



Library administrative service strategy on archives and library department in Murung Raya District

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ABSTRACT

Mobile library services in Murung Raya Regency have not been carried out optimally. One of the main obstacles is geographical conditions, which causes mobile library services to be inefficient. The purpose of this study is to analyze the mobile library services carried out by the Archives and Libraries Office, especially at the mobile library itself. Qualitative descriptive methods are used with SWOT data analysis techniques, as well as Internal Factory Analysis Summary (IFAS) and External Factory Analysis Summary (EFAS) matrices, to determine the position of library administration services. The results of this study indicate that the wide geographical area requires an adequate number of librarians, so that scheduled training is necessary. The low budget allocation from the government makes mobile library services less than optimal, and the low reading interest of the community is a factor that must be improved. To achieve library services, it is necessary to increase collaboration between volunteers and employees, involve employees in visits to new locations, plan to open mini libraries, and utilize social media to convey important information to the public.

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1. INTRODUCTION

The literacy level in Indonesia is in a low position when referring to the literacy index according to UNESCO, which is ranked 71 out of 77. The condition of the low literacy rating is more concerning when it is related to the interest in reading of the Indonesian people, namely out of 1000 Indonesians only 1 is an avid reader. In line with people's reading interest which is still low (from the data, Indonesia ranks 62 out of 70 (KOMINFO, 2021), the government has long issued laws and regulations (UU No. 43 of 2007 concerning Libraries) which promote the promotion of a love of reading by utilizing libraries.

The implementation of the enforcement of the regulations mentioned above gives authority to regional governments, at the provincial and district/city levels to establish regional policies within the framework of fostering and developing libraries in their respective areas. Cultivating a love of reading through the family, educational units, and the community can be carried out through the provision of library facilities in public places that are easy to reach, inexpensive, and of high quality, such as mobile libraries with simple facilities that can benefit the community from reading a hobby.

Murung Raya Regency Government through Government Regulation Number 18 of 2016 concerning Regional Apparatuses and Murung Raya Regency Regional Regulation Number 9 of

2016 concerning the Formation and Composition of Murung Raya Regency Regional Apparatuses, the Murung Raya Regency Archives and Library Service was formed, precisely on December 7 2016. The Murung Raya Regency Archives and Library Service (Disarpus Mura) is trying to develop itself into an agency that can play a positive and active role in the development of the Murung Raya Regency community towards the Golden generation.

The policies and programs of Disarpus Mura in the Library Sector are establishing regional policies in library development and development; organize, supervise and analyze the implementation of library management; and increasing reading interest and culture to all levels of society for the sake of increasing human resources and people's welfare. In 2019 and 2020, there will be 6 human resources placed in the Library Sector and in 2021 there will be 5 people. The five human resources in the library sector have an educational background, namely 2 Bachelors of Education (S.Pd) and 2 Bachelors of Economics (SE), and 1 honorary person.

Based on the data obtained, the number of book collections at Disarpus Mura in 2021 is 19,057 books with various titles and numbers. The number of borrowers of library materials in 2019 was 33,741 people, but in 2020 and 2021 it has decreased to 5,284 people and 4,322 people respectively due to visitor restrictions to prevent transmission of the Covid-19 Pandemic. According to (Sutarno, 2006) that the mobile library is a service extension (extension) of the district/city public library. Based on Interview with Library Head Office in Mura, the library provides services by visiting residences or places of community activities on a certain schedule and working with the community. Until 2022, the mobile library operated by Disarpus Mura in the Library Sector is in the form of two cars aimed at serving people who are not reached by public library services. Starting in 2021, the budget allocated to the mobile library is Rp. 17,500,000, most of which is for fuel and HR operations. The main targets of this mobile library car are elementary, middle and high schools in Murung Raya, especially those that can be reached by car.

The obstacles faced by HR at the mobile library are limited human resources in the library sector, limited collection of books, lack of digital-based information facilities for mobile library services, limited operating hours, no professional staff or human resources with librarian education background, and infrastructure that makes it difficult for mobile libraries to reach villages that have to cross rivers.

The distance between sub-districts which is quite far from the district capital makes it difficult for mobile libraries to reach the area by car. In addition, the topographical condition of Murung Raya Regency in the south to east is rather lowland, while in the northern part it is generally in the form of hills, folds, faults lined by mountains.

Based on data from the Central Bureau of Statistics for Murung Raya Regency in the field of transportation, only 12% of the roads in Murung Raya Regency are in good condition, while 75% are in a severely damaged condition. Data on mobile library visits from the Murung Raya Regency Archives and Library Services noted that for sub-districts that are far away and whose roads are in bad condition, mobile library visits have never been carried out. So far, the districts that are regularly visited by mobile libraries are limited to districts that are located close to the district capital, namely Murung District, Tanah Siang District, Tanah Siang Selatan District, and Laung Tuhup District.

In terms of the community aspect, the obstacle faced is the low interest and awareness of the community to visit the mobile library which can be seen from the number of mobile car services which were empty of visitors. In the policy aspect, the obstacle faced was the very limited budget from the Government of Murung Raya so that space for increasing human resources (staff), adding infrastructure, and improving services to the community was quite hampered. Inner bandage (Selang, 2016) argues that policy concerns the decision-making process for determining goals and the best way or alternative to achieve these goals. With a policy aimed at mobile libraries in increasing people's reading power, the Government of Murung Raya pays little attention to the condition of existing human resources, lack of infrastructure, and digital library service facilities are still difficult. Employees who are placed in the Library Sector do not all have a Librarian education background and do not receive socialization and guidance in carrying out good library management. In fact, Keban deep (Selang, 2016) argues that many of the elements that are seen as important in public administration are management which concerns the process of how activities

that have been designed can be implemented (driven, organized and controlled) to achieve organizational goals. Also research (Fitriani, 2019) in the Regional Mobile Library of South Tangerang City stated that all mobile library officers were not from the librarian circle, making it difficult to make SOPs according to standards.

Also relevant to research results (Pratiwi, 2022) which stated that the obstacles in managing the mobile library of the Archives and Libraries Office in Paal Merah District, Jambi City were the lack of optimal service systems, inadequate facilities and infrastructure, and inadequate human resources. Also research (Hani, 2020) that the constraints that affect mobile library services are the lack of human resources because the mobile library staff is very minimal, then the fuel and budget from the government are not optimal. That is, the constraints faced by mobile libraries are generally the number and competence of staff, budget and inadequate infrastructure.

According to Chandler & Plano in (Selang, 2016) said that public administration is the process by which public resources and personnel are organized and coordinated to formulate, implement, and manage (manage) decisions in public policy. Public administration in the field of libraries, especially mobile libraries, is a collaboration carried out by the human resources of the Disarpus Mura and the community in fulfilling public needs efficiently and effectively in accordance with Law of the Republic of Indonesia Number 43 of 2007 concerning Libraries which aims to improve the culture of people's love of reading.

The policies implemented by the Government of Murung Raya Regency in increasing the culture of a fondness for reading in the community through mobile libraries must produce a recommendation that takes into account various programs that can be described and implemented according to the objectives of the policy. According to (Tahir, 2011) that policy arises from a process that takes place all the time. Policy is dynamic, not static. This means that after certain policies are formulated, adopted, then implemented, feedback will emerge and so on.

This means that the policy in providing mobile library services in Murung Raya to the public is a process that has been formulated beforehand. This government policy should be supported by the government to generate feedback on satisfaction with public services on these policies such as increasing the budget, increasing human resource competence, increasing human resources with a librarian education background so that policies taken in public administration in the Murung Raya government are more optimal.

Obstacles faced by Disarpus Mura employees in the Library sector from the researcher's point of view are aspects of government policy. The very limited budget from the Government of Murung Raya has hampered the space for increasing human resources (employees), adding infrastructure, and improving services to the community. There are also limited human resources in the library sector, no professional staff or human resources with a librarian education background, limited collection of books, lack of digital-based information facilities for mobile library services, limited operating hours. The community is also low in interest and awareness to visit the mobile library which can be seen from the few mobile car services which were empty of visitors.

I don't have access to particular, current study on the library administration service strategy for archives and the library department in Murung Raya District as of September 2021, when I last updated my understanding. This topic of study is constantly changing and frequently localised.

2. RESEARCH METHOD

This research design is descriptive, namely a formulation of the problem that guides researchers to explore and photograph social situations that will be thoroughly, broadly, and in-depth researched. (Sugiyono, 2018) The purpose of carrying out an analysis of mobile library services at the Murung Raya Regency Archives and Libraries Service is to collect information about the mobile library in Murung Raya Regency and to help analyze a service that is in the library at the Murung Raya Regency Archives and Library Service in order to know the impact administrative policies that have been realized by the government through the Murung Raya Regency Archives and Libraries Office.

The data source for the analysis of mobile library services at the Murung Raya Regency Archives and Libraries Service uses a 3P qualitative approach according to (Suharsimi, 2006) namely person (person), paper (document), and place (place). Data sources in the form of

people consist of the Head of Disarpus and mobile library employees as many as 3 people, the Head of the Murung Raya District Communication and Information Service as many as 1 person, the Village Head and School Principal as many as 6 people, and the community and students who often visit the mobile library service. as many as 30 people.

The data source in the form of paper (document) consists of documents owned by mobile libraries through the library of the Murung Raya Regency Archives and Libraries Office, previous research journals, laws, regulations and policies related to libraries in Murung Raya Regency.

The data source in the form of place contains two types of data that can be collected, namely by observing or observing mobile library services visited by mobile library cars around the Puruk Cahu area.

Methods of data analysis according to this research (Sugiyono, 2013) states that descriptive analysis includes data clarification, categorization and drawing conclusions, as explained below: a) *Data reduction* (data reduction), namely summarizing, choosing the main things, focusing on the things that are important, looking for themes and patterns and removing unnecessary ones, b) *Display data* (presentation of data), carried out in the form of brief descriptions, charts, relationships between categories, flowcharts and the like, c) *Conclusion drawing/verification*, namely a finding in the form of a description or image of an object that was previously dim or dark so that upon investigation it becomes clear, can be in the form of casual or interactive relationships, hypotheses or theories.

3. RESULTS AND DISCUSSIONS

Public administration according to Chandler and Plano in the form of public personnel and resources to formulate, implement public policies aimed at carrying out various tasks to solve problems through improvement or refinement, especially in the areas of organization, human resources and finance (Sofyanoor, 2022). Decisions, like the considerations that underlie them, arise from the interplay between the general and the particular, the personal and the impersonal.

Public administration is a thriving applied social science. Therefore, the scope of public administration is not fully clear and realized. However, it is clear that public administration is an activity carried out by humans for humans living in society

As in terms of its definition, there is also debate about the scope of public administration between the traditional and modern views of its adherents (Kumari, 2021).

According to T. Keban argued that by paying attention to so many elements that are considered important in the public administration literature, it must be seen from at least six strategic dimensions, as follows (Jaya & Setiawan, 2020)

Policy dimension. The policy dimension concerns the decision-making process for determining goals and the best way or alternative to achieve these goals. Dimensions of organizational structure. The dimensions of the organizational structure are related to the arrangement of the structure which includes the formation of units, division of tasks between units (public institutions) to achieve goals and targets, including authority and responsibility

Management dimension. The management dimension concerns the process of how activities that have been designed can be implemented (driven, organized and controlled) to achieve organizational goals through management principles. The ethical dimension. The Ethical Dimension makes moral demands on administrators about what is wrong and what is right, or what is good and what is bad.

Environmental dimension. The environmental dimension is the atmosphere and surrounding conditions that affect all existing dimensions, namely the dimensions of organizational structure, management, policies and moral responsibility. Dimensions of performance accountability. The performance accountability dimension is a dimension that provides real evidence of the presence and real use of the government that carries out public administration functions within a country.

SWOT is an acronym for strengths, weaknesses, opportunities and threats. (Fahmi, 2013). This matrix produces four possible alternative strategies, namely SO strategy, WO strategy, ST strategy and WT strategy (Rangkuti, 1998).

Table 1. SWOT analysis

IFAS efas	Strengths (S)	Weaknesses (W)
<i>Opportunities(O)</i>	SO STRATEGY A strategy that uses strengths to take advantage of opportunities	WO STRATEGY Strategies that minimize weaknesses to take advantage of opportunities
<i>Threats(T)</i>	STRATEGY ST A strategy that uses strength to overcome threats	WT STRATEGY Strategies minimize weaknesses and avoid threats

Source:(Rangkuti, 1998)

Information: a) SO strategy. This strategy is made based on the mindset of the organization, namely by making the most of opportunities, b) ST Strategy. Is a strategy in using the strengths of the organization to overcome threats, c) WO strategy. This strategy is implemented based on the utilization of existing opportunities by minimizing existing organizational weaknesses, d) WT Strategy. This strategy is based on defensive activities and seeks to minimize existing organizational weaknesses and avoid threats

The underlying assumption driving this ambitious project is that people have always needed information and a desire to be literate. The importance of library services in particular has been demonstrated in international comparative surveys that rank countries' educational attainment according to various indicators such as test scores, teacher qualifications, graduation rates

According to UNESCO, the factors that differentiate high-performing countries are large school libraries, large class libraries, regular borrowing of books, frequent silent reading in class, frequent reading of stories aloud by teachers and more time spent teaching language.(Syahraeni, 2020). To argue for the value of information or the need for knowledge is less useful, however, than bringing awareness to old but underused and understudied innovations, and that is the purpose of this article.

New technologies are expanding the potential of mobile libraries to offer more than just books and magazines, but also the Internet and computers. With new technology comes new information for new needs, such as training or retraining of teachers and health workers. Reasons for providing mobile library services according to(Lucas, 2002)are as follows: a)Populations are sufficiently diverse that very few libraries can be housed in an area accessible to everyone in a reasonable amount of time, b) Resources are too scarce to build a permanent, stationary library for limited use, c)The population is nomadic, and demographics are constantly changing, which affects the demand for library services, d) Although separated by great distances, the population is dense enough to provide a reasonable demand for library services in most major cities, e)There is a desire for communication and education among the rural population, demonstrated by high literacy rates and new government policies related to ICT and education.

Analysis of mobile library administration at Disarpus Mura

The Disarpus policy in improving services for mobile library cars in Murung Raya Regency can provide flexibility for mobile library officers in attracting community interest such as story telling activities and screening of educational themed films and can provide opportunities for the public to read. Kominfo also supports in promoting this mobile library on the Kominfo Mura website. What is still hindering the Disarpus policy is limited employees/officers, a small budget, incomplete infrastructure, and a lack of public interest in reading.

Policies taken by Disarpus to increase public interest and reading culture in Murung Raya Regency started with encouragement from superiors to mobile library officers to provide the best service to the community and Disarpus also provided records in the form of overtime pay to officers if they implemented SOPs properly.

Policies on the dimensions of mobile library management can have an increasingly optimal impact on the community, especially the Disarpus Mura organization. Improving employee competence through librarian training can improve the skills of employees/officers in managing the library and improving services, although there are still obstacles. Also in the application of clear and detailed SOPs to make it easier for employees/officers to work. The management of the collection of books carried in the mobile library car has been well managed by the officers, namely recording

the books that are frequently read and borrowed and adjusting the book titles to the location objectives.

Good ethics in increasing public interest and reading culture in Murung Raya Regency can have an impact on the achievement of Disarpus Mura organizational goals. Optimal service ethics to the community can attract people to read in mobile library cars because of optimal service and clear and simple information from officers. That is, good ethics in servicing the mobile library car supports people's satisfaction in reading books.

The environmental atmosphere between officers can also be seen from the ethics of officers in carrying out SOPs properly. Even though there is a record in the form of overtime pay, mobile library car officers are always seen serving the community both during operating hours and after operating hours. The support from the Head of Disarpus for mobile library car operations can also be seen from the suggestions given such as improving the facilities in the car, adding book collections, adding destination locations, and adding new car units to support people's interest in reading.

The policy of orderly performance accountability reports by library staff can improve good government in Murung Raya Regency. The ease of obtaining performance reports on Disarpus Mura as in this study can provide an overview of the transparency carried out by Disarpus both in terms of budget performance and activities carried out in the field. Policies for transparency of performance reports provide clear evidence that Disarpus Mura performs public administration functions well in Murung Raya District.

Analysis of mobile library services at Disarpus Mura

In the mobile library visitor satisfaction survey in Murung Raya, especially in the schools that were used as research subjects, namely in Bahitom Village, Danau Usung Village and Beriwit Village, the satisfaction varies as follows

Based on a satisfaction survey of 30 mobile library car visitors in Murung Raya District, it was found that the service of clarity of information provided by officers to visitors was the highest satisfaction, while the highest service dissatisfaction was uncertainty when the mobile library car visited.

Table 2. Satisfaction with services in the Murung Raya Regency mobile library car

No.	Indicator	Satisfied		Not satisfied		Total	
		Amount	%	Amount	%	Amount	Amount %
1	Simplicity	21	71%	9	29%	30	100%
2	Clarity	26	87%	4	13%	30	100%
3	Certainty of time	12	40%	18	60%	30	100%
4	Security	23	76%	7	24%	30	100%
5	Responsibility	20	68%	10	32%	30	100%
6	Complete facilities and infrastructure	20	67%	10	33%	30	100%
7	Ease of access	16	53%	14	47%	30	100%
8	Discipline, courtesy and friendliness	25	82%	5	18%	30	100%
9	Comfort	26	86%	4	14%	30	100%

Source: *Research results, 2022*

Disarpus Mura mobile library service strength: a) Disarpus Mura's policy on mobile library cars supports the organization's goal of increasing people's interest and reading culture, b) Have clear and detailed organizational structure directions in SOPs for mobile library employees to make it easier for employees to work, c) Employees who do not have a librarian education background are given the opportunity to attend librarian training, d) Has two operational cars that are still usable equipped with bookshelves, book collections, and a TV for screening educational theme films, e) Provide records to employees in the form of overtime pay in improving services to the community.

Weaknesses of the Disarpus Mura mobile library service: a) The budget allocation is still small for mobile library car operations, b) Human resources/staff limited to mobile library cars in Murung Raya Regency, c) Inadequate infrastructure such as the unavailability of an internet

network, tables and chairs for reading, d) There are no employees with a Bachelor of Librarian educational background, e) The duration is limited to 120 minutes, f) The collection of books carried in the mobile library car is only about 200-250 book titles, g) The location of the destination is only around the capital city of Murung Raya Regency.

Disarpus Mura mobile library service opportunities: a) Supported by the promotion of information disclosure by Kominfo Murung Raya Regency, b) There is central government support to increase public interest and reading culture, c) Support from educational institutions such as elementary, middle and junior high schools and the people of Murung Raya Regency have welcomed the mobile library, d) Disarpus Mura can utilize social media to promote the rivet library to the public, e) Collaborate with various parties to support increasing interest and reading culture in the community through mobile libraries, f) There are still many location points that have not been reached by mobile library cars in Murung Raya Regency where in the future it can be planned to go to these locations.

Barriers to mobile library services at Disarpus Mura: a) Public interest in visiting the mobile library is still lacking, b) Access to the villages is still difficult because most of the transportation goes by water and roads have not been repaired, c) Erratic weather can prevent employees from being late or unable to go to the planned location.

The efforts made by Disarpus in improving mobile library services in Mura based on the SWOT matrix above are as follows:

Efforts to take advantage of the strengths and opportunities of Disarpus (SO Strategy): a) The Disarpus Mura policy on mobile library cars, the collaboration is further strengthened with Kominfo, Central Government, Educational Institutions, and other parties to educate the public about mobile libraries in Murung Raya Regency in increasing people's interest and reading culture, b) Develop clear and detailed SOPs on how to work with other parties to make it easier for employees to work on mobile library cars, c) Training that has been attended by employees should be routine so that the improvement of employee competence is getting better, especially in library management, d) The mobile library operational car can arrange a schedule once a month to visit new locations in Murung Raya Regency, e) Provision of records in the form of overtime pay to employees can be further enhanced if employees provide good performance in the field.

Efforts to take advantage of weaknesses and opportunities (WO Strategy): a) The small budget allocation for mobile library car operations can be overcome by collaborating with other parties to open a mini library where the organization is located, b) Human resources/employees who are limited to mobile library cars in Murung Raya Regency can utilize volunteer employees from other parties, both from educational institutions and the community, c) Inadequate infrastructure facilities can be overcome by cooperating with other parties that the locations targeted by the library car should facilitate wifi, tables and chairs so that the readers are more comfortable, d) Disarpus can apply to the central government to open vacancies for ASN Librarians, e) Collaborating with Kominfo to make applications, especially management on mobile library cars, f) The limited time duration of 120 minutes can be put to good use by library staff entrusting books or lending them directly to the public, g) In locations that are difficult to reach, especially in remote villages, it is best if the Center for Research and Development cooperates with the local village head to deposit books or open a mini-library in the village.

Efforts to take advantage of strengths and obstacles (Strategy ST): a) The main objective of the Disarpus Mura policy is to increase the public's reading interest and culture, both directly and indirectly to the library. Disarpus should provide attractive promotions both on government websites and social media on how to increase public interest in reading, b) To increase people's interest in reading, it is better to add facilities that can attract the attention of the community, such as updating educational educational films and providing wifi, c) For villages that are still difficult to reach, it is best if the Disarpus cooperates with the local village head to deposit books or open a mini library in the village, d) Compile clear SOPs when facing external obstacles such as uncertain weather so that readers waiting at location points are not disappointed.

Efforts to take advantage of weaknesses and obstacles (WT Strategy): a) Employees in the mobile library car in Murung Raya Regency can use social media to provide detailed information on operating hours and changes, schedule of site visits, collections of books brought

along and other information to attract public interest in reading, b)The budget allocation which is still limited is indeed difficult to reach villages because of the high cost, so it is best if the Disarpus cooperates with the local village head to deposit books or open a mini-library in the village, c) Facilities and infrastructure have also been further improved, especially in dealing with uncertain weather

Based on Law no. 43 of 2007 Article 8 that district/city governments have the authority to promote the promotion of a fondness for reading by utilizing libraries, and Article 10 states that district/city governments have the authority to establish regional policies in fostering and developing libraries in their respective areas. Article 48 adds that increasing the cultivation of a love of reading through the family, educational units and the community can be done through the provision of library facilities in public places that are easily accessible, inexpensive and of good quality.

As for this study, it analyzes the mobile library services of the Murung Raya Regency Archives and Libraries Service. According to T. Keban Dalam (Selang, 2016) argues that by paying attention to so many elements that are considered important in the public administration literature, at least six strategic dimensions must be seen, namely the policy dimension, organizational structure dimension, management dimension, ethical dimension, environmental dimension, and performance accountability dimension.

Public administration in the field of libraries, especially mobile libraries, is a collaboration carried out by the HR of Disarpus Mura and the community in fulfilling public needs efficiently and effectively in accordance with Law of the Republic of Indonesia Number 43 of 2007 concerning Libraries which aims to improve the culture of people's love of reading. Also Michael M. Harmon & Richard T. Mayer say that public administration is a field where leaders serve society to advance the common good and bring about positive change (Sulfiani, 2021).

The public service policy implemented by Disarpus Mura at the mobile library experienced several obstacles such as a limited number of employees, a small budget, and village locations that were difficult to reach, but Disarpus took concrete steps to achieve the goal of increasing interest and reading culture in the community, namely collaborating with parties -other parties in supporting the Disarpus program on an ongoing basis. According to (Hardiansyah, 2011) Public service is an activity provided to assist, prepare and manage whether it is in the form of goods or services from one party to another.

Transparent accountability is also a manifestation of good administrative factors. According to Mahmudi in (Selang, 2016), that accountability must be transparent because the provision of public services must be open, easy and accessible to all parties who need them and provided adequately and easily understood. This means that transparent mobile library policies must be accountable in accordance with statutory provisions.

The importance of library services in particular has been demonstrated in an international comparative survey that ranks countries' educational attainment according to indicators such as test scores, teacher qualifications, and graduation rates. (Hardiansyah, 2011). The SWOT analysis aims to analyze the strengths, weaknesses, opportunities and threats of mobile library services at the Murung Raya Regency Archives and Libraries Service.

Strength is a situation or condition of strength of mobile library services. Supporting factors can be in the form of technology, resources, expertise, and reader base owned or other advantages that may be obtained due to financial resources, image, excellence, and relations to the community (Mawar et al., 2023). The strength of mobile library services lies in the Disarpus policy in supporting people's interest and reading culture, having clear and detailed SOPs, employees on duty have attended librarian training, have two proper operational cars, and provide rewards to employees. The strength of the Disarpus Mura policy is the basis for implementing optimal service to the community through mobile libraries.

Increasing the interest and reading culture of the community in Murung Raya Regency is supported by clear and detailed operational standards for officers so that the work of employees is easier. According to Sailendra, standard operating procedures (SOP) are guidelines used to justify that an organization's operational activities can run well and smoothly. (Oktaviani et al., 2021). This

means that the SOP that has been prepared by Disarpur is able to support the organization in carrying out mobile library activities properly and smoothly.

Efforts made by the Archives and Libraries Service in improving mobile library services in Murung Raya Regency are collaborating with external parties and volunteers, employees are included in training regularly, visiting new locations, planning to open a mini library in each organization or a book deposit system, and can take advantage of social media to provide important information to the public.

Collaboration is someone who has concern for other people or a group of people to form an activity that is the same and benefits all members based on mutual trust between members and upholds the norms that apply (Shafar, 2017). Training is one way to increase competence for human resources. Increasing competence through training can obtain additional knowledge, skills and attitudes (Sudarsana, 2015). Librarian training to build or develop the knowledge and skills of individual employees in order to achieve qualified competence in librarianship so that service satisfaction can be felt by elements of the people of Murung Raya Regency.

4. CONCLUSION

Based on the results of the research, several conclusions are put forward as follows: a) The mobile library service of the Murung Raya Regency Archives and Libraries Service cannot reach all areas in Murung Raya Regency because of its geographical location which is quite difficult to reach. In addition, mobile library services also have limitations in terms of the budget allocated by the Regional Government, the human resources (staff) placed in mobile libraries are still incompetent, and the infrastructure is less supportive, b) Efforts made by the Archives and Libraries Service in improving mobile library services in Murung Raya Regency are collaboration with the company and village heads, proposing the formation of ASNs who have librarian education, involving employees to take part in librarian training, and designing a book storage system in the village.

Based on the results of the research, several conclusions are put forward as follows: a) The Murung Raya Regency Government through the Archives and Libraries Service can direct policies in increasing public interest and reading culture through mobile libraries such as allocating sufficient budgets, submitting employees with a librarian educational background so that library management is getting better, as well as continuing infrastructure. be improved such as the availability of tables and chairs and wifi, b) To reach villages that are quite far from the district capital, collaboration should be carried out with villages or organizations engaged in literacy such as educational institutions to open mini libraries where books can be sponsored by government-owned public libraries or from other parties. Thus, mobile libraries can focus on locations that can be reached by operational cars, c) It is good that the Murung Raya Regency Archives and Library Service can utilize technology in managing the management of the library car so that employees in the field are more efficient and effective in providing services to the community. Utilization of social media is also needed so that the updating of information is faster and more accurate both the locations to which the mobile library cars go, hours of operation, and other information needed by the people of Murung Raya Regency, d) The people of Murung Raya Regency should support programs to increase community interest and culture so that the vision and mission of the Murung Raya Regency Government in 2030 is the realization of a prosperous and dignified society based on rural development towards Murung Raya Emas 2030. That is, the people of Murung Raya Regency are mutually invite and remind each other to read, teach people who cannot read, work together to open a mini library so that the people's reading interest and culture in Murung Raya Regency can increase.

The findings may result in the creation of more efficient administrative procedures, which would boost the effectiveness of the district's library and archive services in Murung Raya. Improved library services can encourage education and community involvement by offering materials and events that are tailored to the interests and requirements of the local populace. Time, money, and access constraints to important stakeholders for surveys or interviews may limit the breadth and depth of the study. Future Research Possibilities can carry out comprehensive research to

comprehend the unique requirements and preferences of customers in Murung Raya District, directing the customization of services to better satisfy the needs of the local population.

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