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*Optimizing the Role of Automation Service
Management Staff in Meeting the Information Needs
of Users at UPT. Andalas University Library*

*Optimalisasi Peran Tenaga Pengelola Layanan
Automasi dalam Memenuhi Kebutuhan Informasi
Pemustaka di UPT. Perpustakaan Universitas
Andalas*

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Abstract

Background of the study: UPT. Andalas University Library has automation services in its internal organizational structure, including user services, administrative services and circulation services. Automation services have an important role for users. Automation services not only run with networks, computers, application management and databases, but there are also services related to user needs, such as providing services and monitoring computer use by academics, verification of final assignment uploads and user guidance. This study is motivated by the importance of improving services for the UPT automation services sector. Andalas University Library.

Purpose: This research aims to disseminate how effective the automation services that have been implemented currently are in meeting the information needs of libraries at the UPT. Andalas University Library

Method: This study uses a descriptive method with a qualitative approach. Data collection was carried out by conducting interviews with automation service management staff.

Findings: The findings obtained were that the service provided was optimal, but the lack of energy management was an obstacle in serving the information needs of users quickly, especially requests for thesis corrections made via email automation services.

Conclusion: In conclusion, there is a need for additional staff managing automation services and rejuvenation of computers and other IT equipment.

Keywords: optimization; management staff; automation services

Abstract in Indonesia

Background of the study: UPT. Perpustakaan Universitas Andalas memiliki bidang layanan automasi dalam struktur organisasi internalnya baik bidang layanan pengguna, bidang layanan administrasi dan bidang layanan sirkulasi. Layanan automasi memiliki peran vital bagi pemustaka. Layanan automasi tidak hanya berurusan dengan jaringan, komputer, tata kelola aplikasi dan database akan tetapi terdapat pula layanan informasi yang berkaitan dengan kebutuhan pemustaka seperti memberikan pelayanan dan pengawasan

penggunaan komputer oleh sivitas akademika, verifikasi upload tugas akhir dan bimbingan pemustaka. Kajian ini dilatarbelakangi oleh pentingnya peningkatan layanan bagi bidang layanan automasi UPT.Perpustakaan Universitas Andalas

Purpose: Penelitian ini bertujuan untuk mengevaluasi seberapa efektif layanan automasi yang telah diimplementasikan saat ini dalam memenuhi kebutuhan informasi pemustaka di UPT.Perpustakaan Universitas Andalas.

Method: Kajian ini menggunakan metode deskriptif dengan pendekatan kualitatif. Pengambilan data dilakukan dengan melakukan wawancara kepada tenaga pengelola layanan automasi

Findings: Temuan yang diperoleh adalah pelayanan yang dilakukan telah optimal namun kekurangan tenaga pengelola menjadi kendala dalam melayani kebutuhan informasi pemustaka secara cepat khususnya permintaan perbaikan skripsi yang dilakukan melalui e-mail layanan automasi

Conclusion: Kesimpulannya diperlukan adanya penambahan tenaga pengelola layanan automasi dan peremajaan komputer dan peralatan IT lainnya.

Kata Kunci: optimalisasi, tenaga pengelola, layanan automasi

Introduction

Libraries have a very important role in improving the quality of teaching and learning in higher education. This is shown by the large contribution of the Library in the accreditation of study programs in Higher Education. Decision makers involve the library in accreditation. The Head of the Library is invited to visit both online and onsite. Not only that, the Head of the Library was interviewed by assessors. Study program assessors will usually give good marks in accreditation if the library has been properly accredited by the National Library of the Republic of Indonesia.

Information technology is defined as a technology used to process data, including processing, obtaining, compiling, storing, manipulating data in various ways to produce quality information, namely information that is relevant, accurate and timely, which is used for personal, business, and government and is strategic information for decision making. This technology uses a set of computers to process data, a network system to connect one computer to another computer according to needs, and telecommunications technology is used so that data can be distributed and accessed globally (Jogiyanto, 2008). The massive development of information technology since the invention of computers has required university libraries to adopt information technology. The aim is to improve the quality of service to users effectively and efficiently. The information technology that developed initially was a computer-based Online Public Access Catalog (OPAC). OPAC functions as a means of information retrieval for readers before they decide to find a book available on the shelf. The use of OPAC was initially offline and then developed online to reach the public so that information was disseminated more widely. Not only for internal but also external universities.

Over time, digital library services have developed. Digital libraries are actually an extension of libraries in the form of buildings or conventional ones. Information sources provided in Digital Libraries are usually stored in cloud computing. Cloud computing can be defined as simply the sharing and use of applications and resources of a network environment to get work done without concern about ownership and management of the network's resources and applications. With cloud computing, computer resources for getting work done and their data are no longer stored on one's personal computer, but are hosted elsewhere to be made accessible in any location and at any time (Scale, 2009). Based on this definition, cloud computing is used to share information using applications and environmental network resources to complete work without worrying about ownership and management of network resources and applications. With cloud computing, computer resources to get work done and their data are no longer stored on one's personal computer, but are hosted elsewhere and can be accessed anywhere and at any time without being bound by time and space.

Optimization comes from the basic word optimal, which means best, highest, most profitable (Big Indonesian Dictionary, 2011). Making the best, making the highest, process optimization, method, act of optimizing (making the best, highest, and so on), so that

optimization is an action, process, or methodology for making something (as a design, system, or decision) to be more/fully perfect, functional, or more effective.

Oxford Learner's Pocket Dictionary (2008) defines Optimization as the process of finding the best solution to some problem where “best” accords to pre-stated criteria”. What is meant is that optimization is a process, method and action (activities) to find the best solution to several problems, where the best is according to certain criteria. Each work unit in the Library is required to be able to optimize all work according to their respective job descriptions. In this way, the library can be viewed as a learning resource and not just a mere book warehouse. Optimization is expected to attract the attention of decision makers so that the work unit becomes an important concern for developing its services in the future. Mursyidah and Choiriyah (2020) stated that there are three factors that will determine whether a service can be maximized, namely first the system, procedures and methods, next the personnel, especially the behavior of the library manager and finally the facilities and infrastructure owned in the library.

According to Belkin (1985), information needs are a condition of a person's knowledge about a particular situation or topic which is considered inadequate to deal with a situation. Meanwhile, Kuhlthau (1991) argues that information needs arise because there is a gap in a person's knowledge and the required information needs. Based on the description above, it can be said that the need for information arises when someone has a problem so they need information that can provide a solution to the problem they are facing. The main reason why users seek information is based on a lack of knowledge. One more thing is that users will search for information if the user feels they need information (Fatmawati, 2015).

Library automation includes the concept of the process or result of making machines self-acting and/or self-controlled by eliminating human intervention in the process (Basuki, 1994). This means that a computer that has been set up or programmed can work properly to store information and protect information without librarian intervention. Library automation is important to implement in improving the quality of library services. Actually, the use of automation service terminology is no longer appropriate. The right one is information technology because of the complexity of work and innovation that continues to develop after the Industrial Revolution 4.0.

Based on its history, library automation became generally known in the 1970s, and its first application was in the circulation function. This is because the circulation process is a routine activity that takes a lot of time and is complex (recording loans, returns, fines, late warnings and compiling complicated reports). The next advancement in library automation was created through the invention of the OPAC catalog system, which was connected to the circulation mechanism. With library automation, users can search for library material collections more easily and quickly than if they used catalog cards manually.

At the end of the 1980s, many libraries automated with integrated systems that included circulation, OPAC and cataloging functions. Currently, library automation accommodates all library functions, for example collection procurement, series control, borrowing between libraries, cataloging, circulation, public access, and reporting. However, the main function of library automation is public access, cataloging and circulation (Mulyadi, 2016).

Previous research on library automation relating to the influence of the use of library automation services on students' literacy skills has been explained clearly by Yoliadi (2023). The results showed that respondents had information literacy skills as evidenced by the habit of formulating problems first before accessing or searching for information, were accustomed to first identifying the type and source of information desired, and there was consideration of the value and usefulness of the information obtained. Mahedy (2015) researched the implementation of library service automation with SLiMS (Senayan Library Management System) finding the advantages and disadvantages of SLiMS, namely that it can be downloaded for free, is able to meet library automation needs, the programming language is easy to understand, is compatible with operating systems such as Windows and Linux while the weaknesses are is that not all web browsers are able to run this application perfectly. This software recommends Mozilla Firefox

as a web browser. So if you use a web browser other than Mozilla Firefox, the SLiMS display will not appear perfectly. Another research conducted by Prakoso et al (2017) regarding the influence of implementing library automation on service quality and performance in Public Libraries found that there was a significant influence of the Library Automation variable on the Service Quality variable which was shown by a significance value of 0.001 (<0.005) with results on the Determination Coefficient (R²) of 24.6%, there is a significant influence of the Service Quality variable on the Performance variable as shown by a significance value of 0.000 (<0.005) and the Coefficient of Determination result is 51.9%, and there is a significant influence of the Library Automation variable on the Performance variable which shows a significance value of 0.000 (<0.005). Based on this test, it can be seen that the Service Quality variable strengthens the Library Automation variable so that both influence the endogenous Performance variable.

Andalas University Library has automation services in its internal organizational structure, including user services, administrative services and circulation services. Automation services have a vital role for users. Automation services not only deal with networks, computers, application and database management, but there are also information services related to user needs such as providing services and monitoring computer use by academics, verification of final assignment uploads and user guidance.

Automation services are located on the 3rd floor of the left wing of the UPT building. Andalas University Library. This service sector manages the use of information and computer technology to assist the library management process in order to increase effectiveness and efficiency. The task of the automation sector is very vital. Along with the development of information technology which demands a change in the library concept from conventional to digital (Andalas University Library, 2024).

The work of automation service managers is very complex. They are tasked with managing computers and networks, managing digital applications, managing databases and making reports as well as providing services to users, especially students who are completing their final assignments. The automation service management staff on duty is 3 (three) people. Limited human resources are a problem in optimizing the role of automation service management staff. Developing automation services into "business units" such as managing photo studios and creating content related to UPT services. Your University Library needs additional staff. UPT. Andalas University Library is expected to have a "business unit" to increase its income. This is inevitable because Andalas University has experienced a change in status from BLU (Public Service Agency) to PTNBH (Legal Entity State University). This income is used for the welfare of all UPT staff. Andalas University Library. In line with this, Nafi Putrawan (2016), as written on his social media LinkedIn, divides two library business terms, namely (1) Fulfilling internal needs of the library (self-needs library) such as selling supplies for library needs, for example procurement (2) Utilizing the library for external demands (library as a service), for example libraries that can produce industrial research publications or even industry outlooks from internal sources that they own to sell to certain industries. The most important thing is that a business built by a library should pay attention to important aspects, such as; forms of frequently requested user requests, members' personal information security systems, the sophistication of library automation systems, and user satisfaction feasibility studies that are more oriented towards user studies (Elvina, 2010).

This research aims to evaluate how effective the automation services that have been implemented currently are in meeting the information needs of libraries at the UPT. Andalas University Library. In other words, automation services need to be improved so that their management staff can meet user needs. Improvements in automation services can also be demonstrated by the existence of new services and products that are useful for users.

The urgency of this research is to maximize the use of resources. In the context of limited resources, optimizing the role of automation service management staff can help libraries maximize the use of available resources, whether in terms of humans, finances, or technology.

Method

The approach used in this study is a qualitative approach. The qualitative approach attempts to explain reality by using descriptive explanations in sentence form. Qualitative research emphasizes that reality has an interactive, plural dimension and is an exchange of social experiences that are interpreted by individuals. Research subjects are people who are involved or actors in a reality and provide data or information to researchers about the reality being studied (Pujileksono, 2015).

The location of this research is at the Andalas University Library which is located at Jalan Andalas University Limau Manis Campus. The focus of this research is optimizing the role of automation service management staff at Andalas University Library. Research data sources include primary data sources, namely interviews with three automation service management staff, while secondary data sources come from documents related to the research. Data was collected by interviews, observation and documentation. The objectivity and validity of the data is tested using source triangulation techniques, which means comparing and checking back the degree of trustworthiness of information obtained through different times and tools in qualitative methods. This can be achieved through (1) comparing observational data with interview data; (2) Comparing what people say in public with what they say in private; (3) Compare what people say about the research situation with what is said all the time; (4) Comparing a person's situation and perspective by sharing the opinions and views of people such as ordinary people, people with secondary or higher education, wealthy people, government people; (5) Comparing the results of the interview with the contents of a related document (Moleong, 2007). Research data was analyzed using interaction model analysis (which stems from four activities, namely data collection, data reduction, data presentation and data verification (Milles and Huberman, 1992).

Result and Discussion

Automation Services Sector at Andalas University Library has a vital role in the success of the activities of each work unit. The existence of this service began in 1998 when the Andalas University Library implemented SIPISIS, a CDS/ISIS-based application developed by the Bogor Agricultural Institute Library Automation Team. Then at the end of 2012, SIPISIS was replaced by web-based SLIMs (Senayan Library Information Management Systems). The web-based SLIMs application makes it easier to automate UPT activities. The Andalas University Library, both cataloguing, reporting and recapitulating fine funds, can be carried out easily. Internet network disruptions which result in obstruction of information circulation and retrieval activities via OPAC make it very difficult for librarians to carry out their activities properly. Internet network disruptions are usually the job of automation service managers to find the right solution. The automation service management staff will then report the internet network disruption to the Directorate of Information Technology at Andalas University.

Based on their duties, the Unand Library of automation service management staff have the following duties: (1) Manage computers and networks: a. Manage all computer and network devices in the library, and ensure all equipment runs well b. Installing computers and networks c. Maintenance and troubleshooting (2) Managing digital applications: a. Managing and supervising the use of library applications such as: SLIMs, digital catalogues, e-scholars and others b. Downloading and uploading e-resources (3) Managing databases into reports: a. Routinely backing up existing databases on the server b. Manage databases stored on server computers c. Processing the database into reports d. Preparing routine reports periodically (4) Providing services for library users: a. Providing services and supervision over the use of internet space and computer laboratories b. Verifying uploads of student final assignments c. Providing guidance to library users (UPT. Andalas University Library, 2023).

The task of managing computers and networks as well as managing digital applications is carried out by BAY while RD is tasked with managing databases into reports. The task of providing services to users is a task that is carried out jointly. With the RP, staff who are

transferred from the circulation service are given second duties that support the activities of the Automation Service. RP carries out other main tasks, namely (1) Digitizing all student final assignments (2) Processing digitized data (3) Creating library banner and banner designs (4) Designing library website features.

Thus it can be said that the Automation Service includes technical and user activities. Technical activities revolve around computers, networks, databases, internet and applications as well as digitalization, while library services include providing services for using internet space and computer laboratories; verify uploading of student final assignments and provide guidance to users.

In conducting this research, the author conducted interviews with BAY, RD and RP regarding optimizing the role of automation service management staff. The author asked about the profile of users' information needs, information access preferences and topics of interest as well as the level of information needs. BAY explained that the profile of information needs required varies. Readers generally ask for access to scientific works. Those who come to automation services are usually undergraduate, master's and doctoral students. This statement was supported by RD who stated that there were also those who could request access to the e-journal subscribed to by Andalas University and what the access procedure was. Access to information has undergone changes in cultural behavior. Users access more natural information in .pdf format and the information that is widely used is in the form of document abstracts (Rufaidah and Widaningsih).

The next question concerns the extent to which automation services can meet the information needs of users and areas of improvement or areas that can be identified. BAY explained that improvements were made according to requests for e-thesis information by users. Some users uploaded it incorrectly. It is recommended that they come directly to automation. RD explained that if they asked for corrections to their e-thesis via e-mail, the automation service sometimes took a long time to follow up because there was priority work that had to be done first. RP said that the information needs of users had been met, but the existing staff had not met the needs according to the existing workload. Solutions for correcting theses and upload errors are found in the Andalas University repository. This guide can be accessed directly (<http://repo.unand.ac.id/44474/1/memperbaiki%20kelahan%20upload.pdf>).

Automation service management staff need to respond well to the information needs of their users. Good communication needs to be done both online and onsite. What is the role of automation service management staff in understanding and responding to users' information needs? BAY said that the management staff responded directly to what they needed and tried to do it. RP responded that weaknesses sometimes occur. That's because there are so many queues of work that ultimately there is a slow response. The response given by the automation service management staff is in accordance with the concept of excellent service, especially full concern for customers or librarians. Full concern for customers, both related to paying attention to customer needs and desires as well as understanding their suggestions and criticism, which includes listening to and truly understanding customer needs, observing and appreciating customer behavior, and devoting full attention to customers (Barata , 2003).

In carrying out activities at the University Library UPT, there may be certain challenges or obstacles faced by automation service management staff in providing services to meet the needs of their users. BAY said that the challenge was first, the lack of human resources for automation services. Second, faculties who subscribe to e-journals need to coordinate with the Andalas University UPT. Library automation service so that management staff can direct users who need to access the Faculty's e-journals. RD explained that lack of coordination was a challenge for automation service management staff. There should be synergy between the Faculty and UPT. Andalas University Library will improve services to be even better.

To overcome the shortage of human resources, it is necessary to recruit management staff by decision makers. Recruitment is a human resource management planning decision regarding the number of employees needed, when they are needed, and what criteria are needed in an

organization. Recruitment is basically an effort to fill vacant positions or jobs within an organization or company, for this reason there are two sources of labor, namely sources from outside (external) the organization or from within (internal) the organization (Potale; Lengkong and Maniharapon, 2016). Apart from that, there is a need for synergy between Library and faculties throughout Andalas University. Synergy is complementing and complementing differences to achieve results greater than the sum of the parts. Synergy is a collaboration that can be realized when we can synchronize various alternative desires by means of good communication between team members (Covey, 2004).

Information technology plays an important role in automation service activities of Andalas University Library. How can the use of automation technology be improved or adapted to more effectively meet the information needs of readers? BAY explained that there is a need to upgrade technology or IT equipment that is no longer suitable. The IT knowledge of automation service management staff needs to be upgraded in training. RD explained that the computers in the automation service were no longer suitable for use. Computer rejuvenation is needed like other units within Andalas University. RP complained that the computer he used was sometimes slow to respond so that it prevented him from completing his tasks. Sometimes it restarts twice. Rejuvenation is an activity to maintain or maintain factory facilities/equipment and carry out necessary repairs or adjustments/replacements so that there is a satisfactory condition of production operations in accordance with what was planned (Wulan; Saputra & Mufti, 2021). IT or information technology devices in automation services need to be maintained and if they are damaged they need to be repaired. Equipment that needs to be replaced should be replaced with new ones.

Another side of automation services is providing guidance or training to users. BAY explained that in providing training there are online or onsite requests from faculties or study programs within Andalas University. The form of training carried out is a workshop or socialization of e-journal access. RD supports BEY's statement that the training carried out regarding e-journal access or uploading final assignments which was socialized at Campus 2 Payakumbuh and Campus 3 Dharmasraya was successful. This training is in accordance with student needs. RP emphasized the importance of continuing existing training or socialization. Socialization with the aim of user training or education plays a very important role in service. Users can find out what information is related to their needs and what facilities can be utilized when users visit UPT. Andalas University Library. Based on research by Sudirman, Hanany and Robi'in (2019) found that outreach activities had a positive effect on the level of user access to library services. In terms of satisfaction with socialization activities, more than 70% of respondents felt satisfied and the information provided was adequate, but respondents felt that the facilities used still needed to be improved, especially the availability of internet access. Appropriate training for users is library instruction. The scope of library instruction includes: techniques for using reference services and certain fields, using OPAC and other bibliographic facilities (Basuki, 2014).

Based on interviews conducted by the author, there is important information, namely that the number of automation service management staff is relatively small and computers or IT equipment are not supported enough because the existing computers have not been updated. In other words, there have been no computer purchases in the last three years.

Supporting factors for optimizing UPT automation services at Andalas University Library are (1) The enthusiasm and willingness of automation service management staff to work seriously in serving users. In the author's observations, it can be seen that the automation service management staff serves all visitors, including users who enter the automation service room. (2) The organizational structure of the UPT. Andalas University Library is in accordance with the Regulation of the Head of the National Library of the Republic of Indonesia (PNRI) Number 13 of 2017 concerning National Standards. College Library (3) There is appreciation from the leadership in the form of official trips and the involvement of automation service management staff as technicians in the Andalas University entrance exam. (4) There are several computers

and other IT equipment that are still suitable for use by automation service staff and users. (5) The idea of a one-stop service realized by an automation service called Front Office Service (LFO) makes it very easy for users to register for graduation.

The inhibiting factors for Andalas University Library of automation services are (1) Lack of available management staff. The job description is compiled by the management staff (2) Requests for scientific work online are responded to by the automation service management staff for quite a long time because there are tasks that are the most priority and come first (3) The automation service management staff are never informed that the Faculty at Andalas University has a subscription e-journal so that they regret not being able to direct users who need the e-journal because they do not have access rights (4) Lack of training hours to upgrade insight and knowledge for automation service management staff (5) Limited automation service staff means developing automation services such as establishing The photo studio could not be implemented due to multiple jobs.

The contribution of the automation service management staff at Andalas University Library is very large. This is proven by the involvement of automation service management staff in the accreditation of Library University Andalas in 2015, 2018 and 2023. In 2021, UPT. Library of Andalas University has received 4th place as the best contributor in Indonesia One Search (IOS) in the Nugra Jasadharmaward Library. The award presentation was carried out online via Zoom, to coincide with September 14 2021, Library Visit Day (Nupin, 2024). This success was achieved because of Unand's large collection of theses, theses and dissertations which can be accessed easily through Indonesia One Search.

Another role is demonstrated through the participation of automation service management staff in the 2023 Best Practice Competition which will be held in Jakarta 12 to 15 September 2023. UPT. Andalas University Library is the only university library outside Java that received the title as a finalist (Andalas University Library, 2023).

Conclusion

In optimizing the role of UPT automation service management staff, Andalas University Library, steps are needed, namely (1) Adding staff managing automation services of Andalas University Library (2) Rejuvenating available computers and IT equipment (3) Providing training to automation service management staff. to upgrade their knowledge through training both on the job and off the job training.

Recommendations for further research should examine the relationship between the role of automation service management staff and other variables such as work environment, motivation, performance and work culture.

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