

ABSTRAK

STUDI EKSPLORASI PENERAPAN LAYANAN SIRKULASI TANPA *SELF-CHECK SERVICE* DI UPA PERPUSTAKAAN INSTITUT TEKNOLOGI SUMATERA (ITERA)

Oleh

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Penelitian ini bertujuan untuk mengeksplorasi pelaksanaan layanan sirkulasi semi-manual tanpa *self-check service* di UPA Perpustakaan Institut Teknologi Sumatera (ITERA) berdasarkan tiga indikator Siagian (1987) yaitu faktor waktu, faktor kecermatan, serta faktor sarana dan prasarana, dampak ketiadaan *self-check service* terhadap kinerja pustakawan dan kepuasan pemustaka, serta faktor-faktor yang menghambat penerapannya. Metode yang digunakan adalah deskriptif kualitatif, dengan teknik pengumpulan data berupa wawancara mendalam dengan 2 orang pustakawan dan 7 orang pemustaka, observasi, kuesioner kepada 112 mahasiswa aktif Institut Teknologi Sumatera (ITERA), dan dokumentasi.

Hasil penelitian menunjukkan bahwa pelaksanaan layanan sirkulasi semi-manual berjalan efektif secara kondisional, dengan rata-rata waktu transaksi tiga menit yang melampaui standar SOP, namun masih bergantung penuh pada kehadiran staf dan memiliki celah ketidakcermatan pada sinkronisasi data sistem. Ketidadaan *self-check service* berdampak pada terbatasnya pembagian waktu kerja pustakawan untuk kegiatan *shelving*, pengolahan bahan pustaka, dan bimbingan menggunakan OPAC, meskipun kepuasan pemustaka secara umum masih tergolong baik. Sebanyak 97,3% responden menyatakan bersedia menggunakan layanan mandiri apabila disediakan. Faktor penghambat penerapan *self-check service* meliputi keterbatasan anggaran, belum tersedianya infrastruktur RFID, kesiapan sistem informasi, serta kesiapan sumber daya manusia.

Kata kunci: Layanan sirkulasi, *self-check service*, kepuasan pemustaka, RFID

ABSTRACT

AN EXPLORATORY STUDY ON THE IMPLEMENTATION OF CIRCULATION SERVICES WITHOUT SELF-CHECK SERVICE AT THE UPA LIBRARY OF INSTITUT TEKNOLOGI SUMATERA (ITERA)

BY

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This study aims to explore the implementation of semi-manual circulation services without self-check service at the UPA Library of Institut Teknologi Sumatera (ITERA) based on three indicators proposed by Siagian (1987), namely time, accuracy, and facilities and infrastructure, the impact of the absence of self-check service on librarian performance and user satisfaction, as well as the factors hindering its implementation. A descriptive qualitative method in the form of a case study was employed through data collection techniques comprising in-depth interviews with 2 librarians and 7 library users, observation, questionnaires distributed to 112 active students of Institut Teknologi Sumatera (ITERA), and documentation.

The findings indicate that the implementation of the semi-manual circulation service operates effectively under conditional circumstances, with an average transaction time of three minutes that exceeds the established SOP standard, yet remains fully dependent on staff presence and shows gaps in data accuracy synchronization. The absence of self-check service affects librarians' time allocation for shelving, processing of library materials, and information literacy services, although overall user satisfaction remains favorable. A total of 97.3% of respondents stated their willingness to use self-service if made available. Inhibiting factors for the implementation of self-check service include budget constraints, the unavailability of RFID infrastructure, information system readiness, and human resource readiness.

Keyword: Circulation services, self-check service, user satisfaction, RFID.