

Information Literacy Program to Minimize Plagiarism: Case Study in Tun Abdul Razak Uitm Malaysia Library and Universitas Airlangga Library Indonesia

Abduh Fawwaz Irsyad Utoyo, Dwiki Ari Pamungkas Pasaribu and Dessy Harisanty
Library Studies, Faculty of Vocational Education, Universitas Airlangga, Dharmawangsa Dalam, Surabaya, Indonesia

Keywords: Information Literacy, Plagiarism, University Library.

Abstract: This article aims to describe the process of delivering information literacy and prevention of plagiarism in Tun Abdul Razak Library, Universiti Teknologi Mara (UiTM), Malaysia and Universitas Airlangga Library (UNAIR), Indonesia. The research applied a qualitative approach with a case study method. The data was collected through interviews with librarians who are in the academic services division of the Tun Abdul Razak UiTM Library and referrals as well as librarians who are in the training and development division at Universitas Airlangga Library. The results of this study illustrate that the Tun Abdul Razak Library and Universitas Airlangga Library have applied information literacy program and prevention of plagiarism to the entire academic community of UiTM and UNAIR. Tun Abdul Razak Library hosts an information literacy program called the Information Literature Class and Universitas Airlangga Library hosts program known as Library Class 101. The information literacy provided by Tun Abdul Razak Library and Universitas Airlangga Library are summarized in the Knowledge Proficiency Class (KKM, Kelas Kemahiran Maklumat) and Library Class. The two libraries host programs that have the same function; to prevent plagiarism by academicians working on undergraduate theses and other scientific or academic works.

1 INTRODUCTION

Library is an organization that manages various kinds of information sources to meet the user's information needs (Subagyo, Chumaida and Romadhona, 2022). The help of information technology does not always guarantee in making library performance lighter. This is as stated by Prasetyono that students today tend to think practically when working on assignments by simply copy-pasting other works they found on the net (Pranajaya, 2017). This phenomenon is a technological monopoly called technopoly, "The phenomenon of technopoly is characterized by the way students copy other works they found (Suryowati *et al.*, 2022)." In this case, it means that plagiarism activities can thrive in the university library by targeting freshmen if the library does not provide information education to the new users.

Information education or information literacy is important to be mastered by students in schools and

universities, because information literacy teaches students the way to find and use the information they need so that it may support the learning process (Nugroho, 2012). Information literacy is a concept known to librarians and academicians as a means to develop the ability of students to effectively find, evaluate, and use information, which eventually will result in the conceptualization, teaching, and thorough understanding of Information Literacy (Aharony *et al.*, 2017). As in previous research, since 2001, the demand for library learning sessions for journalism courses has grown rapidly in CSUN (California State University Northridge) (Srihayu, Harisanty and Anugrah, 2021). In the 2003-2004 academic year, 388 students enrolled in journalism courses were reached through information literacy sessions held at the Oviatt Library (Lampert, 2004).

Of course, information literacy activities cannot be separated from the orientation of freshmen in the university library. According to (Santoso, 2015) library user education (P3) as one of the PKPT materials at Universitas Negeri Malang was carried

out in hope that students could be aware of the existence of library services that may be used to support the study in higher education, to be able to know the sources of information in their respective fields of study, able to use information tracking methods and techniques appropriately and quickly, able to utilize the facilities available in the library and recognize networks of information collaboration, as well as knowing and understanding library rules (Santoso, 2015).

Tun Abdul Razak Library (PTAR) has the same services that can be commonly found in university libraries (Harisanty, Diba and Layyinah, 2020). PTAR provides information literacy or information education services for freshmen who will later become the library users of PTAR. The service is known as KKM (Kelas Kemahiran Maklumat/Class of Knowledge Proficiency), the class instructors are PTAR's senior librarians. The information literacy carried out by PTAR is divided into two programs: The Management of Orientation Program Activities and Guided Library Visits and Information Skills Class (Literature Searching). Information Skills Class (Literature Searching) itself includes Basic searching skills (Where and how to search), Skills of Evaluating Resources (Types of sources & Critical Selection), and Skills of Using electronic resources (Citation & Plagiarism). Similar thing is done by Universitas Airlangga library in order to provide information literacy to the new users of the library through Library Class service that held the program Library 101 and Reference Manager as prevention for plagiarism so that it does not become more widespread in universities (Anna *et al.*, 2018).

According to Ministry of Education and Culture data, plagiarism cases or commonly called copy-pasting, in the lecturer certification process reached 808 cases in 2013 (Aziz, 2015). This data, if reviewed in the past 5 years, is still quite high in cases of plagiarism that occur in the university. The university library must take precautionary measures and respond to the dissemination of the plagiarism case as stated in National Education Minister No. 17 of 2010 (Santoso, 2011). The impact of the plagiarism violation itself should not be taken lightly, citing from Law no. 20 of 2003 Article 70 concerning National Education System; graduates whose scientific works are used to obtain academic, professional or vocation degrees as referred to in Article 25 paragraph (2) proven of plagiarism should be imprisoned for a maximum of two years and/or criminal penalties of IDR 200,000,000.00 (two hundred million rupiahs) (Istiana, 2014). Library functions as a facility to store documentation of

scientific work, both articles, undergraduate theses, theses, and dissertations of the academic community's work (Romadhona, Subagyo and Agustin, 2022). If works that are documented in the library are pointed out to contain elements of plagiarism, all academicians as well as librarians should fight against or prevent such cases to happen again.

Based on the above phenomenon, the writers are interested in discussing the literacy programs that have been implemented by university libraries to minimize cases of plagiarism. The research was done by taking a case study at Universiti Teknologi Mara Malaysia Tun Abdul Razak Library (PTAR) and Universitas Airlangga Library (Indonesia) by comparing the implementation of information literacy programs in minimizing plagiarism in both universities.

2 LITERATURE REVIEW

2.1 Information Literacy

Information literacy was first introduced by Paul Zurkowski in 1974 (Zurkowski, 1974), Zurkowski argues that people who are trained to use sources of information in completing their tasks are called information literates (Eisenberg in Apriyanti, 2010). The benefits of information literacy according to the Chatered Institute of Library and Information Professional (CILIP) state that information literacy is knowing when and why a situation requires information, where to find information, how to evaluate, use and communicate information in the right way (CILIP in Prasetiawan, 2011). Students who live in the millennial era must be able to utilize the process of receiving and delivering information so that other people may also receive proper information.

In universities nowadays, libraries have an important role because the facility has become one of the universities' intellectual focus points. Preservation and dissemination of information have become a very crucial aspect (Romadhona *et al.*, 2022). The facilities provided by libraries are available in the form of text, images, sounds, etc. can be applied and shared with the wider world. Literacy according to ACRL is "Information literacy is a repertoire of understandings, practices, and dispositions focused on flexible engagement with the information ecosystem, underpinned by critical self-reflection. The repertoire involves finding, evaluating, interpreting, managing, and using

information to answer questions and develop new ones; and creating knowledge through ethical participation in communities of learning, scholarship and practice." (Service, 2014). In library, the development of services can be considered extraordinary; this can be found in the existence of E-Journal, Audio and visuals, E-books, Institutional Repositories, and others. The library tends to be known as a paradise of knowledge because it acquires as well as creates a vast collection of information. However, the services provided by the libraries are not yet used optimally.

2.2 Plagiarism

Plagiarism broadly refers to the use of the work of individuals without getting permission from the author. Whereas according to (Ridhatillah in Aziz et al., 2015) plagiarism is an act of abuse, theft or seizure, publishing, statement, or declaring a thought, idea, writing, or creation as one's own, while it is actually created by someone else.

Nowadays there are a lot of students and even people who write an article or scientific work without following the rules of making good and true scientific articles or works. In most of the cases, the authors quote people without writing down the source of where and who the person is. This causes the level of plagiarism increases instead of decreasing. According to (Soetanto in Aziz et al., 2015) Plagiarism often occurs due to several factors; due to cultural factors, lack of knowledge about scientific writing and plagiarism, the urge to find shortcuts in reaching achievements, less time pressure in completing tasks, reluctant to broaden scope of knowledge, lack of adequate sanctions for plagiarists, results in plagiarism being considered as common by some circles. The legal process of plagiarism is too complicated and tiring, causing apathy.

Here the role of librarians is needed to overcome the increasing plagiarism, librarians are now given training and skill enhancement in overcoming plagiarism for students. Librarians are equipped with extensive knowledge of information literacy. Information literacy also teaches students not to copy and paste the work of others without giving a quote or source from where they got it. With the information literacy provided by librarians who deliver knowledge of the impact of plagiarism, it is expected that the level of plagiarism in the world of education will decrease (Romadhona, 2020).

There are some previous studies that examined the role of libraries in reducing plagiarism including

those carried out by (Suwarjo in Satria, Tarmizi, & Melviana, 2017) which states that total plagiarism is the most dominant form of plagiarism carried out by students. The first indicator of total plagiarism is referring to and quoting terms, words/sentences, data/information from a source without mentioning sources in the citation notes and without adequately stating the source, plagiarism in the first indicator are recorded to be 1405 frequency or 63.29%. While the results of the study from (Mashuri, 2013) states that library as a place to store information has an important role in suppressing the rate of plagiarism. Several steps that can be taken by the library are socializing the rules of plagiarism, uploading scientific works, providing online facilities for assigning assignments or scientific work, organizing information literacy socializations and collaborating with other information centres and teaching staff. Adding to that, according to (Rusmono and Rosniar, 2012) librarians, who stand at the forefront of providing information services, can contribute greatly in the academic world because librarians are professionals who are on neutral position and have never had any interests other than providing the best service in the world of education, one of which is fighting plagiarism (Hernoko *et al.*, 2022).

Apart from the results of the above research (Setiawan, 2014) also conducted a research on the effectiveness of library orientation activities carried out in Universitas Airlangga library. According to the research, the library services that are used by the respondents in the service utilization variable obtained moderate results of 40 or 40%, on the corner service utilization, the results were classified as moderate at 46 or 46%. From those results it can be concluded that the utilization of services carried out by freshmen who have participated in library orientation activities is classified as moderate

3 RESEARCH METHOD

This study applied a qualitative approach with a case study method; as Creswell stated, "a strategy of inquiry which the researcher studies an intact cultural group in natural setting over a prolonged period of time by collecting, primarily, observational and interview data" (Creswell, 2009). A qualitative approach is a strategy of inquiry in which researchers' study intact cultural groups in natural settings over a period by collecting observation and interview data. The technique of collecting data was done through interviews with librarians who are in the academic services division of the Tun Abdul

Razak Library in UiTM and referrals as well as librarians who are in the training and development division at Universitas Airlangga Library. Creswell identify case study as “a strategy of inquiry in which the researcher explores in depth a program, event, activity, process, or one or more individuals” (Creswell, 2009). Case studies are investigative strategies in which researchers explore a program, event, activity, process and or more than one individual thoroughly. This research was conducted at the Tun Abdul Razak Library UiTM Cawangan Selangor Kampus Puncak Alam and Universitas Airlangga Library Surabaya.

4 RESULTS AND DISCUSSION

From observations and interviews at the Tun Abdul Razak Library Puncak Alam and Universitas Airlangga Library, the writers obtained data that could depict the differences between the two libraries. The following are the differences found in both libraries:

Table 1: Information Literacy Program.

Aspects of the	Tun Abdul Razak Library	Universitas Airlangga Library
Programs	Information Skills Class (Literature Searching)	Reference Manager
Name	E-KKM (<i>Kelas Kemandirian Maklumat</i> , Class of Independence Announcement)	Library Class
Quota:	Minimum quota of 15 people	Minimum quota of 5 people
Registration	Registration can be done through online system	Registration should be done directly to the library officer
Course Material	Mendeley and Endnote	Mendeley
Competent Speaker	Certified Mendeley advisor	Mendeley advisor is certified

4.1 Information Skills Class (Literature Searching) in Tun Abdul Razak (PTAR) Malaysia Library

Service is an activity that, despite seen or not, can be felt by the target of the service. One of them is the service provided by a unit in Tun Abdul Razak Universiti Teknologi Mara library known as academic services unit. Announcement proficiency class is a service provided by libraries to enrich readers with the knowledge on making good and true scientific works and articles and avoid plagiarism, it is also one of the efforts of library to eradicate the spread of plagiarism among campus academics.

In Information Skills Class (Literature Searching) there is an integrated information literacy program that is divided into two programs, the first is basic information literacy and the second is advanced information literacy. Basic information literacy is targeted for undergraduate students such as diploma, undergraduate and/or scholarship students, but is also open to all university students, lecturers and all UiTM staff. The duration of the session is two hours, using the hands-on session method. The materials presented include basic searching skills; where and how to find information sources on the library website, academic search tools and techniques, as well as search strategies.

In addition, there are also skills of evaluating resources and skills of using electronic resources. In its function as a deterrent to the spread of plagiarism, Tun Abdul Razak Library is more intensive in teaching the skills of using electronic resources citation and plagiarism for publications. Using the help of the software Mendeley, Tun Abdul Razak Library instructs the usual citation format that is used and what citation styles are commonly used in the UiTM environment.

After introducing various existing styles and giving information on styles that are often popular, students are directed to open MS-Word so that they may experiment with quotes. The user is directed to drop down the downloaded article into *my library* in Mendeley then return to MS-Word, in the reference bar menu, click insert citation and select the citation style first, users are instructed to click the APA style and then click *go to Mendeley* and mark the word you want to cite by using the highlight text feature; to delete the destination, select text and click cite on the top right of the Mendeley desktop menu. After those instructions, the librarians carry on to making bibliography with citations that the users have quoted; click on the reference bar menu then *insert*

bibliography and the bibliography will appear as quoted. These steps can be categorized as an effort to prevent the spread of plagiarism which is increasingly growing to this day.

There are three sessions that can be chosen in this program, a class session of at least 15 people and a maximum of 50 people, a group consultation session of at least 2 people and a maximum of 5 people, for an individual consultation session of 1 person. Advanced information literacy is targeted for postgraduate students, master and PhD, academics and researchers, each meeting lasts approximately 2 hours and depends on demand. The module taught is about scientific sources, how to use the online database/e-journal/e-book (specifically for faculties) and open access collections, then information search strategies that include research strategies, evaluating values (scientific/general), identify scientific articles, and ethics in research, following those are guidelines for scientific publications, namely research tips and tricks, guidelines for publication, review literature such as paper structuring, analysis & synthesis, critical review, quality of journals vs. popularity of journals; factors and impacts, Scopus, H-index, ERA, and instructions on evaluating journals such as google scholar vs. google search, universities rank such as (THES, QS) Authorship, and Affiliations

In its class, the library guides new users who are still in the learning process of making citations; starting from the initial registration in order to create a Mendeley account and then logging in to the Mendeley desktop software and introducing what features are in the software. Some of the features in Mendeley are as follows: Mendeley desktop can be operated in Windows, Mac and Linux. PDF viewers are equipped with sticky notes and highlighting text, giving out information on social medias that allow users to interact with each other in posting, commenting, and creating profiles. Furthermore, users are directed to download free articles that will be used as an example for quoting. In quoting there are many conventions of citation styles. Among the many styles that are often used, the APA (American Psychological Association) style is more widely used in social science disciplines.

4.2 User Reference Education at the Universitas Airlangga Library

The reference manager program of Universitas Airlangga Library is carried out by the division of training and development (LATBANG). In this reference manager program, the workshop

participants will be given material about the use of Mendeley which function is to make citations and bibliography automatically and to prevent plagiarism by the academics and improve the information literacy program of Universitas Airlangga. The material can be downloaded from the Universitas Airlangga Library website and made by Librarians who have received Mendeley certification. Mendeley is an application that can be used on various platforms, Windows, Mac, Linux, Mobile (Android/iOS) and can be obtained for free. Users can create an account by registering through the Mendeley.com website.

Mendeley can also be accessed through a web browser. The display is similar to mendeley desktop and has 3 exact same columns. Mendeley has partnered with Science Direct and Scopus to import articles or references. Mendeley can synchronize articles securely on their respective devices and back them up online, clicking desktop or web will give the users access when switching to another device. Mendeley also supports Citation Plugins with Microsoft Word and Libre Office, so that the citations will automatically enter the References menu section in Microsoft Word.

Universitas Airlangga Library provides the academicians with an access rights for 1 Year of Mendeley Institutional Edition (MIE) for 500 users. Mendeley Institutional Edition itself possesses more advantages compared to the basic version (Free). The given capacity is greater; Mendeley Basic only has 2GB and Mendeley Institutional Edition has 5GB. It also has greater capacity for private groups that can contain up to 25 people compared to Mendeley Basic which can only accommodate 3

Table 2: Library Orientation Program.

Aspects	Tun Abdul Razak Library	Universitas Airlangga Library
Programs	Guided library visits	Library 101
	Obligatory	Obligatory
	As a media for library promotion	As a media for library promotion
Materials provided during the Library Orientation Program	Searching for collections in OPAC	Searching for collections in OPAC
	Collections borrowing guide	Collections borrowing guide

people and has unlimited number of private groups. For now, the role of librarians to prevent plagiarism is quite large, because all librarians are required to have the skills to improve information literacy for library users.

4.3 Activities for Orientation Program or Guided Library Visits at Tun Abdul Razak Library

In addition to being a forum to prevent the spread of plagiarism, Tun Abdul Razak library has another function, which is as an education for freshmen who are enrolled in the university at the beginning of the new semester. The management of library orientation and visiting program activities is a program offered by Tun Abdul Razak Library targeting diplomas and bachelor's degree students, and staffs of Universiti Teknologi Mara. The freshmen who have participated in a series of interim programs in each faculty are obligated to go to the library in groups of approximately 25 people.

Initially students are gathered in the lobby of the library to conduct guidance and education on the book classification system, students are introduced to the classification in Tun Abdul Razak library, the aim is that they may conduct independent searches without having to be confused on which shelf the books they are looking for are stored. The classification system in the library of Tun Abdul Razak library is the LCC (Library Congress Classification) following the classification in the library the students are invited for a short visit as an introduction library. Starting from the 2nd floor, there are lobby and an ICT (Information Communication and Technology) room, on the first floor there is a prayer room and seminar rooms 1 and 2. On the 3rd floor there are 3 zones; the red quiet zone, the yellow silent zone and the green group zone, there is also a discussion room. Going up to the 4th floor, there is an audio visual room and a shelf containing several reference books, then the students are guided back to the second floor where they receive information on book circulation or how to borrow and return books.

Tun Abdul Razak Library provides self-check machines for independent book borrowing; to borrow, select *borrow* on the monitor of the machine, then scan the student ID card and put the book so that it may be scanned, it is important to know that all the book collection materials in Tun Abdul Razak library have used RFSID type SF, books only put in the part that has been provided and will automatically be read. After all the books are

scanned, it is important to check again whether the titles of the borrowed books are correct or not, then print the receipt and go to the counter to double check and deactivate the books' security alarm. To return the books, Tun Abdul Razak library has also provided a book drop machine that operates 24 hours a day for 7 days, there is no reason for students not to return the book on the date recorded in the receipt.

4.4 Library 101 Orientation Facilities for Freshmen of Universitas Airlangga

Library 101 by Universitas Airlangga is a library introduction program for freshmen who have been officially enrolled as the students of Universitas Airlangga. Library 101 includes orientation activities for freshmen, this program is also one of the information literacy activities carried out by Universitas Airlangga Library. According to Siti Muzaroh as the public relations staff of the Universitas Airlangga Library:

"When participating in the library 101 activity, freshmen will understand the procedures, regulations, library collections, how to conduct searches to find collections, and much more. This event will be held at the Universitas Airlangga Campus B library, through this program, freshmen will be provided with information about services and facilities available at the Universitas Airlangga Library Campus A, B, and C "

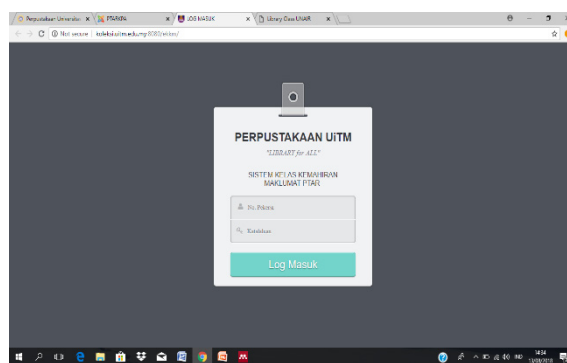
The Library 101 program must be participated by all diploma, undergraduate and postgraduate students who will eventually borrow books at the university library during their studies. The program is available in all Universitas Airlangga libraries. It is implemented so that the library will be better known, recognized, and utilized by the academic community, and therefore, the learning process on the campus may run optimally.

Plagiarism is the activity of taking the words or ideas of others without proper attribution or without following the rules of the citation convention, *"Plagiarism - using another's words or ideas without proper attribution or citation conventions."* (Gallant in Zimmerman, 2012). Plagiarism can be overcome by giving education on citation. Citation is the process of quoting or copying the ideas or words of others in the writing that an author make by following the rules of the existing convention (Sophia, 2002). But quotes are only needed for specific information (Abdullah, Muhammad and Krishnan, 2012). From the previous research which

focuses on the role of librarians in libraries to fight plagiarism according to (Rusmono and Rosniar, 2012) so far the role of librarians has been limited and has never gotten a place in the hearts or priority of university leaders. Information literacy activities tend to be “hardly” accommodated when submitted to the university. But this opinion over time can be used as a reference for librarians to improve services in libraries to eradicate plagiarism. Information literacy activities can be used as one of the steps to minimize the plagiarism that exists within universities.

It can be seen from Universitas Airlangga library and Tun Abdul Razak library, that libraries provide information literacy activities in the form of services. The similar services that are hosted by the two libraries are *Library Class* at Universitas Airlangga library and the Knowledge Proficiency Class at Tun Abdul Razak library. The library class in the UNAIR library includes *Library 101* and *Reference manager*. Library 101 is an orientation program for freshmen aimed for diploma and undergraduate students. Freshmen are taken for a tour at the library to introduce all facilities and services that are provided UNAIR library. Reference manager is a citation recognition program on scientific work for students using Mendeley software with the aim of reducing plagiarism; the library class sessions will be held with a minimum participant of 5 people. Whereas KKM services (*Kelas Kemahiran Maklumat*, class of knowledge proficiency) in Tun Abdul Razak library has several services that are similar to those of UNAIR library; *Information Skills Class (Literature Searching)* and *Guided library visits*, if the two libraries are compared, it should be known that they clearly have a very significant differences. These differences are in terms of:

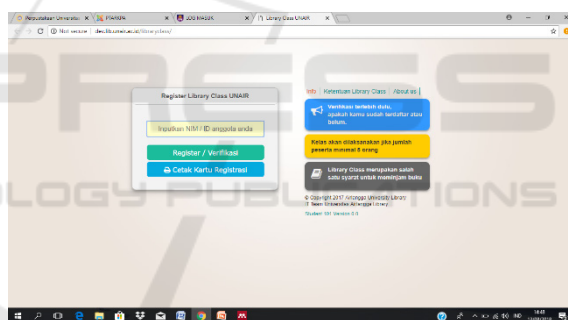
Service Registration System. Tun Abdul Razak Library of Universiti Teknologi Mara has provided an E-KKM system that is used for class reservations or program sessions that students wish to participate in.



Source: <http://collection.uitm.edu.my:8080/ekkm/>

Figure 1: Display of E-KKM in Tun Abdul Razak Library.

Students must enter their ID number and user password before they can log in and choose the class program, they want to participate in. Unlike the case with Universitas Airlangga library, the library also provides similar system known as Library class. However, if students would like to take a class or program they cannot register through an online system; the system can only be used to check whether they are enrolled to a session or not.



Source: <http://dev.lib.unair.ac.id/libraryclass/>

Figure 2: Display of the Library Class of Universitas Airlangga Library.

According to Noerhayati (Setiawan, 2014) the low utilization of university libraries is most likely due to the students not properly knowing the meaning and function of libraries, causing no awareness of how important the role of libraries in teaching and learning processes, and also due to the lack of knowledge in using libraries and library collections in accordance with the current curriculum. Accompanied by Setiawan's opinions on library orientation activities, library users will be able to understand the functions and importance of a library, be aware of the importance and role of libraries in the teaching and learning process, as well as knowing how to utilize a library so that they can feel the advantages library services. This in line with the

second purpose of the library which is to provide library user education to freshmen after they are enrolled to the university. This activity can also be an anticipatory step for both libraries to suppress plagiarism activities. When the new users are aware of the information literacy services provided by their libraries such as information literacy and recognizing the rules of writing, there is a high chance that students will avoid plagiarism. This aspect then raises the similarities that exist in the two libraries, which are as follows:

- Both libraries are trying to prevent the spread of plagiarism through the procurement of reference manager session programs in UNAIR library and programs on skills of using electronic resources in the Tun Abdul Razak UiTM library which are using Mendeley software; but the difference is that in PTAR, freshmen are immediately introduced to the program, while such program in UNAIR library is only provided by the demand of the students or faculty.
- Both libraries hold an orientation week for freshmen, especially diploma and graduate students whose purpose is to introduce all the facilities and services available in their respective libraries; in UNAIR library, students are introduced to information source search methods on library websites and academic search tools as well as search techniques and strategies, while in PTAR freshmen are provided with the tutorial on making scientific work to avoid plagiarism.

What stated above can become an answer for previous researches since it proves that up to now libraries, through librarians, have continued to improve their performance in order to eradicate plagiarism by striving to develop information literacy activities for library users. From the previous research on the high number of cases on plagiarism in higher education, university libraries up to now have initiated to invite the entire campus academicians to prevent the spread of plagiarism. Considering the severe effects of plagiarism, libraries continue to improve its services to combat such dangerous case.

5 CONCLUSIONS

Universitas Airlangga Library applies an information literacy program called the Library Class. This program consists of Library 101 and

Reference Manager. For the Reference Manager program, further improvement may be focused on the participants registering. This is due to the enrollment of the class which require participants to attend the library, a system is expected to be developed so that participants may have a more effective and efficient way to register. While for the class scheduling, Universitas Airlangga library schedules it by request.

Tun Abdul Razak Library has an information literacy program known as KKM (*Kelas Kemahiran Maklumat*). This program consists of library visits combined with information skill class (literature searching). Information skill class (literature searching) program is carried out 2 times per week and the registration can be done through the library website without having to physically visit the library. The guided library visits programs need to be re-evaluated because there are plenty of students who take interest in the program while the librarians in charge are limited, and thus causes the program to become less effective. It is hoped that the existing services in the two libraries will be further enhanced to sustain and provide quality services for the users.

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