Development of Si Yokca Application-Based Services at Grhatama Pustaka Yogyakarta

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Abstract

The development of online application-based library services has experienced significant growth in recent years. The evolving digital era has opened up opportunities for libraries to utilize modern technology to improve user services. The use of online applications is a significant aspect of this development, allowing users to access the library catalog, borrow and return books online, and access electronic resources quickly and efficiently. With this ease of access, users have a more significant opportunity to explore the library collection and utilize the available resources. This research discusses the development of online application-based services at Grhatama Pustaka Yogyakarta. The method used is qualitative, with observation and interview data collection techniques. This research uses the concept of the nature of services related to all forms of information needed by library users and the means of searching for information available in the library. The results showed that the management of the Si Yokca application as a whole has experienced rapid development, which provides efficient access to users. The application provides various features and services that can assist users in retrieving information independently. The latest innovation from the application is the availability of the Delivery Order service, which allows users to borrow collections without having to come directly to the library. This research contributes to the understanding of the development of online application-based library services, the efficiency of user access, and innovations such as Delivery Order services for borrowing collections.

Keywords*: Service development, Si Yokca application, information service*

Abstrak

Perkembangan layanan perpustakaan berbasis aplikasi online telah mengalami pertumbuhan yang signifikan dalam beberapa tahun terakhir. Era digital yang terus berkembang telah membuka peluang bagi perpustakaan untuk memanfaatkan teknologi modern guna meningkatkan layanan kepada pengguna. Penggunaan aplikasi online menjadi aspek utama dalam perkembangan ini, memungkinkan pengguna mengakses katalog perpustakaan, melakukan peminjaman dan pengembalian buku secara daring, serta mengakses sumber daya elektronik dengan cepat dan efisien. Dengan kemudahan akses ini, pengguna memiliki kesempatan lebih besar untuk menjelajahi koleksi perpustakaan dan memanfaatkan sumber daya yang tersedia. Penelitian ini bertujuan untuk membahas pengembangan layanan berbasis aplikasi online di Grhatama Pustaka Yogyakarta. Metode yang digunakan adalah kualitatif dengan teknik pengumpulan data observasi dan wawancara. Penelitian ini menggunakan konsep hakikat layanan yang berkaitan dengan segala bentuk informasi yang dibutuhkan pemakai perpustakaan dan sarana penelusuran informasi yang tersedia di perpustakaan. Hasil penelitian menunjukkan bahwa pengelolaan aplikasi Si Yokca secara keseluruhan telah mengalami perkembangan pesat yang memberikan efisiensi akses kepada pemustaka. Aplikasi tersebut menyediakan beragam fitur dan layanan yang dapat membantu pemustaka dalam menemukan kembali informasi secara mandiri. Inovasi terbaru dari aplikasi tersebut adalah tersedianya layanan Delivery Order, yang memungkinkan pemustaka dapat meminjam koleksi tanpa harus datang langsung ke perpustakaan. Penelitian ini berkontribusi pada pemahaman tentang pengembangan layanan perpustakaan berbasis aplikasi online, efisiensi akses pemustaka, dan inovasi seperti layanan Delivery Order untuk meminjam koleksi .

Kata Kunci: Pengembangan layanan, aplikasi Si Yokca, layanan informasi

INTRODUCTION

The dissemination of information in the technological era has made people more familiar with the digital world. This information dissemination continues to grow, which used to be done face-to-face but can now be done through technology applications. Library technology is unavoidable, which makes every agency have to improve the progress of their organization. Libraries, as institutions that function as information centers, have also begun to apply technology to develop their institutions (Fahrizandi, 2020).

Some library agencies have technology applications that function as services in meeting library users' information needs (Anindya et al., n.d.). Service is an activity provided by the library to visitors. One of the services in the library is information services, which are activities to fulfill information needs. The development of information technology encourages significant changes in libraries, which initially provided information services directly by librarians, but now libraries have applications that are packaged in such a way as to meet the information needs of users online (Anidya et al., 2019).

Public libraries should provide inclusive information services that do not discriminate against anyone. Public libraries also exist to serve the needs of the community within the city or province. Libraries have an essential role in collecting, managing, storing, and disseminating information, especially in the fields of education and community life in general. One of the indicators of the progress and decline of society, educational institutions, and even the entire nation and state is the presence of libraries and reading culture. Libraries continue to be encouraged to accelerate, following the demands of the times, along with advances in technology and information.

The form of this electronic-based information source is one of the emergences of applications that provide digital services that have been increasingly found when searching for information via Google, as well as libraries. One of the developing technologies in the library is an application that is used to fulfill library services. Through applications, member card-making services, library free services, and so on can be done with applications designed in the library. The application is a convenience for library users. One of the libraries that has developed the application is Grhatama Pustaka's information service area known as Si Yokca (Ayok Membaca).

Si Yokca, an application developed by the Grhatama Pustaka library, is one of the library applications that contains information such as making member

cards, a means of searching library collections, and an application that must be owned by every Grhatama Pustaka visitor. This application aims to make it easier for people to access various services presented by the Grhatama Pustaka Library. This application has various features, each of which has a different function. The features provided are made to facilitate users in accessing information according to the needs of the library. The purpose of this research is to find out how the development of Yokca application-based services at Grhatama Pustaka Yogyakarta.

RESEARCH METHOD

The research method used is qualitative with data collection techniques, namely observation and interviews (Iskandar, 2021). The method used is based on the research objectives, namely to explain the development of Si Yokca application-based services at Grhatama Pustaka. Data collection in this study is by direct observation and interviews with three expert librarians and three users to obtain further information, such as about the functions and benefits of Si Yokca and the functions of each feature in the application.

Librarian expert informants were selected based on the criteria, namely, the informant is a Grhatama Pustaka library staff, the informant works in the Si Yokca application service development section, and the informant is the Si-Yokca application manager. The library informants were selected based on the criteria, namely, the library users are active visitors to Grhatama Pustaka, and the library users have the Si Yokca application. Then, the data obtained from interviews with informants is analyzed based on observations of informant interviews. Observations are made on the features in the Si Yokca application and then analyzed according to their function and purpose and supported by data from interviews with informants.

RESULT AND DISCUSSION

Si Yokca stands for "Ayo Baca," pronounced "ayok maca" in Javanese. Si Yokca is also known as an invitation to 'yok cah,' which means encouraging the younger generation to read. In addition, the name Yokca is closer to the pronunciation of Yogja, another reference to the city of Jogyakarta (Asriningsih & Rucitra, 2018). Si Yokca is an acronym for the Ayok Baca application, inviting the public to read around the clock. This application is provided by the DPAD DIY Library Service Center to provide access to easy-to-read materials for the general public. Every library member can find the latest books and collections. You can also check the availability of books with one click and reserve or borrow them later. Borrowed books can be viewed with return information on the history page. The

app has a digital membership card for easy access to library services without printing a membership card. For those applying for a library exemption letter, Si Yokca makes it easier and faster.

Borrowed books can be monitored through library history and contain information on when they will be returned. This application has a digital membership card that does not require the user to print a membership card to access library services. The app was released on September 22, 2021, with a book review event held at the Grahatama Library auditorium to improve reading literacy in the community.

The management of features or services in the Si Yokca application cannot be separated from the intervention of the librarians in the Grhatama Pustaka public relations section. Librarians who are in the public relations section manage this application to such an extent that the management of Si Yokca is an activity in managing features in the application to provide services that users can utilize.

This research discusses the development of the Si Yokca application in information services at Grhatama Pustaka using the concept of the two natures of library services. Library services aim to help meet people's needs for information that suits their needs. Users can search for information they need in the library using information retrieval services. Libraries are generally used to exchange information between libraries and users to provide information to users (Gesti & Ardoni, 2018).

To create good library services, it is necessary to have supporting elements that facilitate service activities, which include users, collections, librarians, funds, facilities, and infrastructure (Yuliana & Mardiyana, 2021). Good service, of course, goes through good management, too. The library carries out management to ensure the services provided run well following the previously planned management. Management is also an activity of allocating work according to interests or priorities so that it is achieved within a certain period.

Information as a Community Need

Information obtained by the community cannot be separated from the library, nowadays to get information the community does not have to visit the library directly, even if it is just to make a library membership card, the community or library users do not have to come directly to the library. The information provided by the library can be packaged directly into an application that displays various information for its users. The application will help the community or library users to get information about the library. The application also provides

services that can facilitate the community in getting information about the library.

Si Yokca application is an application issued by Grhatama Pustaka as one of the applications that can help Grhatama Pustaka library services. There are several features, such as featured collections, latest collections, all books, my bookshelf, book scanning, free library, and related link features, which include WhatsApp delivery order service, WhatsApp membership service, WhatsApp information service, Facebook, Instagram, and Twitter, each of which has its function. This application can help users in finding the desired collection. Si Yokca does not provide a direct collection reading feature in the application. The following is an overview of the Si Yokca application.
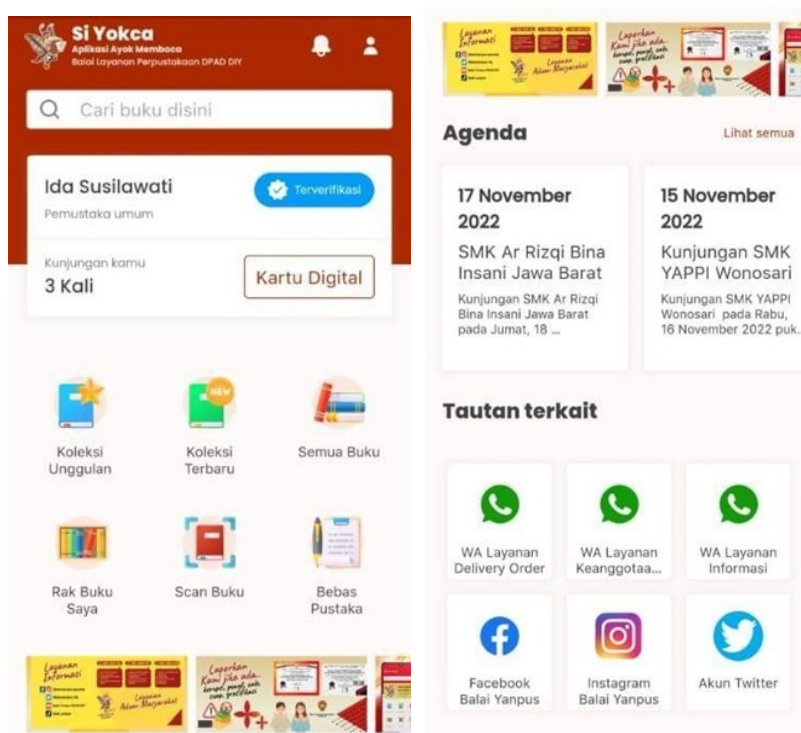
Figure 1. The Yokca Home View

The display in Figure 1 shows several features in the Si Yokca application that can help library services, such as free library services, search services for flagship collections, the latest collections, and all collections, as well as Delivery Order services, membership services, and information services. The following is an explanation of the features in Si Yokca that can be used for lending collections outside the library, namely as follows:

Digital Card

A library membership card is one of the important supporting elements in a

library. In addition to serving as the identity of the user, library membership cards are also used to collect information about the circulation section and routine visits. Libraries that have their applications, usually have a digital card feature that functions as an independent member card without having to come directly to the library.

Before borrowing a collection from Si Yokca, users are first directed to create or register a Grhatama Pustaka membership. One of the conveniences provided by Si Yokca is being able to create a membership card without having to visit Grhatama Pustaka. To get this digital card, users only need to download Si Yokca on the PlayStore and register according to the NIK KTP and the email of each prospective member. If they successfully register, then they will automatically get a digital card, as shown below:
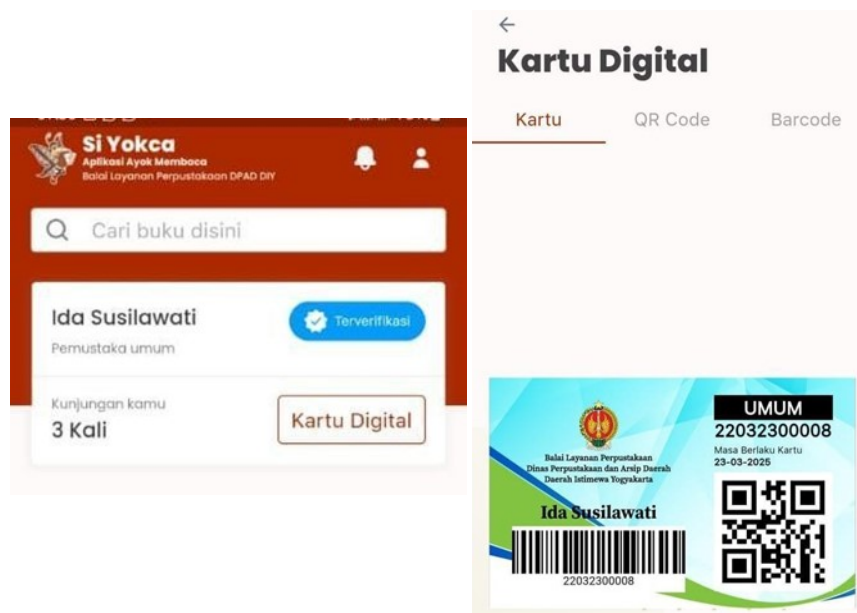
Figure 2. Digital Card Display

The display in Figure 2 shows that the user has successfully registered as a Grhatama Pustaka library member. This digital card is used for users to enter the library. This card does not need to be printed, if you want to enter the library, you only need to scan the QR barcode on the digital card.

Related Links/Other Services

In this feature, several services are provided, such as services to borrow collections from home (Delivery Order), membership services, and information services, as well as displaying social media used by Grhatama Pustaka. Each service has its function. The function of the Delivery Order service is to borrow books from home, and then the courier delivers the borrowed books to the library

user's home. When visiting the Delivery Order service, the user is automatically directed to the WhatsApp (WA) application that is connected to each phone. When the users want to use Delivery Order, they only need to open the feature. Then, they are directed to the WhatsApp (WA) application of the Si Yokca admin and convey about the collection they want to borrow. After that, the Si Yokca admin will search for the collection on the bookshelf.

If the collection is available, the Delivery Order officer or a courier will deliver the collection to the borrower's house. Borrowing is only limited to three collections. With this service, users do not need to visit Grhatama Pustaka directly but just wait for the collection to be delivered by courier to the house. They only need to pay the courier fee. This related link/other service is located on the main page at the end of the Si Yokca application.

Figure 3. Related Links Display

It can be seen in Figure 3 that there are several services, these services will help serve the needs of the library users as desired. The existence of these services can help users in finding and obtaining collections and information related to the library through the available social media. Normally, Grhatama Pustaka Library always updates about the activities undertaken on the library's social media. As stated by the following informant:

"*On the Si Yokca application, library users can see updates on activities that we will do and those that we have done. It can be seen on the main page of the application*". (Informant A).

Figure 4. Grhatama Pustaka Activity Agenda

As can be seen in Figure 4 above, there is a list of activities carried out by Grhatama Pustaka. The activities are in the form of library visits conducted by schools or other library institutions that want to explore the library. This can help users find out more information about the schedule of activities or activities that Grhatama Pustaka has carried out. In addition, users can also find out the schedule of activities by visiting the library's social media on the last main page of the Si Yokca application.

Information Search Tools

Information search to retrieve information can be done conventionally or digitally. Libraries that have digitized will search for information digitally. The tools used as information retrieval aids are conventional catalogs and online catalogs. Conventional catalogs are used by libraries that have not yet entered the library automation system. In contrast, online catalogs are usually better known as Online Public Access Catalog (OPAC), which have been widely used by almost every library   (Kacili et al., 2020). One of the libraries that already has an information search tool is Grhatama Pustaka, which has an application that is used as one of the tools to retrieve library information.

Apart from being a place to borrow Delivery Orders, Si Yokca can also be used as a place to search for collections or information available at Grhatama Pustaka. Some features in Si Yokca can help users find collection information in the library. The following is an explanation of some of the features of Si Yokca:

Featured Collection, Latest Collection, All Books

Featured collections are rare collections and are in high demand by library users.

Each library usually has its own featured collection category. Featured collections are different from the latest collections, many people need the latest and latest information immediately, quickly, and accurately.

In this feature, users can see and search for the type of collection they want at Grhatama Pustaka. If they're going to order a collection, they can search for the collection in this feature, and then they can order it before they are in the library. Here is an overview of the Featured Collection, Latest Collection, and All Books features.

Figure 5. Feature View of Featured Collection, Latest Collection, and All Books

The three features in Figure 5 above have the same function, namely, functioning as a collection retrieval place and remote collection ordering. This means that users can order collections in advance before coming to the library. This feature is located on the main page of the Yokca application, so loyal users who open the Yokca application are sure to be faced with features or displays like the picture above.
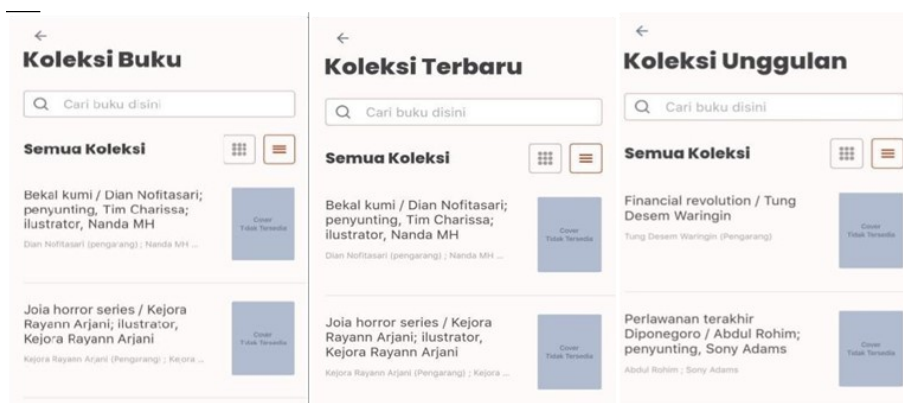

Figure 6. Display of Each Feature

It can be seen in Figure 1.6 that each feature has the same appearance, the only difference is the type of collection provided in each feature. This makes it

easier for users to choose the collection they want to order because the collections have been grouped into book collections, the latest collections, and featured collections. The process of ordering a collection is also the same, here's how it looks:
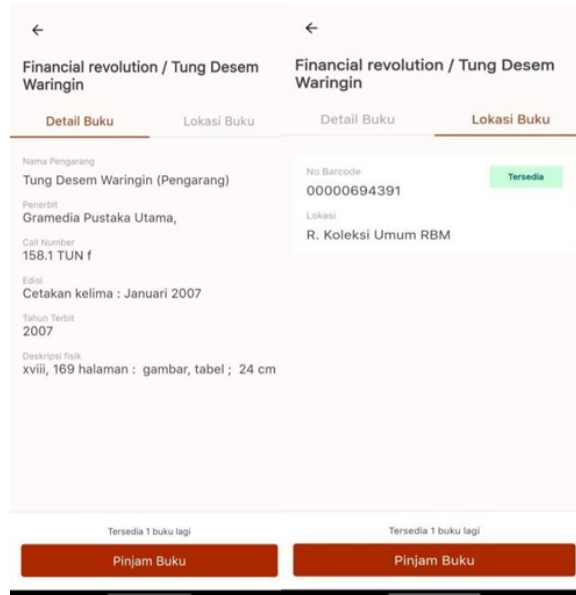

Figure 7. Display when you have the collection you want to borrow

In Figure 7, it can be seen that the display has information on Book Details and Book Location. Library users can order books or collections that are still available in the library through this application. Users can monitor or see how many books are available in the library by looking at the Book Location feature. This information can help users to ensure that the collection they want to order is still available or not at the Grhatama Pustaka library.

Figure 8. Display when the user successfully orders the collection through Si Yokca

The display in Figure 8 above is when the library user finishes ordering the collection they want to read or borrow before coming to the library. In this view, the user can recheck the collection that has been ordered with one click on "see my book," If the user is wrong or wants to cancel, the user only needs to click the "cancel borrowing" section then the booking will be canceled immediately.

Bookshelf, Book Scan, Bebas Pustaka

One of the facilities provided by the library is a bookshelf, which functions as a place where collections are displayed for use by library users (Rahmanto et al., 2022). Usually, before looking for collections on the bookshelf, users first utilize information search tools to make it easier to find back collection information on the bookshelf (Azzahra & Ramadhani, 2020). In addition, the library also provides Bebas Pustaka services that library users can utilize, free libraries are usually used for students who want to do a final trial, and one of the requirements is to include a Bebas Pustaka letter from several libraries. Many Bebas Pustaka services have been done online without visiting the library directly (Putri et al., 2022).
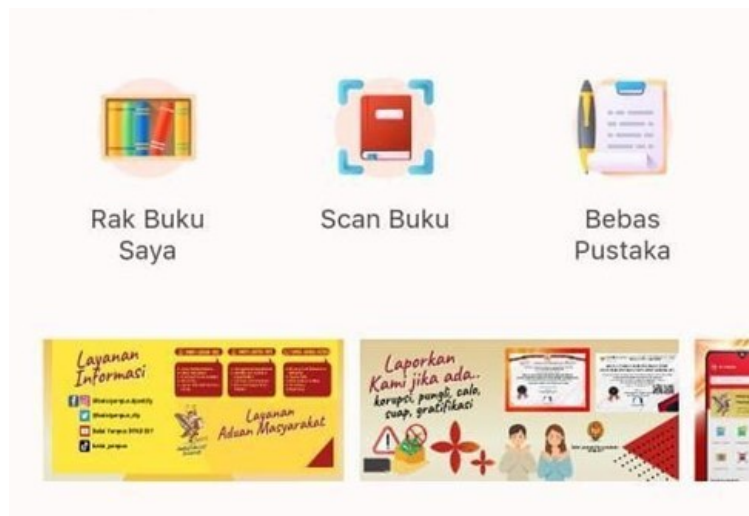
Figure 9. Initial View of Bookshelf Feature, Book Scan, dan Bebas Pustaka

The Si Yokca application has features such as bookshelves, book scanners, and Bebas Pustaka, as shown in Figure 9. This feature contains information about borrowing collections made by users. Not only that, Si Yokca also has a Bebas Pustaka service feature, where users do not need to come directly to Grhatama Pustaka to request Bebas Pustaka. Simply utilizing the features in Si Yokca, the library can already make Bebas Pustaka independently.
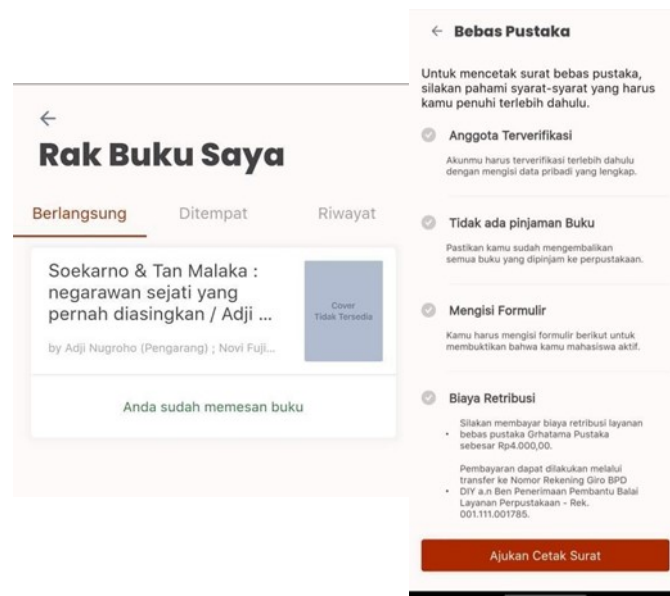
Figure 10. Display on Bookshelf and Bebas Pustaka Features

The display in Figure 10 above shows that every user who has borrowed a collection remotely (not in place and using Si Yokca) will appear on the bookshelf the status of the loan or order. In the Bebas Pustaka feature, users only need to click submit a print letter if they have met the requirements above. This Bebas Pustaka feature is very useful for library users in addition to saving time, it can also save energy by not needing to come directly to Grhatama Pustaka simply through Si Yokca.

The explanation above results from the researcher's search regarding the Si Yokca application itself. However, researchers have also interviewed three Grhatama Pustaka library librarians regarding the management and use of the Si Yokca application. In the interview, informant A, as a librarian, said:

"*Si Yokca itself was established recently, in 2021, since its launch until now, this application has continued to improve. The latest service provided in Si Yokca is a delivery order service, where users only need to borrow collections from home. Then they will be delivered by couriers who work at Grhatama Pustaka, and users only need to pay the shipping costs*." (Informant A)

The Delivery Order service can facilitate users in accessing the collection at Grhatama Pustaka. He further said:

"*For now, there are not many people who manage this application, there are only a few people who also serve as admins. Several library agendas are displayed in Si Yokca, the point is to inform the library that Grhatama Pustaka has several agendas for the future* ". (Informant A).

Figure 11. List of Grhatama Pustaka Agendas in the Si Yokca Application

Figure 11 above shows some of the agendas that have existed in the Grhatama Pustaka library for some time to come. Library visitors can find out the agenda, events, or activities that are taking place or will take place through the agenda feature in the Yokca application. This can help library visitors if they want to know what agenda will be carried out by the library without having to ask the library staff directly, using the Si Yokca application, library visitors can find information online and anywhere, still with the same question, namely how the management of the Si Yokca application and its use and how this application can help the librarian's work.

"*The Yokca application can alleviate some of the librarian's tasks, such as making member cards. We also hope that other libraries can develop applications like this to develop the library even further*". (Informant B)

"*This application has many features, where each feature has its function, these features can be used by users of the application. This application can also be used by every community that has registered and has a digital card. However, this application has a weakness, namely, it cannot be accessed on holidays and outside working hours*". (Informant C)

The statement above can be said that the existence of the Si Yokca application can help librarians do their work, this application also has features that users can use to meet their needs. This application can be used or accessed by everyone registered as a member at Grhatama Pustaka. Not only that, researchers also interviewed three users of the application, namely Nita, Wulan,

and Rahmat. From these interviews, the researcher obtained information on the benefits felt by the users when using the application.

"*Since the existence of this application, it is easier for users to get services. It is also very helpful in retrieving information remotely, plus the availability of the Online Delivery feature, which can help users get collections without having to visit the library, this is beneficial for students, the community, and other users who are busy but want to get reading material. The obstacle so far is that it might take a little longer because it needs a process before the book is finally sent to the user*".

The statement explains some of the benefits felt by the users with the emergence of the Si Yokca application. Many users feel the convenience of the information services they get.

Libraries provide services related to information needs. The Si Yokca application has provided services that make it easier for users to fulfill their information needs. This can be seen with literature search services, current content, information packages, and Selective Information Distribution (SDI). When the search results provide relevant and accurate results, it will provide positive value for the librarian. As a means of searching for information, the application provides a search feature to find information based on keywords, titles, authors, or specific topics.

In addition, the Si Yokca application also provides the latest content on the main page of the application to provide up-to-date information in the library environment. The Si Yokca application also has various information that can help users without having to search manually; the information is in the form of making library exemption letters, various schedules of activities organized by the Grhatama Pustaka library, and information about the library. This application has features that allow users to find and download information according to their needs easily.

According to the researchers, the Si Yokca application is suitable for the standard of library applications that were only introduced in 2021. This is evidenced by the many features that many library communities can utilize. One of the conveniences obtained from this application is getting information for personal needs, such as information about the availability of collections in the library and being able to create an independent membership card (Jenetia et al., 2020). The various features issued and the services provided can make it easier for users to access information and can also make it easier for users to find library collections again.

The emergence of this application makes the library innovate more to adapt

to the development of today's technology, which makes the library not seen as a place to store collections. Applications like this allow libraries to introduce to the public that libraries can provide valid, fast, and accurate information. As a library application, of course, it is required to be able to fulfill and be able to serve library users. Things that need to be improved in this application are the Delivery order feature, where this service is still manual, meaning that the user is directed to WhatsApp chat, which is likely that the user must wait a few minutes to get a reply to the chat.

The online application is packaged in such a way as to provide services that can be accessed by users using an internet connection wherever they are. The application development carried out by Grhatama Pustaka can provide a positive response from many library communities. This recognizes that the library has undergone significant changes from time to time that every library user feels. It is proven that the development of information technology brings substantial changes in the library world. Libraries that have information technology systems can provide services more effectively and efficiently for their patrons. The application of information technology includes processing library materials, services, and other library activities. The role of information technology in information services is to support library services. In this technological era, if the library cannot keep up with technological advances, the library will gradually lose the interest of its visitors (Rahmawati, 2017).

CONCLUSION

Si Yokca is an application made independently by Grhatama Pustaka. This application has several features that can help users in retrieving library information. These features include Featured Collection, Latest Collection, Book Collection, Bookshelf, Book Scan, and Free Library. In addition, Si Yokca has several services, such as Delivery Orders, Membership Services, and Information Services. The Si Yokca application has continued to develop from its inception to the present. Si Yokca also serves the creation of membership cards independently by utilizing the features in the application. Library users can use these features to get the information they want. As a means of searching for information, this application provides a feature to find library collections, making it easier for users to search and find collections in the library. In order to develop better in the future, the delivery order service should be given its feature so that users can do the delivery order service independently.

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