

COLLABORATION AMONG PUBLIC LIBRARIES IN JAKARTA FOR COLLECTION DEVELOPMENT (A CASE STUDY OF JAKLITERA SYSTEM)

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ABSTRACT

This study explores the collaboration among public libraries in Jakarta regarding collection development through the Jaklitera system. The collaboration aims to enhance service accessibility by facilitating users through an interlibrary loan system among public libraries in Jakarta and integrating their catalogs. The research employs a descriptive qualitative method with a case study approach. Data were collected through interviews with two librarians involved in the development and management of the Jaklitera system. The findings indicate that Jaklitera significantly improves access to collections across various public libraries in Jakarta, regardless of the users' location. Additionally, the system helps libraries gather information on user collection needs, enabling them to respond more effectively. Despite its significant benefits, the study highlights challenges related to the technical adjustments required for integrating different library systems, as well as user adaptation to new technologies. This study recommends improving catalog standardization and developing digital collection services to enhance service quality and expand access to public library collections in Jakarta.

Keywords: library collaboration, collection development; Jaklitera system; public libraries

1. INTRODUCTION

Collection development is a crucial activity in library management, aimed at ensuring that libraries provide high-quality collections for their users. This process involves careful selection and evaluation, as described by Gunawan (2017). According to Olubiyo (2023), collection development encompasses various stages such as selection, acquisition, user studies, stock-taking, and interlibrary collaboration programs. This complexity highlights the importance of collection development in enhancing library services, particularly in providing both print and digital resources for users. As the demand for information grows, libraries are required to design more effective and innovative strategies to meet these needs (Mushtaq & Shah, 2023). The use of inter-library collaboration systems can serve as a promising approach to support collection development efforts. Given the significant potential of such collaborative systems, it is essential to examine their implementation process and evaluate the extent of their effectiveness.

Public libraries, as institutions that provide information to communities at the provincial or municipal level, bear a significant responsibility in fulfilling the informational needs of their communities. Libraries not only offer books and other reading materials but also serve as community hubs that support literacy, research, and inclusive access to information (Mintarso & Sofiyani, 2024). However, with increasing demand for up-to-date information and literature, public libraries face considerable challenges in collection development. Budget constraints, limited space, and resource shortages become major obstacles in updating and expanding collections, making it difficult for libraries to meet the diverse needs of their users.

A way out that libraries can implement to meet collection needs is through interlibrary collaboration in shared collection provision. This aims to improve services, access, and the availability of library collections (Fadhila et al., 2022). Additionally, collaboration can help libraries diversify their collections to support diversity, equity, and inclusion in the materials available (Berryhill (ed.), 2022). Thus, interlibrary collaboration can make

collection development more comprehensive and inclusive, benefiting both library staff and users.

Library collection development collaboration has been widely practiced in various countries. In Indonesia, collaborative efforts have a long history. In 1998, the Ganesha Digital Library Network evolved into the Indonesian Digital Libraries Network (IDLN), which comprised 87 members from private and institutional sectors (Sulistyo-Basuki, 2004). This initiative was supported by the Ministry of Research and Technology, which provided document digitization software to universities, enabling the digitization of more than 14,000 documents (Sulistyo-Basuki, 2004). However, challenges in the digitization process, such as resource and infrastructure limitations, persist.

Overall, the importance of cooperation and collaboration in interlibrary collection development has been emphasized in various studies (Chiparausha & Chisita, 2020; Chisita, 2019; Gunjal, 2020; O'Grady, 2018; Ratnayake, 2022). Such collaborations not only strengthen library collections but also improve the efficiency and accessibility of resources for users. In conclusion, shared collection development in Indonesia has progressed through digitization and collaborative networks. Although challenges remain, experiences from international initiatives such as the HTDL offer collaborative models that can be adapted. Several studies highlight that collaboration can enhance library services and broaden access to information resources (Chiparausha & Chisita, 2020; Chisita, 2019; Gunjal, 2020; O'Grady, 2018; Ratnayake, 2022; Savitskaya, 2018; Sulistyo-Basuki, 2004).

Numerous studies have examined the impact of resource-sharing collaboration in libraries. Ambrosone et al. (2023) revealed that a collaborative approach to collection development can strengthen shared responsibility, provide emotional support, improve material selection efficiency, and ensure better collection availability. The significant benefits of collaboration are also highlighted by Pang and Maceira (2019), who found that collaboration in collection resources and reference services successfully enhanced customer satisfaction by making previously hard-to-find collections more accessible to users.

With various practical benefits, this collaborative model offers valuable insights for the development of library collections in Indonesia. Many forums and libraries have adopted collaborative approaches to enhance the quantity, quality, and accessibility of collections. These efforts are supported by several prior studies. Winoto et al. (2020) examined library collaboration in West Java through the Indonesian Higher Education Library Forum (FPPTI) of West Java. Their study found that FPPTI successfully implemented an e-journal consortium program, encompassing both planning and implementation phases. Similarly, Mufid and Zuntriana (2015) investigated collaboration among public university libraries in Malang, known as the Malang Interlibrary Loan. Their findings highlight that the Malang Interlibrary Loan aims to build cooperation for the development of a shared repository. Meanwhile, Rahman (2019) explored inter-library collaboration as a general strategy for collection development. Her study revealed that 81% of the 37 academic libraries surveyed had engaged in collaborative practices and benefited from these activities, including improved communication, enhanced library reputation, and strengthened roles in addressing changes within higher education and meeting the growing demand for quality services from postgraduate students.

These studies demonstrate that collaboration in collection development is implemented through various consortium programs among higher education libraries. However, it is also evident from these studies that little to no research has explored inter-library collaboration in public libraries within the DKI Jakarta region. This gap is especially relevant today, as a new collaboration program, known as “Jaklitera,” has been launched to promote reading interest and literacy culture among Jakarta residents. Although relatively new, Jaklitera merits further investigation due to its potential and contribution in addressing disparities in resource access across public libraries in Jakarta. A search conducted on Google Scholar on October 16, 2024, identified only one study related to Jaklitera. This study, by Abilawa and Nurmawati (2024), focuses on analyzing the quality of the Jaklitera website. Therefore, to date, no research has examined Jaklitera from the perspective of collaboration as part of collection development efforts.

The Jakarta Library and Archives Service, which oversees seven public libraries in Jakarta, has begun implementing a collection collaboration approach to facilitate and enhance user convenience in borrowing books. Through an integrated system, Jaklitera, the Jakarta Library and Archives Service aims to integrate collection catalogs, lending processes, and collection delivery services to users. Jaklitera allows users to borrow books from other libraries within the Jakarta municipal library network. This program continues to evolve, not only in terms of collection collaboration but also in literacy programs and activities.

Considering Jaklitera's potential as a collaborative platform and the minimum study regarding its implementation, thus this research comes up with one question, how are the forms of interlibrary collaboration in Jakarta's public libraries through Jaklitera for collection development? This research aims to understand several things, they are to find out how libraries in Jakarta work together to maximize their collection resources, to examine how Jaklitera contributes to the integration and standardization of public library catalogs in Jakarta, to find out its impact on collection accessibility for users, and to explore challenges faced in implementing such collaborations.

By examining the existing collaboration practices, this research will be contributing to providing a clear understanding of Jaklitera's role in supporting public libraries in Jakarta and offering recommendations to strengthen future interlibrary collaboration. The findings of this study are expected to also contribute positively to library service development in Jakarta and serve as a reference for other regions looking to adopt similar collaborative models.

2. LITERATURE REVIEW

2.1. Public Libraries

Public libraries are institutions that provide various types of resources, open and free to the public, aimed at fulfilling information, educational, and recreational needs. According to Dimasaca (2023), public libraries can be defined as institutions built, supported, and funded by the community

through government or organizations. Public libraries have the responsibility to provide free information to all members of society without discrimination (Nageswari & Natarajan, 2020). This essential role has earned public libraries the title of “the heart of the community,” as they play a crucial role in offering easy and efficient access to information.

With the advancement of information and technology, libraries are undergoing a transformation. This transformation compels libraries to provide faster, more effective, and more efficient services. Libraries are expected to evolve into community spaces where people can gather, engage in discussions, and use various services to support their personal, educational, and professional needs (Keshvari & CheshmehSohrabi, 2024). This transformation also impacts library collections. Libraries must adopt strategies to ensure that their collections remain relevant to users’ needs and are easily accessible. As a result, collection development has become a fundamental aspect that requires close attention.

In public libraries, collection development refers to the process of ensuring that the library provides relevant, diverse, and up-to-date materials that cater to the interests and needs of the community. This process involves selecting, acquiring, and evaluating resources. However, collection development also faces challenges, particularly in terms of funding. Public libraries rely on budgets provided by the government or their institutions, which requires them to manage limited resources wisely (Mushtaq & Shah, 2023). In certain cases, libraries engage in collaboration efforts to enhance both the quantity and quality of their collections.

2.2 Interlibrary Collaboration

Interlibrary collaboration is an effective attempt for improving the efficiency and effectiveness of library services. Collaboration, whether informal or formal, involves two or more libraries working together to share information, resources, and services. This collaboration is often referred to as resource sharing and includes activities such as interlibrary loans, shared access to digital collections, and catalog integration (Meena, 2023).

Interlibrary loan is one of the most common forms of collaboration among libraries within a cooperative network. It provides significant benefits by increasing access to collections, particularly for libraries with limited budgets for acquiring new materials (Arms, 2019). Additionally, interlibrary loans can involve catalog integration and shared collection management systems. Catalog integration simplifies the process for users by allowing them to search and access materials from multiple libraries through a single platform. This systematized collection management helps libraries efficiently organize their resources and makes it easier for users to find the information they need (Cheung, 2023)

In addition to its benefits, inter-library collaboration also presents challenges. Woodside (2020) identifies several factors influencing such collaboration. First, leadership turnover within libraries can disrupt collaborative efforts. When new leadership takes over, changes in organizational management may occur. If the new leader chooses not to maintain the collaborative programs, these initiatives may be discontinued and left undeveloped. Second, the migration process from print to digital collections poses another challenge. Surveys indicate that transitioning from print to digital formats is time-consuming, even though users increasingly rely on digital resources to support their learning and research activities. Furthermore, Fluvog et al. (2015) highlight that collaboration in the sharing of e-resources also faces difficulties. Variability in metadata quality can hinder the discovery of resources, as inconsistent metadata practices create barriers to efficient resource retrieval. In summary, library collaboration has a significant impact on library operations. Collaborative networks provide added value for users by enabling access to collections that meet their needs, minimizing issues related to resource availability.

3. METHOD

This study employs a descriptive qualitative method with a case study approach, focusing on the application of Jaklitera in Jakarta, highlighting collaboration and collection development among libraries in the city. Data

were collected through structured interviews with two participants, selected using purposive sampling. This sampling method was chosen to ensure the selection of informants who meet specific criteria, facilitating a more in-depth exploration of the research subject (Sugiyono, 2016). The selected participants were librarians involved in managing Jaklitera within Jakarta's public libraries. The interviews were conducted simultaneously in a single session lasting two hours via Zoom Meeting on May 31, 2024. To obtain more comprehensive insights, probing techniques were applied throughout the interviews. In this study, both informants agreed that the data would be used for academic purposes, and their names, institutions, as well as specific information that could reveal their identities, would be anonymized without compromising the core findings of the research. The two informants are anonymized as IR01 and IR02 in this study.

The collected data were analyzed using thematic analysis, enabling the identification of key themes related to inter-library collaboration and collection development. Both participants agreed that the data would be used strictly for academic purposes. Additionally, their names, affiliated institutions, and any other identifying information would be anonymized to protect their identities without compromising the study's content. In this study, the participants are referred to as IR01 and IR02.

The data analysis follows the three-stage process described by Miles and Huberman, consisting of data reduction, data presentation, and conclusion drawing. In the first stage, data reduction involves filtering and simplifying the raw data obtained from the interviews. The second stage, data presentation, involves organizing the data into narrative texts, matrices, graphs, or charts to facilitate understanding and analysis. This stage also supports the process of drawing conclusions. The final stage is conclusion drawing and verification. This involves formulating initial or provisional conclusions, which may lead to new findings (Sugiyono, 2016). Verification ensures the credibility and validity of the data, confirming the reliability of the findings (Creswell & Poth, 2018).

4. RESULT AND DISCUSSION

Jaklitera is a library system developed by the Jakarta Provincial Library and Archives Service (Dinas Perpustakaan dan Kearsipan DKI Jakarta) to enhance accessibility and collaboration among public libraries within the Jakarta region. It serves as an integrated platform that simplifies public access to book collections and other reference materials through a unified portal. Key features of the Jaklitera system include a unified catalog, membership registration, and integration with educational programs. Additionally, Jaklitera facilitates collaborative programs among public libraries in Jakarta.

Interlibrary collaboration is critical for maximizing the use of limited information resources, particularly in the context of collection development. In Jakarta, the collection development process among the city's public libraries, which includes five municipal libraries and two provincial libraries, is managed through the Jaklitera system. This interlibrary collaboration allows libraries to optimize their resources, enabling them to enhance and efficiently share their collections with users. Jaklitera is viewed as a system that enriches and streamlines the available resources for library patrons, ensuring broader access to the collections of Jakarta's public libraries, regardless of location.

4.1. Forms of Collaboration

In terms of collection development, the collaboration model within the Jaklitera system includes interlibrary lending as well as the integration and standardization of collections across participating libraries.

a. Inter-Library Loan of Collections (Books and Magazines)

Interlibrary collaboration emerged as a response to the challenges posed by limited library resources, particularly in relation to collection development. The Jakarta public library system serves a vast number of users spread across different locations, making it essential to have a unified system that can accommodate the diverse needs of users. Jaklitera was created to address this need, specifically by unifying the collections of different libraries. Through Jaklitera, the collective resources of five municipal libraries and two provincial libraries can be pooled, enabling greater access to information.

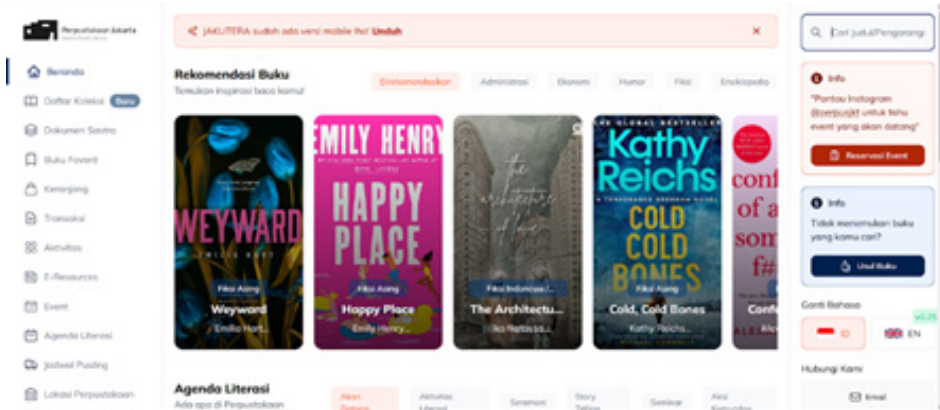


Figure 1. Web-Based Jaklitera Interface

Source: Dinas Perpustakaan dan Kearsipan DKI Jakarta (2024)

The interlibrary collaboration facilitated by Jaklitera significantly simplifies users' access to collections and borrowing processes. Patrons can borrow specific items from any library within the network without needing to visit the library where they initially registered. This means that no matter where users are located, they can access the collections they desire from the nearest participating library. This aligns with the study by Abilawa and Nurmawati (2024), which states that Jaklitera was designed to facilitate inter-library loan services across libraries in Jakarta, anytime and anywhere. Through Jaklitera, users can borrow books from other libraries within the partnership network.

“How can interlibrary borrowing work so that I can borrow from any library, regardless of whose collection it is, and return it anywhere? For example, if I live near the East Jakarta library but want to borrow from the Central Jakarta collection, I can pick it up in East Jakarta and return it after work in South Jakarta.” (IR01)

The availability of easier book borrowing services aligns with the theory of interlibrary cooperation (Bostick, 2016), which suggests that collaboration among libraries enhances user access to a wider variety of collections, thereby enabling libraries to utilize their resources more effectively..

Through Jaklitera, users are able to borrow books from any library within the system and return them to the nearest library. The system simplifies user accessibility by providing access to collections from different libraries without the need for re-registration or visiting the specific library in person. With Jaklitera, public libraries in Jakarta are interconnected through a large network of interlibrary circulation, which significantly improves access without incurring high costs for each transaction.

Interlibrary lending also allows users the flexibility to borrow collections from one library and return them at another, closer to their location. This demonstrates that public libraries in Jakarta, consisting of five municipal libraries and two provincial libraries, are often situated in various locations that may not be easily accessible to all users. Jaklitera helps to bridge this geographic gap and optimizes the utilization of library collections more equitably across the city.

b. Standardization and Integration of Collection Systems

In addition to interlibrary lending, Jaklitera also plays a crucial role in providing standardization and integration of collection management systems. Jaklitera requires partnering libraries to continually enhance their services. For instance, when forming collections, there must be a standardized metadata system, such as a catalog, to facilitate interlibrary circulation services. However, according to the informants, their catalogs are still separate, and metadata recording methods vary.

“They each create their own catalog with their own collections, even though the books are the same. We are also organizing this and standardizing the catalog numbers. We standardize the catalog numbers, covers, and so on.” (IR01).

Jaklitera helps bridge gaps between libraries in Jakarta, such as differences in catalogs, call numbers, classification numbers, labeling, and other metadata inconsistencies across several libraries.

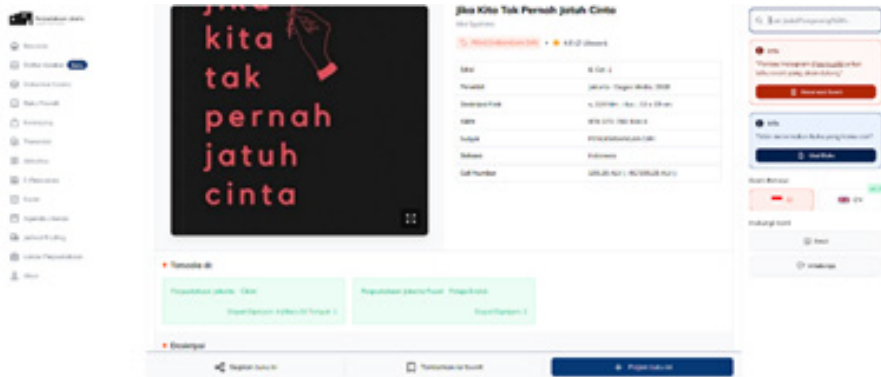


Figure 2. Metadata standardization in Jaklitera
Source: Dinas Perpustakaan dan Kearsipan DKI Jakarta (2024)

This collaboration ultimately affects the process of collection formation in each partnering library. From the interviews, a fundamental aspect of this collaborative collection formation is the standardization of metadata and the integration of catalogs across libraries to streamline services through a unified portal.

The interviews with informants indicate that integrating catalog systems from multiple libraries into a single interface is a strategic move to accommodate all services, including borrowing and other activities.

“The first thing is the collection. The collections must be integrated. Initially, we had seven InlisLite systems. We needed to consolidate them into a single system because if the systems are different, integration is impossible.” (IR01)

Consolidation of catalogs enables libraries to integrate their information resources into a single, comprehensive access point, allowing users to easily search for and access a wide range of available materials. This aligns with Santana et al (2023), who emphasized that libraries adopting the same metadata standards facilitate smoother catalog integration and service systems, thereby improving the management and lending processes of collections.

Academically, catalog consolidation offers significant benefits, such as facilitating more efficient access to information resources, reducing

redundancy, and minimizing the complexity of searching dispersed information. Additionally, catalog consolidation allows libraries to standardize collections more effectively. By integrating catalogs, libraries can consistently identify and assess user needs, ensuring that the collections provided meet diverse information requirements comprehensively.

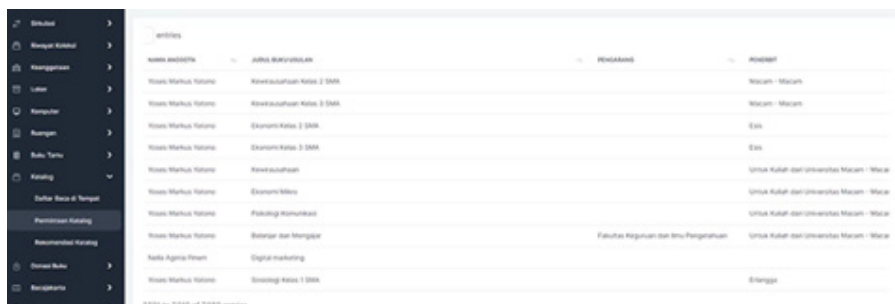


Figure 3. Book Title Request Information from Users on the Jaklitera System

Source: Interview (2024)

System integration in library cataloging enhances collection management effectiveness and user access. Catalog integration and data standardization also help ensure that books or collections are available across libraries. Furthermore, catalog integration supports consistency and accuracy in the availability of collections at each library.

4.2. Impact of Jaklitera on Collection Development in Public Libraries in Jakarta

Interlibrary collaboration in Jakarta can have a significant impact on the collection development processes within each library. Interviews revealed insights into how Jaklitera’s collaborative activities affect the development of public library collections in Jakarta, including collection needs identification and collection evaluation.

The Jaklitera system offers a book request feature for users (Figure 3). Through this feature, users can submit titles of books they wish to borrow.

“In addition to this, we also have a book request feature. Perhaps Ms. Sarwendah and Ms. Novita are already aware that we can request books through Jaklitera. Book suggestions come in here. So, for instance... let’s go to the last page. These book suggestions come in here, and we can follow up on them.” (IR01)

This approach makes it easier for libraries to identify the collection needs of their users. According to Evans and Saponaro (2016), such attentiveness to user needs demonstrates that libraries are becoming more responsive, thereby enhancing the effectiveness of developing relevant collections.

Although such requests will be considered in future collection development, libraries still perform a selection process for each request. Not all requests for book titles will be fulfilled due to certain considerations, such as avoiding textbooks, materials that could lead to ethnic, sectarian, racial, or religious conflicts (SARA), and books that are still available on the market.

In addition, another impact of Jaklitera on collection development among partner libraries is its role as a tool to support the evaluation process. The Jaklitera system dashboard, which displays information on the utilization of books, serves as a key resource for libraries in assessing their collections (Figure 4).

Meanwhile, Jaklitera’s dashboard, which displays information on the utilization of books, serves as a key tool for libraries to evaluate their collections (Figure 4). Statistics showing the most frequently borrowed and read books are extremely useful for collection development decision-making. This dashboard is accessible to both the city library department and district libraries, providing a strong justification for the books to be purchased.

Collaboration Among Public Libraries in Jakarta for Collection Development (A Case Study of Jaklitera System)

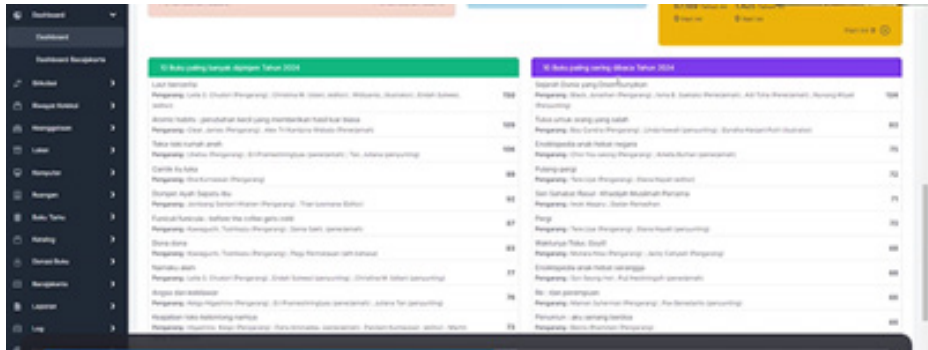


Figure 4. Book Utilization Information on the Jaklitera Dashboard

Source: Interview (2024)

“This dashboard is very useful for collection development decision-making. It is accessible to both the department and the district. This helps in understanding which books we should buy.” (IR01)

This illustrates another impact of Jaklitera’s collection development from the perspective of collection evaluation.

4.3. Challenges

Challenges in implementing collaboration cannot be overlooked. Effective coordination among libraries and strong commitment from all parties involved are essential. Technical adjustments, such as integrating library information systems and standardizing acquisition and cataloging methods, are crucial steps in ensuring the success of this collaboration.

“The real challenge is in the system. We might be one of the early libraries that don’t offer library cards; everything is app-based. So, socializing the fact that you can visit the library with just a QR code is a bit tough. Library visitors are not just tech-savvy young people but also children and elderly individuals. Adjusting to technology habits is challenging, but the key lies in communication and socialization.” (IR01)

Another challenge is the limitation of borrowing physical collections only. In the future, Jaklitera is expected to evolve into a mini digital library, offering both physical and digital collection borrowing options to its users.

“Eventually, Jaklitera will become like a mini digital library, catering to those who prefer physical books and those who find digital reading more practical. For some, reading on a phone is convenient, while others find holding a paper book more comfortable. We hope by 2025 or 2026, we will be able to offer digital books through Jaklitera.” (IR01)

The interviews revealed that, despite the significant benefits of Jaklitera, the program also faces challenges. These challenges are related to technical coordination and adaptation to new technologies. According to the informants, one of the main obstacles to system integration is the use of different legacy systems, which has prolonged the catalog unification process and required considerable effort. Additionally, Jaklitera currently remains focused on the circulation of physical collections, even though the use of digital collections continues to grow.

Despite the challenges in its development, Jaklitera also holds promising potential for expanding digital collection services. In the future, the system could accommodate e-books, online magazines, and other forms of digital literature. This presents an opportunity for Jaklitera to evolve in order to meet user needs and enhance the availability of digital collections.

5. CONCLUSION

The collaboration between libraries through the Jaklitera system exemplifies efforts to support collection development and improve services in public libraries across Jakarta. Although it faces technical and adaptive challenges, the integration of catalog and interlibrary loan systems has positively impacted accessibility and service efficiency. Jaklitera also facilitates libraries in identifying and responding to users' informational needs. Moreover, the system provides a systematic framework for evaluating and developing collections.

Based on the findings, several recommendations can be applied by stakeholders involved in Jaklitera's development. One approach is to enhance users' understanding of the system's utilization through training or outreach programs. These initiatives could focus on users less familiar with digital

technology, such as children and older adults. Aligning users' perceptions of Jaklitera and their understanding of its processes and functions is expected to minimize potential gaps. A significant barrier to successful collaboration is the disconnect between newly introduced technology and users' ability to utilize it effectively. Therefore, ensuring that innovative library collaboration systems are equipped with robust technology will enable libraries not only to meet their operational goals but also to fulfill users' needs more effectively.

Furthermore, this study can serve as a model for other libraries to establish collaborative efforts aimed at enhancing collection development in line with users' needs. While implementing integrated systems like Jaklitera may require adjustments across individual libraries, the core concept of collaborative integration can be broadly applied to improve services in libraries of various regions.

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