User Satisfaction To The Quality Of Repository Services At An Academic Library: Applying Libqual+

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ABSTRACT

Universitas Islam Negeri (UIN) Prof Saifuddin Zuhri's Library has a collection of theses, dissertations, and research reports from print to digital, which can be accessed through the institution's repository. Thesis and repository services are needed by final-year students who are completing thesis assignments. This paper assesses the quality of repository services using the LibQual+TM standard as set by the Association of Research Libraries (see http://libqual.org). The research method is quantitative, with the UIN student population from semester 8 and semester. The number of samples was 93 taken randomly. The results showed that the quality of repository services got an average value of 3.12 on a scale of 4.0, which indicates The lowest value of 2.76 shows that although users are satisfied as a whole, they still feel that the facilities in the institutional repository are incomplete with several proposals for improving the benefits of institutional repositories. Student suggestions for improvment include: an adequate internet network, an easy search menu, instruction of the functions of the repository and more intensive promotion of the repository to heighten access to research information. This study contributes heightened understanding for the value of digitized repository services in academic libraries as a vital information literacy tool for college students.

Keywords: *user satisfaction, academic libraries, libqual, institutional repository, scholarly communication*

Introduction

The Prof. KH. Saifuddin Zuhri digital repository at Universitas Islam Negeri (UIN) in Purwokerto, Indonesia, is provided to meet the information needs of the academic community. The content of the repository, in the form of scientific papers owned by UIN Prof. Saifuddin Zuhri, is needed by matriculated students who are studying research methods and graduating students who are completing the final research project. Before there was a repository, students could only read text held in the library, namely in the reference services section. Limitations of face-to-face services during the COVID-19 pandemic caused libraries to further develop digital services (Habiburrahman & Nabila, 2022). With this repository service, students have a wider opportunity to access information on scientific papers to meet their research-based information needs.

Data as of January 24, 2020, on the UIN Prof Saifuddin Zuhri's (UIN Saizu Purwokerto) repository management record, showed that there were a total of 2,812 users with access to 130,297 files. This number of users indicates a high enough interest of college students to access the repository service. However, on the other hand, physical visits to the library, especially for research services and thesis/dissertation support still remain high. Library services for research information in the online and offline forms are equally important.

Repository service facilities can be an attraction for libraries to increase the number of user visits, namely through online visits. For the UIN Saizu Purwokerto library, the number of on-campus visits is higher than online visits to the repository (need citation). Face-to-face, the library provides administrative services, circulation services, reading services, hadith information services, and printed research results services. The repository service provides a digital version of thesis/dissertation services, lecturer research reports, lecture modules, and access to scholarly journals. During the early days of the pandemic, online services were carried out by librarians to stay productive at work from home (Nurmalina, 2022).

At the UIN Saizu Purwokerto library, repository services are more in demand by 5th-semester students who are starting to study research methods to compile a thesis proposal. The quality of the repository's records need to be considered because if they are not legible, students have difficulty accessing the materials. Kumar's (2013) research found that while 60% of users agree that the e-journal format is the best source of information, 70% feel uncomfortable actually navigating the electronic format. Thus, the research question for this study is: What is the best method to assess the quality of the UIN Saizu Purwokerto repository based on student use during the COVID-19 pandemic?

The basic concept of library services is when books are displayed on shelves so that they can be used by users (Buckland, 2014). Service quality is central

to business strategy, including library management (Hasugian & Lubis, 2021). Libraries must provide the quality of services to achieve user satisfaction (Rahayuningsih, 2015). User satisfaction will be obtained if the user's information needs can be met through services in the library. This includes repository services that require navigating information technology tools.

LibQual is intended as an offering for service quality assessment in libraries. In this case, assessment is being made on online research information services in an academic library's repository that requires service evaluation. As a part of library services, the LibQual dimension can be applied to assess repository services.

There are three (3) dimensions in LibQual^{+TM}, according to Kyrillidou in Rahayuningsih (2015), which are used as variables, among others:
1. Affect of service measures the interpersonal dimension of library service and includes aspects of empathy, responsiveness, assurance, and reliability;
2. Information control measures services quality both from the perspective of content and access to information resources, measuring the scope of the content offered by a library, convenience, ease of navigation, timelessness, equipment, availability and self-reliance;
3. Library as a place measures how the physical environment is perceived in pragmatic, useful, and symbolic terms encompassing the aspect of the library as a refuge.

These three dimensions have been adjusted to the state of libraries in Indonesia. Saputro in Rahayuningsih (2015) describes the LibQual^{+TM} dimensions as *affect of service, information control,* and *library as place. Affect of service* is namely, the ability, attitude, and mentality of library staff in serving users, which includes knowledge, insight, ability, and friendliness of librarians/library staff in serving users, a sense of care and attention to every user, responsive attitude and ready to help users who are struggling, and the ability to give promises and hopes and keep them according to the user's expectations. *Information control* concerns the availability of adequate collections, the strength of the collection owned, the scope of content, ease of access to find collections, ease of navigation, timelessness, the time needed in obtaining information, absence of obstacles in accessing information when information is needed, equipment, comfort, and confidence. *Library as place* means displaying something in real terms in the form of physical facilities and how libraries use space (utilitarian space) as a symbol of shelter.

The affect of service in libraries is largely determined by the knowledge, insight, ability, and friendliness of librarians/library staff in serving users(Connor, 2009). Library staff should be customer-centric and have adequate knowledge of issues relating to persons with disability and their right to access information(Ayoung et al., 2021; Mayende et al., 2021). Additionally, library staff should recognize the effects of societal factors on the

needs of children and their access to library services and facilities(admin, 1999). Professional development for library staff can help them address injustices in libraries and information.

Information control in libraries is often achieved through collection management, which incorporates the variety of functions involved in selecting, acquiring, storing and maintaining collections in a cost-effective manner. Libraries may also restrict access to library materials based on computerized reading management programs that assign reading levels to books and/or users and limit choices(admin, 2006). Collection management can also involve statistical analysis to make decisions about library collections(Xi et al., 2018). Library staff must be aware of censorship laws when removing, labeling, or restricting access to books and other materials. Additionally, collection management can be used as a form of risk management to ensure the safety of library patrons(Casserly, 2004).

Libraries can serve as a symbol of shelter for many people, providing refuge from the elements for homeless patrons, sanctuary for those who are bullied, and resources for recovering addicts(Wexelbaum, 2016). Libraries also provide physical space for learning and exploration through renovation or construction projects(Gstalder, 2017) and can be used as a public realm where visitors can interact with each other(Aabø & Audunson, 2012). Additionally, libraries use space assessment to define their services and house their collections(Nitecki, 2011).

We chose LibQual^{+TM} as the analytical tool in this study to develop research variables within the three dimensions of *affect of service, information control,* and *library as place.* These variables synchronize with the LibQual+ dimensions as follows: satisfaction with officers/staff reflects *affect of service*, access resonates with *information control* , and *library as place* is the dimension that allows us to explore library facilities as a means of repository use. As a reflection of the *affect of service* element, satisfaction with officers/staff emphasizes the attitude and mentality of the officer/librarian. With this research we've identified that the 'satisfaction with officers/staff variables' indicators include friendliness, ability to answer questions, the accuracy of answers, giving solutions, and officers obeying the procedure. In this study, satisfaction with access is an adaptation of the *information control* element because it is related to repository services related to computer networks. The researcher assesses the importance of highlighting this element of access. Meanwhile, the information control concept from Saputro (in Rahayuningsih (2015)) emphasizes the ease of searching/navigation because the context is a comprehensive library service.

In the context of this repository service, it is more appropriate to highlight the access element as an element of satisfaction. The indicators include: network availability, ease of access, access service instructions, ease of searching, and ease of downloading collections in the repository service. Satisfaction with this facility is adopted from the concept of Library as place, which is a repository

service facility in the form of a physical and visible facility. The derivative indicators include: repository web display, repository layout, completeness of the repository menu, library convenience in accessing the repository.

Scholarly Communication in The Institutional Repository

Association of College & Research Libraries (ACRL) defines scholarly communication as "the system through which research and other scholarly writings are created, evaluated for quality, disseminated to the scholarly community, and preserved for future use" (ACRL, 2020). Kurniawan (2011) offers another definition of scholarly communications as communication generally related to research or investigation activities, especially in the academic environment. Scientific communication is closely related to university activities because research activities are a tri-dharmas of higher education. The medium of scientific communication can be in the form of journals and research reports, both in print and online. The repository is a scientific communication medium in digital format.

The repository becomes a open access-based scientific communication model in research institutions and universities (Yuniasih et al., 2018). The word repository means a deposit, and the term institutional repository, which means an institutional deposit, refers to an activity of collecting and preserving digital collections that are the intellectual work of a particular community. Institutional repositories are often associated with attempts to collect the intellectual work of a college (Pendit, 2008). According to Lynch in Harliansyah (2016), an institutional repository is a series of services developed by a university (institution) to manage and disseminate various results of scientific activities of the academic community in digital form. An important study of libraries is the emergence of the open access movement that wants open access to information for anyone who is hindered by licenses (Ibrahim & Iriantara, 2017). New communication strategies have become one of the new roles of librarians (Costello, 2020).

Just like print-based journals that have developed into electronic journals, the repository of UIN Saizu Purwokerto Library is an electronic form of research records (provide url for the library or repository). The accessibility of electronic journals is the user's activity in obtaining information through the procedures contained in each database or electronic journal database (Irianti & Hermini, 2013). In that case, repository accessibility can be interpreted as users' activity obtaining information through procedures in the repository database. In this case, the access skills of users are very necessary. A set of digital literacy skills is required to obtain information (Umut Zan et al., 2020). Universities can facilitate mobile technology-based online learning (Wickens & Miller, 2020); institutional repositories can be accessed on mobile.

Method

The research uses quantitative methods, calculating the quality of repository services according to students. According to Nasution (2014), ideally, the study investigates the entire population. However, if the population is too large, it can take a representative sample that represents that whole population. The population in this study is members of the UIN Saizu Purwokerto Library who have repository accounts which amount to 1,253 users (*Repository UIN Prof KH Saifuddin Zuhri*, 2020). The number of samples taken was 93, using the Slovin's Formula with a sampling error of 10 percent. The population is taken from students because students more widely use digital repositories than lecturers and employees (Waugh et al., 2015). The repository referred to in this study is the repository of the UIN Prof. KH Saifuddin Zuhri Library, with the LibQual^{+TM} dimension as a measure of its quality.

The conceptual definition is taken from Lynch's opinion (via Harliansyah, 2016); an institutional repository is a series of services developed by a university (institution) in the form of managing and disseminating various scientific activities of the academic community in digital form. Scientific activities contained in the repository can be in the form of scientific works from lecturers' research, lecture modules, student thesis/thesis/dissertation, and others that are packaged in digital form. An Operational definition is the repository referred to in this study is the repository of the UIN Saizu Purwokerto institution, with the libqual^{+TM} dimension as a measuring tool for its quality.

Table 1. Instruments

Sub Variables	Indicators	Questionnaire Items
Affect of Service (AoS)	Hospitality	1,2
	Skills	3,4
	Concern	5,6
Information Control (IC)	Ease of access	7,8
	Access speed	9,10
	Ease of finding sources of information	11,12
Library as Place (LaP)	Repository menu	13,14
	Repository display	15,16
	Lay out repositories	17,18

Analysis and Discussion
Respondent Profile
There are more respondents in semester 8 than respondents who are in semester 10. Students in semester 8 have a greater chance of becoming respondents because many are still active with their thesis assignments

compared to semester 10 students who have partially graduated. Table 2 illustrates the breakdown of student respondents.

Table 2. Respondent's Semester

No.	Semester	Total	Percent
1	Semester 8	68	73.12
2	Semester 10	25	26.88
		93	100

Source: Research data that has been processed

Quality of Service Assessment

A LibQual+ survey questionnaire was distributed to assess students' experience with the repository. The questionnaire protocol consisted of 18 statements, with respondents' answers as follows (Table 3):

Table 3. Repository Service Quality Assessment

No.	Items	Total	Mean/item	Mean
1	Are repository registration officers friendly?	311	3.34	
2	Is the registration process well served?	313	3.37	
3	Can officers answer about how to repository access?	310	3.33	
4	Is The officer can explain the importance of the repository and how it is used?	292	3.14	
5	Whether the officer can provide an explanation with respect to the repository connection etc.?	291	3.13	
6	Is The officer understood my needs by offering a repository service?	294	3.16	**3.12**
7	Is accessing the repository easy?	302	3.25	
8	Is access repositories around the campus can use the campus internet	313	3.37	
9	Is repository login fast? (fast loading)	291	3.13	
10	Is Timeless to accessing the repository?	287	3.09	
11	The information to be searched in the repository is easy to find	281	3.02	
12	Is ease of obtaining the information searched for through the search menu?	288	3.10	
13	Is The menu that is in the repository as my needs?	289	3.11	

14	Is The repository menu is complete?	257	2.76	
15	Is The web view of the repository is great?	276	2.97	
16	Is UIN Saifuddin Zuhri repository professional?	280	3.01	
17	Is The repository web menu layout appropriate and easy to read?	275	2.96	
18	Is The repository with its layout convenient to use?	274	2.95	

The average number of Repository Service Quality assessments is 3.12 on a scale of 4, which indicates a positive user experience with the repository. The lowest average value on statement number 14 is that "Repository menu is complete". Next is statement number 18, which states, "The repository with its layout is convenient to use, " followed by statement 17 "The repository web menu layout is appropriate and easy to read". These three statements provide information if the user considers that: the repository is incomplete, that is, it has not met its needs for thesis completion materials; the layout in the repository is not yet convenient to use and is not yet appropriate for easy reading. This requires further study to determine whether the incomplete side of the repository is; and what kind of layout the user prefers so that it is convenient to access the repository.

The highest average Repository Service Quality assessment was 3.37 on statement number 2 "The repository account registration process was well served", followed by an average of 3.37 on statement number 8 "Repository access around campus can use campus wifi", and an average of 3.34 statement number 1 "Repository account registration service officer friendly". Users consider that the service of officers for account registration is good and friendly but still must receive attention to the standard of service because it is possible to change service officers. Users can use campus wifi to access the repository, meaning that there are no significant obstacles for users to get easy and free access on campus.

Repository and offline services in the library are mutually supportive services to help students complete their thesis. The thesis services printed in the UIN Prof. KH Saifuddin Zuhri's library are still needed. No need to eliminate them. In line with research by Salauddin (2015) that advances in information technology do not take away students' interest in visiting libraries, and Cha & Kim (2015), that is why students take advantage of library services.

Previously, research on Analysis Of User Satisfaction On Self-Loan Services In Islamic State Institute (IAIN) Purwokerto Library by Previously, research on Analysis Of User Satisfaction On Self-Loan Services In Islamic State Institute (IAIN) Purwokerto Library by Antasari & Chakim (2019), shows that users are

satisfied with independent lending services with a value of 3.10 on a scale of 4. Similarly, the calculation of the quality of this repository service using the libqual+TM dimension results in a value of 3.12 scale 4 (good category). Thus, Prof. Saifuddin Zuhri's UIN library services for self-financing and repository services have almost the same user assessment.

Respondents' Proposal
Respondents were given space to submit their proposals/inputs for the improvement of repository services.

Table 4. Respondents' proposals

No.	Feedback for repository service fixes	Total of proposers
1	Service is already good	16 respondents
2	Collections need to be completed	14 respondents
3	Access/network need to be upgrade	8 respondents
3	Made easy in the search menu	6 respondents
4	Fix repository view	5 respondents
6	Needs Improvement	4 respondents
7	Armpits of understanding accessing repositories	4 respondents
8	Promotion of the service is required. Its access instructions	3 respondents
9	Need to add electricity facilities	1 respondent
10	Made a video on how to access repositories and shares on social media	1 respondent
11	Less friendly attendants	1 respondent
12	Personal network/device issues	1 respondent
13	Not giving feedback	29 respondents
Total		**93 respondents**

Source: Research data that has been processed

Table 4 shows 16 respondents (17.20 %) who think the repository service is good. However, efforts are still needed to improve the quality of service because library services must be able to keep up with the times. Repository services currently considered good are not necessarily valid for years to come. The demands of students who are potential users of college libraries will continue to grow, and library services must also develop. Thus library services must always be up to date, including repository services.

There were 14 respondents (15.05 %) proposing to complete the references, including an old thesis. UIN Saizu Purwokerto carried out the thesis data upload process starting at the end of 2016. In this case, students expect the

need for research information to be contained in the repository more fully. The institutional repository at UIN Saizu Purwokerto only includes the research results of lecturers and students so that the completeness of the theme depends on the development of research themes carried out by the UIN academic community, UIN Saizu Purwokerto.

There were four (4.30%) respondents who seemed to have not understood the contents of the repository, including those who gave input: request a thesis search per faculty; the complete downloaded thesis does not chapter 1 only; add a thesis from an outside institution; expand the book in the repository. In the search menu, available searches through the year, subject, faculty, and year. The thesis available in the repository can be downloaded in complete chapters 1-5 for students with a username and password through the account registration stage and registration through the officer. One problem in utilizing institutional repositories is technological barriers (Lee et al., 2015). Another inhibiting factor is that the management of the institution's repository is still not centralized in one particular section, so there is an overlap of work (Pramudyo et al., 2018).

Students propose a more comprehensive promotion. Some students are aware of the existence of repository services in the last years of college. Promotion through social media as a customer relationship management (CRM) has an important role (Stewart et al., 2017). In addition to advertising, improving user education is necessary for access to scientific information (Umut Zan et al., 2020). With the improvement of students' skills, accessing the repository becomes easy. Ease of using facilities affects library user satisfaction (Mujahidah et al., 2021).
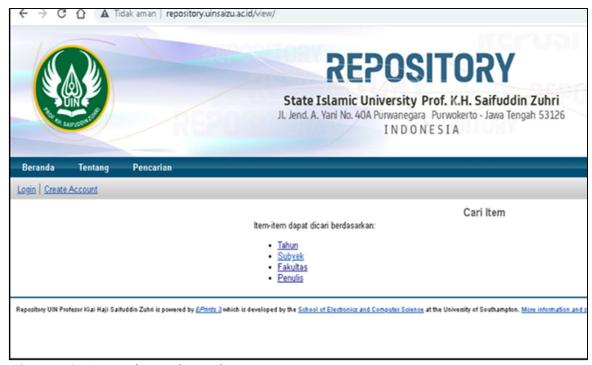

Figure 1. Repository Search menu

The repository menu displayed in **figure 1** has been widely used for the purpose of searching for research information for final-year students. The previous paper has shown that the quality of repository services affects visit intentions (Antasari et al., 2021).

CONCLUSION

Research shows that the quality of repository services gets an average score of 3.12 on a scale of 4, which indicates that the highest score of 3.37 in the point of the 2nd statement is that the repository account registration process is well served. The lowest value of 2.76 in point of the 14th statement is the complete repository menu. This shows that although users are satisfied as a whole, they still feel that the facilities in the UIN institutional repository, Prof. KH Saifuddin Zuhri, are still incomplete. The majority of users think that the repository service is good, but there are several proposals for improvement from users. Proposals in improving the benefits of institutional repositories include: so that the collection is more complete, an adequate internet network, an easy search menu, more intensive promotion is needed as well as the introduction of functions and repository access to students.

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