Effectiveness of SliMS Automation System Services for Library Service Support (Case Study in MAN 1 Bandar Lampung)

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***Abstrak*: Effectiveness of SliMS Automation System Services for Library Service Support (Case Study in MAN 1 Bandar Lampung. The SliMS automation system provide convenience in library management, such as collection storage, circulation systems, recording of visit statistics, evaluating collection usage, and through internet access. This study aims to determine the effectiveness of the SliMS automation system in expanding services, the performance of library heads and Madrasah head support at MAN 1 Bandar Lampung. This study used a qualitative method with 8 informants. Data collection techniques are done through observation, interviews and documentation. Finding: Slims automation system services not yet accessed online are still focused on administrative main tasks such as cataloging, tracking and circulation. Performance in the library does not have information technology experts, madrasa head support for the library is not optimal. Conclusion: SliMS Automation System based library services in MAN 1 Bandar Lampung are not optimal.**

Keywords: **Library Service, Automation System, SliMS.**

I. INTRODUCTION

The library world is currently growing along with the development of information technology as a means of supporting library development. The use of information technology in the library aims to provide easy access and improve work efficiency and service quality for users. Libraries as information centers are increasingly demanded to provide better and more effective information services, as suggested by Sinaga (2011: 6) Empowerment of libraries in the new paradigm must be adjusted and improved in line with changes in visitor demands, namely wider access to information, quick and precise. In addition, this paradigm shift requires changes in librarians in providing excellent service to users. This is in line with Vijayakumar (2011: 150): libraries are operating in a rapidly changing situation, they should be aware of the latest technologies to continue and maintain the importance of the service offerings. libraries operate in a rapidly changing situation; they must be aware of the latest technology to continue and maintain the importance of service offerings.

This should be an important concern for librarians and school leaders in order to increase the progress of information technology applied in the library. Librarians must increase their expertise in mastering technology to provide services because the library is an institution that provides services, user satisfaction must be a priority because user satisfaction is not only limited to the size of the building and comfort, but the library must be able to meet the needs of its users.

Purpose The school library provides information services so the library is termed as the heart of the school, its existence must be able to provide information and knowledge for students, teachers and the surrounding community as users. According to Widiasa (2007: 3) the purpose of libraries is to provide literary information services to the public.

School libraries as information centers can not be avoided from the impact of the development of information technology that has changed the vehicle for delivering information to users. Information technology is needed in the school library because it can improve the quality and speed of service processes for library users so that it can facilitate the learning process in the school environment. The use of information technology greatly helps the tasks of school libraries more quickly and accurately in finding and disseminating information.

Information technology is very influential on the library as expressed by Vijayakumar (2011: 146)

The IT has wide ranging impact on library and information work. Information activities have undergone rapid transformations from conventional methods, consequent upon introduction of new technologies

The application of technology and communication in the library in this case uses an automation system. This automation system consists of two elements, namely hardware (hardware) and software completeness (software). According to Supriyanto and Muhsin (2008: 39-40) Hardware (hardware), including computers, scanners, digital cameras, and CD Writers, while software is used to describe instructions that tell hardware to perform tasks according to instructions. Currently the software used for automation has been widely made and developed. So it is very easy to get and is widely available both from abroad and within the country, both paid and free with various advantages offered. Azwar, (2013: 22) suggested examples of open source software are CDS / ISIS, WINISIS, Microsoft ACCESS, MicrosoftE XCEL, Open Biblio, Atheneum Light, Senayan Library

Management System (SLiMS), KOHA, MYSIPISISPro, GLIS, INLIS, LITE, and QALIS.

Libraries in Indonesia currently use many SLiMS-based Automation systems in addition to being downloaded for free, SLIMS is also the work of the nation's children developed by the Senayan Developers Communit (SDC). Pamungkas (2018: 467) Senayan Library Management System (SLiMS) is an open source software library management system (Open Source Software) licensed under GPL v3. This application was first developed and used by the Library of the Ministry of National Education, Center for Information and Public Relations, Ministry of National Education.

According to Saleem, A. et al (2013: 50) that library automation is the concept of reducing humanity to run in all library services so that each user can receive the desired information with maximum comfort and lowest cost.

The SliMS automation system is very helpful in the work of librarians because it employs computers in carrying out their duties and makes it easy for users in quick and precise services. Shivaram (2007) Library Automation is the general term for information and communication technologies (ICT) that are used to replace manual systems in the library.

Based on Ayanda & Taiwo research results (2014: 8)) *based library resources are reported. A key finding is that students are fairly pleased with the quality and availability of library services, but not fully partaking) di university of Ilorin students' perceptions, expectations and use of Web- of the vast array of services and collections.* . Research shows that library users are very happy with libraries whose services have used an automation system but not all services are available yet and this has become a joint work to create library resources that are trained to continue to improve the library by using The emergence of the reform era brought significant changes to the development of libraries, namely by changing service patterns from manual libraries, automated libraries and into digital libraries. Of course this change requires a special view of the library with a change in mindset or mind set in management, a strong desire by librarians to make changes and most importantly support from the principal. The concept of mindset change was stated by Rahmat Hermawan (2006:35) that there was a change in the paradigm of library processing as follows:

1. from library resources that the library collection consists of only one media (own collections) and is changing now into a virtual or digital collection (virtual library)
2. In terms of library services, originally in the warehouse now changes to supermarket services
3. in terms of the library, the library that used to only wait (wait for users) then the library is promoted to users (promote use users)

The change in mind set mentioned above is the first step towards digital libraries. Digital library (digital library) is a change in the function of the library which was originally as a storage repository of printed books turned into electronic books and likewise in the original service done manually turned into service through computers and connected to the internet making it easier for people to access online.more developed technology. According to Azwar (2013: 20) the difference between library automation and digital library lies in the system. This difference is in the use of automation libraries more focused on management and administrative work such as procurement, inventory, cataloging, circulation of library materials and membership while digital libraries are more towards information systems or information dissemination through internet access.

According to Sujatna, (2018: 2) This digital library is done to reduce the flood of data through print media. with the library we can also search, process or store data or which is known as a digital library, flooding information so quickly, that it becomes abundant information is Big Data that has not been processed professionally by librarians. So many libraries are changing library service patterns in order to maintain the efficiency in processing data. according to Makarim, Edmon (2007) that a fact that the cause of the popularity of digital resources in the community is a need to store large amounts of data, but in a compact and portable format and in other words has a performance (high performance) high reproductive processes (multiplication products).

The development of digital libraries in Indonesia, when viewed from the technology side, since 2004 until now there has been an encouraging development, especially in the tertiary environment, because they already have an adequate digital library system, to become a digital library must have a network to be accessible to all other libraries, an internet network and collaboration network with other libraries are needed. According to Dedek Catur (2017) Library collaboration network (Library networking) This term has a broad scope, but usually includes;

a. Collaboration between libraries or information networks between institutions engaged in the same or relevant information fields, or linking library computers or information institutions (Pusdokinfo) with other institutions in the institution to establish LAN (Local Area Network)
b. Linking computer Pusdokinfo agency to other computers that are far away to form a Wide Area Network or often known to be connected via the internet.
c. The MAN 1 Bandar Lampung library is the only madrasa library that already uses an automation system in services, namely using the SLIMS application, from cataloging, circulation, tracking using OPAC, membership or membership, inventory collection and reporting have been done easily by SliMS, but along the development of library technology advances in MAN 1 Bandar Lampung has not been maximized, this can be seen from the

field data as follows: MAN Library 1 Bandar Lampung has used a system of automation that has not been maximized, more library services are utilized only within the MAN 1 Bandar Lampung environment mostly students use it while the teacher is still around 25% in the use of libraries because of limited collections, services are still focused on management and administration such as cataloging, circulation and so on, not yet connected to the internet so that a network has not yet been built to access the library other things.

The problem above has been done before by Sharma (2000) in a study at Collage Librarian In Goa State, that many libraries were found to only focus on cataloging and circulation with an incomplete management system.

Based on the results of preliminary observations conducted by researchers, shows that the SLiMS automation system has not been optimally utilized. From the background described above, the author is interested in taking the title "Effectiveness of the SLiMS Automation System to expand library services"

II. FRAMEWORK

Some previous studies are made as comparison studies, including:

1. Thesis by Onny Cahyo Widodo (2016) entitled The effectiveness of using open source software (SLiMS) in college libraries in Malang. This study aims to determine the effectiveness of open source software (SLiMS), the constraints experienced when using SLiMS in college libraries in Malang and to provide input to developers or the SLiMS community in developing SLiMS software. The research method uses a quantitative descriptive approach. The results obtained are as follows: 1) The quality of the SLiMS application already has a good and adequate system and has a stable enough performance to be used as a library management information system and can support the performance of the Librarian so that the work becomes more effective and efficient. 2) The SLiMS application can display the information needed by its users in a concise and clear manner with accurate and timely quality information. 3) The SLiMS application is easy to learn and has a very high usability level because every feature of library management work has been provided on the SLiMS software. With SLiMS the work gets done faster and automatically increases the work performance of its users. 4) The ability to operate a computer has an impact on the smoothness of using the SLiMS application so that it can be maximally utilized. 5) SLiMS has been used in accordance with its function, because all the management of library materials in the library cannot be separated from SLiMS. 6) With the SLiMS application library management can be lighter and easier, thereby increasing user satisfaction and comfort. 7) The use of SLiMS applications will be more optimal and in accordance with needs, if the user has computer programming skills.

2. Scientific article by Rex Fritz Sidupa (2016) entitled Measurement of SLiMS Application Performance in Information Technology Services Using ITIL Framework v.3 (Case Study: Regional Library and Archives of Salatiga City). Quantitative approach is used in this research methodology. The level of maturity obtained in research at the Salatiga City Persipda is at the defined level. The use of the SLiMS application is appropriate and has been used well. But at the level of optimization or optimized SLiMS applications in the service is still very low due to the absence of special IT experts in knowing exactly what the application needs in order to be optimal. SLiMS application itself performance can be assessed in its use so far, depending on the staff or employees who use it and develop it. Whether the application is good or bad depends on the organization or company. The reality is that in the field employees can only use the SLiMS application, but only a few people know the principles and needs of the application. The City of Salatiga Persipda also did not understand incidents and problems that could occur at any time, and there was no related party to manage specifically the development of the SLiMS application. Preventive action needs to be taken for problems that can arise at any time as a way to prevent problems from arising by analyzing performance reports. A survey should be made to visitors about how the current service process is whether the customer is facilitated in the service process to know what is needed in optimizing SLiMS applications. It also reminds that IT staff in an organization is needed to fulfill a goal that involves IT.

3. Scientific article by Rahmat Iswanto, Eke Wince, Marleni (2019) titled Optimizing the use of Librarian Performance Applications in the Curup State Islamic Institute Library. The approach used uses qualitative methods. With the automation of all manual / traditional library activities turned into a computerized system. To support the implementation of library automation, the Curup State Islamic Institute library completes all the required automation components such as: User, Hardware, Software, Networking, Data, Manual or Guide, Internet and Management System. Information. From 2010-2015 using Senayan Senayan3- stable14, from 2016 - 2018 Senayan Version senayan 8- stable8, from 2018 - 2019 Senayan Version SLiMS 8.3.1 (Acacia). With SliMS, it is very helpful for librarians in carrying out their duties. principal tasks in the

library are carried out by librarians. . Where each level has different job descriptions, but based on the results of interviews using the SLiMS application in the Curup State Islamic Institute library, it is felt that it is still not optimal because the existing librarians are still limited to doing their main tasks. Librarians should improve their ability to take advantage of SLiMS applications by increasing knowledge and skills regarding SLiMS applications as well as improving computer operating equipment skills. So that the performance of the Curup State Islamic Institute Library can be improved.

III. METHOD

This type of research is qualitative research, using qualitative methods because researchers can understand deeply and be directly involved in the research process method (Hyett, Kenny, Dickson-Swift, & well-being, 2014). one of the advantages of using qualitative research is that researchers can immediately find and explain real experiences from research samples. (Wallen 2001 quoted Asalah 2015)

The technique of determining the informants in this study uses For the Subjects in this study 1 library head, 2 library managers, 2 teachers, and 2 students. purposive sampling, the selection of informants was chosen based on certain criteria determined in accordance with the objectives of the study. Data collection techniques using in-depth interviews, observation and documentation. In qualitative studies, various instruments can be used to collect data, such as interviews, school observations and notes (Ibrahim & Jamil, 2012). Yin stated that interviews are an important source of information in the design of case study research. Based on interview statements, researchers can gather information from participants about the involvement of students as library users.

IV. RESULTS AND DISCUSSION

1. How is the library service based on SliMS automation system?

The service is part of a library whose activities are directly related to the user and at the same time is a measure of the success of library management. Library services according to Pawit, (2010: 69) service is the process of disseminating all kinds of information to the wider community. Meanwhile, according to Rahayu, et al (2014: 1.3-1.4) library services is the provision of all forms of library materials precisely and accurately according to the needs of users providing various means of information retrieval. In addition to providing library materials needed by users, the library must also provide a means of meeting. The development of the library has progressed from time to time, in the current digitalization era it is able to facilitate humans in accessing information anywhere and anytime through library automation. Library Automation is nothing new and happens among the library world. Automation aims to facilitate and speed up the library service system. What is meant by library automation

according to Saleh (2014: 1.16) Library automation (library automation) is a library management process using information technology (IT) assistance. Automation systems that are widely used and easy to use are SliMS automation systems According to Azwar (2013: 24) currently SLiMS is in great demand among Indonesian people, especially librarians, because the facilities they have can meet the needs of the automation system in libraries, using SLiMS, users can access library information services much faster than when they were still manual. In addition, SLiMS software can be accessed through internet access, so that users can browse the library catalog from anywhere and at any time through the website or portal provided by the library. can be accessed online by use.

2. How is the Head of Library's Performance in the library at MAN 1 Bandar Lampung

The SliMS application is well designed to accommodate all the tasks of librarians in accordance with the function of the library as an information provider. With SliMS automation all manual / traditional library activities become computerized systems. To support the implementation of library automation, the MAN 1 Bandar Lampung library complements all the automation components that users need, namely hardware and has used Senayan Version SLiMS 8.3.1 (Acacia).

The SLiMS application provides convenience not only for recording and basic tasks, with this application many forms of creativity work can be done. The SLiMS application is indeed well designed to accommodate all of the Librarian's tasks, to make the most of the SliMS Librarian application is required to have the skills to operate a computer device. So that the SLiMS application can be used to improve performance and create creativity for Librarians / Library Heads.rs.

Regulation of the Head of the National Library of the Republic of Indonesia Number 11 Year 2015 librarian positions consist of 1) Skill Librarians, including: implementing librarians, advanced implementing librarians and supervisor librarians; 2) Expert librarians, including: first expert librarians, young expert librarians, intermediate expert librarians and main expert librarians, this is in accordance with the basic capability standards that must be owned by librarians that, the basic ability standard that must be owned by the librarian depends on the position.

Basic abilities possessed by the head of the library are different from other staff, therefore the head of the library as the person in charge of the library must know the basic abilities that must be owned by each library management officer, because this is related to Human Resources .

According to Suwarno (2009: 108-112) Human resources in a library are all workforce or library devices consisting of:

1. the leader with the main task of formulating policies and making decisions for all staff,

2. librarian functional officers in charge of and functioning to carry out library activities in a professional manner,
3. operational technical implementers such as procurement, processing and services,
4. administrative technical implementers and all the devices are team work that must be able to work together for the success of the library. As one source of library strength, the human resources must be equipped and equip themselves with the ability, skills and attitude to work, and be responsible to the library leadership.

Professional librarian and staff development starts from making correct job descriptions so that it makes it easier at the time of recruitment. Educational requirements (S1, D3, high school), work experience, Indonesian and English language skills, computers, and health are the main priorities. Conversely, institutions must also prepare work facilities and good compensation. Furthermore, after being hired, the coaching is based on competencies consisting of general and technical competencies, commitments, and performance indicators determined by the institution and derived according to the position, tasks and obligations of the library unit.

Human Resources at MAN 1 Bandar Lampung Library do not yet have experts in the field of Technology and information so they are still focused on the main work of the library such as cataloging, inputting, membership and circulation, besides that the SliMS application also cannot be accessed online by other libraries.

Based the above explanation, ideally in a library has experts in the IT field who can help improve SLiMS so that it can improve library services widely, namely the development of libraries towards digital libraries and special expertise as librarians making it easier to develop libraries in the digital age.

3. How do Madrasah Principals Support the library?

The Head of Madrasa has the most important role in the progress of a madrasa institution and the Head of Madrasa has the authority to make decisions and provide policies for the development of Madrasas, especially in the development of library progress. Libraries will advance if they get full support from the headmaster.

The Head of Madrasah MAN 1 Bandar Lampung has not prioritized infrastructure, so far it has only been emphasized to all teachers to involve and utilize the library in teaching and learning activities.

The addition of facilities and infrastructure has been set by the central government to provide a solution as stipulated in Law No.43 of 2007 that "Schools / Madrasahs allocate funds of at least 5% of the school / madrasah operational expenditure or goods expenditure outside of employee expenditure and expenditure capital for library development "Actually it is very clear that every school / madrasa must set aside a minimum of 5% of the school's operational budget.

The madrasa should be especially madrasa head more concerned about funding for library development, because libraries really need a special budget for operations in library development.

V. CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Library services at MAN 1 Bandar Lampung already use the SliMS automation system, this application only focuses on the work of library staff in organizing libraries such as cataloging, membership, tracking and circulation. Circulation with SliMS applications is inputted on the computer, however, SliMS has not been utilized to expand services to be accessed with other libraries.

The development of the library towards the digital era requires human resources who have expertise in technology and information, besides that it also needs the support of madrasa heads who have the mindset for change following the digital era, so that the MAN 1 Bandar Lampung library can become a role mode for other libraries that are still traditionally at least able to change into an automated library.

Library Services

Library services at MAN 1 Bandar Lampung already use the SliMS automation system, but this service has not been utilized to access information online. It is still focused on the use of SliMS in administration and circulation such as cataloging, membership, tracking, lending and repayment services.

Library Performance

Human Resources (HR) in the library of MAN 1 bandar Lampung do not have experts in the field of Technology and information so that the work of librarians is still limited to administrative tasks and has not used SliMS to expand access to information online.

Head Madrasah Policy

The madrasa head plays an important role in increasing the effectiveness of the automation system by expanding access to provide the best service to its users and to be felt by other communities. Policies that have been carried out by the Head of Madrasah include, among others, increasing the procurement of library books, increasing the frequency of library use, but have not prioritized the means for developing SliMS automation system services that can be accessed online.

VI. SUGGESTION

Head master

The Head of Madrasa should always provide support in developing the library and should pay more attention to

improving the skills and competencies of librarians, then for funding or budgeting to the library, it should also pay more attention.

Head of Library

The Head of the Library should increase his knowledge of IT-based services that can be accessed with other libraries and increase the effectiveness of SliMS because improving services will make students feel comfortable visiting. Must continue to upgrade the latest knowledge about the library, especially on technological progress.

Librarian

Librarians further improve performance in providing services to users, in addition to developing skills by attending training in accordance with their fields.

Library Users

User should contribute and play an active role in being able to compete in improving the quality of libraries as a role mode school.

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