



Comparative Analysis of the Effectiveness of the Faculty Library with the Diponegoro University Library

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ABSTRACT	ARTICLE INFO
<p>Documentation is one word that has been mentioned so far. But actually this word The university library is a supporting institution established to support the activities of the university's academic community where it is located. The university library policy states that the Higher Education library is part of higher education support activities. With the existence of a library, universities can fulfill their obligations to their citizens. The purpose of this study is to find out how enthusiastic the Diponegoro University community is towards the faculty and university libraries. Descriptive qualitative methods were used for this study which passed a questionnaire approach. The results of this study, First, there is a low frequency of visits by users to college libraries, both Diponegoro University libraries and faculty libraries. Second, many respondents stated that faculty libraries do not yet have adequate library service quality, so that users find it difficult to find the information they need. Third, many respondents prefer to visit Diponegoro University libraries to find information.. This research is not perfect but it is hoped that it will be useful for faculty and university librarians to evaluate and develop their respective libraries.</p> <p>© 2023 Edulib</p>	<p>Article History: <i>Submitted/Received 05 Aug 2023</i> <i>First Revised 27 Sep 2023</i> <i>Accepted 17 Oct 2023</i> <i>First Available online 18 Oct 2023</i> <i>Publication Date 01 Nov 2023</i></p> <hr/> <p>Keyword: <i>Ratio;</i> <i>Comparative Analysis,</i> <i>Service;</i> <i>University Library.</i></p>

1. INTRODUCTION

The increasingly advanced development of science and technology influences human needs for information. Information and humans are two things that cannot be separated, supported by the era of globalization which has created an unlimited world enabling humans to obtain massive information (Shandy & Pramudyo, 2023). This information also has value which will have an impact on how someone makes decisions now or in the future (Septian et al, 2021). This is very risky because if someone is not careful in seeking and receiving information, he will have difficulty assessing correct information, advertorial information, and false information (Ahwan, 2022). Therefore, all levels of society need to be careful in accessing information, including in the context of the educational environment.

The educational environment is a formal environment where the needs for information and knowledge are numerous and varied (Rufaidha & Irhandayaningsih, 2022). People in this environment have high information needs and require valid and reliable information. This is in line with statement from Sabriyanti et al. (2023) the higher the level of need for information, the more active the user's behavior in searching for and finding information is. People who interact in an educational environment will tend to be more careful in selecting and sorting the information they are looking for. By being equipped with knowledge and literacy awareness, the circulation of information that occurs in the educational environment can be said to be more reliable.

In its implementation, educational activities require adequate supporting facilities, one of which is library. According to Ikhtiromirosyid and Jumino (2019), described what is meant by library in general is an institution that manages human works, both printed and unprinted, which are arranged systematically based on a standard system. This is in line with Law Number 43 of 2007 Chapter I Article I which states that libraries are institutions that manage collections of written works, printed works and/or recorded works professionally with a standard system to meet educational, research, preservation and information needs, and recreation for users. The existence of a library is very essential because the library itself is a means of providing information and knowledge (Gloriano and Nugraha, 2022). In discussing libraries in general, Fikri and Prasetyawan (2019) argue that there are at least several specific requirements for libraries to be able to play a role and function optimally and as they should. These requirements include; (i) there is a collection of library materials, (ii) there is a system or management used, (iii) there is a room or building where library service activities take place, (iv) there are librarians, users, and work partners. With a situation where technology and the internet make it easier for people to search for and access information, once again the existence of the library needs to be considered.

This is no exception in the scope of higher education, where there are libraries in each faculty and university. College libraries are libraries located at universities, their subordinate bodies, or institutions affiliated with universities, with the main aim of helping universities achieve their goals, namely the *"Tri Dharma Perguruan Tinggi"* (education, research, and community service). Educational activities carried out in a university environment are more complex and require valid and reliable information from various sources. Many academic activities are carried out in the form of research which will later be useful for human life globally. Even so, libraries in universities are often neglected to meet these needs (Setyowati & Nugrahani, 2021). Meanwhile, the quality of a university can be measured not only from its human resources but also by reviewing the provision of supporting facilities such as adequate libraries (Koten & Suharso, 2021). University libraries are expected to be able to support their users so that the library can provide maximum services. As stated by

Fitriyani and Pramusinto (2018), libraries are not only used as learning resources, but also function as information centers, library material service centers, and research centers.

Higher education institutions in Indonesia themselves have obligations that must be carried out by all aspects of society within the university environment. These obligations are stated in the *“Tri Dharma Perguruan Tinggi”*. The *“Tri Dharma Perguruan Tinggi”* is an obligation that must be carried out by all state and private universities in Indonesia to carry out education, research, and community service (Kurniawati & Setyadi, 2019). To support the realization of these obligations, university libraries are very essential places because they are places to fulfill the information needs of the academic community regarding lectures, research, and general information (Pratiwi & Jumino, 2019). In line with this, Murnahayati (2019) argues that this can be achieved through information services in libraries which include 5 aspects; (i) information collection, (ii) information processing, (iii) information utilization, (iv) information dissemination, (v) maintenance or preservation of information. Moreover, the integration of libraries with universities can realize independent learning for their students. The logical implication of an independent campus is the realization of quality graduates with multi-intelligence skills and early character development.

Ikhtiromirosyid and Jumino (2019) stated that the main functions of university's libraries include: (I) Educational function. The library helps develop students' potential with the learning system contained in the education curriculum.(ii) Information function. The library helps students in obtaining as much information as possible through searching for information available in the library.(iii) Supporting research activities. In this case, the library provides a number of information needed so that the research process of lecturers, students, and non-educational staff can be carried out based on data obtained from the library. (iv) As a place of recreation or entertainment. Students can rely on the library to reduce tension after being tired of studying with light and entertaining reading materials available in the library.

Meanwhile, the objectives of organizing a university's library include: (I) Fulfilling the information needs of the university community, usually teaching staff and students often also include university administrative staff. (ii) Providing reference library materials at all academic levels, meaning from first-year students to postgraduate students and teachers. (iii) Providing study space for library users. (iv) Providing appropriate lending services for various types of users. (v) Providing active types of information that are not only limited to the university environment but also its parent institution.

Based on the explanation above, it can be concluded that the purpose of having a university library is to support the college itself and support educational activities that occur in the educational environment itself. University libraries are required to provide services and printed and digital information sources for the entire academic community of the college within it. As stated by Modjo, Asi, and Monoarfa (2023), the library should ideally be a center for providing various books and information sources, both printed and digital, which can later be utilized by the entire academic community who need them. The quality of the services and information sources provided by the college library can also determine the quality of the institution that organizes it. Therefore, university libraries have a significant role where the integration between the library and universities can realize independent learning and produce graduates with insight (Fatmawati, 2020).

In its implementation, the library in a university environment can also be divided into smaller parts, namely the faculty library. Similar to university libraries, faculty libraries are

institutions that serve users in meeting their information needs. Faculty libraries often only have collections of library materials according to the fields taught in a particular faculty. Unlike university libraries, the collection of library materials from faculty libraries tends to focus more on the fields of science of the faculty itself. However, the faculty library also has its own users. Even in some cases, many library users, both students and lecturers, prefer the faculty library to the university library. This is because the faculty library is considered easier to navigate by users. As [Koten and Suharso \(2021\)](#) stated that the availability of specific collections and ease of access to the required information provides added value to the image and existence of the library.

The rapid advancement of science today clearly has an effect on a person's information needs. The addition of the latest cutting-edge findings is created from the results of human curiosity about something, and this cannot be separated from research activities ([Yanti & Krismayani, 2019](#)). As one of the supporting facilities for the sustainability of education, both university libraries and faculty libraries play a vital role as sources of information. According to [Vitriana, and Hermansyah \(2021\)](#), libraries within the scope of higher education must develop along with advances in technology and science. This has an impact on library services that are expanded more specifically, including: (i) Studying Center, the library as a place of study, can be used to support learning, namely to obtain information according to the needs in the Education strata. (ii) Learning Center, acts as a center of learning (not only learning) namely the existence of the library functions as a place to help the learning process. (Law Number 2 of 1989 Article 35 "Libraries must be in every educational unit which is a source of learning".); (iii) Research Center, the library can be used as an information center to obtain materials or information to help carry out research. (iv) Information Resources Center, the library acts as an information center; (v) Preservation of Knowledge Center, the library as a center for preserving science as the nation's works and writings which are stored either as a deposit collection, local content or grey literature; (vi) Dissemination of Information Center, the function of the library is not only to collect, process, present or preserve but also functions in broadcasting or marketing information (vii) Dissemination of Knowledge Center, that in addition to broadcasting information, the library is also tasked with broadcasting knowledge (especially for new knowledge).

In addition, the development of technology and the internet also has an impact on libraries and their implementation in general. [Adji and Salim \(2019\)](#) claim that current technological advances have a significant impact on the development of libraries where libraries are required to always develop and innovate in order to meet the needs of their users, including in the context of higher education. Higher education libraries must adapt to technological advances and begin to integrate with the internet, one of which is by utilizing websites. [Loanardo, Koniyo and Hadjaratie \(2022\)](#) state that the use of websites in library service management systems has been proven to make it easier for library users, especially academics, to search for and find information more effectively and efficiently. Not only that, there has also been a shift in the form of library materials, which were initially printed materials, now many libraries have migrated to digital form. However, the development of libraries that have been integrated with technological advances must also be accompanied by advances in human resources, namely library users. In this context, the issue of users of higher education libraries is often sidelined. In fact, this sophisticated technology needs to be balanced with the ability of human resources to be literate with technology and information ([Ahwan, 2022](#)).

Not only that, in some cases library users often experience anxiety and discomfort in the library known as library anxiety. Specifically, library anxiety is an uncomfortable feeling that

someone feels when they are in a library related to cognitive, affective, psychological, and habits. Pratiwi and Jumino (2019) explain that these feelings can be a combination of feelings of tension, fear, negative thoughts, and uncertainty that affect a person's information literacy skills. This library anxiety can be caused by 6 factors; (i) Barriers with staff, (ii) Affective barriers, (iii) Technological barriers, (iv) Library knowledge barriers, (v) Library comfort barriers, lastly (vi) Resource barriers (Pratiwi & Jumino, 2019). Therefore, it is important for library users, both university and faculty libraries, to be aware of their literacy and their self-control.

Based on the background explanation above, this study aims to determine the perspective of Diponegoro University students regarding the existence, collection of library sources, and the quality of services provided in the Diponegoro University library and the Diponegoro University faculty library. This comparative analysis study was conducted to see more clearly the position of the Diponegoro University library and the Diponegoro University faculty library. The results of this study are expected to be a guideline for literature review to develop the services of the Diponegoro University library and the Diponegoro University faculty library as a whole.

2. METHODS

This study uses descriptive techniques through a qualitative approach. In general, a qualitative approach is used to see and then understand a series of events as a whole (Indiarti, & Nurulita, 2020). This qualitative method is interpreted as a method that can understand and interpret a phenomenon in a complex way and in a neutral situation (Gunawan, 2013). Supported by descriptive techniques that allow researchers to get a rich description of the phenomenon being studied (Friedman, 2011). This descriptive technique is used with the aim of understanding the phenomena experienced by the subject. Through this technique and approach, researchers can find out how students experience as users of the Diponegoro University library and the Diponegoro University faculty.

In collecting data, this study uses 2 data collection techniques, questionnaires, and literature reviews. Questionnaires as primary data are used as instruments for the measurement of one or more constructs by means of aggregated item scores, called scales (Oosterveld, Vorst & Smits, 2019). Questionnaires are used in this study because of their nature which can collect data massively from groups of people who are under the purview of the study (Gangrade, 1982). In addition, literature reviews are also used as secondary data in this study. This technique is used as additional data that will support and strengthen the statements and descriptions of the phenomena being studied (Templier & Paré, 2015). Secondary data was obtained through a collection of theories, journals, and various sources that present material related to research discussions.

After obtaining the required data, the researcher then analyzes the data. In this stage, the researcher uses data analysis techniques popularized by Miles and Hubberman (2002). There are three series of stages that are interconnected; (i) Data reduction (ii) Data display, (iii) Conclusion. By using the Miles and Hubberman (2002) data analysis technique, the researcher will organize, organize, and categorize it. This stage is interpreted as the process of selecting, focusing on simplifying, abstracting, and transforming raw data that emerges from written notes in the field. In other words, in this stage the researcher will sort out the main points, summarize and focus on things that are considered meaningful to create a pattern that fits the theme.

3. RESULTS AND DISCUSSION

Libraries are generally one of the centers of information sources that are provided publicly and can be utilized by all levels of society (Fitriyani & Pramusinto, 2018). The increasing need for information in society also has an impact on libraries that must always develop. Coupled with the advancement of the era of globalization, increasingly sophisticated technology and information, it is possible for the dissemination of information to be faster and more accurate (Shandy & Pramudyo, 2023). Therefore, the existence of libraries in the midst of life will certainly have an impact on changes in people's lives.

Various types of libraries play a role in increasing the capacity of individuals and society. Libraries play a role as institutions in the social transformation of society. It is stated in Law Number 43 of 2007 concerning Libraries Article 1 Paragraph 1 that libraries are institutions that manage collections of written works, printed works and recorded works in a professional manner to meet the educational, research, preservation, information and recreational needs of users. It is further explained in Article 4 that libraries aim to provide services to users, increase their love of reading, and broaden their horizons and knowledge to make the nation's life more intelligent. Libraries are social infrastructure that cannot be separated from society and a force that supports uniting society's culture, because the library environment has a changing impact on society. This also happens in higher education environments.

A university library is a supporting institution established to support the activities of the academic community of the university where it is located. According to Murnahayati (2019), a university library is an integral part of a university that is tasked with helping university to implement the "Tri Dharma Perguruan Tinggi" program. The purpose of organizing a college library is to support the implementation of education, research and community service programs in colleges. The university library policy states that higher education libraries are part of higher education support activities such as education, research, and community service. Activities carried out in the library will be more optimal if supported by the availability of adequate facilities and infrastructure (Pratiwi & Jumino, 2019). Libraries include facilities used to support several tasks assigned to the tri dharma activities of higher education libraries including: educational activities, information sources, research support, entertainment, publications, data storage and interpretation (Jayanti & Arista, 2018).

4. DISCUSSION

Diponegoro University Library Services

The Diponegoro University Library has been around since the founding of Semarang University which later became Diponegoro University. Diponegoro University is one of the state universities in Indonesia that is quite well-known to the wider community. With various study programs and faculties under the Diponegoro University institution, of course the university also provides supporting facilities for academic activities, one of which is the library. The Integrated Service Unit (*Unit Pelayanan Terpadu*) of the Diponegoro Library is a college library that not only provides collections of libraries and research references, but the service unit also provides services that can help users to search for and find information according to their needs (Kurniawati & Setyadi, 2019). Apart from that, the *UPT* of the Diponegoro University Library is also supported by the libraries of each faculty and department.

UPT Diponegoro University library is the benchmark for faculty libraries to operate. Basically, the services provided by both are similar and equivalent. The services offered to

library users, both universities and faculties, are (digilib.undip.ac.id): (i) Loan services are services offered to visitors to borrow library property; (ii) Reference Services are services for library visitors who need help finding information on various topics from various sources or sending source materials to other collections according to the field/information required; (iii) Electronic information search (Online Public Access Catalog/OPAC), namely independent service for library users by providing computers to search the library inventory catalogue. Each floor has an OPAC computer for browsing the library's collections; (iv) Special Collections Services are services offered to visitors to read or copy some of the reference, scientific, tank and periodical collections on the site; (v) Sampoerna Corner Service is a service offered by the Library in collaboration with PT HM Sampoerna Tbk, in the form of an air-conditioned reading room and computers for internet access; (vi) Photocopying services are photocopying services on the 1st floor of the UPT Undip Library building; (vii) Library Guide Service is a service offered to Visitors which provides direction and guidance to Library Visitors in using the Library collections and tools; (viii) Information dissemination services are services that provide information to individuals/groups or institutions about newly published and selected literature.

The forms of information available in information dissemination services include: Publishing and Distributing Special Information Bulletins (BIK) is a library *UPT* publication which contains a list of contents of the library magazine collection which is packaged in the form of a specific regional bulletin; Publication and dissemination of bibliographies and indexes is the publication and dissemination of lecturers' scientific works and library *UPT* collections in certain areas as bibliographic collections; Book Processing News is the publication and dissemination of additional news about the *UPT* library collection; Diponegoro University Library News is the publication and distribution of LIBRARY WARTA in magazine form as a forum for librarian creativity and as a forum for questions and answers about the world of libraries. New books (exhibition), namely information about new books that can be seen and read in display cases that change periodically.

Existence of Faculty Libraries and Diponegoro University Library

According to the KBBI, existence/*ek-sis-ten-si/ /ékisténsi/* n thing of being; existence. It can be concluded that existence is an existence that is considered useful by those around it. The existence of universities as one of the spearheads in improving human resources (HR) in the field of education is something that cannot be denied. Higher education as one of the educational institutions that plays a role as a driving force for the nation certainly requires information and documentation facilities that are well managed, simple, fast and accurate as learning resources (Barokah, 2021). In Law Number 2003 concerning the National Education System, Article 20 1 Paragraph 20 regulates the existence of libraries as learning resources in higher education, where it is stated that learning is the interaction between students and educators and learning resources in a learning environment. This shows that every educational unit, especially state and private universities, must have a place as a learning resource, namely a library which plays a role in supporting successful learning.

Based on research data that has been carried out through questionnaires, data results were obtained in the form of a diagram as follows:

Seberapa sering anda mengunjungi perpustakaan fakultas anda?

31 responses

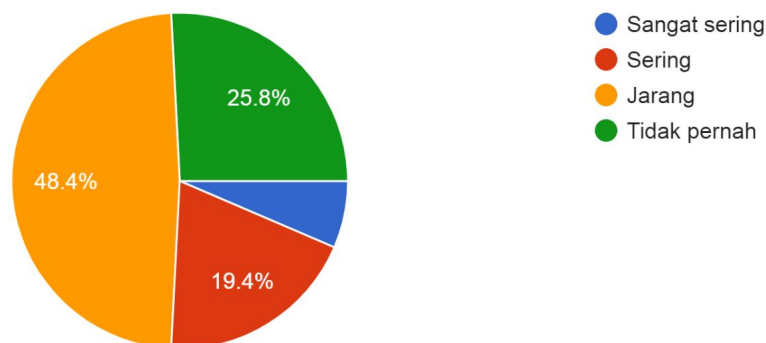


Figure 1. Frequency of visits by faculty library users

Pernahkah anda mengunjungi perpustakaan universitas anda?

31 responses

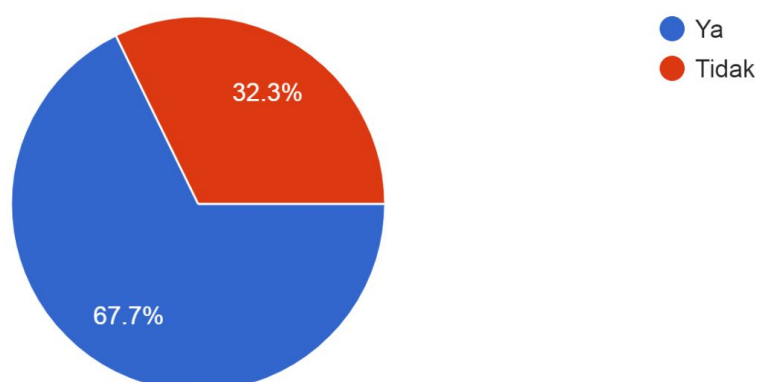


Figure 2. Frequency of visits by university library users

Based on the figure 1 and 2, is a diagram of the frequency of students visiting the library, both the Diponegoro University library and the faculty library. In figure 1, as many as 48% of respondents admitted to rarely visiting the faculty library. Moreover, as many as 25.8% of respondents stated that they had never visited the faculty library. This is very unfortunate because this diagram indirectly shows the level of awareness, information literacy, and interest in learning of the Diponegoro University students who were respondents. In the second diagram, it can be seen that more than 50% of respondents have visited the Diponegoro University library. However, the other 37.3% stated that they had never visited the Diponegoro University library.

Based on the data above, the existence of the Diponegoro University library and its faculties has not been optimized and improved. According to observations of students in this digital era, libraries are no longer attractive compared to easy-to-use gadgets. The development of technology and the internet also has an impact on students' interest in

visiting the library and prefer to play with their gadgets. Although both Diponegoro University have integrated technology in organizing the library, students have not been able to utilize them so the library has also disappeared from the individual's sight. Therefore, both the Diponegoro University Library and the Faculty Library can carry out promotional activities to increase the number of visitors and attract the interest of library users to utilize the library's functions more optimally (Suharso & Pramesti, 2020).

Effectiveness of Faculty Libraries and Diponegoro University Library

The word effective comes from English, which means success or doing something successfully. Popular Scientific Dictionaries define efficiency by accuracy of use, ease of use or supporting a goal. Meanwhile, according to the Indonesian Dictionary, effective means the result (effect, impact, impression) can or will produce results. Effectiveness is activeness, something that can be implemented by the actions of people who carry out tasks with the intended purpose (Medina, 2018). The definition of efficiency shows how far it has achieved predetermined goals. The results are closer to the target and have higher efficiency. In the diagram below, the effectiveness referred to is regarding the quality of facilities provided by Diponegoro University Library and the faculty library.

Apakah fasilitas yang terdapat dalam perpustakaan fakultas anda sudah memadai?

31 responses

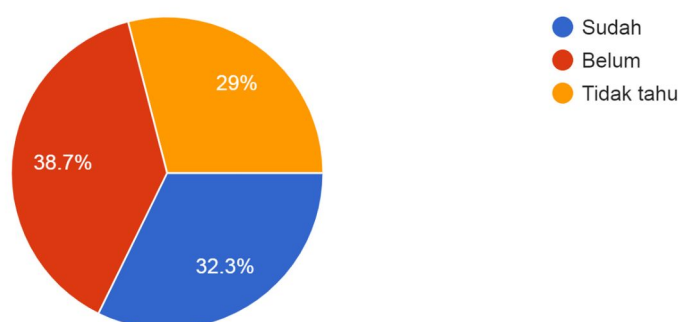


Figure 3. Quality of faculty library facilities

Apakah anda merasa bahwa perpustakaan fakultas lebih memudahkan untuk mendapat informasi daripada perpustakaan universitas?

31 responses

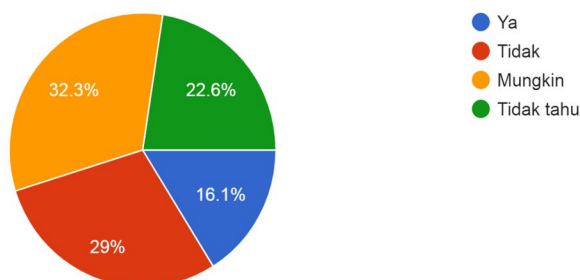


Figure 4. Comparison of the ease of obtaining information in faculty and university libraries

Based on the figure 3, 38.7% of the respondents stated that the faculty library did not have adequate service facilities. In fact, as many as 29% of respondents admitted that they did not know whether the service in the faculty library itself was good or not. [Gloriano and Nugraha \(2022\)](#) stated that the library must provide good and quality service facilities in order to create comfort for users when visiting. This shows that libraries are less effective in providing an overview of services to users. Less than half of respondents stated that they felt the facilities were adequate. Law Number 43 of 2007 concerning Libraries requires that the scope of national library standards include: Collection, facilities and infrastructure, services, implementation and management. Explaining that the faculty library does not yet have one of these standards to implement its effectiveness. In this case, the university library is slightly superior because it received a dominant vote which shows that perhaps the faculty library does not have standards as good as the university library.

Meanwhile, in figure 4, as many as 32.3% of respondents were not sure about the ease of obtaining information at the Diponegoro University library and the faculty library. Even in second place, as many as 29% of respondents firmly stated that there was no ease in finding information in the library, both the Diponegoro University library and the faculty library. In fact, library management must always develop in such a way as to be able to manage information sources that will later be useful for users ([Koten & Suharso, 2021](#)).

Comparison of Faculty Libraries and Diponegoro University Library

Menurut anda, mana yang akan anda pilih untuk didatangi guna mencari kebutuhan informasi?

31 responses

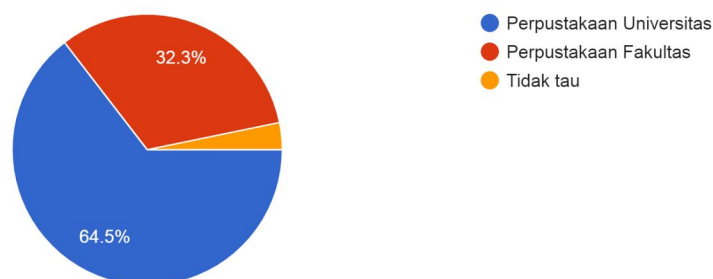


Figure 5. Source preferences in searching for information needs

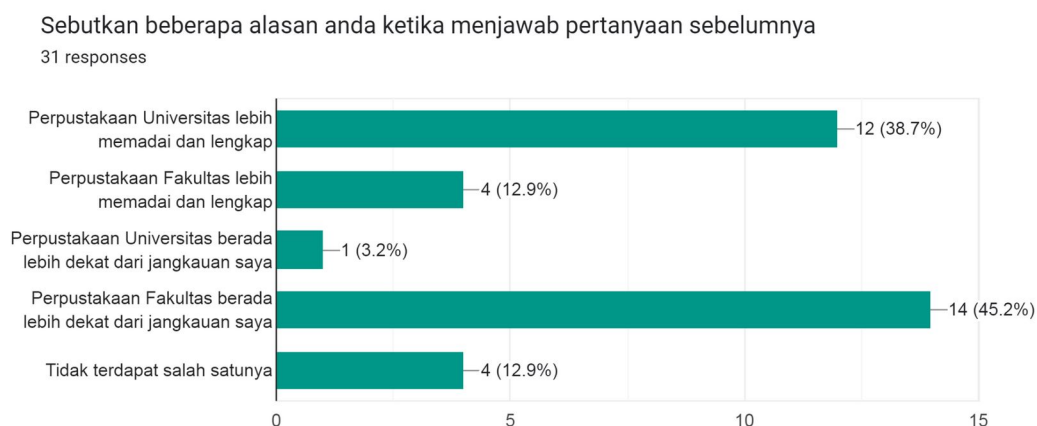


Figure 6. Reasons for selecting sources in searching for information needs

Based on figure 5, as many as 64.5% of respondents chose to visit the University library rather than the faculty library. This is said on the grounds that the Diponegoro University library is closer to reach. The University Library does have a less strategic location, where the Diponegoro University Library is located very closed behind the rectorate building. Even though it is located in the middle of the Diponegoro University area, the Diponegoro University Library does not yet have a location that is attractive enough to visit, so some users choose to go to the Faculty Library which is closer to their location.

However, it cannot be denied that the facilities in Diponegoro University Library are more adequate and quite complete compared to faculty libraries. The data above shows that respondents prefer Diponegoro University Library to obtain their information needs. This shifts the position of the faculty library which has a closer reach to the respondent's location. Diponegoro University Library are considered more capable of serving users, but this is not the case when Diponegoro University Library are the best. Apart from this comparison, both faculty and Diponegoro University Library have their respective advantages and disadvantages.

5. CONCLUSION

The library is a service center for information sources that manages printed and digital library materials. The existence of libraries is no longer foreign to all levels of society. The library itself is useful for human survival because the library can meet the need for information in the aspects of education, research, preservation, and recreation for users. The existence of libraries in the midst of life will certainly have an impact on changes in people's lives. In the scope of education, libraries play an important role not only as a source of learning, especially college libraries. A university library is a supporting institution established to support the activities of the academic community of the university where it is located. The university library policy states that higher education libraries are part of higher education support activities: education, research and community service. This is also implemented at Diponegoro University.

Based on the results of this study, several points emerged. First, there is a low frequency of visits by users to college libraries, both Diponegoro University libraries and faculty libraries. Second, many respondents stated that faculty libraries do not yet have adequate library service quality, so that users find it difficult to find the information they need. Third,

many respondents prefer to visit Diponegoro University libraries to find information. This is not enough to strengthen the university library because it has a less strategic location - where it is closed by other buildings - so users choose to go to the faculty library which has a closer reach with facilities that are not much different from the university library. This is how this research produces data that can be used by libraries to evaluate and develop their services.

There are several limitations of this study, such as the number of respondents, the unspecific faculty category, and the limited data collection method. Therefore, for future research, it can be completed by involving a more varied number of respondents, focusing on the faculty more specifically, and elaborating the data collection method so that the data obtained is more comprehensive.

6. AUTHORS' NOTE

The authors declare that there is no conflict of interest regarding the publication of this article. Authors confirmed that the paper was free of plagiarism.

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