

# The Implementation of Library Delivery Program in Untia Fisherman's Village

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## Notes

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## ABSTRACT

This research addressed the gap in access to information and education, particularly in remote areas without permanent libraries. It examines the role of library delivery programs in enhancing literacy, providing equitable access to educational resources, and promoting lifelong learning in underserved communities. The study was conducted in Untia Village, a fishing community in Biringkanaya District, Makassar, Indonesia, with eleven informants. Data were collected through observation, interviews, and documentation. The findings highlighted the implementation of the Library Delivery Program in Untia Village, evaluated across three key indicators. First, the program's alignment with the community's needs, particularly the fishing population, which is distant from regional libraries. Second, the compatibility of the program with the implementing group, notably students who serve the community. Third, the alignment between the program's objectives and the needs of the target group. Despite these positive indicators, the study revealed that the program has not yet reached its full potential in terms of implementation. This research has implications for global efforts to bridge information access gaps in rural and underserved communities. Future research could explore the scalability of library delivery programs in diverse cultural and geographic contexts, with a focus on refining implementation strategies and measuring long-term impacts on literacy and education.

**Keywords:** Library delivery program; information literacy; information in rural areas, information management

## 1. INTRODUCTION

Every nation around the globe holds the fundamental responsibility for ensuring the intellectual development of their citizens. This obligation underscores the state's duty to meet the diverse needs of its population through governance that prioritizes the provision of optimal services. These services aim to facilitate access to public goods, public services, and administrative support, thereby guaranteeing the fulfillment of citizens' basic needs and the

protection of their civil rights. Consequently, it is imperative for the government to deliver a comprehensive range of services to the community (Cruz & Paulino, 2022; Jamaluddin et al., 2018; Pawlowski & Scholta, 2023; Saleh et al., 2024). One notable service is the library, which fulfills a critical function in facilitating community access to resources across diverse fields of knowledge (Nasaruddin et al., 2024). By providing information, the library helps people improve their individual, family, and community lives (Scott, 2011).

The library serves as a comprehensive source of information encompassing various disciplines, including science, technology, arts, politics, and more, highlighting its significant importance. Furthermore, the library functions as a space for independent learning and lifelong education, catering to both individuals and groups (Nur & Fritantus, 2021; Tinmaz et al., 2023). However, despite its essential role, some libraries face certain limitations in providing user services.

Access to public libraries varies by country and region, with some libraries are hard to access by remote people. Those living in more remote areas face significant challenges in accessing these facilities, creating a disparity compared to urban residents who can more readily benefit from library services. This situation runs counter to the principle that all citizens should have equal rights to equitable and fair access to educational support facilities, as upheld by the state. It is certainly considered that that each region or place has its own challenges in fulfilling educational needs of their citizens. Therefore, it is crucial to identify existing challenges and implement effective solutions to address them. Every community must obtain information and understand the importance of education from an early age. In addition, the community also needs to foster high curiosity and continue to increase over time.

A potential approach to mitigating this issue involves the implementation of library delivery programs, or known as mobile library. These services are instrumental in expanding access to remote and underserved regions, serving as pivotal mechanisms for bridging knowledge disparities, particularly in areas where traditional physical library facilities are scarce. Mobile libraries, in particular, bring resources directly to communities, supporting literacy and lifelong learning, thus reinforcing the state's commitment to education as a public good (Iqbal, et al., 2022). Their presence ensures that the state upholds its duty to provide essential services that enhance individual and societal development.

Geographical, economic, and social limitations often prevent remote communities from having easy access to permanent libraries, even though access to information is essential for all people and continues to grow in importance over time. To address these challenges, the best solution is to bring library services closer to these communities through mobile libraries. This is in line with the Republic of Indonesia Law Number 43 of 2007 concerning Libraries, specifically Article 5 paragraph 2, which states that "people in remote, isolated, or underdeveloped areas due to geographical factors have the right to receive special library services, including mobile libraries" (Bernier, 2019; Nurhayati et al., 2024).

A library is traditionally defined as a physical space that stores books and other reading materials for public use, not for sale. However, with the advancement of information technology, libraries have evolved into more dynamic spaces that support education, research, and recreation. Mobile libraries, in particular, ensure that people in underserved areas still have access to these critical resources. The limited access to libraries, including mobile libraries, has a significant impact on literacy, educational opportunities, and social development within communities. In remote areas, the lack of access to books and information resources restricts literacy improvement efforts, narrowing individuals' opportunities to read and learn

independently. This also affects educational opportunities, particularly for those who are unable to access technology or digital resources, thereby hindering academic and professional skill development.

Moreover, libraries play an important role as community hubs that provide access to information and essential programs for social well-being. Without libraries, communities lose access to crucial information for sustainable social and economic development, widening inequality gaps. Similarly, libraries play a vital role in increasing literacy in both reading and writing, as well as providing access to information. They also act as important spaces for lifelong learning and independent education for individuals and community groups alike. Likewise, libraries are key in offering non-formal educational opportunities by providing diverse reading materials, services, and a platform for learning that is often available at little or no cost. Mobile libraries, as an extension of public service, are specifically designed to ensure access to information for communities that are not covered by permanent library services. By delivering books, magazines, and other materials to these areas, mobile libraries foster a love for reading, helping to enhance knowledge and provide entertainment for both children and adults. This service helps cultivate a habit of reading and learning, contributing to the long-term development of literacy and education in the community.

Consequently, the existence of mobile libraries becomes essential in ensuring equitable access to information and education for all. Thus, this study on mobile libraries is important because it aims to address the gap in access to information and education, particularly in remote areas that are not served by permanent libraries. Mobile libraries play a crucial role in supporting literacy, lifelong learning, and community development by providing direct services to underserved communities. With mobile libraries, it is expected that people in remote areas will have equal access to educational resources, which can ultimately improve their quality of life and reduce social and educational disparities.

## **2. METHODS**

This study was conducted using a qualitative method involving in-depth interviews, direct observation, and documentation as data collection techniques. We interviewed eleven informants, including program implementers, community members, and other relevant parties involved in the implementation of the mobile library in Fisherman's Village, Untia Village. Direct observation was carried out to specifically observe the interactions between the program implementers and the community during the program's execution. Additionally, the documents used in this study included program reports, activity implementation records, and other supporting documents relevant to the implementation of the mobile library.

Participants for interviews in this study were selected using purposive sampling. This method was chosen to ensure that individuals with direct involvement and knowledge of the mobile library program in the Fisherman's Village, Untia Village, were included. The selected participants, including program implementers, community members, and other relevant stakeholders, were chosen based on their specific roles and experiences related to the program's execution. This approach allowed the researchers to gather rich and relevant insights. In some cases, snowball sampling was also utilized, where initial informants recommended additional participants who had relevant knowledge and experience.

In the implementation aspect, the implementer designs the program well and can achieve the predetermined goals. In addition, it also measures the extent to which the

implementer can design the program and there is a suitability of the program offered with the needs required by the target group. The program is run, where the program matches the implementing organization, namely the arrangement of tasks by the program must be in accordance with the capabilities of the organization implementing it. The target group must be aligned with the implementer, meaning the organization's needs for program outcomes must match the capabilities of the target group.

Qualitative analysis techniques were used by researchers to describe the facts and data collected accurately, with the aim of making the data easier to read and understand through a systematic approach. This includes findings from field studies and literature, which help clarify the overall picture of the research results. Researchers conducted data analysis in stages, which included summarizing, selecting key data, prioritizing important elements, and eliminating irrelevant information. Next, the has been presented using brief descriptions, charts, category relationships, flowcharts, and similar methods to facilitate understanding of events and planning future work.

To ensure the validity and reliability of the qualitative data, this study has implemented several key strategies. First, triangulation was used by collecting data from multiple sources, including in-depth interviews, direct observation, and documentation, to cross-check and verify the findings. Second, member checking was conducted by sharing the interview summaries or key findings with the participants to confirm the accuracy of the data. Third, the researcher tried to maintain a detailed audit trail, documenting the research process, decisions, and analysis steps, ensuring transparency and replicability. Lastly, peer debriefing was employed by consulting with colleagues or experts in the field to review and discuss the research approach and findings, further enhancing the credibility of the study.

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

The implementation of a mobile library program involves several critical aspects that require careful consideration, including the organizational elements responsible for execution, the specific programs conducted, and the target groups served. This study explores these aspects within the context of a fishing community in Untia Village, Makassar, Indonesia. Data were collected through a combination of observational techniques, interviews with key informants, and documentation review.

The collected data were analyzed and presented descriptively, providing detailed explanations to illuminate the program's operation and impact. To understand the effectiveness and implementation of the mobile library program in Untia Village, the researchers relied on insights gathered from informants' responses. The following sections present a detailed analysis of the program's implementation, structured around the primary areas of focus derived from interview findings.

#### **Implementing Elements**

The presence of libraries in Makassar City significantly contributes to fulfilling the information needs of its residents. However, this resource has not been fully utilized by the community in Untia Village, particularly among the local fishing population. The considerable distance between Untia Village and the city center presents a major barrier, limiting the villagers' ability to enhance their information literacy, reading, and writing skills. This geographic challenge is compounded by the time and effort required to travel to urban

libraries, making such trips impractical for many villagers. As a result, the majority of library users are those who reside near the library facilities.

The city Library has initiated a mobile library program to address this gap. However, given the city's expansive area, the mobile library's reach is limited, as it requires substantial time to access distant locations like Untia Village. For many residents, especially fishermen, the effort to travel to a library or await the mobile library's arrival may seem disproportionate, leading to reduced engagement with library resources. This sentiment is often expressed as, "Why travel so far just to read a book?" Consequently, the mobile library program has become an essential initiative to bridge this gap, providing much-needed library materials and facilitating access to information.

The primary objective of the mobile library program is to enhance library services for underserved communities, making libraries more accessible and fostering a culture of reading. By bringing library resources closer to the community, the program aims to increase awareness of the library's value and the importance of reading. It also provides the community with a more convenient means of acquiring information, thereby promoting lifelong learning.

Based on the observations and interviews revealed that the program in Untia Village is being implemented through a collaborative effort. PPK ORMAWA LDF SC AL FURQAN, BEM FIS-H UNM team, in partnership with the local village government and the Makassar City Library Office, have played a key role in operationalizing this initiative. The local community has expressed appreciation for these efforts, recognizing the commitment of the implementing team to enhancing the reading culture among the fishing population in Untia Village. This collaboration exemplifies a meaningful response to the challenges faced by rural communities in accessing information and underscores the potential of mobile libraries to bridge informational inequities.

### **Programs Implemented**

The mobile library program has a target to be achieved, namely providing library services that are evenly distributed, especially for the fishing community in Untia Village and to create a society that has a reading culture. Besides, the mobile library program is a good program in Untia Village, because the people here do not understand the importance of education, even here there are many children who drop out of school, and they prefer to work without thinking about their future. So this program is good, especially since this mobile library facilitates the community to enjoy reading books. Although there is a library in this village, it is not well-empowered, and the community is also certainly too lazy to come to the library. In that sense, if this mobile library comes directly to their homes, the community will be interested in reading books. Moreover, those who implement this program are certainly students who are very competent in inviting the community to read books. This mobile library program is good, hopefully, in the future, this program will continue and children who drop out of school here will decrease.

On the other hand, the activities carried out by the mobile library are not only providing books to the community. There are several activities that are also carried out by the mobile library such as providing educational counseling to the fishing community. This program is here to solve the problems faced by the community here. Long before that, we had conducted observations to find out the problems faced by the community here. There are several problems they face, one of which is in the field of education. So this program is here to facilitate

the community so that they better understand the importance of education. With this essence, a mobile library program was created to foster the community's interest in reading and also counseling on the importance of education which is part of a series of programs from the mobile library. A note to be taken, this program has partnered with related agencies. Hence, during its implementation, we presented speakers from the Makassar City Education Agency and the Makassar City Library Agency.

Overall, mobile libraries can increase the community's interest in reading. Supported by the presence of interesting reading books, children can get interested in reading. Children are also happy to be able to study together and read books together, rather than just play. More on that, parents must also learn to take advantage of the existing facilities. It would also be good if this mobile library is operated for a longer time and then created interesting programs such as coloring competitions or storytelling competitions so that these children can remain happy when this mobile library program is run around. In general, this program is good because it can be seen directly that many children are reading books nowadays.

The main objective of the mobile library program is to provide equal library services, especially to the fishing community in Untia Village. In addition, the mobile library also strives to create a society with a strong reading culture. The results of the interview show that the village government is very supportive of the program being implemented. The program is something new so the community is very supportive of the program being implemented, which is certainly very useful for increasing interest in reading and introducing library services to the community.

### **Target Group**

This mobile library program has a target group, namely the fishing community in Untia Village. The community in this case is the children of fishermen, mothers, and fathers of fishermen who are geographically constrained to be able to utilize the existing permanent library. The mobile library program that was implemented went well as expected, with the target being the fishing community in Untia Village which is located far from library access in the city with the aim of increasing the interest in reading of the fishing community.

By visiting the alleys to facilitate library materials, the mobile library also teaches younger siblings or children of fishermen who are old enough but cannot read fluently. In addition, this program also brings a collection of books for parents to read. That way, all targets of the fishing community can enjoy the facilities of the mobile library without exception.

The response from the community about the existence of this mobile library is quite good. Most of them are happy with the existence of this mobile library. There are even visitors to the mobile library who say that this mobile library should operate 2 to 3 times a week. This has a positive meaning that this mobile library has begun to be of interest to the people of Untia Village. The community is very happy with the existence of this mobile library, they are very enthusiastic about reading books, and it can be seen that children are also very happy to read books. Parents also ask their children to read books. Now the mobile library implementers do not need to bother to call residents or children to read books, they just come by themselves.



**Figure 1.** Community enthusiasm for utilizing mobile libraries

Based on the information from various sources above, it is said that the mobile library program implemented by the PPK ORMAWA LDF SC AL FURQAN Team supported by the Village Government has a positive response. It served the target group- the Untia Village Fishermen community, who are geographically constrained. They cannot reach the permanent library. Thus, the community response to the mobile library program is also quite good, this can be seen from the response of the community who get direct benefits from the existence of the mobile library and even wait for the mobile library to operate.

Accordingly, the mobile library program can sustain existing reading interests by providing a diverse collection of books that are relevant to the interests and needs of the local community, including both children and adults. Additionally, organizing supplementary activities such as reading competitions, book clubs, or storytelling sessions can encourage active participation and strengthen reading habits. To maintain momentum, follow-up activities or partnerships with local schools are highly feasible. These partnerships could involve regular mobile library visits to schools, providing reading materials that support the curriculum, or collaborating with teachers to design more interactive and sustainable literacy programs. In this way, the mobile library becomes not just a temporary source of reading materials but an integral part of the local education ecosystem that promotes long-term literacy development.

The mobile library program itself has advantages when compared to permanent libraries, one of which is that mobile libraries can be closer to the community because mobile libraries directly visit communities that are not reached by permanent libraries. In addition, mobile libraries are also promotional media for libraries because these kinds of libraries introduce the community to permanent library services. Mobile libraries have almost the same services as permanent library services so the community can also find out what kind of services are available in permanent libraries in the city. Thus, the mobile library held by the PPK ORMAWA LDF SC AL FURQAN team aims to further introduce library services and also build public awareness and interest in reading books. In addition, the main party that has the policy to implement public policies in this case education services for each citizen is the administrative units or bureaucratic units at each level of government that have the authority. The government bureaucracy has the responsibility to implement public policies (Christensen, 2020; Cornell et al., 2020; Yusriadi & Farida, 2019).

This is certainly in accordance with the expression that there is a suitability between the program and the beneficiary, namely the suitability between what is offered by the program

and what is needed by the target group (beneficiary). The alignment of the program with the needs of the program target is absolutely prioritized because it directly affects the benefits that will be obtained by the program target. If the program does not match the needs of the target group, it is certain that the results of the program do not provide benefits and do not empower the community (Arhas et al., 2022; Ferreira & Serpa, 2019; Groeneveld et al., 2022; Niswaty et al., 2020).

A program is a comprehensive plan that is systematically designed to achieve the goals. To accomplish these goals, a program must have characteristics including the desired target, the time period required, the amount of costs required, the activities carried out, and the human resources owned by the program team. In this case, the PPK Ormawa LDF Al Furqan, as a provider of mobile library services, prepares everything related to the implementation of the program. There are several things that need to be prepared to implement this mobile library program, the implementer is certainly equipped with sufficient knowledge to transfer his knowledge to the community and a good character by being able to understand the situation in the field so that what is implemented is said to be successful or can be accepted by the target group.

In implementing this mobile library program, the program implementer certainly does not force the program beyond the capacity of the implementing organization. There is a match between the program and the implementing organization, namely the match between the tasks assigned and the capabilities of the implementing organization must be implemented as well as possible. If the program-implementing organization does not have the ability to carry out the tasks required by the program, the organization cannot deliver the program properly. This can result in the failure to convey the benefits of the program which affects the desired program objectives. So in this case, it is necessary to have the disposition (attitude) of the implementer who has the ability to carry out the task well.

The target consists of groups of people or organizations in society who will receive goods and services whose behavior will be influenced by the policy (Arhas & Suprianto, 2020; Muslimin et al., 2019; Salman et al., 2021). And it has been found that the provider of this mobile library program has been adjusted to the target group according to its characteristics with the implementing organization.

#### **4. CONCLUSION**

Based on the findings and discussion, it can be concluded that the implementation of the library delivery program in the fishing village of Untia Village, Makassar, Indonesia has demonstrated a level of effectiveness that can be categorized as "moderately effective." This conclusion is supported by several key indicators examined in the study. First, there is alignment between the design of the program and the characteristics of the target group—fishing communities located in remote areas with limited access to regional library services. Second, the program reflects congruence between its objectives and the qualifications of the implementing group, composed of students engaged in community service. Third, the alignment between the needs of the target group and the efforts of the implementing team in organizing and executing the program is evident, although challenges remain in achieving optimal functionality.



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