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# Special Libraries' Services for Governmental Institutions in Indonesia

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**Special Libraries' Services for Governmental Institutions  
in Indonesia**

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**Abstract**

**Purpose** – The purpose of this paper is to *describe the implementation of the library service instances in Surabaya-Indonesia reviewed through a national standard library (SNP) 006: 2011.*

**Design/methodology/approach** – *This study used a descriptive type. The population targeted in this study is the Special Libraries Government Agencies in Surabaya-Indonesia. The sampling technique used was accidental sampling.*

**Findings** – *The results of this study are many of the services provided by special libraries owned by government have not fulfilled the minimum standards of the Libraries' National Standards (Standar Nasional Perpustakaan—SNP) 006:2011. It is expected to provide recommendations to special libraries government agencies to comply with the standards so that the library can provide excellent service to the user so that the rate of uses library increases. It also affects the employee's performance because it corresponds to the special library functions in providing information to support the activities of the institution*

**Research limitations/implications:** *The standard library defines a basic reference in organizing and managing a special library of government agencies in Indonesia. SNP examines the opening hours of service, type of service, as well as cooperation.*

**Practical implications** – -

**Originality/value** – special libraries should implement services at least in accordance with predetermined standards

**Keywords** - *services, special library, government agencies, national standard library*

**Paper type** – Research paper

## **Introduction**

Special libraries are commonly referred to governmental libraries which task and function are related to governmental tasks which shelter the agencies. Therefore, special libraries must be able to handle their tasks; to provide information which can be used optimumly. The handling of special libraries for governmental institutions is regulated by Libraries' National Standard (*Standar Nasional Perpustakaan—SNP*) 006:2011. One of the components that supports the handling of these libraries is their service. Services given by the special libraries must be able to provide more value to their users and organizations/main institutions which supervise them. Thus, the managers of the libraries need to always provide alternatives in delivering information to their users. Service aspect turns to be something very important to be accounted in relation to the demand of fast, correct and up-to-date information. Libraries' services

are demanded to provide best services asked by the libraries' users. Therefore, libraries need to give attention by responding every complaint and advice given by the library services' users.

In today's era, library managers are being sued for environmental imitation. This as the main purpose of service for the user is for user satisfaction. Library managers must know the information needs of users; able to analyze, evaluate, and seek information from various source categories; provide product added value to users; train users in the use of information, products and services including Internet and Intranet; able to provide user education related to copyright (Singh, 2006). ISS Library & Documentation Center provides a successful example by using interactive communication with users via email, print or online manual, and face-to-face; provide information services; and utilizing information technology as an intermediary between the library with the user (Ghosh, 2003). Special libraries should implement a proactive strategy to meet user needs. Libraries should have clear planning and benchmarking as total quality management to help the library achieve its goals (Nicholas, 2010).

From the abovementioned standard then we could measure the suitability of special libraries' standard with the real-time standard. Therefore, it is really eminent to do some research and dig deeper information about the handling of special libraries. It will help in developing and making progress as well as giving better inputs for creating better special libraries. Based on the problems mentioned, it is very important to know the implementation of special libraries' services for governmental institution that fit well with the Libraries' National Standards (*Standar Nasional Perpustakaan—SNP*)

006:2011; includes the length of opening hours for the libraries, types of services owned by the libraries and cooperations had by the libraries.

### **Method of Research**

This research uses descriptive type. Descriptive type is used to acknowledge the description of special libraries for governmental institutions in Indonesia. Populations addressed in this research are special libraries for governmental institutions. Location chosen for this research is Surabaya because of Surabaya position as one of big city in Indonesia. The sampling technique used in this research is *accidental sampling* and at the end Central Bureau of Statistics' Library, East Java High Court's Library, *Cipta Karya* Public Work Department's Library, Department of Revenue's Library, East Java Animal Husbandry Department's Library, Surabaya City Health Office's Library and the Library of *BKKBN* (*Badan Kesejahteraan Keluarga Berencana Nasional*—National Family Planning Welfare Agency) are chosen. Data accumulating technique used in this research is primary data accumulation that are collected by the author directly through structured interviews to the libraries' managers as well as secondary data accumulation that has been obtained in the form of data that have been processed by certain parties.

### **Findings and Data Analysis**

The implementation and management of special libraries for governmental institutions in Indonesia refers to the Libraries' National Standards (*Standar Nasional Perpustakaan—SNP*) 006:2011 which one of the standards includes minimum requirements that must be met for library services. Libraries' services are measured

from the length of opening hours for the libraries, types of services and cooperations. The minimum requirement for opening hours for a library is at least 7 hours each day. The minimum requirements for services provided are at least on-site reading service, circulation, book reference, information retrieval and users' guidance. To meet the needs and to optimize the users' services, libraries must cooperate with the addressed work unit institutions or departments which own the libraries or outside the agencies concerned. Following is the implementation of libraries' services at Central Bureau of Statistics' Library and East Java High Court's Library based on the Libraries' National Standards (*Standar Nasional Perpustakaan—SNP*) 006:2011:

Table 1 Service Implementation Table Based on the Libraries' National Standards

<b>Library</b>	<b>Opening Hours</b>	<b>Types of Service</b>	<b>Cooperation</b>
Central Bureau of Statistics	7 hours per day	Inadequate to the minimum requirement	Has never done any cooperation yet
East Java High Court	8 hours per day	Inadequate to the minimum requirement	Has never done any cooperation yet
<i>Cipta Karya</i> Public Work Department	8 hours per day	Inadequate to the minimum requirement	Has never done any cooperation yet
Department of Revenue	9.5 hours	Inadequate to	Has never done

	per day	the minimum requirement	any cooperation yet
East Java Animal Husbandry Department	8 hours per day	Adequate to the minimum requirement	Cooperates with East Java Province's Library
Surabaya City Health Office	6 hours per day	Inadequate to the minimum requirement	Since 2011 has not done another cooperation
National Family Planning Welfare Agency ( <i>BKKBN—Badan Kesejahteraan Keluarga Berencana Nasional</i> )	7.5 hours per day	Adequate to the minimum requirement	Has been doing some cooperations

Source: Processed primary data

## Central Bureau of Statistics' Library

### a. Opening Hours

Services at Central Bureau of Statistics' Library. Opening hours of the Central Bureau of Statistics' Library are appropriate with the Libraries' National Standards because the library has already given 7 hours opening service each day. Opening hours of Central Bureau of Statistics' Library is started from 8 AM to 3

PM every Monday-Thursday. On Friday the service is given started from 8 AM to 11 AM and from 1 PM to 3 PM.

Central Bureau of Statistics' Library uses opening service system where the users can take their own desired collections. The library uses this system because of the limitation of human resources and the abundant of collections the library had. The standard operating procedure created by the library makes the visitors sign the guest book that is used as a visitors' statistical data. Everyone can use all services provided by the Central Bureau of Statistics' Library.

**b. Types of Service**

Services provided at the Province of East Java Central Bureau of Statistics' Special Library. There are some services given to the users by the library. In accessing services given by the Central Bureau of Statistics' Library, employees or staffs and all people could get the following services:

- **Publication Service**

Publication service is a service provided by Central Bureau of Statistics' Library as a substitution to circulation service. It does so because the Central Bureau of Statistics' Library does not have any circulation service so that whoever wants to use the library's collection they must read the collections on site. It means that the collections had by the library are not meant to be borrowed to the users. The users or readers are allowed only to copy the collections of the library. That is the reason why there is publication service at the Central Bureau of Statistics' Library.

- **Consultation Service**

Consultation service is a type of service in where the users of the library could directly consult with the librarian to ask about any collections needed by the users. Although the users of the library do not ask the needed collections, the Central Bureau of Statistics' librarians will perceptively and directly approach the users to ask about the collections or the types of services that the users are looking for. In this type of consultation service, the staffs of the library will also provide any explanation about various statistical indicators, concepts, definitions, census methodologies as well as Central Bureau of Statistics's surveys. With this kind of service, it is hoped that the users of the library will be able to find any collections they need and the librarians could also help them in no time. And if for example the users could not find any collections they need, then the users could ask for statistical data needed from the librarians. The librarians will happily help them by looking for the information the users need from their computers.

- OPAC (Online Public Access Catalog) Service

The Central Bureau of Statistics's Library also provides OPAC service as a collection searching media. Yet, the OPAC service has not fully used and applied by the library because the Central Bureau of Statistics's Library has already had consultation service as a media for the users to ask about the collections needed. OPAC service is provided by the library but in fact so many people rarely use the OPAC service in looking for the collections they need. Only librarians use the OPAC service in checking the existing collections of the library and figuring out whether the collections have been in their appropriate shelves.

- On-Site Reading Service

This is a type of service where the users of the library can read any collections that are had by the Central Bureau of Statistics's Library. All users are allowed to read all the collections in the Central Bureau of Statistics's Library but it is prohibited to borrow and bring out of the library's collections. If the users want to own any of the collections, then they could copy them. Therefore, the Central Bureau of Statistics's Library provides on-site tables and chairs for those who want to read or study those collections.

In this special library there has not been any special service for the library's users so that the librarians are more pro-active in giving service to all of the users. There is also a service made by the library, namely integrated statistical service which uses email and website *Jatim.bps.go.id*. With the integrated statistical service it will be easier for the library' users to browse any information that has something to do with any collections had by the Central Bureau of Statistics's Library from everywhere. On this integrated statistical service, the library provides printed library, namely:

- a. Printed library; publication reading service of Central Bureau of Statistics' statistical data and non Central Bureau of Statistics' information
- b. Digital library; Central Bureau of Statistics' statistical data retrieval through a personal computer
- c. Selling; trading of statistical publications published by Central Bureau of Statistics. The types of publications provided are census result publications (population census, farm census and economic census), survey result publications and publications of the results of statistical compilations. To get those publications every user could buy them directly or indirectly (through phone,

email and letter) and by subscribing the Central Bureau of Statistics' periodical publications.

- d. Micro data; explaining and selling of micro data from various census result activities and Central Bureau of Statistics' surveys. For the micro data service every users could get raw data, sooftcopy publications and administrative areas' digital maps. To get all of those micro data a user can visit Central Bureau of Statistics' office for the Province of East Java at integrated statistical service's office or by email: [perpustakaan3500@bps.go.id](mailto:perpustakaan3500@bps.go.id).

Additionally, every user could also order pdf collections through the website. The users need to only ask the availability of the needed collections. If the library has the collections needed by the users then the librarians will print them with certain fee. To access the website every user does not need any password or username to log in because the website is an open source which means every user could access and use the website freely.

Nevertheless, there are some problems in doing so. Every user of the library needs a strong and stable internet access and the network must be good also because any information provided in the website is electronic collections such as pdf versions. It could be a big problem for the users who want to retrieve the information from the library through internet access.

Thus, when it is viewed through the Libraries' National Standards, the types of service at the Central Bureau of Statistics' Library have not met the minimum requirement. There is on-site reading service but there is no circulation sevice because all the collections had by the library are not allowed to be borrowed and brought out of

the library. There is no reference service either. Yet, there are automated information retrieval service and users' guidance service which is called consultation service.

### **c. Cooperation**

Library's cooperation is a collaboration that involves two or more libraries (Sulistyo-Basuki, 2010:8.2). Cooperation is needed because there is no single library works by itself because it is impossible a single library's collections could meet all information needed by its users. In the Libraries' National Standards, to perform and fulfill the needs and to optimize the visitors' services a library needs to make a cooperation with work units within the institution or outside of the concerned institution or department. Unfortunately the Central Bureau of Statistics' Library has never made any cooperation with any institution yet because of its different scope and coverage. It is true that the library has not made any cooperation with another library, but the Central Bureau of Statistics' Library has donated its collections to other libraries.

## **East Java High Court's Library**

### **a. Opening Hours**

The library opens from Monday to Thursday with its opening hours: 8 AM – 4 PM. For Friday it opens from 8 AM to 4.30 PM. The opening hours of East Java High Court's special library is more than 7 hours each day. In a week there is no separate schedule for the institution's staffs or employees to visit the library. Anytime staffs and employees want to visit the library they are always welcomed. The inexistence of the appropriate schedule for the staffs or employees to visit the library because the East Java High Court has not given any specific instruction for scheduling the visiting time

for the employees. The library itself must obey any rule and policy given by the court. Without the instruction nothing they could do about the schedule.

The special library at the High Court of the Province of East Java is located at the fourth floor of the court building. The library uses open service system where all the users could freely look for any needed collections at the bookshelves. The reason why the library at the court uses the open service system is that because of the lack of library's staffs. Moreover, by using this open service system then the staffs of the library do not have any specific obligation to give service to all the visitors directly. Therefore, this system is considered advantageous to ease the librarians' work.

In running their work and activities the library refers to the guidance issued by Republic of Indonesia's General Attorney. The guidance is regulated in the Republic of Indonesia's General Attorney's Regulation No. PER.038/AJA/09/2011 about the Management of Law Library and Documentation of Legislation' Regulation in Republic of Indonesia's Court. In the regulation there is a rule that instructs about library's services in all High Court's libraries in Indonesia.

#### **b. Types of Service**

The numbers of services given by the library to the users are circulation service, internet service, on-site reading service, and information retrieval service. Therefore, in accordance with the Libraries' National Standards then the library has not had any reference service and users' guidance service. The most-liked service in this library is on-site reading service. There is no specific landmark service or a service that could be categorized as an identity for this East Java High Court's library because there is no any

police from the highest court in Jakarta to provide other services, exclude those for main service types. Information retrieval services given to the library's users are manual catalogs and online catalogs (*SIMKARI*).

Only circulation service as a type of service that has special rule on using in this library. The rule is that in this circulation service a non member of the library (non staff of the Province of East Java's High Court) is not allowed to borrow the collections had by the library, but they could read the collections on-site. Yet, for the members of the library (staffs of the Province of East Java's High Court) they are allowed to borrow the library's collections. The applicable regulation in this circulation service is that in two weeks the maximum number of books that could be borrowed by the members are 4 books. If there is any member of the library who breaks the rule on borrowing any books or collections had by the library then they will get a sanction in the form of oral and written warning. Those who are able to be the members of the library are only staffs and employees of the high court institution. There is no guidance service for library' users. The library gives a readiness information service so that the library's users are able to know the newest information development that they need through the newest collections' displays in strategic areas in the library, words from mouth to mouth and through direct communication. The service could be enjoyed by all staffs of the East Java's High Court. All visitors of the library are also allowed to use the service given.

### **c. Cooperation**

The library does not cooperate with other party. It does so because all the management and handling of the library are regulated and controlled by the Highest Court in Jakarta, including in making library's cooperation. So far the Highest Court in

Jakarta does not give any command to do any cooperation with other parties or institutions.

This library needs a cooperation with other institution in the term of information technology, to develop the library's information technology. It also needs to make a cooperation with an institution that is expert on interior design so that the library could create a comfier and more interesting interior.

The the Province of East Java's High Court's Library needs to make a national level cooperation initially. It does so because the library has not made any cooperation with regional and national level institutions so far. If for example after making regional and national level cooperations then they could get optimum advantages, then there will be good prospects to make an international cooperation so that the library could give information services with more innovative and creative ways and also to broaden knowledge that could be able to be applied in the library's services.

### ***Cipta Karya* Public Work Department's Library**

#### **a. Opening Hours**

Opening hours of the library is started from 7 AM to 3 PM. Therefore, this library has met the Libraries' National Standards because it has opened for more than 7 hours per day. The type of service system applied by this *Cipta Karya* Library is an open service system. The library uses open service system because this system is considered more effective and the users of the library could look for their desired collections as they need it. The advantage of using this system is that it is more effective and efficient because this library has only 2 staffs and they are not expert on library

managements also. This *Cipta Karya* Library does not have any standard operating procedure (SOP) in running its work programs.

#### **b. Types of Service**

This library provides only circulation service, on-site reading service and information retrieval service. According to the Libraries' National Standards this library has not met the standard because there has not been any reference service and users' guidance service. The policy applied by the *Cipta Karya* Library on circulation service in accordance with the procedure of book and collection borrowing is that the external users need to only give their student IDs as a guarantee because this library does not give any limitation to the number of collections that the users want to borrow. It does not limit the length of time for the users on borrowing those collections either. The sanction given by the library if for example the external users of the library do not return the library's books is that the library will hold the IDs until the users return those books. For lost or broken books the library wants both the internal and external users to change the lost books. The *Cipta Karya* Library has already had catalogs, but they are still in the form of manual or printed catalogs. The library does not provide any telephone and there is no internet network either inside of the library. Therefore, this library does not have by-phone service. Moreover, communication media through email and fax are not provided also. The library provides only direct service and face-to-face communication.

#### **c. Cooperation**

The library has not had any cooperation with any party. In the term of cooperation this library has not fitted with Libraries' National Standards so that the service given to the users is far from perfect. In fact the library wants to cooperate with other parties and institutions out of the institution but because there is something impossible to do then the library does not have any special place for doing the cooperation. Yet, if there is any user who wants to borrow its collections the staffs of the library will give this service.

## **Department of Revenue's Library**

### **a. Opening Hours**

Special library of Department of Revenue of East Java Province has opening hours from 7 AM to 4.30 PM (office hours). The opening hours applied by the library is similar to the office hours of the employees work at the Department of Revenue. Sometimes if the library is about to close but there is still some users who want to borrow its collections then the library's staff will help the users and give service they need until they find the needed collections or finish using the library. In this special library of Department of Revenue open service system is used. With this system the librarian's tasks will be a lot easier and the users of the library could freely look for the collections that they need. Yet, the drawback of this system is that the librarians have problem on re-arrange the library's collections.

### **b. Types of Service**

The types of service given by this library are circulation service, reference service, on-site reading service and guidance on using the library's facilities. The users of the library have understood the important meaning of reference collection service

because the librarians said that the most-used service in that library is reference service. All the users could use service by phone. For example if the chief of the department needs certain kinds of collection then he needs to only call the librarian and the staff of the library will deliver the needed collections to the chief's/user's room office. Thus, there are so many people asking for consultation about reference collections from the library although the library has not had many reference collections. Circulation service is still done manually by writing down the books or collections borrowed via excel without any borrowing card. Moreover, there has not been any catalog in this library. Therefore, the library has not had any information retrieval service. In this special library there has not been any routine literature guidance but if there is any order in relation to literature guidance then the librarian will do it. Additionally, there is no any obligation for the librarian to help the library's users because the library has only two librarians. And those two librarians are in charge for handling all librarianship activities started from the library's processing to the services.

### **c. Cooperation**

This library has never made any cooperation yet with others and so far this condition has not become a certain thought for the library.

## **The Library of Animal Husbandry Department of East Java Province**

### **a. Opening Hours**

Opening hours of Animal Husbandry Department's Library is from 8 AM to 4 PM. The service system used in this library is open system. All the visitors are able to take any needed library materials in the appropriate shelves. Then the visitors hand over

the books they want to borrow to the Animal Husbandry Department's librarians. The visitors need to hand over their staff ID at the Animal Husbandry Department to the librarians and they will record the identity of the users who borrow those books and collections.

#### **b. Types of Service**

The types of service provided by this library are on-site reading service, circulation, reference, information retrieval and users' guidance. Circulation service is still done manually. For the information retrieval service it uses manual catalog. If the users lose the borrowing library materials, the users must replace the lost book by paying to the library as much as twice of the price of the book the user has lost. It does so because there is fear that the price of the lost book will be more expensive than the previous price. For delay on returning book, then the user needs to pay a fine of 1,000 IDR per day for every book he/she borrows. In this library there has not been created any information retrieval system which uses OPAC system. There is no copy machine either because there has been copy machines in each office. In this library there is no phone service, so the users must visit the library in person. The librarians do not provide by-phone service for any users who need information about the collections. For the reference service the library uses open service. Yet, in this reference service for borrowing the reference books or collections the users are not allowed to bring out the books. Every user must use and read the references on site. On the reference service there is consultation which can be done via email or by coming to the library in person. If the users of the library could not get the needed information, then the librarians will try to look for the needed information through other sources. If the information could

not be found on the reference collections, then there will be fee for finding and retrieving the information needed. The librarian also provide user education; the user who has difficulty in retrieving information will be helped by the librarians of the department to find the needed information. The librarians will also train the user in accessing the services given by the library for example through the searching of catalog cards.

### **c. Cooperation**

Animal Husbandry Department's Library cooperates with the Province of East Java's Library on their collections to meet the needs of users' information.

## **Surabaya City Health Office' Library**

### **a. Opening Hours**

The opening hours of the library has not met the minimum standard of the Libraries' National Standards. The opening hours on Monday to Thursday are from 8 AM to 2 PM. On Friday the library opens from 8 to 11 AM. Saturday/Sunday/holidays are closed. The Health Office' Library uses open system because all the users are free to choose collections from their shelves. The collections are more useful and with the open system librarian and library's staffs could save their energy more.

### **b. Types of Service**

The types of service provided at the Surabaya City Health Office' Library include reference service, namely dictionaries, encyclopedias and other books in health fields; General Collection service which most of the collections have subjects that something to do with the sciences of health; Audio-Visual Collection service in the

forms of cassettes and VCDs about hospital and health center profiles, and videos about public health education; Deposit Collection Service in the form of collections of government's publications on government's regulations, legislation in the field of health, books about profile of health centers in Surabaya and East Java, and so on; Circulation Service which gives book borrowing service, book returning service and extension of collections, permit for copying the collections and registering new member of the library; OPAC system; on-site reading service for the users who read special collections or books, references and thesis collections on field of health. The policy of the library said that those collections are not allowed to borrow because there are only 1 copy of collection/limited collection, expensive collections, and a policy from the employer that thesis are not allowed to borrow and copy by the users. The number of users who use on-site reading service is  $\pm$  6 users, mostly from Surabaya City Health Office and college students in the field of health. The library has not had any user guidance service but sometimes the librarian helps the users if they have any difficulty on finding the needed collections in the shelves and the librarians also help the users on collection search if they do not want to find the collections on the shelves by themselves.

### **c. Cooperation**

The Surabaya City Health Office's Library has ever cooperated with East Java's Library and Archive Board, Surabaya City's Library and Dr. Soetomo Hospital's Library. Cooperations done by the City Health Office's Library with those 3 governments' libraries were in the term of collections/library materials. The cooperations done before the year of 2010 but in the year of 2011 until recently there

has been no cooperation because of internal problems that could not be shown to public. The advantage of the cooperations done by the City Health Office's Library with other libraries before the year of 2010 was in getting books that were needed by the library's users so that the users' collection needs could be fulfilled well.

### **National Family Planning Welfare Agency's Library**

#### **a. Opening Hours**

National Family Planning Welfare Agency's Library opens every Monday to Thursday at 8 AM to 2.30 PM. According to the Libraries' National Standards the appropriate opening hours for a library is at least 7 hours per day. Service system at the National Family Planning Welfare Agency's Library uses open system service so that it could adjust the users' needs. The opening hours are suitable because it has been fitted with the staffs' working hours. The advantage of this system is that the users could be satisfied on choosing whatever the books that they need. The users of the library are all staffs who work at the National Family Planning Welfare Agency and public users who need information that has something to do with the National Family Planning Welfare Agency.

#### **b. Types of Service**

The services provided by the National Family Planning Welfare Agency's Library are only circulation service, reference, and on-site reading service. The most-used service is reference service for research. The service is still done manually so that the retrieval process takes time and some fine could not be run well. It has already

understood that reference service is very important, unfortunately interest in reading still lacks. Library's effort to increase its service is by planning library's introduction brochures. This effort was done online previously, yet it is under maintenance now. Circulation service is still done manually. The use of service both from internal and external sides are the same; first by filling out the guest book, card members making for those who have not been the library's member, hand over the books that the users want to borrow to the librarians, the librarians will record the book and ask the users' member card to be left to the library as a guarantee and the card can be returned to the users when they have returned the books they borrow. For new member of the library they are allowed to borrow only 3 book maximumly in 3 days consecutively. If the users borrow books for more than three days they are allowed to borrow maximumly 5 books and the borrowing time could be lengthened to 2 weeks. Sanction given if the users do not return the books on time. They will be fined for 2,500 IDR / book. The policy of the library asks the users to replace those books with the same ones they borrowed if there is any lost or broken book while being borrowed by them. The library also provides on-site reading service. Users' guidance service is provided only if the users ask for the librarians' help. Information retrieval service still uses manual catalogs. Normally the staffs of the National Family Planning Welfare Agency will order certain books via phone to the librarians.

### **c. Cooperation**

The library cooperates with work units within the institution and outside of the concerned institution. The National Family Planning Welfare Agency's Library has

been doing some cooperations with all East Java's National Family Planning Welfare Agency's Libraries. The cooperation still exists until recently. Commonly the type of cooperation done is books and information exchange. The advantage gotten from the cooperation is on exchange of information and books that are needed.

## **Conclusion**

Many of the services provided by special libraries owned by government have not fulfilled the minimum standards of the Libraries' National Standards (*Standar Nasional Perpustakaan—SNP*) 006:2011. Only the component of libraries' opening hours that has fulfilled the minimum standard; minimumly libraries open for 7 hours a day. Yet, the component of service types have not fulfilled the minimum standard. Therefore, it is necessary to repair the services by adding facilities and improving the librarians' competence. Of course it could not be separated from the support of main institutions and departments above them. The awareness of the importance of special libraries owned by the governments must be improved so that their existences are not only as a formality but could really be a big support on providing the needs of information for the staffs and employees in supporting their work performance for the achievement of organizations' goals. For the component of cooperation, many libraries have not done any cooperation with other parties. This condition is limited due to the organizational structures of the libraries under the parent departments have limitation on moving independently and the fixation of libraries' staffs with their work routines in the

libraries so that many of the libraries have not thought about making cooperation with other parties. Based on those findings, it is necessary to socialize the implementation of the Libraries' National Standards 006:2011 in order to organize special libraries owned by government agencies in accordance with the minimum provisions that are applicable in Indonesia.

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