Jaklitera as a fulfillment of public information needs in online lending services

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ABSTRACT

This study explores the role of Jaklitera, a digital library application developed by the Jakarta Provincial Government, in fulfilling the informational needs of urban citizens through online borrowing services. Using a qualitative-descriptive approach supported by narrative observation, interviews, documentation, and literature review, the research investigates how Jaklitera adapts its system design, content provision, and user interface to the expectations of diverse library users. The findings show that Jaklitera not only enhances access to e-books, e-journals, and digital documents but also acts as a catalyst for building a responsive digital literacy ecosystem. However, several challenges remain, including gaps in user satisfaction, limited personalization, digital inequality, lack of interoperability across institutions, and the absence of formal operational standards. The study reveals that the effectiveness of Jaklitera lies in its ability to align technological features with human behavior, social inclusion, and evolving information needs. Theoretical insights drawn from the Technology Acceptance Model (TAM), Information-Seeking Behavior, and Public Value Theory frame Jaklitera as a public digital space that blends infrastructure with civic engagement. This research contributes to the discourse on library digital transformation by proposing a framework for developing user-centered, adaptive, and socially impactful digital library systems in Indonesia and beyond.

Contribution: This study offers actionable recommendations and a conceptual framework for the future development of digital libraries, contributing both to academic literature and practical policy-making in the field of digital information services.

1. INTRODUCTION

The development of information and communication technology has brought significant changes in various aspects of life, including access to information and literature. In the midst of this digitalization, public literacy is an important indicator in assessing the extent to which people are able to access, understand, and utilize information effectively. People are required to be able to access information quickly, easily, and efficiently to support their educational, work, and personal development needs. Libraries as one of the information service providers must adapt to these changes through service digitalization with the availability of adequate information systems.

Libraries play an active role in supporting the development of an information society through various types of services provided, not limited to conventional services, but also including online-based services (Puspita & Ilmi, 2022). Library services that focus on user needs must be adjusted to technological advances, so that people can access information more easily, anytime and anywhere, without being bound by space and time constraints.

A reliable information system plays an important role in supporting organizations to be able to understand their environment, create knowledge, and make the right decisions. The information system must be able to provide relevant, accurate, easily accessible, and timely information to be used in various organizational processes. Information technology functions to regulate the flow of incoming and outgoing information, facilitate communication between work units, and support the analysis process in decision making. In this case, the information system is not only a technical tool, but is the main infrastructure in managing and disseminating information throughout the organization. Hence, information that is well managed through an integrated information system will strengthen the organization's ability to act strategically in the face of environmental changes (Choo, 2002).

Availability and access to information are basic needs of society in the digital era. Libraries as information providers are required to continue to innovate, especially in responding to changes in user behavior patterns that are increasingly dependent on online technology (Hamad et al., 2024). One form of technology-based library service innovation is the implementation of online lending services that allow flexible and efficient access to collections (Masenya & Chisita, 2022). In this context, Jaklitera, an online library service application developed by the DKI Jakarta Provincial Library and Archives Service, is present as a solution to answer these challenges.

The DKI Jakarta Provincial Government, through the Library and Archives Service (Dispusipda), launched the Jaklitera application as an effort to modernize digital-based library services. Jaklitera is present as a platform that allows the people of Jakarta to access information through various features such as book catalogues, reservations, and borrowing books online through the application, so that it can save time. With Jaklitera, the people of Jakarta and its surroundings can now access various library collections without having to be physically present, so that they can overcome geographical barriers and time constraints. This innovation not only increases service efficiency but also expands the reach of information to people who have limited geographical or time access (Sutrisno et al., 2023).

This article discusses the application or information system of the Jakarta Library and HB Jassin Document Center called Jaklitera as a source of user information in fulfilling the collection information needs effectively to obtain literature from the application. This study aims to describe the role of online lending services in fulfilling user information needs through the Jaklitera application at the Jakarta Library and HB Jassin Document Center. Through this approach, it is hoped that a deeper understanding will be obtained regarding the potential, challenges, and contributions of libraries in forming a literate society in the digital information era.

2. METHOD

The research method used is qualitative research through a descriptive approach that aims to describe the role of Jaklitera in meeting the information needs of the community through online collection lending services at the Jakarta Library and the HB Jassin Document Center (Adlini et al., 2022). This approach is used to understand phenomena based on data obtained from several sources. Data collection was carried out through observation, interviews, literature studies, and documentation studies. According to (Creswell & Creswell, 2018), this method focuses on exploring and understanding the meaning of individuals or groups related to social or human problems.

3. RESULTS AND DISCUSSION

Digital Transformation and Urban Community Literacy

Digital transformation in library services is no longer limited to technological modernization, but rather represents a paradigm shift in the provision, management, and distribution of knowledge (Onunka et al., 2023). In the context of massive urbanization and demands for high mobility, urban communities need fast, flexible, and efficient access to information (Paiva et al., 2021). In the midst of this social change, the presence of Jaklitera, a digital library application owned by the DKI Jakarta Regional Library and Archives Service (DPKD), is a concrete response to these needs. This application is not just a tool for distributing e-books, but is an important instrument in restructuring the literacy ecosystem of urban communities.

Jaklitera is present amidst the rapid flow of digitalization that has touched almost all aspects of life, including information consumption and people's reading habits. One of the most striking features of Jaklitera is the online

collection lending service, which allows users to access e-books, e-journals, and other digital documents directly through their gadgets. This feature breaks down the barriers of space and time, while encouraging the creation of a more democratic model of information access.

However, the success of implementing digital services like this is not only determined by the sophistication of the technology, but also by the readiness of the supporting system that accompanies it (Parra-Sánchez et al., 2021). Adequate digital infrastructure, user data security, collection interoperability, and the readiness of human resources, especially librarians, are the main foundations for the sustainability of services (Odularu, 2025). As stated by (Nurhaliza, 2024), the readiness of a digital library is not limited to the available collections, but rather the institution's ability to understand and manage the information needs of the community, which are very diverse in terms of social background, interests, and purposes of use.

In the heterogeneous urban community landscape, librarians are required not only to be collection keepers, but also as literacy facilitators who are able to bridge users with the information they need. The digital competence of librarians in providing technology-based services is an important determinant in this transformation. Therefore, continuous training, adaptation to technological changes, and understanding of information user behavior are long-term investments that must be strengthened (Yertas, 2024).

Jaklitera also carries the concept of active community involvement in shaping a digital literacy culture. This application is equipped with user review features, reading history, and a personal recommendation system, which indirectly encourages users to participate in the online reader community (Anurogo et al., 2023). These features create a reciprocal relationship between users and the library system, creating a more personal and sustainable reading experience. This service model is very different from the conventional model, which tends to be one-way and bureaucratic.

This change also reflects the shift in the orientation of library services from a collection-centered approach to a user-centered approach. Digital services enable personalization in accessing and recommending information, thereby increasing the relevance of reading to users' needs and preferences (Gm et al., 2024). This is important in the context of urban communities that have limited time and a tendency to consume information selectively.

Moreover, Jaklitera has shown its potential as a collaborative medium between library institutions and users. In the digital era, usage data collected from user interactions can be an important source of information for collection development, literacy program development, and service improvement. The use of big data in the context of digital libraries opens up a new space for evidence-based policy making in the field of literacy (Ajani et al., 2024).

However, the implementation of Jaklitera is also not free from a number of challenges. One of the main challenges is the digital divide, which is still quite real, especially related to internet access and technological devices among the lower middle class. Basic digital literacy is also an obstacle, because not all users are able to utilize the features provided by the application (Puerto & Gutiérrez-Esteban, 2022). Therefore, efforts to equalize access to technology must be part of Jaklitera's future development strategy (Sulaiman & Laksmi, 2024).

On the other hand, the aspect of information security is also a serious concern in managing digital library services. Protection of user data, system integrity, and transparency of information management are a must in creating public trust (Androniceanu, 2021). Failure to maintain data security can damage the image of the institution and hinder the wider adoption of digital technology.

To assess the effectiveness of Jaklitera, an evaluative approach needs to include three main indicators: user satisfaction, efficiency of the service system, and its contribution to improving community literacy. This measurement can be done through user surveys, analysis of application activity logs, and longitudinal studies of changes in reading behavior among urban communities. A comprehensive evaluation will form the basis for further development, as well as identifying areas that need improvement (Skivington et al., 2021).

In the long term, the presence of Jaklitera can be a model for the development of other regional digital libraries in Indonesia. However, in order for this strategic role to be realized, it requires sustainable policy support, synergy between institutions, and a commitment to strengthening digital literacy as a whole. Digital transformation in the library world is not only about technology, but also about building an inclusive, participatory, and adaptive knowledge ecosystem to the dynamics of the times (Ajani et al., 2023).

Thus, Jaklitera not only functions as a bridge between information and users, but also as a mirror of the evolution of modern libraries in responding to social change. The role of libraries as digital public spaces needs to be continuously strengthened so as not to lose relevance amidst information competition from various

commercial platforms. Integration between technological innovation, social approaches, and a vision of literacy oriented towards information justice is the future direction of digital libraries in Indonesia (Taher, 2021).

Identification of Library Information Needs for Online Lending Services

In order to understand the extent to which the Jaklitera application can meet the information needs of the community, an important initial step is to first identify the types of information needed by library service users. Every library has a responsibility to respond to these needs appropriately so that the services provided are relevant, useful, and support the community's information literacy goals. Technological developments require libraries, as information providers, to update their existing systems and integrate them with digital information and communication technology. This integration aims to make it easier for users to gain access to the information they need (Hidayat et al., 2023).

This information need is not only limited to the type of collection desired by the user, but also includes membership procedures, administrative requirements, and collection borrowing mechanisms. Based on the interview results, the Jaklitera Application was launched by the DKI Jakarta Library and Archives Service (Dispusip) on July 21, 2023, after conducting a series of trial-and-error processes to ensure the system runs well and in accordance with regulations. One of the main information needs that must be met by users is an understanding of the process of becoming a member of the library, which is a prerequisite for being able to borrow collections online.

Figure 1. Example of main member profile view
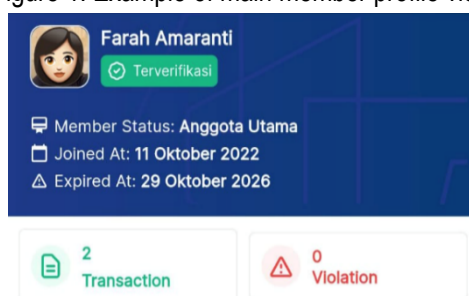
Source: Personal Documentation, 2025

One important aspect of the Jaklitera system is its membership model. Users of the service must be at least 17 years old and have an ID card as a form of identity validation. In this membership system, users are classified into two categories: primary members and regular members. Primary members are individuals who have been successfully verified as members of the Jakarta Library, either domiciled in Jakarta or working or studying in this area. This membership is valid for five years and provides full access to all digital services, including borrowing collections.

On the other hand, regular members are users who have not or do not meet the administrative requirements to become primary members. Their access is limited to reading the collection online without borrowing rights. Data up to June 2025 shows that of the 611,189 registered members, only 105,439 have become primary members. This shows the need for socialization and education regarding the procedures and benefits of primary membership status.

These administrative requirements cannot be separated from the principles of public information management and accountability in managing state assets. In this case, Niklas Luhmann's social system theory can be used as a relevant analytical lens. Luhmann views institutions as autonomous systems that maintain stability and public trust through structured communication mechanisms (Luhmann, 2018). In the context of Jaklitera, the membership verification mechanism and user access sharing reflect the library system's efforts to maintain operational legitimacy and service integrity in a digital society that demands transparency and accountability. Furthermore, the clarity of the user's role and the administrative obstacles in the information search process. When user access is limited because they are not yet main members, the potential for limited access to information becomes part of a structural issue that must be addressed systemically, not just procedurally.

In the long term, the presence of Jaklitera can be a model for the development of other regional digital libraries in Indonesia. However, in order for this strategic role to be realized, it requires sustainable policy support, synergy between institutions, and a commitment to strengthening digital literacy as a whole. Digital transformation in the library world is not only about technology, but also about building an inclusive, participatory, and adaptive knowledge ecosystem to the dynamics of the times (Okunlaya et al., 2022).

Thus, Jaklitera not only functions as a bridge between information and users, but also as a reflection of the evolution of modern libraries in responding to social change. The role of libraries as digital public spaces needs to be continuously strengthened so as not to lose relevance amidst information competition from various commercial platforms. Integration between technological innovation, social approaches, and literacy visions oriented towards information justice is the future direction of digital libraries in Indonesia (Rafi et al., 2019).

Suitability of Services to Community Information Needs

In an effort to build a responsive and adaptive information service system to the needs of modern society, it is important to critically review the suitability between the features of digital library services and the characteristics of user information needs. The Jaklitera application, which was developed to answer the challenges of literacy access in the midst of urban society in Jakarta, is presented with various features that aim to facilitate the process of searching, borrowing, and reading collections online. However, the success of a digital service system does not depend only on the availability of technology, but also on the extent to which the service is able to answer the information needs of the community appropriately, relevantly, and personally. In this context, the analysis of service suitability can begin with a theoretical approach *Information Needs* from (Taylor, 2012), which states that information needs are dynamic, subjective, and highly dependent on the personal, social, and situational context of the user. Therefore, a digital library system such as Jaklitera is required not only to provide general information, but to be able to reach the diversity of needs, backgrounds, and goals of different users (Sulaiman & Laksmi, 2024).

Jaklitera has basically offered quite extensive access to digital collections, whether in the form of e-books, e-journals, or other information media. However, the key question that arises is: does the available content sufficiently represent the interests, academic needs, and learning goals of users? Not a few users have said that although this application provides thousands of titles, not all of them match what they are looking for, both in terms of depth of content, topic relevance, and the local context needed. This shows the importance of a more focused collection curation system based on the actual needs of users. In this case, the approach *user-driven collection development* becomes important, where users are given space to provide input on the procurement of collections, so that the library does not work unilaterally in determining what needs to be presented (Edelsbrunner, 2024). This principle is in line with the concept *Information-Seeking Behavior* from (Dervin, 1999), which emphasizes that users are not passive recipients of information, but active actors who have strategies and preferences in navigating available information sources.

In terms of features and ease of use, Jaklitera also still needs to be strengthened. Several users said that the application's user interface tends to be stiff and unintuitive, especially in searching collections based on themes, categories, or authors. More precise advanced search features and recommendation systems based on usage history are still limited, even though in a content-dense digital ecosystem, such features are very important to help users navigate relevant information. These limitations have the potential to cause user frustration, especially those who do not have enough time to manually browse the entire collection. In this context, the concept *Technology Acceptance Model (TAM)* is relevant again, because it states that perceptions of ease of use and usefulness of a system greatly determine the level of acceptance and sustainability of the use of the system (Ozili, 2025). If users feel that the application is too complicated or does not directly meet their needs, then the motivation to continue using it will decrease, even though the application itself has fulfilled basic technical functions.

In addition, the suitability of the service can also be reviewed from the perspective of inclusivity. Jaklitera, as a public service, ideally reaches all levels of society, including those with physical limitations or low levels of digital literacy. Unfortunately, so far, there are still limited accessibility features, such as voice readers for the blind or interactive user guides for novice users. In fact, the principle of inclusivity in information services has become a global standard in the development of digital libraries. If we refer to the approach *Universal Design for Learning (UDL)*, then the system must be designed in such a way that it can be accessed, used, and utilized by as many people as possible without the need for major adjustments (Roski et al., 2024). When digital libraries fail to

consider this aspect, services tend to be friendly only to groups that are already familiar with technology, and risk widening the information gap for other groups who need support the most.

Furthermore, in terms of service integration, it is also necessary to examine whether Jaklitera has truly become part of the broader literacy ecosystem in Jakarta. Service integration will be maximized if this application is connected to educational institutions, literacy communities, and other regional libraries that allow users to access collections across libraries. Unfortunately, the interlibrary loan feature or shared catalog network has not been fully implemented, even though this potential can greatly assist users in meeting more diverse and specific information needs. By adopting the principles *Knowledge Management System* (KMS), digital libraries such as Jaklitera can be encouraged to not only be information providers, but also managers of collective community knowledge (Di Vaio et al., 2021). This is where libraries can take a strategic role as information centers that not only provide reading materials but also bring together knowledge, experience, and networks between users.

It is important to realize that service suitability is not something static. Community needs continue to change along with the development of the times, technology, and social dynamics. Therefore, Jaklitera managers need to periodically conduct evaluations based on data and user feedback. Satisfaction surveys, discussion forums, and user involvement in feature development can be important mechanisms to keep services relevant and useful. This process requires a system that is open, flexible, and adaptive to change. In other words, Jaklitera is not enough to just be a digital library application, but must be developed as a *living system*—a system that grows and changes according to the real needs of its people (McGreevy et al., 2022). In this framework, the suitability of services is not just a technical matter, but also concerns the courage of institutions to continue learning, innovating, and opening up wider spaces for public participation.

Figure 2. Book Cart View
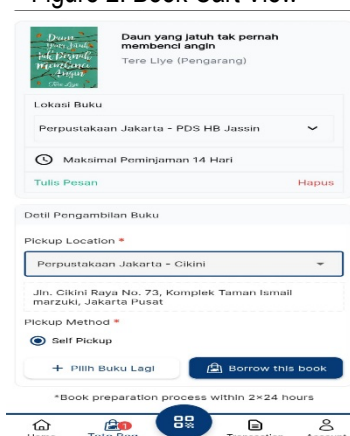
Source: Personal Documentation, 2025

Through this display, users can easily browse collections, read book descriptions, and add collections to the borrowing basket directly, similar to the online shopping process. This feature shows how libraries are trying to adopt a user experience-based approach to increase the attractiveness and convenience of using the application.

Figure 3. Book Availability View

Source: Personal Documentation, 2025

Through this application, users can borrow books from various libraries in Jakarta that have been integrated into the Jaklitera system, and choose the nearest library location for the collection retrieval and return process. Through the use of digital networks, libraries can be integrated with each other and share collection resources, so that users gain wider access to information. Jaklitera was developed as a means to facilitate the ease of borrowing library collections online by users, anytime and anywhere, while also playing a role in information dissemination. This flexibility not only increases service efficiency but also shows how library information systems can answer the mobility needs of dynamic urban communities.

Figure 4. Collection Loan Transaction History View
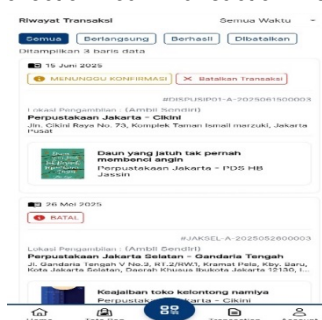
Source: Personal Documentation, 2025

The Jaklitera interface design is visually structured to resemble a marketplace platform, with intuitive and user-friendly navigation. Information on loan services through the application is presented systematically and transparently, covering all stages from loan confirmation, the collection and distribution process, packaging, to notification that the book is ready to be picked up. Online book orders are processed within a maximum of 2x24 hours, after which users can pick up the book at the location selected when ordering. However, if within 2x24 hours since the book was declared available, the user does not pick it up, the system will automatically cancel the order. This approach aims to provide a familiar, clear, and efficient user experience, as well as minimize the risk of delays in collection distribution.

In practice, the flow of borrowing services through the application starts from searching for books, checking availability, adding to the cart, to selecting a pick-up location. After the process is confirmed by the user, the system will send a notification containing transaction details and pick-up time when the collection is ready to be submitted. In addition to borrowing services, this application also provides a "suggestion menu" feature, which functions as a channel for input from librarians for the procurement of new collections. This feature is part of the survey of information needs and user preferences, complementing the satisfaction survey, which is also carried out separately. Thus, the integration of these features shows the library's active efforts in aligning its digital system with diverse information needs (Okunlaya et al., 2022).

Analysis of this design approach can be related to *Technology Acceptance Model* (TAM). According to TAM, technology adoption by users is greatly influenced by two main factors: *perceived usefulness* and *perceived ease of use* (Mustafa & Garcia, 2021). Jaklitera's interface, which resembles a modern marketplace, creates a perception of ease of use because users are accustomed to similar navigation models on other platforms. In addition, the clarity of borrowing information and the transparency of the process reinforce the perception that this application is useful in meeting literacy needs practically and efficiently. In this context, the interface design strategy is not just about aesthetics, but part of a functional intervention to increase user participation.

This model emphasizes the importance of reciprocal communication between institutions and their publics as a strategy to build productive and sustainable relationships (Aripin et al., 2023). Jaklitera, by opening up space for users to propose collections and provide input, has positioned the library as an institution that listens to and responds to the needs of the community. This simultaneously strengthens the social legitimacy of libraries as active actors in the development of digital literacy. Thus, the presence of Jaklitera is not only as a borrowing tool, but also as a two-way communication medium between libraries and the community, in order to create adaptive and participatory services.

In the long term, the presence of Jaklitera can be a model for the development of other regional digital libraries in Indonesia. However, in order for this strategic role to be realized, it requires sustainable policy support, synergy between institutions, and a commitment to strengthening digital literacy as a whole. Digital transformation

in the library world is not only about technology, but also about building an inclusive, participatory, and adaptive knowledge ecosystem to the dynamics of the times (Ajani et al., 2023).

Thus, Jaklitera not only functions as a bridge between information and users, but also as a mirror of the evolution of modern libraries in responding to social change. The role of libraries as digital public spaces needs to be continuously strengthened so as not to lose relevance amidst information competition from various commercial platforms. Integration between technological innovation, social approaches, and a vision of literacy that is oriented towards justice (Vu, 2024).

Obstacles and Hopes for the Development of Jaklitera

Jaklitera, as a digital library service application owned by the DKI Jakarta Regional Library and Archives Service, has opened up a new space in providing literacy access in the midst of an increasingly digitalized urban society. However, although this application represents digital transformation in the public service sector, the reality of its implementation in the field shows that there are still a number of obstacles that affect its effectiveness and reach. One of the challenges that arises is the mismatch between user expectations and the capacity of the available services. For example, not a few library users hope that books borrowed through this application can be sent directly to their homes, as with the delivery services offered by online bookstores or other commercial platforms. This expectation certainly reflects the need for flexibility and personalization of information services, but at the same time, it reveals the institutional limitations of libraries in meeting these expectations. In this case, the theory *expectation disconfirmation* becomes relevant to use (Oliver et al., 1994). This theory explains that user satisfaction depends on the extent to which their initial expectations are aligned or deviate from the reality of the services received. When public expectations regarding the quality of collection distribution are not met, disappointment will arise even though the application has provided digital-based services that were previously unavailable.

Furthermore, the challenges are not only at the technical level of delivery, but also reflect the gaps in the logistics system, collection security, and public service policies that have not been optimally integrated with the digitalization mechanism. The realization of home book delivery services requires a complex logistics structure, an accurate tracking system, and efficient operational cost calculations. This is where the concept of *institutional capacity* (Grindle & Hilderbrand, 1995) is important to use in analyzing institutional readiness. Institutional capacity is not only about technical aspects, but also touches on managerial aspects, human resources, regulations, and the ability of institutions to adapt to social and technological changes. In the context of Jaklitera, this capacity is still in a transitional stage that requires strengthening in various lines, including the development of technological infrastructure, digital-based librarian training, and the formation of new service models that are more responsive to user needs.

On the other hand, public expectations for the development of Jaklitera can actually be read as a positive indicator that the public still views libraries as relevant institutions in the digital era. Expectations for faster, more practical, and more personalized services also show that the public is increasingly accustomed to the digital service ecosystem offered by commercial platforms, and this is both a challenge and an opportunity for public institutions to adopt a *user-centric* digital approach. In modern library studies, this approach is consistent with the concept of *information behavior* developed by (Wilson, 1999), where the behavior of information users cannot be separated from the social context, personal motivation, and access to technology. Therefore, the development of applications such as Jaklitera cannot only focus on the availability of collections, but must also pay attention to how users interact with information, how they assess the ease of use of the application, and how the system is able to adapt to the digital lifestyle of the community.

Furthermore, the limitations of Jaklitera's services in accommodating user preferences for physical books also show the epistemological challenges in people's reading patterns. Most users still associate the reading experience with physical intimacy with books, the smell of paper, and the activity of taking notes directly on the pages of the book. This preference cannot be immediately eliminated by technology, but must be bridged with a hybrid strategy, for example, providing a physical collection delivery service for users who have difficulty coming to the library. If designed with an approach *blended service model*, then digital libraries are not an absolute substitute for conventional libraries, but rather complementary partners in providing inclusive and sustainable access to information (Lo & Stark, 2021).

Ultimately, the hope for the development of Jaklitera is not only about adding technological features, but also about building a library service system that can substantially answer the needs of the community. The community

hopes for an interest-based reading recommendation system, interactive features such as online book discussions, and a digital collaboration space that allows users to be more actively involved in forming a digital literacy community. Thus, Jaklitera is not only seen as a technology product but as a social platform that brings together individuals with knowledge and builds an empowered literacy ecosystem. These hopes are a reflection of the changing orientation of users in viewing libraries—no longer just a place to borrow books, but as a dynamic space that encourages intellectual growth and information-based social interaction (Fu, 2021).

In the context of public policy, the development of Jaklitera can also be viewed from a *public value theory* (Moore, 2014) which emphasizes the importance of public services producing social value that is directly felt by the community. The existence of Jaklitera must be seen as a form of state investment in expanding access to knowledge as a basic right of citizens. Therefore, the evaluation of the effectiveness of this application is not enough to be measured only from borrowing statistics, but also from how much it is able to narrow the gap in access to information, strengthen critical literacy in society, and create an inclusive learning experience amidst the challenges of urbanization and digitalization.

By considering these various aspects—both from the perspective of users, managers, and underlying theories—the future development of Jaklitera needs to be directed at technology integration, a user-needs-based approach, and adaptive and equitable service policies. The transformation of digital libraries like Jaklitera is not just a technical matter, but also part of a cultural and human development project. Therefore, it is important for all stakeholders to continue to evaluate, innovate, and listen to the voice of the community in order to realize a digital library that is not only modern but also meaningful (Hernández-Pérez et al., 2022).

In addition, from the operational side, application management is carried out based on guidelines or word-of-mouth references and is still in the drafting process in terms of standardization of procedures and documentation. Although there are internal guidelines regarding service flows, their implementation is still informal and has not been fully documented in the form of regulations or formal legal documents. Generally recognized standards and protocols are needed to ensure the ability of different digital library systems to operate and communicate effectively with each other (Paepcke et al., 1998).

This irregularity can lead to inconsistencies in inter-library services in the long term, considering that the Jaklitera system integrates six different institutions in the DKI Jakarta area. The absence of standardized official documents also has the potential to complicate the process of training new staff and periodic evaluation of services. From a technical perspective, the significant increase in the number of users also poses its own challenges. Since the implementation of the library in Jakarta has been open until night, there has been a drastic increase in the number of physical visits and online loan transactions. This increase reflects the success in attracting public interest; it also has an impact on the performance of information systems and networks, which are reported to be slow due to high access loads and reduced human resources (Chege et al., 2020).

The surge is also a positive indicator that the digital services provided have succeeded in increasing public participation in literacy activities and borrowing collections. Libraries can provide maximum service through innovations, especially in digital infrastructure, increasing network capacity, preparing more formal service regulations, and the possibility of developing partnership-based logistics services so that collection distribution can be more flexible in reaching users. By accommodating these expectations, libraries are expected to not only be able to maintain the quality of existing services but also be able to transform into information systems that are more responsive to changes in people's information needs and behavior in the digital era.

4. CONCLUSION

This study reveals that the Jaklitera application is a real form of library service transformation towards digitalization that is responsive to the dynamics of urban society. Through an in-depth analysis of features, membership systems, service design, and information needs of library users, this study shows that Jaklitera has contributed to expanding access to information, increasing community participation in literacy activities, and forming an inclusive and adaptive digital ecosystem. However, the gap between user expectations and system capacity is still a significant challenge that must be answered through technological innovation, increasing HR competency, and formulating more integrative and data-based policies. It was also found that users not only need extensive collections, but also services that are user-friendly, flexible, and support two-way interaction. By using a theoretical approach *Technology Acceptance Model*, *Information-Seeking Behavior*, and *Public Value Theory*, this study confirms that digital libraries such as Jaklitera must be developed not only as information providers, but

also as institutions that build social values. The main contribution of this study lies in the affirmation of Jaklitera's role as a digital public space that can be a model for future libraries: collaborative, participatory, and pro-information justice. This study also opens up space for further development related to service interoperability, operational protocol standardization, and dynamic user-need-based evaluation mechanisms.

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