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# **Analysis of the Reliability of Academic Library Services in the New Normal Era: Study at Faculty of Education Library of State University of Yogyakarta**

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## **Abstract**

This study aims to describe the quality of services on-site at the Library of the Faculty of Education during the period new normal. The population of this research is active students in the Faculty of Education. Determination of the number of samples using the formula Slovin with 883. The number of research samples is 90 respondents with incidental sampling technique—data collection techniques with the questionnaire method through a google form, observation, and documentation. The data analysis technique uses the SPSS version 22 application and Microsoft Excel 2019. The results show that the quality of on-site service aspects reliability during the new normal period at the Library of the Faculty of Education is in the very good category with an average percentage of 86%. Sub-variable reliability is included in the very good criteria; this is evidenced by the speed of service time, equal ease of service, and the accuracy of information provided by the library, making users feel very satisfied. The ability of the library to provide services as promised has been fulfilled.

**Keywords:** service quality, academic libraries, new normal, reliability

## **INTRODUCTION**

A library is a unit of an institution that manages materials, whether in books or non-books. That is systematically organized to be used as a source of information by each user (Fadhli et al., 2021). Universities are one of the levels of formal education that aims to improve the quality in creating quality human resources when supported by standard and adequate infrastructure facilities. The library is one of the infrastructures that can help the learning process in higher education institutions. As contained in Indonesian Law No. 43 of 2007 on libraries, the library is an institution managing collection of written works, printed works, and

or recording works professionally to meet the educational, research, recreation, preservation, and information needs of the library users. Irfan & Fitria (2018) stated that the existence of an academic library that takes precedence over cutting-edge and actual information as a reference source for the academic community in the tri dharma activities of the university.

Library services organized by academic libraries can include circulation, reference, user education, digital library, repository, and depending on its library. Service quality is a benchmark of how well customer expectations provide the service level. Providing quality service means adjusting to customer expectations consistently. User satisfaction with the service means that the library as a service organization succeeds in providing good quality services. Uyar (2019) explained that librarians need to provide optimal library services to create quality services. Measurement of service quality is considered essential to find out how users respond to the services provided by the library and as an evaluation of services. This is part of Total Quality Management in academic libraries (Gathoni & Van der Walt, 2019).

The service quality measures the level of service provided by customer expectations. Quality service means adjusting to customer expectations consistently (Yuliana & Mardiyana, 2021). According to Bitner & Hubbert (1994), the quality of service is the consumers' overall impression of inferiority or superiority of arguments and services offered. Patil & Sawant (2017) added that a quality library service is a service that meets both user expectations and perceptions. Parasuraman et al. (1985) revealed five dimensions of service quality, including 1) Tangible (physical evidence), which is related to physical facilities, equipment and facilities and infrastructure provided, and the main components of service quality. 2) Reliability is related to a company providing services accurately and reliably. 3) Responsiveness is the desire to help and respond to requests quickly and appropriately. 4) Assurance, which includes team member decency, safety, and knowledge; and 5) Empathy is related to employees understanding customer problems and overcoming complaints.

Library services during the pandemic are a challenge for all libraries, including academic libraries. Rafiq et al. (2021) explained that most academic libraries were physically closed to customers. Furthermore, the library moved its services to web-based using a variety of media and communication tools. Academic libraries continue to react to provide innovations to support the teaching and learning process and research in universities. One of them is by providing digital collections or digitizing library services (Walsh & Rana, 2020). The covid-19 pandemic encourages and helps libraries improve the quality of library web, email, online announcements, and social media platforms to virtually market library services (Chigwada, 2021; Murphy et al., 2021). However, a research study showed that several academic libraries

still provide services directly or offline (Devan & Tripathi, 2021). Igiriza et al. (2021) showed that libraries faced several challenges during the pandemic: library facilities and collections that are not yet digital or still conventional. Added by Chakraborty & Jana (2021), several challenges faced are included library services and management. However, in the end, there were many gaps felt by users in limiting services and using physical facilities in libraries during a pandemic (Dadhe & Dubey, 2020)

The Faculty of Education Library of Universitas Negeri Yogyakarta is the only library in the university that is open to the users for direct services. This library became an innovative academic library that provides a new normal service program that aims to keep library users able to use library services even with limited conditions. New normal services in this library there are two types, namely online and on-site services. Online services include e-book & e-journal browsing, loan checks, member registration, and book lending with reservations. Meanwhile, the on-site service consists of circulation services. On-site services are much in demand by library users, especially students domiciled in Yogyakarta because students need physical library materials for learning and doing lecture assignments. The initial observations on these findings support the research results, stating that academic libraries in Indonesia support community restrictions. Libraries provide online services to users and provide limited services (Winata et al., 2021).

Librarians strive to provide maximum service while adhering to health protocols and university policies. Library services in the new normal era make the Faculty of Education students enthusiastic about utilizing existing services; this attracts researchers to choose this library. Based on the description above, the researcher is interested in researching the quality of on-site service in the reliability aspect in the new normal at the Faculty of Education Library. This study evaluates the quality of library services using SERVQUAL, a diagnostic tool to measure service quality (Nitecki, 1996), focusing on reliability aspects.

## **METHODS**

The design used in this study is descriptive quantitative research. This research aimed to determine the quality of on-site service reliability in the new normal at the Faculty of Education Library, Universitas Negeri Yogyakarta. The study was conducted by researchers for two months, starting from June to July 2021.

The population of this research is all library users, especially faculty students who have or are using on-site services in the last six months, from October to December 2020 and January to March 2021, with 883 students. The researcher limits the number of populations to be

sampled using incidental sampling techniques that determine the sample size with the Slovin formula. Random sampling is a technique of selecting a sample by chance or anyone who happens to be considered to fit the characteristics of the specified model (Sugiyono, 2017).

As for the determination of samples taking a precise set of 10% with a confidence level of 90%, the sample size can be set as follows.

$$n = \frac{N}{1 + N e^2}$$

$$n = \frac{883}{1 + 883 (0,1)^2}$$

$$n = \frac{883}{1 + 8,83}$$

$$n = \frac{883}{9,83}$$

$$n = 89,82 (90)$$

The questionnaire uses the Likert scale. Checklist in answer questions and then calculated according to the number of acquisition scores. The research instrument was first tested for validity and reliability. Furthermore, the results will be grouped based on intervals to obtain a qualitative categorization.

The reliability aspect indicator in this research is the ability of the library to provide services as promised accurately and reliably. The librarian's performance must be under the users' expectations, which means punctuality, the same service for all users without errors, a sympathetic attitude, and accuracy in providing appropriate on-site services.

## **RESULTS AND DISCUSSION**

In the results of this study, data on the quality of library services were obtained through questionnaires, observation activities, and documentation. Reliability has three indicators: punctuality, ease of service, and accuracy of information. The three indicators of this research are divided into five statements. Furthermore, the questionnaire results from each statement are processed by determining the maximum score for each statement item by multiplying the maximum score by the number of respondents, which is  $4 \times 90 = 360$ . The following is a table

of research results obtained. Each item statement on the indicators contained in the sub-variable reliability are as follows:

Table 1. The indicator and the results

No	Indicator	Score	Score Max	(%)	Cetegory
1	Librarian's services to library users	307	360	85%	Very Good
2	Carefulness and meticulousness of librarians to serve library users	310	360	86%	Very Good
3	Librarians provide fair service.	303	360	84%	Very Good
4	Timely service delivery	303	360	84%	Very Good
5	Librarian honesty to give library service information	308	360	86%	Very Good
Total		1.531	1.800	85%	Very Good

Based on the table, it can be concluded that all statements from sub-variable reliability get very good category scores. The second indicator and fifth indicator have the highest score, 86%. In contrast, the lowest percentage is at number 3 with a statement that says librarian provides services equally and statement number 4 with a statement on the timeliness of library visiting hours with a score of 303 and a percentage of 84%. So, from the five statements above, an average percentage of 85% is obtained in the very good category.

Reliability is the ability of organizations to provide services as promised accurately and reliably. Ratnasari & Aksa (2011) mentioned that performance should be in line with customer expectations which means punctuality, equal service for all customers without errors, sympathetic attitude, with high accuracy. It shows the library's ability to provide quality services ranging from the accuracy of library service opening hours to the schedule that has been set. The carefulness and meticulousness of librarians to serve library users and librarians providing fair service to library users are affected by library personnel's performance.

Reliability also refers to the service delivery related to dependability and accuracy, including giving correct answers to reference questions, making relevant information available; keeping records consistent with actual holdings/status; making sure that due dates are available and accurate (Nejati & Nejati, 2008). In prioritizing the satisfaction of library users so that they feel satisfied and comfortable when visiting the library, such as visiting hours that are always on time according to the rules, making membership cards that are completed within a maximum of one hour, equal treatment for all users. Based on Barata (2003), providing the best service can be realized if we show excellent coordinated ability, attitude, appearance, attention, action, and responsibility.

Sub-variable reliability is included in the very good criteria. It is evident from the indicators of the speed of service, the ease of equal service, and the accuracy of the information provided by the library makes the users feel very satisfied. The ability of the library to provide services following what has been promised has been fulfilled. Several statements get high scores, including statements of library officials' careful attitude serving library users get a percentage of 86%, including the very good category. This shows that the library officer has tried to serve library users well and comfortably. Then, statements about librarians' honesty in providing library service information earned an 86% percentage with very good categories. The librarians offer services openly, transparent, and honestly so that library users can know all changes or constraints experienced by the library if on-site services still have to be improved. Librarians and library personnel have also complied with the Standard Operating Procedure in this new normal.

These findings certainly contrast with the results of the study Coleman et al. (1997) and Ho & Crowley (2003), which stated that based on the results of a research survey using SERVQUAL in academic libraries, it was found that the reliability aspect was low so that it needed to be immediately improved by the library. Reliability is the ability to provide services as promised accurately and reliably. Reliability in library services is needed so that every work carried out can be done quickly, on time, and accurately. The higher the user is needed for service, it needs to be balanced with maximum service that requires officers to be nimble at work. Performance must be following user expectations; in this case, it means timeliness of service without errors and a high level of accuracy (Amal, 2016). The reliability of library services is crucial for students to assess the quality of library services holistically. The circulation section is the library's service section, one of the determining factors in the quality and reliability of library services and library services in general (Ho & Crowley, 2003).

Furthermore, librarians in academic libraries need to understand the concepts and models of evaluating and measuring service quality to maximize library services and provide optimal service quality results (de Carvalho & Dominguez, 2012; Sarmah & Singh, 2021). Excellent service is service-oriented to customer satisfaction by presenting a service concept under the expectations and desires of users (Hasfera, 2018; Hutapea, 2019). In the end, the quality of library services can increase student loyalty to the library (Srirahayu et al., 2020) and satisfaction rating (Kiran, 2010) because service quality is a critical issue in the entire service industry, including academic libraries (Poor et al., 2013). However, this aspect is not the only aspect; service quality improvisation must be applied to various components in the library (Adam, 2017).

## CONCLUSION

This study focuses on the reliability of academic library services in the new normal. The reliability of academic library services, especially in circulation services, will determine the quality of library services holistically. The reliability aspect of the new service in the new normal period in this academic library is at a very good level. This is indicated by the score of the five indicators in the very good group, such as librarian's services to library users; carefulness and meticulousness of librarians to serve library users; librarians' fair service; timely service delivery; and librarian honesty give library service information.

Further research is needed to assess the quality of post-covid19 library services, especially in academic libraries. Based on the number of new services provided by academic libraries during the pandemic and new normal.

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