

Book Delivery Service as STIESIA Surabaya Library Service Innovation

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Abstract: The development of technology and changes in people's behaviour regarding the need and speed of change brought to the library, one of them was the STIESIA Surabaya Library through its circulation service. Its circulation service experienced innovation, namely book delivery service. The book delivery service that has been implemented has not been fully perfect. Because of constraints, namely the valid service for lecturers, monotone borrowing on compulsory books only, lack of human resources in managing and running services as well as lending systems that are still through chat. This article is written with data and facts obtained through direct observation to the STIESIA Surabaya Library. The disadvantage of this article is the data on the amount of borrowing from the book delivery service and basic data regarding users, especially on circulation services. The second disadvantage is the need to carry out comparative book delivery services.

1 INTRODUCTION

The development of information technology which is growing rapidly brings changes to various fields in aspects of life (Suhariono *et al.*, 2022). The development brought changes to several lifestyles, especially humans in the world, more specifically young people in a country starting from adolescence to early adulthood (Romadhona *et al.*, 2022).

Young people today prefer instant, fast, right things without the need for high effort to get it. That applies to their behaviour in finding and finding information. Regarding information technology changes that touch various aspects of life and behaviour of young people who want to be fast, libraries are affected (Hernoko *et al.*, 2022). Especially changes to the management of college libraries, in terms of managing and providing information to the use of libraries. The hope is that in addition to information and communication technology that can accelerate information discovery for individuals and society, libraries can also move to balance it (Romadhona, 2022).

Libraries can meet the acceleration needs of information through its services, one of which is circulation services (Harisanty, Diba and Layyinah,

2020). Circulation service is one of the core services of the library because the circulation of services from librarians can be directly felt by the user. Service activities on the circulation are quite crucial because the service is in the library's advance position so that it can be directly assessed by library users. In fact, the circulation service is often regarded as the spearhead or benchmark for the success of libraries because in this section librarians and users communicate with each other. Circulation services provide various types of service programs, one of which is borrowing books. According Sjahrial-Pamuntjak (2000) borrowing books is the activity of distributing library collections, both to be read in the library or taken out of the library (Romadhona, Subagyono and Agustin, 2022).

The process of borrowing books that have been in the library especially in Indonesia, many are still using manual systems (Subagyono, Chumaida and Romadhona, 2022). Where borrowing is still done by writing on a piece of paper or book. Borrowing with a manual system is still very common in school libraries in Indonesia. On the other hand, there are advances in lending systems namely automation systems. The automation system has been widely applied in libraries that have large support systems

such as university, regional, city to national libraries in Indonesia. The loan system that has been automated is carried out with the help of computer equipment but is still assisted by librarians as loan operators (Sunyowati *et al.*, 2022). The next adaptation of the lending system is independent lending, the independent lending system is still the same as the automation system but the difference is without the help of librarians or carried out by the lenders who want to borrow themselves (Romadhona, 2020).

Circulation services that spearheaded the library, the field has also begun to develop and began to renew the increasingly modern lending system that suits the needs of users. One library that has developed circulation services, especially in terms of borrowing books, namely the STIESIA Library, which is in Surabaya. The unique circulation service program in the STIESIA library is book delivery. This book delivery is expected to be an innovation in the field of library circulation services in Indonesia, which has been adopted by the STIESIA library.

2 RESEARCH METHOD

The method used will be in writing this observation method. Observation is a way of collecting data by observation directly and systematically recording the object to be studied. Observations were carried out by researchers by means of observation and recording regarding the implementation of circulation service activities, especially book delivery services at the STIESIA Surabaya Library.

3 RESULTS AND DISCUSSION

Information and communication technology that has developed during the digital era is now rapidly becoming the main choice of society both for daily activities and to fulfil needs, one of which is the need for information to knowledge. Even information and communication technology are a means and reference for the community to obtain information and knowledge. In the use of information technology, it has gradually brought about a cultural shift, one of which is the interest in reading and writing. Where the area of cultural development and interest in reading and writing is at the core of the objectives of the education and service sector, one of which is the library.

Each library has a variety of ways to attract reading interest and visits to the library, the services provided begin to be adjusted to the characteristics of the users themselves. For example, the Indonesian Economics College Surabaya Library (STIESIA) is a service facility owned by the Indonesian Institute of Economics Surabaya (STIESIA) which has the duty to manage, service and carry out library materials used to support the sustainability of the activities of their academic community. The library of the Indonesian Economics College Surabaya (STIESIA) has the aim of being able to meet the information needs needed by the academic community as well as those outside the campus who want to find information.

Of course, the STIESIA library is equipped with sharing services for users. Services which are the core services are circulation services. Istiana (2013) Services circulation commonly referred to as loan services and return of library collections. Where on circulation services, users can use collections by borrowing, so it is logical that the more collection collections can be said that the existing collections are used properly, and the existing collections have beneficial value for borrowers. Another definition of circulation service disclosed by Hardiningtyas (2014) that circulation services is the circulation of collections owned by the library through the borrowing process and the rules that follow it. Not only that, the definition of circulation services according to Sinaga (2011) is a service that includes loan services, returns, and sanctions, billing, notification of library regulations and free lending services. It can be concluded that circulation services are services that provide the process of utilizing books starting from loans to returns, as well as the rules and provisions that apply. Circulation services certainly have rules and conditions of service, the STIESIA library circulation service has rules for borrowing collections of books which have a maximum limit of the number of loans of a maximum of 4 (four) copies within a one-week loan period and can only renew twice.

Services and regulations that already exist and are enforced, are not a guarantee to be able to use the library properly. The STIESIA library experiences general and global problems, namely its visitors, who in fact young students prefer to use the online world from search engines, websites, etc. Based on this phenomenon, the STIESIA library has the initiative in the form of innovation in the field of circulation services. This innovation is certainly not the first time in the world of libraries, which have been carried out by libraries outside Indonesia. The

innovation is book delivery, the mention of these services is not only book delivery but there are other names such as delivery orders, as well as messaging services between books. According to Hardiningtyas (2014) a service such as book delivery is a book lending service that is carried out by delivering collections to the residence of the visitors. According to Muslim (2016) the book-delivery service is a form of effort to "pick up the ball" to the public or users who have limited leisure time, physical limitations, and so on. Based on the notion of the concept of book delivery, the service is conceptually also included in the concept of positive information services stated by Gamble and Easingwood (2000) that positive information services include services that are able to provide personal assistance to users, extensive assistance, assistance that cares about the current situation, including individuals or groups.

It can be said that the separate book delivery is a loan service for the desired book without having to come to the library. Book delivery can be used by users, by contacting to confirm the availability of books is or is being borrowed. Contacting and confirming long distance can only be done through a chat text message to the contact number provided. The continuation of the service process, which is ordered by electronic messages, will be processed by the librarian and the lending process is carried out by librarians without users coming to the library. Books ordered and borrowed will immediately go through the shipping process, books will be sent according to the style requested by the user.

This book delivery service is not only in the STIESIA library, there are several libraries in Indonesia that have implemented it. The first comparative example is the Republic of Indonesia KPK library. In the KPK RI library, they named the book delivery service as *Cekatan*. Based on Nfila and Darko-Ampem (2002) writing, the loan process includes searching collections through an online catalogue, confirming to librarians via email and finally sending books. The process is in fact no different from the book delivery service process that belongs to the STIESIA library, where the loan is still semi-manual in the sense that it is still via telephone, email or short message to the librarian at the place. It is quite different from similar services, which are called inter-message messaging services at the Bank Indonesia Representative Office of West Sumatra Province (KPwBI). Message-services between KPwBI West Sumatra Province libraries are quite a step ahead. A step further applied by the KPwBI West Sumatra Province library is a

collection that can be borrowed by message not only by book but also by borrowing CDs, papers and reference collections. Not only that, another advantage of messaging service is that ordering to borrow collections through a separate application system is no longer just a telephone, short message or e-mail. The special application for borrowing messages belonging to the library of KPwBI Province of West Sumatra is the cyber library. According to Olnasvi and Desriyeni (2016) cyber library belonging to KPwBI West Sumatra Province library is an information technology library application system for Bank Indonesia to be used to assist the management of the Bank Indonesia Office of Representative Office of West Sumatra Province and as a means for visitors to access library collections, utilize facilities provided, and to interact with librarians.

This book delivery service belonging to the STIESIA library is relatively new compared to similar services owned by other libraries in Indonesia, especially overseas, and certainly still has disadvantages. The obvious disadvantage identified first is that the service is useful and specifically intended for lecturers at the Indonesian Economics Institute of Surabaya.

Service limitations that are only intended for lecturers, can be considered very limited and do not represent the entire library in a university library. That is because, it can be described that most library visitors at a university library are students. Even in number, students are more dominant than lecturers. Therefore, the solution to the target limitations of the STIESIA Library book delivery service is by collaborating with study programs, student activity units or off-campus communities, so that collections can be delivered more maximally, effectively and efficiently rather than only accepting book borrowing books individually.

Besides that, there are also various obstacles that have been experienced during the book delivery service, that is, starting from the librarians who work in this service, there are only a limited number, namely only one person. The very small number of librarians has caused many requests to be hampered, especially in the delivery of books ordered, even though users of these services have experienced an increase especially during the exam and accreditation period, causing book delivery services to be not optimal because orders have accumulated and there are no resources serving to deliver the book to the customer's address. The solution to the constraints of limited resources is that many libraries empower apprenticeship human resources, namely

students. Different if it is specifically for delivering orders, it can empower technical human resources who are not librarians but library employees.

On the other hand, there are also obstacles caused by the user himself. Constraints caused by users are inaccuracies in returning borrowed books to delay. There are many delays, preventing other users from ordering, especially in the same book title. The solution to the constraints of delays, can be added to sanctions for example if there is a delay in the return of the results of delivery loans, it is not allowed to use delivery services for several weeks.

There is also an obstacle that the books ordered are mostly books that are needed by many other users because the books that are mostly ordered are mandatory reading books, while others are followed, namely the stock of collections owned by the library is also limited. The solution to the problem of monotonous book borrowing, can be solved by adding collection options that can be borrowed as has been done by the KPwBI West Sumatra Province library, such as CDs, papers, and reference collections. Another solution to the problem of monotonous book borrowing is that libraries can try to develop collections in general subjects, popular and entertainment so that borrowing books through delivery services is not monotonous to my compulsory customers or in other words more varied, and borrowing does not accumulate only at times student exam only.

Another solution for the development of the service book delivery library STIESIA Surabaya could be modelled on the delivery service that has made the library KPwBI West Sumatra province, by starting to develop a system application specific libraries for borrowing delivery or borrowing delivery can be combined with the application system library circulation service in place with additional features for bookings from the user, so that ordering the book is no longer through chat or a telephone that feels half or not fully automated.

STIESIA Library book service delivery Surabaya that has been applied has been described based on the obstacles identified. Therefore, evaluation is needed to achieve ideal service. According to Rao (1994) that the service of sending messages between collections is basically arranged to meet the needs and expectations of users. In addition, the environment in which the service transaction takes place, the behaviour of the staff, and morale of staff is recorded as an essential element of quality service. Rao (1994) summarizes the quality services that include services capable of identifying user needs and expectations; identify staff behaviour and

communication skills; identify service environment; and identifying staff morale and workload.

Library book service delivery Surabaya STIESIA nice and the innovations for the library to pick up the user, versatile instant balance the needs of the community, and to keep pace with technology and serve information in providing information to individuals. But on the other hand, it is necessary to note that book delivery services cannot be spearheaded forever or cannot be considered as a long-term solution for libraries to face the times. This is because the service is feared to be a boomerang for libraries. As a result, there are fewer and fewer visitors to the library, because they are complacent and too comfortable with delivery services so that the services and facilities in the library are not maximally utilized. On the other hand, the cost of library budgets can swell not in its place, meaning that the costs incurred are not intended to improve other services, develop other service innovations or develop library facilities but rather swell the cost of transporting books and book couriers. So, from that another solution is to balance book delivery services, for example an increase in activities that can invite visitors to come directly to the library such as book bazaars, book fairs, book reviews, film surgery etc.

4 CONCLUSIONS

Development and implementation of book delivery services in the STIESIA library it is based on rapid growth the development of information technology so that it can be considered as an innovation for the STIESIA library to pick up users, and serve the users to the maximum, helping users to borrow books but it can be done without directly going to the library.

But the book delivery service that has been implemented is still experiencing obstacles and the need for further evaluation to optimize the service. So far, the constraints found such as are still limited to lecturers, can be evaluated more actively by conducting book delivery to study programs, student or community activity units. Monotonous book shortages and shortages of human resources can also be evaluated by adding books to more popular subjects and then assigning technical HR or library staff to deliver delivery. The obstacle which is also quite crucial is that the lending system, which is still through ordering via chat, can be evaluated through the application of a library application system.

Once again, the book delivery service in the STIESIA library has become an innovation. But on the other hand, it does not mean that there will be excessive dependence on the service because it will backfire. This is since there will be a lot of borrowing via delivery rather than direct lending, and it is feared that it will reduce library visits and impact other services in the library. The solution is to be balanced with a visitor library program to visit such as bazaars, book fairs, book reviews, etc

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