How Is the "Container Library" Fulfil the Users Information Need: A Case Study

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Abstract: Eco green library is one of initiatives by Mojokerto City Library. This eco green library utilize a container as part of public library services. The objectives of this container library is to reach the community and promote information literacy. This paper aims to analyze how the container library fulfil the users information needs.The informative function affected by some aspects such as collection, service and facility, infrastructure and human resource. Based on the research result, it can be concluded that container library has not been able to fully meet the information needs of the Mojokerto community because its informative function has not yet been fully implemented. This is due to the minimum number and type of collections. The variety of collections and comfortable space is very compulsory.

1 INTRODUCTION

Public library is a library that is under the government of either the province, district or city. Some of library functions are educational, informative, research, cultural, and recreational functions. Various programs have been made by public libraries to enhance their services. One of the latest library programs is developing eco green library. The library that adopt eco green library is Mojokerto city library that build a container library. This library uses old container as their part of library spaces. Besides its objectives as eco green library, the use of container library as a name is to attract user's attention (Mugwisi *et al.*, 2018; Appleton *et al.*, 2018; Harisanty, 2019b).

The existance of container library is expected to be able to bring Mojokerto city library closer to the users. The container library located in the center of Mojokerto city park (Alun-Alun), where many people are gathered. Container Library provides various collections that are intended for all community, such as children, young, and elderly (Appleton *et al.*, 2018).

This study aims to determine the function of the Container Library to fulfil the users information needs.

2 LITERATURE REVIEW

This paper constraint on the following problem, to examine the informative function of the container library to fulfil the user's information needs. Function are analysed by using the Indonesian Library Standard (SNP) 2010 and IFLA Public Library Guidelines 2010. The attribute of informative function are 1) collection, 2) services and facilities, 3) infrastructure and human resources availability (Christie & Barbara, 2010).

The informative function means that users can fulfil their information needs through container library. So that the informative function of a library can be seen from the collection, services and facilities, infrastructure, and human resources in the library (Appleton *et al.*, 2018).

Tanackovic et. al (2017) states that information must be brought to users through local news sites, television, or local libraries. Mugwisi et. al (2018) said that the types of information services were diverse and reflected the needs of the users (Tanacković *et al.*, 2017; Mugwisi *et al.*, 2018).

Appleton et. al (2018) said that public libraries can be used for many benefits, for example to learn new skills, to continue non formal education, to enhance career development, and to find networks. Furthermore, Monika et.al (2012) which states that public libraries are important for individuals and

communities in general (Elbert *et al.*, 2012; Appleton *et al.*, 2018).

3 RESEARCH METHOD

The research uses a descriptive approach. The observation undertakes in container library that runs by Mojokerto City Library; the container library is in city square (Alun-alun) Mojokerto. Besides observing the container library, there are also interviewing the library users and library staff. There are four library staff who in charge in the container library, and they work in shift, each shift has two staffs. 5 users also interviewed; users are container library visitors who utilize the services.

4 RESULTS AND DISCUSSION

Container Library located in city square of Mojokerto. It is part of the public libraries ran by the Mojokerto City Government that officially opened in April 2017. The presence of the container library which is in the Mojokerto City Square makes it easier for public to access the library.

The objectives of the library is to promote reading habit among the Mojokerto society. Referring to Espen Stranger-Johannessen (2014) statement that reading culture does not develop in a vacuum, and library can only be a small step in the way for larger communities to read for free and expand the use of information. Following this, the container library collection, facilities, human resources, are describing (Stranger-Johannessen, 2014).

Container Library collection mainly come from Mojokerto City Library. Besides that it also comes from gifts and grants from the local community. The collection are dominated by books. Books with various of topics, such as textbooks for school-age children (Mathematics, Physics, Chemistry, and history), religious books, and general collection. The number of collections is arranged by the classification number. General collection ranging from hobby book, do it yourself (DIY), craft, and everyday knowledge. The collection held in this container library usually for fun reading and leisure (Hovius, 2006; Mugwisi *et al.*, 2018; Harisanty & Anna, 2020).

The Container Library initially only operates Monday to Friday and is open from 08.00-20.00. However, starting in August 2018, the library is open every day, at the same time and close only on public holidays. There is no borrowing services in the Container

Library. This is due to the lack of library collections. All collections can only be read on the spot. If the user wants to borrow a book, the library officer will direct the user to go to the Mojokerto City Library.

Therefore, a quite spacious terrace is provided and there are many reading tables and chairs in front of the container library. Container Library also facilitated with Wi-Fi network so that users can use the internet to access information. The Container Library is also often used as a place for children activities.

Unlike libraries in general, the buildings are made of containers that have been modified in such a way that they are suitable for library users. With a container measuring approximately 2.5 x 5 meters, this library room can be filled with 4 bookshelves, one reading table, two chairs for readers , for library staffs there are one table and two chairs. This library has been equipped with an air conditioning (AC), so it's very comfortable for users. In addition, there is a terrace area where users can use it as a reading area and put their luggage on the goods shelf. The yard in front of the terrace is decorated with some plants and flowers. Small wooden benches are available if the user wants to experience a truly outdoor reading atmosphere. Near the library there is also a parking area and a toilet.

Figure 1: Shows the atmosphere on the terrace of the Container Library which is used as a reading area for users.

Figure 2: The front entrance of the Container Library.

Figure 3: The terrace of the Container Library.

It's just that the library doesn't provide a computer in the Container Library because of space conditions that make it impossible to install a computer device. Even to operate cellphones in the Container Library when the rainy weather is a prohibition. Some warning paper was attached on the container wall.

There are four officers who shared working hours into two shifts. Two officers in the morning until late afternoon, two officers again in the afternoon until evening. The four people work for weekdays while on weekends, there is a separate schedule from library services sections.
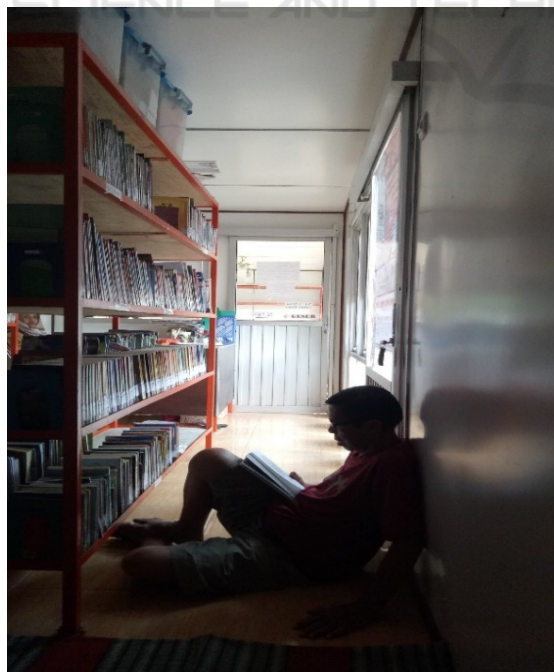

Figure 4: The atmosphere of the reader in the Container Library.

The container library staffs, none of them had a background in information science and library education. Therefore, the competency of the staffs in the Container Library always tries to be improved through library management technical assistance activities and trainings that are conducted by the city library. Through the training, the staffs who are not librarians are given training and knowledge in managing the library including collection aquiring, processing, library services, and preserving library collections.

City square is often used as a place for students from schools surrounding the library to do sports, so that's why Container Library users are dominated by school-age children. They also visit regularly and they become familiar and close to the library staff.

Figure 5: The atmosphere of visitor activity in the Container Library.

Figure 6: The interaction between librarian and users.

According to Kyung-Jae Bae and Sung-Jong Cha (2015), basic infrastructure such as facilities, staff, and collections will form the foundation for proper public library and ensure simultaneous growth and user satisfaction, it is necessary to make more investments concentrated in these factors, such as improving reading quality and cultural programs, and expanding access to digital collections, such as e-books (Bae & Cha, 2015).

Based on the description of the aspects of collection, services and facilities, infrastructure and human resources above, to ensure whether the Container Library has carried out its informative function in meeting the information needs of the Mojokerto people in accordance with the criteria in accordance with the existing standards namely IFLA (2001) and SNP (2010) (Christie & Barbara, 2010 ; Perpusnas, 2011 ; Harisanty, 2019a ; Harisanty, 2019b). The results can be seen in the following tables:

Table 1: Comparison between IFLA, Indonesian Library Standard (SNP), and Container library.

IFLA	SNP (Indonesian Library Standard)	Container Library
Collections		
To satisfy the users information needs by increasing the range of available resources.	Public library materials and collection is more diverse, from popular to scientific.	Part of city library, and only hold leisure and general collection based on the user needs.
Library Services		
Library should have information services using print and electronic media, readers' advisory services including reservation services, community information services, user education including support for literacy programmes, **programming,** and events. The library should provide free public access to the Internet/world wide web to enable all citizens, regardless of economic means, to have access to information available in electronic form.	The library organizes types of services at least including: circulation services, on-site reading services, reference services, story-telling services, mobile services (moving services), and library guidance services. Providing internet network	Library open for all society, free wifi facility, conduct information literacy services in collaboration with children forum.
Infrastructure		
If possible public library should close to public transportation and	The location should easily see, known and reached by the community, under	Located in the city square of Mojokerto.
center of community activities, such as shops, commercial centres, cultural centres. The library should include space for services to adults, children and young adults and for family use. Materials should be displayed on open shelves and arranged at a height within easy reach for users. The climate of the library should be maintained at a comfortable temperature, using efficient heating and air conditioning. As a major function of the public library is to bridge the gap between the information rich and the information poor, it has also to provide access to the necessary electronic, computer and audiovisual equipment. The library should provide a physical setting for the library service that is inviting to the public. The amount of floor-space required by a public library depends on such factors as the unique needs of the individual community, the functions of the library, the level of resources available, the size of the collection, the space available and the proximity of other libraries.	the ownership or authority of the local government, has a clear legal status, far from disaster-prone locations. The library consists of at least collection space, reading room, headroom, staff room, processing room, multi-purpose room, public area (mosque and toilet are not in the collection room). Buildings meet health, safety, comfort, tranquility, beauty, lighting, security and air circulation standards. Equipped or facilitated public interest facilities such as toilets, and parking areas. Every 10,000 population, at least 1 computer is connected to the internet. The library provides library facilities including at least: bookshelves (30 pieces); magazine rack (3 pieces); audio visual rack (2 pieces); reference bookshelf (7 pieces); reading table (100 pieces); work desk (20 pieces); catalog drawer (2 pieces); reading chair (100 pieces); computer device (5 units); visual impairment reading device (5 units); AC (1 piece); new book display rack (1 piece); newspaper rack (2 pieces); Internet Network; wardrobe storage bag (2 pieces).	Permanent, non-movable container buildings There is only a collection room and reading area. Containers have been modified in such a way that they are suitable for users as library space. There are no computer facilities. There are four open collection shelves, four reading tables, 12 chairs, one air conditioner, and luggage storage rack There are public toilets and also a large parking lot.

Table 1: Comparison between IFLA, Indonesian Library Standard (SNP), and Container library (cont.).

IFLA	SNP (Indonesian Library Standard)	Container Library
Library Staff		
In order to provide the best possible service to the community it is necessary to maintain well trained and highly motivated staff to make effective use of the resources of the library and to meet the demands of the community. The following categories of staff are found in public libraries: qualified librarians, library assistants, specialist staff, support staff. There must be a planned and continuous programme of training for staff at all levels, which should include both full-time and part-time staff.	Library management personnel consist of librarians, technical personnel, and support staff who are permanent or honorary Development of library management personnel is carried out by attending library training, librarian competitions, librarian seminars / workshops, and becoming members of the librarian profession organization.	There is no library staffs who really work as librarians. Because it is not necessary to remember that the library is not so big. The staffs consists of permanent employees and some are part-timers. Library staffs are provided with training and other activities that can support their competence and knowledge in managing the Container Library.

The library of containers as part of public library services has qualified as a public library that serves the community. When compared with the IFLA manifesto and SNP, container libraries are considered ideal, especially regarding the location of the library in the middle of the city. As part of the city's public library, the collections available in the container library also depend on the library. The weakness of the collection contained in the container library is the absence of a library user review process. This can be seen from a series of collections consisting of only general collections and entertainment. With the unique design of library space, users are interested in visiting and then utilizing the container library. Viewed from the four things above, what needs to be developed is the management staff, although not a librarian, but the city library can train these staff regularly, especially for literacy, storytelling, and information retrieval programs that can help users.

5 CONCLUSIONS

The informative function in meeting the information needs of the Mojokerto community has not been entirely managed by the Container Library. There are several aspects above that are not in accordance with the standards of public libraries according to IFLA and SNP. The Container Library cannot be used as a reference point for the community that requires scientific references and so far it has only been visited for a light reading and fulfill information needs for daily activities.

Security and privacy of library users must also be considered. In the Container Library there is no security officer found which is really needed. Even though the place is a public space but cannot be any person can enter the library area. Leaving the outside is a good idea in theory, but actually the type of spontaneous publication received in the library is limited. Not everything that happens on the road is welcomed in the library protection room (Paulina Mickiewicz, 2015).

Whereas as an information institution, public libraries can be more than just lending books or collections. In addition to aspects of the collection, developing Container Library services to the maximum but still balanced with the conditions and capacity of its users is expected to be able to increase the usefulness and satisfaction of users of the library itself, namely the community / community so that it can actualize the informative function of Container Library.

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