

UTILIZATION OF LIBRARY COLLECTIONS TO MEET USER NEEDS IN THE DIPLOMACY LIBRARY

Mutiara Rahmadhan

Program Studi Perpustakaan dan Sains Informasi, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas
Bengkulu

Email : rahmadhanmutiara@gmail.com*

Fransiska Timoria Samosir

Program Studi Perpustakaan dan Sains Informasi, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas
Bengkulu

Email : ftsamosir@unib.ac.id

Lailatus Sa'diyah

Program Studi Perpustakaan dan Sains Informasi, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas
Bengkulu

Email : lailasadiyah@unib.ac.id

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Abstract

Libraries are organizations that provide information services, and should emphasize assessing the number of users served and the level of satisfaction. The library is a scientific institution that has main tasks related to science, education, research and development, with its scope of managing and storing information covering various sciences and technology. Utilization of collections in the Library Diplomacy is a way to utilize collections by filling out guest books, borrowing collections from the library, and reading in the library. The needs of users in utilizing important library collections to provide relevant and meaningful services. Provides a diverse collection to cover a wide range of interests, knowledge levels, and educational needs. Influences interest in visiting the library, both external and internal influences. This research is entitled "Utilization of Library Collections in Meeting the Needs of Readers in the Diplomacy Library". The aim of this research is to see the use of library collections in meeting the needs of users. Quantitative research methods are methods used to explain phenomena using numerical data, followed by analysis which usually uses statistics. Using data collection techniques using questionnaires or questionnaires which were given to each respondent personally. The results obtained from this research are the use of library collections to meet the needs of users effectively and efficiently for use by users because library materials are a source of knowledge owned by the library. The importance of physical interaction with collections, creating direct and immersive experiences in research or study. Apart from that, there are still other influences such as internal and external influences around him.

Keywords: Collection Utilization, Library, Training Participants, User Needs

INTRODUCTION

Libraries as organizations that provide information services, should emphasize assessing the number of users served and the level of user satisfaction carried out by Suhendani, (2021). The government through Law Number 43 of 2007 also describes libraries as institutions that manage collections of written works, printed works and/or recorded works professionally with a standard system to meet the educational, research, preservation, information and recreation needs of users. According to Fadli, (2021) a library is also a room, part of a building, which is used to store books in a certain order. Thus, libraries have a strategic role in creating a society that is literate with the information it manages. The library is a scientific institution that has main tasks related to science, education, research and development, with the scope of managing, storing information covering various sciences and technologies carried out by Bektiningsih, (2015). According to Ibrahim, (2016) the main aspect of a library is its collection, because it is impossible to provide optimal services without an adequate collection. The Diplomacy Library's collection of library materials must be in accordance with the needs of the users or population served by the library. To achieve the library's goal of providing information services, it is important to provide a variety of information and materials that are relevant to the environment in which the library operates.

Libraries have an important role in institutions such as the Diplomacy Library. As a special library, the Diplomacy Library has a unique collection that complies with National Library Standards (SNP), where more than 60% of its collection is tailored to special needs. The Diplomacy Library of the Ministry of Foreign Affairs is integrated within the planning, development and evaluation framework in accordance with the provisions stipulated in Minister of Foreign Affairs Regulation Number 6 of 2021.

According to K Maslahah, (2011) collections are an important element that must be present in a library because the quality and failure of a library's services is greatly influenced by the collections it has. According to Hermawan, (2006) the essence of a library and the success of library services. Because it is not a library if a library does not have a collection. Adestama & Nelisa stated that the collection must also be of good quality in terms of the number of titles, content and up-to-dateness. So indicators of the size of a good and bad library are largely determined by the collections in the library. The needs of users require libraries to provide collections that suit their needs, accompanied by various browsing facilities both through manual and IT services. According to Sompotan, (2023) to be able to provide maximum information services, libraries must provide various information or library materials that suit user needs. Quality collections come from a good selection of library materials. The following are some of the facilities provided by libraries to meet library needs: 1. Providing catalogues, 2. Providing loan return and distribution services, 3. Providing various collections, and 4. Providing assistance through librarian services.

The use of collections in the Diplomacy Library by users also reflects the importance and need for the library's role in the current situation. Libraries remain important information resources because their collections contain much needed data, information and knowledge. Through the library, someone can access the information and new knowledge they need. According to Yuliani, (2020) This collection, which is the library's main asset, consists of books and non-book materials, and is expected to meet the diverse information needs of readers, who are generally members of the academic community with high information needs. Because of these many needs, users tend to use libraries as a source of information rather than buying

books individually, even though books are still available commercially. This is caused by the priority given to other needs that also need to be met by users, according to Fadhilah & Nelisa, (2014).

By using other media, especially books, readers show that the internet does not fully meet their information needs. The book collection available in the library is an alternative choice for users to find sources of information. However, it is important to remember that library collections are not limited to books only, but also include materials in digital and electronic formats. The development and addition of content in library collections provides users with access to information and knowledge that continues to develop, according to Lasa, (2005).

Research on the use of library collections has been carried out by previous researchers with various objects. Several topics will be used as the basis for the research to be carried out.

The first research was conducted by Mulyana, (2020) entitled Study of the Utilization of Library Collections among LIPI Limnology Research Center Employees. The aim of this study was to determine the level of collection utilization and problems in utilizing the LIPI P2L library collection. a method for providing an overview of the research object through data or samples that have been collected as is. The research results of the number of collections up to 2018 amounted to 7708 collections, consisting of 2119 book titles, theses, theses and dissertations totaling 234 titles and journals totaling 5314 titles. The number of users from 2016-2018 was 4431 users. The number of library material collections borrowed from 2016-2018 by employees of the Limnology Research Center-LIPI amounted to 679 collections.

The second research was conducted by Arif, (2017) entitled Utilization of Gadjah Mada University Faculty of Law Library Collections for Student Final Works: Citation Analysis Study. The aim of this research is to determine the use of the UGM Faculty of Law Library collection as a reference source in students' final works. The research method used in this research is quantitative descriptive. The research sample of 80 titles of students' final works included theses, theses and dissertations at the UGM Faculty of Law in 2016. The research results showed that the majority of references used in students' final assignments used book literature and the level of literature availability in the UGM Faculty of Law Library was 64%.

The third research was conducted by Suhendani, (2021) entitled Utilization of the Central Library Collection for Informatics Utilization and Nuclear Strategic Areas of BATAN using ISO 11620:2014. The aim of this study is to determine the utilization of the BATAN Central Library for Informatics Utilization and Nuclear Strategic Area collections using ISO 11620:2014. This research uses a descriptive method with a quantitative approach, derived from numerical data on circulation services from 2017 to 2019. The results of the research show that the overall level of borrowing of library materials has decreased due to reduced direct user visits to libraries and digital libraries. The level of utilization of library collections by the population to be served has increased quite significantly.

The results of the research above illustrate the various roles that students use in collections, but no one has specifically discussed the use of library collections in meeting the needs of users in public libraries. Therefore, researchers discuss the title as explained above.

The Diplomacy Library of the Ministry of Foreign Affairs now has an adequate collection, making it a library that has full capacity. The collection owned by this library provides significant support for Pusdiklat participants and librarians who regularly visit the library. Readers can easily find the resources they need to meet their needs in the Diplomacy Library. Aribowo, (2018) Library collections have an important role in attracting visitors, and the diversity of types of collections owned by the Diplomacy Library is the main attraction for users. This

complete and diverse collection not only increases user visits, but also encourages users to be more active in using library facilities. The Diplomacy Library not only provides diplomatic books, but also strategic information resources such as diplomatic reports, journals, and important documents related to international relations, foreign policy, and global issues. Providing convenience for diplomats and Ministry of Foreign Affairs officials in accessing relevant information to support the diplomatic decision-making process.

The Ministry of Foreign Affairs has many fields according to the function of that field, one of which is the field of education and training centers (PUSDIKLAT), in the field of education and training centers it has several branches, one of which is planning, supervision, evaluation (PPE), and the diplomacy library is supervised by the PPE field. The Diplomacy Library of the Ministry of Foreign Affairs is located at the Education and Training Center, so many participants visited the Diplomacy Library. The Diplomacy Library collection is often borrowed by Pusdiklat participants and former Ministry of Foreign Affairs employees. The process of borrowing and returning using manual methods, although not wrong, carries several risks that need to be taken into account, such as the length of the book search process and the lack of detail in the process of borrowing and returning books.

Based on initial observations of writing carried out at the Diplomacy Library of the Ministry of Foreign Affairs, the collection has begun to be processed into spreadsheets and input into SLiMS. The Diplomacy Library of the Ministry of Foreign Affairs has a total collection of 32,000 titles, while there are 12,000 recorded Diplomacy Library collections that have been managed, starting from the procurement or granting of ownership stamps, bibliographic descriptions and abstracts that have been input into the SLiMS application, as well as subject catalogs containing subject headings, classification numbers and call numbers have been input into the SLiMS application. And the 12,000 collection is provided with physical collection equipment such as call number labels, return slips, for ease of administration of library services. The obstacle in inputting collections into SLiMS is the lack of human resources (librarians).

The Diplomacy Library opened in 2016. Most of those who visit the Diplomacy Library now are Pusdiklat participants. Starting from 2023, there are 200 people visiting the Diplomacy library. In July 2023, 10 people borrowed books from the Diplomacy library. There were 35 books borrowed. Most readers read on the spot. The time limit for borrowing books is two weeks with a maximum return date. Users can extend the time to borrow reading materials. If the borrowed book is damaged, you will be fined.

User Needs

Yuliani explained that librarians are individuals who use libraries. Group library users into five categories. Hutapea, (2021) explains that user needs are one of the psychological aspects that direct users in their activities to become basic effort. Utilization of library collections is very dependent on users and librarians. The user's wishes regarding the utilization of the library collection should be communicated between both parties. Presenting library collections that are in accordance with the wishes of users must remain efforts are being made, even though fewer and fewer users understand and are aware of the existence of library collections that suit their needs.

Utilization of library material collections in the Diplomacy Library is considered as one way to empower collections according to library needs. Utilizing existing collections, users can develop knowledge and skills that support their information needs. By developing collections in the Diplomacy library, it is hoped that the library can become an information center that meets

user needs. Users, by utilizing the existing collections, can increase their knowledge and skills. Providing support to users for specific needs through the collections provided in the Diplomacy Library.

As explained above, in meeting user needs, libraries need to have the ability to provide information according to user needs. One important aspect is attracting user attention through collections that are relevant to user needs.

RESEARCH METHOD

This study uses a quantitative approach. Quantitative is research that uses numbers which are added up to form data which is then analyzed. Quantitative research methods are methods used to explain phenomena using numerical data, followed by analysis which usually uses statistics Basuki, (2021). This research focuses on two main indicators to see utilization outside the library and utilization within the library. The location of the research was carried out at the Diplomacy Library of the Ministry of Foreign Affairs which is located at Jalan Sisingamangraja No.73, RT.2/RW.6, Gunung, KEC.KBY.BARU, KOTA South Jakarta, Special Capital Region of Jakarta 12120. The research population involved 300 participants all of whom are training participants who use the collection. The sample taken from a total population of 300 was 75 respondents using the Slovin formula with a percentage allowance used of 10% /0.1.

This research uses primary and secondary data sources. Primary data is obtained from data collected directly by researchers from research questionnaires or the first place where the research object is carried out. Secondary data was obtained from sources relevant to the research in the form of books, articles, websites and others. Data collection techniques use questionnaires or questionnaires. A questionnaire is a list containing a series of questions related to a problem or area to be researched. In this research, researchers used an open questionnaire method. The research instrument used was a Likert scale. The Likert scale is a rating system that can be used to assess a person's attitudes, views and perceptions of a particular item or event. This research uses a positive Likert scale with values of 4, 3, 2, and 1. The Likert scale contains words such as strongly agree, agree, disagree, and strongly disagree.

Data analysis techniques use statistical techniques and models. This activity aims to determine the utilization of library collections by using a frequency distribution approach to obtain percentages, the mean to obtain the average score and the grand mean. The data validity techniques used are validity tests and reliability tests to see how valid and reliable the research data (Sugiono, 2020).

RESULT AND DISCUSSION

The definition of library collections in meeting the needs of users is that the needs of users in utilizing important library collections to provide relevant and meaningful services. Provides a diverse collection to cover a wide range of interests, knowledge levels, and educational needs. Provide effective support from librarians in helping readers find resources, design research, or obtain additional information. As an agency that provides services in the form of collections of library materials, every individual in society, including intellectuals and the general public, needs libraries as a source of knowledge and information that is relevant to the use of collections for library needs. Based on the results of research conducted at the Diplomacy Library, researchers can explain the research results as follows.

This research data is presented in the form of results after obtaining data from respondents consisting of use outside the library and use inside the library broken down into 18 question items. The primary data used in this research is a questionnaire given to each respondent personally. Questionnaires were distributed starting December 2. A total of 14 questionnaire items and 4 items are in the form of short research essays and are addressed to training center participants who use the Diplomacy Library. The research instrument used was a Likert scale with positive statements given values of 4, 3, 2, and 1 with conditions.

Table 1 Grand Mean

No	X	Jumlah	Grand Mean
1	Total rata-rata	3, 097	3,78
2	hitung		
	Jumlah pertanyaan	719	

Source: Mean Processing Results, SPSS, 20

Table 2 Demographics of Respondents Based on Gender

No	Jenis Kelamin	Jumlah	Persentase
1	Laki-laki	58	77,3%
2	Perempuan	17	22,7%
Total		75	100%

Table 3 Demographics of Respondents by Faculty

No	Diklat	Jumlahh	Persentase
1	SESDILU	58	77,3%
2	SESPARLU	17	22,7%
Total	2	75	100%

In the table presented above, the questionnaire was distributed online via WhatsApp social media to respondents with a target of 75. So, the questionnaires taken and the data processed were calculated from respondents 1-75. Based on the table above, it is known that male respondents dominate more than female respondents, namely 58 respondents with a percentage of 77.3%. If we look at the training demographics from which the respondents came, the majority came from SESDILU totaling 58 people with a percentage of 77.3%.

If you look at the summary table of the frequency distribution of respondents' answers to each questionnaire question, it is known that the value 4 (Strongly Agree (SS)) has the largest frequency, namely 367 with a percentage of 37.46% and a Grand Mean value of 3.78 is obtained, which means that the average The average respondent's answer is in the range 4, so that the use of library collections meets the needs of users in the very effective category. Then followed by a value of 3 (Agree (S)) with a total of 336 with a percentage of 32.52%. Next, the value is 2 (Disagree (TS)) with a frequency of 16 with the smallest percentage, namely 1.43%. Meanwhile, a value of 1 (Strongly Disagree (STS)) has 0 points, which means that overall the respondent's answer or response regarding the use of library collections is said to be very effective / very good in meeting the needs of users in the Diplomacy Library.

Validity testing was carried out with computer assistance using the SPSS program. In this study, validity testing was only carried out on 75 respondents. Decision making is based on the value of rcount (Corrected Item-Total Correlation) > rtable of 0.227, for $df = 75 - 2 = 73$; $r =$

0.05 then the item/question is valid and vice versa. So it can be seen that all questions for the variables have valid status, because the value of rcount (Corrected Item-Total Correlation) > rtable is 0.227.

Table 4 Results of Cronbach's Alpha Reliability Test using SPSS Reliability Statistics

Cronbach's Alpha	N of Items
,848	14

Based on table 5, it can be concluded that all questions related to effectiveness have a calculated r value > r table 0.227 (Sig.5% of 75), and a significance value <0.05. This shows that all questions have met the validity test criteria. Furthermore, the SPSS calculation results obtained a Cronbach's Alpha value of 0.848 from the 14 question items. So, it can be concluded that the Cronbach's Alpha value obtained is 0.848 > 0.6 and is declared reliable.

Use Outside The Library

Data obtained from question items number one, two, three, four, five, in the questionnaire distributed to 75 respondents obtained an average answer score of 53.3, obtained in the effective category. This criterion contains questions about uses outside the library that users feel in utilizing book collections.

Data obtained from question item number eleven in the questionnaire distributed to 95 respondents obtained an average answer score of 3.55, after converting the values in table 1, the effective category was obtained. This criterion provides an overview of the data obtained from question item number six in the questionnaire distributed to 75 respondents. The average answer score was 3.57. After converting the values in table 1, the effective category was obtained. This criterion provides an overview of participation in library programs and activities held outside the library building, such as reading together in the park, lectures at school, or mobile libraries, providing an overview of the extent to which the library is actively involved in the community outside the library building.. Through monitoring participation in library programs in the community, libraries can measure their impact on community engagement, increase the library's visibility in the community, and adapt programs to better suit the needs and interests of users.

Utilization of Digital Services

Data obtained from question item number seven in the questionnaire distributed to 75 respondents obtained an average answer score of 3.39, obtained in the effective category. This criterion provides an overview of the level of use of library digital services, such as e-books, online databases, and digital collections, which can provide an idea of how much users utilize library resources outside the physical library building. Libraries can evaluate the effectiveness of their digital collections, improve the accessibility of library resources, and identify user needs and preferences in terms of digital services. This helps libraries to continuously improve and improve their services in accordance with technological developments and user needs.

Participation in Literacy and Education Programs

Data obtained from question item number eight in the questionnaire distributed to 75 respondents obtained an average answer score of 3.40, obtained in the effective category. This

criterion provides an overview of literacy and education programs organized by libraries, such as adult literacy classes, digital skills seminars, or reading and writing programs for children, which can be indicators of use outside the library. Through monitoring and evaluating participation in community literacy and education programs, libraries can measure their impact on improving community literacy and skills, adapt programs to meet community needs and interests, and identify areas where additional support is needed. This helps libraries continue to act as the main resource in education and user development efforts.

Distance Lending

Data obtained from question item number nine in the questionnaire distributed to 75 respondents obtained an average answer score of 3.40, after this was carried out the effective category was obtained. This criterion provides an idea of the amount of material borrowed remotely, either through interlibrary loan (ILL) services or online borrowing, and can be an indicator of utilization outside the library. Distance lending is frequently used by students, researchers, and professionals to obtain the resources necessary for their studies, research, and professional projects, to support academic activities and professional development outside the library.

Distance lending encourages the use of technology in the process of borrowing and delivering library materials. This reflects the adoption of technology in library services to improve accessibility and affordability, particularly useful for those with limited mobility, such as parents with young children, people with disabilities, or those living in remote areas. Users can continue to access library materials without having to leave the house.

Computer and Wi-Fi Use

Data obtained from question item number twelve in the questionnaire distributed to 75 respondents obtained an average answer score of 3.35, obtained in the effective category. This criterion provides an overview of how public computer use and Wi-Fi access in libraries can reflect users' needs for internet access and computer technology, to support the learning of library users who need access to digital resources for their studies or work projects. Libraries can understand user needs and habits in terms of digital technology, and provide better services in accordance with technological developments and user needs.

Visit to the Reading Room and Study Room

Data obtained from question items number thirteen and fourteen in the questionnaire distributed to 75 respondents obtained an average answer score of 3.60, obtained in the effective category. This criterion provides an overview of the use of reading rooms, study rooms and other facilities in the library and can show users' interest in using library facilities and resources for studying and reading. Libraries can understand user interests and activities, improve the availability and quality of facilities, and adapt services to meet the needs of diverse users. shows that users utilize library resources, such as collections of books, magazines, journals and digital resources, which are available in the library. Reading rooms and study rooms also reflect the use of physical library facilities, such as tables, chairs, reading lights and other facilities that support reading and study activities. This helps the library to become a dynamic learning and meeting center for the community.

CONCLUSION

Based on the results of the research and data analysis above, it is known that indicators of use outside the library, use of digital services, participation in literacy and education programs, long distance borrowing, use within the library, user visits, use of computers and Wi-Fi, and visits to rooms reading and study rooms are included in the effective criteria. This criterion illustrates that the use of library collections to meet the needs of users in the Diplomacy Library of the Ministry of Foreign Affairs, which consists of 14 items of information, is said to be effective and efficient to use. Providing more flexible access through an online platform, allowing readers to access collections at any time and from anywhere. Libraries highlight the importance of physical interaction with collections, creating hands-on and immersive experiences in research or study. The importance of technology integration, both in providing online access and using applications or other systems in the library. Libraries must provide appropriate support to meet the needs of diverse audiences, whether seeking quick access or an in-depth experience. Utilization outside and inside the library must take into account diversification of formats and materials, including physical books, e-books and other resources to meet the needs of various users.

SUGGESTION

The recommendations for the future are (1) Improving coordination and communication between foreign ministry diplomacy library with regular meetings and discussion forums which can be a means for sharing experiences, program updates, and solutions to obstacles that may arise; (2) Develop a strong financial sustainability model for the Children's Reading Corner Program. This can involve collaboration with external parties, such as companies or potential donors, as well as considering a community-based approach involving voluntary contributions from local communities; (3) Arrange additional educational programs that can support social inclusion goals, such as educational workshops, arts activities, or other skills learning. This can enrich children's experiences and increase the appeal of the program; and (4) Increasing the effectiveness of usefulness, promotion to the public who wish to share and update reading collections from both foreign ministry diplomacy library and external donors who wish to donate book collections.

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