



## The Digital Transformation in Circulation Service Librarian Performance at the Regional Library and Archives Service of Jambi Province

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### ABSTRACT

**Background:** Public libraries must be able to provide services that can support quality in order to increase interest in visiting libraries.

**Purpose:** This study describes how the performance and quality of librarians on circulation services at the Regional Library and Archives Service of Jambi Province. What are the librarian's obstacles in improving the performance of the circulation service, What are the librarian's efforts to improve the performance of the circulation service. This study also describes a general picture of how things are at the Jambi Provincial Library and Archives Service, especially in circulation services.

**Design and methods:** The method used in this research is qualitative with a descriptive approach. Determination of subjects in this study by means of purposive sampling, data collection through observation, interviews, and documentation. Data analysis methods are data reduction, data presentation, and drawing conclusions. The results obtained from this study were concluded after triangulating the data.

**Results:** The results obtained from this study were concluded after triangulating the data. The results in this study indicate that the performance of librarians in Circulation Services at the Regional Library and Archives Service of Jambi Province is quite good, although not yet fully optimal. This can be seen from the Employee Work Targets and performance indicators which include work quality, quantity, timeliness, effectiveness, and independence. Obstacles of librarians in improving the performance of circulation services, namely: Lack of human resources, inadequate facilities and infrastructure. The librarian's efforts in improving the performance of circulation services, namely: Adding management human resources, adding and improving facilities and infrastructure. The performance of librarians in Circulation Services at the Regional Library and Archives Service of Jambi Province is quite good, although it is not fully maximized and can be improved again to achieve excellent service quality.

**Keywords:** Librarian Performance, Circulation Service

### Introduction

Library is an information system in which there are activities of collection, presentation, preservation, processing, and preservation. The history of the library was first discovered in Nivine by Sir Austen Henry Layard, a British diplomat and archaeologist when he conducted investigations in 1840 in Babylonia and Assyria. There were stored 10,000 clay *tablets* by king Ashurbanipal king Assyria (669-636 BC). A library collection in Egypt of papi rus scrolls was found at the Temple of Horus in Edfu which contained religious, astrology, astronomical, and hunting issues. Considering that papyrus scrolls are seen as less practical

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and not durable, people make books from parchment, then people make books using convexas in the form of parchment sewn on one side. Various libraries include the National Library, Public Library, Agency Library, School Library, College Library, Mosque Library, Village Library, and Mobile Library. In addition, according to the development of science and technology, virtual libraries and libraries without walls appeared. (Lasa. Hs, 2016)

The Regional Library and Archives Service (DPAD) is a Public Library spread throughout the territory of the Unitary State of the Republic of Indonesia (NKRI), which is a government agency established to serve the general public both in the fields of information, science and others. In the Law of the Republic of Indonesia No. 43 of 2007 article 1 paragraph 6 states that "A public library is a library intended for the wider community as a means of lifelong learning without distinguishing age, gender, ethnicity, race, religion, and socio-economic status." Public libraries receive a lot of attention in all aspects both physically and non-physically, this is certainly very influential because public libraries are visited from various circles of society, both students, school children and the public. Public libraries must be able to provide services that can support quality in order to increase interest in visiting libraries.



Picture 1. Digital Challenges (source: <https://www.idc.com/>)

Based on preliminary observations made by researchers, looking at the circulation service section at the Regional Library and Archives Office of Jambi Province shows that the performance of librarians in circulation services not yet fully optimal. Researchers found several problems, this can be seen from several factors such as the presence of users who have difficulty finding information about the existence of the books they need, the arrangement of many books do not match the class number, there are books that are damaged on the shelves and need to be repaired or re-tied up. Success in service quality is determined by how librarians perform such as understanding of the field of work, equipment operation, quality and quantity of work results, and utilization of appropriate technology. Researchers see that when users have difficulty finding books, librarians only suggest that users look to other libraries, then there are librarians who relax and chat during working hours while users need services.

Based on the discussion that has been described previously in this study; the researcher can formulate the problem in this study as follows:

1. How do librarians perform in circulation services at the Regional Library and Archives Office of Jambi Province?
2. What are the obstacles for librarians in improving the performance of circulation services at the Regional Library and Archives Office of Jambi Province?

3. What are the efforts of librarians in improving the performance of circulation services at the Regional Library and Archives Office of Jambi Province?

### Literature Review

Etymologically, performance comes from the word work achievement (*Performance*). According to Mangkunegara written by Ririn Nur Indah Sari, performance (work performance) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Ririn Nur Indah Sari, 2016).

Performance comes from the notion of *performance*. There are also those who provide the definition of *performance* as a result of work or work achievements. However, performance actually has a broader meaning, not only the results of work, but including how the work process takes place. Thus, performance is about doing the work and the results achieved from the work. Performance is about what is done and how to work on it.

According to Sulisty-Basuki (2014), librarians are professionals who in everyday life are involved in the world of books. With such a situation, it is feasible for librarians to encourage people to read hard. Furthermore, librarians are required to actively read for the benefit of the profession, knowledge and personality development of the librarian himself. What librarians read is libraries that concern library science and librarianship. Library science means the body of organized knowledge, in any form, relating to the purpose, objects and functions of libraries, principles, theories, arrangements and techniques used in performing library services. Librarianship is the application of knowledge from library science to the collection, arrangement, preservation and use of books and other materials in the library.

In the Law of the Republic of Indonesia No. 43 of 2007 article 32 states that library personnel are obliged to:

- a. Providing excellent service to users;
- b. Creating a conducive library atmosphere; and
- c. Setting an example and maintaining the good name of the institution and its position in accordance with its duties and responsibilities.

According to Wibowo (2012) performance standards are statements about situations that occur when a job is done effectively. Performance standards relate to the performance picture that employees perform to complete work in accordance with company goals. Performance standards are the identification of job duties, obligations, and describe the elements of what criteria should be carried out, employees can obtain guidelines for activities to be carried out from the performance standards that the company creates. How to start and end the work process so that effective and efficient results are obtained in accordance with the goals of the company.

According to Sjafri and Aida (2007), performance is a multidimensional constructor that includes many factors that influence it. Such factors are:

- a. Personal / individual factors, including elements of knowledge, skills, abilities, self-confidence, motivation and commitment possessed by each individual employee.
- b. Leadership factors, including aspects of the quality of managers and *team leaders* in providing encouragement, enthusiasm, direction, and work support to employees.
- c. Team factors, including the quality of support and passion provided by teammates, trust between team members, cohesiveness and closeness of team members.
- d. System factors, including the quality of support and passion provided by the organization, organizational processes, and performance culture in the organization.

- e. Contextual factors, including the pressure of changes in the external and internal environment.

The word circulation comes from the English word "*circulation*" which means rotation, circulation. According to Ibrahim, circulation services are work activities in the form of providing assistance to library users in the process of borrowing and returning library materials. According to Sulisty-Basuki, one of the main activities between the main services of the library is the borrowing of books and other materials. This activity is known by the name of circulation, meaning lending.

So it can be concluded that circulation services are services carried out in libraries regarding the borrowing and processing of library materials provided to library users.

#### A. Circulation Service Activities

1. Loan registration, used to know how to be a borrower, exposes the responsibility of securing the company's property and protecting the rights of readers who may wish to use it.
2. Lending procedure, aims to secure the collection and avoid the loss of library materials as well as the processing of library materials.
3. Collection of fines, sanctioning members in accordance with applicable rules, this is so that users can be disciplined.
4. Time, the circulation department is in charge of providing warning letters to users who are late in returning library materials.
5. Borrowing statistics, consisting of statistics on the number and groups of books that are most borrowed, extended and returned, as well as statistics of user groups.
6. Borrowing between libraries, cooperation between libraries to assist users in finding the library materials needed.

#### B. Circulation function.

1. Supervision of the entrances and exits of the library.
2. Member registration, membership renewal, and resignation of library members.
3. Borrowing, retrieval, and extension of borrowing time.
4. Late collection of borrowed collections.
5. Issuance of warning letters for books that have not been returned.
6. Assignments relating to the borrowing of books, in particular lost and damaged books.
7. Responsible for any borrowing files.
8. The discussion of borrowing statistics is in the form of statistics of members who affect their membership, new members, resigned members, library visitors, lending statistics, statistics of the number of books borrowed, statistics on borrowing books by subject, and the number of books on the list of reservoirs. (Tri Septiyantono , 2003)
9. Inter-library lending.
10. Supervision of the custody of bags, suits, or coats belonging to library visitors.
11. Other assignments, especially those relating to lending.

#### C. Types of Circulation Services

1. Library material lending services
2. Reading room services
3. Audiovisual services
4. Photocopying service
5. Storytelling service

## 6. Cross-service services.



Picture 2. Successful digital transformation (source : <https://smartway2.com/>)

The need for digital transformation is needed by several things including technology, communication, data, the internet, automation, intellectual intelligence and also networks, this allows for a change from conventional to digital making it easier for a variety of simple jobs to be extraordinary.

### Methods

This research uses a qualitative method with a descriptive approach. The qualitative research method is a research method based on the philosophy of post positivism, used to examine the condition of natural objects, where the researcher is a key instrument, data collection techniques are carried out triangulated (combined), data analysis is inductive / qualitative, and qualitative research results suppress meaning more than generalizations (Sugiyono, 2016).

The philosophy of Post positivism is often also referred to as an interpretive and constructive paradigm, which views social reality as *holistic*, complex, dynamic, meaningful, and symptomatic relationships are interactive. The point of the elaboration is that research is carried out naturally, as it is, not manipulated by the researcher and the researcher himself as an instrument.

Researchers conduct research using qualitative methods because in qualitative research researchers believe they can describe how the conditions and situations felt by the subject. So the results that will be obtained according to the facts on the ground are not just getting forced conclusions. In this way the researcher goes directly to the library to observe the phenomena that occur in order to obtain the maximum possible data results. In this study, researchers will interact directly with data sources..

### Findings & Discussion

Prior to the implementation of regional autonomy in 2001, the Regional Library and Archives Service of Jambi Province, which was established in 1980, was previously named the Jambi Provincial National Library in accordance with the Decree of the Minister of Education and Culture of the Republic of Indonesia (MENDIKBUD RI) Number 0221/a/O/1980 dated September 2, 1980. However, it started running on April 4, 1981, which is the Technical Implementation Unit (UPT) of the Library Development Center of the Ministry of Education and Culture, and is directly responsible to the head of the library development center, Directorate General of the Department of Education and Culture.

Since the enactment of regional autonomy, namely the handover of P3D assets of the Jambi Provincial National Library from the central government to the Jambi Provincial Government (Jambi Provincial Government) on March 22, 2001, all assets of the Jambi

Provincial National Library were handed over to the Jambi Provincial Government. So in May 2001 the Jambi Provincial National Library officially became the Jambi Provincial Government Organizational Unit Unit.

Furthermore, in the regional regulation (Perda) of Jambi Province No. 15 of 2008 stipulates that 2 institutions, namely the Jambi Provincial Regional Library Agency with the Jambi Provincial Regional Archives Office, merge into the Regional Library and Archives Agency (BPAD) of Jambi Province and are Regional Apparatus Work Units (SKPD) within the Jambi Provincial Government (Pemprov). Then in 2016 the end of the issuance of Jambi Provincial Bylaw No. 8 of 2016 concerning the Establishment and Composition of Regional Apparatus of Jambi Province and Governor Regulation (Pergub) No. 46 of 2016 concerning the Position, Organizational Structure, Duties and Functions, as well as the Work Procedures of the Regional Library and Archives Agency of Jambi Province changed its name to the Regional Library and Archives Service (DPAD) of Jambi Province.

The field of service in DPAD consists of:

1. Field of Deposit, Development of Service Collections and Preservation of Library Materials
2. Field of Coaching, Library Development and Cultivating the Passion for Reading
3. Field of Archive Conservation
4. Field of Archival Development and Development

## Conclusion

Based on the data collected and has been analyzed by researchers on the performance of librarians in the Regional Library and Archives Service of Jambi Province, the following conclusions can be drawn:

1. The performance of librarians in circulation services at the Regional Library and Archives Office of Jambi Province is quite good even though it is not fully optimal, this can be seen from the Employee Work Targets (SKP) that are met and from performance indicators, namely:
  - a. Quality of work: the quality of the librarian's work is quite good because the tasks are fulfilled and the user feels quite comfortable when in the library room.
  - b. Quantity: the quantity of librarians' work is good based on the assessment of employee work goals and the achievement of credit scores.
  - c. Punctuality: technical work takes an average of 8 minutes, if there is work that many librarians help library managers (honorary employees) in completing it.
  - d. Effectiveness: librarians strive to make the best use of existing resources in the workplace, even if they cannot be utilized optimally.
  - e. Independence: the librarian's work responsibilities are good enough, librarians are independent in working without having to be guided or commanded.
2. The obstacles for librarians in improving the performance of circulation services at the Regional Library and Archives Office of Jambi Province are the number of librarian human resources that are still lacking, inadequate facilities and infrastructure that hinder librarians from working.

The efforts of librarians in improving the performance of circulation services at the Regional Library and Archives Office of Jambi Province are increasing the number of human resources for library managers, adding and repairing damaged facilities and infrastructure that can streamline the duties and work of librarians.

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