

# Analysis of Elfan Bookless Library System Innovation at the Barru Regency Library and Archives Office

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## Information

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## ABSTRACT

This qualitative study explores the innovation of the Elfan Bookless Library System at the Barru Regency Library and Archives Office. Data were collected through observation, interviews, and documentation, with validity ensured via triangulation, negative case analysis, member checking, and extended observations. The findings reveal that the Elfan Bookless Library System enhances the reading experience by providing its own Wi-Fi network, allowing online book access. While the system effectively meets visitors' needs, its Wi-Fi coverage is limited to 500 meters, posing a connectivity challenge beyond this range. Despite this, the system is accessible without special requirements; visitors only need a cellphone or Android device. User guidance is provided through tutorials on billboards and banners, and library staff offers additional support. This study highlights the Elfan Bookless Library System's potential to innovate public library services, offering valuable insights into its advantages and limitations. These findings contribute to understanding how digital library systems can be optimized to improve user experience and accessibility in public libraries.

**Keywords:** Digital library; digital library system; users experience

## 1. INTRODUCTION

The rapid development of information technology impacts human behavior changes in all activities. Activities originally carried out manually have shifted to electronic, digital, and virtual forms. As time goes by, changes will always lead to something new, which is usually called innovation. However, innovation currently occupies a very strategic position. This is due to the success of the private sector in developing and implementing various innovations to serve its customers (Bircan & Gençler, 2015; Cavalcante & Camões, 2017; Leckel et al., 2020). These developments show that innovation cannot be separated from the advancement of information and communication technology (ICT) because the concept of innovation is closely related to electronic government (e-government). Thus, this concept has caused many government agencies in Indonesia, both central and regional, even at the rural level, to strive

for the development and execution of various innovations in the implementation of public administration activities.

E-government practices in Indonesia are very diverse. The implementation of e-government has been regulated in the Instruction of the President of the Republic of Indonesia Number 3 of 2003 regarding National Policy and Strategy for the Development of Electronic Government. This policy aims to modernize Indonesia's public sector management system through e-government implementation. The initiative seeks to streamline decision-making processes within the public sector.

Likewise, paying attention to public innovation is important because the public sector plays a vital role in societal development. It encompasses areas like health, education, economic, and social welfare that require continuous improvement to enhance its usefulness. Without embracing change and development, addressing societal challenges becomes increasingly difficult.

One way to encourage government agencies to develop new ideas is through a program called "One Agency, One Innovation." Its goal is to improve public services by promoting the creation and discovery of innovative ideas at both national and regional levels. Presidential Regulation of The Republic of Indonesia Number 59 Of 2017 Concerning the Implementation of Achieving Sustainable Development Goals, one of which is the one-agency innovation program to improve the public service system. With one agency and one innovation program, complex public services can be improved, such as improving service regulations, human resources for service apparatus, and public service processes and mechanisms.

In addition, the "One Agency, One Innovation" initiative can potentially expedite enhancements in public quality by fostering the development of innovative service models. These models, which are exemplary and inspirational, can serve as benchmarks and be adopted by the community. Public service innovation is expected to be a supporting factor in implementing public services at the central and regional levels (Chen et al., 2020; Hong & Lee, 2023; Yu et al., 2023). According to the [Global Innovation Index \(GII\) \(2023\)](#), Indonesia is ranked 61<sup>st</sup> out of 132 countries. This indicates that, despite an increase in innovation, Indonesia's level remains comparatively low relative to other countries that have already implemented innovation to enhance public services.

Accordingly, the library sector is also affected by the influence of technological advances. Libraries encounter significant challenges in maintaining pace with technological advancements while catering to the needs of their communities, especially millennials. The pervasive nature of technology necessitates adaptations in service delivery methods. Based on Government Regulation of the Republic of Indonesia Number 24 of 2014 concerning the Implementation of Law Number 23 of 2007 regarding libraries, it states that "a library is an institution that manages collections of written works, printed works and/or recorded works professionally with a standard system to meet educational and research needs. , preservation, information, and recreation for users". Also, the Government Regulation of the Republic of Indonesia Number 24 of 2014 Concerning the Implementation of Law Number 23 of 2007 about Libraries indicates that "library allocations are divided into several classifications, namely National libraries, Provincial libraries, Regency/City libraries, College libraries, and School/Madrasah libraries."

Library activities support learning by providing access to various literature, including books and journals/articles (Ismail & Darwis, 2016; Niswaty et al., 2020). Information services, which are commonly provided by several library units as an effort to encourage the e-learning process, have so far relied more on digital services that can be accessed directly, quickly, and practically. As technology advances, more people, including millennials, engage in activities such as reading using digital platforms. Therefore, libraries need to leverage technological advancements to meet readers' information and knowledge needs effectively. In that sense, digital libraries offer convenient tools to access literacy sources at unlimited times and

opportunities (Anser et al., 2023; Kuhar & Merčun, 2022; Rosman et al., 2020). Readers can access these reading sources without being tied to library operating hours because digital libraries do not require readers to be physically present. They can only use computer and network-based work procedures to access the resources.

Based on the results of the researcher's initial observations on June 19, 2023, at the Barru Regency Library and Archives Service Office, it was found that there is a digital library innovation that has been operating since 2020, namely the Elfan Bookless Library System. Elfan is an abbreviation for Electronic Library, Fantastic, Actual, and Necessary. An Electronic Library is designed in digital form to make it easier for readers to access electronic materials using Wi-Fi. Fantastic means that the library is not in the form of a building or structure but in digital/online form. Actual means that the books and journals/articles in the application are in the original version without changing the contents and formats of the books and journals/articles. This is necessary because in today's digital era, people's preference for practicality leads them to favor engaging with technology, and the Elfan Bookless Library System offers this.

**Table 1.** The Elfan Bookless Library visitors

No.	Year	Number of Visitors
1	2021	12
2	2022	703
3	2023	2537
<b>Amount</b>		<b>3252</b>

Source: Elfan Bookless Library System

The Elfan Bookless Library System is equipped with Wi-Fi that disables access to social media networks to prevent notifications from apps such as WhatsApp, Instagram, and TikTok. Since its inception, the system has been accessed by 3,721 readers. It provides books and journals/articles in three languages: 2,246 in English, 2,124 in Arabic, and 3,236 in Indonesian. Additionally, the Elfan Bookless Library System is particularly user-friendly for millennials, leveraging technology that is easily accessible via a cellphone. Readers can access many available reading materials by downloading the Elfan System and Scan Elfan applications. Furthermore, banners displaying barcodes of book titles facilitate easy access for readers.

Despite having those services, several obstacles hinder the system's functionality. One of them is the limitation of Wi-Fi coverage, which only covers a radius of 500 meters, resulting in automatic disconnection if the user is outside that area. In addition, the system's limited capacity can only accommodate 70 connections simultaneously, causing access restrictions and potentially increasing waiting times or rejecting users who want to utilize this digital library service. Readers and library visitors can easily engage with the Elfan Bookless Library System, as library staff—who also manage the system—are available to provide guidance. Assistance is offered at every stage, from downloading the application and logging in to filling out the guest book and searching for desired reading materials.

This technology-based Library System is well-suited for students and other proficient readers, allowing them to understand its use easily. For those less adept at using technology, this does not pose a significant issue, as the management staff of the Elfan Bookless Library System are available to provide necessary guidance.

The Barru Regency Library and Archives Office is a government agency that manages, guides, monitors, and evaluates archives. Before the Elfan Bookless Library System, visitors could only read books manually, with limited classifications available. Now, with the Elfan Bookless Library System, visitors can access a wide range of books with desired classifications.

## 2. METHODS

This study employs a descriptive research methodology utilizing a qualitative approach to examine phenomena comprehensively. The qualitative approach is chosen to ensure a thorough investigation and interpretation of data. It aims to uncover underlying issues by interpreting data based on observation guidelines, interview protocols, and research documentation. Conducted at the Barru Regency Library and Archives Office, the study aims to provide an overview of the Elfan Bookless Library System. Data collection methods include observation, interviews, and documentation, with findings presented following data analysis. Data validation techniques include triangulation and negative case analysis. The results are presented in Table 2.

**Table 2.** Data validation results

Techniques		Appropriate	Not compliant
Source	Head of the service	√	-
	Officer	√	-
	Visitor 1	√	-
	Visitor 2	√	-
	Visitor 3	√	-
Negative Case Analysis	None	√	-

The informants in this research included the Head of the Barru Regency Library and Archives Service, employees responsible for managing the Elfan Bookless Library System, and library visitors. Information from service heads and officers is obtained by showing research permits from South Sulawesi Province and Barru Regency. Accessing information from these individuals was quite easy as they were readily available in the office. Furthermore, researchers waited at the research site to get information from visitors until visitors were willing to become informants. Contact details were collected from informants to facilitate data verification. Data analysis involved condensing, presenting, and drawing conclusions.

## 3. RESULTS AND DISCUSSION

### *Results*

#### **Relative Advantage**

Based on the results of research at the Barru Regency Library and Archives Office, it can be concluded that the Elfan Bookless Library System has several advantages. It has its own Wi-Fi/network, and it will disconnect the Android network automatically, which causes notifications from social media. This helps users stay focused on the system. Apart from that, the Elfan Bookless Library System has other features besides preparing books, such as having MP3s and audiovisuals that have been filtered so that they are safe for access by all groups, including children. Not only that, but convenience is also available when accessing the Elfan Bookless Library System. To download it, just scan the Elfan system. Users can access it immediately without needing to register an email account first.

The following table shows the difference in the number of conventional library users and Elfan Bookless Library System users at the Barru Regency Library and Archives Office.

**Table 2.** Comparison between the conventional and Elfan library visitors

No	Number of visitors			
	Conventional Public Library		Elfan Bookless Library System	
1.	2021	6.085	2021	12
2.	2022	8.671	2022	703
3.	2023	9.024	2023	2537
<b>Amount</b>		<b>23.780</b>	<b>Amount</b>	<b>3252</b>

Source: The Barru Regency Library and Archives Office Business Administration

Based on the table above, the difference in the number of visitors to conventional libraries and the Elfan Bookless Library System shows that access to the Elfan Bookless Library System increased yearly. Compared to conventional libraries, there's a difference in visitor numbers, partly because some forget to sign in at the Elfan Bookless Library System. Also, access to the Elfan system depends on visitors' tech skills and proximity. Unlike conventional libraries where books can be borrowed, they can only be accessed onsite in the Elfan system. So, the Elfan system doesn't replace conventional libraries but complements literacy and represents tech progress.

Despite those facts, some of the advantages of the Elfan Bookless Library System that are not found in conventional libraries are as follows:

**Table 3.** Advantages of Elfan Bookless Library System

No	Advantages of Elfan Bookless Library System
1.	Its own Wi-Fi network, so social media notifications such as WhatsApp, Instagram, Line, TikTok, and so on can get automatically disconnected. Thus, library visitors can focus more on accessing and reading.
2.	Apart from reading books, the Elfan Bookless Library System application also provides MP3/audio and audio-visual features so that readers don't get bored if they just read.
3.	To access the Elfan Bookless Library System, download "Scan Elfan" without registering an email account.

Source: The processed data

In this section, describe the research results comprehensively but briefly, concisely, and clearly. If there are tables, pictures, or other figures in the content, place them symmetrically in the middle (see example of table/picture position below). The table does not display vertical lines; only the top and bottom horizontal lines are displayed (see example below). The table presented must be clear and concise, so there is no need to provide an additional description unless necessary.

### Suitability

Compatibility is the balance of innovation with the expected value. So, innovations that follow values or norms will be quickly accepted by society. However, innovations that do not follow values or norms will be difficult for society to accept. Based on the results of research at the Barru Regency Library and Archives Office, it can be concluded that the Elfan Bookless Library System meets the needs of library readers because the Elfan Bookless Library System provides a variety of books not found in conventional libraries. Besides, the Elfan Bookless Library System is following the objectives of digital libraries in general because users can access and read books online. Likewise, the Elfan Bookless Library System also provides MP3 and

audio-visual features so that library visitors who are bored of reading can spend time listening to audio-visual/video materials.

**Table 4.** The difference between the conventional and the Elfan Bookless Library System

No.	Service Differences	
	Conventional Library	Elfan Bookless Library System
1.	Providing books in physical form Providing books in online form (e-book)	Providing books in physical form Providing books in online form (e-book)
2.	It can be read at Dalpalt via access on your phone/android	It can be read at Dalpalt via access on your phone/android
3.	It can be read from as far away as possible. Dalnyal is accessible by a 500-meter road	It can be read from as far away as possible. Dalnyal is accessible by a 500-meter road
4.	Providing books in physical form Books in journals/articles can't be borrowed at the local time when Wi-Fi access is disconnected automatically	Providing books in physical form Books in journals/articles can't be borrowed at the local time when Wi-Fi access is disconnected automatically
5.	Providing books in physical form through the classification of book publications (such as educational books, books, journals, novels, and other types of books) so that you don't need to search repeatedly for different types of books.	Providing books in physical form through the classification of book publications (such as educational books, books, journals, novels, and other types of books) so that you don't need to search repeatedly for different types of books.
6.	Providing books in physical form. Services are in MP3/audio and audiovisual form so that visitors cannot only read but also listen to and watch videos.	Providing books in physical form. Services are in MP3/audio and audiovisual form so that visitors cannot only read but also listen to and watch videos.
7.	It doesn't depend on the network; it doesn't depend on the Wi-Fi network; when the Wi-Fi network is disconnected automatically, it automatically doesn't allow accessing the Elfan Bookless Library System	It doesn't depend on the network; it doesn't depend on the Wi-Fi network; when the Wi-Fi network is disconnected automatically, it automatically doesn't allow accessing the Elfan Bookless Library System
8.	Just fill in the tamu book to back the book. Before accessing the Elfan Bookless Library System, visitors must download the "Scan Elfan" application.	Just fill in the tamu book to back the book. Before accessing the Elfan Bookless Library System, visitors must download the "Scan Elfan" application.
9.	Visitors to the digital library are usually accessed by the staff. Visitors to the online library access the Elfan Bookless Library System by viewing the existing traffic user tutorials on the platform in the billions and via online/administration to the management staff.	Visitors to the digital library are usually accessed by the staff. Visitors to the online library access the Elfan Bookless Library System by viewing the existing traffic user tutorials on the platform in the billions and via online/administration to the management staff.

Source: The processed data

### Complexity

Complexity refers to the difficulty in grasping and using innovation, affecting its adoption rate among users like readers and library visitors. An innovation that's easy to understand and use spreads quickly, while a complex one faces slower acceptance. It shows that the Elfan Bookless Library System has some complexities. For instance, its Wi-Fi access is only limited to 500 meters, and beyond that, the connection is lost. However, users can reconnect by re-entering the Wi-Fi network on their devices. Moreover, employees managing the system face complexity in explaining its usage to visitors unfamiliar with technology, requiring patience to guide them. Below is a table listing some challenges encountered when using the Elfan Bookless Library System.

**Table 5.** The complexity of using the Elfan Bookless Library System

No	The Complexity of the Elfan Bookless Library System	How to overcome complexity
1.	The limited access distance is only 500 meters. Because the maximum access distance is only 500 meters, it is recommended that users only access indoors.	The limited access distance is only 500 meters. Because the maximum access distance is only 500 meters, it is recommended that users only access indoors.
2.	Visitors often don't pay attention to tutorials, especially library visitors who don't understand technology. Before accessing the Elfan Bookless Library System, management employees will show a tutorial for using the application. After that, management employees will provide directions/explanations to visitors regarding tutorials on using the Elfan Bookless Library System	Visitors often don't pay attention to tutorials, especially library visitors who don't understand technology. Before accessing the Elfan Bookless Library System, management employees will show a tutorial for using the application. After that, management employees will provide directions/explanations to visitors regarding tutorials on using the Elfan Bookless Library System

Source: The processed data

### **Trialability**

The possibility of being tried is a trial of an innovation carried out by the recipient. Effective innovations can be tried and will be accepted more quickly than innovations that are not tried first or in the sense that the innovation can be used as trial material so that it can be accepted and trusted. Based on the results, it can be concluded that the Elfan Bookless Library System allows all library visitors to access it because there are no special requirements to access the Elfan Bookless Library System. Library users just bring a cell phone/Android. However, if library visitors do not have a cellphone/Android, the staff will only direct them to access it on the computer. The table shows that the Elfan Bookless Library System is possible for library visitors to try as follows.

**Table 6.** Trialability Elfan Bookless Library System

No	Trialability Elfan Bookless Library System
1.	There are no special requirements to access the Elfan Bookless Library System
2.	You only need an Android to access the Elfan Bookless Library System
3.	No need to register an email account to access the Elfan Bookless Library System; just download the "Scan Elfan" application
4.	Can access using a barcode

Source: The processed data

### **Observability**

Observability is an innovation that is easy to observe and will be quickly accepted by the recipient. An innovation that is difficult to observe will take a long time to be accepted or even not accepted by society. This is because the innovation is transparent (open), making it easier for recipients to understand and accept it. Based on the results, it can be concluded that the Elfan Bookless Library System is easy to observe because there are tutorials for using the Elfan Bookless Library System on the room's banners and billboards. Besides that, Elfan Bookless Library System management employees provide directions/explanations so that the visitors can observe and understand easily. The table shows how easy it is to observe the Elfan Bookless Library System.

**Table 7.** Observability Elfan Bookless library system

No	Observability Elfan Bookless Library System
1.	The Elfan Bookless Library System is easy to observe because there are tutorials for using it on banners and billboards from the initial stage to the final stage
2.	Elfan Bookless Library System management employees provide directions/explanations to library visitors

Source: The processed data

## ***Discussion***

### **Relative Advantage**

Based on the results of research at the Barru Regency Library and Archives Office, it can be concluded that the Elfan Bookless Library System has several advantages. The Elfan Bookless Library System has a Wi-Fi/network, so it will disconnect the Android network automatically, which causes notifications on any social media such as WhatsApp, Instagram, TikTok, and other internal lines that are not connected.

Apart from that, the Elfan Bookless Library System has other features besides preparing books, such as having MP3s and audio-visuals that have been filtered so that they are safe for access by all groups, including children. Not only that, but convenience is also offered when you want to access the Elfan Bookless Library System; just download the Scan Elfan application without registering an email account first, but it can be accessed immediately after downloading Scan Elfan.

Relative advantage means an innovation must have superiority and greater value than previous innovations (Choudhury & Karahanna, 2008; Junglas et al., 2019; Mombeuil & Uhde, 2021). There is always a novelty value inherent in innovation, which is a characteristic that differentiates it from others. Based on research findings, the Elfan Bookless Library System offers numerous benefits to library visitors. These include its dedicated Wi-Fi network, diverse book classifications, and user-friendly application access. Digital libraries have online collections containing quality digital objects, developed and managed following international principles. Moreover, these collections remain accessible at all times, complemented by essential user services for information retrieval.

### **Suitability**

Based on the results of research at the Barru Regency Library and Archives Office, it can be concluded that the Elfan Bookless Library System meets the needs of library readers because it provides a variety of books not found in conventional libraries. Moreover, the Elfan Bookless Library System follows the objectives of digital libraries in general because it allows access to and read books online. In addition, this Library System also provides MP3 and audio-visual features so that library visitors can enjoy its services.

On the other hand, the Elfan Bookless Library System is in accordance with the opinion expressed by Rogers in Hutagalung & Hermawan (2018) that compatibility means the innovation should also be compatible or compatible with the innovation it replaces. This aims to ensure that older innovations are not merely discarded due to cost considerations but also that they become integral to the transition to newer innovations. Additionally, it can expedite the adaptation and learning processes toward innovation.

This theory follows the research results regarding the suitability of the Elfan Bookless Library, which provides a variety of books not found in conventional libraries. Accordingly, the Elfan Bookless Library System is by the objectives of digital libraries in general because it can provide access and let visitors read books online. The Elfan Bookless Library System also provides an MP3 and audio-visual feature so that library visitors who are bored of reading can



listen to and view audio-visual/video. The suitability of the Elfan Bookless Library System innovation is corroborated by research conducted by [Mellinia & Hadiapurwa \(2023\)](#), which asserts that the presence of digital library service innovations offers convenience to users, particularly students. The Edo platform, for instance, offers a variety of content such as eBooks, videos, audio, and articles.

### **Hassle**

The Elfan Bookless Library System has complications with its Wi-Fi access because its distance is as far as 500 meters. When the access distance exceeds 500 meters, the Wi-Fi network will be disconnected automatically. However, this complexity can be overcome by re-entering the Wi-Fi network into the user's Android. Apart from that, the complexity faced by employees managing the Elfan Bookless Library System, namely providing explanations to library visitors who do not understand technology, requires patience to explain how to use the Elfan Bookless Library System.

However, the results show that the Elfan Bookless Library System follows the opinion expressed by [Syarifuddin et al., \(2021\)](#). In their opinion, innovation has a level of complexity that may be higher than previous innovations because of its new nature. Thus, because an innovation offers a newer and more backward way, this level of complexity is generally not a serious problem.

This theory follows the research results regarding the complexity faced when accessing the Elfan Bookless Library System, namely regarding the access distance, which can only be accessed as far as 500 meters, and the complexity of employees in providing explanations/directions to library visitors. However, this complexity is not a problem because it can be overcome by just accessing it indoors so that the Wi-Fi network is not disconnected automatically.

### **Possible Try**

According to the findings, the Elfan Bookless Library System allows all library visitors to access it because there are no special requirements to access the Elfan Bookless Library System unless the visitor has an Android. However, if library visitors do not have a cellphone/Android, the staff will direct them to access it only on the dedicated computer.

Likewise, the results of this research allow the Elfan Bookless Library System to be tried in accordance with the opinions expressed by [Hutagalung & Hermawan \(2018\)](#) that liability (likelihood of being tried) means that innovation can only be accepted if it has been tested and proven to have advantages or value compared to old innovations. So, an innovative product must go through a "public testing" phase where every person or party can test the quality of an innovation.

This theory follows the results of research regarding the innovation of the Elfan Bookless Library System, which provides the opportunity for all library visitors to access it easily because there are no special requirements that must be met to access the Elfan Bookless Library System, just by having a cellphone/Android. Library visitors can also access the Elfan Bookless Library System using barcodes.

Regarding the book reservation system implemented at the Muhammadiyah Ponorogo University Library, this digital library can be tried by all users because books can only be ordered via Android. Meanwhile, all library visitors can try the Elfan Bookless Library System application because it can be accessed without certain requirements just by accessing it with Android.

### **Observability**

Overall, the Elfan Bookless Library System is easy to observe because there is a tutorial on using the Elfan Bookless Library System on the banner on the room's billboard. Besides, Elfan Bookless Library System management employees provide directions/explanations for

library visitors to observe and understand easily. As expressed by [Hutagalung & Hermawan, \(2018\)](#), observability means that an innovation must also be observable in terms of how the innovation works and produces something more in return.

This theory follows the results of research regarding the Elfan Bookless Library System, which is easy to observe in terms of output or results that can benefit library visitors so that the presence of the Elfan Bookless Library System innovation can be put to good use. Ease of observation can be seen from the tutorial for using the Elfan Bookless Library System, which is available on banners and billboards. Apart from the tutorial, management employees also provide directions/explanations to library visitors regarding using the Elfan Bookless Library System.

#### 4. CONCLUSION

Based on the results regarding the Innovation Analysis of the Elfan Bookless Library System at the District Library and Archives Office, it can be concluded that the Elfan Bookless Library System has several advantages, such as having its own Wi-Fi/internet network to cut off social media notifications for the sake of users' concentration on reading. Also, the Elfan Bookless Library System audiovisuals are filtered for safe access by all groups, including children.

Elfan Bookless Library System suits the needs of library visitors. Aside from providing eBooks, the Elfan Bookless Library System also provides MP3 and audio-visual features. This is anticipated for library visitors who are bored of reading so they can access this feature. The Elfan Bookless Library System is complex; the access distance is limited to only 500 meters. So, it will be cut off automatically when the access distance exceeds 500 meters.

On the other hand, the Elfan Bookless Library System allows access by all library visitors because there are no special requirements to access it; you can access it only using Android. If library visitors do not have an Android/cellphone, the staff will direct them to access via computer. Overall, the Elfan Bookless Library System is easy to observe because there are tutorials for using the System on banners and billboards. Apart from that, Elfan Bookless Library System management employees also provide directions/explanations so that it is easy to understand.

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