

Digital Library Services At Hybrida Library

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Abstract. This study aims to provide an overview of digital library services provided in several libraries in Indonesia. The sources of information were obtained by the author from a review of the literature, the website, and the author's observations. The results of this study explain what forms of digital services provided by several libraries in Indonesia are. The services provided include: 1. Millions of e-book and e-journal databases provided by the UGM library from more than 30 publishers; 2. An electronic collection of classic books provided by the UI library; 3. Several kinds of digital collections are served at PNRI in the form of video, audio, graphic photo collections, micro collections, cartography, which explain the history and culture of the Indonesian state. Although the digital services provided in several libraries in Indonesia are not as good as those in libraries abroad, if we look at there are already many interesting forms of digital services provided by libraries.

Keywords: Digital services, Digital library, Hybrida library.

Introduction

In this digital era, libraries are required to provide services that are easier and faster, so that nowadays digital libraries are starting to emerge. Seadle and Greifeneder explain that a digital library is basically a library that stores materials in an electronic format and reconstructs the intellectual substance and traditional library services in digital form. Seadel also explained that digital libraries provide digital collections that are not only in the form of text, but can also provide connections to links or simple metadata (Seadle and Greifeneder, 2007: 169-170).

The facilities provided by digital libraries are of course different from those of conventional libraries. To support digital services in this modern era, digital libraries provide facilities such as: 1. New technology used in libraries, 2. Computerization and a network of all activities carried out, including the resources and services provided, 3. Providing access to local and global collections of content, 4. Providing guidance and training in the use of digital sources, 5. Providing responsive products and services to meet the needs and expectations of users (Muthu et al, 2015: 16).

In Indonesia, currently the most developed form of library is hybrid library. This hybrid library in particular is located in many university libraries, national libraries and special libraries in an institution. These more advanced libraries started not only providing physical collection services, but also providing electronic collection services such as e-journals and scientific publications in electronic form. This explains that the concept of digital libraries as a whole has not developed much in Indonesia, but on the other hand, libraries are required to provide futuristic services. As for the form of digital collection services provided in some of the more advanced libraries, according to Pendit in 2007 and we may still encounter them today, they are limited to OPAC as a means of search engines, e-journals, sometimes e-books which are often only the result. Conversion from printed form to digital form. In addition to this, several libraries such as college libraries have begun to collect collections of other forms, such as lecturer websites, faculty and department websites, references to mailing lists where scientists have discussions and records or archives related to education, but access to these collections is also separate and not integrated (Pendit, 2007: 145). On this basis, the author wants to discuss digital library services that can be applied to hybrid libraries in Indonesia.

Literature Review

Digital Library

Many experts and researchers provide different definitions of digital libraries. Among the definitions regarding digital libraries, namely:

- a. According to Leiner, a digital library is a library that provides collections, services and collections of information sources that support users, which are available directly or indirectly electronically or digitally. In addition, ARMS explains that a digital library is a library that manages a collection of information, with related services, where information is stored in a digital format and can be accessed via a network (Seadle and Greifeneder, 2007: 169-170).
- b. UNESCO explains that a digital library is an integral part of library services that apply new technology to provide access to digital collections. In a digital library collection is created, managed and accessed in such a way that it is easy and economically available for the community to use (UNESCO, 2011: 5).

c. Witten explained that the activities carried out by digital libraries are actually activities that cannot be done in conventional libraries. This digital library has a large number of digital objects, consisting of all types and media materials, which are stored in information repositories, to be stored, distributed and accessed via computer networks. Collections that are stored in digital form can be in the form of documents, images, sounds and information collected from a collection of information that has been stored in digital form. A digital library can be in the form of documents, images, sounds, and information gathered from ongoing events (eg continuous images from weather satellites) (Witten, 2006: 11-13).

Hutasoit explained that digital libraries have the following characteristics:

- a. Is an institution or organization that carries out library functions,
- b. Is a traditional library that improves its services through the application of information and communication technology (ICT), especially the internet. That is, no library is built completely digital, without having conventional organization and manual collections.
- c. Organized by more than one library that has a collection of library materials or information sources that are unique or local (local content) and provide digital access to their respective collections to be used jointly (shared),
- d. Having a portal on the web as an access point for digital services (Hutasoit, 2012: 53-54).

Pendit explains the differences between types of libraries in the diversity of their information resources. These differences are:

Table 1:

Conventional library	Multiple media library	Hybrida Library	Multimedia digital library
A collection of printed materials, in the form of books, journals, newspapers, maps, and so on	The collection is the same as an ordinary library, plus analog and electronic media	Collections are the same as multiple media libraries, plus interactive digital materials	All collections are digital, interactive in nature, and can also be libraries without a physical location (virtual)

Digital Library Services

Libraries are currently facing strong competition when offering digital services to the public. Traditional search tools and reference services are challenged to outperform search engines like Google and other services on the internet such as

Wikipedia (Thorhauge and Erik Thorlund Jepsen, 2011: 2). Oni explained that there are two important service categories that can be done in a digital library, namely:

- a. CD-Rom as a search service. Oni explained that the CD-Rom is very important as an IT tool for e-libraries, because of its ability to store large files and reduce shelf space.
- b. Network Services. Oni explained that the network services provided by the library can be in the form of: digital electronic mail, World Wide Web, use of the File Transfer Protocol network, Remote Access, relaxation and recreation, e-commerce services, creating and combining online documents, video and teleconferencing, online assistance. online from librarians, social media services such as Blogs and RSS (Gani and Joshua Sani Magoni, 2014: 10).

Oakleaf describes four basic services a digital library can perform. These services are:

- a. Mobile environment, lately the way of conveying and accessing information. The digital library makes it possible to access and contact users via cell phones. An increasing number of library users depend on the smart phones provided by the library to take advantage of important information.
- b. Scholarly communication, digital libraries improve communication and scientific publishing more quickly through digital libraries. This publishing model can be explored for journals, scientific monographs, textbooks and digital materials that are built sustainably (Gani and Joshua Sani Magoni, 2014: 11).

In the digital library service Skelton explains that things that can be done are (Muthu et al, 2015: 35-37):

- a. Providing ICT-based services which include: Internet use, e-mail, ICT training, information literacy, job search applications, librarian inquiries in online reference services. With this service the library can provide efficient and accurate services, service activities save time, space, energy and resources, help improve the quality of library services, and can help to form a better and modern library image.
- b. E-Libraries, innovative libraries have provided digital services for their content and work while maintaining the licenses and copyrights of the work of organizations for example e-library services, namely when libraries provide access to e-books via the intranet, besides that the library also manages electronic documents, the organization's copyright-protected business records, for service to the public. In this e-library service, there are also several e-services such as: e-business, e-culture / e-science, e-education, e-employment, e-health, e-society, e-governance.
- c. Library Automation, this service is provided specifically to comply with the 5 laws of Ranganathan library science, especially the fourth law, namely "saving readers time". As a means of assistance there are many benefits of this automation, such as: it can be a WEBOPAC tool, which allows users to search for information from anywhere at any time. In addition, users can easily make reservations for library resources.

Important Points in Digital Library Services

The digital library's mission is to provide direct access to information sources, both digital and non-digital, in a structured way, to link information technology, education and culture to contemporary library services. In connection with this mission, digital libraries must also provide services in providing access for all users to sources of information collected by libraries, while respecting intellectual property rights (UNESCO, 2011: 4).

According to William, a digital library may have to pay attention to the following things:

- a. File data reader
- b. Information infrastructure components
- c. Various maam online databases and CD-ROMs of various information products
- d. A computer information storage device that can show information is located
- e. Computerization and library network systems (Sreenivasulu, 2000: 13).

Apart from paying attention to the facilities in the digital library, paying attention to service concepts is also an important factor. This is because a service provided by the library will be more attractive if it has its own advantages or uniqueness for its users. Therefore, an attractive service concept must be carefully planned so that the services provided by the library have characteristics and are different from other digital library services. Thorhauge and Erik Thorlund Jepsen explain the factors that need to be considered in order to provide different digital library services. These factors are: 1. Ideas and uniqueness, 2. Knowledge and interaction with users, 3. Can survive, more modernity and willingness to change, 4. Professional, 5. More professional, 4. Establish cooperation and partnerships, 5. Promotion and imaging, 6.

There is funding (Thorhauge and Erik Thorlund Jepsen, 2011: 7-11).

Another factor that needs to be considered is Human Resources as the implementer of digital library service activities. Sreenivasulu stated that in managing a digital library a digital librarian is also needed to:

- a. Manage digital libraries,
- b. Managing digital knowledge and information,
- c. Disseminating digital information,
- d. Providing digital reference services and electronic information services,
- e. Provide meaningful knowledge from the knowledge database,
- f. Carry out the process of digital storage, and preservation of digital materials,
- g. Provides universal access,
- h. Cataloging and classifying digital documents and digital knowledge (Sreenivasulu, 2000: 13).

Another thing that needs to be considered in supporting digital library services is digital resources. Pedit explained that there are four digital information resources that can be served, namely:

- a. Full-text materials and resources, including e-journals, open access digital collections, e-books, e-newspapers, and digital theses and dissertations.
- b. Metadata resources, including digital software in the form of catalogs, indexes and abstracts, or resources that provide other "information about information"
- c. Digital multimedia materials
- d. Various internet sites (Pendit et al, 2007: 70).

Method

Researchers reviewed this paper using descriptive methods. According to Nasution, descriptive research is research that aims to provide a clear picture of a social situation or describe a situation (Nasution, 2011). While the approach used by researchers is qualitative, namely research that aims to produce findings that cannot be measured or achieved through statistical procedures or other quantitative methods (Ghony, 2012). So that we can say qualitative descriptive research as research that can be used to describe a situation about a certain social condition, or a particular object of research where this research cannot be measured by statistical and quantitative data.

In this study, researchers studied things related to digital services in hybrid libraries, which were carried out by several libraries in Indonesia. The data that the researchers obtained were then classified and analyzed using studies of experts, theories, models, and literature related to the theme of this research. After the analysis is carried out, the results are then presented in the discussion, where this research is expected to provide an overview of digital services in hybrid libraries carried out by several libraries in Indonesia.

Several libraries in Indonesia that were studied are: 1. The National Library of the Republic of Indonesia. This library was chosen by the author because the national library in a country is a library that becomes a model for other public libraries. 2. University of Indonesia (UI) Library.

Based on webometrics ranking, UI is the best university in Indonesia (source: <https://www.webometrics.info/en/Asia/Indonesia%20>). In addition, the UI library also provides innovative services in digital form. 3. Library of Gadjah Mada University (UGM). Besides being the second best university (source: <https://www.webometrics.info/en/Asia/Indonesia%20>), UGM also has a library with innovative digital services.

Discussion

In Indonesia, there are several libraries that have provided digital library services in their hybrid libraries. Among these libraries are:

Universitas Gadjah Mada (UGM) Library

Electronic database services are important services to be provided in libraries because many users today prefer instant or practical things. Among these digital services are providing various e-books, e-journals, and databases (Setiawan and Eko Nugroho, 2018: 59-67).

The library at this university in every years has allocated more than 12 billion for the procurement of e-books, e-journals subscriptions and e-databases (Surahman, 2019). Apart from e-books, e-journals and e-databases that have been available or subscribed to by UGM, in 2019 there were several additional electronic collections including:

- a. Cambridge e-books totaling 7000 titles in the field of Life Sciences
- b. Wiley e-books totaling 6400 titles in the field of Health and Medical sciences
- c. Taylor & Francis E-Books with 7300 titles in the field of Social Sciences
- d. Springer E-Books, totaling more than 7000 titles in various fields.
- e. 2000 Journal of Gender Studies from Taylor & Francis.
- f. 2200 E-journal titles from Taylor & Francis in Biological, Earth & Environmental Food Science.
- g. 750 Titles of e-journals from Taylor & Francis in the fields of Geography, Planning, Urban & Environment.
- h. More than 2000 databases from SAGE publication.
- i. From Science Direct more over 2000 databases.
- j. And many others.

There are more than 30 electronic resources that have been subscribed before, including: Springerlink Journals (Multiple subject), Ebsco Business Source Complete, Proquest Dissertation & Theses (PQDT), Proquest Research Library, Emerald MX175 Journals, Oxford Journals, JSTOR, Science Direct Freedom Collection, Scopus and others. All of these electronic resources can be accessed through the UGM website, Summon and Direct Access. The increasing collection of electronic resources in the form of e-books, e-journals and e-databases, the university hopes to increase scientific research and publications at Gadjah Mada University (Surahman, 2015). Digital services provided by UGM libraries can be done in two ways, namely:

1. Via a WiFi connection
2. Via a computer provided by the UGM Library (internet stations).

This digital service can be done by searching directly from the library or from outside the library. Searches were made from online catalogs linked to 30 libraries owned by the university. Another service that is different from other libraries is the "Mylibrary UGM" service. This service facilitates library members to be able to use e-resources and journals subscribed to UGM via Android or iPhone.

Universitas Indonesia (UI) Library

The UI library also provides some interesting digital services. The digital services provided by the UI library for its members are e-journals subscribed to by the university which are served by the UI academic community, UI scientific publications that can be accessed by general users, and several other interesting collections, such as classic book collections.

In the scientific publications service, UI provides services for the results of scientific publications that have an international index value of "scopus" or a national index value of "sinta" (source: <http://journal.ui.ac.id/>). The availability of reputable scientific literature services will certainly increase the use of literature in the library. This is because currently many authors also pay attention to the prestige value or high index value when using literature as a reference source (McCabe, 2011: 63).

National Library of Indonesia (PNRI)

To meet the needs of users, PNRI subscribes to various online digital materials (e-resources) such as e-journals, e-books, and other digital reference works. The services provided by PNRI can be accessed by Indonesians everywhere. The attractive digital services provided by PNRI consist of several forms of collection. The existence of several types of interesting services as described by Thorhauge and Erik Thorlund Jepsen (2011: 7-11) is certainly needed today in order to provide libraries with more attractive services. Among them are:

Table 2:

Collection Form	Dictionary	Online Magazine	Law Product
<ul style="list-style-type: none"> o Mixed ingredients o Cartographic Materials o Micro Shapes o Manuscripts o Monograph o Electronic sources o Periodicals o Graphic materials o Voice Recording 	<ul style="list-style-type: none"> o Computer terms o Library terms 	<ul style="list-style-type: none"> JUMANTARA Manuskripta Media Pustakawan Visi Pustaka Warta 	<ul style="list-style-type: none"> o Librarian Functional Position o Regulation of the Head of National Library o Presidential Regulation / Decree o Government Regulations o Law

In an interesting service library is of course necessary. Services that can be provided such as sound or video recording, photo collections, movies and others (Witten, 2006: 11-13). Some examples of interesting digital services provided by PNRI include:

a. Video recording

Various types of video recordings can be downloaded online at PNRI from anywhere. An example is the video recording of a classic Indonesian film entitled: *Eliana* by Jajang C. Noer, directed by Riri Riza.

b. Photo graphic material

PNRI also provides photo collections that are served to the community. The photo material that is served is accompanied by a collection description data. Like the photo collection of Commander Sudirman Holding Inspections in the East Java Region in 1946, which was made by Ipphos. A collection of photos that can be accessed as follows:



Figure 1. Commander Sudirman

c. Micro form

The micro digital collection served by PNRI includes newspapers that have been transferred. Examples of micro-form collections that can be downloaded are: *Sinar Sumatra Newspaper 1925*. Examples are as follows:



Figure 2. Sinar Sumatra Newspaper

d. Voice recording

PNRI also provides digital services in the form of sound recordings. There are examples of sound recordings that can be downloaded, such as a voice recording of a shadow puppet show entitled Gatutkaca Nagih Janji written by the puppeteer Nartosabdho. The cover image is as follows:



Figure 3. Digital Sound Recordings “Gatutkaca”

e. Cartographic material

Another interesting digital service provided by PNRI is cartographic materials. This collection is a form of transfer of the cartographic collection media. An example is the cartographic collection of maps of Kota Lama Riau written by the Directorate of Landuse Indonesia. Examples are as follows:

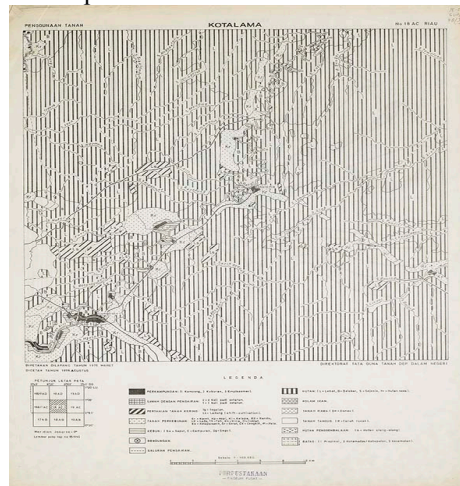


Figure 4. Digital Cartographic Materials

Conclusion

Along with the development of information technology libraries are required to provide futuristic services. This phenomenon causes a shift in the concept of services provided in the library. The concept of conventional library services, which initially provided face to face services with their printed collections, is now required to provide online services with all electronic collections. Until finally we heard a lot about the concept of digital libraries. In our country, the concept of digital libraries cannot be fully developed. Responding to these developments, libraries in Indonesia have begun to develop digital services in their hybrid libraries, so that the services provided are more attractive to library users.

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Pictures

ANRI. Photo of Commander Sudirman conducting an inspection in the East Java area. Downloaded from: <http://www.perpusnas.go.id/collection-worksheet/bahan-gografi/>.

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