

**INSTITUTIONS, INFORMATION PROCESSES AND POLICIES:
Multiculturalism and Diversity in India and Europe**

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Foreword

The post-WWII era and digital revolution are characterized by large-scale models of higher education and information explosion. While higher education was patronized earlier by the people from higher social classes, the kernel of educational policies in present day Europe and generally in the Western world has been fueled by the advent of information and communication technology (ICT). Countries and higher education institutions are changing the role of higher education even more, making it global. The boundaries and information practices of education have become blurred and there is a predetermined "social contract" between institutions and the participants. Modern ideas of higher education place their function within a digital knowledge-based society, where the economy dominates. The information, education and ICT revolutions along with parent institutions are now characterized by digital competition in a strict global market environment.

The present edited book "Institutions, Information Processes and Policies: Multiculturalism and Diversity in India and Europe" - building on the arguments of various authors through the chapters- challenges this view of introducing a "bridging" rationale between the contemporary issues, which can also be actualized in practice and influence policy making. The core of a globalized knowledge-based economy is faced with the tendency of universities to transfer knowledge and skills. Various philosophical departures and institutional theories are conceptualizing them as concomitant economic events. Where in information, education and policies are treated as a public social right and perhaps concepts such as social and cultural capital recognize that students are not simply engaged in education to achieve high returns in global contexts.

The chapters in this edited book place information, education and policies within the general framework of recent institutional changes and rapid growth in the short-term benefits of global changes. The purpose of information practices in higher education and policies and role in modern societies remains a heated philosophical debate with strong practical and policy implications. This edited book sheds more light on this debate by presenting a synthetic narrative of contextual expressions in chapters based on a review of literature, case studies and surveys associated with developments in the wider socio-economic sphere.

Within this ideological framework, the growth of individual creativity and emancipation is in conflict with contemporary institutional settings concerning power, dominance and economic logic. This conflict can affect people's perceptions on the purpose of higher education, which in turn can perpetuate or otherwise revolutionize social relationships and roles. It is impossible to separate information and education from its socio-cultural context. The change on the individual is in constant contact with social changes, where no cause and effect exists. The edited book will be effective in providing genuine engagement in learning among key elements such as book educators, information professionals, and students.

Dr. Rajesh Singh

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Preface

The information services in the present time are technology-driven, and the adoption of modern tools assist in disseminating the information rapidly. During the COVID-19 pandemic, technology played a savior to the academic community and supported them at every level. Information services are not confined to a particular platform; instead, various platforms have emerged as information providers. The deployment of relevant tools for providing information services supports the scholarly community, especially in the Post-Covid scenario. Though several challenges are associated with applying technologies in providing information services in the changing global contexts.

The present edited book has emerged as a powerful information source with the topics dealt from across the globe associated with various disciplines. The book intends to provide a glimpse of the application and impact of ICT in framing the policies and providing information services to the users along with the social issues emerged in India and Europe. The topics are covered under two broad themes—the information services and policies related to ICT and covered Socio-Cultural Contexts in India and Europe. The book's contents highlighted the National Education Policy, the impact of Covid-19 on society, Data privacy and society, etc. The significance of the concepts are expressed for the users in understanding the multidimensional role of ICT in various areas and the information and technical revolution in India and Europe. The chapters in the book would function as a comprehensive reference source with the contents portraying the importance of social parameters, e.g., data privacy, media privacy, artificial intelligence, etc., on society. These parameters are an integral part of society, and it affects the responsibilities of an individual.

The scholarly content and communication in this edited book, covering topics from interdisciplinary areas; is not confined to a narrow aspect of the information or education. The academic community consults the topics considered for publication to provide optimum benefit to the scholars and enhance learning. The target audience for the book is academic professionals, research scholars, and faculty, as the topics touch the ICT domain and the social and technological challenges encountered in India and Europe. The

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Institutions, Information Processes and Policies

book will enrich the readers' knowledge by providing various facets of India and Europe and the societal implications of ICT.

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— Editors

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ABOUT THE BOOK

The edited book "INSTITUTIONS, INFORMATION PROCESSES AND POLICIES: Multiculturalism and Diversities in India and Europe" is the outcome of various expressions in the context of the Socio-politico-cultural-ICT domain and the recent developments occurred in India and Europe. The book is comprised of chapters encompassing the Socio-cultural aspects, policies, data privacy and society, artificial intelligence in the contemporary times. The chapters selected to be published in the edited book enrich the knowledge of an individual irrespective of the discipline as this book would prove an immense source of information for professionals, faculty, research scholars and students; rendering knowledge of the wide spectrum. This book will enhance the learning of the academic community and will provide a glimpse of social parameters.

Internet Services at the Office of Archives and Library in Indonesia

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ABSTRACT

This research is aimed to investigate the use of internet services at the Office of Archives and Library (OAL) in Banjarnegara during the new normal era. The research used a qualitative method in order to get a deep picture about phenomena. The focus of the research is the use of internet services in the OAL. Data collection techniques employed interview, observation, and documentation. The validity of the data used triangulation techniques covering resource, technique, and time, which are accompanied by member check. The results of the study found three important points. Firstly, internet services serve as a means of professional development, because they can support education in the new normal era, share information from anyone and anywhere quickly, especially information related to the development of Covid-19 in Indonesia and throughout the world. Secondly, internet services have a significant function as a learning resource. The internet is very effective for community learning, especially for students who live far from their universities. They use for retrieving references, doing and sending assignments to their lecturers. Lastly, internet services are used as a means of self-study quickly, because those can increase student knowledge by getting it through blogs, websites, social media, and so on. This new normal era still shows the dominance of remote learning and interaction by utilizing Google Meet, Zoom, and other media platforms.

Keywords : Internet service; library user; learners; students

BACKGROUND

The development of world technology has supported the development of information. The existence of advances in information technology fundamentally helps people in carrying out their daily activities. In particular, global information through the internet which has recently spread in the world community is one of the main sources of information that is needed. According to Ahmadi & Hemawan (2013, p. 68), the internet is a global communication network that can connect all computers in the world, even though they have different operating systems and computers. The internet can help people

communicate, access information sources, and transact without the borders of a country (Nurdin & Mukhlis, 2019).

The internet is a sophisticated medium and source of information through its technological advantages that show speed, the accuracy of access and the ability to convey various information needs to anyone, anytime, anywhere, and up to date information. Especially now that the world is experiencing a crisis due to the Covid-19 pandemic, which is a new type of virus that started in China. Due to the pandemic, all people are asked to keep their distance and stay away from crowds. The Covid-19 pandemic in Indonesia is particularly still having an impact on society. According to Adhitya (2020), the impact of the Covid-19 virus occurs in various fields, such as social, economic, tourism, and education. The public appeal to keep their distance and stay away from crowds is a feature of the new normal, in which people need to stay at home and avoid being close to each other. The new normal itself is a new life when people carry out various activities as usual. The public is asked to implement the health protocols set by the government so that the spread of the Covid-19 virus can be prevented. Therefore, the public is asked to pay attention to health protocols so that the number of cases of the Covid-19 virus does not increase. In essence, the general public, especially students, are asked to carry out various online activities or work from home (WFH). International Federation of Library Associations and Institutions (IFLA) (2020), stated that libraries can still provide services during the pandemic with the condition to limit the number of visitors in the library, limit user concentration, reduce events or activities, prioritize cleanliness, and maintain staff safety.

The existence of the internet in the library is the main capital that must be used appropriately by the library to improve its services. This new situation has changed the service principle that has been used by libraries in the form of conventional services through print collections and the arrival of users to the library. Looking for library information through the internet is very useful for users because they can find information quickly even though there are negative things, such as excessive gameplay, pornography, theft of personal data, and so on. However, there are many advantages and benefits of the internet. Through internet services, users can access information anywhere and anytime when connected to a network system. This study is intended to explain how users can take advantage of the services in the library, especially facilities related to the internet with all its services to provide information to users according to their needs (Nurdin, Agusta & Zulaikha, 2021).

The OAL is one of the government library institutions in Banjarnegara has provided library collections, such as textbooks, reference materials, printed and non-printed journals, proceedings, magazines, study completion reports and others. Like other public libraries, in addition to internet access services, this internet service is provided free of charge and is equipped with a computer for users. The library also provides a wifi connection facility because some users use their devices, such as laptops, cellphones, and other types of gadgets. In the beginning of the research, it was found that many users were