The effect of fee-based information on library services

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Abstract*:* Libraries play a major role in providing the content required by library users. They encourage and promote learning and understanding knowledge activities. Library users can get lots of books to read and increase their knowledge. In addition, the vast diversity of information means that most people get what they are looking for. Most importantly, libraries are great platforms for making progress. When we get homework in class, the library helps us with reference material. This, in turn, enhances our learning abilities and knowledge. It also helps in our development as a whole. The main objective of this paper is to know the effect of fee-based information on library services. The subjects of this research are users of UPN Veteran Yogyakarta, and the object of this research is library services. The research method used is quantitative method. This research is divided into two levels, namely fee-based information services and the library services. The results show that there are positive and significant results between fee-based information services and the library technical services, and there are positive and significant results between fee-based information services and the library user services.

Keywords: Fee information services; ibrary; library services; paid information.

1. Introduction

Library services are providing information and facilities to users. Through library services, users can obtain the information they need optimally from various media and the benefits of various available search tools. The main purpose of the services provided by the library is to help users find the literature or information needed so that users can take advantage of the information sources that the library has (Luthfiyah, 2016).

Library services are library facilities and activities in providing services to library users. The number of types or kinds of library services is actually quite a lot. The implementation of all these services is adjusted to the condition of the librarian and the needs of the users (Himayah, 2013).

The quality of library services refers to the needs of users (Rodin, 2015; Adanali & Mete, 2019). Therefore, good service is the service that can be meet the needs and expectations of users. A good library is libraries that can provide services to each user quickly and precisely. The successful delivery of facilities and services libraries can be measured using criteria for frequency or borrowing library materials and the level of visitor satisfaction, therefore needs, and requests of users need noticed by the library.

Library services are provided to users using the following principles: a. services are universal, services are not only provided to certain individuals, but are provided to users in general; b. user-oriented service, in the sense that it is for the benefit of the users, not the interests of the manager; c. using discipline, to ensure safety and comfort in using the library; The systems developed are easy, fast, and precise (Sulistyo-Basuki, 2014).

Library services continue to develop along with the times. One of the development of library services is fee based library and information services. The first thing that needs to be thought about properly in implementing commercialization in libraries are sorting out which library services are commercialized and which are not.

Levis explain that the library services commercialized is; inter library loan (borrowing between libraries), search attached (online), reference services, bibliography, copy of material (photocopy), service between collection materials and alert services information. But according to development era with the entry of the virtual library concept, then there is a shift that in fact all of that service can be commercialized. Starting from a problem become a member (member), borrow books, download collections, material delivery services collection, repackage collection materials, arrive on electronic mail (e-mail), chat up forums when available (Elvina, 2010).

In the library fee-based information service, they are generally separately staffed and equipped units that provide information and document delivery services to the business community, in this case is library users (Ward, Fong, & Camille, 2002).

Most fee-based information services operate on a cost recovery basis, although some are for profit or help subsidize other library services for users. Most of the fee-based services are located in major academic libraries, although large public libraries and secondary academic libraries successfully operate these services as well.

Fee-based information services are essentially small businesses operating within institutional boundaries and guidelines. In many ways, they act like enterprise libraries, providing services for companies that are too small to have their own libraries or large enough that they want to shift part of their workload or add internal resources. Services also act like information brokers, working with individual consultants, entrepreneurs and professionals.

Following this brief overview, the author will explore the effect of fee-based information on library services that divided into two levels, namely fee-based information services and the library services that contain library technical services and library user services.

2. Method

The research method used was a survey and used a questionnaire as a means of collecting data. The population of this study were 30 college students who become a potential users in UPN Veteran Yogyakarta Library. This research doesn't use sampling techniques, because the number is small, so the whole population automatically as a sample. Data collection techniques used questionnaires, observations and interviews about paid information that connected to the library services. The variables observed are paid information in the library and the library services which consist of two levels, first is library technical services and second is library user services.

The questionnaire is structured as follows:
1. Profile of respondents, which contains demographic data of the respondent's information needs.
2. Fee-based information; which consists of various information needed through various maps.
3. Library services, which contains data on the increase in library technical services and library user services.

The data analysis technique was carried out by measuring the media social literacy skills index level score seen from a 1-5 scale calculation adapting from Chris Wornshop's measurement which divided into 5 score level, that are strongly disagree, disagree, doubted, agree, and totally agree (Juditha, 2013).

Data collection was carried out by distributing questionnaires using Google Form to college students who become a potential user in UPN Veteran Yogyakarta Library. The subjects in this study were user of UPN Veteran Yogyakarta Library, with the object of research is library services.

3. Result

Respondent characteristics

Based on the survey results, the results obtained for the type of majoring, including: geological engineering 22%, mining engineering 20%, environmental engineering 18%, geophysics 20%, engineering science 8%, and others (agriculture, metallurgy, and geomatics) 12%. The highest majoring that need a maps is geological engineering.
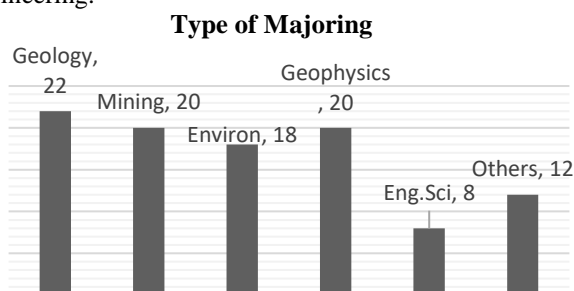

Chart 1. Respondents by majoring

Second characteristic from the respondent is measured by their semester. The results obtained for the semester that need a maps, including: first and second semester is 0%, third and fourth semester is 8%, fifth semester is 16%, sixth semester is 20%, seventh semester is 23%, and eighth semester is 25%. The highest results obtained by respondents based on semester is last semester.
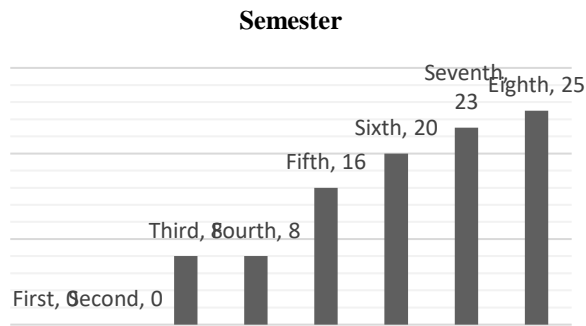
Semester

Chart 2. Semester

The results of the map type, including: Peta Rupa Bumi Indonesia 58%, Peta Lingkungan Pantai Indonesia 32%, and atlas 10%. Based on these data, it can be found that the majority of user need Peta Rupa Bumi Indonesia.
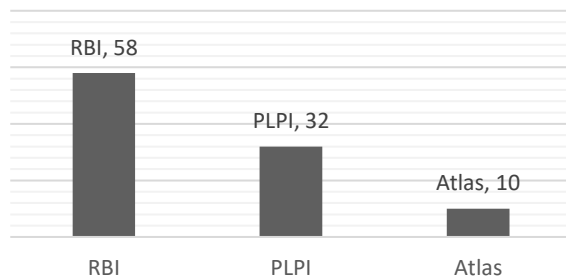
Respondents by Age

Chart 3. Map Type

Fee-Based Information

Fee-based information in the UPN Veteran Yogyakarta library consists of prices according to the products offered, good product quality, and good seller responses.

First is the price. For the price in map outlet from Bakosurtanal in the UPN Veteran library, the results showed that the price given for the map product is appropriate, which are 43,3% agree and 56,7% strongly agree. This shows that the price given is affordable for students.
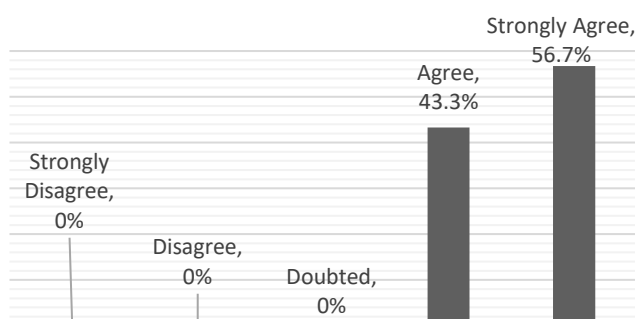
Price of The Product

Chart 4. Price of The Product

Second is the quality of the products. The quality of the products is the physical condition, function and characteristics of a product, both goods or services based on the level of quality expected, such as durability, reliability, accuracy, ease of operation, product repair and other product attributes with the aim of meeting and satisfying the needs of consumers. The results of the study show that respondents agree that the products is good 57,7%, and strongly agree is 42,3%.

Quality of The Product

Agree, 57.7%

Strongly Agree, 42.3%

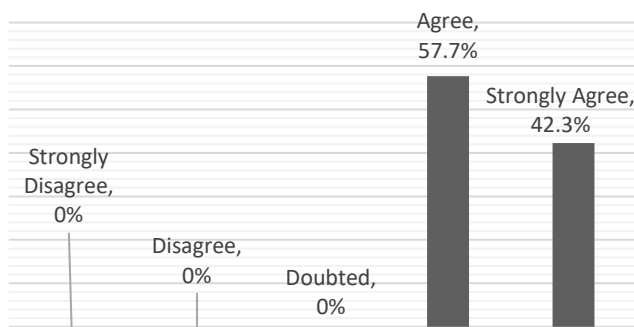Strongly Disagree, 0%

Disagree, 0%

Doubted, 0%

Chart 5. Quality of The Product

Third is seller responses. One sales strategy that can be taken to increase sales is through good seller response. Although the price and quality of the product certainly greatly affect the attractiveness of consumers, without a good way to offer it, it will still affect the ability of the product to be accepted by the public. The results of the study show that respondents agree that the responses is good 70%, and strongly agree 30%.

Seller Responses

Agree, 70%

Strongly Agree, 30%

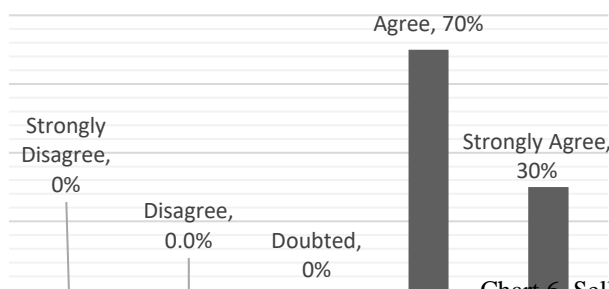Strongly Disagree, 0%

Disagree, 0.0%

Doubted, 0%

Chart 6. Seller Responses

Library Technical Services

Technical services are one of the many services in the library. Its activity is to prepare library materials in such a way that they are ready to be served or served in the reader service section. These activities are a sequential series, so that if one of them is not implemented it will create an imbalance that hinders the smooth running of technical services.

First is acquisition or procurement of library materials. 60% of users agree that the speed of procuring information products is done well and 40% strongly agree.

Procurement of Library Materials

Agree, 60%

Strongly Agree, 40%

Strongly Disagree, 0%
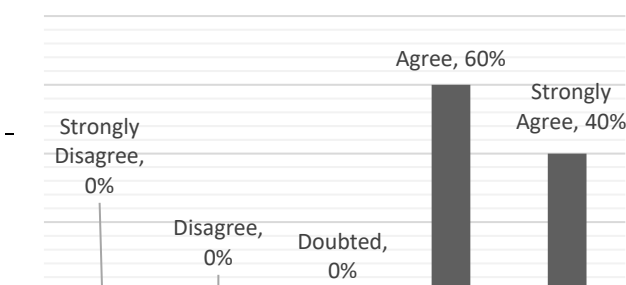
Disagree, 0%

Doubted, 0%

Chart 7. Procurement of Library Materials

Second is product sustainability. The conformity between the product requested and the product received or obtained is the benchmark for customer satisfaction. As many as 55% of users agree that the product ordered and received is appropriate, the remaining 45% strongly agree about the suitability of this product.
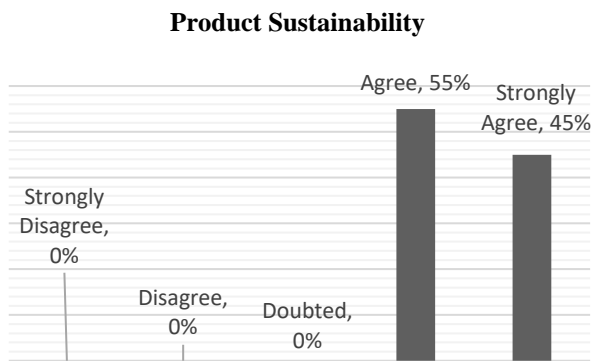
Product Sustainability

Chart 8. Product Sustainability

The third is product maintenance. Maintenance here is how the purchased product is handled properly until it reaches the buyer. Since maps are a product that must be taken care of properly, 70% of library users agree that libraries take good care of their products, and 30% strongly agree with that.
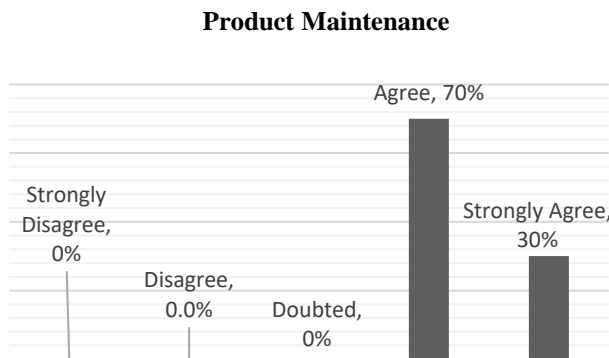
Product Maintenance

Chart 9. Product Maintenance

Library User Services

User service is more user-oriented. In this case, user services consist of three things, first, namely providing information about the product, second, namely user education by providing information when the product has been received by the user, and third is the provision of current awareness services.

The first is the provision of information. The librarian usually provides information on what maps are sold and what maps are available. This of course makes it easier for users to immediately buy what they need. Librarians also provide information if there is no map they can order in advance. 60% of users felt that providing this information was useful, and another 40% strongly agreed with that.
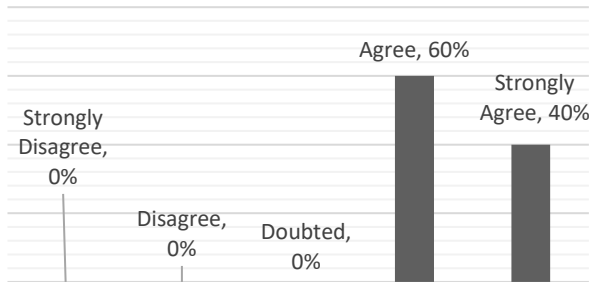
Providing Information

Chart 10. Providing Information

Second is user education. This user education is usually carried out after the product is received, for example when they ask for general information about the product such as how to read it. 80% of users agreed that the user's education was helpful, and 20% strongly agreed.
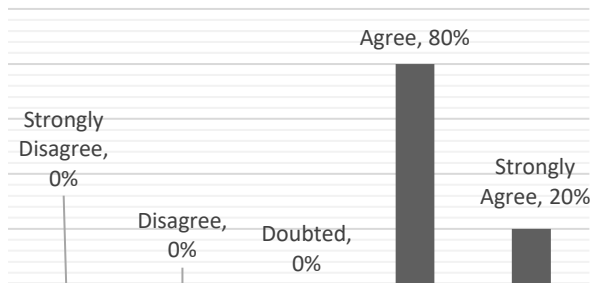
User Education

Chart 11. User Education

The third is the provision of current awareness services. This service usually revolves around price increases, product availability, how long it will take to deliver, and general information. 70% of users agree that providing current awareness services is helpful, and 30% strongly agree.
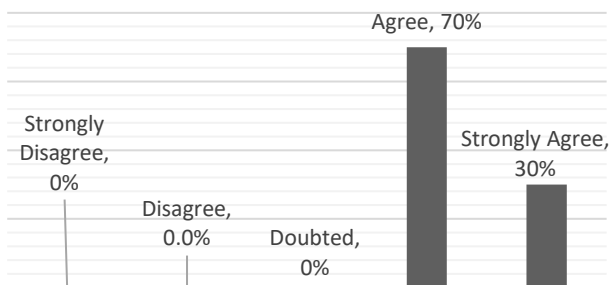
Current Awareness Services

Chart 11. Current Awareness Services

4. Discussions

Fee-Based Information in Library

Libraries are free places for those who want to share information or get the information they need. The collections provided by the library are diverse but sometimes they are still limited, as happened in the UPN Veteran Yogyakarta library. Starting from the large number of mineral engineering students who complained about the lack of information resources in the form of maps to support their learning activities, the library collaborated with Bakosurtanal or the National Survey and Mapping Coordinating Board to organize special outlets for maps and atlases placed in libraries.

The existence of map outlets in libraries is clearly ambivalent with the concept of libraries as service institutions that provide free information. This is not a mistake, considering that the maps that are traded in the library are topographic maps that display some of the natural and man-made elements in the territory of the Republic of Indonesia. This is a non-loanable learning support tool.

With the fee-based information in the library, we can know that the library is a developing organism, where the library must readily meet the needs of users, even if it is fee-based information. Although, librarians toward users has been ambivalent, that on the one hand, librarians are philosophically committed to freedom of access to information; on the other, practical considerations often force academic libraries to limit access and services to external users, librarian must still be able to provide the best service for users.

Library Services

Library services are at the core of library activities. Library service activities are important activities, so the use of collections can be done with maximum. Therefore, a library needs to be organized library service activities as well as possible, so they can provide satisfaction to users. Library activities are service activities, which can be grouped into two types of services, namely technical services and user services.

Technical services are library back office services, which are activities related to the preparation of presenting library materials to users, such as procurement of library materials which can be obtained from purchasing, giving, or exchanging, then processing, and maintaining library materials. User services are library front office activities related to services and information provision. These services include information provision services, user education services, and current awareness services. It can be seen that this service is closely related to library users.

Library collections are a major element in the provision of library services, including fee-based information. The existence of collections in the service must be nurtured, cared for, arranged appropriately to make it easier users in searching for the collection. The contents of the collection are adjusted to the purpose of the service. The number of collections must always be developed in accordance with scientific advances. Thus, the information in the collection will not be out of date and can be used by the user as much as possible.

5. Conclusions

Based on the research results from the discussion that has been presented, the conclusion of this study is there are positive and significant results between fee-based information and library technical services. The speed of good product procurement, product conformity to user needs, and well-handled product maintenance from producers to consumers, make this fee-based information service become one of the best library services. The second conclusion is that there are positive and significant results between fee-based information and library user services. Providing information about the product properly, providing more information about the product purchased, and providing current awareness services to make services to users even better.

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