

## **Grand Service Design Regional Library Pinrang Regency**

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**(Received:** October 21-2021; **revised:** November 20-2021; **published:** January 20-2022)

### **ABSTRACT**

Pinrang Regency Regional Library Service Grand Design. This study aims to measure 9 indicators of regional library service elements in Pinrang Regency. The study used descriptive quantitative methods, with non-probability sampling technique, measurements with a Likert scale involving 194 respondents, the determination of the sample was carried out by purposive sampling. The results showed that in general the 9 service elements in the regional library of Pinrang Regency received a good rating, while the scoring values for each service element were: elements of clarity and ease of requirements for getting digital-based services in good category with a score of 60%, service elements clarity and ease of procedures for obtaining services. digital-based services in the good category with a value of 51%, the service element of availability of information/guidance to get the service in the good category with a value of 53%, the service element of clarity and suitability of service time in the good category with a value of 62%, the service element of the duration/length of service time (opening hours). & closing hours) good category with a value of 52%, service element of speed of completion of document duplicating time in good category with a value of 46%, service element of clarity and reasonableness of the presence / absence of fees in good category with a value of 55%, service element of speed of response to complaints / complaints in good category with a value of 61%, and elements of follow-up services settlement of complaints/complaints in good category with a score of 64%.

Keywords: Grand Design; Service;; Regional Library.

### **INTRODUCTION**

#### **INTRODUCTION**

The existence of the library cannot be separated from the social order, understood as a structured social institution that plays an active role in the development of human resources (Nikitenko et al., 2017; Organization, 2016). Based on the Law of the Republic of Indonesia Number 43 of 2007 concerning Libraries, article 1 paragraph 1 explains that the library is an institution that manages the collection of written works, printed works, and/or recorded works in a professional manner with a standard system to meet the needs of education (Newman & Lattouf, 2020; Rorison & Voight, 2016), research, preservation, information, and recreational visitors. Meanwhile, paragraph 6 explains that regional libraries are intended for the wider

community as a means of lifelong learning regardless of age, gender, ethnicity, race, religion, and socioeconomic status.

Regional libraries as social institutions are not only required to provide quality services but also have to adapt their development to advances in science and technology in order to be able to provide wider benefits for the community (Deng, 2016; Yim et al., 2020). Designing regional library services with a system of technology and information development as an effort to reduce costs, facilitate access to library visitors, and increase interest in public visits to the library (Koh et al., 2015; Stejskal et al., 2021; Vahdani et al., 2016). The advantage with the development of a grand design library based on a digital service system has advantages, namely: (1) Long Distance service, meaning that with a digital library, library users can enjoy services as much as they want, whenever and wherever, (2) Easy access, library access Digital libraries are easier than conventional libraries, because users don't need to be bothered by looking for catalogs for a long time, (3) Cheap ( Cost Effective ) digital libraries don't require a lot of money and/or digitizing library collections is cheaper than buying books, (4) Prevent duplication or plagiarism, digital libraries are safer so it is not easy to plagiarize when storing library collections using digital formats that can only be read by library users without being able to edit them, and (5) publication of works globally, with digital libraries the works can be published globally all over the world.

The current regional library of Pinrang Regency, is oriented to carrying out a grand design of service forms from conventional to service-based e-library systems (Doubleday, 2021; Newcombe, 2021; Zhou et al., 2011). This concept is expected to answer the needs and provide attractive services for the community. The directions and objectives of the grand library design are based on the regulation of the head of the national library of the Republic of Indonesia number 1 of 2016 concerning the grand design of library program development, namely: Providing policy directions for implementing gradual and sustainable library program development, providing guidelines for library development, and providing guidelines for planning measurable library development, consistent, integrated, institutionalized, and sustainable (Alola & Kirikkaleli, 2019; AlQutob et al., 2020; Reilly et al., 2018). However, the current condition of the Regional Library of Pinrang Regency in the context of services still causes basic problems including: the unavailability of digital book services and websites that are difficult to access, unclear service times and completion times of document duplication, and the speed of service providers' responses to customer complaints/complaints. still not enough (Alryalat et al., 2017; Bhatti & Hanif, 2013; Dwivedi et al., 2016). To realize quality services describes five dimensions of service measurement, namely: (1) Reliability is related to how libraries can provide accurate and reliable services, (2) Physical evidence is related to the physical quality of the facilities and infrastructure available in the library, (3) the ability to process information obtained, (4) assurance, which includes the attitude of responsiveness, friendliness, and knowledge of service providers to service users, and (5) empathy, namely the readiness of officers in responding to / responding to obstacles and input from service users. people are satisfied with being served if they meet the criteria, namely: convenience of access to information, and independence of access to information.

Improving regional library services in Pinrang Regency by designing the concept of e-library in order to adapt to current information technology advances, it is better to open and prepare all devices, both human resources, facilities and infrastructure, and access to technology (Chen et al., 2015; Gómez-Hernández et al., 2017; Osborn, 2020). Adequate human resources, facilities and infrastructure, and access to technology, digital libraries will always provide convenience in accessing information, unlimited visitor time and opportunities, and visitors are not again tied to the procedure and time of service.

## **METHOD**

The research was conducted in Pinrang Regency with a rens time of September to October 2021, with a descriptive quantitative method (Al-Sagarat et al., 2017; Rossen et al., 2017; Sidel et al., 2018) of measurement using a Likert scale with the *Non-Probability Sampling technique*, the determination of the sample by *purposive sampling* (Barratt et al., 2015; Campbell et al., 2020; Etikan et al., 2016) is the determination of the sample with certain considerations as many as 194 respondents who consists of: Regional Librarian Librarian. Campus/School/Mosque Librarians, Community Reading Park Librarians (TBM), Village Library Librarians, Literacy Activists, and Library Visitors. Primary data collection is the technique of observation and structured interviews guided by a questionnaire asking questions to respondents, secondary data collection is a technique (*library research*) by using the literature of books, regulations, journals and related research reports. Data analysis using a Likert scale, which is a psychometric scale used in interviews to measure the attitudes, perceptions, behaviors, and opinions of respondents, is analyzed in the form of a histogram diagram through statistical figures and presented in percentage form, the answers to each question are arranged in the form of a scoring with the answer choices: Very Good (SB), Not Good (KB), Good (B), and Not Good (TB). This study measures the grand design of regional library services in Pinrang Regency with indicators: requirements, ease of procedures, availability of information, clarity and timeliness, duration of time, speed of completion time, reasonableness of the presence / absence of costs, response to complaints / complaints.

## **RESULTS AND DISCUSSION**

Research on the grand design of regional library services in Pinrang Regency, measures 9 service element indicators which include: Clarity and Ease of Requirements for Getting Digital-Based Services, Clarity and Ease of Procedures for Obtaining Digital-Based Services, Availability of Information/Directions for Getting Services, Clarity and Timeliness of Service, Duration / Length of Service Time (Opening Hours & Closing Hours), Speed of Document Duplication Completion Time, Clarity and Fairness of the presence / absence of fees, Response Speed of Complaints / Complaints, and Follow-up for Complaints / Complaints. The results of each service indicator, namely.

In Figure 1, it explains that the Pinrang Regency regional library services in the Clarity and Ease of Requirements for Getting Digital-based Services, it is known that the respondents' ratings from highest to lowest in sequence are: 60% of respondents rated Good, 38% of

respondents rated Very Good, 2% of respondents rated Not Good, and 0% of respondents rated Not Good.

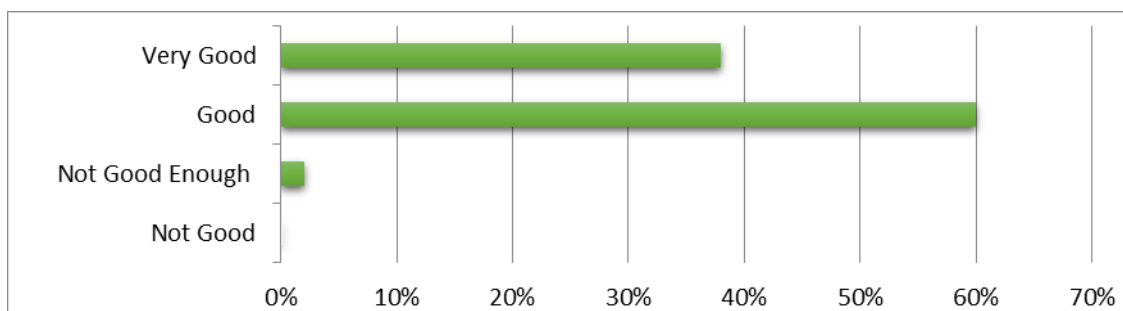


Figure 1. Clarity and ease of requirements for obtaining digital-based services

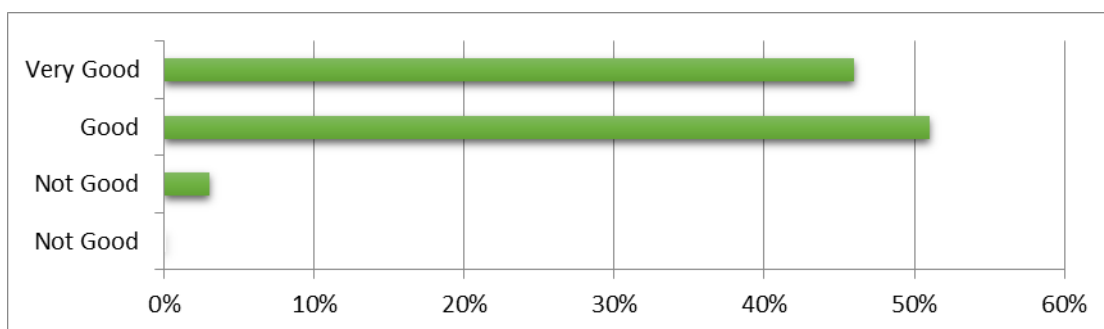


Figure 2. Clarity and Ease of Procedure for Getting Digital-Based Services

In Figure 2, it explains that the Pinrang Regency regional library services in the Clarity and Ease of Procedure for Getting Digital-Based Services, it is known that respondents rate from the highest to the lowest sequentially, namely: 51% of respondents rated Good, 46% of respondents rated Very Good, 3% of respondents rated Less Good, and 0% of respondents rated Not Good.

In Figure 3, it explains that the Pinrang Regency regional library service in the section on Availability of Information / Instructions for Getting Services, it is known that the respondents' ratings from highest to lowest in sequence are: 53% of respondents rated Good, 42% of respondents rated Very Good, 6% of respondents rated Less Good, and 0% of respondents rated Not Good.

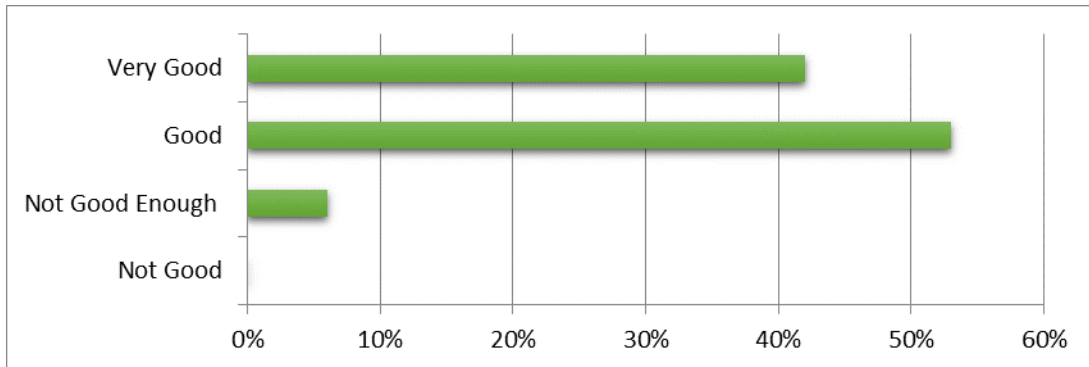


Figure 3. Availability of Information/Instructions for Getting Services

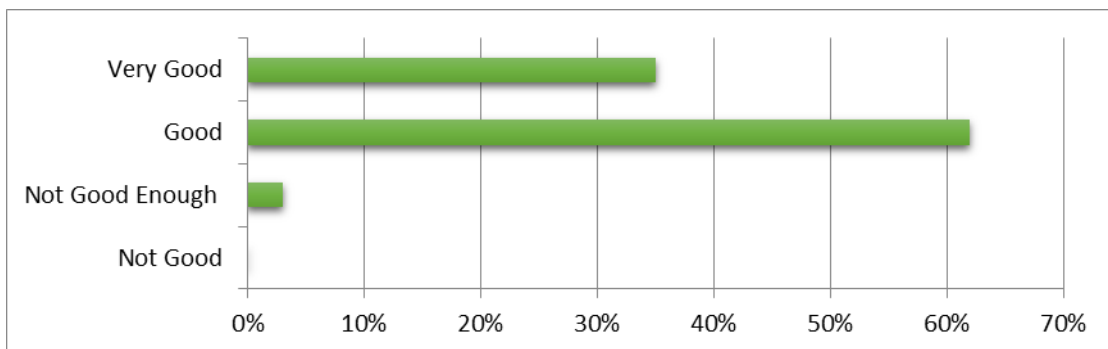


Figure 4. Clarity and Conformity of Service Time

In Figure 4, it explains that the Pinrang Regency regional library service in the section on Clarity and Timeliness of Service is known by respondents judging from the highest to the lowest sequentially, namely: 62% of respondents rated Good, 35% of respondents rated Very Good, 3% of respondents rated Less Good, and 0% of respondents rated Not Good.

In Figure 5, it is explained that the Pinrang Regency regional library service in the Duration/Long Service Time (Opening Hours & Closing Hours) is known that the respondents' ratings are from the highest to the lowest sequentially, namely: 52% of respondents rated Good, 44% of respondents rated Very Good, 4 % of respondents rated it Not Good, and 0% of respondents rated it Not Good.

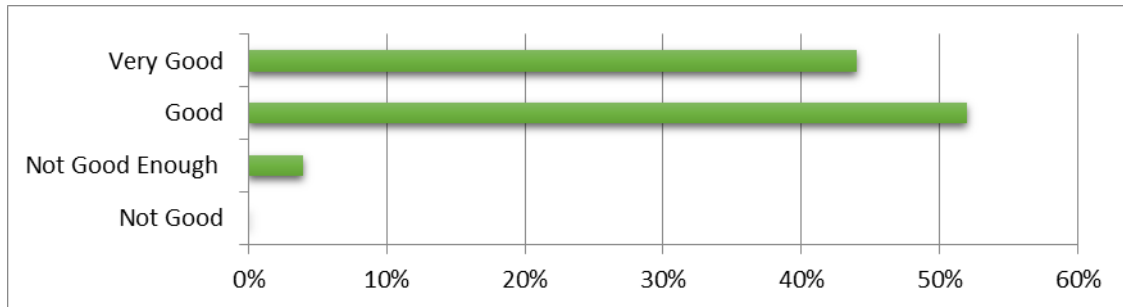
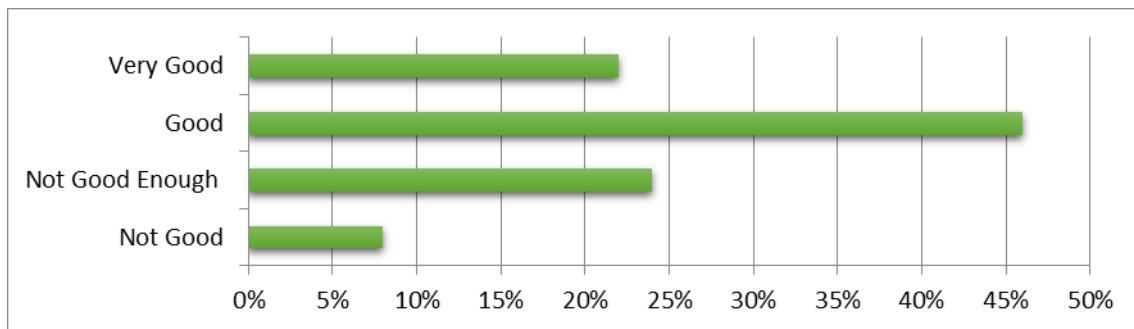


Figure 5. Duration / Length of Service Time (Opening Hours & Closing Hours)



In Figure 6, it explains that the Pinrang Regency regional library service in the Speed of Document Completion Completion Time is known by respondents to rate from the highest to the lowest sequentially, namely: 46% of respondents rated Good, 24% of respondents rated Less Good, 22% of respondents rated Very Good, and 0% of respondents rated Not Good.

In Figure 7, it explains that the Pinrang Regency regional library services in the Clarity and Reasonableness of the Existence/No Costs, it is known that the respondents' ratings from the highest to the lowest sequentially are: 55% of respondents rated Good, 38% of respondents rated Very Good, Less Good and Not Good respectively. -each respondent rate 3%.

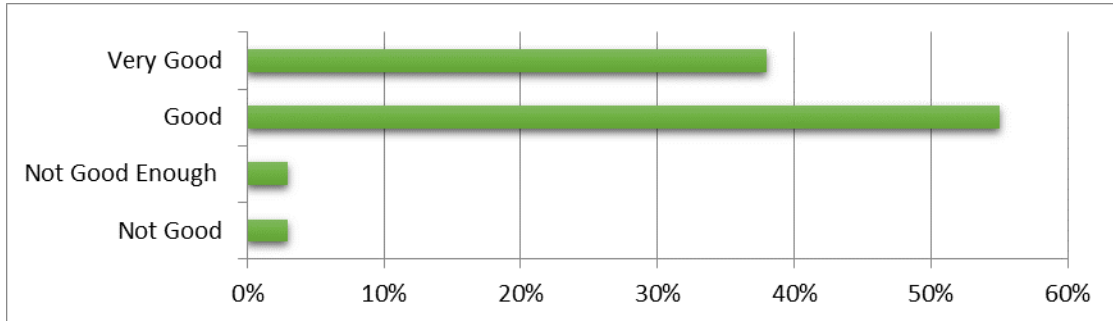


Figure 7. Clarity and fairness of the presence/absence of fees

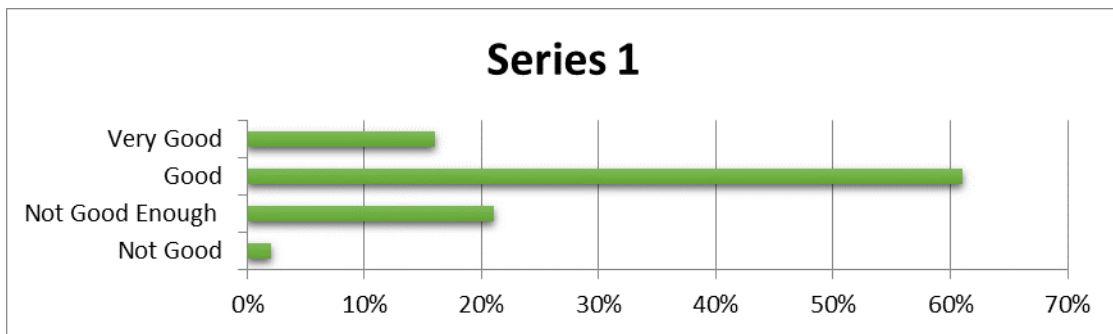
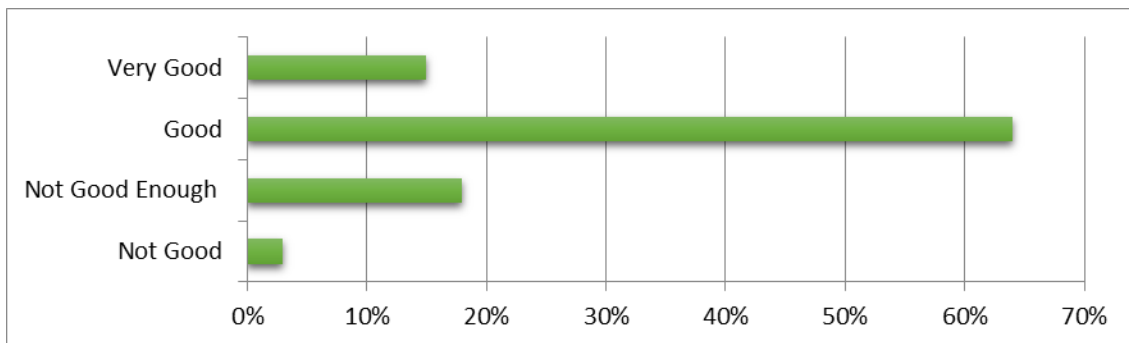


Figure 8. Speed of Complaints/Complaints Response

Figure 8 explains that the Pinrang Regency regional library service in the Complaint/Complaint Response Speed section is known to respondents rated from highest to lowest sequentially, namely: 61% of respondents rated Good, 21% of respondents rated Less Good, 16% of respondents rated Very Good, and there are 2% of respondents rated Not Good.

In Figure 9, it explains that the Pinrang Regency regional library service in the Follow-up section for Complaints/Complaints Assessment Respondents rated from highest to lowest sequentially, namely: 64% of respondents rated Good, 18% of respondents rated Less Good, 15% of respondents rated Very Good, and there are 3% of respondents rated Not Good.



## Discussion of Research Results

Based on the results of the data analysis above, it was found that various respondent assessors regarding the grand design of regional library services in Pinrang Regency, including: In the section on clarity and ease of requirements for obtaining digital-based services, in general, respondents consider this section of the service to be in a good category, and some respondents consider it very good. The ease of borrowing books, accessing information, accessing the internet and looking for reference materials in the regional library of Pinrang Regency in its implementation so far has ethical standards so that the majority of respondents give good grades. Quality service standards when met are speed in providing services, accuracy in meeting community needs, friendliness of officers in dealing with the community and the comfort of service places (Renny Candradewi Puspitarini, RCP 2021). Previous research conducted by Ramadhan, RF, & Tamaya, V. (2021) explained that the service requirements that need to be considered for the development of a digital library grand design, in addition to internet speed service administration services, the capacity of internet users must be an important concern to realize maximum service speed.

Respondents' assessment of the clarity and ease of procedure for obtaining digital-based services for the Pinrang Regency regional library was generally considered good and some respondents considered it very good, namely 46%. The ease of the procedure in question is the ease of borrowing books, the ease of procedures for becoming a member and managing library member cards, the ease of accessing the internet, the ease of use of the room and equipment facilities for organizational events, etc. Previous research conducted by Nafilah, E., Sukaesih, S., Rukmana, EN, & Saefudin, E. (2021) revealed that in order to provide easy procedures, it is better to use the internet and websites, regional libraries can attach procedures clearly on each website so that service users easily understand the terms and procedures for obtaining services. With the availability of information, all service activities are easily carried out and can reach all levels of society. Another study by Pahrimaidion, I., Dja'far, H., & Wahyuni, SA (2021) explains that in order to maximize procedures in providing services, it is important for service providers to understand interpersonal communication in order to make it easier to explain the steps and processes in providing services. Utilizing the internet, websites and interpersonal communication of service providers, it will be very easy to carry out their duties and functions so that service users will feel satisfied being served.

Based on the results of the research above, the regional library services in Pinrang Regency are in the section on the availability of information/instructions for obtaining services. In general, respondents considered that the section was in good category, some respondents rated it very good, namely 42% of service availability of information measured in the form of availability of information on borrowing books, information on becoming a member, availability of information on existing reference manuscript lists, as well as instructions for information on rooms, booths, etc. Information in the implementation of services is very important, sometimes it becomes a trigger for dissatisfaction of service users when the information provided is not clear or difficult to understand. Previous research by Mujiburrahman, M., & Sofyandi, A. (2021) explains that clarity of information in services is



very necessary and becomes an indicator of the success of employee performance in providing services if the information has principles, is clear, effective, and committed. The results of another study Naqibah, LS, Cikusin, Y., & Abidin, AZ (2021) revealed that clarity of information has a major effect on service implementation, lack of information and commitment will be the biggest obstacle in service implementation, otherwise if service providers can provide clear information either through brochures, leaflets, verbal communication, or using the internet through the institution's website will make it easier to provide services. Online-based services will more easily convey information to the wider community, another opportunity is not to create queues for the community when they want to provide services in an agency. The importance of clarity of information applied to the maximum in an agency is an important concern at this time for the regional library of Pinrang Regency in order to realize maximum service.

Respondents' assessment of the clarity and timeliness of library services in the Pinrang Regency area. In general, based on the picture on the results of the research above, the clarity of service and timeliness of service is categorized as good, some other respondents rate it very well, namely 35%. The clarity and suitability of the service time referred to in the measurement of this research is the suitability of the service time listed on the service standard for making membership cards, which is  $\pm 1$  hour, the conformity of the standard time for photocopying documents based on the number of pages, the conformity of the standard time for book lending services, which is a maximum of 3 days. If the loan period has passed, the service user is required to re-report to the library manager. Previous research by Munawir, A., Iskandar, I., & Ardyawin, I. (2021) explains the importance of conformity to service time standards that can affect the psychological condition of visitors because when service activities in the technical field of time information are not optimized, the output of services will increase. service user complaints. Previous research Rahma Syarif, RS, Mashyur, MA, Mashyur, MA, Misroni, SPI, & Misroni, SPI (2021) explained that the clarity and suitability of services greatly affect the quality of services will lead to public distrust of services if the time standard has been set. determined not in accordance with the reality of the service. Although the regional library of Pinrang Regency is currently experiencing a good assessment, the service suitability section still needs to be improved.

Based on the results of research on the service element of the duration / length of service time (opening & closing hours) for regional library services in Pinrang Regency. It is known that in general, respondents rate good, there are respondents who rate very well, namely 44%. In terms of service, the duration of service (opening & closing hours) in the regional library of Pinrang Regency is assessed as library opening/closing hours, member card management service hours, reference borrowing service hours, rest shifts in service implementation. This instrument really needs to be considered in the implementation of services because it greatly affects the capacity and work ability of library employees. Previous research by Nugroho, AA, & Isnainy, NA (2020) explained that the duration/time of service has a major influence on service quality because it includes activities in bringing together service officers and service users so that it is categorized as a key factor.

Respondents' assessment of the speed of completion of document duplication in the Pinrang district library. In general, it is categorized as good, but some of the respondents rate it less well, namely 24%. The current duplication completion time is still not maximized due to

various problems that often occur, including the limitations of mortgage equipment in the form of photocopiers so that the copying time takes quite a long time not compared to the number of visiting participants who want to copy documents every day. The most common form of document duplication in the regional library of Pinrang Regency is reference books for making student assignments, both in the form of papers and theses. Previous research by Komalasari, I., Yenti, Z., & Miliani, M. (2020) revealed that the time constraint for duplicating documents that often arises is the limited facilities and infrastructure for duplicating in the form of photocopiers, tools and materials for use in the document preservation process are often limited. its availability, limited paper and copying adhesives, as well as humans and lighting are other externally constraining factors. Document duplication must be an important concern in the regional library service of Pinrang Regency because it is the basic product of the service.

Based on the results of the research that the service element is clarity and fairness, whether there is a service fee for the regional library in Pinrang Regency, it explains that in general the respondents' assessments are of a good category, but some respondents think that it is not good, namely 3%. This is influenced by the fact that users of regional library services in Pinrang Regency are still charged making membership card / member as much as Rp. 10,000.00/card expense for doubling photocopies of documents as much as Rp. 200.00 / sheet of other expenses is the cost of confirmation of the extension of the book loan extension of Rp. 15,000.00 and a penalty fee when a service user loses a borrowed book, the amount of the fee varies based on the type of book. Previous research Purnama, A., Badaruddin, K., & Febriyanti, F. (2020) revealed that public services that impose fees without any clarity and information will affect service quality and negative assessments for service users. details will worsen the form of service in an agency.

Respondents' assessment of the service elements of the speed of response to complaints/complaints in the Pinrang district library. In general it is categorized as good, but some respondents rate very good, relatively low, namely 2%, this is the same as the opinion of respondents who are not good, namely 2%. It is known that the cause of the low response of respondents related to the speed of response of service officers is the apathy of officers is often shown, service officers are not capable of providing operational instructions to service users when it is difficult to get references, service officers do not respond to public complaints related to the number of damaged books, service officers are less responsive the limitations and shortage of chairs in the reading room, thus triggering the assessment of this service element to be very low. It is known that in carrying out the service, the attitude of responsibility actually needs to be improved because it covers the basic needs of the community to know the conditions and progress when getting services. In (Taufiq, Ati, & Sekarsari, 2020) to measure the satisfaction of library service users, it includes several indicators, namely: (1) Service performance, namely providing services by reducing error rates to a minimum, (2) Response, namely trying to find out what customers want, (3) Competent, namely providing service and communicating well, (4) Access, namely quickly and precisely providing customer needs, and (5) Facilities, namely arranging good, beautiful, and aesthetically pleasing rooms and equipment.

Based on the results of the study that the elements of the follow-up service for the settlement of complaints/complaints on regional library services in Pinrang Regency, it was explained that in general the respondents' assessment was in good category, there were respondents who rated it not good, namely 3%. The problem that occurs is related to the follow-up service element on complaints, namely the service provider does not respond to suggestions given by customers, another problem is the unavailability of a suggestion box in the regional library of Pinrang Regency so that public space to enter ideas that build services is limited, while we know that the importance of space is limited. criticism and suggestions from the public in an effort to find out the weaknesses of the form of service that we provide. Previous research by Zarfina, Z. (2021) revealed that the obstacles to the completion of follow-up for resolving complaints in services were that service providers tended to lack understanding of the substance of the problem, lack of commitment and dedication of service providers to the institutions of an agency, and service providers did not receive skill development training regarding the pattern. internalization of humanitarian-based services.

## CONCLUSION

Based on the results of the research and discussion above regarding the grand design of regional library services in Pinrang Regency that 9 service elements are categorized as good with the percentage of respondents' assessments in each service element, namely: clarity and ease of requirements for obtaining digital-based services, namely 60%, elements of clarity and ease of procedures for obtaining service-based services. digital, namely 51%, the element of availability of information/guidance for getting service is 53%, the element of clarity and suitability of service time is 62%, the element of duration/length of service time (opening & closing hours) is 52%, the element of speed of completion of document duplicating 46%, the element of clarity and reasonableness of the presence or absence of costs is 55%, the element of speed of response to complaints/complaints is 61%, and the element of follow-up to the settlement of complaints/complaints is 64%. These 9 elements still need to be improved by maximizing all service components in order to get a Very Good rating.

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