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*Library Management Based on the Library
Administration Automation System (SOAP) in Higher
Education Libraries*

*Manajemen Perpustakaan Berbasis Sistem Otomasi
Administrasi Perpustakaan (SOAP) di Perpustakaan
Perguruan Tinggi*

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Abstract

Background of the study: Administrative services in university libraries are not yet able to provide automation-based administrative services. There are still many university libraries that carry out administrative services manually, such as the service of making library free letters, so this makes it difficult and slows down service performance. This will have an impact on user satisfaction. The underlying importance of updating the university library management system with the adoption of the Library Administration Automation System (SOAP)

Purpose: This research aims to examine the Library Administration Automation System (SOAP) in the context of higher education library management. Through descriptive qualitative analysis, this research explores how university libraries design the SOAP concept, the challenges that will be faced in the implementation process, and the expected benefits of the SOAP concept in library management.

Method: The research methodology uses a descriptive qualitative approach with data collection techniques through literature study.

Findings: The research findings highlight the importance of SOAP in improving operational efficiency, increasing collection accessibility, and improving user experience. However, the research also identified several challenges in implementing SOAP concepts such as limited resources and the need for staff training.

Conclusion: This research provides valuable insights for college libraries planning to adopt or increase the use of SOAP in their library management.

Keywords: Library Management; SOAP; Higher Education Libraries

Abstract in Indonesia

Background of the study: Layanan administrasi yang ada di perpustakaan perguruan tinggi belum dapat menyediakan jasa layanan administrasi berbasis otomasi. Masih banyak perpustakaan perguruan tinggi yang masih melakukan pelayanan administrasi secara manual seperti pelayanan dalam membuat surat bebas pustaka sehingga hal tersebut mempersulit dan memperlambat kinerja layanan. Hal ini akan berdampak terhadap kepuasan pemustaka. Hal yang mendasari pentingnya memperbarui sistem manajemen perpustakaan perguruan tinggi dengan adopsi Sistem Otomasi Administrasi Perpustakaan (SOAP)

Purpose: Penelitian ini bertujuan untuk meneliti Sistem Otomasi Administrasi Perpustakaan (SOAP) dalam konteks manajemen perpustakaan perguruan tinggi. Melalui analisis kualitatif deskriptif, penelitian ini mengeksplorasi bagaimana perpustakaan perguruan tinggi merancang konsep SOAP, tantangan yang akan dihadapi dalam proses implementasi, serta manfaat yang diharapkan dari konsep SOAP dalam manajemen

perpustakaan.

Method: Metodologi penelitian menggunakan pendekatan kualitatif deskriptif dengan teknik pengumpulan data melalui studi kepustakaan.

Findings: Temuan penelitian menyoroti pentingnya SOAP dalam meningkatkan efisiensi operasional, meningkatkan aksesibilitas koleksi, serta meningkatkan pengalaman pengguna. Namun, penelitian juga mengidentifikasi beberapa tantangan dalam penerapan konsep SOAP seperti keterbatasan sumber daya dan kebutuhan akan pelatihan staf.

Conclusion: Penelitian ini memberikan wawasan yang berharga bagi perpustakaan perguruan tinggi yang berencana untuk mengadopsi atau meningkatkan penggunaan SOAP dalam manajemen perpustakaan mereka.

Kata Kunci: manajemen perpustakaan; SOAP; Perpustakaan Perguruan Tinggi

Introduction

College libraries are no strangers to automation-based library services. Library automation is often used in university library services, namely in collection processing services and circulation services. In the sense that the library only provides automation services for borrowing, returning books, and processing collections. Information technology in university libraries has become a necessity as well as meeting the demands of some users who require ease and speed of access in searching for information. With the development of information technology, it has had a big impact on libraries in improving the quality of services. The importance of updating the library management system in higher education with the adoption of the Library Administration Automation System (SOAP) lies in increasing efficiency and effectiveness. (Archana J.C, et al, 2023)

Additionally, the adoption of SOAP in library management systems is in line with the evolving technology landscape, enabling libraries to effectively utilize knowledge management systems for success in the ever-changing higher institutions environment. (Dharmendra, 2017). Library management is a strategy carried out by libraries in managing and providing library services to users. One way to manage libraries in higher education is by providing services to library users effectively and efficiently. This activity is carried out to improve the quality of service to provide satisfaction to library users and as a step to improve the library's performance and credibility. A college library is one of the supporting facilities established to support the activities of the academic community of a college. College libraries have duties and functions to implement the Tri Dharma of Higher Education, including education, research, and community service.

The service system is the basis of an activity carried out by a library. Apart from infrastructure and collection development, the quality of a library can be measured by the quality of services provided by the library. The services provided by libraries are not only about books and their management but also administrative services. Administrative activities are activities that are in the secretarial (administrative) section. Administrative activities are activities that support the main activities, namely procurement, processing activities, and collection maintenance activities. Administrative activities include administration, personnel, and finance. The administrative activities included in administration services include correspondence matters such as making membership cards and making free libraries. (Andi, 2016)

Administrative services in university libraries are not yet able to provide automation-based administrative services. There are still many university libraries that carry out administrative services manually, such as the service of making library free letters, so this makes it difficult and slows down service performance. This will have an impact on user satisfaction. The underlying importance of updating the university library management system with the adoption of the Library Administration Automation System (SOAP) is based on several things, including 1) Operational Efficiency, 2) Better Accessibility and Service, 3) Accurate Data Tracking, 4) Integration with Other Systems and 5) Data Security and Privacy. (Sri, 2014)

By updating college library management systems with SOAP adoption, educational

institutions can improve operational efficiency, increase the accessibility of library services, and provide a better overall user experience. This is also an important step in keeping up with developments in information technology and meeting increasingly complex and diverse user needs. The library administration automation system aims to make it easier and faster for users to receive administrative services.

Method

This research uses descriptive qualitative research methods. The descriptive qualitative method was chosen to describe the problems experienced by libraries in providing administrative services in detail and in-depth. This research method is used to thoroughly understand how the concept of using the Library Administration Automation System (SOAP) influences library management in higher education. The aim is to describe in detail the concept of the Library Administration Automation System, the challenges faced, and its impact on the efficiency and effectiveness of library management.

The data collection technique used is a literature study in which researchers analyze documents related to the concept of library automation and management systems, such as user guides, library policies, and evaluation reports. The collected data was analyzed to identify themes and patterns that emerged throughout the research. Data is grouped into relevant categories such as SOAP benefits, challenges, and resolution strategies.

Result and Discussion

Result

To produce automation-based management, it is necessary to know the initial concepts of library management and automation systems first. The concepts of library management and automation systems can be seen in the table:

Table 1. Basic concepts of library management and Automation Systems

Library Management	Automation Systems
Accessibility,	Collection Management,
User Oriented Services,	Information Retrieval,
Information Technology,	Service,
The collection is well-managed,	User Management,
Resource Management,	Digital Resource Integration,
Partnership & Collaboration,	Reporting and Analysis,
Evaluation & Continuous Improvement,	Security and Privacy,
Leadership and Vision.	Maintenance and Updates.

Thus, research can produce a library management concept based on a library administration automation system (SOAP) as follows:

Tabel 2. SOAP concept

SOAP concept
1. Digital Accessibility (Speed of Access Through Digital Platforms),
2. Automation Services (Automating various library administration services),
3. Data integration (Data can be managed well, making access easier),

4. Service Management (Services can be provided via digital platforms so users do not need to come to the library),
 5. Data Security (This automation-based service can protect sensitive user data through strict security monitoring).
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The Library Administration Automation System (SOAP) concept in library management includes the use of information technology to automate various administrative and operational tasks related to library management.

The results of library management research based on the Library Administration Automation System (SOAP) in higher education were obtained and explained as follows. First, SOAP is designed to automate various administrative processes in library management, such as recording user data, inventory management, and reporting.

Second, SOAP allows better data integration between various components in a library system, such as online catalogs, collection management systems, and user information. This facilitates consistent and integrated data access and management. Third, the concept of SOAP is to increase the accessibility of library collections through digital platforms. Users can easily search and access information in terms of user inventory management via digital platforms.

Discussion

The results of this research show that SOAP in higher education library management can provide various benefits, including increased operational efficiency and better user experience. However, challenges in adopting new technology and ensuring adequate IT infrastructure need to be overcome for SOAP implementation to be optimally successful.

To overcome these challenges, strong support from higher education management is needed, including the allocation of adequate resources for staff training and infrastructure improvements. Additionally, it is important to continuously monitor and evaluate SOAP performance and receive feedback from users so that the system can be adjusted and improved as needed.

The use of the Library Administration Automation System (SOAP) in higher education library management is expected to provide various significant benefits for institutions and their users. SOAP can increase efficiency in daily library operations, including the process of borrowing, returning, and processing books. By automating administrative tasks, library staff can spend less time on routine tasks and focus more on more strategic services.

Through SOAP, library users can easily access collections, search, and manage their accounts independently via a digital platform. This increases the accessibility of library collections for users anywhere, anytime, without being limited by time and the physical location of the library.

With an intuitive user interface and user-friendly features, SOAP can improve the user experience in using library services. Users can easily find the information they need and interact with the library without difficulty. SOAP allows libraries to track and analyze collection usage data more accurately and in detail. This allows libraries to understand usage patterns and user needs.

SOAP can be integrated with other systems in higher education, such as academic information systems and learning management systems (SIKAD). This makes it possible to share data and information between systems, providing an integrated and holistic experience for academic users. With advanced security features, SOAP can protect sensitive data and user privacy, such as personal information and borrowing history. It provides strong protection of user information from digital security threats.

With these benefits, the use of SOAP is expected to increase the effectiveness of library operations, increase user satisfaction, and increase the accessibility and availability of information collections for the entire academic community.

Thus, this research provides a deeper understanding of the SOAP concept in higher education library management provides a basis for further steps in its implementation, and can increase the effectiveness and efficiency of library services.

Conclusion

The conclusions of this research indicate that Library Administration Automation Systems (SOAP) in college libraries have the potential to provide several significant benefits, including increased operational efficiency, increased collection accessibility, and improved user experience. However, SOAP is also faced with several challenges, such as limited resources and the need for staff training. Nonetheless, this research provides valuable insight for college libraries seeking to adopt or increase the use of SOAP in their library management.

Several practical recommendations for improving SOAP-based library management in higher education: 1) Staff Training, 2) Collaboration with Vendors, 3) Regular Evaluation, 4) Infrastructure Improvement, 5) Service Development, 6) Management Commitment, and 7) Periodic Updates.

With this concept, university libraries increase the effectiveness and sustainability of SOAP-based library management, as well as provide better services to their users.

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