

# **<sup>1</sup>The Existence of Paid Photocopy Services at the Gadjah Mada University (UGM) Library in Era 4.0**

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**Abstract.** The advanced transformation of universities' libraries that is fulfilled by many innovations has offered students an easier way to access collections of sources of information. Even though accessing collections is merely easy, there is a library service area that has restrictions. For instance, reference services frequently include a rule that states that students are only permitted to read materials there and then they are not permitted to borrow collections to read later. Some university libraries offer paid photocopying services despite the limited hours of the library service, which makes it a worthwhile study topic. A qualitative-descriptive research methodology was used for this investigation. In the meantime, the interview approach was employed to obtain the data for this study. The findings demonstrated that students had no other option except to employ copying services in order to fulfill their demands. The availability of these services also fosters a mutually beneficial relationship between users and libraries. For users, there is no need to take notes and go back and forth from the library to refer to the required references. Then for the library, photocopying services provide financial income that supports library development. Its existence, which is still surviving today, helps create a stable cost flow for libraries that can be utilized by library managers and provides time efficiency for users to get the information they need. Although the price of photocopying in the library is more expensive than photocopying outside the library, users are still enthusiastic about using it so that the service continues.

## **1 Introduction**

Following the completion of the extreme COVID-19 pandemic, the evolution of scientific progress is becoming more rapid. Although it has a negative impact on personal health, it also has a positive impact on community activities. All it takes is a shift in technology to make it easier to obtain information or knowledge. This condition has the potential to alter higher education by fostering a learning environment that fosters a variety of innovations developed by academics. The library plays an active role in providing convenience for the academic community to obtain the required information, especially regarding the collection of local content. Local material is useful for discovering new innovations through academic research.

Without hurdles, the promise of gaining simple access is pointless. One issue is the location of local content collections in the reference service. The service stipulates that the collection cannot be carried home (read on the spot). However, it appears that the university library gives alternate access via a paid photocopying service. Interestingly, even if it is paid and more expensive than services outside the institution, these services continue to exist and are not even prohibited from the use of smart phone cameras. As a result, academics are interested in investigating the factors that lead to the existence of photocopies. The findings of this study are intended to give fresh insights for librarians on future limits and possibilities. As a result, librarians may devise more specific strategies for managing photocopying services or experiment with new services that are more adaptable to technology advancements while still making financial benefits.

## **2 Literature Review**

### **2.1. College**

Higher education is the supplier of education beyond high school. Higher education schools provide a variety of educational programs, including diploma, undergraduate, and postgraduate degrees. Students' knowledge is also becoming more

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particular and diversified. Universities are needed not just to give education, but also to do research and provide service, all of which are included in the Tridharma of Higher Education.<sup>[1]</sup> Universities have library facilities as a source of specific knowledge to support research and service activities that will be carried out as educational outputs and strengthen cooperation and partnerships as the basis for institutional development because the scope of activities is broad and scientific is more specific.<sup>[2]</sup>

## **2.2. Academic Library and Reference Service**

An academic library is a library housed in a university, with services tailored to the demands of the academic community in order to carry out the tri dharma of higher education.<sup>[3]</sup> Libraries prefer to provide scientific and scientific collections to meet the demands of the academic community. There is one service among the many offered that customers frequently utilize to obtain information on a more specialized issue. The service is a reference service, and its existence is critical as a way of obtaining research data. Reference services, in addition to providing information, serve as a repository for local academic works such as theses, theses, dissertations, and other scientific papers. Even more deeply, reference services as a supplier of research assistants that lead the academic community to the exact information required and are also supported by available collections.<sup>[4]</sup>

## **2.3. Reference Collection**

Because their existence is designed for study and research, reference collections are more detailed or particular. Seminar proceedings, academic research findings, dictionaries, encyclopedias, and other materials are among the resources available. The service's collection availability has restrictions.<sup>[5]</sup> The available collections include the results of seminars, research results from the academic community, dictionaries, encyclopedias and others. The availability of collections on the service has limitations.

# **3 Method**

This research employs a qualitative technique to gather information on the library's photocopying services.<sup>[6]</sup> Researchers gathered research material through interviews and literature reviews on the subject of this study. The information gleaned from the interviews was then compared to the findings of the literature review for analysis. The researchers compared the relevance and urgency of photocopying services in libraries to the most recent scientific discoveries, such as general rules and the creation of digital libraries, which are currently happening. Finally, the findings of the analysis are detailed descriptively in this article in terms of the contribution of library services to institutions and visitors.

# **4 Result**

## **4.1. Regulations for Photocopying Services**

Unlike at other educational institutions, photocopying at Universitas Gadjah Mada (UGM) is subject to strict regulations. One of the most annoying aspects is the type of collection that will be shown. UGM offers a reference service with limited access (restricted access), and it hadir to make it easier for students to study content outside of the university. The use of photocopies in reference services results in a decrease in collection size. Photocopying local collections such as skripsi, theses, and dissertations is permitted, however photocopying of dissertations is prohibited. When a task is assigned to a specific person, the availability of photocopying services decreases due to the fact that the person in charge of the service must meet the deadline. If this is linked to earning a profit, it can become a significant factor in earning a large profit.

## **4.2. Price**

Students' fees are influenced by their inability to obtain photocopies. When compared to photocopying enterprises outside of educational institutions, library photocopying services are more costly. The high cost of photocopying services is driven by the restricted number of items that may be replicated as well as the operating time. For one photocopy, the service price is fixed at Rp. 500,-. Because photocopying service customers are few and far between, the strategy of charging high prices is the greatest option for meeting operational demands, and services to satisfy student needs continue to exist.

### 4.3. Photocopying Services Availability

When one hears about photocopying firms, one assumes they offer a variety of services such as binding, laminating, and photo printing. That is the broad picture that is generally imagined: when someone is in need, they are willing to come even if they are far away. When the price of each service is low but the customer base remains consistent, a firm with a range of services is a natural way to generate cash. Following the evolution of user demands, photocopying services at the library also include laminating and other services for students who require them. However, because this service is only available in the reference collecting room, users are more focused on utilizing it for duplication, given the location, time, and expense of students who utilize photocopying services that are complete and inexpensive.

### 4.4. Photocopying Service Manager

Business managers are at the forefront of a company's success; in order to deliver the best service possible, business owners hire experts in their sector. This has also been done by the UGM library's photocopying service, which is not a part of the library. The photocopying service is not solely the library's property; it is the outcome of partnership between the library and the owner of the photocopying business. However, students continue to face challenges, such as a lack of efficacy and efficiency in the photocopying process. They believe that if the emphasis is just on duplication, they can employ self-service or increase police to give speedier service without making customers wait longer. Because there is no regulatory control for the collecting section, which is not allowed to be repeated, it appears that just the option of adding officers is available.

## 5 Conclusion

The photocopying service at the UGM library's reference collection room is sufficient to allow students to access the collection from wherever they live. Aside from assisting students, the service is also used to regulate collections that are not permitted to become public knowledge. This is inspired by the restriction of reference collecting services, namely reading on the spot, in which students may only copy text in certain areas. In addition to following content guidelines, photocopying services must adhere to library working hours. To optimize services, photocopying services have been administered by parties outside the library, who also provide a variety of other services in addition to photocopying. Students must pay Rp. 500.00 for photocopying services.

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