Utilization of the Mobile Library Application via Smartphone

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Abstract

Background of the study: The use of technology in an all-digital world has made the Lubuklinggau City Library and Archives Service innovate to create a mobile library named Ilubuklinggau.

Purpose: This study examines the use of the Ilubuklinggau mobile library application through a smartphone. This study aims to determine the use of existing collections in Ilubuklinggau by users, to find out the fulfillment of digital collection needs in the Ilubuklinggau application, and to know the skills of the community in accessing information through the Ilubuklinggau mobile library.

Method: The research method used is a qualitative approach. The research subjects were 6 people consisting of 3 users of the Ilubuklinggau application and 3 library staff, informants as data sources were taken with certain considerations.

Findings: Utilization is explained using the Unified Theory of Acceptance and Use of Technology (UTAUT) model parameters. Based on this research, it is concluded that the results of 4 aspects include: 1) aspects of performance expectations 2) business expectations 3) social influences 4) facilitation conditions. These four aspects must be possessed in order to make optimal use of the Ilubuklinggau mobile library application through smartphones.

Conclusion: The Ilubuklinggau application helps performance and makes it easier in terms of use, as well as increasing the competence and existence of the library, but this application has several obstacles that affect utilization such as incomplete collections due to budget conditions and face-to-face socialization that has not been held so that application enthusiasts are still lacking.

Keywords: Application, Mobile Library, Ilubuklinggau, Smartphone

Introduction

Accessibility is one of the most important things in finding information in today's technological era. Various ways are used to obtain sources of information that are relevant, accurate, up-to-date, and interesting to discuss. Based on the Law of the Republic of Indonesia Number 43 of 2007 (2007:4) the library aims to educate the life of society and the nation by providing services to users in terms of broadening horizons, increasing knowledge, and increasing the love of reading. According to Palupi (2012: 26) libraries do not aim to seek as much profit as possible but rather as a place of knowledge in utilizing their collections for the public interest.

The library has a major influence on the development of knowledge and information as a center for information resources. Libraries must also keep abreast of developments in meeting the information needs of people of all ages. Increasing the use of smartphones and the internet is an opportunity as well as a challenge for libraries in providing services to users quickly and easily. Android-based digital libraries or known as mobile libraries are the answer to these opportunities and challenges, where integration between mobile devices and libraries will expand and facilitate the provision of services to library users, especially in lending library materials without burdening them with any fees.

The use of mobile libraries will also facilitate information accessibility because these devices are easier to carry. The mobile concept actually refers to how to use or utilize device technology to communicate remotely using mobile or cellular (Fatmawati, 2012:37). according to Data Digital Indonesia Datareportal (2023: 25) discussing device ownership, mobile phone users in Indonesia are very high, namely 99.5% of Indonesia's population, including 99.4% use smartphones.

The definition of a mobile application by Turban (as cited in Dewi, 2019: 152) is a term used to illustrate an application that is connected to an internet network that runs on a smartphone or other mobile device. Mobile applications are usually used using a Personal Computer (PC) connected to the internet, but can be opened using a mobile. The term application according to Andi (2015: 2) is a program system that is used to make something and to carry out a function for application service users and also other applications that can be used to achieve a goal to be achieved. Circulation service processes, such as borrowing and returning by users, need a system that can make it easier for library members to access library services, especially online book borrowing using an Android-based mobile library application (Hardianto & Zain, 2017: 15).

One of the parameters that guides measuring knowledge can be seen from a person's literacy in writing and reading related to the role or function of digital libraries. The National Library of the Republic of Indonesia as the center for fostering bodies/institutions and an example for other libraries, has started to innovate by launching a mobile library called iPusnas. With the iPusnas digital application, it is hoped that it will provide motivation for other libraries at the city and district levels throughout Indonesia to be able to do the same thing. The Lubuklinggau City Library and Archives Service already has its own m-library application called Ilubuklinggau

An application is a program that is created or modified to become a forum for carrying out the functions of an organization or other matters, in this study the function of the application is as a forum for assisting the functions of the Lubuklinggau City Library and Archives Service by launching a mobile-based application called Ilubuklinggau. The Lubuklinggau City Library has tried to keep up with the needs of an increasingly sophisticated era, with the increasing number of people who already have gadgets. The Lubuklinggau City Library has created a mobile library system that can be accessed via an Android Smartphone with the aim of facilitating users in accessing information and collections available at the Lubuklinggau City Library.

The Ilubuklinggau mobile library application was developed by PT. Woolu Aksara Maya and is an application in the first Play Store content owned by libraries at level II or City Regencies throughout Indonesia; this application can be used on Android, IOS or Hybrid version 1.00 as well as admin dashboard and analytics version 1.00, with a total number of active users as many as 285 users since it was first launched in 2017, has an ePustaka category for the collection of the Lubuklinggau City Library and Archives Service with 478 books with 147 Members, ePustaka for Elementary School Electronic School Books (BSE) with 349 books with 52 members, Electronic School Books (BSE)) Junior High School totaled 226 books with 30 members, and High School Electronic School Books (BSE) in the BSE SMA ePustaka category totaled 110 books with 23 members (Ilubuklinggau Website, 2017).

Table 1. Lubuklinggau Application User Data 2017 – 2021

No.	Year	Total
1.	2017	60
2.	2018	114
3.	2019	57
4.	2020	40
5.	2021	14
Total		285

Data source: Lubuklinggau User Statistics Global Filter 2021

When viewed from the book collection, this number is not too much when compared to offline book collections, but the existing electronic school book collection should be able to be put to good use in the world of education; however, the number of members accessing BSE itself is still very small, besides that the number application users can be said to be still small when compared to the population of the population of Lubuklinggau City. Utilization of the Ilubuklinggau mobile library application via smartphone can be tested in the Unified Theory of Acceptance and Use of Technology mode, namely by looking at Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions (Venkatesh, 2003: 447).

Previous research on mobile libraries has been carried out by Damayanti et al. (2020), which is about how to utilize mobile library media in disseminating information related to libraries to the general public. The purpose of this study was to assess the usability level of the Malang City Library mobile library application (Damayanti et al., 2020). Then Fahlevi and Octaviani (2019) carried out a study entitled "Analysis of iCentral Java Applications Using the Theory of Technology Acceptance Model (TAM)."The aim is to analyze the iCentral Java application based on two perceptions of the TAM theory (Damayanti et al., 2020). Furthermore, research by Fakhriah (2019) entitled "The Impact of Using Uilis Mobile on Fulfillment of User Information at UPT Library of Syiah Kuala University" aims to determine the effect or impact of using Uilis Mobile in fulfilling user information at the UPT Library of Syiah Kuala University. The results of research on the use of Uilis Mobile have an influence on meeting the information needs of its users. It was proven by the test results that only 10.4% contributed to the use of Uilis Mobile to the fulfillment of user information on the Syiah Kuala University library and 89.6% was influenced by other supporting factors (Fakhriah, 2019:62).

Subsequent research was carried out by Fauzan and Ati, students from Diponegoro University, with the title "Analysis of Utilization of the Android-Based iPusnas Application in the National Library (Perpusnas) of the Republic of Indonesia," and the results showed that the iPusnas application fulfills aspects of the TAM theory which consists of two main constructs, namely the first aspect ease of use and secondly usability. Users can easily find and control applications according to user needs, including reading books. The content and menus

contained in the iPusnas application are not confusing and easy to understand. The iPusnas application is able to help facilitate the performance of its users from various professions and help complete their work quickly and of course save time (Fauzan & Ati, 2018). The next research was conducted by Fatmawati, Diponegoro University, in 2017 entitled "Utilization of the Central Java Digital Library Application Through Smartphones."; the results of accessibility research on the aspect of openness have not been 100% socialized to the whole community. Furthermore, for usability assessment in the aspect of the ability to learn applications, it is felt that assistance from the library manager is still needed to reduce the obstacles that arise when people use the iCentral Java application via a smartphone. The factors that become obstacles in the use of the iCentral Java digital library , are internet connection barriers, incomplete digital collections, make the eyes easily tired, socialization is rarely carried out, and the low ability to find out about users to solve problems that arise when accessing information through the iCentral Java application (Fatmawati, 2017:46).

The differences in this research with previous research include having a different testing model analysis, namely using the Unified Theory of Acceptance and Use of Technology Model which is a merger of previous models which contains utilization as a new comprehensive test element prior to technology acceptance research. The UTAUT model has been developed several times from before, to have four key constructs, namely: a) Performance Expectancy; b) Effort Expectancy; c) Social Influence (Social Influence); d) Facilitating Conditions.

This is influenced by gender, age, expertise, and preferences in use (Venkatesh, 2003: 447). The differences in the research can also be seen in the object of analysis. The object of analysis in previous research has researched a lot on how to use it by looking at it in terms of the Theory of Technology Acceptance Model (TAM) in testing its ease and usability by users only, as the first city at level 2 of city districts that has a mobile library that can be accessed in play store content, user behavior or the people in the city of Lubuklinggau in accessing information are, of course, different. Researchers use the theory of the Unified Theory of Acceptance and Use of Technology (UTAUT) from Venkatesh which reviews in terms of social influence, facility conditions, user expectations, and expected results from searches in the mobile library application. The UTAUT theory has previously been used in the world of libraries in the study of mobile libraries, namely by Saravani and Haddow (2011: 179) which discusses the delivery of library services through mobile devices. Based on the background described above, this study aims to describe the utilization of the Ilubuklinggau mobile library application via smartphone at the Lubuklinggau City Library and Archives.

Method
Types and research approaches
This type of research is descriptive qualitative, with the aim that the discussion presented is more in-depth. according to Pendit (2003: 262), qualitative descriptive research is research that places more emphasis on the meaning of a phenomenon in the context when something is examined.

Subjects and Informants
Qualitative research takes subjects who really understand the conditions of what the researcher examines. This research takes subjects according to certain criteria that can answer the problems of the research. Data were obtained through semi-structured interviews guided by interview guidelines with six informants consisting of three library staff and three users of the Ilubuklinggau mobile library application via smartphone, including:
a. Library staff authorized in processing automation services and library collaboration.
b. The librarian function that manages the Ilubuklinggau application.
c. Ilubuklinggau application users via smartphone.

d. The determination of informants in this study has criteria several criteria for informants such as;
e. Librarians or library IT staff who have authority in managing the Ilubuklinggau application.
f. Users of the Ilubuklinggau application via smartphone who have used the book collection owned by the Library and Archives Service of Lubuklinggau City and use Ilubuklinggau
g. Willing to be used as an informant for this research.

Data Collection Techniques

Data collection techniques other than interviews were also carried out through participant observation methods including observation, recording, and studying conditions directly related to the introduction of the Ilubuklinggau application to the library users; this can be seen in the installation of banners to introduce the Ilubuklinggau application, as well as the number of collections available on the Ilubuklinggau application. To support the existing data, the researcher uses documentary evidence in the form of photos of activities during the interview process, photos related to the Ilubuklinggau application and photos with media introducing the Ilubuklinggau application in various forms, as well as data from the Department's annual report and the newest Lubuklinggau City Library and Archives in 2021.

Data Analysis Techniques

Data analysis techniques in research on the utilization of the Ilubuklinggau mobile library application via smartphone (Rijali, 2018: 64) who argues that data analysis is an effort to search and arrange in a structured and systematic manner all results from research in the form of notes on field observations, interviews, and others to increase the researcher's understanding of the problem under study, then the presentation can be used as a finding for others. In this study, data analysis went through several stages, namely the data reduction process, which is a process of simplifying the information obtained when conducting research, both from the results of interviews, observations and documentation conducted in the field. Then the process of presenting data in the form of manuscripts containing narratives which are generally used in qualitative research is supported by the necessary organizational structures, charts, and tables. Furthermore, drawing conclusions by: 1) observing what data or information are important to record; 2) reviewing the results of field notes; 3) focusing and thinking about the causes and effects of the core problems being sought in the field; and 4) conducting a brief presentation regarding research findings in the process of confirming the results' conclusion.

The focus on the validity of the data is obtained by proving that the data the researcher obtained are valid or invalid. In qualitative research, a conclusion that will be drawn by researchers about phenomena in a certain context can be described in detail or what is commonly called a thick description; if the description can be a starting point for making hypotheses and is equipped with explicit reviews, other researchers can consider whether the description is sufficient. can be trusted or fulfills the rules of trustworthiness (Pendit, 2003: 267). In accordance with research conducted using Venkatesh's UTAUT theory regarding information technology, this is in line with determining the level of utilization of information technology in this study, namely the Ilubuklinggau mobile library application via smartphone which was tested using four indicators that influence the use of information technology. The validity of the data is reviewed from the evidence and procedures that result in consideration of the rules of trustworthiness of the research results.

Result and Discussion
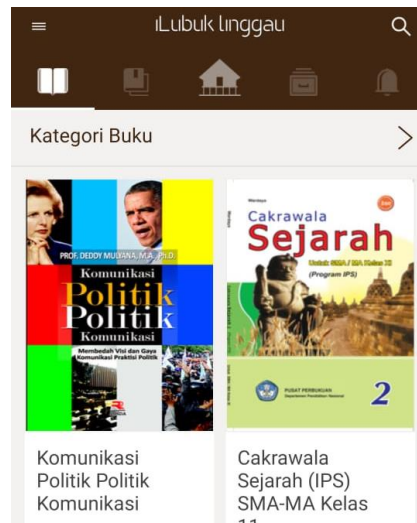*Lubuklinggau application*

Figure 1. Lubuklinggau application

Ilubuklinggau is a library application owned by the Lubuklinggau City Library and Archives Service which was launched in 2017; this application can be accessed via mobile with mobile library application features such as:

1. Login Page
   The login page is the initial intermediary for entering the Ilubuklinggau application. On this page, users register to become members using their email or telephone number, and enter a password which will later become an Ilubuklinggau user account.

2. User profile page
   The main page contains features such as user profiles, followers, following, personal notes, as well as help and policies and a search menu.

3. Book category
   The books in the Ilubuklinggau application are found on a special page which is equipped with a search menu, which is enabled to make it easier for users to find the book they want.

4. ePustaka Menu (ePustaka Category)
   The library category in the Ilubuklinggau application is divided into four categories, namely the Lubuklinggau City Library and Archives Service category consisting of 477 books with two thousand copies of books, the BSE SMA category consisting of 111 books and 11 thousand copies, the BSE Middle School category consisting of 227 books with 22 thousand copies and finally SD BSE consisting of 350 books with 35 thousand copies.

5. General informatioContains general information about the library, and library users as well as news about the library.

6. Circulation menu
   Containing book lending services or what can be called a borrowing bookshelf; books on the Ilubuklinggau application can be borrowed online and can be read and returned using an automatic system.

7. Notification menu
   Contains notifications of activities and inboxes which are part of the interaction between one user and another.

8. Logout menu

Logout is an exit service from the Ilubuklinggau application that can be used by Ilubuklinggau application users.

UTAUT (Model Unified Theory of Acceptance and Use of Technology)

The Unified Theory of Acceptance and Use of Technology (UTAUT) is a theory with the latest model, as one of the behavioral theories in information systems developed by Venkatesh on a regular basis. UTAUT is a combined model of several previous theories that link the principle of utilization to the behavior of technology users and the acceptance model In regard to previous technology, past theories include: TRA, TAM, TPB, Personal Computer Utilization Model, Innovation Diffusion Theory, and Social Cognitive Theory or abbreviated as SCT, and Motivational Model. UTAUT has seven significant constructs that influence behavioral intention and use behavior.
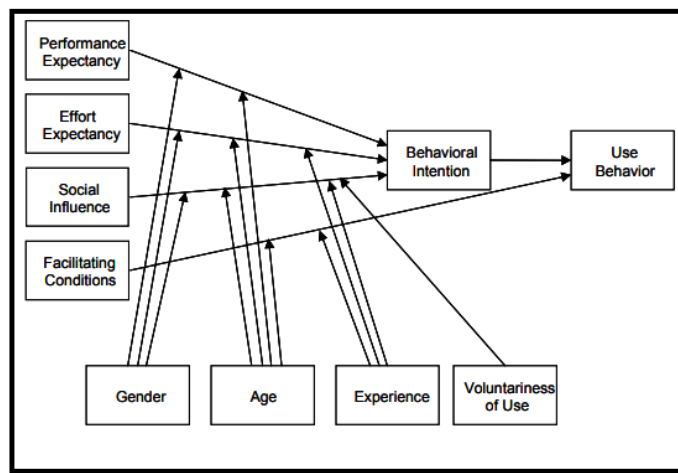

Figure 2. UTAUT combined theoretical model (Venkatesh, 2003:447)

In the MIS Quarterly Journal, Venkatesh (2003) said:

"We theorize that four constructs will play a significant role as direct determinants of user acceptance and usage behavior: performance expectancy, effort expectancy, social influence, and facilitating conditions. As will be explained below, attitude toward using technology, self-efficacy, and anxiety are theorized not to be direct determinants of intention. The labels used for the constructs describe the essence of the construct and are meant to be independent from any theoretical perspective. In the remainder of this section, we define each of the determinants, specify the role of key moderators (gender, age, voluntariness, and experience), and provide the theoretical justification for the hypotheses. Figure 3 presents the research model." (Venkatesh, 2003:447)

UTAUT has seven constructs, but only four main constructs are considered to play an important role and directly influence user acceptance and usage behavior. Factors that determine the goals and use of information technology are performance expectancy, business expectancy, social influence, and conditions of facilitation while four other supporting factors have a determining influence when conducting tests in the use of information technology, namely gender, age, experience, and voluntariness. The Unified Theory of Acceptance and Use of Technology (UTAUT) has been tested in several countries including Australia, India, Saudi Arabia, Taiwan, China, the USA, and Indonesia.

Venkatesh (2003) stated that these theories continue to be developed from previous models into a new integrated combined model. This unified model is then referred to as the combined theory of acceptance and use of technology, formerly called the Unified Theory of Acceptance and Use of Technology (UTAUT). This research provides strong heuristic support

for the UTAUT model which shows four important determinants of interest in using technology: performance expectancy, effort expectancy, social influence, and facilitating conditions. In addition, there are also two determinants of usage behavior and behavioral intention.

Based on this description, according to the scope of research the UTAUT model used only four constructs that had an important effect on usage behavior and behavioral intention as explained in the chart below according to Rivai (2014: 22), who adopted the UTAUT theory .

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┌─────────────────────────┐
│ Performance Expectancy  │
├─────────────────────────┤                    ┌──────────────────────┐
│   Effort Expectancy     │                    │  Behavioral Intention │
├─────────────────────────┤                    │   to Use the System   │
│    Sosial Influence     │                    └──────────────────────┘
├─────────────────────────┤
│ Facilitating Conditions │
└─────────────────────────┘
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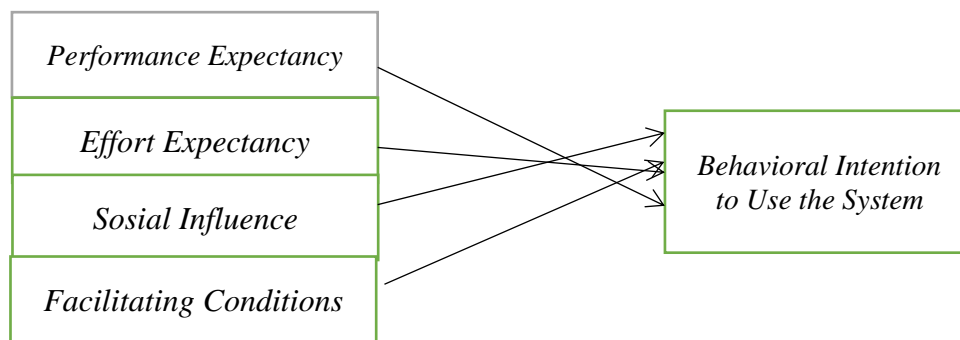
Figure 3. UTAUT theory simplification model (Rivai, 2014:22).

Performance Expectancy

Ilubuklinggau achieves the expected value of the desired performance when using the Ilubuklinggau mobile library application using a smartphone. This is indicated by the five indicators that affect performance expectations that build utilization related to performance expectations described by Venkatesh, namely perceived usefulness, extrinsic motivation, job fit, relative advantage, and result expectations (outcome expectations) have been felt by the informants as the benefits of their performance.

Based on the element of performance expectancy, the components that build expectations on the performance of the five have been fulfilled where the usefulness or perceived usefulness of this application can already be felt. Informants' belief in the usefulness of the Ilubuklinggau system has been felt where there is extrinsic motivation such as the user's desire to use the Ilubuklinggau system rather than coming directly to the library. Aspects of work suitability for the Ilubuklinggau system and the advantages of using the system and the expected results for using the system have been fulfilled.

Utilization of information technology is influenced by performance expectancy, which is performance expectation, defined as an illustration of the extent to which a person believes that using the system can help them gain an advantage at work . According to Venkatesh (2003), expectations of the desired performance when utilizing Ilubuklinggau are evidenced by statements from informants that the Ilubuklinggau application has uses in helping their performance, especially in accessing the information or references they need. This library carries out the provision of collections in digital form, a wider range of services, which makes it easier for the public to access information, increases online library visits, and facilitates borrowing and inventory processes. However, performance productivity has not been fully felt because the number of visitors is still limited. Even though the library has conducted evaluation and promotion, the promotion has never been held face-to-face.

Research on the use of UTAUT theory which was carried out in 2020 made the linkages of the theory and concluded: The performance expectancy and effort expectancy variables simultaneously affect the behavioral intention variable. Meanwhile, the social influence

variable does not affect the behavioral intention variable (Chandra & Novita, 2020: 32).

Ilubuklinggau is also useful in terms of supporting the competency skills of library staff. The Ilubuklinggau application is also said to be effective to assist information services carried out to users, but the community has not fully used the Ilubuklinggau application as seen from the lack of visitors because the digital collection is still incomplete.

Effort Expectancy

Effort Expectancy explains the extent to which a system or technology is easy to use (Permanfaatan et al, 2022). The desired business expectation as a level of convenience when using the Ilubuklinggau system has been felt by the three informants. Effort expectancy according to Venkatesh (2003) is the level of ease associated with using the system, influenced by perceived ease of use and complexity. Previous research stated that effort expectancy is one of the determinant factors in individual interest in utilizing library information systems in the case of research, namely university libraries (Purnomo, 2019: 283).

Figure 4. Profile of a Lubuklinggau user informant

The picture above is proof of how the informants expected to use the Ilubuklinggau application via smartphone. The three informants stated that the Ilubuklinggau application was easy to use, saving more time and effort as well as costs in accessing collections. However, when borrowing for the first time, you must enter an email or Facebook password first. There are several obstacles faced, namely the availability of the internet network, the absence of an automatic table of contents that leads to the page you want to search for in an e-book, and the lack of collections so that when you want to search for digital books you cannot find them and or they contain books that do not suit your needs.

The Ilubuklinggau system makes it easy for users to access information without having to come directly to the library. However, there are still some obstacles, namely collections, e-book facilities and keyword search results when searching for books that are not yet accurate. This certainly affects the utilization of the Ilubuklinggau mobile library application. Based on the aspect of business expectations felt by users, the perception indicators of ease of use have been met because this application is easy to use, just like similar mobile library applications. In terms of complexity indicators, the Ilubuklinggau system is said to still have some perceived difficulties or obstacles, while the ease of use has been felt compared to the old system.

Social Influence

The social view of the extent to which an individual believes that all important people think he must use the latest system created from technological developments is called social influence. There are several things that influence social influence, namely: subjective norms,

social factors and image (Venkatesh, 2003:453).

The public is more familiar with the mobile library application owned by the National Library of Indonesia, namely iPusnas, which can be accessed without space limits; there are no rules or standards like conventional libraries, this is intended so that users do not have trouble accessing quality books because they are already available through the application (Nugroho et al., 2022). Communities in the social environment of the Lubuklinggau area in particular should make good use of the Ilubuklinggau application which has the same function as iPusnas.

The use of information technology by developing a form of library based on the Ilubuklinggau mobile library application is influenced by social conditions. This was proven by the three informants stating that the Ilubuklinggau application was actually very interesting and made it easier for users to access information. However, this application has not been socialized directly face-to-face; as a result many do not know about the Ilubuklinggau mobile library application which can be utilized through this smartphone.

Optimum utilization of this application must be supported by direct face-to-face socialization by the Library and Archives Office of Lubuklinggau City. It is hoped that the socialization of the Ilubuklinggau application will not only be disseminated through print media (Silampari & Linggau, pos), banners, and social media (Facebook and website) but can be socialized to users directly starting from the level of both kindergarten, elementary, junior high, high school, college and even general. This step was taken so that the Ilubuklinggau application could be known by all people, especially the city of Lubuklinggau, and to support efforts to maintain the library of the city of Lubuklinggau.

Social influence is an important matter where social influence is closely related to the introduction of the Ilubuklinggau application system. The subjective norm component has been implemented, while the social factor component has not been fully implemented because the socialization is only carried out in the form of banners, printed and electronic media, it has never been held directly; for the image component of the Ilubuklinggau application it is very interesting.

Facilitating Conditions

Facilitation conditions are defined as how much an individual / personal believes that, in order to maintain the existence of building an infrastructure from an organization, it is necessary to technically support the use of the new system (Venkatesh, 2003:455). There are three building variables for facilitating conditions, namely: perceived behavioral control, facilitating conditions, and compatible, or according to values and needs.

Facilitation conditions certainly affect the utilization of the Ilubuklinggau mobile library application. The informants reflect that internal and external conditions which support and control the use of the application have been fulfilled as evidenced by competent human resources, namely collaborating between competent people in the IT field and librarians, for outside supervisors, namely third parties who develop Ilubuklinggau PT. Woolu Aksara Maya is also involved in dealing with Ilubuklinggau, both problems and upgrading and updating Ilubuklinggau.

Overall, the facilitating conditions for the Ilubuklinggau application in the form of system processing guidance have been met properly. System guidance is done to fix problems and increase knowledge about the system, so if there are problems again, you already know what the problem solving is like. This guidance is carried out only when there are problems or application errors. The Ilubuklinggau system is compatible or in accordance with the values and needs desired by the Ilubuklinggau system manager, but in terms of facilitation conditions it is not optimal because the number of collections is still lacking as a result of the procurement of digital book collections being hampered by the budget, while making e-books yourself cannot be done as it relates to copyright.

Conclusion

Based on the results of an analysis of the utilization of the Ilubuklinggau mobile library application via smartphone, the Ilubuklinggau application has been used and has useful value in terms of the aspects of performance expectancy and effort expectancy, which have been fulfilled properly. The Ilubuklinggau application helps performance and makes it easier in terms of its use, as well as increasing the competence and existence of the library. This is also offset by social influence which has not yet been built on the social influence component because direct outreach has not been held, as well as facilitating conditions which are constrained by the budget so that collections are still lacking and this affects Ilubuklinggau application enthusiasts. These four aspects must be owned in order to produce optimal utilization of the Ilubuklinggau mobile library application via smartphone.

The limitations contained in the study lie in the research process with a relatively short period of time to find out more about the research being studied. Then, during the interview, the informants answered questions with answers with the same motive even though the researcher's questions had different intentions, so the researcher had to repeat the question for a valid answer. The development of UTAUT theory in the field of libraries is also still small, which causes researchers to still have difficulty finding the theoretical basis of UTAUT, which is implemented in the world of libraries.

As for suggestions based on the results of research regarding the use of the Ilubuklinggau mobile library application via smartphone, the researchers provide suggestions that can be considered as follows: The Library and Archives Service of Lubuklinggau City should not only evaluate Ilubuklinggau through the Ilubuklinggau application admin dashboard and its statistics, but ask directly about what is perceived by application users and what problems should be fixed. It is recommended that staff/librarians at the Library and Archives Service of Lubuklinggau City hold more direct training or seminars aimed at schools and even the general public, especially during the Covid-19 pandemic, for the introduction of the Ilubuklinggau mobile library application which can be used via smartphones so that it reaches more users. Furthermore, budgeting is carried out regarding the procurement of digital e-book collections consistently, so that the existing collections in the Ilubuklinggau application can gradually increase every year. Lastly, the Lubuklinggau City Library and Archives Service should provide rewards or awards to users who often use the Ilubuklinggau mobile library application via smartphone.

Authors' Contributions

All authors have contributed to the final manuscript. The contribution of all authors: Adzkiyah Mubarokah: conceptualization, methodology, formal analysis, writing original draft preparation, writing review and editing. Fransiska Timoria Samosir and Heni Nopianti: writing review and editing. All authors have read and agreed to the published version of the manuscript.

Conflict of Interest

All authors have no conflict of interest related to this study.

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