

Use of Materials as Reference Reference Services in the Library University Campus B Airlangga

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Abstract: Library reference services at the campus of the University of Airlangga B requires some trade-offs directly by the user associated with the utilization of library reference collection at Airlangga University campus B. This research method descriptive quantitative approach which presents data by using figures. Population taken from the number of users a collection of reference service within one month, with a sample of 50% of the visitors' service reference. The data collection technique the authors do observation, distributing questionnaires, documentation, and interview. The results of this study indicate that interested users only use a proven collection of collections of services as much as 63.60% obtained information needs in the collections and reference services, in addition to the variations of the language collections owned by the service references as much as 63.60% answered varied and responsiveness of the librarian is also one of the viability of a service what else as much as 54.50% of librarian reference services assess responsiveness in performing their duties very well. Users have some suggestions of increasing the number of collections, the collection of certain lectures and structuring support and comfort room shelf.

1 INTRODUCTION

The library is an information agency that provides information sources both printed and non-printed. The role of libraries in this era has a lot of functions not only as a medium for information search, but libraries can also be the main reason for getting relevant information sources. The main function of the library is to hold, process, provide and disseminate information to the user. To carry out these functions the library should manage the collection so that the information contained in the collection can be used optimally. The library can be a place to get a variety of resources for users doing research, tasks or scientific work or just want to get information regarding various things. The diversity of information available in the library requires a variety of services to be provided. The service is a behaviour that is given by a person to help meet the needs of others. Such services are provided so that the library can meet the information needs of users, with the aim of giving satisfaction to the users in getting the information (Kilic & Hasirci, 2011 ; Kisby, 2011 ; Harisanty, 2019). Services that are available in the library, a service circulation, reference services, guidance services, information search services, photocopying services, and so on.

Reference services is one of the services available at libraries whose purpose is to provide services to users to meet the needs of the desired information quickly and precisely by using a collection of references or references that can be used by users or visitors to the library to meet the needs of information (Garrison, 2010; M. Keenan, 2014 ; Feldman *et al.*, 2018). Some types of activity in the service reference is Education users (user education) is an activity undertaken librarians in providing information to the user in accordance with the reference materials that have been available in the library, the type of users there are 2 of the learning individual and group learning, with their education users, then open the opportunity for librarians to improve themselves not only as an officer who only serve users, but opted contribute ideas and expertise to improve the quality of library services (Knight, 2002; Chen & Lin, 2011; Critz *et al.*, 2012). Guidance is an activity undertaken in help guide user's librarian to get materials of scientific writings and research of resources in the library.

Online Reference Service is a service that is owned by the library and can be opened via the Internet at this age usually through social media will then be answered by a reference librarian (Godfrey,

2008; Joint, 2008; Harisanty, 2019; Srirahayu *et al.*, 2020; Harisanty *et al.*, 2021). In this service the user and the librarian was not met and thus in giving service just do communication via chat, the benefits of this service is that users can get the information that is required from a distance or from anywhere and not have to come to the library beforehand to want obtaining information. In line with the development of information and communication technologies, reference services have evolved to utilize the communication media (Ruppel & Vecchione, 2012; Hervieux & Tummon, 2018).

Success factors in the service of reference can be seen from the collection, a complete collection greatly influence the success of the service especially at the source of bibliographic tool because in answering questions put by users comes from a collection of reference materials. Reference officer trained to help that is correct and reliable information to users. Due to the presence of a complete reference material and coupled with their Human Resources or a good reference officers it can be said that the service is satisfactory services (Kilic & Hasirci, 2011; Ruppel & Vecchione, 2012).

In the process of this reference services librarian provided some input sources related information that will be discussed by users, but the process is not as easy as the one we saw and witnessed. Where a librarian who should provide input but not quite so simple, because the reference librarian is not only dealing with a collection of reference only, but with users from various circles at once has a behaviour and needs vary, and librarians provide personal help to users for the complexity of information they face. In performing its duties as a reference librarian should have the insight and general knowledge, relevant knowledge on how to use the reference collection, science-related areas of the library (Garrison, 2010; Hervieux & Tummon, 2018; Harisanty & Anna, 2020; Srirahayu *et al.*, 2021).

Often found that when the process of providing services or provide guidance to users lot of attitude of librarians who are less open kind of an attitude of service to answer questions, but one of the supporters to the users can always use an institution library information is one convenience if such a convenience is not obtained in a process of relationship there will be gaps that resulted in one of them did not feel like going through the process of the relationship. One factor that affects the visitor to use the library is in addition to the facilities, collections, and technology is convenience (Mahendra & Hidayatullah, 2015; Srirahayu *et al.*, 2020).

2 RESEARCH METHOD

In this study, the authors use .According Quantitative Research Methods Sugiyono (2010: 15) Methods Quantitative research is a research method that is based on the philosophy of positivism, is used to examine the condition of the object that is natural, (as his opponent is an experiment) where researchers are a key instrument, sampling data source is purposive and snowball, collection with triangulation techniques, data analysis is inductive / qualitative and qualitative research results more pressing significance of the generalization. The author chose research sites in the sphere of higher education that the university campus library Airlangga B is addressed at the Dharmawangsa in south no.24 Surabaya. In this study, the population taken by the author was the visitor library reference service, and the authors distributed questionnaires to half of the total visitor service reference population. In collecting data, the authors conducted a questionnaire to correspond to produce accurate and effective comparisons to ensure only research. In analyzing data using SPSS the writer produces accurate data in a graph or frequency.

3 RESULTS AND DISCUSSION

Utilization of reference services as reference material have been affected by many factors, such as librarians, collection, and time intensity levels. In this case also could be a reference service reference material when repairing these factors (Almah, 2013; Mahendra & Hidayatullah, 2015).

Author explain that the utilization of the reference as a reference at the university library B UNAIR still not used or exploited by library users, especially the academic community, it is different from previous studies that make the guidelines in the writing of this study that explains the reference service sufficiently utilized by several universities high, it is obviously the case for the reference collection owned by several colleges adequate and well utilized by the user, but there are also other studies explain that the use of reference services is different from the expectations and the actual intent of this is that sometimes we as a librarian wants a service can operate optimally and contests Useful for those in need, in the field encountered many who rarely use it (Almah, 2013; Mahendra & Hidayatullah, 2015; Harisanty, 2019).

Of the various tables that have been conducted and analysed it can be concluded that the function

library reference services at the Airlangga University campus B as a conduit of information to the user is already integrated with the floor of the library information service section 1. Most of the students who came to the room to use the reference is not available in the reference collection reference service, students are only using the reference room as a place to do the work and discussions. From the library create a new policy that makes the service has been transformed to enable reference now be read but did not leave the room collections of reference still has a special room for the collections of reference to be used and become reference material (Perpusnas, 2011; Harisanty, 2019; Harisanty *et al.*, 2020).

As previous studies related to the use of reference services as reference material. This study ever written by Syarif Mahendra (2015) in the previous study, entitled "Utilization of Reference Collection for Reference Materials at Gadjah Mada University Library". This study on the use of a reference collection as a reconciliation in the Library Library Gadjah Mada University aims to identify the use of a reference collection level of the Main Library Gadjah Mada University, with a focus on the intensity of visits, knowledge about the benefits and value of the benefits of reference books, in general, a reference collection the Main Library Gadjah Mada University has been used to search for information that can be used as reference material to help complete the task of the study, including assignments in writing papers and thesis (Mahendra & Hidayatullah, 2015; Harisanty *et al.*, 2020).

In a journal written by Hildawati Almah (2013) in the previous study, entitled "Development of Reference Service in the Library (between expectations and reality)". Its conclusion is that the main purpose of the reference service owned by each library, is to be able to inform some of the information or resources appropriately and quickly or allow the user / users find information quickly. Provide reference service is a fun job and a challenge for the reference librarian, for librarians not only deal with the reference collection, but also to deal with users (Almah, 2013; Mahendra & Hidayatullah, 2015; Harisanty *et al.*, 2020).

From the foregoing journal data is known that the use of reference services in libraries as referral sources B Airlangga University campus many students who do not properly reference the service utilize many who just do the work and so forth. In this case the user factors other than librarians' factors also need to pay attention and drive if its use is less understood and so forth. In addition to making changes in the revival of the actual reference services

we need to make socialization of users of reference services such as training, seminars, and so forth.

4 CONCLUSIONS

From some data and guidelines used by the author in the completion of this study, the authors conclude that the reference services at the campus library B UNAIR underused by users or library users, it is triggered because the reference collection owned by the university library B UNAIR less recent or lack of updated libraries in the presentation of the material, but it is also sometimes a lot of books out of place on a shelf. Students who use the service are also very rare references using reference collection as reference material most of the students use the room for reference only tasks and discussions.

The main function of the library returns the actual reference services that provide information to users and provide a collection of reference in accordance with user needs. Referring service as a service pledge to look for reference material. Service reference should also be moved in a more visible place like the floor first so that when users want to ask the librarian easier to reach it can refer services can function again.

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