

# iKalbar Application as a Service Innovation: Strategy for Optimizing the Utilization of Digital Collections at the Office of Library and Archives of West Kalimantan Province

Syarifah Salsabila<sup>1</sup>, Sahidi<sup>2</sup>, Amriani Amir<sup>3</sup>

<sup>1,2,3</sup>Diploma Program in Library Science, Faculty of Teacher Training and Education,  
Universitas Tanjungpura, Indonesia

Email correspondence: [sahidiip@fkip.untan.ac.id](mailto:sahidiip@fkip.untan.ac.id)<sup>2</sup>

---

## Article Info

### Article history:

Received 12-07, 2025

Revised 01-08, 2025

Accepted 12-08, 2025

### Keywords:

iKalbar;  
Digital Collections;  
Utilization.

### Kata Kunci:

iKalbar;  
Koleksi Digital;  
Pendayagunaan.

---

## ABSTRACT

This study aims to analyze the optimization of digital collection utilization at the West Kalimantan Provincial Library and Archives Service. A qualitative approach was employed, focusing on understanding the perspectives, experiences, and viewpoints of individuals and groups involved in the phenomenon under investigation. Data were collected in textual form through interviews with one librarian responsible for managing electronic resources and two users of the digital collection via the iKalbar application. The findings indicate that the optimization process of digital collection utilization involves several stages, including user needs analysis, collection evaluation based on circulation data, budget allocation from the provincial government (APBD), and the role of staff in collection management and selection. The optimization strategies emphasize the diversification of digital collections, supported by structured collection development policies, collaboration with local publishers, and the implementation of digital library systems. These efforts are designed to enhance information accessibility and improve the quality of services provided to users.

## ABSTRAK

Penelitian ini bertujuan menganalisis upaya optimalisasi pendayagunaan koleksi digital di Dinas Perpustakaan dan Kearsipan Provinsi Kalimantan Barat. Pendekatan yang digunakan adalah metode kualitatif, dengan fokus pada pemahaman terhadap perspektif, pengalaman, serta pandangan individu maupun kelompok yang terlibat dalam fenomena penelitian. Data diperoleh dalam bentuk teks melalui wawancara dengan seorang pustakawan bidang pengelola bahan elektronik dan dua orang pengguna koleksi digital pada aplikasi iKalbar. Hasil penelitian menunjukkan bahwa tahapan optimalisasi pendayagunaan koleksi digital mencakup analisis kebutuhan pengguna, evaluasi koleksi berdasarkan data peminjaman, pengalokasian dana melalui APBD Provinsi, serta peran staf dalam manajemen dan seleksi koleksi. Strategi optimalisasi difokuskan pada peningkatan keragaman koleksi, yang didukung oleh kebijakan pengembangan koleksi digital secara terstruktur, kerjasama dengan penerbit lokal, serta penerapan teknologi melalui sistem perpustakaan digital. Seluruh langkah tersebut ditujukan untuk memperluas aksesibilitas informasi dan meningkatkan kualitas layanan bagi pengguna.

---

This is an open access article under the [CC BY-SA](https://creativecommons.org/licenses/by-sa/4.0/) license.



---

## 1. INTRODUCTION

The development of information and communication technology (ICT) has acted as a catalyst for transformation across various sectors of life, including libraries. The digitization of collections and the integration of technology into information services have shifted the library's orientation from being merely a provider of physical collections to serving as a center for digital information access. The utilization of ICT in library operations influences the quality and efficiency of services provided (Iswanto et al., 2023).

Advancements and modernization in the field of information have also shaped the increasingly complex and dynamic information-seeking behavior of society. In today's rapidly evolving information era, libraries face challenges and swift changes, ranging from collection development, information organization and storage, to ensuring service accessibility. This issue has become a central concern for institutions focused on the field of information, including libraries (Arum & Marfianti, 2021).

At the global level, trends in digital libraries emphasize the importance of accessibility and affordability of services. The concept of universal libraries, which enables cross-border access to collections, demonstrates how digital technology can bridge spatial and temporal limitations. In Indonesia, however, libraries face challenges in ensuring inclusive and equitable information services, particularly for communities in remote areas. This condition highlights the gap between the potential of technology and its optimal utilization in local contexts.

The Library and Archives Office of West Kalimantan Province has responded to this challenge by launching the iKalbar application in 2017. This application represents a strategic innovation designed to facilitate public access to digital collections, including e-books, scientific articles, journals, and archival documents. The presence of iKalbar not only provides unrestricted access beyond spatial and temporal boundaries but also supports service inclusivity for users with limited mobility and those living far from urban centers. This transformation signifies a paradigm shift from ownership of collections toward network-based information access.

The state of the art of this study lies in exploring the utilization of digital collections through the iKalbar application as a model for optimizing technology-based information services. Previous studies have shown that digital libraries serve as literacy hubs and community interaction spaces. According to Sawitri (2020), digital libraries are distinctive for their adoption of digital knowledge technologies that differentiate them from conventional libraries. The primary function of digital libraries is to act as centers of literacy that combine educational and recreational elements, as well as serving as community interaction spaces.

However, research on the implementation of specific digital applications in the context of regional libraries, particularly in West Kalimantan, remains limited. The socio-geographical dynamics of this region demand digital service strategies that are more adaptive and responsive. The novelty of this study lies in its comprehensive analysis of optimizing digital collection utilization through the iKalbar application, with a focus on enhancing accessibility, inclusivity, and digital literacy among the community. Unlike previous research that has emphasized digitalization of collections in general, this study highlights how a localized application can become a crucial instrument in extending service reach, raising public awareness, and reinforcing the role of libraries as agents of social change in the digital era.

Despite the growing body of literature on digital libraries and the utilization of digital collections, most existing studies tend to focus on general aspects of digitalization, such as technological adoption, user satisfaction, or the transformation of conventional libraries into digital platforms. However, there is still a lack of empirical research that explicitly examines how digital collection utilization is strategically optimized through localized digital library applications within regional public library contexts, particularly in geographically diverse areas such as West Kalimantan. Previous research has rarely explored the institutional processes, managerial strategies, and human resource roles involved in optimizing digital

collection utilization at the regional level. Moreover, studies that analyze digital library applications as service innovation instruments tailored to local socio-geographical conditions remain limited. This gap indicates the need for an in-depth qualitative investigation that not only examines the presence of digital library applications but also analyzes the concrete stages, strategies, and institutional factors that shape the effective utilization of digital collections in regional public libraries.

The contribution of this research is both theoretical and practical. Theoretically, it enriches the study of digital library management by introducing the perspective of utilizing local applications to optimize digital collections. Practically, the findings are expected to provide strategic recommendations for the Library and Archives Office of West Kalimantan Province in improving the effectiveness of iKalbar, whether through strengthening content, promoting services, or enhancing public digital literacy. Thus, the research aims to generate tangible impacts on the development of public information services that are inclusive, modern, and relevant to societal needs in the era of digital transformation.

The objective of this study is to conduct an in-depth analysis of the process of optimizing the utilization of digital collections through the iKalbar application at the Library and Archives Office of West Kalimantan Province. This research seeks to identify the stages involved in the provision, management, and utilization of digital collections, as well as to evaluate the strategies implemented to improve the accessibility, relevance, and quality of available collections. Furthermore, the study aims to explore the role of human resources, institutional policies, and external collaborations in supporting the effectiveness of digital collection management. Accordingly, the results of this research are expected to provide theoretical contributions to the development of digital library science while also offering practical recommendations for enhancing technology-based information services at the regional level.

## **2. METHOD**

This study employs a qualitative approach. According to Nasution (2023) in his book *Metode Penelitian Kualitatif*, this approach aims to gain a deeper understanding of the meanings, interpretations, and experiences of research subjects within social and cultural contexts. Unlike the quantitative method, which emphasizes numerical data and measurement, qualitative research focuses on narrative data such as words, perceptions, and meanings obtained through interviews, observations, and document analysis. Thus, this approach enables researchers to examine phenomena holistically by considering various perspectives and the surrounding social interactions.

The type of data used in this study is qualitative data. Rijali (2018) explains that qualitative data cannot be measured numerically but generally takes the form of verbal expressions. In the context of optimizing the utilization of digital collections at the Library and Archives Office of West Kalimantan Province, the collected data includes descriptions of the research object, explanations regarding the implementation of optimization activities, as well as users' experiences with the available services. In qualitative research, data sources may include words, actions, and relevant documents.

The primary data in this study were obtained through in-depth interviews with Zulkarnain, S.Kom, a librarian in charge of managing electronic resources at the Library and Archives Office of West Kalimantan Province. In addition, data were also gathered from two users of the iKalbar digital collection application: M. Fahri, a student, and Mrs. Rina, a housewife. These informants provided information about their experiences in utilizing

digital collections, particularly regarding the comprehensiveness and relevance of the collections to their information needs.

To complement the primary data, the researcher also employed secondary data in the form of documents and previous research related to the implementation and strategies for optimizing the use of digital collections in public libraries. The combination of primary and secondary data is expected to provide a comprehensive picture of the phenomenon under study and to support in-depth analysis.

### **3. RESULTS AND DISCUSSION**

The stages of optimizing the utilization of digital collections involve an in-depth analysis of user needs, mapping of existing collections, assessment of available funding, evaluation of existing human resources, and the establishment of a competent selection team.

#### ***User Needs Analysis***

User needs analysis is a crucial step in the development of library collections and services. This process involves a thorough understanding of users' goals, preferences, and requirements in accessing information and library resources. Such analysis may include identifying topics or subjects of interest, preferences for material formats (print or digital), demographic characteristics such as age groups or user categories served, as well as user preferences for specific services (Grataridarga, 2019).

According to Zulkarnain's explanation regarding digital collection user analysis: *"By examining the usage reports of digital collections on the iKalbar Dashboard, we can identify which digital collections are most in demand and which are less utilized by users. In addition, data on library users such as age, education, occupation, and other preferences are collected and analyzed to understand user group characteristics and tailor services according to their profiles. Another method involves user satisfaction surveys on collections and services available in the iKalbar application. These satisfaction surveys are conducted through the SEKAMPADI website, which users can access and fill out based on their experiences in using digital collections."* (Interview, June 4, 2024).

This user analysis represents a strategic step in enhancing library services, ensuring the availability of relevant collections, and fostering greater user interaction and participation. By employing a data-driven approach with a focus on user satisfaction, libraries can remain dynamic and relevant in providing services that align with community needs. This explanation is supported by the theory of user-centered library services, which emphasizes that the success of libraries depends on the extent to which their services meet the needs and expectations of users (Mayende, Awuor, & Namande, 2021). Within this framework, user analysis serves as a vital instrument for designing collection development and service policies, as it enables libraries to understand patterns of behavior, preferences, and users' information needs.

In addition, the theory of market orientation in library management is also relevant, as information institutions are required to be responsive to the dynamics of user demand. By adopting a data-driven approach, libraries can make more accurate decisions concerning the selection, evaluation, and provision of digital collections (Pattanayak, Koilakuntla, & Punyatoya, 2017). This perspective aligns with the view that user satisfaction is a key indicator of the success of information services. Furthermore, knowledge management theory reinforces the idea that libraries function as knowledge management centers, where

user involvement in needs analysis strengthens the cycle of knowledge creation, storage, and utilization (Rafi, Jian Ming, & Ahmad, 2022).

Building upon the notion that optimizing the use of digital collections also involves improving the quality of the iKalbar application, this study presents user perspectives on accessing digital collections at the Library and Archives Office of West Kalimantan Province. Findings from an interview with Fahri, an 11th-grade vocational school student, illustrate his experience with the application. His first encounter with iKalbar occurred when his teacher instructed him to search for a textbook unavailable in the school library. According to him, iKalbar provides a diverse and comprehensive range of books, particularly suited to the needs of students like himself. He also appreciated that the application offers not only the required textbooks but also a selection of young adult fiction, which he occasionally enjoys for leisure.

The student shared the following statement regarding the usefulness and relevance of collections available in iKalbar: *“I downloaded the iKalbar application about six months ago after my teacher told me to look for a book that was not available in the school library. Honestly, I don’t use the app often except to search for textbooks. From what I’ve seen, the collection is quite diverse and suitable for all age groups, though not all of the textbooks I need are available. Sometimes, I also like to look for storybooks or fiction novels on iKalbar just for entertainment, even if not very often.”* (Interview, June 13, 2024).

The student’s experience highlights the effectiveness of user needs analysis in developing library services. This is evident in the diversity of available collections and the application’s ability to cater to users across different age groups and reading interests. Another advantage acknowledged by the user is the presence of categorized collections, which facilitates easier navigation and searching—ranging from religious books, school textbooks, and biographies to fiction works. This feature positions iKalbar as a comprehensive digital library application that is responsive to user preferences.

According to the uses and gratifications theory (Du, 2024), iKalbar fulfills a dual role: on one hand, it serves as an academic resource supporting learning needs, while on the other, it functions as a recreational medium through its fiction collections. This theory explains that users engage with information services according to their specific needs, whether for educational purposes or entertainment. Data from the student further suggests that although iKalbar has made efforts to provide a wide-ranging collection, limitations still exist, particularly in the availability of certain textbooks.

### ***Analysis of Existing Collections***

According to Rohana and Furbani (2020), the analysis of existing collections involves evaluating the composition, quality, diversity, relevance, and adequacy of materials in a library. This process includes mapping collections, assessing material quality, conducting gap analysis, evaluating usage, examining metadata, and considering the currency of materials. Through such analysis, libraries can identify strengths, weaknesses, and opportunities for future collection development, thereby creating more effective collection development strategies.

At the Library and Archives Office of West Kalimantan Province, data collection on borrowed or utilized materials, along with user satisfaction surveys regarding collections and library services, represents an appropriate approach in analyzing existing collections. Regarding this process, Zulkarnain stated: *“The analysis of existing collections is carried*

*out by collecting data from the materials borrowed or used by users.”* (Interview, June 4, 2024).

Data on collection analysis at the Library and Archives Office of West Kalimantan Province indicates that a user-centered approach has been implemented through monitoring borrowing data and conducting user satisfaction surveys. This strategy aligns with the theory of collection development, which emphasizes the importance of continuous evaluation to ensure the relevance, quality, and usability of collections in supporting community information needs (Siemensma, 2022). Use-based analysis enables libraries to identify usage trends, determine the most needed collections, and recognize areas requiring expansion or updates (Hibner & Kelly, 2023).

Previous studies have shown that user involvement in the collection evaluation process significantly enhances the effectiveness of collection development by providing real perspectives on information needs. This is consistent with Ranganathan's Five Laws of Library Science, particularly the second law, *“every reader his book,”* and the third law, *“every book its reader”* (Sholihah, Yumna, & Zulaikha, 2023). These principles emphasize that every user should have access to relevant materials, while every item in the collection should serve a purpose for its users. Thus, borrowing data and satisfaction surveys function as direct indicators in bridging user needs with collection availability.

Other research on collection assessment also highlights that data-driven evaluation methods, particularly those based on borrowing statistics, are effective in determining the cost-effectiveness of collections while ensuring that allocated funds are spent on resources that are genuinely needed (Kennedy, 2022). User satisfaction surveys complement this quantitative data with qualitative insights into user experiences, allowing libraries to adjust their collection development policies in line with community preferences. This reflects a strong awareness of the importance of involving users in collection analysis, fostering synergy between user needs and collection development strategies. By consistently considering user feedback and satisfaction, libraries can continue to grow and deliver services that are more aligned with the expectations of their communities.

### ***Funding Availability***

Funding availability is a crucial aspect in supporting the optimization, utilization, and development of libraries. The explanation of funding availability involves an analysis of funding sources, budget allocation, financial management, and financing strategies that can sustain various library activities.

Library funds may originate from multiple sources, including government budgets, community donations, sponsorships, grants, and collaborations with other institutions. The evaluation of funding availability includes transparent and accountable monitoring and management of budgets, mapping financial needs for various library activities, and diversifying funding sources (Mawaddah, 2014).

Based on an interview with Zulkarnain, the manager of electronic resources, it was stated: *“The funds used for the procurement of digital collections come from the Regional Government Budget (APBD) of West Kalimantan Province, categorized under the budget for the development and maintenance of electronic library services. In 2022, the allocated budget amounted to IDR 90,000,000, whereas in the previous year, the budget for electronic library development was IDR 64,000,000.”* (June 4, 2024).

The use of regional government funds (APBD) for the procurement of digital collections represents a strategic initiative to expand library services into the digital domain

and provide broader and more accessible information resources. The allocated budget can be utilized for acquiring new digital materials, updating existing collections, and enhancing the availability of relevant and useful resources for users.

### ***Human Resources***

Human resources (HR) in a library refer to personnel involved in the management, service provision, and collection development. Library HR encompasses various positions and functions, ranging from librarians or library staff to administrative and technical personnel who support library operations (Rohana & Furbani, 2020). Regarding human resources managing digital collections, Zulkarnain stated: *“There are five staff members working in the Division of Deposit, Conservation, Development, and Processing of Digital Materials. The Office of Library and Archives of West Kalimantan Province also strives to enhance HR capacity by providing regular training for collection management. The librarians already possess expertise in library science.”* (June 4, 2024).

Zulkarnain’s statement highlights that the presence of human resources (HR) is a key factor in managing digital collections at the Office of Library and Archives of West Kalimantan Province. The involvement of five staff members in the areas of Deposit, Conservation, Development, and Digital Processing indicates an organized work structure supporting digital collection operations. Furthermore, efforts to strengthen staff capacity through regular training reflect the institution’s commitment to maintaining librarian competencies in adapting to technological developments.

From the perspective of human capital theory, digital collection management relies not only on the availability of technological infrastructure but also on the quality of human resources with specialized skills and knowledge (Arokiasamy et al., 2023). Continuous training represents the institution’s investment in HR development, enabling librarians to function not only as information managers but also as agents of change in the digital transformation of libraries.

These findings align with previous research on HR development in digital libraries, emphasizing that librarians’ technical competence and digital literacy significantly influence service effectiveness (Nur Rizky, 2024). Other studies have shown that continuous professional training and development enhance librarians’ ability to manage metadata, digital collection management systems, and user needs analysis (Evans et al., 2018).

### ***Formation of a User Selection Team***

According to Aminullah, Iskandar, and M (2019), the establishment of a selection team in a public library is an essential step to ensure that the collections provided align with users’ needs and interests. The selection team is responsible for evaluating, choosing, and acquiring new materials to be added to the library’s collection. The process includes identifying collection needs, setting selection criteria, forming a team with experienced members, assigning responsibilities, evaluating materials, making decisions based on evaluations, and monitoring as well as assessing the performance of the newly acquired collections. With an effective selection team, public libraries can provide collections that are both relevant and beneficial to their users.

In relation to the selection team at the Provincial Library of West Kalimantan, Zulkarnain, as the manager of electronic resources, explained: *“The selection team for digital collections consists of the five human resources mentioned earlier, namely librarians in the Divisions of Deposit, Conservation, Collection Development, and Digital Material*

*Processing, who are tasked with selecting digital collections to be purchased.*” (June 4, 2024). This statement reflects a positive step in the management of digital collections. Involving a dedicated digital collection selection team composed of professionals with clear roles and responsibilities is considered a good practice to ensure that the selection process runs efficiently and professionally.

In line with digital library standards, it is crucial to implement a structured and transparent collection selection process. Engaging librarians from various specializations such as Deposit, Conservation, Collection Development, and Digital Material Processing represents a systematic approach that ensures the selected collections meet the expected standards of quality and relevance. Moreover, by forming a selection team composed of diverse experts, the library can guarantee that digital collections are varied, relevant, and aligned with users’ needs. Thus, this practice supports steps consistent with digital library standards and is expected to enhance both the quality and accessibility of digital collections at the Provincial Library of West Kalimantan.

Subsequently, the strategy for optimizing the utilization of digital collections at the West Kalimantan Provincial Library and Archives Office is directed toward enhancing the effectiveness of digital information resource utilization in supporting literacy services and public access to information. This initiative focuses on strengthening policy frameworks, improving human resource capacity, developing technological infrastructure, and implementing a sustainable evaluation system.

### ***Provision of Diverse Collections***

The provision of diverse collections is a key strategy in meeting user needs and improving the quality of digital collections within a library application. By offering a wide range of materials, topics, languages, and formats, a library application can ensure that users have access to information resources aligned with their interests and informational requirements (Sinaga and Perdana 2023).

Based on an interview, Zulkarnain explained: “In the context of digital collections, diversity refers to the variety of digital materials we provide. Several examples of diverse digital collections available in the iKalbar application include e-books covering various genres such as fiction, non-fiction, classical literature, reference books, and others. Users can read these e-books through electronic devices such as smartphones, tablets, or e-readers.” (June 4, 2024)

The provision of digital collections encompassing a variety of materials—including e-books in genres such as fiction, non-fiction, classical literature, and reference works—represents an appropriate step toward broadening user access to valuable information. By offering such a wide range of digital resources, the iKalbar application is able to meet the diverse needs and interests of its users, from those seeking leisure reading materials to those in need of academic references. The availability of access through multiple devices such as smartphones, tablets, and e-readers further enhances the convenience of reading and supports user preferences.

This initiative aligns with the growing trends in digital literacy and the increasing demand for fast, practical access to information through digital platforms. With diverse digital collections and flexible access, libraries can maintain their relevance and provide greater value to society. Moreover, this effort has the potential to foster reading interest, expand knowledge, and strengthen digital literacy among library users.

An additional interview was conducted with a homemaker, Mrs. Rina, who uses the iKalbar application as a reading resource for her elementary school child. She stated: “I found the iKalbar application online. When I downloaded and opened it, I was surprised at how complete it was. There are many textbooks for elementary students, as well as fairy tales and short stories. It makes the children’s gadgets more useful. There are also cookbooks that I find personally helpful.” (August 11, 2024)

Mrs. Rina’s experience using the iKalbar application and the existing collections at the West Kalimantan Provincial Library and Archives Office reflects the institution’s positive contribution to providing diverse and beneficial reading resources for the community. Her experience illustrates the success of the institution in delivering digital collections that align with user needs, including educational materials for elementary students and educationally enriching entertainment content.

### ***Collection Development Policy***

The digital collection development policy serves as a strategic foundation that governs the acquisition, maintenance, and management of digital materials within a library. The key elements of this policy include its objectives and scope, selection criteria, acquisition process, collection management, accessibility and security, evaluation and monitoring, service development, and risk management policies (Noprianto 2018).

According to Zulkarnain: “The policy for collection development is regulated under the Governor of West Kalimantan Regulation Number 44 of 2019 concerning Library Collections. This regulation outlines the management of collection types, collection quantities, and collection development.” (June 4, 2024)

The existence of regulations governing various aspects of library collection development—such as the types, quantities, development, processing, maintenance, and preservation of collections—demonstrates a strong commitment to improving library quality and services. The Governor’s Regulation provides a clear and authoritative legal framework for the management of library collections, ensuring that the collection development process is conducted in a structured manner and in accordance with established standards. This framework also helps guarantee that library collections remain relevant, well-maintained, and beneficial to users.

### ***Collaboration and Partnership***

Zulkarnain explained the collaborative initiatives at the Department of Library and Archives of West Kalimantan Province as follows: “Collaboration is carried out with local publishers under the government to provide collections containing local content from West Kalimantan.” (June 4, 2024). In addition, Zulkarnain also stated that the Department of Library and Archives of West Kalimantan Province has established a partnership with Oesman Sapta Odang University related to human resource development. “The Department of Library and Archives of West Kalimantan Province also maintains close cooperation with Oesman Sapta Odang University Pontianak in terms of collaboration and exchange of human resources/librarians responsible for managing digital collections.” (June 4, 2024).

This collaboration enables both institutions to strengthen the team responsible for digital collection management, while expanding knowledge and technical expertise in digital information management. The exchange of librarians between the Department of Library and Archives and Oesman Sapta Odang University enhances efficiency and effectiveness in

digital collection administration, fostering mutual learning and capacity-building for both parties.

The synergy between the Department of Library and Archives and Oesman Sapta Odang University reflects a shared commitment to continuously improving information services and digital collection accessibility to better meet user needs. Collaboration and partnerships are essential in the development of public libraries. By working with external entities such as educational institutions, government agencies, private companies, non-profit organizations, and local communities, libraries can broaden access to collections, enhance service quality, and provide greater value to their users.

### ***Utilization of Technology and Information***

The utilization of technology and innovation in optimizing the use of digital collections is a crucial aspect in enriching and improving the quality of collections provided by library applications (Sinaga & Perdana, 2023). Based on the interview, Zulkarnain stated: *“The West Kalimantan Provincial Library and Archives Office has implemented technology through a digital library management system, enhanced accessibility to electronic collections, and the application of artificial intelligence technology to optimize collection search and cataloging. Additionally, the use of technologies such as mobile applications, cloud computing systems, and online services has facilitated user access to information from the West Kalimantan Provincial Library.”* (June 4, 2024).

The adoption of modern technologies—such as mobile applications, cloud computing systems, and online services—has significantly enhanced user access to the information provided by the Provincial Library of West Kalimantan. This initiative helps the library reach a wider audience, extend its service coverage, and improve efficiency in managing collections and delivering information services.

The transformation toward a modern library that is responsive to community needs through the implementation of cutting-edge technology represents a highly progressive step. By continuously adopting technological innovations, the Provincial Library can evolve into a dynamic, relevant, and easily accessible information center for the public. Technology creates opportunities to strengthen digital literacy, support education, and expand knowledge dissemination across all social groups in West Kalimantan.

### ***Periodic Evaluation***

The periodic evaluation of public library collections is conducted to ensure the availability, relevance, and quality of the materials provided. This process involves a comprehensive review of the collection composition, adequacy of materials, quality standards, and user responses to the available resources. Regular evaluation helps libraries deliver high-quality services and meet user expectations in accessing useful and relevant information (Sinaga & Perdana, 2023).

Regarding the evaluation and review of the effectiveness of digital collection utilization, Zulkarnain explained: *“The evaluation and review of the effectiveness of collection utilization at the West Kalimantan Provincial Library and Archives Office are carried out systematically at least once every three years. This process includes data collection on usage, evaluation of collection quality, analysis of usage patterns, sustainability testing, user satisfaction assessment, technical evaluation, data analysis, and the implementation of improvements based on evaluation findings.”* (June 4, 2024).

This evaluation process, which encompasses usage data collection, quality assessment, usage pattern analysis, sustainability testing, user satisfaction review, technical evaluation, data analysis, and follow-up improvements, represents a comprehensive and structured approach. By integrating these components, the library can ensure that the provided digital collections meet quality standards and deliver maximum benefits to users. The implementation of improvements based on evaluation findings also reflects a responsive approach to user feedback and the actual needs of library patrons. This enables the library to continually develop, enhance service quality, and increase both user satisfaction and engagement.

#### **4. CONCLUSION**

The West Kalimantan Provincial Library and Archives Office has demonstrated significant progress in the development of digital collections through the implementation of well-structured strategic steps and the launch of the iKalbar application as an information access platform. However, these efforts still require further enhancement, particularly in strengthening human resource capacity. The Office is encouraged to conduct continuous training programs and recruit qualified personnel specializing in digital collection management to optimize service effectiveness and quality. Moreover, expanding collaboration and partnerships with libraries and archival institutions is essential to broaden the scope of services. Regular evaluations of digital collections should also be conducted—ideally on an annual basis—to ensure that the available content remains relevant, up to date, and aligned with user needs and interests.

#### **REFERENCES**

- Aminullah, Andi Muhammad, Iskandar Iskandar, and M. Dahlan M. 2019. “Pengembangan Koleksi Digital Dalam Membangun Perpustakaan Digital Di Perpustakaan Universitas Islam Negeri Alauddin Makassar.” *LIBRARIA: Jurnal Perpustakaan* 7(2):225–39. doi:10.21043/libraria.v7i2.6482.
- Arokiasamy, Lawrence, Takemi Fujikawa, Shishi Kumar Piaralal, and Thilageswary Arumugam. 2023. “A Systematic Review of Literature on Human Capital Investment and Its Significance for Human Resource Development.” *International Journal of System Assurance Engineering and Management* 14(5):1810–26. doi:10.1007/s13198-023-01985-2.
- Arum, Ayu Puspa, and Yoana Marfianti. 2021. “Pengembangan Perpustakaan Digital Untuk Mempermudah Akses Informasi.” *Information Science and Library* 2(2):92. doi:10.26623/jisl.v2i2.3290.
- Du, Shengwei. 2024. “Digital and Social Interaction: A Systematic Literature Review of TikTok’s Appeal via Uses and Gratifications Theory.” *Pakistan Journal of Life and Social Sciences (PJLSS)* 22(2). doi:10.57239/PJLSS-2024-22.2.00614.
- Evans, Bruce J., Karen Snow, Elizabeth Shoemaker, Maurine McCourry, Allison Yanos, Jennifer A. Liss, and Susan Rathbun-Grubb. 2018. “Competencies through Community Engagement: Developing the Core Competencies for Cataloging and Metadata Professional Librarians.” *Library Resources & Technical Services* 62(4):188. doi:10.5860/lrts.62n4.188.
- Grataridarga, Niko. 2019. “Analysis of User Needs for Collection Development Activity in Mahkamah Agung Republik Indonesia Library.” *Record and Library Journal* 4(1):22. doi:10.20473/rlj.v4-i1.2018.22-31.

- Hibner, Holly, and Mary Kelly. 2023. "Collection Metrics." Pp. 37–50 in *Making a Collection Count*. Elsevier.
- Iswanto, Zen Munawar, Novianti Indah Putri, Hernawati, and Rita Komalasari. 2023. "Manfaat Manajemen Teknologi Informasi Di UMKM." *Tematik* 10(1):97–103. doi:10.38204/tematik.v10i1.1314.
- Kennedy, John. 2022. "The Complete Collection Assessment Manual: A Holistic Approach: By Madeline M. Kelly, Chicago, ALA Neal-Schuman, 2021, 252 Pp., \$78 (Soft Cover), ISBN 978-0-8389-1868-5." *Journal of the Australian Library and Information Association* 71(1):114–15. doi:10.1080/24750158.2022.2034208.
- Mawaddah. 2014. "Menuju Perpustakaan Ideal." *Jurnal Perpustakaan Libraria* 150–64.
- Mayende, Christine, Fredrick Mzee Awuor, and Ben Namande. 2021. "Customer-Centric Service Provision in Academic Libraries in Universities: Systematic Literature Review." *Technology and Investment* 12(04):217–39. doi:10.4236/ti.2021.124013.
- Nasution, Abdul Fattah. 2023. *Metode Penelitian Kualitatif*. edited by M. Abina. Medan: Harfa Creative.
- Noprianto, Eko. 2018. "Tantangan Dalam Mewujudkan Perpustakaan Digital." *Pustakaloka* 10:104–10. doi:10.21154/pustakaloka.v10i1.1212.
- Nur Rizky, Muhammad Reza. 2024. "Analisis Literasi Digital Pustakawan Dalam Menghadapi Era Transformasi Digital." *TADWIN: Jurnal Ilmu Perpustakaan Dan Informasi* 5(1):18–26. doi:10.19109/tadwin.v5i1.21408.
- Pattanayak, Durgesh, Maddulety Koilakuntla, and Plavini Punyatoya. 2017. "Investigating the Influence of TQM, Service Quality and Market Orientation on Customer Satisfaction and Loyalty in the Indian Banking Sector." *International Journal of Quality & Reliability Management* 34(3):362–77. doi:10.1108/IJQRM-04-2015-0057.
- Rafi, Muhammad, Zheng Jian Ming, and Khurshid Ahmad. 2022. "Estimation of the Knowledge Management Model for Performance Measurement in University Libraries." *Library Hi Tech* 40(1):239–64. doi:10.1108/LHT-11-2019-0225.
- Rijali, Ahmad. 2018. "Analisis Data Kualitatif Ahmad Rijali UIN Antasari Banjarmasin." *17(33):81–95*.
- Rohana, Rohana, and Widiastuti Furbani. 2020. "Pengembangan Koleksi Di Upt Perpustakaan Universitas Muhammadiyah Mataram." *Jurnal Ilmu Perpustakaan (Jiper)* 1(2). doi:10.31764/jiper.v1i2.1741.
- Sawitri, A. 2020. "Perancangan Perpustakaan Berbasis Digital Di Kota Bekasi Dengan Pendekatan Smart Building." *Tugas Akhir*.
- Sholihah, Husna Amalina, Atikah Nur Aini Yumna, and Sri Rohyanti Zulaikha. 2023. "Kontekstualisasi Pemikiran S. R. Ranganathan Dalam Perkembangan Dunia Perpustakaan Masa Kini." *Pustaka Karya : Jurnal Ilmiah Ilmu Perpustakaan Dan Informasi* 11(2):117–27. doi:10.18592/pk.v11i2.11308.
- Siemensma, Gemma. 2022. "Rightsizing the Academic Library Collection, 2nd Edition: By Mary E. Miller and Suzanne M. Ward, Chicago, ALA Editions, 2021, 183 Pp., \$132.43 (Softcover), ISBN 978-0-8389-4972-6." *Journal of the Australian Library and Information Association* 71(4):420–420. doi:10.1080/24750158.2022.2136964.
- Sinaga, Dian, and Fitri Perdana. 2023. "Strategi Pengembangan Koleksi Perpustakaan Umum Di Era Kenormalan Baru." *Kabuyutan* 2(2):87–91. doi:10.61296/kabuyutan.v2i2.159.