

USER RESPONSES ABOUT AUTOMATED SYSTEM FOR CIRCULATION SERVICES AT UTHMAN BIN AFFAN LIBRARY, MUSLIM UNIVERSITY OF INDONESIA**Syahrul Ikhsan**

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ABSTRACT: The purpose of this study is to describe how the response of users about automation in the Uthman bin Affan library at the Indonesian Muslim University. This type of research is using qualitative research or field research. The research location is in the Uthman bin Affan library at the Indonesian Muslim University. There are two sources of data in this study, namely secondary data sources and primary data sources. The methods in collecting research data are Observation, Interview and Documentation using Data Processing and Analysis Techniques Data Reduction, Data Presentation and Conclusion Drawing. The results of this study are the responses of the users about the automation system in the Uthman Bin Affan Library, Muslim University of Indonesia are: a. the ease of finding library materials in the circulation service at the Uthman Bin Affan Library of the Muslim University of Indonesia is very easy and fast. b. The process of borrowing library materials, returning library materials, making membership cards, paying fines and visitor statistics is very easy and satisfying, but the automation system implemented at the Uthman Bin Affan library at the Muslim University of Indonesia has not been able to extend the borrowing of library materials or collections online. and the infrastructure is still lacking such as a computer or laptop. c. transactions for borrowing library materials do not use self-service machines. d. there are still many users who have not mastered the OPAC search service (*online public access catalog*) this is due to the lack of socialization to users, especially new users. The implications of the research are expected for librarians at the Uthman Bin Affan Library, Muslim University of Indonesia to maintain their services by using the slims automation system, the excellent service carried out by librarians in the circulation section has a positive impact on users, including the process of returning library materials, borrowing library materials, making membership cards library, fines, visitor statistics, friendliness of librarians, greeting librarians in providing information, speed in serving users, and the neat arrangement of library materials on the collection shelf are very satisfying in the hearts of users. towards officers in circulation services in order to improve the quality of their services and the Uthman Bin Affan Library of the Muslim University of Indonesia should recruit members for additional librarian

officers in circulation services so that the service process in the circulation section is further improved.

Keywords: ***Automation System, Circulation Service, and User Response***

PRELIMINARY

The development of science and information technology today is a tangible manifestation of the community's need for ease and speed in obtaining information. This change has had a major impact on library management, where libraries as information and knowledge managers use or utilize information and communication technology a lot, namely demands for quantity and library services, demands for the use of collections together, the need to streamline human resources, demands for efficiency. time and diversity of information managed.¹

Libraries cannot be separated from the development of society, the condition of the library reflects the level of civilization and culture of a nation. The high and low civilization and culture of a nation can be seen from the condition of the library owned.² The implementation of the library automation system is expected to make work in the library easier and more efficient, the services provided by the library to users will be better such as circulation services, making it possible for the library to improve the image of the library, if the library does not automate, then every work and service on library will take a long time. In circulation services, borrowing and returning library collections takes a long time per transaction, so it will have an impact on the lack of user satisfaction. This can result in poor imaging of the library.

Circulation services are almost available in all types of libraries that carry out service activities because this service is the main activity of organizing library services. It is often mentioned that circulation services are one of the main indicators of the success of a library. Therefore, from this service activity, it can be seen to what extent the usability of the collections owned by the library is used by the users. Thus, it can be said that the success of a library in meeting the information needs of its users, one of which can be seen from the extent to which circulation service activities are active. The bustle of the circulation section shows that the library is really being used by users.³

Circulation services are provided to anticipate users who want to read library materials of interest at home because not all library users like or have time to read in the library. In addition to facilitating users who need library materials to read at home, this service is also aimed at increasing the optimal use of library materials. As good or complete as any library collection, but its usability is low then this will be in vain and very unfortunate. Library materials in the library are provided for users. Not just stored, but endeavored to be used optimally. One of them is by providing loan/circulation services.

¹Sutarno, *Library Material Services*, (Jakarta: Open University, 2006), p.1.

²Lisda Rahayu, *Library Material Service* (Jakarta: Open University, 2011), p. 22-23.

³Lisda Rahayu, *Library Material Service* (Jakarta: Open University, 2011), p. 22-23.

Quality is the level of good or bad something level. While the service is the convenience provided in connection with the process of buying and selling goods and services. So it can be concluded that the advantages or disadvantages of the service system provided from the library to users.

Service quality refers to everything that determines customer satisfaction, a product or service produced can only be said to be of quality if it is in accordance with the wishes of the customer, can be used properly and produced in a good and right way.⁴

Job satisfaction is a pleasant psychological state felt by workers in a work environment because all needs are adequately met. Satisfaction lies in the effort, not in the achievement of results. Trying big is a big win.

User satisfaction is the level of a user's feelings after comparing the performance (results) he feels with expectations. If performance is below expectations, the user is dissatisfied; If the performance meets expectations, the user is satisfied and if the performance exceeds expectations, the user is satisfied.

The use of the Uthman Bin Affan Library automation system at the Indonesian Muslim University aims to provide convenience and improve the quality of circulation services at the Uthman Bin Affan Library. According to Qalyubi , circulation service activities include borrowing, returning, collecting fines, registering members, reading on the spot, billing, making statistics, and public relations.⁵

From observations made by the author in October to November 2020 at the Uthman Bin Affan Library, Muslim University of Indonesia. At the circulation service, there were officers who were not present. Besides, the users still find the discrepancy in the number of books on the shelves displayed in *the database* . In addition, the service opening hours do not match the predetermined schedule. However, the use of a library automation system is very helpful in improving the quality of circulation services in the Uthman Bin Affan Library at the Muslim University of Indonesia.

Based on the description above, the researcher is interested in conducting research on user responses about the circulation service automation system in The Uthman Bin Affan library at the Muslim University of Indonesia uses a library automation system, because circulation services are the part that is most often associated with library automation. To find out more about this, the researchers focused on the main problem in this study, namely How User Responses About the Circulation Service Automation System at the Uthman Bin Affan Library, Muslim University of Indonesia.

RESEARCH PROBLEM

Departing from the subject matter mentioned above, the sub-basic of this research problem is how the users respond to the automation system in the Uthman Bin Affan library at the Muslim University of Indonesia.

⁴Lisda Rahayu, *Library Material Service* (Jakarta: Open University, 2011), p. 616

⁵Lisda Rahayu, *Library Material Service* (Jakarta: Open University, 2011), p. 616

THEORETICAL STUDY

A. Overview of Service Automation System

Automation is a technology related to the application of mechanical, electronic and computer-based systems to operate and control production. These technologies include: automatic machine tools for processing spare parts, feedback control and computerized process control.

A library automation system is software that operates based on a database to automate library activities. In general, the software used for library automation uses a " *relational database*" model. Database is a collection of data. In the library there are at least two databases, namely book data and user data. Called " *relational database*" because the two databases will be linked to each other when a transaction occurs, for example during the process of borrowing and returning books.⁶

In technology, there must be ethical content that always accompanies the results of the technology when it will be applied. Even though the results of technology are great, but if it is intended to cause damage to fellow humans, destroying the environment is strictly prohibited in Islam.

B. Overview of Circulation Services

In library science, circulation is often known as borrowing, however, the definition of circulation service is actually covering all forms of recording activities related to the utilization and use of library collections in an appropriate and timely manner for the benefit of library service users.⁷

Circulation services are almost available in all types of libraries that carry out service activities because this service is the main activity of organizing library services. It is often mentioned that circulation services are one of the main indicators of the success of a library. Thus, it can be said that the success of a library in meeting is the information needs of its users, one of which can be seen from the extent to which circulation service activities are active. The bustle of the circulation section shows that the library is really being used by users.

Apart from that, in knowing the meaning of service, the Qur'an is the most basic reference when interpreting service in terms of etymology, in various verses it always contains a deep conceptual meaning.

quality of library services can be viewed from two aspects, namely as follows.

- a. *Functional quality*, meaning that the library with its function as a source of information needs to complete its collection continuously and up-to-date.
- b. *Technical quality*, meaning that libraries need to have reliable human resources with good technical qualifications, apply access to relevant information technology, and demonstrate an attitude of service and skill in doing so.⁸

⁶Wiji Suwarno, *Library and Information Cooperation Network* (South Tangerang: Open University, 2016), p. 3.23.

⁷Lisda Rahayu, *Library Material Service* (Jakarta: Open University, 2011), p. 22.

⁸Lisda Rahayu, *Library Material Service* (Jakarta: Open University, 2011), p. 6.17

To be able to find out whether library services have been able to meet user expectations, it is necessary to evaluate to assess service quality and user satisfaction. In this case, the *service quality model* can be used to identify the gap between the expected service and the service received by library users, and make improvements to the service. Zeithaml, *et al.* In Qallyubi divides service quality into 5 dimensions SerQual (*service Quality*). The five dimensions are a unity that supports each other.

- a. *Tangibles* (forms of physical facilities, facilities, personnel, and communication and tracking media).
- b. Reliability (the ability to accurately deliver the promised service).
- c. Responsiveness (the ability to help users and provide prompt service).
- d. Assurance (knowledge and respect of librarian and ability to convince users and can be trusted).
- e. Empathy (attention to each individual user).⁹

In addition to the things mentioned above, there are still some things that must be considered in the implementation of library services so that they are in accordance with user expectations. This is very important to know because as stated earlier that the success of the implementation of library services depends on the level of user satisfaction and the level of use of the library. Thus, all library service activities must be directed at how to provide effective services and satisfy users.

RESEARCH METHODS

The type of research used by the author is to use the type of qualitative research or field research. Qualitative research produces descriptive data in the form of written or spoken words from people and the behavior being observed.¹⁰ This research is conducted through direct observation to the location that is used as the object of research that is oriented to findings or natural phenomena, interpreting a phenomenon, an event and an incident about something experienced by the research subject. This research was carried out at the Uthman Bin Affan Library, Muslim University of Indonesia, which is a library that implements circulation services based on an automation system.

The source of data in this study is the subject from which the data or information is obtained. This research is a research in the form of observation that relies on data sources based on the situation that occurs.¹¹ There are two sources of data in this study, namely secondary data sources and primary data sources.

The methods in collecting research data are Observation, Interview and Documentation using Data Processing and Analysis Techniques Data Reduction, Data Presentation and Conclusion Drawing.

⁹Kasmir, *Customer Services Excellent* (Jakarta: RajaGrafindo Persada, 2017), p. 49

¹⁰Lexy J. Moleong, *Qualitative Research Methods* (Bandung: Rosdakarya, 2012), p. 6.

¹¹Sugiyono, *Quantitative Research Methods, Quantitative, R&D*, (Cet. XXIV; Bandung: Alfabeta, 2016), p. 215.

DISCUSSION AND RESEARCH RESULTS

The UMI library was established since the establishment of the Indonesian Muslim University, which is a private university under the coordinator of Kopertis Region IX and Kopertis Region VIII. to be exact on June 23, 1954. Located on campus I, Jalan Kakatua No. 27 Point of View. The existence of the UMI Library has been around for a long time, but it has only been managed professionally in a very simple way since 1976. On June 23, 1990, to coincide with the 36th anniversary of UMI, the central library moved to campus II, which is located on Jalan Urip Sumoharjo km. 05 Makassar., marked by the inauguration of the third-floor library building by the Director of Private Higher Education, namely Prof. Dr. Yuhara Sukra, later given the name "*Uthman Bin Affan Library, Indonesian Muslim University*".

In 1994, the UMI library used an automated computerized system with the *Sipisis program* which aims to facilitate services to library users. In 2014 the UMI Library implemented a new program as an automation system in the library using the *Slims program which has been modified to suit the needs of the UMI Library*.¹²

The service system implemented at the Uthman Bin Affan Library at the Muslim University of Indonesia is an open access system, where the user directly searches the shelves for the desired collection of library materials:

- a. Circulation Service
- b. This service provides borrowing and returning books in accordance with applicable regulations (especially for the UMI academic community). Non-UMI users are only allowed to read and photocopy on the spot.
- c. Referral and Reference Service. Referral and reference services provide various reference information from library materials, which are in the UMI library, such as dictionaries, encyclopedias, handbooks and so on.
- d. Serial Publishing Service; Services for newspapers, magazines, journals and research results.
- e. Thesis, and Final Project Services; Thesis, and Final Project services may only be read and recorded in the library.¹³
- f. Digital Services; To compensate for the explosion of information and the demands of data users to search for information quickly and accurately, the UMI Makassar Library opens digital services in the form of a repository containing information, local content presented in digital form.
- g. Photocopying and Binding Services; To make it easier for library users to get information from collections that are not lent, we provide photocopying and binding services on the second floor of the library.
- h. Online public access catalog (OPAC) service; The bibliographic data of the Uthman Bin Affan Library of the Indonesian Muslim University Makassar can be accessed on a computer specially provided for visitors by using the LAN and the UMI Library Web: www.lib.umi-makassar.
- i. Information Literacy Service; Through this service, users get guidance in searching for information in the library accurately and quickly and how to use

¹²Data source: Uthman Bin Affan Library Office, Muslim University of Indonesia, 2022

¹³Data source: Uthman Bin Affan Library Office, Muslim University of Indonesia, 2022

- the facilities at the UMI Library, orientation for library introductions and the love of reading movement (especially for MABA-UMI).
- j. Visitor Service; Receive and serve student visits, students, study program visitation teams and institutions conducting comparative studies on service and processing activities at the UMI Library.
 - k. Intern Service; Opening opportunities for students majoring in library science, training participants or library managers to carry out internships or field work practices (PKL).¹⁴
 - l. Training Service; Opening opportunities for students majoring in library science and library management to take part in library training.
 - m. Consulting Service; Serving librarian visits/library managers for consultation on library development issues.¹⁵

Vision and Mission at Uthman Bin Affan Library, Muslim University of Indonesia

VISION:

The realization of UMI's Uthman Bin Affan Library as a superior, competitive and digital-based science and technology center that is oriented to Islamic values and carries out the tridharma of higher education towards a World Class Library.

Mission:

1. Providing leading and relevant references to the needs of users in educating the UMI academic community and society based on Islamic values.
2. Providing various research and technology-oriented information services according to the needs of users.
3. Develop a digital-based library system towards a World Class Library
4. Collecting and organizing information from all forms of scientific and intellectual information related to the needs of the learning process.
5. Strive for, develop and maintain the continuity of library operations effectively and efficiently.¹⁶

Services at the Uthman Bin Affan Library, Indonesian Muslim University

The service system implemented at the UMI Makassar Uthman Bin Affan Library is an open access system, where *the user* directly searches for the collection they want.

1. Circulation Service
2. Referral and Reference Service
3. Serial Publishing Service
4. Thesis/Final Project, Thesis, Dissertation and Research Results Services.
5. Transfer media/internet services
6. Photocopying and binding services
7. OPAC service (*online public access catalog*)
8. Repository Service <http://repository.umi.ac.id>
10. Information Literacy Service
11. Visitor Service
12. Internship Service
13. Training Services

¹⁴Data source: Uthman Bin Affan Library Office, Muslim University of Indonesia, 2022

¹⁵Data source: Uthman Bin Affan Library Office, Muslim University of Indonesia, 2022

¹⁶Data source: Uthman Bin Affan Library Office, Muslim University of Indonesia, 2022

Hours:

Day:

-- Monday- Thursday: 07.30 - 17.30 Wita.

-- Friday: 07.30 - 16.00 Wita

-- Saturday-Sunday/ Holidays: Closed

Collection Components

Uthman Bin Affan Library UMI Makassar provides selected collections, both in Indonesian and in foreign languages (Arabic, English, and German etc.) to date (June 2016) has a collection of:

1. Book collection 24,069 titles 87,763 copies, in the field of science: General works, philosophy, religion, social, language. Pure Science, Technology (applied science), arts, literature, History.

2. Secondary Literature Collection:

- a. Thesis 42.129 titles/ex, in the disciplines, Religion, Economics, Engineering, Law, Literature, Agriculture, Fisheries, Industrial Technology, Computers, Medicine, Public Health, Pharmacy.
- b. Thesis 4,296 titles/ex, in the disciplines of science, management, law, and Islamic studies.
- c. Dissertation of 84 titles/ex, in the disciplines of Economics, Religion and Engineering.
- d. Research reports, lecturer papers, inaugural speeches.

3. A collection of serial publications, namely newspapers, magazines and journals.

4. brochures, leaflets, supplements

5. non-book collections, namely CD-ROM, audio cassette and video cassette.

The collection will continue to grow so that it can include new, up-to-date literature and can meet the needs of the UMI Makassar academic community.¹⁷

LIBRARY RESPONSES ABOUT AUTOMATION IN THE USTMAN BIN AFFAN LIBRARY, INDONESIAN MUSLIM UNIVERSITY

Based on the results of observations, interviews and documentation in February 2022 to the users at the Uthman Bin Affan Library, Muslim University of Indonesia are as follows:

1. Ease of finding library materials in the circulation service at the Uthman Bin Affan Library, Universitas Muslim Indonesia.

From the results of Sulistianingrat's interview, it is known that the ease of finding library materials or collections in the Uthman Bin Affan Library of the Indonesian Muslim University is very easy and fast.¹⁸ The results of this interview from Miftahul Jannah revealed that the ease of finding library materials or collections was quite good and quite easy.¹⁹ The results of the interview with Sri Aliyah Septiani stated that

¹⁷Data source: Uthman Bin Affan Library Office, Muslim University of Indonesia, 2022

¹⁸Sulistianingrat (20 Years), As User, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

¹⁹Miftahuljannah (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

the ease of finding library materials or collections at the Uthman Bin Affan Library at the Muslim University of Indonesia was very fast and easy.²⁰

Based on the results of interviews that have been stated by users regarding the ease of finding library materials in the circulation service at the Uthman Bin Affan Library, Muslim University of Indonesia, it is very easy and fast to find library materials.

2. User responses regarding the Slims application used in the Uthman Bin Affan Library, Muslim University of Indonesia.

The results of the interview from Ayu Lestari revealed that the slim application used at the Uthman Bin Affan Library at the Muslim University of Indonesia was to facilitate users in serving in the circulation section and speed up the service process so that they did not have to wait long in the borrowing process, returning library materials, making membership cards, giving fines, visitor statistics.²¹ According to Febrianti, the slim application used at the Uthman Bin Affan Library at the Muslim University of Indonesia really supports the service process in the circulation section because when borrowing or returning library materials it doesn't take long.²²

According to Ayu Ratna Sari, regarding the slim application used in the Uthman Bin Affan Library, the Muslim University of Indonesia, it is very helpful, especially for users who don't have much time because of the slim application, the process is very fast and simple.²³

Based on the results of interviews with users regarding the slim application used at the Uthman Bin Affan Library, the Muslim University of Indonesia is to facilitate users in serving in the circulation section and speed up the service process so that they do not have to wait long in the borrowing process, returning library materials, making membership cards, giving fines, visitor statistics.

3. The *barcode system* has been used for borrowing and returning library materials.

From the results of the interview with Nurlaelah about the *barcode system* that has been used in transactions or processes for lending and returning, it is very good and helpful because it does not take much time.²⁴ According to Sitti Fatimah, this *barcode system* has been used in transactions or loan processes and this return is very satisfying because the process is fast.²⁵

²⁰Sri Aliyah Septiani (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

²¹Ayu Lestari (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

²²Febrianti (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

²³Ayu Ratna Sari (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

²⁴Nurlaelah (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Muslim University of Indonesia, 7 February 2022.

²⁵Sitti Fatimah (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

Based on the results of interviews put forward by the user about the barcode system that has been used for borrowing and returning library materials, this is very good and helpful because it does not take much time and is also satisfying.

4. Online library material lending extension system.

From the results of interviews conducted with Nur Laelah regarding the extension system for borrowing library materials online, he strongly agrees with this because it facilitates the process of extending the borrowing of library materials and reduces the time wasted because the user does not come again at the library so that the user expects the librarian Uthman Bin Affan Indonesian Muslim University to be able to implement an extension system for borrowing library materials online.²⁶ According to Nur Alam, regarding the extension system for borrowing library materials online, he strongly agrees because it can attract other users or increase interest in reading because the process of borrowing is online.²⁷

Based on the results of interviews with users regarding the extension system for borrowing library materials online, they strongly agree because it facilitates the process of extending the borrowing of library materials and reduces the time wasted because the users do not come to the library anymore so that the users expect the librarians of Uthman Bin Affan, Universitas Muslim Indonesia, to be able to implementing an online library material lending extension system.

5. Loan transactions do not use self-service machines.

From the results of interviews with Susanto regarding loan transactions not using self-service machines, this does not agree because if there is a self-service machine in the process of borrowing library materials at the Uthman Bin Affan Library, Muslim University of Indonesia, it is very helpful for users and librarians, besides that it also trains honesty to users.²⁸ According to Miftahul Jannah, regarding borrowing transactions not using self-service machines, he does not agree because when a library has a self-service machine, the library will be more sophisticated.²⁹

Based on the results of interviews with users regarding loan transactions that do not use self-service machines, the users do not agree because if there is a self-service machine in the process of borrowing library materials at the Uthman Bin Affan Library, Muslim University of Indonesia, this is very helpful for users and librarians, besides that it also trains honesty to users.

6. User feedback regarding search or search services through the OPAC (*Online Public Access Catalog*) Application System

According to the results of the interview from Muh Reski regarding the search service or search through the OPAC application system, this search service greatly facilitates

²⁶Nurlaelah (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Muslim University of Indonesia, 7 February 2022.

²⁷Nur Alam (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

²⁸Susanto (20 Years), As Librarian, *interview*, Uthman Bin Affan Library, Muslim University of Indonesia, 7 February 2022.

²⁹Miftahul Jannah (20 Years), As Librarian, *interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

the process of searching or searching for library materials because in this OPAC application there are several instructions, both in terms of the title of the book, the author of the book, and instructions that whether the material is This library still exists or has been borrowed by another user. However, not a few users also think that the operation of the search or search system for library materials is difficult to operate due to the lack of socialization held by the Uthman Bin Affan Library at the Muslim University of Indonesia.³⁰

According to the results of Sri Aliyah Septiani's interview regarding search or search services through the OPAC application system, this search service makes it very easy for Uthman Bin Affan library users or users because with the OPAC application they can borrow easily because the application can show the place and how to use it very easily. for those who have mastered³¹

According to Ayu Ratna Sari, the search or search service through the OPAC application system is very beneficial for users because the search for the library materials we want can be found quickly and does not take long compared to not using the OPAC search or search application.³²

According to Saenal Abidin, the search service or search through the OPAC application system is very satisfying for users because the operation is very easy and fast.³³

According to Sitti Fatimah, regarding the search or search service through the OPAC application system, the lack of mastery of the application is due to the lack of socialization to new users, especially new students.³⁴

Based on the results of interviews with users regarding search services or searching through the OPAC application system, it is very easy to find or search library materials because in this OPAC application there are several instructions both in terms of book titles, book authors, and indications that whether this library material is still available or not. exists or has been borrowed by another user. However, not a few users also think that the operation of the search or search system for library materials is difficult to operate due to the lack of socialization held by the Uthman Bin Affan Library at the Muslim University of Indonesia.

7. The SLiMS application system cannot download library materials in digital format.

From the results of interviews conducted by Nur Alam regarding the slims application system that cannot download library materials in digital format, namely regarding the results of interviews from Nur Alam, he thinks that this slims application system

³⁰Muh Reski (21 years old), As Librarian, *interview*, Uthman Bin Affan Library, Muslim University of Indonesia, 7 February 2022.

³¹Sri Aliyah Septiani (20 Years), As Librarian, *interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

³²Ayu Ratna Sari (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

³³Saenal Abidin (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

³⁴Sitti Fatimah (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

should not only direct or refer to the discovery of library materials, it should also be able to download library materials. which we want to make it even easier.³⁵

According to Hardianto regarding the slims application system that cannot download library materials in digital format, they do not agree because it is better if this slims application can also download library materials so that it can make it easier for users, so in addition to speeding up the process of borrowing, returning, giving fines, you can also download library materials in the format digital.³⁶

Based on the results of interviews with users regarding the slims application system that cannot download library materials in digital format, this slims application system should not only direct or refer to the discovery of library materials, it should also be able to download the library materials we want to make it easier.

8. Instructions for browsing or searching for library materials on the OPAC screen can help the user in searching or searching.

According to the results of Saenal Abidin's interview regarding the search instructions or the search for library materials on the OPAC screen, it can help in searching or searching for library materials, with these instructions the user can more easily operate this search system because on the OPAC screen it is very clear how or the steps to search for library materials, either by using the title of the book or by the author's name, so that with this guide, not a few students used the OPAC search without the guidance of the librarian and the users were able to find the library materials they wanted.³⁷

According to Febrianti, the instructions for searching or searching for library materials on the OPAC screen can help in searching or searching for library materials because the OPAC screen has listed the steps in the search.³⁸

According to Nur Jannah, the instructions for searching or searching for library materials on the OPAC screen are easy to operate but still need guidance from the librarian so that they can run more smoothly and not make mistakes in conducting searches.³⁹

Based on the results of interviews with users regarding the instructions for searching or searching for library materials on the OPAC screen, it is possible to assist in the search or search for library materials, with these instructions, users can more easily operate this search system because on the OPAC screen it is very clear how or steps to follow. steps to search for library materials using both the title of the book and the author's name, but not a few users who have not mastered it and still need guidance

³⁵Nur Alam (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

³⁶Hardianto, (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Muslim University of Indonesia, February 7, 2022.

³⁷Saenal Abidin (20 Years), As Librarian, *interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

³⁸Febrianti (20 Years), As Librarian, *interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

³⁹Nur Jannah (20 Years), As Librarian, *interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

from the librarian so that they can be more fluent and not wrong in conducting searches.

9. The OPAC search system cannot display the book cover.

In accordance with the results of Febrianti's interview regarding the OPAC search system that cannot display the cover of the book, we know from the interview that the OPAC search system cannot display the cover so that it can display more clearly and speed up the discovery of library materials because the users have seen the cover.

According to Ardiansyah, regarding the OPAC search system which cannot display the cover of the book, he does not agree because if the OPAC search system can display the cover of the book, this application is perfect and can speed up the search for library materials because of the appearance of the book cover.⁴⁰

According to the results of Ayu Lestari's interview regarding the OPAC search system, which cannot display the cover of the book, this does not agree because if the OPAC application can display the cover, the user can easily and quickly search for it.⁴¹

Based on the results of interviews with users regarding the OPAC search system that cannot display the cover of the book, it is not agreed because if the OPAC application can display the cover, the user can easily and quickly search for it.

10. User feedback on the functionality of the OPAC application system.

From the results of interviews from Desi Ratnasari regarding user responses about the function of the OPAC application system, Desi Ratnasari argues that the function of the OPAC application system has not been understood well because of the lack of socialization to users about the function of the OPAC application system.⁴²

According to Arfan, the users' response to the function of the OPAC application system is that they do not know at all how to run the OPAC application system and do not know the function of the OPAC application.⁴³ According to Hasmini, regarding the function of the OPAC application system, they do not understand and do not know what the function is and how to operate it because of the lack of socialization from the Uthman Bin Affan Library.⁴⁴ According to Ivan Gunawan, regarding the response to the function of the OPAC application system, they have understood it well but still need more guidance, especially other users, because there are still many users who do not know what the function and how to operate it is.⁴⁵

⁴⁰Ardiansyah (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Muslim University of Indonesia, 7 February 2022.

⁴¹Ayu Lestari (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

⁴²Desi Ratnasari (21 years old), as librarian, *Interview*, Uthman Bin Affan Library, Muslim University of Indonesia, 7 February 2022.

⁴³Arfan (22 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Muslim University of Indonesia, February 7, 2022.

⁴⁴Hasmini (23 years), as librarian, *Interview*, Uthman Bin Affan Library, Muslim University of Indonesia, 7 February 2022.

⁴⁵Ivan Gunawan (23 years), as librarian, *Interview*, Uthman Bin Affan Library, Muslim University of Indonesia, 7 February 2022.

Based on the results of interviews with users regarding the function of the OPAC application, they do not understand well because of the lack of socialization to users about the function of the OPAC application system.

11. User feedback on how to operate or how to run the OPAC application system.

From the results of interviews with the user, Sri Wahyuni, regarding how to operate or run the OPAC application system, it is not yet smooth to operate the OPAC application system because of the lack of guidance from the library.⁴⁶ From the results of interviews with library users, Ahmad Dhani, regarding how to operate or how to run the OPAC application system, this OPAC application system has been able to operate, but there are still many users who are not yet fluent in searching for library materials.⁴⁷

Based on the results of interviews regarding user responses regarding how to operate or how to run the OPAC application system, there are not a few of the users who do not understand how to run the OPAC application system and the interview results also know that some users also understand how to operate or how to run this OPAC application system. automatically.

12. User responses regarding the level of difficulty in operating the OPAC application system.

In accordance with the results of the interview with Irwansyah regarding the level of difficulty in operating the OPAC application system, the difficulty level is very easy because the user follows the instructions from the OPAC application screen and also has the courage to operate the application.⁴⁸ According to Indoengka, regarding the level of difficulty in operating the OPAC application system, the users find it difficult to operate the OPAC application system due to the lack of socialization from the Uthman Bin Affan Library at the Muslim University of Indonesia.⁴⁹

Based on the results of interviews with users regarding the level of difficulty in operating the OPAC application system, there are still many who do not understand well or find it difficult because of the lack of socialization from the library and there are also those who can already operate and find it not difficult because of instructions from the library. the computer screen.

13. User feedback about the OPAC system helps in finding library materials.

From the results of the interview with Miftahul Jannah about the OPAC system helping in the search for library materials, the results of the interview revealed that searching using the OPAC search system is very helpful in finding the library

⁴⁶Sri Wahyuni (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

⁴⁷Sri Wahyuni (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

⁴⁸Irwansyah (23 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Muslim University of Indonesia, 7 February 2022.

⁴⁹Indoengka (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

materials we want and is more time efficient in terms of searching.⁵⁰ According to Sri Aliyah Septiani regarding the OPAC system assisting in the search for library materials, it is very easy to search or search for library materials and with the OPAC application system, it is very beneficial for the user or visitor because it can foster a sense of satisfaction in the hearts of users.⁵¹

Based on the results of interviews with users about the OPAC system assisting in the search for library materials, this is very helpful in finding the library materials we want and is more time efficient in terms of searching. In accordance with the results of Martina Monisa's research with the title of research on the perception of the ease and usefulness of OPAC in the UNAIR Library which states that OPAC has the advantage of being able to search collection information quickly and precisely and searching can be done anywhere, it does not have to come to the library with notes already online to the internet. So using OPAC can save the user's time and effort. And users can find out the existence of the collection and the status of the collection whether it is being borrowed or not.⁵²

14. User feedback regarding problems in the operation of the retrieval system or OPAC.

From the results of the interview with Syarifuddin regarding the obstacles in operating the OPAC retrieval system, the lack of knowledge about how to operate the OPAC. According to Hernidah, the obstacles in operating the retrieval system or OPAC are the lack of OPAC operating tools such as computers or laptops for searching and other obstacles are when the lights go out or the electricity network is disconnected and the internet network has problems or errors.⁵³ According to Indoengka, the obstacles in operating the OPAC retrieval system are the lack of knowledge in the operation of this tracking system and the lack of socialization to students held by the Uthman Bin Affan Library of the Muslim University of Indonesia.⁵⁴

Based on the results of interviews with users regarding the obstacles in operating the retrieval system or OPAC, there is a lack of knowledge about how to operate the OPAC and the lack of OPAC operating tools such as computers or laptops for searching and other obstacles are when the lights go out or the electricity network is disconnected and the internet network problem or error.

15. User responses regarding the socialization or technical guidance carried out by the Uthman Bin Affan Library at the Muslim University of Indonesia.

According to the results of an interview with Susanto regarding the socialization or technical guidance carried out by the Uthman Bin Affan Library at the Muslim University of Indonesia, it is only done once a year, namely at the time of new student

⁵⁰Miftahul Jannah (20 years), as librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

⁵¹Sri Aliyah Septiani (20 Years), As Librarian, *interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

⁵²Martina Monisa, "Perception of the Ease and Usefulness of UNAIR Library OPAC". *INJECT: Interdisciplinary Journal of Communication*, Vol. 2, No. 1, (2017): p. 16.

⁵³Syarifuddin (20 Years), As Librarian, *interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

⁵⁴Indoengka (20 Years), As Librarian, *interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

orientation and even then it is not too optimal and for those who are not present at the new student orientation then did not know any deeper about this Uthman Bin Affan Library. ⁵⁵According to Hasmini regarding the socialization or technical guidance carried out by the Uthman Bin Affan Library at the Muslim University of Indonesia, they never received information or knowledge about any socialization or technical guidance held by the library. ⁵⁶According to Indoengka regarding the socialization or technical guidance carried out by the Uthman Bin Affan Library at the Muslim University of Indonesia, the library only held introductions and socialization for new students and the implementation was also not optimal.⁵⁷

Based on the results of interviews with users regarding the socialization or technical guidance carried out by the Uthman Bin Affan Library, Muslim University of Indonesia, this is only done once a year, namely at the time of new student orientation and even then it is not too optimal and for those who are not present at the new student orientation. Therefore, they do not know more deeply about the Uthman Bin Affan Library.

CONCLUSION

From the description of the results of the research regarding User Responses About the Circulation Service Automation System at the Uthman Bin Affan Library, Muslim University of Indonesia, the authors draw several conclusions as follows:

The users' responses to the automation system at the Uthman Bin Affan Library at the Muslim University of Indonesia are: a). the ease of finding library materials in the circulation service at the Uthman Bin Affan Library of the Muslim University of Indonesia is very easy and fast. b). The process of borrowing library materials, returning library materials, making membership cards, paying fines and visitor statistics is very easy and satisfying, but the automation system implemented at the Uthman Bin Affan library at the Muslim University of Indonesia has not been able to extend the borrowing of library materials or collections online. and the infrastructure is still lacking such as a computer or laptop. c). transactions for borrowing library materials do not use self-service machines. d). there are still many users who have not mastered the OPAC search service (*online public access catalog*) this is due to the lack of socialization to users, especially new users.

The implications of the research are expected for librarians at the Uthman Bin Affan Library, Muslim University of Indonesia to maintain their services by using the slims automation system, the excellent service carried out by librarians in the circulation section has a positive impact on users, including the process of returning library materials, borrowing library materials, making membership cards library, fines, visitor statistics, friendliness of librarians, greeting librarians in providing information, speed in serving users, and neat arrangement of library materials on

⁵⁵Hasmini (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

⁵⁶Susanto (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Muslim University of Indonesia, 7 February 2022.

⁵⁷Indoengka (20 Years), As Librarian, *Interview*, Uthman Bin Affan Library, Indonesian Muslim University, 7 February 2022.

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collection shelves is very satisfying in the hearts of users. officers in circulation services in order to improve the quality of their services and the Uthman Bin Affan Library of the Muslim University of Indonesia should recruit members for additional librarian officers in circulation services so that the service process in the circulation section is further improved.

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