management, information literacy guidance, and the use of digital technology, reading room staff play an active role in ensuring continued access to scientific journals, e-books, and health databases. This role not only supports the achievement of pharmacy students' academic competencies, but also contributes to the continuous strengthening of the quality of higher education, in line with the principles of the Sustainable Development Goals (SDG 4 – Quality Education).

This study was conducted to develop research on existing reading rooms. Muas & Zulaikha (2023) stated that policy makers of the Faculty of Science and Technology need to provide adequate Air Conditioning (AC) and reading places, to provide comfort for students who come to visit; things that need to be improved by the Faculty of Science and Technology reading room, namely the less than optimal use of collections by students and the less than optimal information system of the Faculty of Science and Technology reading room. Rahmawati (2021) in her research found that the University of Bengkulu designed a free library service system as an innovation that was implemented collaboratively in the university environment. This involves the evaluation and learning section, the UNIB Library UPT, and the reading rooms of 8 faculties which are integrated into one service unit. This system allows employees and students to adapt dynamically. Aryasi (2023) stated that the Reading Room (Library) of the FISIP University of Bengkulu (UNIB) is quite good and very useful in meeting the information needs of library users, especially the fulfillment of information for FISIP students. The FISIP UNIB Reading Room (Library) is very helpful for students in obtaining information about lectures and fulfilling reference information for students who are preparing their final assignments.

This study aims to analyze the role of reading room staff in providing access to information for students of the Faculty of Pharmacy, UNAND; identify the obstacles faced by reading room staff in providing continuous access to information for students and formulate strategies that can be applied to improve the effectiveness of reading room services in supporting the information needs of Physics students in a sustainable manner.

The reading room policy at the faculty level is an integral part of efforts to create an academic environment that supports the development of information literacy, access to knowledge, and improving the quality of education. Historically, reading rooms have evolved from simply a place to read to a more dynamic information service center, along with changes in the paradigm of higher education and advances in information technology. In the context of the Sustainable Development Goals (SDG's), especially SDG 4 on quality education and SDG 9 on innovation and infrastructure, reading room policies must be directed to ensure inclusive, equitable, and sustainable access to information sources. This includes strengthening the role of reading room staff as literacy facilitators, digital content managers, and liaisons between students, lecturers, and scientific sources. In many faculties, especially in strategic fields such as pharmacy, reading room policies have begun to integrate sustainability principles by providing digital-based collections, facilitating collaborative learning, and building partnerships with central libraries and external institutions to expand the reach of information. Thus, faculty reading rooms not only have an academic function, but also play a role in supporting sustainable development through education and innovation.

Based on the background that has been described above, this study will answer several main questions as follows:

1. What is the role of reading room staff in providing access to information for students of the Faculty of Pharmacy, UNAND?
2. What are the obstacles faced by reading room staff in providing access to information on an ongoing basis?
3. What strategies can be implemented to increase the effectiveness of the role of reading room staff in providing access to information for students of the Faculty of Pharmacy, UNAND?

With this research, it is hoped that a comprehensive understanding can be obtained regarding the contribution of reading room staff in supporting sustainable information access for students as well as strategic recommendations for improving the quality of reading room services at the Faculty of Pharmacy, UNAND.

Method

This study uses a qualitative descriptive approach to deeply understand the role of reading room staff in providing continuous information access for students of the Faculty of Pharmacy, UNAND. Mukhtar (2013) defines a qualitative descriptive research method as a method used by researchers to find knowledge or theories about research at a certain time. In this case, the researcher analyzes and describes the Role of Reading Room Staff in Providing Continuous Information Access for UNAND Pharmacy Students.

The subject of research is the party that is the source of data or information in a study. The subject of research can be an object, thing, or human. The subject of research in the form of an individual can be

known as a "respondent" or "informant". However, basically both refer to the subject of research. The term "respondent" is generally used in the context of quantitative research, while the term "informant" is used specifically in qualitative research (Rahmadi, 2011). In this study, the subjects were 1 (one) reading room staff and 2 (two) students of the Faculty of Pharmacy, UNAND who used the reading room service. This study was conducted in the reading room of the Faculty of Pharmacy, UNAND.

Data collection was conducted through in-depth interviews with reading room staff to understand the tasks, constraints, and strategies implemented in providing access to information and UNAND Pharmacy Students. Researchers also conducted observations, namely directly observing how reading room staff serve students and how students utilize the available services. Documentation was conducted by reviewing secondary data such as reading room activity reports, collection lists, and the number of student visits.

Data Analysis Technique is done by thematic analysis method. Poerwandari (2009) said that thematic analysis is the process of coding information, which can produce a list of themes, theme models or complex indicators related to the theme, or things between the combination of those mentioned. The theme can minimally describe the phenomenon, and maximally can interpret the phenomenon. In this case the theme shows how the reading room staff becomes an important link between academic needs and available information resources.

This study has several limitations that need to be considered in interpreting the results. First, the data coverage is limited to one faculty, namely the Faculty of Pharmacy, UNAND, so that the findings cannot be generalized widely to other faculties or universities with different reading room characteristics that may vary. Second, the method of data collection through interviews and observations is qualitative, which although provides depth of information, is susceptible to the subjectivity of the researcher's interpretation. Third, the involvement of respondents is limited to reading room staff and some students, without involving policy makers or lecturers who also have important perspectives in managing access to information. In addition, external factors such as institutional policies, budget support, and developments in information technology have not been analyzed in depth, even though they have the potential to influence the effectiveness of providing sustainable access to information.

Result and Discussion

The UNAND Faculty of Pharmacy Reading Room is strategically located on the 2nd floor, close to the lecture building, hall/meeting building and laboratory. making it easy for students, education staff and lecturers to access it without having to move to another faculty or building. This reading room has a size of approximately 20x15m and can accommodate 50 to 60 visitors. The interior is designed with a modern minimalist concept that is comfortable and conducive to learning. The layout of the tables and chairs is arranged in such a way, both individually and in groups, so as to support reading activities, small discussions, or studying together because there are AC facilities. The room is equipped with bright lighting and good air ventilation, creating a cool and not stuffy atmosphere. AC users keep the temperature cool and comfortable, especially when the room is full of visitors. The reading room's operating hours are usually open on weekdays, Monday to Friday, from 08.00 to 16.00 WIB.

The reading room of the Faculty of Pharmacy UNAND is equipped with lockers and an information board located right after the entrance. Visitors are required to store their bags and personal belongings in the lockers provided, and can see the notice board containing the latest information. This reading room is also equipped with a staff desk located at the front near the entrance. Officers serve borrowing, returning, and assisting visitors in searching for references. This reading room also has a collection of books arranged on large shelves on the left and right. The collection consists of Basic Pharmaceutical Sciences (Pharmaceutical Chemistry, Pharmacology, Phytochemistry), Clinical Pharmacy, Industrial Pharmacy, Special References such as Pharmacopoeia and the Indonesian Drug List, Collection of Student Theses/Dissertations.

The reading room also provides a reading table for users who want to read on the spot and work on assignments given by lecturers. A Group Reading Table with a capacity of 4-6 people is also provided, suitable for group study or light discussions. The reading room has a closed discussion room, namely several small closed rooms (soundproof) for students who need a place to discuss, work on group assignments, or guidance. The reading room has an OPAC (Online Public Access Catalog) connected to the internet network. The reading room staff is equipped with a computer unit and printer to access and print documents as needed. The reading room is equipped with power outlets and charging stations that

are useful for charging the batteries of users' gadgets and laptops. The reading room also provides wifi access, lockers, toilets and prayer rooms.

The following is a comparison of the ideal reading room with the current condition of the UNAND Faculty of Pharmacy reading room:

Table 1: Ideal Conditions of Reading Rooms & Reading Rooms of The Faculty of Pharmacy, Unand

ASPECT	IDEAL CONDITIONS	CONDITION OF PHARMACY READING ROOM
Collection	Latest pharmaceutical textbooks, indexed scientific journals (national & international), pharmacopoeias, e-books, digital theses/dissertations, and online databases (PubMed, ScienceDirect, ProQuest).	There are scientific journals accredited by Sinta 2 (https://jsfk.ffarmasi.unand.ac.id/index.php/jsfk), existing textbooks, and do not subscribe to online databases but utilize those in the central library.
Physical Facilities	The reading room is air conditioned, ergonomic, quiet, well lit, Wi-Fi access, power outlets at every table, open collection shelves, discussion space, and a casual reading area.	Yes, there is air conditioning, separate shelves for the collection and a reading room for the library users which is suitable for discussions or group study.
Technology & Digitalization	OPAC (Online Public Access Catalog), digital repository, remote e-journal access, computers for information access, and self-service borrowing/returning.	There are computers for OPAC and visitors and for the repository it still uses UNAND.
Service	Information literacy guidance, scientific information search services, reference services, citation consultation and reference management (Mendeley, Zotero), and interlibrary loan services.	The service is just a book search service for librarians if they are confused about finding the class number of their book. But it depends on the students, some go directly to the shelves.
Human Resources	The staff is trained in library science and health, able to provide digital literacy and scientific information training, and is friendly and responsive.	Human resources outside of library science education, but friendly and responsive.
Operating Hours	Flexible and tailored to student needs (e.g. open until evening and weekends during exam periods).	Yes, the hours are according to office hours.
Sustainability (SDG's)	Minimize paper use (go paperless), use of energy efficiently, promotion of e-books and digital resources, and support for SDG 4, 9, 12 and 17.	None. Reading room activities still use paper.
Safety & Comfort	Collection security system (RFID/Barcode), surveillance cameras, maintained ventilation and cleanliness, and inclusive space for all users.	Yes, there is CCTV, the room is clean and well maintained.
Academic Collaboration	Connected with central libraries and national/international networks, supporting research collaboration and global information access.	Yes. Utilizing the collections available at the UNAND central library

Source: Author's works (2025)

The management staff of the Faculty of Pharmacy Reading Room consists of one Head with a

lecturer status named Anisa Fauzana with two staff from the educational staff element, namely Hartati with a high school (SMA) educational background and Azmin with a driver's job who is assigned as reading room staff. The staff is responsible for providing reports to the Head of the Faculty of Pharmacy Reading Room every three months. The book collection of the Faculty of Pharmacy Reading Room consists of 1389 titles 5101 copies. The collection is in Indonesian and English. Thesis totaling 3891 titles 3891 copies. Theses with a total of 91 titles 91 copies and dissertations with a total of 13 titles 13 copies.

The average number of visitors to the Faculty of Pharmacy reading room is 2 to 5 people per day. Student visits are highly dependent on lecture times. There are relatively few visits during the quiet week. There are relatively few visitors who borrow books, generally visitors visit the reading room only to do assignments, have discussions and play games on gadgets or laptops.

Although OPAC has been used, the book lending system is still done conventionally. Filling in the visitor list is done conventionally. This is because the library users are less responsive to filling in the visitor list via computer. Students who want to borrow books only need to provide their student card number. The reading room of the Faculty of Pharmacy UNAND does not issue borrowing cards. Thus, library members are UNAND Pharmacy students who are still active in their lectures. The return of the reading room collection should be carried out on time. If there is a delay, a fine of Rp. 5,000 is imposed per day for each book. Masters (Strata 2) and Doctoral (Strata 3) students are required to donate books that are relevant to learning needs. The donated books are recorded in the inventory book.

The role of the Faculty of Pharmacy reading room staff is very important in providing access to information provision for students of the Faculty of Pharmacy UNAND. The reading room staff not only carry out technical activities such as inventorying collections, classifying and classifying but also carry out library services by providing circulation services. As an academic support element, the Faculty of Pharmacy UNAND reading room strives to meet the information needs of students. The latest donation collections that have been cataloged and classified are immediately displayed on the shelves.

In order to understand the role of the UNAND Faculty of Pharmacy reading room staff, the author conducted an interview with Hartati, UNAND Faculty of Pharmacy Reading Room Staff. The author asked what is your main role in providing access to information for UNAND Faculty of Pharmacy students? Hartati said, "providing relevant information for librarians". This is in accordance with research conducted by Rahmadani and Ardoni (2023) which states that librarians generally act as guides in the use of library materials for purposes that are focused on users so that they can be used ideally and effectively. They also provide accurate and relevant information to library users.

The author asks how to manage and ensure the availability of relevant and up-to-date information sources? He said "to ensure the availability of relevant information sources, I use several management strategies, namely OPAC access, boolean operators and evaluation of the credibility of information sources from publishers". The availability of information is very important in the reading room service of the Faculty of Pharmacy, UNAND. The availability of information should be supported by adequate software, hardware and networks. Qadir & Quadri (2016) explain that the availability of information depends on the information system designed, in the form of software, hardware and networks. This shows that the availability of reliable, appropriate, timely and complete information makes it easier to decide what media is most appropriate for distributing information to users.

The author asked what obstacles are faced in providing continuous access to information for students of the Faculty of Pharmacy, UNAND? He answered limited funds and students are still reluctant to fill in the guest book. Limitations and difficulties in reading room services, especially in providing access to information. Socialization of the use of the reading room requires funds. At least the provision of food for participants. Students' reluctance to fill in the guest book can be overcome by socializing the filling of the guest book with a google form. This reality is in accordance with the findings of Rotinsulu et.al (2019) that limited funds are one of the inhibiting factors in improving and procuring supporting facilities for service activities in the Unsrat Faculty of Law library, thus library service activities are ineffective. Visitors are reluctant to fill in the guest book, because the filling process has to queue, especially when there are many visitors, so that the data listed in the guest book cannot represent the actual conditions. As a result, the guest book is only an administrative complement (Mulyadi, 2019).

The next question is related to the interaction of reading room staff with students in helping them access the information they need. Hartati said, "I start with discussion and observation. After that I will offer books, journals and online databases according to what they need. In addition, I also provide effective information search guidance". This is in accordance with the role played by librarians. Research

conducted by Kristina (2017) states that a librarian must have the ability to be friends with any user, be it lecturers or students. Librarians can start befriending students by greeting them, memorizing several students who often come to the library and then inviting them to chat lightly. So being "pretending to know and caring" is mandatory for librarians to do to each user so that we can find out how they think and what they want for the library which will be used in the future as a development of library services.

The author then asked about the use of technology in supporting information services in the reading room. Hartati said, "collection information can be accessed through the online catalog". Hasugian's research (2003) stated that OPAC has provided satisfaction to users, because in searching for information collections it is very fast and accurate. Behind the advantages in searching for information collections, OPAC also has other functions, namely: Information or collection retrieval system, collection management, assisting circulation tasks and informing the existence of collections.

Next, the author asked whether there were any special programs or initiatives carried out to increase the utilization of the reading room by students of the Faculty of Pharmacy? Hartati said, "There is a collection renewal from donated books when students graduate". Procurement of books from donations/gifts is important for building library collections. However, there are several things that must be considered before accepting this book gift. The library needs to analyze it with the previously established collection development policy. It is also necessary to consider the library's ability to manage and utilize the gift books (Putri, 2017).

The author asks for strategies that can be applied to improve the effectiveness of reading room services in providing sustainable information access. Hartati said, "increasing the collection according to the needs of the department". Not only book gifts from students but also other institutions". In procuring collections, the Faculty of Pharmacy reading room is highly dependent on donations. The Faculty of Pharmacy reading room is not allowed to procure collections.

The last question is related to the efforts that have been made to increase awareness of Faculty of Pharmacy students regarding the importance of utilizing the reading room as a source of academic information. Hartati explained, "efforts are made by conducting socialization and guidance for library users". Socialization specifically for Pharmacy students is usually carried out by the UNAND Library UPT during or after the Campus Service. Pharmacy reading room staff are not involved in these activities. UNAND Faculty of Pharmacy students are explained about the rules that apply at the UNAND Library UPT and how to make independent loans and conduct information retrievals through the OPAC.

The author also conducted interviews with two students of the Faculty of Pharmacy UNAND to find out their perceptions of the role of the staff of the Faculty of Pharmacy UNAND reading room. The author asked about how often they use the reading room as a source of academic information. Zahwarani Rahmanisa (ZR) and Khalishah Sifa (KS) said, "very often". The findings of Erlangga & Zafri (2024) explain that the reading room has very positive benefits for history students because the reading room accommodates history students who have a hobby of reading, making lectures more active because they always read and borrow books in the reading room, besides that the reading room also helps in completing college assignments to increase the GPA of history students.

The author asked what type of information is often sought in the reading room. ZR said, "books, research reports and theses". KS said, "I usually look for previous theses titles for my research proposal". Asked about the extent to which informants feel that the reading room staff helps in accessing relevant information?. ZR explained, "I sometimes don't need help from staff in finding the information I need. However, if the information is not found, I ask for help". This is different from KS who said, "The reading room staff are very informative and helpful in accessing information". Murnahayati's research (2023) states that good communication between library staff (librarians) and library users will be smoother in carrying out library tasks and functions so that coordination and supervision are easier and work efficiency and comfort are achieved.

The author asked about the obstacles faced in utilizing the reading room facilities. ZR said, "The reading room is sometimes noisy, feels cramped, not spacious enough but there is a soft sofa to sit on". KS said, "The available tables are often full so I can't sit". The author asked about the level of satisfaction of the informant with the availability of collections in the reading room. ZR said, "quite satisfied with the number of collections available". In line with ZR, KS said, "I feel very satisfied with the collection of books available in the reading room. It is quite complete so that it makes it easier for me to support my academic needs". The author asked whether the informant felt that the reading room service was adequate in supporting academic needs? ZR answered, "Quite adequate". KS explained, "The reading room is very

adequate in supporting academic needs". This is in line with the findings of Aryasi (2023) who stated that the FISIP Reading Room (Library) has limitations in terms of room size and there are several collections that are inadequate, especially related to certain fields of science.

The author asked about the informant's preferences in accessing information, whether they prefer printed or digital sources. ZR answered, "I prefer digital sources because they are simple". KS said, "I prefer digital information sources because they are easier to search with keywords". The author asked for suggestions from informants to improve the effectiveness of the reading room service in providing sustainable access to information. ZR said, "There needs to be more computers, tables and rooms expanded and staff must be more creative". KS said, "There needs to be more tables". Murnahayati (2023) explains that library spatial transformation is very important for users and librarians to improve the quality and comfort of all library users. The benefits of library spatial transformation have a great influence on the development of the digital world, facilities have also improved more than before, and the atmosphere of the library is more comfortable and better.

In improving the role of library staff in providing continuous access to information, a policy is needed to provide opportunities for reading room staff to participate in training or technical guidance organized by the National Library of the Republic of Indonesia (PNRI) or other University Libraries. This is in accordance with the two principles of CFD (Continuing Professional Development). Sudarsono (2010) stated that IFLA as an international federation of various library organizations firmly outlines two basic principles of CPD, namely:

1. Continuing education and professional development are shared responsibilities between individuals, employing institutions, professional associations of librarians, and library and information education institutions.
2. All initiatives on human resources and professional ethics must ensure that librarians have access to opportunities for continuing professional development.

Conclusion

The reading room staff has a significant role in supporting the provision of sustainable information access for students of the Faculty of Pharmacy, UNAND. Through responsive service, relevant and up-to-date collection management, and the use of information technology, the reading room staff is able to bridge students' academic needs with the information sources they need.

Therefore, the role of reading room staff is very important to be strengthened in providing sustainable access to information for students of the Faculty of Pharmacy, UNAND, it is necessary to implement concrete strategies and targeted institutional policies. The first strategy is to strengthen staff capacity through ongoing training in the field of information literacy, digital library technology, and mastery of health-based scientific sources such as PubMed, ScienceDirect, and electronic pharmacopoeia. Second, the development of a digital-based information service system needs to be prioritized, such as the provision of a faculty digital repository, integration of online catalogs (OPAC) with pharmacy journals and e-books, and remote access to digital resources through institutional accounts. Third, internal faculty policies are needed that support collaboration between lecturers, librarians, and students, for example through integrated information literacy programs in courses or practicums. The fourth strategy is the application of sustainability principles in reading room management, such as prioritizing collection digitization, minimizing reprints, and adopting environmentally friendly practices in the reading room (green library practices).

In addition, faculties can design regular evaluation mechanisms to measure the effectiveness of information access and user satisfaction, as well as open up space for student feedback on reading room services. From a university policy perspective, it is important to encourage increased budget allocation for the development of information resources and reading room staff competencies. All of these strategies are in line with the achievement of SDG 4 (quality education), SDG 9 (infrastructure and innovation), and SDG 12 (sustainable consumption and production), thus supporting the development of inclusive, adaptive, and sustainable higher education.

The results of this study indicate that the role of the Faculty of Pharmacy reading room staff in providing continuous access to information is very important for students' academic success, especially in a higher education environment such as the Faculty of Pharmacy, UNAND. The implications of this finding emphasize the need for a more strategic higher education policy that supports strengthening the capacity of the faculty library, not only as a supporting unit, but as an active partner in the learning and research process.

Developing library staff competencies should be a priority through ongoing training programs, improving digital literacy, and actively engaging in academic activities. Institutional policies should also allocate adequate resources for digitizing collections, subscribing to scientific databases, and updating reading room infrastructure. With this approach, higher education can build an inclusive, adaptive, and sustainable information ecosystem—ultimately supporting the achievement of quality education goals as stated in SDG 4.

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