

*Analysis of Reference Service Innovation in Research
Consulting Services at UPT Andalas University
Library*

*Analisis Inovasi Layanan Referensi dalam Layanan
Konsultasi Penelitian di UPT Perpustakaan
Universitas Andalas*

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Abstract

Background of the study: To be able to obtain information needs, library users make an innovation in reference services, namely research consulting services. Research consulting services are services provided by the library for students who will compile draft proposals and final projects. Before the innovation, reference services experienced few visitors, after the innovation of reference services, rame was visited by librarians and students who wanted to develop research.

Purpose: The purpose of this study is to describe how reference innovation through research consulting services and to describe how to analyze reference service innovation through research consulting services seen from the user side at UPT Andalas University Library.

Method: The research method used is a quantitative method with a descriptive approach. Data collection techniques are carried out by observation, questionnaires, and interviews.

Findings: From the results of the description analysis, analyze the innovation of reference services in research consulting services at UPT Andalas University Library in the very good category.

Conclusion: This result is shown by the results of respondents' answers, based on the assessment of 96 respondents, the value of both variables X and Y of 15424 is included in the category of score range (3840 - 19200). A value of 15424 or (80.33 %) is included in the assessment interval of good and close to very good.

Keywords: Analysis of Innovation Reference Services in Research Consulting Services; Library; Andalas University.

Abstract in Indonesia

Background of the study: Untuk dapat memperoleh kebutuhan informasi, pengguna perpustakaan melakukan inovasi dalam layanan referensi, yaitu layanan konsultasi penelitian. Layanan konsultasi penelitian merupakan layanan yang disediakan oleh perpustakaan untuk mahasiswa yang akan menyusun draft proposal dan tugas akhir. Sebelum adanya inovasi tersebut, layanan referensi mengalami sedikit pengunjung, setelah adanya inovasi layanan referensi, rame dikunjungi oleh pustakawan dan mahasiswa yang ingin menyusun penelitian.

Purpose: Tujuan dari penelitian ini adalah untuk mendeskripsikan bagaimana inovasi referensi melalui

layanan konsultasi penelitian dan mendeskripsikan bagaimana analisis inovasi layanan referensi melalui layanan konsultasi penelitian dilihat dari sisi pemustaka di UPT Perpustakaan Universitas Andalas.

Method: *Metode penelitian yang digunakan adalah metode kuantitatif dengan pendekatan deskriptif. Teknik pengumpulan data dilakukan dengan observasi, kuesioner, dan wawancara.*

Findings: *Dari hasil analisis deskripsi, analisis inovasi layanan referensi pada layanan konsultasi penelitian di UPT Perpustakaan Universitas Andalas berada pada kategori sangat baik*

Conclusion: *Hasil ini ditunjukkan dengan hasil jawaban responden, berdasarkan penilaian 96 responden, nilai kedua variabel X dan Y sebesar 15424 termasuk dalam kategori rentang skor (3840 - 19200). Nilai 15424 atau (80,33%) termasuk dalam interval penilaian baik dan mendekati sangat baik.*

Kata kunci: *Peran; Analisis Inovasi Layanan Referensi dalam Jasa Konsultasi Penelitian; Perpustakaan; Universitas Andalas*

Introduction

A university library is a place for fulfilling information needs and serves as a support facility established to aid activities by selecting, collecting, processing, maintaining, and providing information for education, research, and the dissemination of knowledge and technology. Libraries can be considered as hubs of necessary information. Febriyanto & Supriatna (2018) state that libraries generally have major activities that librarians must master, including collection development, collection processing, and user services. In the past, reference services and various other library services could only be conducted face-to-face, but nowadays, these services can be accessed digitally (Ahenkorah-Marfo & Akussah, 2017).

As an information source, libraries must utilize their available resources to the fullest extent, including leveraging existing facilities to meet user needs. This ensures that libraries can provide the necessary information to their patrons. With the rapid advancement of science and technology, the demand for information is also increasing. To meet these needs, users can obtain the information they require through university libraries, particularly through reference services. Reference services are essential for all library visitors, especially in terms of providing accurate data and serving personal interests, thus requiring librarians to guide users who visit the reference services (Amari, 2023).

Currently, the field of library science is undergoing significant transitions in terms of collections, human resources, and physical facilities of libraries. These changes aim to better meet user needs and address current challenges (Handini, 2018). The primary users seeking information are students, prompting libraries to innovate. According to Bintar in Widarti (2020), innovation involves new discoveries that differ from existing ones, compelling libraries to enhance and update their services. Users, particularly those utilizing reference services, are expected to increase if libraries innovate in line with advancements in information technology. University students are often required to complete their studies promptly, typically culminating in a final project or thesis. University libraries play a crucial role in research activities, one of the primary functions of higher education institutions, through innovative services.

At the UPT Library of Andalas University, reference services are similar to those at the State University of Padang (UNP), but the functionality of these services differs. The UPT Library of Andalas University has implemented innovations in its reference services to improve library services. This transformation aims to increase the number of users seeking the information they need, such as research consultation services. The research consultation service at the UPT Library of Andalas University is designed to assist students in preparing their final project proposals or titles. Before these innovations, the reference services had fewer visitors; however, the innovations have led to significant growth, particularly with advances in information and communication technology, making the reference services more popular among users developing their research.

Based on observations conducted on October 27, 2023, several issues were identified in the research consultation services. One notable problem is the shortage of librarians available to

assist students with their research titles. This shortage often results in scheduling conflicts, causing delays and rescheduling of consultations due to the librarians' other commitments.

The UPT Library of Andalas University has innovated its research consultation services, transforming the research process by expanding access to information, improving efficiency, and assisting users in developing their research. The library plans to increase the number of librarians dedicated to this service in the future.

In an interview conducted on February 19, 2024, a student named Eldiva from the State University of Padang expressed confusion in finding research topics, making it challenging to generate new research ideas. Another student, Dinda (8th semester, February 19, 2024), mentioned that her research title frequently changed due to feedback from her department or advisors, or her own misunderstanding of the assigned title.

Similar findings were reported in a study by Eka Handayani (2017) on "User Perception of Reference Services at the Regional Library of Pinrang Regency." This study concluded that out of 67 respondents, the perception of reference services was relatively positive, with most respondents rating the services as good or very good. Additionally, Aprilia Yusli Handini (2018) conducted research on "Innovation of Reference Services Based on Live Chat (Study on the Website of UPT Library of Malang State University)." This study aimed to evaluate the implementation of live chat services in the university library, which emerged from the development of e-commerce.

Research by Jackie Stapleton, Caitlin Carter, and Laura Bredahl (2020) titled "Research Consultations in Academic Libraries: A Comprehensive Review of Current Themes in Teaching, Assessment, and Technology" highlights the characteristics, assessments, and technologies used to enhance and promote face-to-face research consultations as a mode of support and research instruction in academic libraries.

From the above discussion, a concept emerges for this research **titled "Analysis of Reference Service Innovations in Research Consultation Services at UPT Library of Andalas University."**

Problem Statement

In line with the background presented, the problem statement focuses on analyzing the innovation in reference services, specifically in research consultation services, at the UPT Library of Andalas University.

Method

The methodology used in this study is descriptive quantitative. According to Sugiyono (2022), quantitative research involves methods based on concrete data applied to sample and population research. Quantitative research identifies the variables to be studied, emphasizing the presentation of data in numerical form. In quantitative research, the researcher starts with a theory (testing a theory) and moves towards numerical data, ending with the acceptance or rejection of the tested theory. The study was conducted at the UPT Library of Andalas University, located on the Limau Manis campus, Pauh District, Padang City, West Sumatra 25175.

Sugiyono (2016) defines a population as a generalization area consisting of objects/subjects with certain qualities and characteristics determined by researchers for study and conclusion. A population can include people, organizations, government institutions, groups, or any source of information. Therefore, the population in this study comprises visitors and students of Andalas University who visited the research consultation reference services at the library, totaling 2,483 visitors over six months, from January to June 2023.

The sampling method used in this study is incidental sampling, which is a technique where the sample is determined by chance encounters with the researcher. Anyone who happens to meet the researcher and fits the criteria can be chosen as a sample (Sugiyono, 2017). Arikunto

(2016) states that a sample is a part or representative of the population studied. If the population is less than 100, the entire population is taken as a sample; if the population exceeds 100, a sample of 10-15% or 20-25% or more can be taken. The sample for this study is 96.09 people, rounded to 96. The sampling technique used is purposive sampling, a non-random sampling method where the researcher selects samples based on relevant criteria to identify findings effectively. Data Collection Methods a. Questionnaires: According to Sugiyono (2019), a questionnaire is a data collection technique by providing written statements to respondents for answers. This method is commonly used in research to gather data. In this study, the author used questionnaires to collect direct data from visitors or students selected as samples. b. Interviews: According to Sugiyono (2013), an interview is an oral question-and-answer process between two or more people to obtain information directly. The data collector must prepare a set of questions as a guide for the interview. The researcher will interview visitors and students of Andalas University who visit the research consultation reference services at the UPT Library of Andalas University. c. Observation: According to Nasution in Sugiyono (2020), observation involves the researcher directly observing to understand the data context comprehensively. This method involves direct or indirect observation of the research object. In this study, the researcher will directly observe the research consultation services.

Result and Discussion

Based on the two indicators from variables X and Y, the perception of users towards the innovation in reference services, specifically the research consultation services at the UPT Library of Andalas University, can be categorized. The perception is evaluated to determine the levels of very poor, poor, fair, good, and very good. According to Sugiyono (2013) in Handayani (2017), researchers use five classifications based on the Likert scale: strongly agree (5), agree (4), neutral (3), disagree (2), and strongly disagree (1). The score range is calculated by dividing the difference between the maximum and minimum scores by five.

a. User Perception of Reference Services: "Research Consultation Services"

Skor (s)	Frekuensi (f)	(s)x(f)
5	823	4115
4	2373	9492
3	546	1638
2	81	162
1	17	17
Jumlah	3840	15424

From the table, it can be seen that the total score for variables X and Y regarding user perception of reference services, specifically the "research consultation services," is 15,424. The categorization is based on the ideal score range where:

- The maximum score is obtained by multiplying the highest score (5) by the number of questionnaire items by the number of respondents, which is $5 \times 40 \times 96 = 19,200$.
- The minimum score is obtained by multiplying the lowest score (1) by the number of questionnaire items by the number of respondents, which is $1 \times 40 \times 96 = 3,840$.

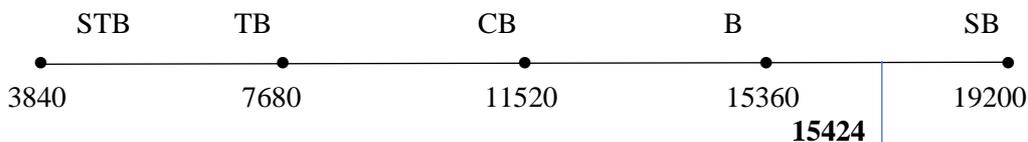
The score range = (maximum score - minimum score) / 5. Therefore, the score range for user perception of reference services, specifically the "research consultation services," is $(19,200 - 3,840) / 5 = 3,072$. To determine the percentage value, the following formula is used:

$$P = \frac{\text{Skor Total}}{\text{Skor Minimal}} \times 100\%$$

$$P = \frac{15424}{19200} \times 100\%$$

$$P = 80,33\%$$

Based on the score range, the levels of respondent evaluation regarding user perception of reference services, specifically the "research consultation services," can be depicted on a continuum line as follows:



Score Range Chart of User Perception of Reference Services: "Research Consultation Services" Legend:

- STB : Very Poor
- TB : Poor
- CB : Fair
- B : Good
- SB : Very Good

Based on the evaluation of 96 respondents, the information search score for reference services is 15,424, which falls into the "Good" category (score range 3,840 - 19,200). This indicates that the user perception of reference services, specifically the "research consultation services," is good.

Analysis is a series of activities to differentiate and sort something, then group it according to certain criteria and relate it to find its meaning (Sofa, 2022). Analysis involves seeking the truth of an issue discussed from various perspectives (Fathia, 2023). From the explanations above, it can be concluded that analysis involves investigating an issue to produce detailed explanations and understand the actual situation.

Reference services are a field that provides services related to reference collections, journals, magazines, and serials. Collections in reference services and serials are only for on-site reading and photocopying. Consultation is defined as an exchange of ideas to reach a conclusion or the best advice. A consultant is an expert whose job is to provide guidance or advice in an activity. Consulting is a process of exchanging ideas or seeking consideration in deciding an issue (Adriani, 2018).

The analysis of reference service innovation in research consultation, from the perspective of users, is stated as very good, where users feel very satisfied with the services provided by the UPT Library of Andalas University.

Conclusion

Based on the research and discussion on the analysis of reference service innovation in research consultation services at the UPT Library of Andalas University, it can be concluded that:

1. From the descriptive analysis of the innovation in reference services through research consultation services at the UPT Library of Andalas University, it falls into the "Very Good" category.
2. This result is shown by the responses of the 96 respondents. The score for both variables X and Y is 15,424, which falls into the score range category (3,840 - 19,200). The sco

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