



UTILIZATION OF THE SIPALA APPLICATION INNOVATION IN THE PAMEKASAN PUBLIC LIBRARY

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Abstract

The library as a place to accommodate collections, manage and store information should provide quality services for users. The presence of technology makes the library experience changes and creates new innovations for the library. This will have a positive impact on the library itself. If with this innovation the library can have a positive impact both in terms of programs and services provided to its users, then the library will get good feedback. The purpose of this study is to find out how to explain the usability and utilization of the SIPALAPA library application in increasing ease of access to services in the community, to identify the factors that become obstacles in the use of the SIPALAPA application. The research method used is descriptive qualitative method where data is obtained through interviews, observation, and documentation. In this study, data were obtained through interviews, document searches and direct observation on the SIPALA digital library. The results of this study are that the existence of the SIPALAPA application can help libraries provide more optimal services, although there are still some obstacles in launching the application to its development, such as usability in the learnability aspect which still needs assistance and development of library applications to reduce community constraints when utilizing the SIPALAPA application. Barriers to using the SIPALAPA application include: internet network down, application bugs, digital collections that are still limited, lack of socialization and lack of understanding of users facing problems when using the SIPALAPA application. The existence of these innovations must be balanced with the capabilities possessed by librarians because this can affect the services that will be provided to users



INTRODUCTION

The library as a container that accommodates collections, stores, manages, and provides this information to users properly. Understanding the library is always evolving from time to time. In addition to being a repository for library collection materials, it also provides information for educational, research, and intellectual purposes. According to (Setiawati, Rahim, & Kisbianty, 2018) libraries change from time to time even though there are still libraries with manual management.

The presence of technology is a challenge for libraries to create innovations that improve the quality of services and information. The entry of technology into the world of libraries makes libraries experiences many changes. Before the arrival of technology, the library managed circulation services using manual recording, when technology began to enter the library, juggling reading room designs, seating, and even technologies that support library management. An innovation that is well thought out will provide its own benefits both for the library and for users. When a user is satisfied with a library program or service, the library will also get good feedback.

It is also concluded that good innovation will make it easier for users and fulfil their needs (Muslim, 2019). Libraries gradually have progress or new things that were previously still in a manual system. This proves that librarians take advantage of technological advances to be present in the library.

(Fatmawati, 2020) also argues that librarians can utilize information technology such as the internet. As Ranganathan said that A library is a growing organism, namely the library as an organization that continues to grow. What happens if a library doesn't develop and doesn't have an innovation that will attract visitors to come to the library? this really illustrates how important an innovation is to be able to make a library grow. Because information technology is getting better, librarians who are dubbed as agents of information must rack



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their brains to provide excellent service (Rahmawati, 2020). Of course, the treatment of users in manual system libraries and automated systems should have different treatment. This information technology must continue to be balanced with librarian competencies, such as mastery of technology, library management, leadership, communication skills and those aspects that assist librarians in providing excellent service.

The National Library of the Republic of Indonesia was the first to innovate an application library because it had started with the launch of iPusnas. The use of technology carried out by the National Library of the Republic of Indonesia is a good start. It is hoped that district/city libraries throughout Indonesia can also carry out this good innovation as well. The use of technology such as the internet, one of which makes changes to communication behavior patterns, which unconsciously or even consciously form something new (Utomo, 2019). Because of the internet, libraries can provide services with a wider range without having to meet face to face. Recently, the Pamekasan Regency Library and Archives Service launched the SIPALAPA library application with the aim of making it easier for the public to access information and library collections with just the palm of their hand. This library application was developed by CV. MTI.

Related to the object of this research, it focuses on the application of the SIPALAPA library only. The launch of the SIPALAPA application was carried out on March 2, 2021 which was first introduced to library members of the Pamekasan Regency Library and Archives Service. The presence of the SIPALAPA application makes it easier to access information and borrow books in the palm of a hand by the Pamekasan people. This application was developed with various features such as an e-book reader and ordering, borrowing, and returning books. Therefore, it is very possible for the Pamekasan people to use the SIPALAPA application via smartphone, practically whenever and wherever the public can access collections and information. This application was developed on the



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website and smartphone. Desktop users can also experience and take advantage of the SIPALAPA application because it is also made based on a website. Through this application, it is hoped that the wider Pamekasan community can access information widely, especially during a pandemic, to increase the knowledge of the Pamekasan people, Madura. In addition, with the SIPALAPA application, it is hoped that it can play an active role in encouraging public interest in reading.

Digital libraries need to be assessed by users, in addition to other types of digital collections, because digital libraries offer more ways for users to retrieve and interact with collection items (Albertson, 2015; Kuzma, & Moscicka, 2018; Alipour-Hafezi & Amanollahi Nick, 2015; Głowacka, 2021). This study complements previous digital library evaluation research, with a study of usability by users. Usability is used to see how far this application is in providing convenience to users in the process of reading digital books, ordering books, and browsing collections through the SIPALAPA application using the parameters introduced by Nielsen, namely learnability, efficiency, memory, error, and satisfaction. The author chose these 5 aspects because they felt they were in accordance with the SIPALAPA application. Researchers also hope that this research will provide initial information regarding the use of the SIPALAPA application for the Pamekasan people. The existence of assessment parameters is inseparable from an application evaluation of how the application interface interacts with several aspects of the assessment (Desideria, 2016). Evaluation will be very useful as the development of an application to achieve the initial goals and goals that have not been achieved.

RESEARCH METHODS

This research use descriptive qualitative approach. (Anggito & Setiawan, 2018) said that this research approach was carried out to obtain a detailed understanding of a matter being studied by involving existing methods.



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Previous research related to usability used quantitative methods, but in this study the authors used a qualitative descriptive method which studied and analyzed usability related to the use of the SIPALAPA application.

In this study, data were obtained through interviews, document searches and direct observation on the SIPALA digital library. Interviews were conducted with librarians at the Pamekasan Regency Library and Archives Service and then document searches were carried out by analyzing community responses submitted online. Of course, this subject is limited by users who have downloaded the SIPALAPA application. Informant 1 is a librarian in the IT field who initiated the SIPALAPA application. Informant 2 is a student at a university in Pamekasan. Informant 3 is a Pamekasan general public.

RESULTS AND DISCUSSION

Mobile Libraries is a method used by libraries to provide library services for smartphone users whenever and wherever practically. In mobile library innovation, it is very profitable for the library because it brings the library closer to users. (Nurhikmah & Dewi, 2017) also said that mobile libraries provide satisfaction to users as a form of innovation making it easier for users who have difficulty going to the library due to time problems, now mobile libraries answer this problem.

Mobile Libraries are widely applied in district/city libraries because their users are more general and answer several problems of time and distance constraints. Like the iCentral Java application where this library application is used by the people of Central Java and its use is even wider. This innovation continues to grow and helps libraries provide more optimal services even though there are still some obstacles in the launch of the application to its development.

The Pamekasan Regency Library and Archives Service continues to strive to improve library services so that the wider Pamekasan community can access



information practically in the palm of their hand, especially the "smartphone" community. In this study, researchers explain usability in terms of using the SIPALAPA application. Usability itself according to (Yonata, Sipayung, & Theresa, 2020) is a principle in assessing an application in providing convenience in its interface. Several theories have their own parameters in assessing usability. Usability needs to be done to assess a product/application itself. The theory from ISO International Organization for Standardization 2018 measures usability through Effectiveness, namely how users achieve their goals, Efficiency, namely the resources spent in achieving a goal, and Satisfaction, namely positive behaviour when using an application. There are several theories that assess usability, researchers who are conducting research must adapt the theory used to what will be studied.

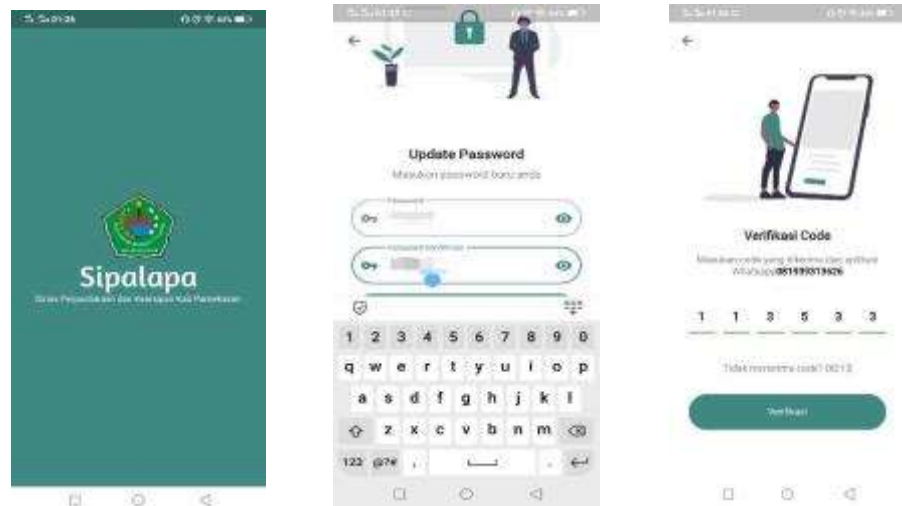
Learnability, users can easily complete tasks with easy navigation options and use the SIPALAPA library application to browse information. **Efficiency**, after users use the PALAPA application, users can have high productivity due to efficient use of time in obtaining information from the SIPALAPA library application. **Memory**, when users have not used the SIPALAPA application for a long time, users can return to using it without having to study the entire application again. **Error**, when a user makes an error when using the SIPALAPA application, the user can handle it properly. **Satisfaction**, when users feel comfortable with the presence of the SIPALAPA application, users will feel happy with the ease of finding Pamekasan Library information and enriching the experience.

The SIPALAPA application provides several menus that separate several categories such as E-books, Madurese Content, Children's Content, Education, Islamic Religion, and so on. This will make it easier for users to find the collection they want.



The following is the initial appearance of the SIPALAPA application, see in figure 1.

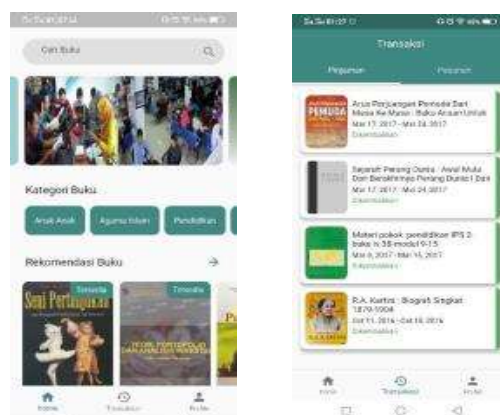
Figure 1. Initial View of SIPALAPA



Source: SIPALAPA Application, 2023

The documentation above is the initial appearance of SIPALAPA, users enter their username and password to be able to log in, old members are advised to reset their password to be able to log in again. After that the user will get an OTP code via WhatsApp so they can access SIPALAPA. According to Informant 1 (Librarian in the IT field) installing the SIPALAPA application only takes approximately 30 seconds – 60 seconds in stable network conditions. The following is the home view of the SIPALAPA application, see in figure 2.

Figure 2. Display of HOME and TRANSACTIONS





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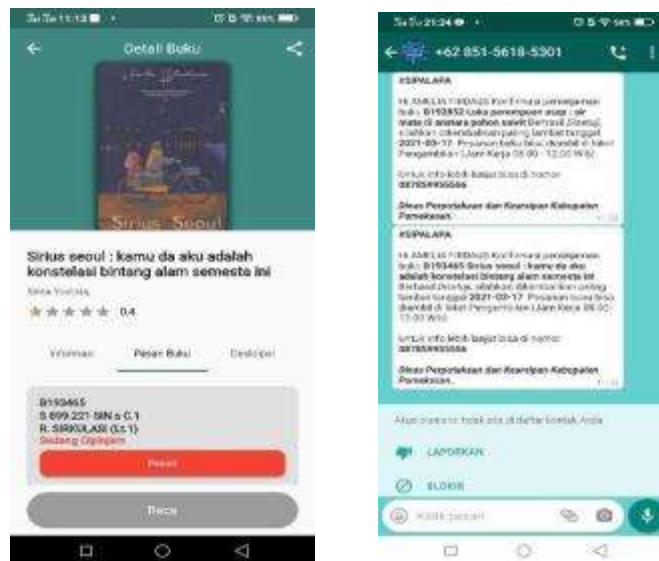
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Source: SIPALAPA Application

The picture above is the HOME view of the SIPALAPA application. The "Transactions" section contains the history of borrowing that has been done by the user, and the "Orders" menu on the right contains information on books being reserved. This creates a minimalistic view with the required information. In HOME there are several book categories that group books so that the collections have their own categories and make it easier for users to browse. There is also a "Book Recommendation" which displays book recommendations with good ratings. The following is the book ordering process on figure 3. Book Ordering Process

Figure 3. Book Ordering Process



Source: SIPALAPA Application

In addition to searching for the desired collection title, users can reserve books with the condition that they must complete their profile first. The information needed in the profile is a photo of KK/KTP, name, date of birth, address, zip code, and WhatsApp number. When the title has been found, information regarding the bibliography appears, such as the publisher, author,



then the book description. By clicking "Order" the book is successfully ordered. The librarian will process the order by sending a WhatsApp message that the book is available and can be borrowed. It's different when a collection is not available so a book availability notification will be appeared. See in figure 4 for book reservation cancellation notice.

Figure 4. Book Reservation Cancellation



Source: SIPALAPA Application

A successful order will be processed by the librarian and a receipt will be printed to be attached to the book ordered. This process does not take a long time, because when an order comes in, the librarian processes it immediately that day and users can immediately pick up books that have been borrowed when they have received a "successful" notification via WhatsApp.

Librarian, which in its meaning is defined by Law Number 43 of 2007 concerning Libraries, namely as someone who has competence obtained through librarianship education and/or training and has the duties and responsibilities to carry out library management and services. The librarian as someone who manages the library is certainly required to have competence as defined in the



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Library Law. The main duties of librarians are regulated in the Minister of Administrative Reform and Bureaucracy Number 9 of 2014 Article 4, namely carrying out librarianship activities which include library management, library services and development of the librarianship system. Whereas in article 29 it is stated that librarians and library technical staff are part of the Library Staff. Library personnel themselves have obligations that have been regulated in article 32, namely (a). Providing excellent service to users (b). Creating a conducive library atmosphere and (c). Set an example and maintain the good name of the institution and its position in accordance with its duties and responsibilities.

Librarians in a library institution will be associated with a change in the library itself. As can be seen, the library continues to grow from time to time, such as the change from a card catalog to an online catalog or what is known as the Online Public Access Catalog (OPAC). These changes cannot be separated from the people who fight for a change. The Technology Acceptance Model (TAM) was first introduced by Davis in 1989. OPAC is a process of accepting library information systems and analyzing them through TAM theory so that these changes are accepted by library users. With the definitions that have been regulated in the law and the main tasks in the Minister of Administrative and Bureaucratic Reform, the librarian has a clear direction to make a change. (Arlan, 2020) also said that librarians must increase the requirements in terms of qualifications, competence and duties and responsibilities, which ultimately aims to improve library services better according to the demands of the times. The definition of a librarian in (Fadhli, 2019) perception also says that a librarian is someone who is old and smart, has the highest authority in the library, and is someone who is literate in technology to support the service process in the library. Therefore, advances in information technology must be balanced with the ability of librarians because it will affect the service to users



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The circulation service at the Pamekasan Regency Library and Archives Service, which records the entry and exit of books, was redesigned in compliance with health protocols. Insulated by thick transparent plastic to avoid direct contact, and this service counter can be accessed through the outside of the library so that visitors are not given direct access to the library. In online library services, as much as possible, it can meet the needs of users with sufficient conditions to borrow library collections.

The COVID-19 pandemic has indeed changed the entire order of human life and caused several obstacles to arise (Fitriyanti, Sukaesih., etc., 2021). In the world of education, schools are forced to close or even continue to use the shift system. Not even in the library. Obstacles faced during the pandemic, such as limited space and movement of users, limiting the number of visitors, online ordering systems, and so on, required librarians to have an idea that could facilitate previous services, especially for services during this pandemic. This application is an application called SIPALAPA which stands for Pamekasan Delivery Order Information System and Online Book Service. This application was made to make it easier for users to borrow library collections. the application can be downloaded via Google Play.

For example, users have duties from schools, universities, and their work will soon be completed by using this library application. From the interview results it is known that informant 1 (Librarian for IT) said that in the learnability aspect the SIPALAPA application was indeed designed to make it easier for users to search for collections in the palm of their hand. Informant 2 (Student) said that this application was very helpful in finding references especially during the current pandemic which was quite limited in movement and space so SIPALAPA assisted in completing the informant's lecture assignments. Informant 3 (general public) said that this application greatly simplifies the lending process. This convenience is an advantage in the lending transaction process because it feels



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practical, only in the palm of your hand can you even browse collections anywhere and anytime.

So far, the socialization has taken place at the Pamekasan Education and Culture Office and has also been socialized at the Pamekasan Office Branch for the East Java Region. It is hoped that this socialization will be a good start in introducing SIPALAPA to the Pamekasan people. The socialization movement in terms of introducing library applications is also carried out on social media owned by the library. Do not forget, that the Pamekasan Regency Library and Archives Service will also carry out outreach in the partner villages in which there are more than 40 village libraries, TBMs, Islamic boarding schools, and also campuses.

Research that looks at usability in (Fatmawati, 2017) research on the use of the ijateng application, indeed illustrates that the use of the library application does need direction and guidance at the beginning of the application launch period to the community, even during the socialization period that has not been fully intensified. The research conducted by Fatmawati borrowed theory from Nielsen namely Easy to learn, Efficient to use, Easy to remember, few errors, and Pleasant to use. Improvements continue to be made so that the ijateng application is more comfortable when used by users, especially the people of Central Java. It can be concluded that the existence of library applications where users can access remotely is a thing that has a good impact which will also help increase the knowledge of the city community itself.

Efficiency aspect, (Ganiardi, Salamah, & Kusumanto, 2015) also said that in this efficiency aspect the application interface, especially in optimizing distance and size. Distance, namely minimizing the worst possibility if the collection that the user is looking for does not exist, then the user must return home. Whereas with SIPALAPA, users can browse the collection catalog in advance from home and can even order it, after the book has been prepared, the user will get a



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notification and pick up the collection. Conversely, if the collection does not exist, then the notification that is received is a notification that the book is not available. In terms of size, the interface size of this application is only 9.1 MB, so it doesn't take up too much space on your smartphone's storage.

Informant 1 (IT librarian) said that installing applications from Google Play takes about 30-60 seconds under stable network conditions. It has been downloaded by more than 100 users and has a capacity of 60MB, this doesn't take up too much smartphone storage space. In informants 2 (students) this application is said to be an application that is easy to install and does not take a long time. Informant 2 also said that the ease of the login process was complicated because they had to enter a member number in the form of NIK and had to complete their profile with a KTP photo. Informant 3 (general public) stated that installing the SIPALAPA application was not difficult. However, obstacles are faced by people who are not Pamekasan people. This policy will still be discussed further by the Pamekasan Library Service so that people other than Pamekasan can borrow collections, although currently they still prioritize the Pamekasan community.

In (Fauzan & Suwanto, 2018) research, the use of the iPusnas application borrows the Technology Acceptance Model (TAM) theory using qualitative methods with a case study approach. By using two aspects of TAM, the iPusnas application is assessed in terms of convenience, making it easy for users to easily search, read books, and control applications remotely. This is of course very effective considering that nowadays information can be easily found anywhere and anytime with the convenience of the internet.

Of course, the design is minimalist but still easy to remember. That's the end goal to be easy to remember. Given the results of an interview with the IT Field Librarian, namely the navigation buttons are indeed designed as minimalist as possible for users so that users can easily operate SIPALAPA even for users



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who are new to using Android. Informant 2 (student) also said the same thing that the display is easy to understand, if given a value range of 1-5 then the SIPALAPA application gets a value of 4. Informant 3 (general public) rated the navigation buttons very easy to understand even if used by users who are still beginners in the use of gadgets will be easy to understand too.

Fauzan's research which was discussed earlier (2018) that in analyzing the use of library applications, Fauzan's research uses the Technology Acceptance Model (TAM) theory on aspects of the usability of content applications and menus in applications that make it easier for users. A library application is expected to become a new habit that is very helpful and makes it easier for users.

Error aspect, policy factors are also the reasons for developing this application. The Pamekasan Regency Library and Archives Service in collaboration with the CV.MTI developer still has many application bugs that become obstacles, internet connections are down, and users don't understand the process of uploading photos that must be less than 1MB. In informant 2 (student) that the SIPALAPA application is limited in book stock, there are still many collections that have been displayed but cannot be served so that it becomes an obstacle for users who want to order a collection. Informant 3 as the general public also considered that there were not many collections available. This will continue to be homework for the Pamekasan Library Service in working to develop the SIPALAPA application for easy access for the Pamekasan people.

Research that looks at usability in Fatmawati's research (2017) borrows theory from Nielsen, namely Easy to learn, Efficient to use, Easy to remember, few errors, and Pleasant to use. Few error aspects in theory are included to see some of the errors that occur to officers and users. Errors in the user often make the application error or process longer. Errors from officers such as internet



connection down, search for collections that are not optimal can be the causes of obstacles in the use of library applications.

In the aspect of satisfaction, Nielsen stated that this satisfaction is the pleasure felt by users when using this application. Satisfaction arises because of the convenience or goals that have been achieved well enough so that users feel satisfied with this application. The Pamekasan Regency Library and Archives Service continues to work on developing this application. One of the plans that will be submitted is collaboration with Gojek, so that visitors can choose the "Pick up yourself" or "Gojek" options. It is hoped that the SIPALAPA application can be a useful application for library members in particular, and the Pamekasan community in general so that they can easily access information and borrow books from their homes. In terms of development, the SIPALAPA application will be developed for Iphone users because currently SIPALAPA can only be used by Android users, that's what the Librarian in the IT Field as Informant 1 said. In Informant 2 (student) said that SIPALAPA is a very helpful application from online service. Informant 3 (general public) considered that the SIPALAPA application was very helpful and of course the Pamekasan people would be satisfied with this SIPALAPA.

Previous research conducted by (Nento, 2019) is on the usability of the iJakarta application interface which is designed with a simple appearance and makes it easy for even beginners. This study borrows the Golden Rules of User Interface theory by Theo Mandel which has aspects of assessment such as placing the user as control, making it easier for the user to remember, and interface consistency and the results state that the iJakarta application is good in display usability and can help users even though there are still some obstacles from the application itself such as an error, the application exits itself even using a smartphone with minimal specifications to download an application,



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The obstacles faced regarding SIPALAPA include starting from 1) Application Bugs. Applications as man-made certainly have limitations and even get a failure in one or several menus that hinder the application's operation. The Pamekasan Library Service continues to work closely with developers from CV.MTI in order to continue to improve the development of SIPALAPA. 2) Internet Connection Down. This obstacle is a common obstacle faced when opening an application. Officers or users can feel the constraints of this. 3) Digital collections are not widely available. Apart from making it easier to borrow and order books, the SIPALAPA application includes features for reading e-books, but some digital content is still limited and the Library Service will collaborate with publishers in this regard. 4) User misunderstanding. Obstacles currently faced by users are still having problems when using the SIPALAPA application. When uploading photos of KK/KTP, the application can only upload photos with a capacity of 1 MB. If it is more than 1MB, the process will take a long time and there may be a down connection.

The COVID-19 pandemic has limited space for movement so that it has hampered socialization activities to the wider community which will be carried out directly. Socialization activities that are favored at this time are only social media. However, gradually the Pamekasan Library Service will hold roadshows to partner villages in terms of socializing the SIPALAPA

CONCLUSION

The SIPALAPA application can be a supporting application as well as a new trend in borrowing and accessing library information for the Pamekasan people. The existence of this library application innovation is proof that the application of technology in libraries has developed so rapidly that it can be accessed from the palm of the hand. Usability results based on informants 1, 2, and 3 so far are good with positive responses from users. This application has several aspects



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starting from the learnability aspect, efficiency aspect, memory aspect, error aspect, and satisfaction aspect. However, there are also obstacles in using the SIPALA application, for example when the Internet Connection is Down, Application Bugs, Digital collections are not widely available, and User misunderstanding. Some of the facts from this research are expected to be input for the development of the SIPALAPA application to continue to strive to maximize online services even during the COVID-19 pandemic which limited human movement. This SIPALAPA application will be a helper application and can increase the knowledge of the Pamekasan people. Future research can analyze more deeply regarding the utilization or effectiveness related to the SIPALAPA application in order to find out whether the application is in accordance with the purpose of manufacture.

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