

# Implementation of the iBalikpapan Digital Library

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**Keywords:** iBalikpapan, Digital Library, Public Library.

**Abstract:** Digital library is a source of information that provides collections in digital format and can be accessed through electronic device and media. Digital library has the same important role as physical libraries. One of the city libraries that provide digital library services is the Balikpapan City Library and Archives Office (Balikpapan City Library and Archives Office), named as iBalikpapan. The purpose of this study is to know the implementation of the iBalikpapan digital library. The method used is descriptive qualitative with the data collected through observation on the iBalikpapan digital library by using all its features, and document study by investigating data obtained from documents, notes, files, and other data's that have been documented. The results show that the iBalikpapan digital library has fulfilled the six-ware component standard which includes software, hardware, NetWare, data ware, brain ware, environment ware and has been well integrated in terms of the process and ingredients. It is also found that the use of iBalikpapan is similar as conventional libraries. However, most of its functions are used digitally using smartphone, PC, and other electronic media. iBalikpapan also added social media features. When a user borrows a book, there will be an announcement on the profile page of the user. Each user can add book recommendations to other users. A user can view other users' profile pages and see the collections that have been borrowed. In addition, users can send messages through the chat feature with other users.

## 1 INTRODUCTION

Digital libraries have important roles in the process of information retrieval, just like physical libraries (Sunyowati et al. 2022). Whether it is in the city or districts area, there are residents whose homes are far from the library; this causes the residents living in an unreachable area become reluctant to visit the library (Romadhona 2022), and searches information from other sources that may be incorrect or even illegal (Srirahayu et al., 2021). Therefore, digital library was created to facilitate readers with the information they are looking for in the right way, despite there are indeed many users who prefer to look for information other than in the library because they are used to it. Indeed, seeking and using information is a fixed part of human life (Johnstone et al., 2012).

The development of digital library must be carried out continuously so that people are more interested in finding information in the library (Subagyono et al. 2022). For this reason, Balikpapan City Library and Archives Office makes an application-based digital library that can be accessed

using a PC or smartphone. In the process of making, Balikpapan City Library and Archives Office collaborated with PT Woolu Aksara Maya, a digital technology-based company. In addition to Balikpapan, there are 19 other cities in Indonesia that collaborate with PT Woolu Aksara Maya. The characteristics of the digital library carried out by PT Woolu Aksara Maya is to have the 'i' in front of the digital library so that the name of Balikpapan's digital library is in Balikpapan.

Balikpapan, East Kalimantan, is a new city in Indonesia with 121 years of age. The total population of Balikpapan, according to Badan Pusat Statistik Kota Balikpapan (Balikpapan City Central Bureau of Statistics), is 636,027 people in 2017, which is considered as not too populated when compared to large cities such as Surabaya with a population of 2,765,487 in 2010 which continues to grow every year (Romadhona, Kurniawan, et al. 2022). Because it is a new city, so the growth of the library there is not yet significant, even though the quality of education there is good (Romadhona, Subagyono, et al. 2022). This is indicated by the library automation system equipped by the

Balikpapan library called Mysticism that often exits itself when used. Therefore, the library plans to use Inlis from the National Library of Indonesia.

Despite of that, Balikpapan Library's digital library has lots of interesting features, convenience for readers, and is easy to use. There are only 20 city or district libraries in Indonesia that use an application-based digital library from Woolu Aksara Maya (Suhariono et al. 2022). Therefore, the writers wanted to examine the implementation of the iBalikpapan digital library. Research is not just assessing an activity spontaneously and incidentally, but rather an activity to assess something in a planned and systematic way, based on clear objectives (Ramayulis, 2010). Research in digital libraries is a key element to improve services so that users may obtain information to meet their needs (Ahmad & Abawayj, 2014).

The purpose of this study is to know the implementation of the iBalikpapan digital library. The benefits of this research can be taken into consideration to improve the quality of the iBalikpapan digital library.

## 2 LITERATURE REVIEW

### 2.1 Digital Library

Digital library is a library whose collection materials are stored in digital format and can be accessed through computer. Digital library is one of the library systems which use electronics to convey information from various sources and combine collections, services and human resources in order to fully support the creation, dissemination, utilization and storage data information cycle, as well as knowledge in digital format (Susanto, 2010). The important role of information and communication technology influences the storage method, retrieving information in digital libraries, does not only changing the meaning behind the classic library activating, but also making major changes in services. However, it seems that not all digital libraries provide their users with services and only a few of them succeed in fulfilling their roles in the digital world (Najafi et al., 2014).

Whereas according to other experts, the Digital Library is a system that has various services and information objects that support the access of information objects through digital devices (Supriyanto, 2008). The digital library, also commonly known as the electronic library, will be more optimal if it is connected to the internet

network. This network will provide broad opportunities to access institutions that provide information digitally so that the term library without walls appears. The emergence of this digital library is very helpful to facilitate the existing work in the library such as procurement, inventory, cataloguing, circulation, member management, statistics and so on. Why is that because digital libraries use software that has system facilities to integrate library work. Therefore, digital libraries have many benefits, such as media dissemination of knowledge, for storage, maintenance, media promotion and also preventing duplication and plagiarism. And the advantages of digital libraries are long distance services, easy access, cheap, and global networks.

The things that underlie the digital library include: (1) Knowledge society or the librarians, (2) Knowledge management is a systematic process of information management, (3) Knowledge Creation such as: books, proceedings, papers/articles, presentations, minutes, diaries, and so on, (4) Knowledge Management System is a process of managing knowledge in a systematic and structured manner (Susanto, 2010). The initial position of the digital library is that it has to already become a modern library, where the main component of the digital library: *six-ware*, which cover *software*, *hardware*, *NetWare*, *data ware*, *brain ware*, *environment ware*, has been well integrated in terms of the process and ingredients.

Another term that can be used to determine the main components in digital libraries according to Setyo Edi Susanto (2010) is *six-M* which cover, *man* (internal and external, and culture), *material* (digital collection), *money*, *management* (rules, storage, copyright, etc.), *machine* (electronic means and automation including the software), and *metadata* (complete database) (Susanto, 2010).

Many studies on digital libraries have been previously carried out by various researchers. Here are some digital library studies that have been done:

The digital library in *SMA Negeri 1* Yogyakarta became the research material for Agus Yazid, a Yogyakarta State University student. In digital library planning, the head of the library of *SMA Negeri 1* Yogyakarta was very enthusiastic in planning a digital library that will be used to strengthen the E-Learning process. In terms of funding and budget effectiveness, it can be seen from the spending that the budget is used to complement digital library support facilities. The available collections are also complete, including books, magazines, and journals. However, the multimedia collection in the form of videos and

photos is currently incomplete. The available facilities can also be considered as accommodating for it includes computers, scanners, servers, and internet networks. Another effectiveness is seen in the monitoring and performance research conducted by officers relating to the availability of content in digital libraries. Whereas the ineffectiveness of the management process lies in the management of human resources, this occurs because there is only one librarian in charge of digital libraries, starting from procurement, checking and maintenance of facilities (Kurniawan, 2016).

Another research comes from a university's digital library, studied based on its characteristics as a digital library by Dimas Sasongko and Rudy Hartanto (2015) from Gadjah Mada University. Research on the university's digital library was conducted using the HOT Fit Model method. The HOT Fit Model method was used to determine the characteristics of the university's digital library based on the components of *Human*, *Organization*, and *Technology* related to digital library facilities. Guided by the HOT Fit Model method it is found that the component *Human* can be found in the system use (Romadhona, Wati, et al. 2022), which provides access to information and to other digital material in the form of portals such as website and user account, signifying the relationship between the components *Human* and digital library facilities (Romadhona 2020).

The HOT Fit Model states that another characteristics of digital library is *Organization* in which digital libraries are considered as partners of traditional libraries in managing collection materials in digital form, digital libraries have an integrated organizational structure with consistent values to access data, and digital libraries are not just a separate unit, the characteristic of *organization* in digital libraries has an inseparable relation with its facilities (Hernoko et al. 2022).

The component *Technology* relates to possessing and mastering information, supporting fast and efficient access, large collections that last from time to time, organized and well-managed collections, many data formats, containing objects and not just representatives of objects, these are the relation between the component of *Technology* and digital library facilities (Romadhona, Wati, et al. 2022).

From the research and analysis of the 10 (ten) libraries that are included in the world's best ranked universities and 10 (ten) best ranked digital tertiary libraries in Indonesia, it can be concluded that all the objects of the university's digital library match the characteristics of the digital library as stated by the

HOT Fit Model: in the *Human* characteristic, in relation to the use of the system, there are still differences that arise between several tertiary digital libraries; not all research objects' website portals are not yet merged with the library website, and there are still some which have not yet created user login facilities on the home page or start page.

### 3 RESEARCH METHOD

The method used in this study is descriptive qualitative, with the data collected from the documents from iBalikpapan and Balikpapan City Library and Archives Office. A document tells the fact of an event that has happened stored in various materials in the form of records or pictures, also known as documentation. Most of the data's available are in the form of letters, reports, regulations, diaries, biographies, symbols, artifacts, photos, sketches and other data stored. Document review is carried out by investigating data obtained from documents, records, files, and other things that have been documented (Djaelani, 2013). Other data collection used is simple observation, using the iBalikpapan digital library and all its features.

## 4 RESULTS AND DISCUSSION

### 4.1 Six-ware iBalikpapan Digital Library

*Software* iBalikpapan accommodates the automation of procurement/processing of collections, membership, service and administration of libraries. iBalikpapan software can be accessed online or offline but must be accessed by the administrator.

*Hardware* iBalikpapan is based on a digital library design that includes computer input and digital data processing, where the processing capacity of digital collection files requires a large capacity, which is more than 1 tb/terabyte. The hardware is in the form of a server computer located at PT Woolu Aksara Maya.

*Netware* iBalikpapan is a network device in the form of internet to be accessed by the users. Meanwhile the use of LAN networks is to be operated by the admin server.

*Data ware* is a set of data that forms various groups of information that are ready to be accessed by the users. In iBalikpapan the data served is in the

form of text and images but only in the cover section of the book.

*Brain ware* is the knowledge resources that exist within the library staffs both individually and collectively. Each iBalikpapan librarian could operate computer and manage digital data, as well as processing the iBalikpapan software.

*Environment ware* covers the conditions of the place, the surrounding environment, and the culture of the people (employees and users), since digital libraries tend to use a lot of electronic devices, they require conducive environmental conditions, both in terms of air temperature, humidity, electricity and others (Susanto, 2010). Due to iBalikpapan being a digital library, the environment can be adjusted up to the users. However, if the users would like to access iBalikpapan from PC, the room which facilitates it can be found at the *Balikpapan City Library and Archives Office* and has adjusted the air temperature, humidity, and sufficient electricity. Likewise, the iBalikpapan server room is equipped with an air conditioner and equipment's to prevent insects and animals from destroying the computer and its components.

In the first of the *six-ware; software*, iBalikpapan digital library uses iLibrary type applications that can be downloaded and then installed on the smartphone or PC by the users. In *hardware*, the server computers are at PT Woolu Aksara Maya, while the management can be done at the *Balikpapan City Library and Archives Office* by the librarians on duty.

For *NetWare*, iBalikpapan uses the internet as their accessing media so that the regional and time boundaries become very broad. For *data ware*, iBalikpapan displays collection data such as number of copies, status, cover, title in a special form, and collection contents that can only be read through iBalikpapan in a text format that cannot be downloaded to avoid copyright infringement. For *brain ware*, iBalikpapan is run by librarians who act as the administrators who manage digital libraries.

From the *six-ware* owned by iBalikpapan, it can be considered that iBalikpapan is a digital library that meets standards of a digital library or a modern library.

## 4.2 Implementation of the iBalikpapan Digital Library

Traditional libraries have provided information for centuries, but with the development of the information technology era, libraries are required to be able to provide information anywhere and

anytime; this is the weaknesses of traditional libraries that requires users to visit a certain building whenever they want to find any information.

Digital libraries become the solution to the weaknesses of traditional libraries for they provide collections that are available in digital form; allowing users to access it anywhere and anytime. Digital library is not another type of libraries, it is more of a development in the library service system. For instance, in a special library or university library, the collections can be accessed through the internet. The source of information or a collection of library materials do not have to be present physically, because the information has been transformed into digital. Library users can access it through certain equipment. Therefore, digital libraries can also be referred as virtual library. The information has been widely accessed because it is very practical and effective, however, the concept has not yet been widely understood by everyone. This is due to digital library requiring high technology services and is relatively expensive, for that reason, not all libraries are able to provide these facilities for its users (Supsiloani, 2006).

Most digital libraries in Indonesia are from universities, and there are only several from the regional library. One of those regional libraries that have digital is the Balikpapan's regional library. The digital library is owned by *Balikpapan City Library and Archives Office*.

iBalikpapan digital library is a collaboration between *Balikpapan City Library and Archives Office* with PT. Woolu Aksara Maya who developed *Digital Right Management (DRM)* which specializes in managing digital content. iBalikpapan has been operated by *Balikpapan City Library and Archives Office* since August 2017. Its development to date is as follows:

Table 1: iBalikpapan development in August 2018.

No.	Frequency	Total
1	Current titles	4914
2	Total copies	78238
3	Total active titles borrowed	3164
4	Upcoming titles, is still the procurement process	2426
5	Total titles that have been borrowed	4745
6	<i>E-pustaka</i> (a corner in a digital library)	53
7	iBalikpapan users	996

The data was obtained from librarians of *Balikpapan City Library and Archives Office* who



were in charge as the admin of iBalikpapan. The number of titles currently available is 4914, with the 5 best book categories; fiction, 1963 times borrowed, young adult fiction 626 times borrowed, religious books 184 times borrowed, children’s book 158 times borrowed. Each title has diverse copies, there are 10 copies, and at least 2 copies. However, from the writer’s observation on the iBalikpapan most titles have above 3 copies.

Of the 4914 titles, there are 4745 titles that have been borrowed, with active or frequently borrowed titles totalling 3164 titles. There are 1581 titles of books that have been borrowed even though not frequently. The titles that have not been borrowed are 169 titles.

The upcoming titles that are still in the procurement process are 2426 titles. *E-pustaka* is a corner inside the iBalikpapan digital library. Some examples are the *e-pustaka* of STIE Madani Balikpapan, SMAN 2 Balikpapan, and other agencies or institutions in Balikpapan that participated in opening the corner at iBalikpapan. The *e-pustaka* corner is operated by *Balikpapan City Library and Archives Office*. There are currently 53 *e-pustaka*. The users of iBalikpapan since the opening of the service in August 2017 totalled 996 users.

### 4.3 Use of iBalikpapan

The use of iBalikpapan is the same as the digital version conventional libraries in general. It can be accessed through smartphone or PC. The outline of the usage can be seen in the following figure:

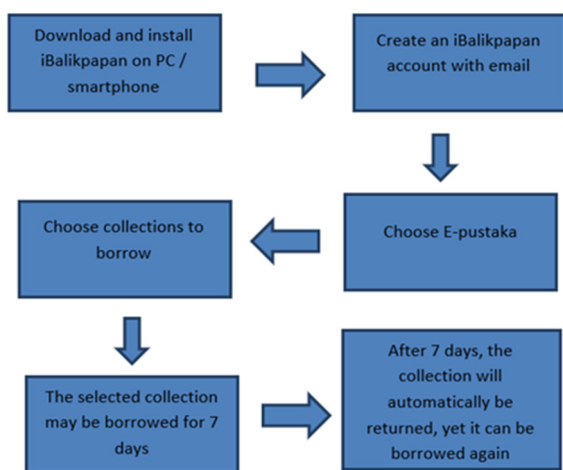


Figure 1: iBalikpapan Usage Scheme.

First of all, the prospective users must download iBalikpapan through the website <http://>

[ibalikpapan.id/](http://ibalikpapan.id/) or *play store* if the users use Android smartphones. After downloading and installing iBalikpapan, prospective users must first create an account using email. After creating an account, prospective users will become users and use iBalikpapan.

After becoming a library user, it is up to the users to choose *e-pustaka* first or choose the collection titles that are sought right away. *E-pustaka* is a corner with different collections and several similar collections with the ones provided by iBalikpapan. The corner is filled up by collections owned by institutions, agencies, or individuals who contributed their collections in iBalikpapan. *E-pustaka* is operated by *Balikpapan City Library and Archives Office*. *E-pustaka* section is displayed as in the following picture:

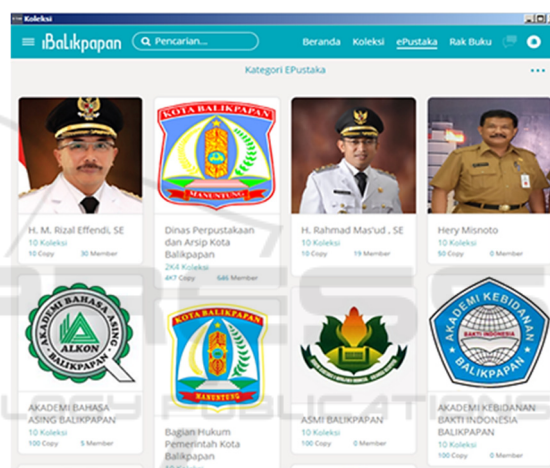


Figure 2: *E-pustaka* iBalikpapan.

After selecting *e-pustaka*, the users may choose the collection provided by the *e-pustaka* service. Collection can be browsed through a search box or subject. If the sought collections are found, what should be done next is click the “borrow” icon to borrow the book and read the collection. The display is as follows:

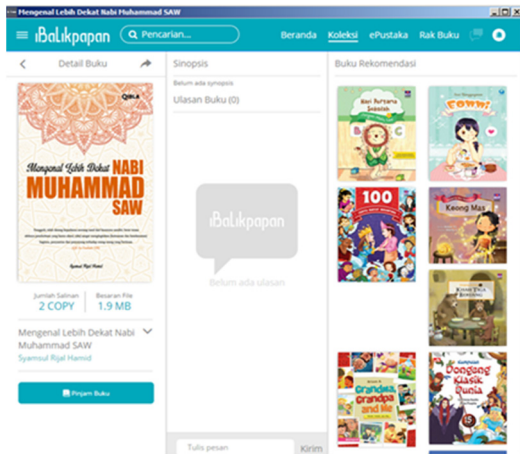


Figure 3: Borrowing the iBalikpapan Collection.

After borrowing the collection, the users will be able to read the collection. The collection will be available for only 7 days of borrowing, if it has been more than 7 days, the collection will be returned automatically by the system and can no longer be read. To read the collection that has been returned automatically, repeat the steps to borrow again, this will enable the users to keep borrowing the digital book as long as there are copies left.

Aside from being a place to find information through electronic media, iBalikpapan also added social media features. When a user borrows a book, there will be an announcement on the homepage of the user. Each user can add book recommendations to other users. Visitors can view other users' profile pages and see the collections that have been borrowed. In addition, users can send messages through the chat feature with other users.

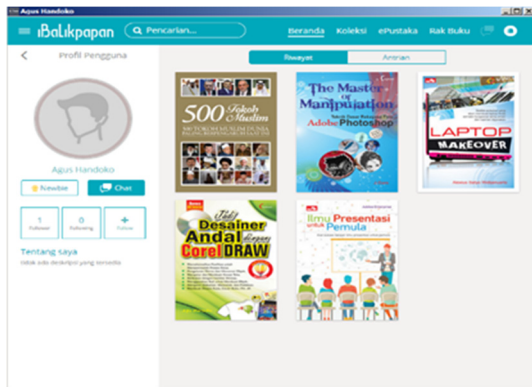


Figure 4: A Profile Page on iBalikpapan.

The user's profile picture is displayed on the top left screen, the chat button on the bottom right of the picture will enable users to start the chat, the newbie status indicates that the user has just joined, *Tentang*

*Saya* or About Me can be filled with a brief description of the user, the follower shows other users who follow the user's activity, following shows other users the user followed, clicking the follow button enables other users to follow the user. In the history section we can see what books the user has borrowed. In the queue list, we can see the list of books that are booked by the user after other users return the books.

#### 4.4 The Advantages of the iBalikpapan Digital Library

iBalikpapan digital library works faster and easier in finding information that is needed and desired by library users, therefore, it saves more time and is proven to be more effective. Library users are not required to go to the library. Users simply need to open iBalikpapan with the electronic device they own, this causes the finding and reading process becomes more comfortable and easier. With digital collections, libraries have an easier access in sharing data or information with users or other work partners

Collections that are stored in digital or electronic form are more durable compared non-digital storage systems that are influenced by natural factors. Digital collections cannot be damaged or lost due to animal factors such as silver fish.

These advantages are in line with those expressed by Harvey (1993) regarding the advantages of collections in digital format, including: (1) can be published quickly and distributed without deterioration of quality through electronic communication networks; (2) saving storage space; (3) can be stored in various forms of media and can be transferred from one storage media to another storage media; (4) offer a process of retrieval and access to information more quickly.

#### 4.5 Disadvantage of iBalikpapan Digital Library

iBalikpapan digital library does have its own advantages as an information provider. However, there are also some disadvantages in the iBalikpapan digital library.

The existence of iBalikpapan digital library causes the number of library visitors to be reduced. If all users access digital libraries from their homes or other places they are in, then library visitors will be reduced. This is due to the users lacking the need to physically visit the library, because they are able to visit the library online.

The next disadvantage is due to the application being processed by two parties, *Balikpapan City Library and Archives Office* and PT. Woolu Aksara Maya, if there are problems at the Aksara Maya workplace such as servers not running properly or natural disasters, or other unexpected possibilities, then iBalikpapan that is used in Balikpapan will also be affected even though the problem is PT. Woolu Aksara Maya in Yogyakarta. In addition, it does not rule out the possibility that computer viruses can attack iBalikpapan through hackers or unintentional internal errors. This is one of the shortcomings that often occur in addition to internal problems such as limited human resources, external problems are a virus that attacks digital collections (Rahman, 2005).

Another problem is that users who do not have any electronic device that is needed to access iBalikpapan will not be able to access it. iBalikpapan can only be accessed by users via Android smartphone or Windows computer. However, not all library users own such media, this prevents several users to enjoy the convenience of iBalikpapan.

In terms of increasing the number of iBalikpapan users, before designing and applying any new concepts, including digital libraries, an analysis of the needs of users must be carried out first (Tedd & Large, 2005). This is done mainly to find out what information they need when visiting a digital library. In addition, the results of the analysis will influence the design of digital libraries that will be implemented. Next is to determine the users of the concepted digital library. This determination is very important because each user has different information needs. An important process that should be done is training (Garcia & Barbour, 2018).

Librarians, as the managers of iBalikpapan, need to teach the public regarding the operation of iBalikpapan digital library through socialization in schools or in public places in Balikpapan. In addition, users also need to be taught on how to use and access the iBalikpapan collection. *Balikpapan City Library and Archives Office* needs to conduct research annually or every few months to maintain the stability of the digital library. Some research techniques include gathering users' opinions or looking at records of transactions by the user (Mafar, 2012).

## 5 CONCLUSIONS

The iBalikpapan digital library has been serving the public since August 2017 through *Balikpapan City Library and Archives Office* with the help of PT.

Woolu Aksara Maya and has a digital collection of 4914 titles and 78238 copies. There are 3164 active titles that can be borrowed, indicating that the title attracts the attention of the user. There are 996 users, which indicates that Balikpapan City Library and Archives Office must held more socialization on the advantages and uses of the iBalikpapan digital library.

To use iBalikpapan, first create a user account, choose collections, click borrow collections, then after 7 days the collection will automatically be returned and cannot be read. However, it can be borrowed again if the copies are still available. In iBalikpapan the users can be connect with other users through chatting, profile pages, viewing the borrowing history of other users, and commenting on the borrowing history.

iBalikpapan digital library has already possess the standard *six-ware* components which involve *software, hardware, NetWare, data ware, brain ware, environment ware* that are well-integrated based on the means and the process. iBalikpapan *software* accommodates the procurement and processing of collections, membership, service, and library administration. The software can be used online and offline, however, it should be accessed by the admin. iBalikpapan *hardware* was created through the design of digital library revolving around computer input and digital data processor in which the processing of digital collection requires large storage capacity, more than 1 terabyte. The hardware, which is a computer server, is in PT. Woolu Aksara Maya. iBalikpapan *NetWare* is a network in the form of internet which will be used by the library users, where LAN will be used by the server admin. *Dataware* is a set of data which compare the information to be accessed by the users. In iBalikpapan the data being provided are in the form of text and pictures as in book voters. *Brain ware* is the knowledge possessed by the librarians individually or collectively. Every iBalikpapan librarian can operate computer and manage digital data, and the ability to operate the iBalikpapan software. In terms of *environment ware*, due to iBalikpapan being a digital library, the environment of the library can be decided by the users themselves. However, if the users would like to access iBalikpapan from PC, the room is provided in *Balikpapan City Library and Archives Office*, with adjusted room temperature, humidity, and adequate electricity. The same thing is also applied in the server room of iBalikpapan which is equipped with adjustable temperature and equipment's to prevent

insects and animals from destroying the computer and its components.

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