

## **Interlibrary Book Delivery Service to Home (DOLAR Service) at the Kediri Public Library**

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### **Abstract**

Delivery Book *Layanan Antar Pustaka ke Rumah* or Delivery Book Service between Libraries to Home (DOLAR service) is an innovation of the circulation service held by the Kediri Public Library for users. This study aims to analyze the DOLAR services held by the Kediri Public Library. Data was collected through interviews with users who have used the DOLAR services and librarians related to the DOLAR service as well as direct observation of the DOLAR service process at the Kediri Public Library. The results of the study show that the DOLAR service is quite good in the context of its service. It can be said to be good because so far users can access landing in the DOLAR service easily and quickly. The frequency of borrowing is quite a lot in the period per month. So that the DOLAR service is very helpful for the needs of information sources and references needed by users without having to borrow directly from the library.

**Keywords:** Public Library; Inter Library Service; DOLAR Service; Kediri Public Library

## INTRODUCTION

Public library is a library that can be utilized by all levels of society as a means of learning, regardless of race, ethnicity, social status, and economic background (Mahdi, 2020). Traditionally, a public library is a place with a large collection of books, funded and operated by a city or institution, and used by all members of the public who usually cannot afford to buy the books they want. Therefore, the alternative they use is to borrow them from the public library (Haryono et al., 2023). The public library is an institution of education and dissemination of knowledge. It makes the community integrated, useful, and responsible (Yudisman, 2020).

According to Law No. 43 of 2007, a library is an institution that professionally manages a collection of written works, printed works, and/or recorded works with a system that is useful to meet the educational, research, preservation, information, and recreational needs of its users. A public library is a medium used by all levels of society to obtain and search for information sources and as a learning medium with no limitations for the public in accessing the information sought. It can be accessed quickly, easily, and without any cost (Amanda & Hanif, 2023). Activities in public libraries start from book acquisition, processing, services, to library development. Public library services have a variety of activities (Adelia, 2020). It can be concluded that a public library is an institution engaged in services that provides services to meet the information needs of all levels of society without discrimination.

Public libraries have the principal task of developing libraries within the Regency or Municipality and providing library services to the public without discriminating on the basis of race, religion, age, social status, or economic background (Yudisman, 2020). In addition to the main duties above, the tasks of a public library are to provide, process, maintain, and utilize various collections of library materials, provide facilities and infrastructure, and serve all levels of society who seek and need information, knowledge, and library materials. Therefore, public libraries have an obligation to provide the best service to all levels of society (Dewi & Agustian, 2022). In addition to the duties of public libraries, there are also functions of public libraries.

The functions of a public library include acting as a bridge between sources of information and knowledge, and for developing knowledge in education (Endarti, 2022). Public libraries can function as places for education, research, preservation of information, and recreation which are useful for increasing the intelligence and empowerment of the nation (Pangestu et al., 2024). Meanwhile, some of the functions of a library include:

Administrative, which is a function related to the storage of library material collections. Informative is a function related to the various forms and types of information sources available in public libraries. Education is a function related to public libraries as a medium for providing knowledge. And the recreational function, where the library becomes a means for the community to fill their spare time by reading (Endarti, 2022). 1 The general functions of a library are as a source of knowledge, culture, and technical skills. However, different types of libraries have their respective functions (Sen et al., 2023).

Public libraries are mandated to deliver exemplary service to fulfill the information needs of their communities. High-quality service enhances the reputation and public perception of these institutions (Solichatun et al., 2023). Library services encompass the provision of access to the entirety of a library's collection for its patrons (Dewi & Agustian, 2022). Ideally, public library services should be characterized by their appeal, user-friendliness, efficiency, and effectiveness. Consequently, the service orientation within public libraries must be grounded in user needs, technological advancements, and amicable service delivery (Hatta et al., 2022).

In pursuit of service enhancement, public libraries can implement innovative strategies such as delivery services. A delivery service is a viable option for public libraries to adopt. It entails the delivery of information resources, specifically books, to users. Users can ascertain the availability of desired materials through the library's Online Public Access Catalog (OPAC). Subsequently, they can initiate a loan request by contacting the library via provided contact information or social media channels. Library personnel will then deliver the requested materials to the user's designated location (Widayati, 2020).

The Kediri Public Library offers a program called DOLAR (Delivery Book Interlibrary Service to Home). This DOLAR service is an innovative circulation service provided by the Kediri Public Library for its users. The DOLAR service aims to provide convenience and bring library services closer to members through book lending services. With the DOLAR service, library members can contact the Kediri Public Library through the provided hotline number to order the books they wish to borrow, and officers from the Kediri Public Library will deliver the ordered books to the library members' location. The DOLAR service currently only handles book borrowing. For returns, library members are still required to return the books to the library themselves.

In this case, it can be concluded that the main problem in this study is "How and what is the DOLAR Service at the Kediri Public Library?" This study uses a descriptive method with a qualitative approach. It aims to describe what the DOLAR Service is like at the Kediri Public Library.

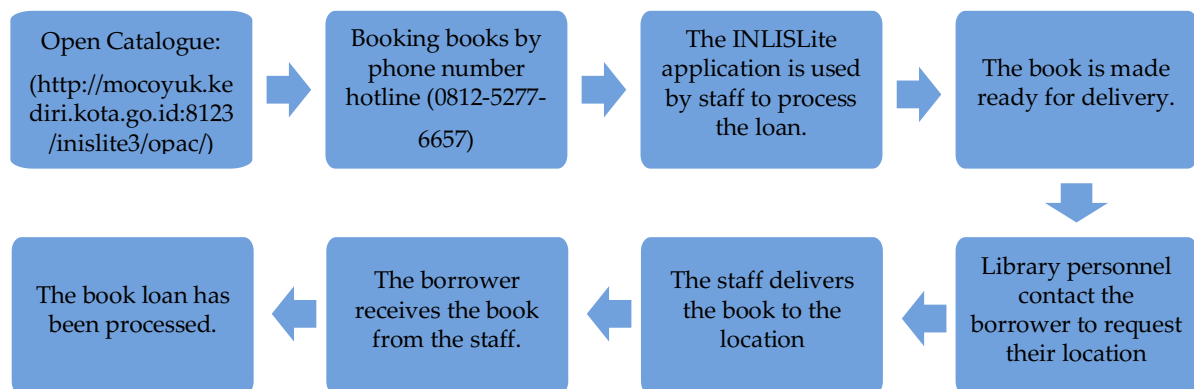
## METHOD

This study employs a descriptive method with a qualitative approach. This allows the researcher to focus on the Kediri Public Library. The research was conducted in November at the Kediri City Archives and Public Library Agency. This study aims to analyse how the DOLAR service is implemented and what it entails at the Kediri Public Library. Data will be collected from several sources, such as: Interviews: Conducted with several users of the DOLAR service and librarians involved in its operation. Observations: Direct observation of the DOLAR service in action. Documents: Review of relevant documents pertaining to the DOLAR service. The findings from this research will be analysed and synthesized to draw conclusions.

## RESULTS AND DISCUSSION

Public library services are not confined to within the physical building; they can also be utilized outside the library or without the need to physically visit the library. Essentially, library services provide information resources to users both inside and outside the library by utilizing available service facilities (Juniadi & Heriyanto, 2021). Therefore, public libraries need to introduce new innovations in the context of service delivery. This has become a necessity for public libraries to provide services to users that are fast, accurate, and easy (Suryanto et al., 2020).

An innovation in service delivery implemented by the Kediri Public Library is the DOLAR Service (Delivery Book Interlibrary Service to Home). The Kediri Public Library has been running the DOLAR Service program since 2022. The main objective of the DOLAR Service is to facilitate users' access to library materials (books) available at the Kediri Public Library. The activities of the DOLAR Service can be seen in the following Figure 1.



**Figure 1.** Flowchart of the DOLAR Service at the Kediri Public Library

The DOLAR Service flowchart illustrates the book borrowing process. It begins with users browsing the online catalog (OPAC) at <http://mocoyuk.kedirikota.go.id:8123/inlislite3/opac/> to check the availability of the books they wish to borrow. Once they have found their desired book, users contact the Kediri Public Library via the hotline number (0812-5277-6657), providing a photo of their library membership card for verification.

Upon receiving the request, library staff utilize the INLISLite application to process the loan. After processing is complete, the books are prepared for delivery. The staff then contacts the borrower to confirm their location or requests them to share their location for delivery purposes. Finally, library personnel deliver the books to the borrower's location.

The DOLAR service is an innovative approach to circulation services. However, borrowers are still required to return books in person to the Kediri Public Library. To utilize the DOLAR service, users must be registered library members, reside in Kediri City, and are limited to borrowing a maximum of two books at a time. This service significantly benefits users including students, working professionals, and others who may have limited time to physically visit the library. This service effectively addresses the needs of users who require information and reference materials but are unable to access the library in person.

This observation is supported by Larasati & Nahak (2020), who posit that public services inherently cater to the needs of the general populace, encompassing all aspects of life. Consequently, public service providers are obligated to deliver optimal services to all members of society. The Kediri Public Library, as a public service institution operating in the service sector, has exemplified this principle by implementing the innovative DOLAR service. This initiative has demonstrably aided the community in fulfilling their needs for information resources and references.

The Kediri Public Library has implemented several strategies to promote the DOLAR service and raise public awareness. These efforts include: Social Media Utilization: The library actively uses social media platforms, particularly its Instagram account (@disarpus\_kotakediri), to disseminate information about the DOLAR service. This includes uploading posts and sharing photos or videos showcasing the service in action.

Pamphlet Distribution: The library has created pamphlets that are distributed throughout Kediri City. These pamphlets are disseminated during various events, such as mobile library visits to elementary, middle, and high schools, as well as during Car Free Day (CFD) events at Taman Kota Kediri. This widespread distribution ensures that information about the DOLAR service reaches a broad audience.

Direct Communication: Library staff engage in direct communication with users during book borrowing and return transactions. They inform users about the DOLAR

service and provide them with pamphlets containing detailed information. This personalized approach encourages users who frequently visit the library to consider utilizing the DOLAR service when they are unable to come in person.

Despite the positive impact of the DOLAR service, the Kediri Public Library faces several challenges in its implementation. These challenges can be categorized as internal and external factors: Internal Challenges such as limited Staff for Delivery: The library currently lacks dedicated personnel for book delivery. This shortage of staff can impact the efficiency and timeliness of the service. Restricted Service Hours: The DOLAR service operates within specific time constraints. If a borrower fails to respond within the designated timeframe, the book delivery is postponed to the following day. This limitation can inconvenience users who require immediate access to materials. Book Availability: Occasionally, requested books may be unavailable due to being borrowed by other users. This can lead to delays and disappointment for those utilizing the DOLAR service.

External Challenges such as Unpredictable Weather Conditions: Inclement weather can impede the book delivery process, causing delays and potentially hindering access to the service. Distance: Significant distances between the borrower's location and the Kediri Public Library can pose logistical challenges and increase delivery times. Transportation Limitations: The library's vehicle, typically used for mobile library services to schools, may be unavailable for DOLAR deliveries due to scheduling conflicts. This reliance on a single vehicle can restrict the service's capacity and responsiveness.

Despite these obstacles, the Kediri Public Library remains committed to overcoming these challenges and ensuring the continued success of the DOLAR service. To mitigate the challenges encountered in implementing the DOLAR service, the Kediri Public Library has taken several steps to ensure borrowers can still access the books they need.

These measures include: Maintaining Delivery Commitments: The library remains committed to delivering books to borrowers' locations, even if delays occur. In cases where the delay is attributable to the library, they proactively communicate with the borrower and explain the reason for the delay.

Flexible Scheduling: If a delay arises due to the borrower's unavailability or delayed response to location sharing requests, the library accommodates the borrower by rescheduling the delivery for the following day. This flexibility ensures that borrowers are not penalized for unforeseen circumstances or scheduling conflicts. Furthermore, the Kediri Public Library employs several metrics to assess the effectiveness and success of the DOLAR service.



These metrics include: **User Comprehension of Borrowing Procedures:** The library evaluates the clarity and user-friendliness of the DOLAR service's borrowing procedures. This assessment helps identify any areas of confusion or potential barriers to access for users. **Clarity of Book Return Procedures:** The library ensures that the procedures for returning books borrowed through the DOLAR service are clear and easily understood by users. This clarity promotes timely returns and minimizes confusion. **Service Utilization:** The library monitors the frequency with which users utilize the DOLAR service. This data provides insights into the service's popularity and its effectiveness in meeting user needs. **Borrowing Volume:** The library tracks the number of books borrowed through the DOLAR service within specific periods, such as monthly intervals. This metric provides a quantitative measure of the service's impact and reach.

By actively monitoring these aspects, the Kediri Public Library can identify areas for improvement, optimize service delivery, and ensure the continued success of the DOLAR service in meeting the evolving needs of its users. In conclusion, it can be asserted that the Kediri Public Library has successfully implemented the DOLAR service.

This success is evident in several key aspects: **User-Friendly Borrowing Procedures:** The DOLAR service boasts straightforward borrowing procedures that are easily understood and followed by users, ensuring accessibility for all. **High Frequency of Book Borrowing:** The service has witnessed a considerable volume of book loans within a month, indicating its popularity and effectiveness in meeting user demands. **Comprehensive Non-Fiction Collection:** The availability of a diverse range of non-fiction books within the DOLAR service adequately caters to the information and reference needs of users.

The DOLAR service has significantly enhanced user experience by providing convenient access to a wider and more diverse collection of books. By eliminating the need for users to physically visit the library, the service expands accessibility to information resources and references, ultimately promoting knowledge sharing and intellectual growth within the community.

## CONCLUSION

Based on the results of the research above, it can be concluded that the service innovation implemented by the Kediri Public Library is the DOLAR Service (Delivery Book Interlibrary Service to Home). This DOLAR service is a book borrowing service that delivers books to the borrower's location by library staff.

The borrowing procedure in the DOLAR service is user-friendly. Users begin by checking the availability of the desired book through the OPAC. Upon finding the book,

they contact the library through the provided hotline number. The library staff then processes the loan request. Once the process is complete, the book is delivered to the borrower's location based on the shared location provided.

The maximum number of books that can be borrowed through the DOLAR service is two exemplars. Unfortunately, there is no delivery service for book returns; borrowers are required to return books in person to the library.

The DOLAR service offers significant benefits to users by providing convenient access to the library's collection. It allows users to efficiently manage their time, especially those with busy schedules who may not have the flexibility to visit the library in person. In essence, the DOLAR service extends the reach of the library beyond its physical walls, enabling users to access and utilize its resources regardless of their location or time constraints. This accessibility empowers users to fulfil their information and reference needs, ultimately promoting lifelong learning and knowledge acquisition.

The DOLAR service is deemed successful in its service delivery. This assessment is based on several factors, including positive user feedback. Users have reported that the borrowing process is straightforward, easy to follow, and readily understood. Furthermore, the service has demonstrated a high frequency of book loans per month, indicating its popularity and effectiveness in meeting user needs. The most frequently borrowed books are non-fiction titles, which are sought after by users to fulfil their information and reference needs for various purposes, such as completing assignments (for students), conducting research (for academics), or enhancing professional knowledge (for educators and working professionals). However, like any service, the DOLAR service is not without its challenges. It faces various obstacles, both internal and external, that can impact its efficiency and effectiveness.

Despite these challenges, the Kediri Public Library has demonstrated a proactive approach to finding solutions and mitigating the impact of these obstacles. This commitment ensures the continued operation of the DOLAR service according to established procedures, allowing users to consistently benefit from its advantages.

Looking ahead, there are several recommendations for enhancing the DOLAR service and expanding its reach: **Implement a Book Return Delivery Service:** Introducing a delivery service for book returns would further enhance user convenience and accessibility, particularly for those who face challenges in physically returning books to the library. **Continuous Service Improvement:** The library should strive for continuous improvement in all aspects of the DOLAR service, including service delivery, staff training to enhance their interpersonal skills and responsiveness, and expansion of the service area. Expand



Service Area Coverage: Expanding the service area beyond the city limits to include surrounding districts would further broaden access to library resources for a larger population. Ensure Punctuality in Book Delivery: Maintaining punctuality in book delivery is crucial for user satisfaction and should be prioritized. Implementing strategies to address potential delays, such as optimizing delivery routes and allocating dedicated delivery personnel, would contribute to improved timeliness.

By addressing these areas, the Kediri Public Library can further solidify the DOLAR service as a valuable and indispensable resource for the community, fostering a culture of learning and knowledge sharing for all its users.

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