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Abstract. This study aims to determine the comparison between the combination of these assessments between public and Islamic-based universities. This study adopts a quantitative research methodology. The self-administered questionnaire was distributed each to 200 visitors of the Nusantara Business Institute and YARSI University to find out the comparison of the combined assessment of LibQual and Muslim-friendly Librarian. The study found that the combination of ratings between LibQual and Muslim Friendly Librarian had differences in satisfaction scores between the campuses. This study notes that Muslim-friendly Librarian has a higher satisfaction score for public higher education users than Islamic-based universities.

Keywords LibQual, Moslem Friendly Librarian, User Satisfy, College

Introduction

The LibQual method is a measurement of the level of satisfaction with the quality of library services that are used to collect, understand, and act on user opinions regarding service quality. LibQual allows a systematic assessment in measuring the quality of library services based on the perceptions of library users. As quoted on the website http://libqual.org/, it is stated that LibQual is a suite of services that libraries use to solicit, track, understand, and act upon the user's opinion of service quality.

The quality of library services is a latent variable, that is, a variable that cannot be measured directly. One of the methods used to measure the quality of library services is LibQual theory. The dimensions of library service quality according to LibQual, namely (1) the influence of service (affect of service), namely the ability and attitude of librarians in serving users, (2) access to information (information access) which concerns the availability of adequate library materials, the strength of collections/library materials owned, (3) library as a place (Library as a place), namely the Library is considered as a place that can display real facilities and atmosphere and instructions, (4) instructions and means of access (personal control), which is a

concept that provides easiness for the user in finding collections and information independently, (5) Sharia Librarian Competence (shari'a librarian skill) the librarian's ability to serve optimally according to the scientific field and the needs of the visitor (Cook et al., 2010).

User satisfaction has been recognized as a significant measure. Satisfied readers are likely to become loyal figures in the future. The relationship between quality and service satisfaction has been widely explored in commercial services such as banks, hotels, and others. There are striking differences in the library services literature in explaining this relationship. Because the dominant evidence from the results of empirical research supports the idea that service quality is a reference in visitor satisfaction (Hsu et al., 2014; Suki & Suki, 2013).

Several studies have discussed LibQual and user satisfaction (Bahari-Movafagh, Z., Hamidi, Y., & Giti, 2015; Choshaly, Sahar Hosseinikhah ; Mirabolghasemi, 2018; Irianingsih et al., 2016; Islamy, Muhammad Abdillah ; Wahyudin, Dinn, Margana, 2016; Li, 2017; Mallya, Jyothi and Payini, 2016; Rehman, 2012; Rizky et al., 2020; Tan et al., 2017; Veasna et al., 2015). Nevertheless, most of it was before studies on the subject are still partial, mostly limited basic theory and application aspects, and focuses only on the LibQual dimension. Therefore, this study seeks to add to the existing value literature empirically investigates the influence of Muslim-friendly librarians on visitor satisfaction in public and Islamic-based university libraries.

The course is organized as follows: review the next section research-related literature; research methods and data used in this study later discussed; followed by survey findings and an analysis section; and the last part concludes the review with a series of recommendations.

Literature Review

LibQual is a tool that libraries use to collect, track, understand, and follow up on user opinions about service quality and the competence of Islamic librarians. This service is offered to the library community by the Association of Research Libraries (ARL). This protocol is a rigorously tested web-based survey that helps libraries assess and improve library services, change organizational culture, and market libraries. More than 1,300 libraries have participated in LibQual, including college and university libraries, community college libraries, health science libraries, academic law libraries, and public libraries, some through various consortia, others as independent participants. As of 2017, there were 3,085 institutional surveys conducted in 1,383 institutions in 34 countries, 19 language translations, and more than 2.8 million respondents. About 37% of the users who responded to the survey gave rich comments about how they use their Library.

Overview of Competencies according to Islam
(Hidayat, 2014) Islam is a religion that has complete teachings about human life. Starting from individual problems to social problems, even more so from worldly affairs to the hereafter. Expertise in doing something (competence) in Islam is, of course, apart from urgent. The following are individual librarian competencies in Islamic perspective: 1. Providing the best service; 2. Able to look for opportunities; 3. Broad view; 4. Looking for partners; 5. Creating a good work environment; 6. Good at communicating; 7. Able to work together; 8. Have a leadership spirit; 9. Able to plan and prioritize; and 10. Positive thinking and can adjust to change. Islam is adaptive to

all cultures, as long as that culture or custom does not contradict Islamic law and does not contain harm.

Previous Study

Some past studies discussed LibQual, librarian skill, and user satisfaction issues. (Aliza, 2016) argued, The Use of the LibQual + ® Method to Measure Service Quality at the UPT Library of UNP concluded that the results of the research on service quality increased visitor satisfaction through aspects of the LibQual+® method.

(Abazari et al., 2016) argued, A Study of the Quality of Services of Libraries of Qom University of Medical Sciences from the Point of View of Students and Academic Members Based on LibQUAL Model through collecting survey data with the International LibQUAL questionnaire. The research result concludes that the library service level in this Library is evaluated to be smaller than the minimum expectation of users.

(Bahari-Movafagh, Z., Hamidi, Y., & Giti, 2015) argued, The quality study of library services in Hamadan University of medical sciences using LibQUAL devices through collecting survey data with non-parametric Mann-Whitney and Kruskal analysis. The results of the study conclude that there is the most massive gap in the hospital library and central Library in the priority gap of library services.

(Irianingsih et al., 2016) argued, Application of Structural Equation Models in the Analysis of the Influence of Service Quality (LibQUAL + ®) on Customer Satisfaction and Loyalty, with a survey research method with primary data analysis using the Method of Successive Interval. The results of the study concluded that the LibQUAL + ® aspects (affect of service, Library as place, and information control) each affected visitor satisfaction.

(Islamy, Muhammad Abdillah ; Wahyudin, Dinn, Margana, 2016) argued, Analysis of User Satisfaction Levels on Library Service Quality Using the LibQual + ® Method: Descriptive Study at the Central Library of the Bandung Institute of Technology, with a descriptive research method. The results of the study concluded that the satisfaction of the visitors about the service quality of the ITB Central Library had met expectations in the "satisfied" category.

(Musabila & Daniel, 2018) argued, An assessment of user satisfaction in academic libraries: A case study of the Fiji National University Library, with survey data collection. The results of the study concluded that the users were satisfied with the services provided by the Library. Besides, users provide views, ideas, and suggestions that are considered an integral part of future service improvement commitments.

(Rehman, 2012) argued, Understanding the Expectations of Pakistani Libraries Users:: A LibQUAL Study, through collecting survey data with Exploratory Factor Analysis (EFA) and Confirmatory Factor Analysis (CFA). The results of the study conclude that Pakistani users have two levels of expectation (minimum and desired) regarding the quality of library services.

Research Methodology

This study, the analysis used is associative analysis or relationship analysis. The associative analysis is a form of research data analysis to test the extent of the relationship between the existence of variables from two or more data groups. To calculate the importance of the relationship between two or more variables, the authors

use statistics. The relationship analysis, there are several inferential statistical formulas. The following are data analysis techniques in this study:

Simple Linear Regression Analysis
Simple regression analysis is used to determine the effect of the independent variable on the dependent variable either partially or simultaneously. To determine the effect of each independent variable, namely LibQual and Muslim-friendly librarian (X) partially on the dependent variable, namely visitor satisfaction (Y), a simple linear regression analysis was used. (Montgomery, Douglas C. ; Peck, Elizabeth A. ; Vining, 2012), the general equation for simple linear regression is as follows:

$$Y = \alpha + bX$$

Remark:
Y = the projected dependent variable subject
α = Constant
b = Regression Coefficient. This coefficient shows the rate of increase or decrease in the dependent variable based on the independent variable. If b (+) then increases if b (-) then decreases.
X = The independent variables are LibQual and Muslim-friendly librarian

Research population and respondents
The population in this study were all students at the Nusantara Business Institute and YARSI University. They had visited or used the facilities in their respective campus libraries. The sample in this study used purposive sampling with non-probability sampling techniques. Purposive sampling is a non-probability sampling technique, which selects respondents by the researcher based on the unique characteristics of the sample and closely related the parts of the population. At the same time, the number of pieces in this study was equal to the number of indicators multiplied by the minimum criteria, namely 40x5, namely 200 samples.

Data Collecting
Data collection methods are used to obtain valid, relevant, and accurate data so that the validity of the research results is not doubted. The data used in this study are primary data with direct acquisition through questionnaires. The data collection technique used in this study was a structured questionnaire from the LibQUAL dimension accompanied by several questions and written statements to the selected respondents to answer.

Finding And Analysis
This study found that the competence of Islamic librarians is needed based on the achievement of the visitor satisfaction index, which is the model for assessment indicators in higher education. The results showed that the competence of Islamic librarians increased visitor satisfaction.

Table 1: Respondent Data Based on Gender

No	Criteria	YARSI		IBN	
		Frequency	Per cent	Frequency	Per cent
1	Male	57	28,5	60	30,0
2	Female	143	71,5	140	70,0
	Total	200	100,0	200	100,0

Based on the results in Table 1, it can be seen that the frequency of female respondents is more dominant than male. This number is because the visitors with the intensity of visits to the Library are women who are the predominant number of students of YARSI University and the Nusantara Business Institute.

Table 2: Respondent Data Based on Faculty

No	Criteria	YARSI		IBN	
		Frequency	Per cent	Frequency	Per cent
1	Medical	4	2,0	-	-
2	Dentistry	10	5,0	-	-
3	Postgraduate	25	12,5	4	2,0
4	Law	5	2,5	-	-
5	Economy and Business	82	41,0	128	64,0
6	Information Technology	68	34,0	-	-
7	Psychology	6	3,0	-	
8	Communication	-	-	64	32,0
9	Languange	-	-	4	2,0
	Total	200	100,0	200	100,0

Based on the results in Table 2, that the frequency of respondents based on the faculty is on average dominated by the Faculty of Economics and Business at YARSI University and the Nusantara Business Institute, namely (41.0% and 64.0%). This number is because these visitors are present on campus during library operating hours.

Table 3: Respondent Data Based on Intensity of Using Library Services

No	Criteria	YARSI		IBN	
		Frequency	Per cent	Frequency	Per cent
1	Intense / 6 times a week	10	5,0	8	4,0
2	Often / 2-4 times a week	96	48,0	68	34,0
3	Rarely / once a week	47	23,5	56	28,0
4	Very rarely / 2-3 times a month	24	12,0	32	16,0
5	Sometimes / once a month or once every few months	23	11,5	36	18,0
	Total	200	100,0	200	100,0

Based on the results in Table 3, it can be seen that the respondents using library services are dominated by the intensity of often / 2-4 times a week at YARSI University and Nusantara Business Institute (48.0% and 34.0%). This number is because these users need library services regularly to support lecture activities such as discussion, internet use, printing, and photocopying.

Table 4: Respondent Data Based on Activities in the Library

No	Criteria	YARSI		IBN	
		Frequency	Per cent	Frequency	Per cent
1	Reading	13	6,5	32	16,0
2	Discussions	23	11,5	36	18,0
3	Using reference collections	17	8,5	12	6,0
4	Using audio visual collections	6	3,0	8	4,0
5	Recreation	51	25,5	54	27,0
6	Internet	42	21,0	32	16,0
7	Printing document	35	17,5	-	-
	Total	200	100,0	200	100,0

Based on the results in Table 4, that the needs of respondents to visit the Library are dominated by recreational needs, use of computer and internet facilities, as well as document printing activities (print and photocopy) with 25.5% and 21.0% at YARSI University, then visitor needs are dominated. by recreational needs with 27.0% at the Nusantara Business Institute. This number is because the needs of these visitors regularly support and are associated with lecture activities.

Table 5
Respondent Data Based on Advice for Libraries

No	Recommendation	YARSI		IBN	
		Frequency	Per cent	Frequency	Per cent
1	Collection improvements	58	29,0	42	21,0
2	Added discussion space	47	23,5	43	21,5
3	Adding computer facilities and accelerating internet connection	45	21,5	85	42,5
4	Extend operating service hours	50	25,0	30	15,0
	Total	200	100,0	200	100,0

Based on the results in Table 5, that the respondents' suggestions were dominated by an increase in library equipment (collections, discussion rooms, computer and internet facilities) and an extension of library operational service hours

with a reasonably exact percentage at YARSI University. Meanwhile, respondents' suggestions were dominated by the increase in library equipment, namely the addition of computer facilities and the acceleration of internet connections with 42.5% at the Nusantara Business Institute. This number is because the library device is a standard requirement of the library users regularly to support and relate to lecture activities.

Table 6: Overall Validity and Reliability Tests for the YARSI and IBN Libraries

| No | Variable | No Item | Validity | | | | Remark |
| | | | YARSI | | IBN | | |
			r_{xy}	r table	r_{xy}	r table	
1	Service Affect	1	0.687	0.340	0.697	0.340	Valid
		2	0.737	0.340	0.706	0.340	Valid
		3	0.839	0.340	0.667	0.340	Valid
		4	0.754	0.340	0.848	0.340	Valid
		5	0.768	0.340	0.794	0.340	Valid
		6	0.807	0.340	0.791	0.340	Valid
		7	0.756	0.340	0.778	0.340	Valid
		8	0.778	0.340	0.726	0.340	Valid
		9	0.778	0.340	0.747	0.340	Valid
2	Access Information	1	0.748	0.340	0.806	0.340	Valid
		2	0.666	0.340	0.842	0.340	Valid
		3	0.783	0.340	0.881	0.340	Valid
		4	0.852	0.340	0.746	0.340	Valid
		5	0.835	0.340	0.778	0.340	Valid
3	Personal Control	1	0.793	0.340	0.711	0.340	Valid
		2	0.741	0.340	0.707	0.340	Valid
		3	0.742	0.340	0.615	0.340	Valid
		4	0.849	0.340	0.706	0.340	Valid
		5	0.716	0.340	0.490	0.340	Valid
4	Library as Place	1	0.737	0.340	0.726	0.340	Valid
		2	0.750	0.340	0.648	0.340	Valid
		3	0.772	0.340	0.722	0.340	Valid
		4	0.751	0.340	0.656	0.340	Valid
		5	0.787	0.340	0.814	0.340	Valid
		6	0.802	0.340	0.725	0.340	Valid
5	Muslim-friendly Librarian	1	0.850	0.340	0.850	0.340	Valid
		2	0.828	0.340	0.787	0.340	Valid
		3	0.816	0.340	0.685	0.340	Valid
		4	0.843	0.340	0.794	0.340	Valid
		5	0.821	0.340	0.733	0.340	Valid
		6	0.887	0.340	0.772	0.340	Valid
		7	0.878	0.340	0.775	0.340	Valid
		8	0.864	0.340	0.800	0.340	Valid

No	Variable	9	0.876	0.340	0.792	0.340	Valid
		10	0.842	0.340	0.783	0.340	Valid
		1	0.887	0.340	0.866	0.340	Valid
		2	0.889	0.340	0.861	0.340	Valid
6	User Satisfy	3	0.894	0.340	0.905	0.340	Valid
		4	0.889	0.340	0.880	0.340	Valid
		5	0.800	0.340	0.804	0.340	Valid
		6	0.835	0.340	0.818	0.340	Valid

Reliability

No	Variable	YARSI		IBN		Remark
		Cronbach's Alpha	Critical Point	*Cronbach's Alpha*	Critical Point	
1	Service Affect	0.947	0,7	0.943	0,7	Reliable
2	Access Information	0.929	0,7	0.934	0,7	Reliable
3	Personal Control	0.896	0,7	0.813	0,7	Reliable
4	Library as Place	0.947	0,7	0.936	0,7	Reliable
5	Muslim-friendly Librarian	0.973	0,7	0.952	0,7	Reliable
6	User Satisfy	0.931	0,7	0.925	0,7	Reliable

The results of table 6 above, all questions on each manifest variable of the customer loyalty variable have a calculated r-value greater than r table (t table = 0.361) so that each item can be declared valid.

The table above illustrates the Cronbach's Alpha value for each variable. Based on the data above, each variable has its Cronbach's Alpha value above its critical point of 0.7. Because the Cronbach's Alpha value is above its critical point, each of these variables is acceptable (reliable).

Correlation Coefficient Test

The correlation coefficient test conduct to determine the degree of closeness of the relationship between the variables to be studied. The type of connection between the variables X and Y can be positive and negative.

Table 7: Correlation Coefficient Test Results (YARSI University)

Correlations

		X1	X2	X3	X4	X5	Y
X1	Pearson Correlation	1	.717[**]	.792[**]	.686[**]	.856[**]	.803[**]
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	208	208	208	208	208	208

		X1	X2	X3	X4	X5	Y
X2	Pearson Correlation	.717**	1	.820**	.740**	.759**	.795**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	208	208	208	208	208	208
X3	Pearson Correlation	.792**	.820**	1	.723**	.836**	.783**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	208	208	208	208	208	208
X4	Pearson Correlation	.686**	.740**	.723**	1	.758**	.779**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	208	208	208	208	208	208
X5	Pearson Correlation	.856**	.759**	.836**	.758**	1	.830**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	208	208	208	208	208	208
Y	Pearson Correlation	.803**	.795**	.783**	.779**	.830**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	208	208	208	208	208	208

**. Correlation is significant at the 0.01 level (2-tailed).

A table 7 in can be seen the correlation coefficient value between variable X (service performance, access to information, directions and means of access, library facilities and infrastructure, and Muslim-friendly librarian) and variable Y (visitor satisfaction). The value is 0.830. Based on the table regarding the guideline for the correlation coefficient value, it can be concluded that the correlation coefficient value between variable X and variable Y has a healthy relationship. This result can be shown from the level of the relationship between variable X and variable Y, which ranges from 0.60 to 0.799.

Table 8: Correlation Coefficient Test Results (IBN)

Correlations

		X1	X2	X3	X4	X5	Y
X1	Pearson Correlation	1	.833**	.654**	.617**	.809**	.744**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	205	205	205	205	205	205
X2	Pearson Correlation	.833**	1	.795**	.635**	.806**	.837**
	Sig. (2-tailed)	.000		.000	.000	.000	.000

	N	205	205	205	205	205	205
X3	Pearson Correlation	.654**	.795**	1	.737**	.712**	.760**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	205	205	205	205	205	205
X4	Pearson Correlation	.617**	.635**	.737**	1	.708**	.683**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	205	205	205	205	205	205
X5	Pearson Correlation	.809**	.806**	.712**	.708**	1	.839**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	205	205	205	205	205	205
Y	Pearson Correlation	.744**	.837**	.760**	.683**	.839**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	205	205	205	205	205	205

**. Correlation is significant at the 0.01 level (2-tailed).

Table 8 it can see that the correlation coefficient value between variable X (service performance, access to information, instructions and means of access, library facilities and infrastructure, and Muslim-friendly librarian) and variable Y (visitor satisfaction) is 0.839. Based on the table regarding the guideline for the correlation coefficient value, it can be concluded that the correlation coefficient value between variable X and variable Y has a healthy relationship. This result can show from the level of the relationship between variable X and variable Y, which ranges from 0.60 to 0.799.

Coefficient of Determination

(Montgomery, Douglas C. ; Peck, Elizabeth A. ; Vining, 2012) The coefficient of determination (R^2) is a measure of how far the model's ability to explain the variation in the dependent variable. The coefficient of determination is between zero and 1 (one). The small value of R^2 means that the ability of the dependent variables is minimal. A value close to one means that the independent variables provide almost all the information needed to predict the variation in the dependent variable.

The coefficient of determination is carried out to determine the level of influence of the independent variable (X), namely service performance, access to information, instructions and means of access, library facilities and infrastructure, and Muslim-friendly librarian on the dependent variable (Y), namely visitor satisfaction.

Table 9: Results of the Coefficient of Determination (Cd) YARSI University
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.888[a]	.789	.784	1.882

Table 9 it can be seen that the correlation or relationship value (R) is 0.888. The table also shows the coefficient of determination (R square) of 0.789. The formula used is as follows:

$Cd = r^2$ x 100%
Cd = 0.789 x 100%
Cd = 78,9%

Based on the calculation of the coefficient of determination with a result of 78.9%, variable X, namely (service performance, access to information, instructions and means of access, library facilities and infrastructure, and Muslim-friendly librarian) affects 78.9% of variable Y, namely (visitor satisfaction). The remainder of the calculation is 21.1% which is influenced by variables outside variable X.

Table 10: Results of the Coefficient of Determination (Cd) Business Nusantara Institute

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.889ª	.791	.786	1.867

a. Predictors: (Constant), X5, X4, X3, X1, X2

Table 10 it can be seen that the correlation or relationship value (R) is 0.889. In the table, the coefficient of determination (R square) is 0.791. The formula used is as follows:

$Cd = r^2$ x 100%
Cd = 0.791 x 100%
Cd = 79,1%

Based on the calculation of the coefficient of determination with a result of 79.1%, variable X, namely (service performance, access to information, directions and means of access, library facilities and infrastructure, and Muslim-friendly librarian) affects 79.1% of variable Y, namely (visitor satisfaction). The remainder of the calculation is 20.9% which is influenced by variables outside variable X.

YARSI University Library Simple Linear Regression Analysis
Simple linear regression analysis of the YARSI University Library was carried out to measure the magnitude of the influence that occurs between the independent variables (X). Variables X namely service performance, access to information, directions and access facilities, library facilities and infrastructure, and Muslim-friendly librarian on the dependent variable (Y), namely satisfaction user.

Table 11: Simple Linear Regression Analysis
Coefficientsª

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.

		B	Std. Error	Beta		
1	(Constant)	1.878	.805		2.333	.021
	X1	.167	.044	.246	3.773	.000
	X2	.273	.065	.258	4.203	.000
	X3	.005	.081	.005	.065	.948
	X4	.192	.045	.230	4.274	.000
	X5	.144	.045	.246	3.226	.001

a. Dependent Variable: Y

Based on table 11, it can be seen that the α or constant value is 1.878, while the β value or the correlation coefficient is 0.167; 0.273; 0.005; 0.192; 0.144. Then the simple linear regression equation is as follows:

Y = 1,878 + 0,167 + 0,273 + 0,005 + 0,192 + 0,144

Based on the regression equation, it is known that:

1. A constant value of 1.878 indicates the amount of Y if there is no influence from X, it means that the X variable (service performance, information access, directions, and access facilities, library facilities and infrastructure, and Muslim-friendly librarian) is equal to 0 (no effect)) then the value of the variable Y (visitor satisfaction) is 1.878 (Irianingsih et al., 2016; Mallya, Jyothi and Payini, 2016).
2. The regression coefficient value of variable service performance of 0.167. This result indicates the magnitude of the influence of service performance on variable visitor satisfaction. It is meaning that if the value of the variable service performance, is 1 point, it will increase the variable user satisfaction by 0.167 (Jafari & Shapouri, 2018; Veasna et al., 2015).
3. The regression coefficient value of variable X2, namely access to information of 0.273, shows the magnitude of the effect of service performance on variable Y, namely visitor satisfaction, meaning that if the value of the X2 variable, namely access to information, is 1 point, it will increase the Y variable, namely visitor satisfaction by 0.273 (Novianti et al., 2007; Tan et al., 2017).
4. The regression coefficient value of the X3 variable, namely instructions and means of access, is 0.005 indicating the magnitude of the effect of service performance on variable Y, namely visitor satisfaction, meaning that if the value of the X3 variable, namely instructions and means of access, is 1 point, it will increase the Y variable, namely user satisfaction by 0.005 (Islamy, Muhammad Abdillah ; Wahyudin, Dinn, Margana, 2016; Nawawi & Puspitowati, 2017; Tan et al., 2017; Widodo, Wahyu ; Maryadi, 2010).
5. The regression coefficient value of the X4 variable, namely facilities and infrastructure, is 0.192 indicating the magnitude of the effect of service performance on variable Y, namely visitor satisfaction, meaning that if the value of the X4 variable, namely facilities and infrastructure, is 1 point, it will increase the Y variable, namely visitor satisfaction by 0.192 (Hsu et al., 2014; Islamy, Muhammad Abdillah ; Wahyudin, Dinn, Margana, 2016; Rizky et al., 2020).
6. The regression coefficient value of the X5 variable, namely Muslim-friendly librarian, is 0.144, indicating the magnitude of the effect of service performance on variable Y, namely visitor satisfaction, meaning that if the value of the X5 variable, namely Muslim-friendly librarian, is 1 point, it will increase the Y variable, namely

visitor satisfaction by 0.144 (Atanda & Udoeduok, 2019; Guntara, Sefko Bintang ; Suryani, 2017; Undari, 2015).

IBN Library Simple Linear Regression Analysis
Table 12: Analisis Regresi Linear Sederhana

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	2.084	.813		2.562	.011
	X1	.035	.041	.055	.839	.402
	X2	.411	.079	.394	5.205	.000
	X3	.163	.079	.129	2.068	.040
	X4	.061	.045	.071	1.353	.177
	X5	.264	.041	.423	6.452	.000

a. Dependent Variable: Y

Based on table 12, it can be seen that the α or constant value is 2.084, while the β value or the correlation coefficient is 0.035; 0.411; 0.163; 0.061; 0.264. Then the simple linear regression equation is as follows:
Y = 2,084 + 0,035 + 0,411 + 0,163 + 0,061 + 0,264

Based on the regression equation, it is known that:
1. A constant value of 2.084 indicates the value of Y if there is no influence from X, it means that the X variable (service performance, information access, instructions, and access facilities, library facilities and infrastructure, and Muslim-friendly librarian) is equal to 0 (no effect)) then the value of the variable Y (visitor satisfaction) is 2.084 (Mallya, Jyothi and Payini, 2016; Nawawi & Puspitowati, 2017; Veasna et al., 2015).
2. The regression coefficient value of variable X1, namely service performance of 0.035, indicates the magnitude of the influence of service performance on variable Y, namely visitor satisfaction, meaning that if the value of the X1 variable, namely service performance, is 1 point, it will increase the Y variable, namely visitor satisfaction by 0.035 (Hsu et al., 2014; Nawawi & Puspitowati, 2017; Saputro, Bayu Indra ; Utami, 2020).
3. The regression coefficient value of variable X2, namely access to information of 0.411, shows the magnitude of the effect of service performance on variable Y, namely visitor satisfaction, meaning that if the value of the X2 variable, namely access to information, is 1 point, it will increase the Y variable, namely visitor satisfaction by 0.411 (Jafari & Shapouri, 2018; Tan et al., 2017; Widodo, Wahyu ; Maryadi, 2010).
4. The regression coefficient value of X3 variable, namely instructions and means of access, is 0.163, indicating the magnitude of the influence of service performance on variable Y, namely visitor satisfaction, meaning that if the value of the X3 variable,

namely instructions and means of access, is 1 point, it will increase the Y variable, namely user satisfaction by 0.163 (Li, 2017; Rizky et al., 2020; Suki & Suki, 2013).

5. The regression coefficient value of the X4 variable, namely facilities and infrastructure, is 0.061, indicating the magnitude of the effect of service performance on variable Y, namely customer satisfaction, meaning that if the value of the X4 variable, namely facilities and infrastructure, is 1 point, it will increase the Y variable, namely visitor satisfaction by 0.061 (Choshaly, Sahar Hosseinikhah ; Mirabolghasemi, 2018; Guntara, Sefko Bintang ; Suryani, 2017; Saputro, Bayu Indra ; Utami, 2020).

6. The regression coefficient value of the X5 variable, namely Muslim-friendly librarian, is 0.264, indicating the magnitude of the effect of service performance on variable Y, namely visitor satisfaction, meaning that if the value of the X5 variable, namely Muslim-friendly librarian, is 1 point, it will increase the Y variable, namely visitor satisfaction by 0.264 (Atanda & Udoeduok, 2019; Bahari-Movafagh, Z., Hamidi, Y., & Giti, 2015; Partap, 2019).

Conclusion

This study, there is a different user satisfaction index score between the Nusantara Business Institute Library and YARSI University. The achievement of the library user satisfaction index value of the Nusantara Business Institute Library is actually higher than the YARSI University Library, which is actually an Islamic-based campus. This proves that a librarian Muslim-friendly dimension is needed in public campuses. With the values of Islamic proficiency found in Muslim-friendly librarians, these are universal and can be applied to all types of libraries without compromising their scientific value from the library point of view.

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