

Level of User Satisfaction in Utilizing Collections at the University Library Board 17 August 1945 Surabaya

Selviyana Anggelina Eka Putri¹, and Katrin Setio Devi²

¹Department of Library Science, Faculty of Law, Social and Political Science,
Universitas Terbuka, South Tangerang, Indonesia

²Department of Library Science, Vocational School, Universitas Sebelas Maret, Surakarta,
Indonesia

Corresponding email: selviyana.angelina27@gmail.com

Article history:

Received: 2024-07-08 Accepted: 2024-10-10 Published: 2024-10-30

Abstract

This research discusses the level of user satisfaction in utilizing collections at the University Library Board of 17 August 1945 Surabaya. The aim of this research is to determine the level of user satisfaction in utilizing the library's collections as stated in 10 statement items and distributed through a questionnaire. The method used in this research is quantitative using a sample size of 399 respondents. Data analysis in this research uses quantitative descriptive analysis. The results of this research show the level of user satisfaction obtained based on the results of the research and the value variables of 9 statement items containing the quality of the collection, suitability of the collection, completeness of the general collection, completeness of the reference collection, completeness of the scientific work collection, completeness of the serial collection, ease of finding the collection, the physical condition of the collection, the arrangement of the collection, as well as 1 indicator of user satisfaction related to the number of visits to the library, which shows the value of library user satisfaction with the collection owned by the UNTAG Surabaya Library Board, namely Very Good with the highest mean value of 3,60. So it can be concluded that the level of user satisfaction in utilizing the collections at the University Library Board of 17 August 1945 Surabaya is in the satisfied category.

Keywords: user satisfaction; collection utilization; library collection

INTRODUCTION

The library is one of the institutions or government agencies in which there are activities related to processing and disseminating information (Pamartikawati, 2017:2). Apart from being a library material management unit, libraries are also closely related to science and information technology which can fulfill and provide for the needs of their users. Because the library is a container or place for reliable sources of information, as explained in Law Number 43 of 2007 article 3 which states that “the establishment of a library has the function of being a vehicle for education, research, preservation, information and recreation to increase intelligence and empowerment of the nation”.

Several articles in Republic of Indonesia Law Number 43 of 2007 also comprehensively regulate the operation of libraries, including university libraries as stated in Law Number 2 of 1989 which states that “one of the requirements for building a university is that there is a library inside it”. Apart from that, it is also explained in more detail regarding college libraries in Article 21 paragraph 5 (1) of the Law which explains that “a college library is a library organized by universities and higher education units organized by the government and legal entities, both those established by the state and the private sector.” Therefore, it can be concluded that a college library is a library located within a campus, high school or academy which is part of a college. For this reason, in supporting the implementation of the Tri Dharma of Higher Education in the form of education, research and community service, libraries need to have a variety of collections that can meet all the information needs of the academic community.

University of 17 August 1945 (UNTAG) Surabaya is one of the private universities in Surabaya. According to data on the official website, namely <https://untag-sby.ac.id/>, it displays data that UNTAG Surabaya has 33 study programs ranging from D3 to S3 and has been accredited Superior. In accordance with the vision promoted by UNTAG Surabaya, namely making UNTAG Surabaya a superior university based on national values and character by 2035, the role of libraries is needed, especially in the availability and usefulness of collections for campus academics in supporting their studies and research. Therefore, the 17 August 1945 Surabaya University Library Board should provide collections that meet standards so that they are able to meet the needs of its users to support the implementation of education, research and service by the entire campus academic community.

In line with this, in the process of running a library, one of the main things is to ensure that the collection of library materials and library services can run well (Sutarno, 2005, p. 101). One indicator of whether a library is good is the completeness of the collection it has and adequate facilities. This is because collections are the main pillar of information sources in libraries (Safrina, 2016). Ergo, the status of library is often determined by the quality of the information sources available in the library. For this reason, the quality of services and user satisfaction depend a lot on the availability of collections in the library, no matter how good the library staff is, they will be helpless if the available collections do not support it (Basuki, 1991, p. 427).

There is a myriad of research focusing on measuring the level of user satisfaction regarding collections held in libraries; among which is research written by Safrina (2016) entitled "Level of User Satisfaction with the Availability of the Early Childhood Teacher Education Study Program (PG-PAUD) Collection at the STKIP An-Nur Library". This paper explains how the availability of good collection sources can help universities in creating quality graduates. For this reason, an ideal library must provide a variety of information sources that suit the needs of users in supporting lecture activities. Furthermore, the level of satisfaction depends on the availability of collections in the library.

Based on the background of this study previously elaborated, the author has conducted an analysis of user satisfaction in utilizing collections at the 17 August 1945 Surabaya University Library Agency.

METHOD

This research used a quantitative approach to investigate user experiences in accessing and utilizing collections at the University Library Board of 17 August 1945 (UNTAG) Surabaya. A quantitative approach was chosen to provide a more measurable understanding and broader generalization of the phenomenon under study. It used a cross-sectional research design, where data was collected at one specific point in time to describe the current state of the user experience. This design allowed researchers to collect data on various variables related to user experience at the UNTAG Surabaya Library Agency.

The population was taken using a probability sampling technique consisting of all UNTAG academics, including students, lecturers, and teaching staff who have become active members of the library. The total population was 120,620 and 399 of them with a margin of error of 5% at the UNTAG Surabaya Library Agency was selected as the sample. The population figures were obtained from the UNTAG

Library Agency website on the page <https://lib.untag-sby.ac.id/>. In determining the sample size, the author used the Yamane Formula as follows:

$$n = \frac{N}{N(d^2)+1} \quad (1)$$

Information:

n = Number of samples

N = Population size

d = Precision (percentage error)

Data were collected using a questionnaire distributed to respondents via an online survey conducted on January 2 - May 31, 2024. The questionnaire was arranged in the form of a Linkert Scale to determine the level of user satisfaction. It was designed to collect information about various aspects of user experience to provide information regarding the level of user satisfaction with the collections held at the UNTAG Surabaya Library Board. The data collected were further analyzed using quantitative descriptive analysis techniques. The analysis described the research results based on findings in the field which were subsequently interpreted and concluded. This quantitatively analyzed data were later be described using sentences logically and interpreted narratively using supporting theories.

The dependent variable in this research was user satisfaction upon the collection at the 17 August 1945 Surabaya University Library. There were 5 (five) aspects of independent variables, namely collection diversity, collection quality, ease of access, physical condition of the collection, and collection arrangement. Meanwhile, the indicator was the number of visits to the library in a week. The research instrument preparation technique used to create questions for the questionnaire was to adopt questions related to the library user satisfaction survey which is routinely carried out by the University Library Board of 17 August 1945 Surabaya each semester.

This research was conducted in accordance with the principles of research ethics, including ethical approval, anonymity, and confidentiality of respondents. All participants were asked to provide consent before participating in this research, and their data were stored and managed securely in accordance with applicable privacy regulations.

RESULT AND DISCUSSION

Based on the results of the data collection process through questionnaires carried out within the University Library Board of 17 August 1945 (UNTAG) Surabaya, the author obtained the sample size from the Yamane Formula with an error rate of 5% or 0.05, with the following calculation.

$$\begin{aligned}n &= \frac{N}{N(d^2)+1} \\n &= \frac{120620}{120620(0.05^2)+1} \\n &= \frac{120620}{302.55} \\n &= 398.67 \\n &\approx 399 \text{ respondents}\end{aligned}$$

The level of user satisfaction was measured using the indicators stated in point 10. Before carrying out descriptive analysis, both validity and reliability tests were performed according to the result of questionnaires. The validity test was carried out by taking a sample of 30 people and the number of statements in the questionnaire, i.e., 10 items. The data were analyzed using the IBM SPSS Statistics 29. The results of the validity test showed that a statement is said to be valid if the rcount is > 0.2960. Of the 10 statements filled in by respondents, all statements were considered valid as they had a higher rtable value than rcount. Hence, these 10 statement items could be used as instruments in this research.

In addition to the validity test, a reliability test was also carried out. According to Sugiyono (2017), the reliability test is an activity to test the extent to which the measuring instruments used have been tested and trusted. In this research, the basis for taking the reliability test was the Cronbach alpha technique. If the Cronbach alpha coefficient is greater than 0.6, the instrument can be considered reliable. The data in the reliability test were analyzed using the IBM SPSS Statistics 29. Based on the results, the Cronbach's alpha value was greater than 0.6. Therefore, it can be considered that the 10 statement items were reliable.

Table 1. SPSS Data Statistics

		X1	X2	X3	X4	X5	X6	X7	X8	X9
N	Valid	399	399	399	399	399	399	399	399	399
	Missing	0	0	0	0	0	0	0	0	0
Mean		3.53	3.52	3.52	3.52	3.60	3.48	3.54	3.51	3.56
Median		4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00

Sources: Selviyana Angelina E.P, 2024

The findings were processed and elaborated quantitatively in the form of frequency tables as a reference for viewing the characteristics of the data by finding the average or mean. So as to measure the level of user satisfaction, there were nine variables, namely collection quality (X1), collection suitability (X2), general collection completeness (X3), reference collection completeness (X4), scientific work collection completeness (X5), serial collection completeness (X6), ease of finding the collection (X7), physical condition of the collection (X8), and arrangement of the collection (X9). After carrying out descriptive statistical analysis, the following variable results were presented.

User Satisfaction Level Based on Collection Quality

Collection quality is an aspect that can directly influence user satisfaction through the collections provided. In the aspect of collection quality, there are several variables that support service quality, e.g., the availability of library materials relevant to user needs, including the newest and most up-to-date library materials and the suitability of collections to user needs. The quality aspect of the collection at the UNTAG Surabaya Library Board is outlined in 2 statement items, namely statements 1 and 2. From the two statement items, each item showed that the level of user satisfaction was in the very good category. This was proven by the first statement which received a mean value of 3.53 regarding the up-to-date collection availability variable. The second statement received a mean of 3.52 regarding the collection suitability variable for the information needs of its users, presented in Table 1. Tables 2 and 3 is the respondent's answer upon the statement based on the quality aspect of the collection.

Table 2. Frequency of Respondents' Answers Regarding the Value of Up to Date (Latest) Collection Availability

X1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.5	.5	.5
	2	21	5.3	5.3	5.8
	3	139	34.8	34.8	40.6
	4	237	59.4	59.4	100.0
	Total	399	100.0	100.0	

Sources: Selviyana Angelina E.P, 2024

Table 2 shows that 237 respondents considered the variable very good, 139 respondents good, 21 respondents quite good, and 2 respondents not good related to the statement "The library provides collections that are up to date (latest)". The resulting mean value was 3.53, presented in Table 1. Based on these results, it can be said that the level of user satisfaction regarding the availability of new collections at the UNTAG Surabaya Library Board was in the very good or very satisfied category.

Table 3. Frequency of Respondents' Answers Regarding the Value of Suitability of Library Collection Availability

X2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	.8	.8	.8
	2	18	4.5	4.5	5.3
	3	147	36.8	36.8	42.1
	4	231	57.9	57.9	100.0
	Total	399	100.0	100.0	

Sources: Selviyana Angelina E.P, 2024

Table 3 shows that 231 respondents considered the variable very good, 147 respondents good, 18 respondents quite good, and 3 respondents not good related to the statement "Suitability of availability of library collections". The resulting mean value was 3.52, presented in Table 1. Based on these results, it can be said that the level of user satisfaction regarding the suitability of the collection at the UNTAG Surabaya Library Board was in the very good or very satisfied category.

These two variables are in line with the findings of research conducted by Firman and Rahmah (2012), reporting that the need for information is increasing every day so that it can increase the number of users visiting the library. Therefore, libraries must be able to provide the latest collections that meet the latest information needs so that users are not disappointed because the library does not have the books they need. For this reason, the UNTAG Surabaya Library Board always improves the quality of its collections in order to provide a good experience to library users regarding their information resource needs. After analyzing the level of user satisfaction based on the quality aspect of the collection, an analysis of the level of user satisfaction based on the diversity aspect of the collection was then carried out.

User Satisfaction Level Based on Collection Diversity

Collection diversity is an aspect that can directly influence user satisfaction. In the aspect of collection diversity, there are several variables that can support the completeness of collections in libraries, including the completeness of general collections, reference collections, scientific work collections, and serial publication collections. The aspect of diversity of collections at the UNTAG Surabaya Library Board is outlined in four statement items, namely statements 3, 4, 5, and 6. Of the four statement items, each item showed that the level of user satisfaction was in the very good category. This was proven by the third and fourth statements receiving a mean value of 3.52 regarding the variable completeness of general collections and reference collections. The fifth statement received a mean of 3.60 regarding the variable completeness of scientific work collections (thesis/thesis/dissertation). The sixth statement received a mean score of 3.48 regarding the completeness of the collection of serial publications in the library, presented in Table 1. Tables 4-7 show respondents' answers regarding statements based on aspects of collection diversity.

Table 4. Frequency of Respondents' Answers Regarding the Completeness Value of General Collections

		X3			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	.8	.8	.8
	2	19	4.8	4.8	5.5
	3	146	36.6	36.6	42.1
	4	231	57.9	57.9	100.0
Total		399	100.0	100.0	

Sources: Selviyana Angelina E.P, 2024

Table 4 shows that 231 respondents considered the variable very good, 146 respondents good, 19 respondents quite good, and 3 respondents not good related to the statement "General collection completeness". The resulting mean value was 3.52, presented in Table 1. Based on these results, it can be said that the level of user satisfaction regarding the completeness of the general collection at the UNTAG Surabaya Library Board was in the very good or very satisfied category.

Table 5. Frequency of Respondents' Answers Regarding the Completeness Value of Reference Collections

X4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	19	4.8	4.8	5.0
	3	152	38.1	38.1	43.1
	4	227	56.9	56.9	100.0
	Total	399	100.0	100.0	

Sources: Selviyana Anggelina E.P, 2024

Table 5 shows that 227 respondents considered the variable very good, 152 respondents good, 19 respondents quite good, and 1 respondent not good related to the statement "Reference collection completeness". The resulting mean value was 3.52, presented in Table 1. Based on these results, it can be said that the level of user satisfaction regarding the completeness of the reference collection at the UNTAG Surabaya Library Board was in the very good or very satisfied category.

Table 6. Frequency of Respondents' Answers Regarding the Completeness Value of Scientific Work Collections (Thesis/Thesis/Dissertation)

X5					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	6	1.5	1.5	1.8
	3	144	36.1	36.1	37.8
	4	248	62.2	62.2	100.0
	Total	399	100.0	100.0	

Sources: Selviyana Anggelina E.P, 2024

Table 6 shows that 248 respondents considered the variable very good, 144 respondents good, 6 respondents quite good, and 1 respondent not good related to the statement "Completeness of the library's scientific work collection (Thesis/Dissertation/Thesis)". The resulting mean value was 3.60, presented in Table 1. Based on these results, it can be said that the level of user satisfaction regarding the completeness of the scientific work collection at the UNTAG Surabaya Library Board was in the very good or very satisfied category.

Table 7. Frequency of Respondents' Answers regarding the Completeness Value of Serial Collections

X6					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.5	.5	.5
	2	26	6.5	6.5	7.0
	3	152	38.1	38.1	45.1
	4	219	54.9	54.9	100.0
	Total	399	100.0	100.0	

Sources: Selviyana Anggelina E.P, 2024

Table 7 shows that 219 respondents considered the variable very good, 152 respondents good, 26 respondents quite good, and 2 respondents not good related to the statement "Completeness of serial collections". The resulting mean value was 3.47, presented in Table 1. Based on these results, it can be said that the level of user satisfaction regarding the completeness of the serial collection at the UNTAG Surabaya Library Board was in the very good or very satisfied category.

Based on the results of these variables, the level of user satisfaction upon the collections at the UNTAG Surabaya Library Board relates to the diversity of the collections with the mean value of 3.53 compared to previous research conducted by Safrina (2016) with the mean value of 3.27. This shows that the UNTAG Surabaya Library Board's efforts to increase the accessibility, diversity, and completeness of its collections have produced positive results. After analyzing the level of user satisfaction based on the diversity aspect of the collection, an analysis of the level of user satisfaction was subsequently carried out based on the aspect of ease of access to the collection.

User Satisfaction Level Based on Easy Access To The Collection

Ease of access to collections is an aspect that can also directly influence user satisfaction. This is because the ease of users in searching and finding the library materials they need is one of the factors in their satisfaction. The aspect of ease of access to the collection is stated in one statement, namely in the seventh statement. Table 8 describes the respondent's answer regarding the statement of ease of access to collections in the library.

Table 8. Frequency of Respondents' Answers Regarding the Value of Ease of Access to Collections

X7					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	.8	.8	.8
	2	17	4.3	4.3	5.0
	3	141	35.3	35.3	40.4
	4	238	59.6	59.6	100.0
Total		399	100.0	100.0	

Sources: Selviyana Anggelina E.P, 2024

Table 8 shows that 238 respondents considered the variable very good, 141 respondents good, 17 respondents quite good, and 3 respondents not good related to the statement "Ease of finding library collections". The resulting mean value was 3.54, presented in Table 1. Based on these results, it can be said that the level of user satisfaction regarding the ease of access to collections at the UNTAG Surabaya Library Board was in the very good or very satisfied category.

This is in line with the findings of research conducted by Sutardji and Maulidya (2006), reporting that user satisfaction also depends on several factors, one of which is ease of access to information, i.e., the possibilities offered and provided by the library for users to search, obtain the information (library materials), and the speed of information services, including the time needed to search for library materials, either through search aids or with direct assistance from library staff. Regarding this, the UNTAG Surabaya Library Board always prioritizes and improves information search tools so that it can make it easier for users to find the collections they need. After analyzing the level of user satisfaction based on the aspect of ease of access to the

collection, an analysis of the level of user satisfaction was further carried out based on the physical condition of the collection.

User Satisfaction Level Based on The Physical Condition Of The Collection

The physical condition of the collection is an aspect that can also directly influence user satisfaction. This is because the physical condition of library materials, such as cleanliness, damage, and usability of the collection, can affect the sources of information contained therein. The aspect of the physical condition of the collection is outlined in one statement, namely in the eighth statement. Table 9 illustrates the respondent's answer regarding the statement of the physical condition of the library collection.

Table 9. Frequency of Respondents' Answers regarding the Physical Condition Value of the Collection

		X8			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	1.0	1.0	1.0
	2	16	4.0	4.0	5.0
	3	151	37.8	37.8	42.9
	4	228	57.1	57.1	100.0
	Total	399	100.0	100.0	

Sources: Selviyana Anggelina E.P, 2024

Table 9 shows that 228 respondents considered the variable very good, 151 respondents good, 16 respondents quite good, and 4 respondents not good related to the statement "Physical condition of the library collection". The resulting mean value was 3.51, presented in Table 1. Based on these results, it can be said that the level of user satisfaction with the value of the physical condition of the collection at the UNTAG Surabaya Library Board was in the very good or very satisfied category.

Based on these findings, the level of user satisfaction upon the collections at the UNTAG Surabaya Library Agency regarding the physical condition of the collections was higher compared to previous research conducted by Safrina (2016)—with the mean value of 3.51 compared to 2.47. This shows that the efforts of the UNTAG Surabaya Library Board in the physical condition of the collection have produced positive results. After analyzing the level of user satisfaction based on aspects of the physical condition of the collection, an analysis of the level of user satisfaction was carried out based on aspects of the collection arrangement.

User Satisfaction Level Based on Collection Setting

The arrangement of collections in a library is one aspect that can also directly influence user satisfaction. This is because the appropriate placement and arrangement of library materials must be in accordance with their classification numbers—whether they are properly arranged on their respective shelves or not. Surely, this factor is closely related to the information needs of users who search for collections according to the shelf classification number in the library. In the aspect of collection arrangement, it is stated in one statement, namely in the ninth statement. Table 10 shows the respondents' answers regarding the statement on Library Collection Arrangement.

Table 10. Frequency of Respondents' Answers Regarding the Value of Collection Arrangement

X9					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	12	3.0	3.0	3.3
	3	148	37.1	37.1	40.4
	4	238	59.6	59.6	100.0
	Total	399	100.0	100.0	

Sources: Selviyana Anggelina E.P, 2024

Table 10 shows that 238 respondents considered the variable very good, 148 respondents good, 12 respondents quite good, and 1 respondent not good related to the statement "Library collection arrangement". The resulting mean value was 3.56, presented in Table 1. Based on these results, it can be said that the level of user satisfaction with the collection management value at the UNTAG Surabaya Library Board was in the very good or very satisfied category.

Pertaining to these findings, there has been no previous research that discusses user satisfaction upon the arrangement of collections in libraries. However, in reality, collection arrangement can also influence user satisfaction. This is in line with the statement expressed by Sutarno (2005. pp. 123-124) in his book entitled "Library Management: Theory and Practice", stating that good collection arrangement can help users find collections quickly. In this way, this can directly influence user satisfaction

because users do not feel confused in finding the library materials without the help from library staff and are able to find their library materials quickly and easily.

User Satisfaction Level Based on The Number Of Visits To The Library

The number of visits to the library is a determining indicator of user satisfaction. This is because the number of visits to the library is an indicator of the library's success in influencing user satisfaction. The higher the user's visit to the library, the more satisfied the user is with the services at the library, and vice versa. The indicator for the number of visits to the library is stated in the last statement, namely in the tenth statement. Table 11 shows the respondent's answer regarding the statement User Visits to the Library.

Table 11. Frequency of Respondents' Answers Regarding Visits to the Library

X10					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.5	.5	.5
	2	104	26.1	26.1	26.6
	3	133	33.3	33.3	59.9
	4	160	40.1	40.1	100.0
	Total	399	100.0	100.0	

Sources: Selviyana Anggelina E.P, 2024

Table 11 shows that 160 respondents stated that they frequently visited the library more than four times per week, 133 respondents three times per week, 104 respondents twice per week, and 2 respondents once a week. The resulting mean value was 3.13, presented in Table 1. Based on these results, it can be said that the highest level of user visits to the library was more than three times per week. In this way, the level of user satisfaction regarding the collections served by the UNTAG Surabaya Library Board was in the good category.

Based on the findings, the value on the collection quality aspect produced the highest mean of 3.53 rated in the very good category regarding the availability of up to date (latest) library collections. For the diversity aspect of the collection, the highest mean was 3.60 rated in the very good category regarding the completeness of the library's scientific work collection (thesis/thesis/dissertation). Furthermore, the aspect of ease of access to the collection obtained the highest mean of 3.54 rated in the very good category. For the aspect of physical condition, the collection was also in the very

good category with the mean value of 3.51. Lastly, the arrangement of library collections obtained the mean of 3.56 rated in the very good category.

From the five aspects contained in nine variable statements, it generated an indicator of user satisfaction, namely the number of user's visits to the UNTAG Surabaya Library Agency per week. The results of this indicator indicate that the largest average number of user's visits to the library was more than three times per week with an assessment weight of 4. Therefore, it can be concluded that the average library user at the UNTAG Surabaya Library Agency was satisfied with the collections served by the library, thus making users often visit the library to utilize the collections.

These results are in line with previous research conducted by Cut Safrina (2016) which has the same 3 variables as this research, namely the variables of diversity of collection titles, up to date collection, and completeness of the collection. These variables are important factors in determining the level of user satisfaction. However, this current research also found a difference with previous research, namely as regards the most determining variable for the level of user satisfaction. In the research by Cut Safrina (2016), the collection availability was the most determining variable. Meanwhile, in this research, it was the completeness of the library's scientific work collection (thesis/thesis/dissertation). This can surely be due to several factors, including the type of library, the diversity of collections owned, user characteristics, and the distinct needs of library users.

CONCLUSION

After carrying out the results of a comprehensive analysis related to this research, this research concluded that the level of user satisfaction in utilizing the collections at the UNTAG Surabaya Library Board was strongly related to the performance of the library collection, especially in the aspect of collection diversity with the highest mean of 3.60 for the completeness of the scientific work collection. The results of this user satisfaction level greatly influenced indicators related to the number of user's visits to the UNTAG Surabaya Library Agency per week. The results showed that user's visits to the library were on a scale of four—160 respondents routinely visited the library more than three times per week.

From the overall results, it can be further concluded that the level of user satisfaction in utilizing the collections at the 17 August 1945 Surabaya University Library Board was considered "satisfied". However, there needs to be regular evaluation, updates, and improvements related to several things to further maximize and optimize the function of collections in libraries. This is because there are still

several respondents feeling dissatisfied with the performance of the collections presented by the UNTAG Surabaya Library Board. It is suggested for the library to continuously carry out evaluations so as to achieve the maximum level of user satisfaction, especially in providing collection services to the users.

DECLARATION OF CONFLICTING INTERESTS

The author declares that there is no conflict of interest in writing and publishing this scientific work.

REFERENCES

- Basuki, S. (1991). *Pengantar Ilmu Perpustakaan*. Jakarta: PT. Gramedia Pustaka Umum.
- Firman, A., & Rahmah, A. (2012) Faktor-Faktor Yang Mempengaruhi Kepuasan Pemustaka Di Perpustakaan Kopertis Wilayah X. *Jurnal Ilmu Informasi Perpustakaan dan Kearsipan* 1(1), 112–114.
- Natalea, D. I., & Christiani, L. (2020). Analisis Tingkat Kepuasan Pengguna dalam Pemanfaatan Aplikasi Perpustakaan Digital Kabupaten Wonosobo. *Jurnal Ilmu Perpustakaan*, 8(2), 112-120.
- Pamartikawati, D. D. (2017). *Pendidikan Guru Sekolah Dasar Fakultas Keguruan Dan Ilmu Pendidikan Universitas Ahmad Dahlan Yogyakarta*. Undergraduate Thesis. Universitas Ahmad Dahlan Yogyakarta
- Pemerintah Indonesia. *Undang-Undang Republik Indonesia Nomor 43 Tahun 2007 Tentang Perpustakaan*. Republik Indonesia, Jakarta. <https://library.usu.ac.id/wp-content/uploads/2019/12/UU-Nomor-43-Tahun-2007-Tentang-Perpustakaan.pdf>.
- Safrina, C. (2016). *Tingkat Kepuasan Pengguna terhadap Ketersediaan Koleksi Prodi Pendidikan Guru Paud (PG-PAUD) di Perpustakaan STKIP An-Nur*. Doctoral dissertation. UIN Ar-Raniry Banda Aceh.
- Sugiyono. (2017). *Metodologi Penelitian Kuantitatif, Kualitatif, dan Kombinasi*. Alfabeta.
- Sutardji & Maulidya, S. I. (2006) Analisis Beberapa Faktor Yang Berpengaruh Pada Kepuasan Pengguna Perpustakaan: Studi Kasus Di Perpustakaan Balai Penelitian Tanaman Kacang-Kacangan dan Umbi-Umbian. *Jurnal Perpustakaan Pertanian*, 15(2), 32-37.
- Sutarno. (2005). *Manajemen Perpustakaan: Teori dan Praktik*. Pustaka Bakti Pertiwi
- Sutarno. (2005). *Tanggung Jawab Perpustakaan: Dalam Mengembangkan Masyarakat Informasi*. Jakarta: Pantai Rei.