Pakistan Journal of Life and Social Sciences

RESEARCH ARTICLE

Utilization of Integrated Library System in Improving Services in Lhokseumawe City Regional Library

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ARTICLE INFO	ABSTRACT
  *Corresponding Author asrulfahmi@unimal.ac.id	Library automation is critical to be implemented to facilitate library services. Routine work in processing library materials that is done manually can be gradually eliminated and replaced with automation that saves costs, energy, and time. Regional libraries must provide satisfactory services to the community because community satisfaction is the success or achievement of the services offered. However, so far, the community has not been satisfied with the services provided by regional libraries, especially the Library and Archives Service of Lhokseumawe City. This study aims to determine and analyze the use of the Integrated Library System in library services provided by employees of the Library and Archives Service of Lhokseumawe City. And to determine and analyze the obstacles faced by Library and Archives Service employees in providing library services through the use of the Integrated Library System. The method used in this study is a descriptive qualitative approach method that will be implemented in Lhokseumawe City. Researchers used observation techniques, interviews, FGDs and documentation studies to collect data. The emphasis of data analysis is on an interactive model. This model consists of three main things, namely data reduction, data presentation, and conclusion. The study results found that library services in increasing the utilization of the integrated library system have not been running well; the quality of service carried out by researchers is measured through indicators of reliability, Responsiveness, assurance, empathy, and tangible. The lack of human and financial resources, as well as the lack of competence in utilizing the integrated library system, are the obstacles that library and archives service employees face in using the integrated library system.

INTRODUCTION

Library development has increased rapidly with the technology that can be used today. With its effectiveness and efficiency, information and communication technology in libraries has been proven to accelerate performance, leading to financial benefits, services, and networks. Regional libraries must provide satisfactory services to the community because public satisfaction is the success or achievement of the services offered. The Lhokseumawe City Library and Archives Service is obliged constantly to meet the demands of users, especially the Lhokseumawe City community, in obtaining information where the Lhokseumawe City Library and Archives Service provides several services to meet the expectations of users in it. One method used to determine user satisfaction with the services that have been provided is the implementation of an integrated library system. The integrated library system aims to provide good service from a library. Likewise, with the Lhokseumawe City Library and Archives Service at this time. The Integrated Library System is used to improve services to the public who need information through data available at the Lhokseumawe City Library and Archives Service. This integrated library system is used because the library and archives service of Lhokseumawe City has never been empty of visitors. The regional library services of Lhokseumawe City are required to provide improved quality of service to visitors; good quality of service will provide a level of satisfaction for visitors who visit the regional library of Lhokseumawe City. From

visitor data from the community, students, and certain institutions, it can be seen that the number of visitors to the Lhokseumawe City Regional Library from 2021-2022 was 4027 people, whereas in 2021, there were 2037. In 2022, number of visitors to the Lhokseumawe City Library and Archives Service was 1990. This data shows that there has been a decrease in library visitors to the Lhokseumawe City Library and Archives Service during the two comparative years seen from 2021 to 2022. As a result of the decline in visitors to the Lhokseumawe City Library and Archives Service, it is necessary to improve the quality of service following the library system. Good service quality will provide an overview and input and predict and improve a particular service to achieve better service quality. In addition, in recent years, regional libraries have experienced several problems, such as limited facilities and infrastructure, limited management capabilities, and limited service capabilities. From the initial Observation, the researcher found that visitors often experience obstacles in finding information at the Lhokseumawe City Library and Archives Service; employees usually provide invalid information about the books available at the Lhokseumawe City Library and Archives Service, employees do not automatically search via computer when visitors ask about the title of the book needed, from the team member's statement, this happens because the automation application in the form of a library integration application often experiences damage. It takes some time for the application to be repaired by technicians (initial Observation, February 4, 2024).

This study will describe the use of the integrated library system in library services provided by employees of the Lhokseumawe City Library and Archives Service and the obstacles faced in providing library services through the use of the integrated library system. Where on the other hand, the utilization of information systems using library integration applications is relatively easy to use and has complied with the standards of Government Regulation Number 24 of 2014 concerning the implementation of Law Number 43 of 2007 concerning libraries, which stipulates integrated library automation software as the official library application (Government Regulation of the Republic of Indonesia Number 24 of 2014, 2014).

LITERATURE REVIEW

Integrated Library System

An integrated library system (ILS) is a library database management system (DBMS). ILS helps manage library functions, including acquiring, processing, cataloging, locating, linking, and distributing information and collections. (Alexander, 2003). An integrated library system (ILS) is an enterprise-level software package that manages, integrates, and centralizes several core library functions and services. ILS systems are designed to assist libraries with three primary tasks: improving operational efficiency, providing access to library collections, and providing access to external resources. (Anthony Shong-yu Chow, 2012). ILS software integrates various library activities, such as collection management, circulation of library materials, member data processing, and book lending. Library automation applies information technology to manage library processes by reducing human intervention (Sulistyo Basuki, 1994).

Main Components of ILS (1) Collection Management: Enables recording and organizing library materials. (2) Circulation: Manages borrowing and returning books. (3) Cataloging: Facilitates the creation of catalogs that facilitate information retrieval. (4) Member Management: Stores member data and borrowing history. Types of ILS Software can be divided into two main categories, namely Open Source, which can be accessed for free and modified according to needs. Examples: Koha, SLiMS, INLISLite, and Commercial: These are developed by companies with technical support. Examples: Ex Libris Alma, Libero. Furthermore, the benefits of ILS are more numerous, such as operational efficiency, which reduces time and effort in data management. Better Information Access: This makes it easier for users to search for and find the information they need. Improved User Services: Provides convenience in borrowing and returning books (Sulistyo Basuki, 1994).

Library

The library was born as one of the non-formal educational institutions that could meet the community's educational needs before the birth of formal educational institutions. The library is an institution that manages collections of written works, printed works, and recorded works professionally with a standard system to meet the academic, research, preservation, information, and recreation needs of the library users (Peraturan Pemerintah Republik Indonesia Nomor 24 Tahun

2014, 2014). A library is a work unit of a particular agency or institution that manages books and non-book materials, which are arranged systematically according to specific rules to be used as a source of information by each user (Bafadal, 2017). Furthermore, Trimo in (Dian Sinaga, 2018). defines a library in more detail as a collection of library materials, both printed and in other recorded forms, in a particular place that has been systematically arranged to make it easier for users to find the information they need and whose primary purpose is to serve the information needs of the community and not for trading.

Public Services

The concept of service has various definitions according to experts' explanations, but it still refers to the same basic idea. Service can be interpreted as an activity or benefit offered by one party to another (Sutedja, 2012). Service Quality can be defined as focusing on meeting needs and requirements and on timeliness to meet customer expectations (Arianto, 2018). To serve the community excellently, we must provide reliable, fast, and complete services with additional empathy and an attractive appearance (Almasdi, 2012). Meanwhile, according to Gronroos (Ratmino, 2004), Service is an activity or series of invisible activities (cannot be touched) that occur as a result of interaction between consumers and employees or other things provided by the service provider company that are intended to solve consumer/customer problems.

Characteristics of good service, according to (Kasmir (2017), are formulated as follows: (1). Responsible for every customer/visitor from start to finish. (2). Able to serve quickly and accurately. (3). Able to communicate. (4). Able to provide confidentiality guarantees for every transaction. (5). Have good knowledge and skills. (6). Try to understand the needs of customers/visitors. (7). Able to provide trust to customers/visitors

In several studies on the use of ILS, it was found that among other things, studies (Anindya & Wicaksono, 2021) with the title Analysis of INLISLite (Integrated Library System) Utilization in the Archives and Library Service of Trenggalek Regency. This study aims to determine the librarians' utilization of INLISLite (Integrated Library System) features, the obstacles experienced, and the efforts to overcome the challenges. This study found that the INLISLite (Integrated Library System) features have been utilized well in library management. INLISLite (Integrated Library System) is used in version 3.2. (Rifka Rahmadani et al., 2022) entitled Implementation of INLISLite Application in Al-Qalam Library, Faculty of Medicine, Alkhairaat University, Palu. The INLISLite application in Al-Qalam Library, Faculty of Medicine, Alkhairaat University, Palu, has not been used optimally by librarians in managing the library. The obstacles faced by librarians in operating the INLISLite application are the lack of knowledge of librarians about the INLISLite application and the lack of human resources who are experts in ICT knowledge as well as several obstacles on the server. Furthermore Rahmi & Najamudin, (2022) found that the implementation of the INLISLite application system at the West Aceh District Library and Archives Agency has been effectively implemented. This is because it can be seen from various activities such as procurement, processing, and circulation, it can facilitate the work of librarians and librarians are satisfied with using the INLISLite application.

RESEARCH METHODS

This primary research uses a qualitative approach to better understand a subject, phenomenon, or fundamental law of nature. This research is directed to get a picture of solving problems from the use of the integrated Library System at the Library and Archives Service in Lhokseumawe City located at Jln. Lingkar Stadion Lorong Pendidikan-Mon Geudong District Banda Sakti Lhokseumawe City. The reason is that many visitors to the library and archives service in Lhokseumawe City have not received good service. In this case, the data collection techniques that the researcher uses include Observation, interviews, and documentation. This interview is very useful for maintaining the researcher's memory and directing the focus of the research. Document studies complement observation and interview methods in qualitative research (Sugiyono, 2016). In this study, data analysis techniques were used with an interactive model. This model consists of three main things: data reduction, data presentation, and conclusion. In qualitative data analysis, words are built from the results of interviews or observations of the data needed to be described and summarized.

RESULTS AND DISCUSSION

The Role of Library Services

Service quality in the context of libraries is defined as the difference between the perception and expectations of library services. Service quality can be assessed based on the user's perspective (perception) of good or bad, acceptable or unacceptable (Dalimunthe & Sartika, 2016). If the service received exceeds user expectations, then the service quality is perceived as ideal quality. Conversely, if the service quality is lower than the expected service, then the service quality is perceived as poor. Service quality must start with user needs and end with user responses. User responses to the quality of service itself are an overall assessment of the excellence of a service.

The Library and Archives Service provides services to the community by making it easier for the community to obtain book collections, fiction, non-fiction, and children's collection books. This study analyzes the role of the Lhokseumawe City Library and Archives Service in increasing the use of the Integrated Library System. Information available at the Lhokseumawe City Library and Archives Service is provided to the general public for students, students and employees, and the community. Lhokseumawe City Library and Archives Service employees serve the public by utilizing the Integrated Library System program, which can facilitate team member performance in serving the public who visit to find books or information needed by the public. The role of the Lhokseumawe City Library and Archives Service in providing services to the public by utilizing the Integrated Library System program using a theoretical approach (Tjiptono, Fandy, Chandra, 2012), which states that the dimensions of service quality consist of Reliability, Responsiveness; Assurance; Empathy; Tangibles (Physical Evidence), we can describe it as follows:

1.   Reliability

Reliability is the ability of an organization to provide services as promised accurately and reliably. Performance must follow public expectations, which means punctuality, equal service for all public without error, sympathetic attitude, and high accuracy. Lhokseumawe City Library and Archives Service employees have demonstrated a reliable attitude toward visitors. Reliability is reliability in providing services and team member reliability in delivering services to the public or visitors; namely, by utilizing the Integrated Library System program at the Lhokseumawe City Library and Archives Service, with the Integrated Library System program, employees can work quickly and not make visitors have to wait long to find the collection of books they need.

Information from one of the visitors who came to the Lhokseumawe City Library and Archives Service found that employees have worked reliably in utilizing the Integrated Library System program to serve visitors and do not have to wait long to see the collection of books they need. This application is easy to operate for employees, so employees also manage the program with their level of reliability when providing services to visitors. Reliability is the ability of an organization to provide services as promised accurately and reliably. Reliability is the ability of an organization to deliver promised services promptly, accurately, and satisfactorily (Tjiptono, Fandy, Chandra, 2012). In this element, the Lhokseumawe City Library and Archives Service employees have provided reliable services to visitors. The reliability of employees in providing services to visitors is due to the use of the Integrated Library System program in the INLISLite application.

2.   Responsiveness

Responsiveness is the willingness to help and provide fast (responsive) and accurate service to the public, with precise information delivery. The Responsiveness referred to in this study is the Responsiveness given by the Lhokseumawe City Library and Archives Service employees in providing services to visitors through the Integrated Library System. The researcher found that the employees offered excellent Responsiveness to visitors, partly due to the Integrated Library System application; employees can easily search for books that visitors need. According to (Tjiptono, Fandy - ; and Chandra, 2012), Responsiveness is the desire of staff, employees, or officers to help the public and provide responsive services. Responsiveness can mean the response or alertness of employees in helping the public and providing fast services, including the alertness of employees in serving the public.

3.   Assurance

Assurance (guarantee and certainty) is the organization's employees' knowledge, politeness, and ability to foster public trust. Assurance and certainty comprise several components: communication, credibility, security, competence, and courtesy. Employees of the Lhokseumawe City Library and Archives Service must be able to operate computers and Integrated Library System applications when providing services to visitors. So far, overall, library management employees have been known to be able to operate computers well when providing services to visitors. However, employees are unable to face conditions when the computer or Integrated Library System program used to provide services to the public is damaged. Employees are unable to repair damaged computers and programs while serving directly. They need workers from the Information Systems and Network Analysis department to restore the computer and application.

Furthermore, assurance is also given in the form of communicating well and having a polite attitude when providing services to visitors. Knowledge about the importance of computer operation when providing services to visitors, the Lhokseumawe City Library and Archives Service, conducted training related to the use of the Integrated Library System program by utilizing the INLISLite application. Still, the training provided was prioritized for the IT department that handled INLISLite problems. This caused employees to experience difficulties when the INLISLite application was damaged; only employees in the IT department understood how to fix the library management program that encountered errors.

4.   Empathy

Empathy is giving sincere and individual or personal attention to the public by trying to understand the community's desires. An organization is expected to have an understanding and knowledge of the community, understand the community's specific needs, and have time for comfortable operations for the community. The IT staff owned by the Lhokseumawe City Library and Archives Service only numbers 1 (one) person. The IT staff has shown good empathy to the library management staff if the computer, application, or internet network is damaged while working. Still, sometimes the IT staff is not there, and when needed, the staff has difficulty contacting the IT staff to come to the library management section immediately.

According to one of the visitors to the Lhokseumawe City Library and Archives Service, the staff continues to provide excellent service to visitors; even though the use of computers and the Integrated Library System application cannot be used yet, the staff still gives perfect empathy to visitors, namely by helping visitors quickly find the book collection they need. Empathy is the ease of making relationships, good communication, personal attention, and understanding the needs of consumers. Every organization member should be able to manage time so that they are easy to contact by phone or in person (Tjiptono, Fandy - ; Chandra, 2012).

5.   Tangibles

Tangibles (physical evidence) are the ability of an organization to show its existence to external parties. The appearance and ability of the organization's physical facilities and infrastructure and the condition of the surrounding environment are tangible evidence of the services provided by the service provider. This includes physical facilities (buildings, warehouses, and so on), equipment and tools used (technology), and the appearance of its employees. The Lhokseumawe City Library and Archives Service uses uniforms to fulfill this element. Uniforms show the professionalism of employees in terms of improving their services within the organization; no employees wear different clothes while working, so visitors also do not have difficulty finding Lhokseumawe City Library and Archives Service employees if they need help when looking for a collection of books they need. The INLISLite application, owned by the Lhokseumawe City Library and Archives Service, has made it easy for employees to provide services to visitors. Still, sometimes the network is not smooth within the organization, making team member performance when providing services a little hampered, so in terms of the internet network, the organization should manage it again, the slow network when accessing the Integrated Library System program through the INLISLIte application will experience obstacles in providing services to visitors.

Obstacles Faced

1.   Lack of Human Resources

Human resources are a supporting indicator of the success of an implementation in an organization; without sufficient human resources, the role of the Lhokseumawe City Library and Archives Service in carrying out an implementation will not run well. Human Resources (HR) work in an organization or agency. Human resources are people in the organization who contribute ideas and work to achieve organizational goals.

The Human Resources Data of the Lhokseumawe City Library and Archives Service is above; 24 employees in the Lhokseumawe City Library and Archives Service organization provide services to the public. Of all the HR owned by the Lhokseumawe City Library and Archives Service, specifically in the IT section, the organization only has 1 (person) team member. This number is inadequate to master the obstacles in utilizing the Integrated Library System program within the organization.

The staff in managing the library owned by the Lhokseumawe City Library and Archives Service is also inadequate. So far, the Lhokseumawe City Library and Archives Service have often been crowded with visitors, so sometimes it can be seen from observations that researchers have made employees have difficulty providing services to visitors. The library managers who play the most crucial role in the organization are only two people, and this number is not in sync with the number of services that employees must provide to visitors. The lack of human resources owned by the Lhokseumawe City Library and Archives Service officers is also a separate problem in collection efforts. The number of human resources owned by the Lhokseumawe City Library and Archives Service in the library management section only consists of 2 people; this number does not support the performance of the Lhokseumawe City Library and Archives Service employees in providing services to visitors because the number of visitors who come to the library is often crowded so that sometimes the Lhokseumawe City Library and Archives Service employees usually experience difficulties in providing services.

2.   Lack of available financial resources

The financial resources referred to in this study are the lack of budget problems owned by the Lhokseumawe City Library and Archives Service. The function of the budget is essential in an organization; this dramatically influences organizational planning. The budget is needed to identify the actions required to achieve the goals of an organization. Financial resources are a group of business resources related to money/capital. In this case, financial workers manage organizational funds and plan organizational expenses.

The lack of budget causes the organization not to recruit more than two employees in the library management section; the available budget has not been able to pay more than two employees. Because the employees used in the library management section are not ASN employees who routinely receive salaries from the government every month according to their group, employees in the library management section still use honorary employees, where the wages they receive come from the APBD funds which are given according to the needs of the organization's budget realization.

The lack of budget by the organization also causes the available facilities and infrastructure to be inadequate; in terms of services provided to visitors, employees provide services by utilizing computerization, but the computers available in the organization in the library management section are very lacking, only two units are owned by the organization in that section, Computer performance does not always run well so that when the computer is damaged and needs to be repaired by the IT section, only one computer is working so that this will cause team member performance to be hampered in providing services to visitors.

3.   Lack of Competence

Every organization needs to pay attention to the competencies of its employees. This is because if employees have good competencies, achieving the organization's or company's vision and mission will undoubtedly be easy. Team member competency combines knowledge, skills, attitudes, and other personal characteristics to succeed in a job. Employees in the library management section have not fully mastered the integrated library system program. Employees can only utilize the program when providing services to users. Still, employees in the management section are not yet proficient

in acting as technicians if an error occurs in the integrated library system program. At the same time, it is being used so that the role of technicians in the Lhokseumawe City Library and Archives Service is vital because technicians in the organization are not only used when the service program is damaged; there are still many other activities that need to be handled by technicians in the organization, for example when the wifi is damaged or disconnected, only technicians can repair the wifi network in the organization. The use of an integrated library system in providing services to users is also supported by the perfect running of the wifi network within the organization; the use of an integrated library system will not run well if the wifi network suddenly experiences damage or is disconnected. This will disrupt the service employees provide to visitors in the library management section. If employees are facing this, technicians certainly have an essential role in assisting team members with activities in the library management section because only technicians can solve problems related to the network.

CONCLUSION

Library services in increasing the utilization of the Integrated Library System have not been fully running well; the quality of service carried out by researchers is described through the indicators of reliability, Responsiveness, assurance, empathy, and tangible. So far, employees have not been fully reliable in utilizing the Integrated Library System to provide services to users, but the response given by employees to users has been excellent. In contrast to the assurance given by employees to users, employees have not been able to guarantee the quality of service provided is running optimally; this is because the organization does not have an adequate number of computers to utilize the Integrated Library System, where the organization only has two computer units. Similar to the empathy given by employees, so far, library management employees have relied on the help of technicians in managing the Integrated Library System application; employees have not been able to master repairing the Integrated Library System application if it is damaged while being used. However, in terms of tangible owned by the Lhokseumawe City Library and Archives Service, the physical evidence that the organization has in supporting library services is very good. Obstacles faced by Library and Archives Service Employees in Providing Services through the Utilization of the Integrated Library System are the lack of Human Resources, lack of financial resources, and the lack of competence possessed by employees in utilizing the Integrated Library System when providing services to library users.

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