

# Malang Inter Library Loan: How it Becomes a Pioneer of Resource Sharing?

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**Abstract**—Malang Interlibrary Loan (MILL). Interlibrary loan has been a staple function within libraries in general and academic libraries, especially. Interlibrary loan began as a small offshoot of the larger development of centralized library services. The acronym of MILL is a form of innovation in the library services of Malang initiated by the Universitas Brawijaya Library. Universitas Brawijaya Library invites a number of academic libraries around Malang to be a partner in terms of interlibrary loan, namely Malang State University Library, Malang State Islamic University of Maulana Malik Ibrahim Library, Malang State Polytechnic Library, and Health Polytechnic Library of the Ministry of Health Malang. The study employed a descriptive-qualitative approach to explore how the MILL are operated in six selected universities in Malang as member of MILL. Three types of data collection techniques were used: interviews, observation, and document analysis. Structured interview was used as the main data collection technique. Findings of the study are presented in four main aspects in the implementation of MILL i.e maximize the use of collections shared by each library so that it can be used by users who need both users from the university itself and outside the university. The stages of cooperation carried out include, identification of the advantages and disadvantages of collections, centralized regional equality, intensive communication, the use of collections together, opportunity, and challenges as main frame of it services. This study is significantly useful for readers and librarian especially in the context of collection development, to know the crucial position of the MILL as medium that frames the resources sharing at universities. Furthermore, MILL has a harmonious integration with the field of scholarly communication, including aspects of dissemination, social networking, and exchange of information sources.

**Keywords**—interlibrary loan, academic libraries, resources sharing, scholarly communication

## I. INTRODUCTION

The academic library is one of the institutions that manages various knowledge products which exist to support the needs and sustain the development of science. Through this position, it is also a milestone of progress and is even considered an intellectual symbol in the modern era. To maintain its existence and develop, university libraries are required to be able to

accommodate the needs of the academic community and society in general, especially in the collection segment. Although it is realized that academic libraries still do not fully have complete collections in terms of quantity (copies and scientific subjects). Not to mention the technological developments that are characteristic of the millennial generation which must be accommodated immediately.

The presence of the millennial generation as a generation that has grown up with technology from a young age, is quick to understand technology, uses and receives information quickly, multitasking abilities, and has an interest in interactive information products are among the challenges that must be faced [1]. The increasing need for information in academic libraries is based on the needs of visitors to various kinds of scientific disciplines so that libraries will not be able to meet user needs by only presenting collections collected in each library. For this reason, collaboration between academic libraries is needed to meet information needs, expand accessibility, and information sources for each academic community. In line with Law Number 43 of 2007 concerning Libraries, libraries are collaborating with various parties to improve services to users [2]. Collaboration is carried out according to the needs of the collaborating parties, among others: the use of shared library collections which include cross-services, use of reading rooms and other facilities, and exchange of bibliographic data [3]. Library collaboration is expected to provide wider access to collections, improve user services, increase activity in various resources, reduce duplication, and create efficient services.

Various types of forms of cooperation that can be implemented according to the needs of the collaborating parties include: the use of shared library collections which include cross-services, use of reading rooms and other facilities, and exchange of bibliographic data. One of the forms of cooperation mentioned above that is most carried out and considered effective is interlibrary loan. Traditional library-to-library interlibrary loan is the option for patrons when something is unavailable locally. Cherié argue that Interlibrary loan transactions through the ages have been conducted with an ever-evolving array of “technologies” to carry out the familiar processes of identifying, locating, requesting, and delivering

items desired by library users [4]. According to Litsey, interlibrary loan has officially been a process since 1858 when a librarian at UC Berkeley sought to gain access to materials outside of the UC Berkeley campus. However, it is easy to imagine the interlibrary loan has as a process been around much longer than that. Can we imagine the when the earliest monks who transcribed a copy of a religious text and took that copy to another abbey were not themselves interlibrary loan patrons. As the ability to reproduce books becomes a faster and more efficient process libraries quickly became incapable of being able to “own it all.” Thus, the need for Interlibrary Loan develops as a system in earnest. From those first official requests between Berkeley and the California State Library to the development of the Ohio College Library Center, which today is more commonly known as the Online Computer Library Center (OCLC), interlibrary loan has been a staple function within libraries in general and academic libraries, especially. However, as libraries evolve, so do the means to which libraries are able to share books and items back and forth. No more is this evident in the transition between physical books being sent from libraries to articles and copies being sent. Once libraries moved beyond physical loans the understanding of interlibrary loan must change as well [5].

Many academic libraries in Indonesia collaborate between libraries to meet the information needs of visitors, one of which is the Malang City which is known as the city of education. Academic libraries in the Malang City try to provide interlibrary loan collection facilities for visitors. Malang Interlibrary Loan (MILL) is a public university library partnership program in Malang City. The program was initiated by the Universitas Brawijaya Library by inviting a number of other academic libraries in Malang City to cooperate in the interlibrary loan sector. The public university libraries that are members of the MILL are as follows: Universitas Brawijaya Library, Malang State University Library, Maulana Malik Ibrahim State Islamic University Library, Malang State Polytechnic Library, and the Health Polytechnic Library of the Ministry of Health Malang. Among the areas of cooperation undertaken are interlibrary loan among member libraries.

Since its establishment on June 3<sup>rd</sup>, 2015, Malang Interlibrary Loan (MILL) has certainly experienced significant developments in fulfilling the need for information resources for the academic community. At the age of 6 years, it certainly creates interest for writers regarding the form of cooperation that is carried out so that they are able to act as pioneers in sharing information resources in Malang City. This phenomenon places Malang Interlibrary Loan (MILL) as an interesting partnership program to study so that this study is expected to be an inspiration for other university libraries to take part in this kind of program and be able to implement similar services to improve service quality to their academicians.

## II. RELATED WORK

Studies related to interlibrary loans are one of the interesting things to study. This is not only in Indonesia, but

also abroad. Foreign studies related to interlibrary loans also vary. These studies include, first, a study conducted by Zhu and Shen in 2014. In this study, they revealed the barriers that libraries in America feel against the cross-service library (ILL) process, especially electronic books. This is often seen as difficult or nearly not going well because of the limitations on the license and copyright agreements attached to the collection. Thus, this study recommends that libraries in the United States reflect on policies that have been enacted so that the borrowing process can be carried out as a collection of scientific publications such as e-journals [6]. The second study, conducted by Percy in 2013, explored the latest trends in electronic book interlibrary loan conducted by the East Washington University Library. To expedite the running of service services (ILL), the library carries out a interlibrary loan of electronic book license agreement. Although the number is not as many as printed books, in the future there will be continuous expansion in quantity. This study recommends that librarians in charge of interlibrary loan be involved in the license negotiation process because they know the collections that users need [7]. The third study, Burke 2016 in his study on Share resources through the largest interlibrary loan network. He revealed how these services can help libraries in overcoming resource sharing challenges. With the Worldshare concept, ILL services can connect more than 10,000 libraries that provide more resources so that obstacles in resource access can be resolved immediately [8]. Studies related to interlibrary loans in Indonesia, as far as the author's investigation is still not widely carried out. Most writers still discuss concepts and implementations that have been carried out abroad or focus on specific types of libraries in Indonesia. Thus, this paper is expected to add to the knowledge of interlibrary loans in the context of universities in Indonesia, especially Malang City.

## III. METHODOLOGY

A qualitative method is used as an effort to naturally explore the empirical phenomena that occur at the university library. The technique of collecting data uses interviews, observation, and documentation. Interviews are used as the main data source, supported by other techniques. Interview results are used to map problems related to research problems. This technique is carried out which is accompanied by observation technique. Observation aims to understand the real conditions in the field, such as seeing the empirical reality of ILL in the library to select informants, a purposive technique is used. Informants were chosen based on the research objectives [9]. The aim of this technique is to understand how Malang Interlibrary Loan (MILL) runs in supporting the resource sharing. Those informants were taken from people who were considered to understand the MILL and they were even involved in developing it. To get valid data, the validation technique in the form of triangulation is used, namely technique, source, and extension of time (Figure 1).

Data analysis techniques use the model of Miles and Huberman and Denzin in three stages of the process, namely: data reduction, display, and verification/conclusion [10]. Data

reduction is the selection of data in accordance with the focus of the study so that irrelevant data is automatically ruled out. In the second stage in the form of data display, the selected data will be presented in systematic, organized, and patterned exposures in the relationship between the points that make it easy to understand. Finally, the verification stage is done through the presentation of conclusions; if there is different evidence, the conclusion will change following the latest evidence.

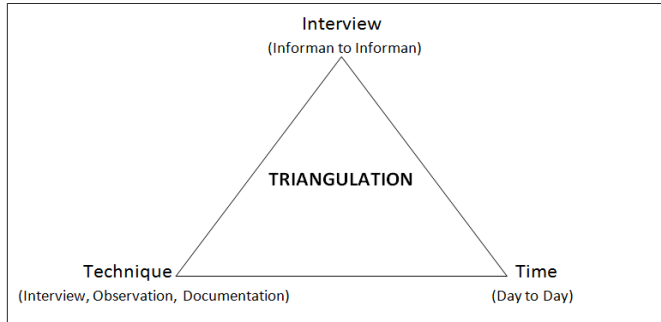


Fig. 1. Triangulation technique.

#### IV. RESULTS AND DISCUSSION

Based on history, Malang Interlibrary Loan (MILL) began to develop in 2015. MILL is an academic libraries partnership program in the Malang City. As the name implies, the field of cooperation carried out is cross-service between member libraries (interlibrary loan). The limitation of collections and minimum procurement is a concern for the Director of the Universitas Brawijaya Library. This became a crucial inhibiting factor at that time. For this concern, he views that user access to information resources needs to find a solution. The Director of the Universitas Brawijaya Library invited five state universities in Malang City to have a dialogue regarding the use of the collection together. The results of the identification carried out in the Universitas Brawijaya Library are seeing the similarities in the needs of users and collections of library materials which are rarely needed by each user. Then an interlibrary loan service cooperation program was formed called the Malang Interlibrary Loan (MILL).

The meeting was responded positively by the five invited academic libraries by seeing a number of opportunities. First, the same type of library, namely the academic library; second, the similarity of scientific fields so that the collection needs are the same; the last is a strategic location because the five of them are in Malang City. That way, the purpose of MILL collaboration is to maximize library materials that are not used or underutilized by users, both from inside and outside the campus. In the findings of the authors, there are six key aspects in conducting MILL cooperation, namely, self identification, similarity, communication, legality, opportunity, and challenge as illustrated Figure 2.



Fig. 2. Key aspect of Malang Interlibrary Loan (MILL).

These six aspects are the results of the author's analysis of the MILL memorandum of understanding which is translated into conceptual language and then reviewed based on reality and is described continuously as follows.

##### A. Self-Identification Aspect

In this aspect, the MILL members introduce the empirical conditions of their respective libraries. In the author's findings, there are four fundamental issues raised in this aspect, namely the library profile, number and type of collections, advantages, and disadvantages. The library profile describes in general the description of the library starting from the vision and mission of the institution. Next, number and type of collections. These two components are very important to point out because the main essence of this collaboration lies in the strength of the collection. This means that members will get an overview of what collections can be used when working together. Next is the advantage aspect. MILL members will understand that they will get benefits when collaborating, especially the fulfillment of user needs and the benefit of the collection. As for the disadvantages aspect, as far as the findings of the author, none of the members have major disadvantages, even if there are only accidental or beyond prediction.

##### B. Similarity

The aspect of similarity in this context is the similarity which becomes the strength in carrying out the roles and functions of the library so that it can run optimally. The author's findings in this aspect are first, the similarity of types of libraries. All MILL members are if categorized by type is an academic library. The similarity of this type is their characteristic that MILL is a form of collaboration between academic libraries in Malang City. In addition, MILL members have the same focus of activities, namely supporting the "Tri Dharma" of Higher Education. The next similarity is the scientific field. The university has diverse faculties and department. This is a representation of the scientific fields developed at the university. The diversity of scientific fields requires academic libraries to be able to accommodate the needs of the academic community. Through this collaboration, MILL members can work together to meet the needs of academicians who experience book shortages. The number of students in a department is not directly proportional to the number of library collection so that with this cooperation these limitations can be overcome and thus complement each other. Next is location. MILL members are located in the Malang City so that the inter-library borrowing process can run

effectively and efficiently, especially in terms of time, cost and energy. As for the library, it will facilitate coordination and streamline workflows.

C. Communication

To facilitate coordination, MILL members communicate intensively. The intensity of communication between members is carried out in two ways, namely, direct communication and communication using social media platforms. Direct communication is generally carried out by meeting directly in an agenda (once every two months) or meeting during meeting activities outside the meeting agenda of MILL members which can be used to discuss MILL development. Furthermore, communication using social media and mobile platforms such as WhatsApp is carried out when members have difficulty meeting in person. This is considered effective by utilizing the WhatsApp application group.

D. Legality

Things that need to be considered before implementing an interlibrary loan are policies that must be well planned. The policy is related to what library collections are provided for interlibrary loans, who can borrow, how much can be borrowed, how to process it, fees, borrowing time, what if it is lost, and so on. After the MILL members agree, an MoU (Memorandum of Understanding) is made, a copy of which is held by each member. This legality is a form of cooperation in the use of information resources together.

E. Opportunity

Along with the times, there are a number of opportunities that are supporting factors for the sustainability of MILL cooperation. Opportunity, namely, user requirements. This opportunity can be found in all academic libraries, especially universities that have a lot of students. Through this

collaboration, it is hoped that it can help meet the needs of students from various strata. Next opportunity is technological development. Technological developments in academic libraries have a significant impact in helping to produce, develop a variety of knowledge products and service efficiency. This is an opportunity for academic libraries to maximize services through technology assistance. For example, the ease of placing orders for collections, searching and processing transactions. Finally, location. All MILL members are located in the Malang City, making it easier to coordinate and streamline work. Likewise, academicians who need collections will be easy to reach because of the relatively close distance.

F. Challenge

The challenges faced in MILL collaboration must be faced by every member. The challenges in collaborating between academic libraries which the authors summarize are. Gaps between human resources, budgets, information technology applications, and bureaucratic attitudes between leaders and librarians are things that must be faced in carrying out this collaboration. The next challenge is the need for users who want to be served quickly, even though the library loan administrative process takes about two days.

As one of the library cooperation programs, MILL has the opportunity to share resources in Malang City. Apart from the efficiency motive, the wealth of local content owned by the five member institutions, when combined, will certainly become a very valuable asset and contribution to the advancement of science. Challenges will of course always exist, but the opportunities and benefits provided by a joint institutional repositories (IR) deserve to be sustained and developed to a wider scale. The six fundamental aspects of MILL above can be illustrated in Figure 3.

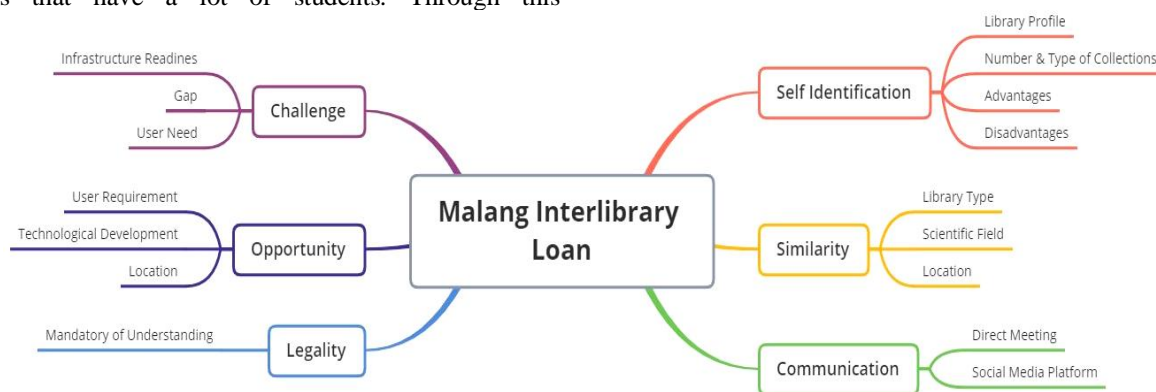


Fig. 3. Main frame of MILL.

Observing the main frame of MILL above, in the findings the writer has a harmonious integration with the field of scholarly communication. Scholarly communication is a scientific dialogue between the writer and the reader. The dialogue can be in the form of utilization, dissemination of information that occurs in the academic environment [11]. The

harmony of this conception lies in the scholarly communication component including aspects, dissemination, social networking, and exchange of information sources [12]. Dissemination of resource sharing as the main aspect of MILL. The aim is for the use of collections, both academics and from outside collaborating institutions. Thus, library collections can

be maximally utilized through interlibrary loan services. Meanwhile, the social network aspect can be created by both through collaboration between academic libraries. In addition, social networks can be closely intertwined between librarians and users (internal and external). Then the aspects of the exchange of information sources are intensified because the circulation process occurs widely, namely between academic libraries. They complement one another, thus, the integration pattern can be seen in the following Figure 4.

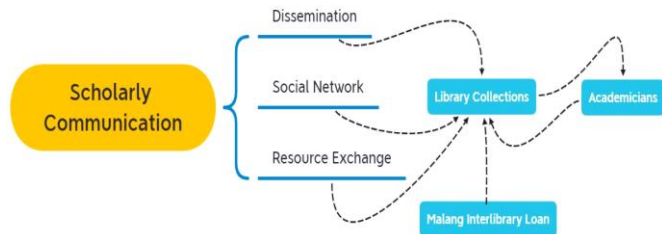


Fig. 4. The Integration pattern of scholarly communication and MILL.

The role of academic libraries as one of the actors of information dissemination in the context of scholarly communication is in line with the function of MILL. This linkage can help librarians understand what roles can be played to support scientific communication carried out by research and educational institutions. serve the rights and interests of people through the neutrality of the services and collections provided, both in terms of their content, such as science and fiction, as well as in the form such as books and magazines [13]. Through scholarly communication, it is hoped that librarians and library directors can develop their competence and librarian career. Thus, the collections that are owned and developed by libraries become important pillars in an effort to gain public support because libraries as a source of information and knowledge at that time have secured a place in the library as a space to get a complete, up-to-date, and accurate reading.

#### V. CONCLUSION AND FUTURE SCOPE

MILL as a forum for collaborative lending between universities in the Malang City has a large enough potential to develop. The proximity of the location, the completeness of the infrastructure, and the commitment as a member of the MILL are good starting capital in starting this collaboration. In addition, the development task is lighter because it is carried out together and its existence will not overlap with other services and systems. Even so, there are several things that should be noted, including the budgeting system, and the understanding of the parties concerned about the MILL concept which has not been fully socialized.

Furthermore, the existence of MILL as an important means of cooperation is continuously supported. To complete this study, the authors recommend a follow-up study of user and community responses to the service's performance. Of course, the results of this study will create variations that can be constructive input for MILL managers so that in the future it will be better and more responsive in serving the needs of its users, especially the academic community.

#### ACKNOWLEDGMENT

No grant from any public, commercial, or non-profit funding agency was offered for the conduct of this research. We thank the informants for their enriching comments to support the article.

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