

# COMPARING PUBLIC UNIVERSITY LIBRARIES' SERVICES:

EVIDENCES FROM AR-RANIRY ISLAMIC STATE UNIVERSITY AND SYIAH KUALA UNIVERSITY BANDA ACEH<sup>1</sup>

PERBANDINGAN LAYANAN PERPUSTAKAAN UNIVERSITAS PUBLIK: BERDASARKAN BUKTI DARI UIN AR RANIRY DAN UNIVERSITAS SYIAH KUALA, BANDA ACEH.

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## ABSTRACT

*Banda Aceh is the provincial capital of Aceh and has been declared as an economic mobility and education center. This period was marked by the establishment of several public and private schools, as well as public and private universities. Education is a process of learning that aims to develop a generation to be more reliable and capable. Facilities and infrastructure are critical components of education. An essential educational facility for both students and educators is the library. As a public institution, the library must comply with applicable rules and regulations namely UU No. 25 of 2009. The purpose of this study is to establish public services at the UIN Ar-Raniry and USK libraries. This research employs a qualitative approach with a comparative approach, process collecting data is used In-Depth Interviews. The findings indicated that the two libraries were extremely capable of providing services to these public institutions. Numerous supporting aspects contribute to the creation of satisfactory service. Additionally, there are various obstacles to the implementation of public services. Minor errors that occur in each institution are a constant source of progress that must be developed over time. This study concludes that public services provided to UIN Ar-Raniry and USK libraries have begun to show results in compliance with UU No. 25 of 2009. The results of the study indicate that there is an influence from the limitations of library employees on public services to library users.*

**Keywords:** Public University; Library Services; UIN Ar-Raniry, Universitas Syiah Kuala; Banda Aceh

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## ABSTRAK

Banda Aceh adalah ibu kota provinsi Aceh dan telah dinyatakan sebagai pusat mobilitas ekonomi dan pendidikan. Periode ini ditandai dengan berdirinya beberapa sekolah negeri dan swasta, serta perguruan tinggi negeri dan swasta. Pendidikan adalah suatu proses pembelajaran yang bertujuan untuk mengembangkan generasi agar lebih handal dan cakap. Sarana dan prasarana merupakan komponen penting dalam pendidikan. Salah satu fasilitas pendidikan yang penting bagi siswa dan pendidik adalah perpustakaan. Sebagai lembaga publik, perpustakaan harus mematuhi peraturan perundang-undangan yang berlaku yaitu UU No. 25 Tahun 2009. Tujuan dari penelitian ini adalah untuk mewujudkan layanan publik di perpustakaan UIN Ar-Raniry dan USK. Penelitian ini menggunakan pendekatan kualitatif dengan pendekatan komparatif, proses pengumpulan data menggunakan In-Depth Interview. Temuan menunjukkan bahwa kedua perpustakaan sangat mampu memberikan layanan kepada lembaga-lembaga publik tersebut. Berbagai aspek pendukung turut andil dalam terciptanya pelayanan yang memuaskan. Selain itu, terdapat berbagai kendala dalam penyelenggaraan pelayanan publik. Kesalahan kecil yang terjadi di setiap lembaga merupakan sumber kemajuan yang terus menerus yang harus dikembangkan dari waktu ke waktu. Penelitian ini menyimpulkan bahwa pelayanan publik yang diberikan kepada perpustakaan UIN Ar-Raniry dan USK sudah mulai menunjukkan hasil sesuai dengan UU No. 25 Tahun 2009. Hasil penelitian menunjukkan adanya pengaruh dari keterbatasan pegawai perpustakaan terhadap pelayanan publik. kepada pengguna perpustakaan.

**Kata kunci:** Universitas Publik; Library Services; UIN Ar-Raniry, Universitas Syiah Kuala; Banda Aceh.

## A. INTRODUCTION

In the fourth paragraph of the 1945 Constitution (*UUD*), it is stated that the government's responsibility is to "defend the entire Indonesian nation and the entire homeland of Indonesia, promote public welfare, educate the nation's life. Article 31 paragraphs (1) and (2) of the 1945 Constitution (*UUD*) state unequivocally that every citizen has a right to education and that the government is required to provide it." Based on Law Number 20 of 2003, education is a process of teaching and learning with the goal of developing a reliable generation in terms of morals, religion, ethics, and self/character development for the benefit of each individual who is beneficial to himself, his family,

religion, and nation. Education is the first priority for the government in every country in terms of expense and potential human resources (Ydo, 2020). Numerous elements contribute to education's effectiveness, including the availability of qualified educators, an appropriate curriculum, enough educational fees, supportive facilities, and good education management (Seirin, 2006, p. 54). Infrastructure is one of the variables that contribute to education's success.

Infrastructure facilities are physical requirements and tangible forms that are critical to the educational process, to the extent that their absence has an effect on the effectiveness and motivation of the

teaching and learning process (Jati, 2018).

A library is one of the most important educational infrastructure facilities (Cox, 2018). According to *UU* No. 43 of 2007, a library is a collection of works managed in the public interest in order to educate the life of the nation. The most important thing for society is that libraries serve as agents of change, development, and human culture. This can occur if the library has really felt the benefits of the user. User satisfaction is achieved when the library's needs and services succeed in creating an organized quality service system (Twum, Adams, Budu, & Budu, 2022).

Libraries play a critical role as a repository of knowledge (Nyakurerwa, 2021). Himayah (2013, p. 32) classified a variety of library services, including the following: "(1) Orientation service, which provides information on the library's collections. (2) Circulation services, which are responsible for the borrowing and return of library collections. (3) Reference services, including those involving the provision of reference resources. (4) A deposit service, specifically a repository of published works." As a public institution, the library is required to provide services in compliance with the provisions of *UU* No. 25 of 2009 on public services.

Public services include the provision of commodities, services, and administrative support. According to Khanifah and Nurmandi (2019), the implementation of public services continues to be incompatible with the nation's and state's needs. This is owing to the widespread shift of values, as well as the new order of

Indonesian society, which is confronted with global challenges prompted by scientific and technological advancements. In addition, Pratama and Hidayah (2019) affirm that public service plays a positive role in shaping the public sector.

As a public institution, the library is required to provide services in accordance with the provisions of the legislation (Trivedi & Bhatt, 2019). According to the provisions of *UU* No. 25 of 2009, some components of mandatory public services include the following: (1) Requirements for information, information must be clearly and conspicuously disclosed in front of service users; (2) Systems, mechanisms, and procedures are a graphical representation of a set of service processes that detail the steps that users must follow to acquire services; (3) The time period is the time limit within which the service provider may deliver the service; (4) To avoid unofficial charges, state administrators are required to display the amount of tariffs that service users must pay; (5) Service products, organizers are required to publish all available products; Users can access all previous products via this publication, ensuring the continuity of high-quality public services; (6) Adequate facilities, infrastructure, and facilities can provide service users with a sense of comfort and security; (7) Evaluation of the implementer's performance as an indicator for effective public service delivery, one of which can be seen in the evaluation of service users. To get this evaluation, service providers must provide a mechanism for user evaluation with the goal of expanding available public services. These facilities may include customer

satisfaction boxes (complaint management), customer satisfaction questionnaires, digital tools, etc

In the context of this study, the province Aceh has two major universities: Universitas Islam Negeri Ar-Raniry Banda Aceh (UINAR) and Syiah Kuala University (USK). The USK Library is the one and only public university library in Indonesia to obtain ISO 27001 international accreditation in the field of Library System Information Security, including OPAC, OER, and Room Booking applications. The International Organization for Standardization (ISO) is a non-governmental organization that serves as the world's largest voluntary standard setting body (Witara, 2015, p. 5). The advantages of ISO-certified institutions include enhanced performance, increased perceptions of the institution, quality assurance, and waste prevention. Prof. Samsul Rizal, the former Rector of USK (Cited from [Library.unsyiah.ac.id](http://Library.unsyiah.ac.id) page *sejarah*, accessed 20.8.2022), stated that the USK Library's accomplishment in obtaining an ISO accreditation was a result of the librarians' well-organized work structure, both in terms of service and collection quantity. "At the moment, the USK library holds 7,114 titles, totaling 136,925 copies. There are theses, journals, magazines, reference books, research papers, CD-ROMs, and documentation in the collection."

On the other hand, UIN Ar-Raniry Library is an offline and online-based library with 36,142 book titles and 84,907 copies (quoted from [uin.ar-raniry.ac.id](http://uin.ar-raniry.ac.id)). The total number of books is estimated to be 54,537 eks based on the findings of the temporary validation and

verification. As the operations manager of Aceh Library Consultant (ALC), Zulfiqri S.IP stated that 30,794 collections were no longer in the library and had to be removed from the database" (Personal interview/communication on 10.8.2021).

During their development, these two libraries have made several efforts to improve the library's quality in order to satisfy user needs. This initiative tries to provide satisfaction to the user by offering a variety of service options to enrich library services. Provisions are policies established to ensure discipline, order, and uniformity in the operation of any program inside an organization (Judokusumo, 2007, p. 25). Some of the provisions that exist in the two libraries are operating hours, consistency of complaint management, number of visits, and others.

According to initial interviews and preliminary discussions with librarians at the UIN Ar-Raniry and USK libraries, there are several gaps in these two libraries, including a lack of clarity in information, which causes users to become confused when attempting to locate their needs, inconsistent operating hours and service periods, and a lack of open library mechanisms/procedures. To deal with this gap, of course, the two libraries have different ways of dealing with each inequality. Furthermore, differences in status will also take part in different ways of working in implementing the rules and improving the quality of the library. The disparity in status between the two libraries is demonstrated by information published on [Serambinews.com](http://Serambinews.com) on

Saturday, November 9th, 2019 that the USK Library was awarded the first SNI Award in Indonesia as a result of its active support for libraries in a number of correctional institutions, state detention houses, and prison branches. Meanwhile, UIN Ar-Raniry library is still working to improve its service and system quality. In light of these distinctions and different nature, we are interested to further investigate the following two research questions: (1) how do the public service at both UIN Ar-Raniry and University of Syiah Kuala Banda Aceh libraries being implemented?, and (2) what are the supporting and inhibiting factors for the public service implementation at both university libraries?

### **Service Quality Assessment and Measurement**

Social scientists in public service administration have developed SERVQUAL (service quality) to facilitate the assessment and measurement of service quality (see the work of (Buttle, 1996; Ladhari, 2009; Nugraha, Yuniar, & Harsono, 2015; Shi & Shang, 2020; Wulandari & Satrianansyah, 2019). SERVQUAL is a multi-item scale that can be used to measure customer perceptions of service quality which includes five dimensions, namely, (1) Tangibles (direct evidence), namely the ability of a company to show its existence to external parties (see Lee, Lee, & Dewald, 2016) the existence of the company's physical facilities and infrastructure and the state of the surrounding environment are tangible evidence of the services provided by the company. (2) Reliability, namely providing the promised service immediately to be carried out, accurately and

satisfactorily (Finn & Kayande, 1997). The service provided must be in accordance with the expectations of the service recipient. (3) Responsiveness (responsiveness) is the reliability of the server to facilitate the service process (see (Lodenstein, Dieleman, Gerretsen, & Broerse, 2013; Theoharakis & Hooley, 2003). (4) Assurance, the service provider must convey a sense of trust to the service recipient with several provisions: (a) Communication (communication), namely the relationship between the service recipient and the service provider clearly so that the service recipient can understand the information from the service provider (Webster & Sundaram, 2009). The rest, service providers must be quick to respond in understanding the complaints of service recipients. (b) Credibility, the need to guarantee the trust given to customers, believability or honesty (Sheeraz, Khattak, Mahmood, & Iqbal, 2016). (c) Security, the existence of a high trust from customers for the services received (Irvine & Levin, 2000). So that the services provided provide a guarantee of maximum trust. (d) Competence, a skill that is owned and needed so that in providing services to customers can be carried out optimally (Menor & Roth, 2007). (e) Courtesy in service there is a moral value owned by the company in providing services to customers (Phillips, Benoit, Hallgrimsdottir, & Vallance, 2012). Guarantees of courtesy offered to customers in accordance with the existing conditions and situations. (5) Empathy (empathy), service providers personally understand the needs of service recipients (Bove, 2019). Companies must understand specific customer needs, and have a

convenient operating time for customers.

## B. METHODS

The qualitative method with a comparative approach was used in this research. **Qualitative comparative approach in social sciences is mostly case study oriented** (Marx, Rihoux, & Ragin, 2013). In qualitative study like this one, analysing the process, development, implementation or important events are central to the approach (Tersiana, 2018). In this study, two locations of study objects can be considered into qualitative comparative.

In-depth interviews with eight (8) participants comprising the head of the library units, librarians and users at the Ar-Raniry State Islamic University Library and Syiah Kuala University Library were conducted to collect the data for the purpose of this study. The participants were purposively chosen with the following criterion (Emmel, 2013). First they are the head of the library unit, librarians, and users of the targeted university libraries the minimum service of two years. Second, they st graduated from library study programs or departments. Last, they were willing to be interviewed. It must be noted that the users were taken from external visitors, meaning that they were not students, lecturers or staffs working at the targeted university libraries.

In analysing the data, we decided to use Miles, Huberman, and Saldana (2019)'s approach. First, the data reduction step whereby raw data were regrouped and categorized the data according to the research

questions with critical, open and careful consideration. Second, the data presentation step where the found patterns are explained with relational approach. Third, the verification step was conducted to draw conclusions of the analysed objects.

## C. FINDINGS AND DISCUSSION

### 1. The Library Profile

#### a. Library of UIN Ar-Raniry

The UIN Ar-Raniry Library is a university library that operates seven hours per day and three hours per night in normal/stable conditions, including print and digital materials. Currently, 36,000 titles and more than 3,000 works are available. The UIN Ar-Raniry Library's vision is " to become a comprehensive, relevant, and innovative center for scientific communication in 2019." The missions are: (1) Fostering and promoting academic culture in order to advance UIN Ar-Raniry's vision and mission, (2) Planning, providing, developing quality services and qualified resources, (3) Lead to the growth and promotion of educational and learning processes, research and scholarship, and community service by identifying, choosing, collecting, and conducting library collections based on needs, relevance, updating, and preservation of collections, (4) Plan, promote, implement, and evaluate library activities as part of the Tri Dharma of Higher Education UIN Ar-Raniry organization process" (Repository.ar-raniry.ac.id, 2017). Recapitulation of UIN Ar-Raniry Library accommodations, including "textbooks, reference books, reading rooms, periodicals, digital collections, audio-visual collections, reading tables, photocopying, full air conditioning,

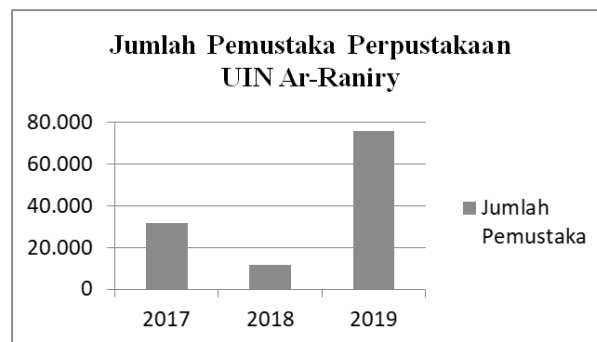
full wifi, internet room, OPAC, drop" (Repository.ar-raniry.ac.id, repository, e-journal, RFID, and book 2017).

**Table 1. Number of Librarian of UIN Ar-Raniry in 2020**

Number of Employees Based on:											
Gender		Class			Educational Background					Status	
M	F	II	III	IV	S3	S2	S1	D3	SLTA	PN	Honorar
										S	y
9	9	-	9	7	-	6	11	1	-	16	2
Total Librarians: 18											

**Table 2. Number of Users in the Last 3 Years at the UIN Ar-Raniry Library**

No	Year	Total Users
1	2017	31717
2	2018	11570
3	2019	75965



**Figure 1. Number of Users in the Last 3 Years at the UIN Ar-Raniry Library**

**b. Library of Syiah Kuala University**

The USK library was established in 1970, and has the status of a Technical Service Unit (*Unit Pelayanan Teknis/UPT*) in 1980. The USK library currently collects 75,114 titles, which include printed works, e-books, and e-journals. (Library.unsyiah.ac.id, 2012). The vision is to "become a scientific information center that inspires and motivates the achievement of the vision and mission of Syiah Kuala University." The missions: (1) Maintain the relevance of the collection to the needs of the library

users; (2) Creating users loyalty with excellent service; (3) Fostering motivation and inspiration for users to innovate and be creative with facilities and in the field of literacy; (4) Develop a local repository of open-access content; (5) Developing certified human resource competencies; (6) Develop library information technology applications according to standards; (7) Establish standards for library management governance, collaborate with other institutions to improve library services and operations, and fulfill a social duty to the community in the field of information literacy. USK

Perpustakaan Library room facilities recapitulation, "Adnan Ganto Mini Theatre, women's reading room, men's reading room, postgraduate reading room, library coffee, library gift shop,

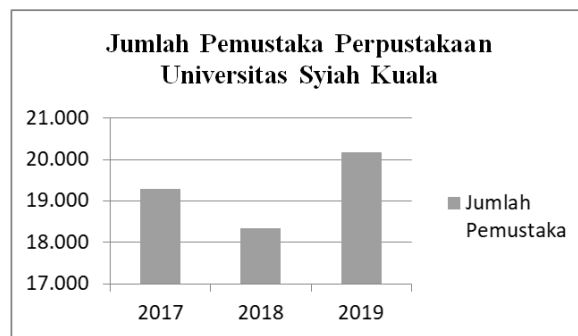
photocopy, digital corner, women's prayer room, seminar room capacity 80 people + whiteboard + LCD projector + wifi, full AC, full internet wifi".

**Table 3. Number of Librarians of Syiah Kuala University Libraries in 2020**

Jumlah Pegawai Berdasarkan:												
Gender		Class			Educational Background					Status		
M	F	II	III	IV	S3	S2	S1	D3	SLTA	PN	Honorar	S y
13	40	10	27	7	1	3	29	8	12	44		9
Total Librarians: 53												

**Table 4. Number of Users in the Last 3 Years at Syiah Kuala University Library**

No	Year	Total Users
1	2017	31717
2	2018	11570
3	2019	75965



**Figure 2. Number of Users in the Last 3 Years at the UIN Ar-Raniry Library**

## 2. Public Service in State University Libraries

### a. Library of UIN Ar-Raniry

Public service can be defined as the process of providing goods and services to customers/consumers/service recipients in order to maximize user satisfaction. Currently, the services supplied by the UIN Ar-Raniry library are rated as satisfactory and meet the standards set forth in UU No. 25 of 2009, because each librarian

contributes to the service in accordance with their expertise and vocational domains (Interview with SA, July 2nd 2020). In the Covid-19 outbreak, the UIN Ar-Raniry Library continues to provide direct services although on a reduced schedule than usual days to accommodate users' demands.

The public services offered by this library are divided into two categories: those are students of UIN Ar-Raniry and those who are non-



students. The service is unchanged, and both can make use of the library's collection. However, users who are not students at UIN Ar-Raniry are not permitted to lend library collections, as this is an academic library, not a public library (Interview with SA, July 2nd 2020). An assessment is required to determine whether the services offered have satisfied users. According to Andrian, the following are some indications for evaluating public services:

### **(1) Tangible**

The tangible aspect of an institution is its existence. The tangible in the UIN Ar-Raniry Library is fairly comfortable, according to the results of research conducted by researchers. As a result of an interview with the head of the UIN Ar-Raniry Library, the following results were obtained:

*"Infrastructure is acceptable but not fancy, taking into account budgetary constraints, including enough light bulbs, wifi, air conditioning, study desks, micro readers, and library electronic equipment. When there is damage, I contact the repair party directly to ensure that repairs are made swiftly"* (Interview with SA, July 2nd, 2020).

This gives us the sense that the library's director is quite responsive to issues that arise. Infrastructure facilities can contribute to users' motivation and comfort. Infrastructure availability is critical for customers to enjoy the library's environment. As one of the users put it:

*"The library infrastructure at UIN Ar-Raniry is adequate and relatively satisfactory, with a variety of diverse works that*

*serves as a resource for not only completing tasks but also recreation of many sources of knowledge."* (Interview with N, July 2nd, 2020).

Similarly, an employee of the UIN Ar-Raniry Library communicated the same message:

*"The infrastructure is sufficient and the condition is suitable for use and gives satisfaction to its users, both for users and librarians"* (Interview with AM, July 2nd, 2020).

According to the results of the above interviews, researchers can conclude that the library infrastructure is fairly simple but effective. Thus conveying to the user the sense that the library is a pleasant place to visit.

### **(2) Reliability**

Reliability is defined as service that is accurate, satisfactory, and meets the service recipient's expectations. With a well-defined service, users can more simply follow library processes and locate their needs in the library. According to an interview with the library's director, he remarked that:

*"The UIN Ar-Raniry Library is one of the libraries managed by administrators from library science graduates, both masters and undergraduates. Thus, the arrangement of this library is truly in the hands of people who are experts in their field."* (Interview with SA, July 2nd 2020).

As evidenced by the previous statement, the UIN Ar-Raniry library is very reliable in carrying out its duties and functions. In response to users feedback, he also stated that:

*"While the librarian has performed his or her obligations and tasks, there are occasions when the librarian demonstrates the negative side of being too lazy to guide. The habit of students being less careful in their searching for required works and requesting assistance and direction from users, but users themselves are less concerned with assisting with the most urgent problems."* (Interview with N, July 2nd 2020).

According to the statements of both parties, the librarian's educational background helped significantly in the establishment of a reliable library, but because the individual's ego interferes with his performance of his tasks, reliability is not entirely established.

### **(3) Responsiveness**

Responsiveness is defined as the capacity to assist and offer services promptly and accurately, as well as being receptive to user requests. The most straightforward example is the appearance of a librarian during business hours. The following are the findings of an interview with the director of the UIN Ar-Raniry Library:

*"Librarians' presence is characterized as disciplined and punctual, such that the library feels alive, and students who are concerned about the library's collection of works believe that they are not being mistreated by the librarian's discipline in carrying out their tasks."* (Interview with SA, July 2nd 2020).

The users transmitted the same message:

*"I was rushed for time to complete an assignment and required the*

*assistance of the library's books; thank God the library opened on time to allow me to profit from that discipline."* (Interview with N, July 2nd 2020).

The conclusion that can be drawn is that the library service at UIN Ar-Raniry is good in terms of discipline. The small details are frequently missed, but when they are, they can actually produce a positive impression.

### **(4) Assurance**

The librarians' attitude toward his responsibilities is what determines the worth of the user's loyalty in the library. Users will feel more secure with the services supplied as a result of the assurance. The director stated:

*"Librarians deliver services in accordance with library SOPs; there is no reduction or addition in the time required to complete their tasks. For instance, if the SOP requires five days to complete, it will be completed in five days."* (Interview with SA, July 2nd 2020).

One of the users also stated that:

*Once I registered for a library membership card; the advertised completion time is one week, but two weeks have gone and the card remains unfinished."* (Interview with N, July 2nd 2020).

Likewise, the librarian also stated:

*"There are numerous challenges and obstacles in the management of research letters that prevent the letter from being completed on time. This is not completely the librarian's fault; it also includes the correspondence equipment."* (Interview with NO, July 2nd 2020).

Therefore, the conclusion drawn from this statement is that the performance of librarians at UIN Ar-Raniry Library is poor due to frequent delays in completing their assigned jobs.

### **(5) Empathy**

The librarian's concern for the user is referred to as empathy. Librarians, personally, must understand their users' needs. The director of the UIN Ar-Raniry Library stated that:

*"Librarians frequently encounter users who are confused as a result of their frequent library visits. Thus, it is the librarian's responsibility to direct users toward resolving such issues."* (Interview with SA, July 2nd 2020).

The librarian also said that:

*"Librarians are prepared to direct users who do not understand the library's service flow or are unfamiliar with the library's condition."* (Interview with BR, July 2nd 2020).

The conclusion is that in delivering services, librarians at UIN Ar-Raniry have demonstrated their ability to empathize with their users.

### **b. Library of Syiah Kuala University**

Public service is the process by which service providers give services to their customers with the goal of ensuring their satisfaction. Currently, the services provided at the USK Library are classified as good and meet the requirements set forth in UU No. 25 of 2009, including transparency, service procedures, mechanism clarity, and accountability. Additionally, this library provides services in accordance with the Library Law of

Indonesia, namely UU No. 43 of 2007. The USK Library is currently closed because of the Covid-19 epidemic. This is done in order to contain the spread of the epidemic virus (Interview with H, July 13rd, 2020).

An assessment is required to determine whether the services offered have satisfied users. According to Andrian, the following are some indications for evaluating public services:

### **(1) Tangible**

The tangible quality of an institution is its physical appeal. Libraries, as public institutions, should provide a range of services to suit the needs of its users. According to the findings, the physical collection at the USK library is fairly satisfactory. As a result of interviews with USK Library Quality Assurance staff, the following conclusions were reached:

*"In terms of meeting user demands during the teaching and learning process, this library's facilities are rather adequate. However, when compared to industrialized countries, there are still a number of weaknesses, most notably in terms of satisfaction. Humans are creatures who are never satisfied. With regards to the facilities here, the most critical aspect is that they are capable of meeting the needs of users throughout the learning process"* (Interview with H, July 13, 2020).

The users also stated:

*"As a medical student, I rely heavily on references during my studies. The availability of print and non-print materials at the USK Library aided me greatly economically; I did not need to purchase a large number of books to*

*accomplish the objectives of my lectures" (Interview with NA, July 13, 2020).*

As a result of these exposures, we can conclude that the library's facilities and infrastructure are adequate as a location for the teaching and learning process, which is quite beneficial.

## **(2) Reliability**

Reliability refers to a service that follows established procedures, is accurate, and meets the expectations of its customers. With a well-defined service, users can more simply follow library processes and locate their needs inside the library. According to an interview with the Library's Quality Assurance staff, he stated:

*"To ensure quality, the library gives annual training on outstanding service and a variety of other topics connected to various library activities in order to build knowledge. Although not as flawless as intended, it is hoped that by providing librarians with specialized training in each discipline, they can expand their expertise" (Interview with H, July 13, 2020).*

As evidenced by this statement, librarians at the USK Library have attempted to be very dependable in carrying out their duties. In response to user observations at the USK Library, he stated that:

*"The librarians at the library are quite knowledgeable about their respective duties. This was shown when I was unsure of the borrowing procedure and approached the check-in section; it turned out that the check-in party was unable to resolve my issue and*

*sent me to the library service" (Interview Y, 02 July 2020).*

From the expressions of librarians and users who share similar values, it is clear that the librarians' reliability and ability to perform their tasks in the library are developed via a variety of initiatives, one of which is training.

## **(3) Responsiveness**

Responsiveness is defined as the capacity to assist and offer services promptly and accurately, as well as being receptive to user requests. The most straightforward example is the appearance of a librarian during business hours. The following are the findings of an interview with a librarian from the USK Library:

*"Monday through Friday, attendance hours are from 07:45 WIB to 09:00 WIB, and operating hours are from 09:00 WIB to 23:00 WIB. While Saturday and Sunday hours are from 8:00 a.m. to 8:00 p.m. We also implement a saving system recruited from students. The student becomes a volunteer and arranges books on the shelves from 07:00 WIB to 08:00 before operating hours start (09:00 WIB), to ensure that the library days are opened with the collections in order" (Interview H, July 13, 2020).*

The users also stated that:

*"The staff are always on time, pleasant to users, and easy to connect with if there are library problems that needed the librarian's assistance" (Interview with CMD, July 6, 2020).*

The results of these interviews indicate that librarians are very responsive and committed to

carrying out their tasks according to established procedures.

#### **(4) Assurance**

The librarians' attitude toward his responsibilities is what determines the worth of the user's loyalty in the library. Users will feel more secure with the services supplied as a result of the assurance. The librarians mentioned:

*"The librarian here truly cares about the library's quality, going above and beyond to ensure that no user is disappointed with the services they receive. For instance, when it comes to enforcing procedures such as the deadline for generating library membership cards. If the time indicated is a week, every attempt will be taken to keep it inside the specified time frame, unless there are unanticipated obstacles"* (Interview with H, July 13, 2020).

The same statement also stated by the users:

*"As long as I have been dealing with the USK Library, the librarian has not been disappointed, always on time according to library procedures"* (Interview with NA, July 2, 2020).

We may conclude that the assurance provided by the USK librarian to the customer is really fulfilling and impressively comfortable.

#### **(5) Empathy**

The librarian's concern for the user is referred to as empathy. Librarians must understand their users' needs, service, and assist them when they do not know anything. The following are

the findings from the librarian at USK's interview.:

*"Librarians act equally and fairly when delivering services to users from USK university and public users. It is just the service procedures that should be distinguished, as this library is dedicated exclusively to the academic community at the university"* (Interview with H, July 13, 2020).

For general users, the service procedure is as follows: if you like to utilize the collection of works exclusively, you must pay IDR 5,000 each day at the check-in section. To borrow library books, you must join the library and pay a deposit of Rp. 300,000 to Rp. 400,000 for a one-year borrowing period (H, July 13, 2020).

### **3. Supporting and Inhibiting Factors of Public Service in State University Libraries**

#### **a. Supporting Factors**

##### **(1) Facility**

UIN Ar-Raniry Library has complete facilities. However, all the facilities are still relatively basic, but still capable of meeting the needs of customers. For example, the availability of diverse collections of works relevant to the vocational field of science, as well as physical facilities that facilitate the teaching and learning process. Readers who visit the library sometimes not only look for the need to complete homework but also to fill the void of time by reading various types of books outside of their vocational field. As SI mentioned regarding the facilities at the UIN Ar-Raniry Library:

*"I do not have a membership card at UIN Ar-Raniry because*

*studying at the library is more enjoyable than studying anyplace else due to the availability of air conditioning and wifi, as well as a motivating study space."* (Interview with SI, July 5th, 2020).

According to the findings of researchers' field interviews, the facilities at the UIN Ar-Raniry Library are currently quite competent for meeting the needs of service users and supporting library operations.

## **(2) Leadership policy in library development**

Library development does not only require support from the internal environment but also from the external environment. The leader referred to here is the Rector of UIN Ar-Raniry. According to the results of interviews with UIN Ar-Raniry librarian:

*"Each year, the library receives funding from the Rector for the acquisition of books and other resources"* (SA Interview, July 2nd, 2020)

From these questions, it can be stated that the internal environment, as well as the external environment, contribute to the delivery of satisfying services.

## **(3) Policy of the library environment**

Librarians who are reliable and concerned about the library's condition are a blessing that should be recognized. In this case, the library recognizes librarians who have worked diligently to develop their competencies. As indicated by employees during researcher-conducted interviews, namely:

*"Each year, the library gives rewards to competent staff. The forms take different forms,*

*including the awarding of Decree (SK) awards, the presentation of diplomas to excellent staff, and the director of the library's trust in particular activities that cannot be assigned to librarians in general. "For competent librarians, the head of the library is ready to give a letter of appreciation in order to increase his career."*(Interview with SA, July 2nd 2020).

## **(4) Cooperation**

This library was established and developed not only with the support of the library's administrators, but also with the support of the entire internal academic community that benefited from the library. As the relationship between the library and each USK faculty's study program. If any student remains tied to the library, whether due to the loss of a book or something related, the library will call the study program and request that all of their activities in lectures be blacklisted. For instance, they will be blocking your study plan or KRS to avert you from paying tuition, meaning that you cannot take classes. From the internal collection acquisition, the USK library engaged a book publishing business to conduct a survey of each faculty to determine what book titles were required by users during its development. It is intended that book purchases will be made in accordance with the applicable curriculum, ensuring that library collections are not purchased in pointlessly. This was stated in the following manner during an interview with the librarian:

*"Within the last three years, a new policy has been established, namely partnership with internal and external campus parties that give additional development space for the library, in order to preserve works*

*and the benefits derived from procurement outcomes" (Interview H, July 13, 2020).*

##### **(5) Leadership support**

Of course, the USK library that now has the ISO designation achieved this status after much effort and assistance from a variety of parties. Among these is leadership support. The director of the library and the rector of the university, as parents in an institution, are in a very strategic position. Goals and input from them are very much needed because in terms of experience and ability compared to ordinary staff, the leadership knits them first. Here is an interview with a librarian from USK:

*"Along with advice and support from the rector, he supports in terms of funding. Due to the library's limited budget during pandemic conditions, many programs are unable to be implemented; therefore, this type of support is critical to continuing to establish the library's image" (Interview H, July 13, 2020).*

#### **b. Inhibiting Factors**

##### **(1) Budget Constraints**

It is undeniable that budgetary constraints have become a common issue in developing countries. Similarly, the UIN Ar-Raniry library is actively pioneering to establish itself as a trusted institution. As stated by the director of the library during a field interview:

*"A small budget obviously has an effect on the facilities. The facilities cannot be filled with expensive and modern equipment, but only with those that are necessary for users and librarians to perform their responsibilities. As a result, the library's facilities cannot offer the sense of luxury. For instance, acquisition of electronic library*

*objects has been in place, but when damage happens, it is a lengthy process to recover them. I hope readers understand this circumstance given the dwindling budget" (Interview H, July 13, 2020).*

He also discussed how to solve this circumstance, specifically by purchasing urgent facilities at the moment. Every struggle must have hurdles, as well as libraries that are constantly evolving to correct previous errors. The USK Library's present impediment is a budget constraint. Without a doubt, the issue of funding is not taboo in underdeveloped countries. Funding is a critical aspect for any institution; without it, all planned projects will be difficult to implement. He stated in an interview:

*"Limited funding constrains the library's acquisition of collections. The stack of printed books, which is renewed annually based on user demand, will be repaired if funds/budget is not available. To maintain the library's quality, we strive to have as many non-print collections as feasible. Thus, users will retain a wealth of diverse scientific references and will be able to access them at any time and from any location" (Interview H, July 13, 2020).*

In an in-depth interview, the USK librarian also stated that:

*"Limitations are the beginning of other limitations, where funds can have an effect. Some of them are book reduction, or insufficient network, and others" (BN Interview, 13 July 2020).*

The conclusion that we may draw from this information is that

librarians at the USK Library continue to believe that funding is a primary concern.

**(2) Librarian Professionalism**

Each librarian is expected to conduct themselves professionally, prioritize the public interest over the self-desire to provide excellent service, and demonstrate an understanding of user needs. These are critical aspects in building a stronger institution and making a favourable first impression. Librarians are essentially human, and as such, they make errors. The error is further classified as inadvertent or caused by a lack of work motivation in the sense of being bored with the duties performed. Every mistake made by the librarian will have an effect on the library's image, whether major and minor. As a result, this mistake is classified as an obstacle to the efficient operation of public services. The following are the findings of an interview with the director of the UIN Ar-Raniry Library about how to overcome service-inhibiting issues caused by librarian errors. He discussed how to overcome this, specifically by following the library's punishment method. There are two methods, notably with a warning that if it does not work, it will be transferred to the faculty library upon notification to the administration. Similarly, a librarian of the UIN Ar-Raniry Library stated the following:

*"If any librarians make mistakes such as lack of discipline, infrequent attendance at the library, and neglect of numerous responsibilities, the best way to overcome them is to avoid being trusted with work that has a major influence; the second best approach is to be transferred to a library with a limited scope. The next step in resolving this issue is to deny authorization to participate in national events"* (AM Interview, 02 July, 2020).

**(3) Facility Availability**

Libraries do not have a procurement function. As a result, the library's facilities are provided by other parties. As is well known, the party with the most in-depth understanding of a situation is the internal party. Similarly, purchase, particularly of works collections, appears to be an annual routine problem in libraries. The titles of the collections do not correspond to the users' needs. As stated in an interview with scholars by the director of the Library at UIN Ar-Raniry:

*"Procurement of collections is carried out by an external party to the library, so the results obtained by the library are not in accordance with the needs of the library. Until now, a solution has not been found for this obstacle."* (AM Interview, July 2nd, 2020).

No	Questions	UIN Ar-Raniry	Syiah Kuala University
1	Library Profile		
	Number of Librarians	18 employees	54 employees
	Number of Users	Escalated in last 3 years	Escalated in last 3 years
2	Public Service tangible	<i>Infrastructure is acceptable but not fancy</i>	<i>this library's facilities are rather adequate</i>



	<p><i>The library infrastructure at UIN Ar-Raniry is adequate and relatively satisfactory</i></p> <p><i>The infrastructure is sufficient and the condition is suitable for use and gives satisfaction to its users</i></p>	<p><i>The references availability are sufficient</i></p> <p><i>The library gives annual training on outstanding service and a variety of other topics connected to various library activities in order to build knowledge.</i></p>
<b>Reliability</b>	<p><i>The UIN Ar-Raniry Library is one of the libraries managed by administrators from library science graduates, both masters and undergraduates.</i></p> <p><i>Librarians' presence is characterized as disciplined and punctual</i></p> <p><i>Discipline and on time</i></p>	<p><i>The librarians at the library are quite knowledgeable about their respective duties</i></p> <p><i>Operational hours is longer, Monday to Friday from 09.00 am to 23.00 pm, Saturday from 08.00 am to 08.00 pm</i></p> <p><i>The staff are always on time, pleasant and meets user needs</i></p>
<b>Assurance</b>	<p><i>Librarians deliver services in accordance with library SOPs</i></p> <p><i>membership card's completion duration is not on time</i></p> <p><i>There are numerous challenges and obstacles in the management</i></p>	<p><i>The librarian here truly cares about the library's quality</i></p> <p><i>As long as I have been dealing with the USK Library, the librarian has not been disappointed, always on time according to library procedures</i></p>
<b>Empathy</b>	<p><i>Librarians frequently encounter users who are confused as a result of their frequent library visits</i></p> <p><i>Librarians are prepared to direct users who do not understand the library's service flow or are unfamiliar with the library's condition</i></p>	<p><i>Librarians act equally and fairly when delivering services</i></p>

According to the table above, the number of library employees at UIN Ar-Raniry is less than the number of library employees at Syiah Kuala University. This is in comparison to UIN Ar-Raniry employees with a ratio of 1:8 between civil servants and contract workers. While the University of Syiah Kuala 1:9. The comparison of library staff affects aspects of service to library users. This is related to the increasing number of library users at UIN Ar-Raniry which is not directly proportional to the number of library staff. This cannot be seen from the aspect of the service provided by the Library Staff from the University of Syiah Kuala who provide very good service. This can be seen from the support from the leadership who made the policy that the Syiah Kuala University library provides services until 11 at night. This service is not provided by UIN Ar-Raniry.

## CONCLUSIONS

This research confirms that public services at the UIN Ar-Raniry and USK libraries are conducted in accordance with UU 2009 No. 25. However, one of these libraries contains some minor errors that can be used as comparison studies in a more competent library. This can be seen in the advantages and disadvantages of each library's public service mechanisms. **First**, the standardization of public services at the UIN Ar-Raniry Library and the USK Library based on public service indicators according to SERVQUAL (service quality), namely: a) Tangible, the availability of adequate facilities and the ability to meet the needs of users at the UIN Ar-Raniry and USK Libraries has been a significant relief for the institution. Nevertheless it

cannot convey an impression of luxury. b) Reliability, whilst the librarians at the UIN Ar-Raniry Library has been satisfactory due to the fact that the majority of librarians are library science graduates and work within their areas of expertise, users are irritated with librarians due to minor factors such as being unfriendly. On the other hand, the Unsyiah Library librarian's reliability is developed through library-provided training, and the librarian's warm attitude creates a welcoming atmosphere when visiting the library. c) Responsiveness, the librarians' responsiveness in delivering services is satisfactory. A dedication to being there throughout operation hours is one example; these two libraries have been characterized as disciplined and provide positive values as a result of their discipline in doing their obligations. d) Assurance, the assurances provided by the two libraries, such as adherence to specified procedures, have proven quite satisfactory to users. e) Empathy, the librarian has been really attentive to the library users. Both of these libraries serve its users equitably, but their policies differ for users affiliated with the university where the library is located versus general visitors. The difference in procedures for general visitors at the UIN Ar-Raniry Library is that they are only allowed to use collections in the library room free of charge. Meanwhile, the USK library applies fees for public users, both those who use their collections and those who want to become members. **Second**, each library, especially the UIN Ar-Raniry Library, has problems in providing public services due to budget constraints, librarian professionalism, and collection

acquisition. The problem that has remained unresolved until now is the acquisition of a collection of works. Currently, the Unsyiah Library is only facing budget constraints. It is undeniable that every institution in developed countries faces the problem of funding. According to the

obstacles highlighted by the librarian during interviews with researchers, each institution is unique in its own way and has its own set of flaws. Additionally, each institution is constantly striving to improve in order to become successful.

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