Collection Development in Libraries:
Case Study in the Library Airlangga University Surabaya

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Abstract: Visitor satisfaction can be termed as a part of a project to boost performance or facilities used daily by visitors. The purpose of this study to find out how satisfied users in using the facilities provided by the library. Libraries that we take that at Airlangga University Library. The method used in this article uses a quantitative method is more research using descriptive analysis. Data collection through (1) the distribution of the questionnaire (2) observation. Based on the results obtained data related to visitor satisfaction to Wi-Fi at Airlangga University Library, to use Wi-Fi in the Airlangga university library already meet user needs. Almost all the users often use Wi-Fi at Airlangga University Library. On average most of them often use the Wi-Fi libraries for doing the coursework.

1 INTRODUCTION

In the current era of the library not only as a repository of books and borrowing books, but today the library is also used as a learning tool, each communicating, means free browsing, a place to meet, and also discussed so that it can add to the experience of users who visit the library (grieves & Halpin, 2014). Since it became one of the great challenges for librarians today as human resources, which is responsible of managing the library to make a picture in entering the diversity of users with different needs of a very unique and different (Nejati & Nejati, 2008; Hossain and Islam, 2012). College library as a meeting place for diversity of culture from various locations, with different ideas. Being able to let go of all the cultural differences that are often embedded in other institutions. College library did not just become the vital organs of a university, but also the university container, the most accessible entrance.

Especially in the age of mass media sophistication that now more loved by the people, especially the students. The sophistication for today's highly needed by the students especially those students are in search of information in the form of theses, journals and so forth. If the data connection on their smartphone automatic long they will seek a new alternative in the form of Wi-Fi easy to find. That is why libraries have to adapt to today's conditions in which information

and communication technology is developing very sophisticated (Asogwa, Ugwu, & Ugwanyi, 2015). Based on Law No. 43 Year 2007 on the Library, the library is defined as an institution managing the collection of papers, printed works and / or work record in a professional manner with a standard system to meet the needs of education, research, conservation, and recreation for the users. Therefore, libraries are required to continue to innovate and create new breakthrough to achieve optimal service (Hallberg & Sipos-Zackrisson, 2008).

Airlangga University Library is college libraries that are in the shade of Airlangga University. The majority of library users Airlangga University are academicians who are taking the study, the task, and others. Although one of the famous libraries, the library is open to the public who wish to make use of the library facilities in accordance with applicable regulations.

As you may know, Airlangga University Library has special student facilities such as Wi-Fi that can be accessed when the environment in which they are in the library. Wi-Fi is an area facility such as internet connection can take place wirelessly. Wi-Fi is very easy to access by visitors to the library. This technology is becoming a trend in various places and in the library. Simply by logging in using the Cyber Campus ID they can easily get free Wi-Fi facilities library. Library Wi-Fi usage time is also long enough, about two hours and if the visitor is still in

the library. According to research conducted by Karim, Sumendap and Koagouw (2016) on the use of the Wi-Fi network to meet the needs of its users,

Libraries provide a variety of facilities can be used as a benchmark that the library is successful in attracting visitors. Library visitor satisfaction is one of the tasks of the library as one of the information service providers (Borbely, 2011; Balog & Plascak, 2012; Marsek & Gaskin, 2012). A good library can be measured by success in present quality services to users. By providing good facilities for users in meeting their information needs, can be useful in improving library visits and a reputation for itself. The facilities were oriented to the needs of users,

Rightfully, the facility should also be oriented towards users that their information needs are met (Yue & Beisler, 2014; Monopoli, 2002; Lozano, 2000). Adequacy of library facilities will provide a level of satisfaction to different visitors. With the needs of different users of this, making the library needs to provide optimal facilities so that every user who utilize the facility will cause a sense of satisfaction and always use it in the future. By doing so, the library can increase traffic through attractive services and facilities that have been provided.

The purpose of this study is made is Knowing how satisfied visitors to the library students free Wi-Fi Airlangga University Library. Knowing what obstacles are often encountered when using the free Wi-Fi Airlangga University Library.

2 RESEARCH METHOD

The method used in this research is quantitative method with descriptive type. According Sugiyono (2013) Methods Quantitative research is "a formulation of the problem with regard to the question of the existence of independent variables, both just at one or more variables (independent variables are variables that stand alone and not the independent variable, because if the independent variable is always paired with a variable dependent". Data collected by observation, questionnaire, and documentation. the data have been obtained will be analysed by means of the presentation of data to find the results and draw conclusions.

3 RESULTS AND DISCUSSION

The following are the findings of the use of the Wi-Fi in the library of the Airlangga University.

Use Wi-Fi		
	Frequency	Percent
Ever	43	86.0
Never	7	14.0
Total	50	100

From the table above shows that respondents 50 people consisting of 43 people used the Wi-Fi and 7 people never use Wi-Fi library.

The intensity of usage		
	Frequency	Percent
Every day	16	28.0
Every week	9	18.0
Once a month	11	22.0
more	14	32.0
Total	50	100.0

From the table above shows that respondents 50 people consisting of 16 people used the Wi-Fi every day, nine people every week using Wi-Fi, 11 people a month use the Wi-Fi, 14 people answered the other and the answer varies by answering each visit to the library.

Objectives access Wi-Fi		
	Frequency	Percent
Searching for information	26	52.0
Doing task	24	48.0
Total	50	100.0

From the table above shows that respondents 50 people composed of 26 destinations using Wi-Fi to look for information, 24 people of interest using the Wi-Fi to work on the task.

Users Satisfaction		
	Frequency	Percent
Very satisfactory	6	12.0
Satisfy	44	88.0
Total	50	100.0

From the table in above shows that respondents 50 people consisting of 6 people are very satisfied with the service Wi-Fi and 44 people answered satisfactorily. Conditions Wi-Fi in the library is not every day a steady, sometimes high network sometimes also low so long in making the information seeking process.

Availability Wi-Fi as needed		
	Frequency	Percent
Very appropriate	9	18.0
Corresponding	41	82.0
Total	50	100.0

From the table above shows that respondents 50 people consisting of 9 people responded very appropriate and 41 people answered accordingly.

Compliance with Requirements		
	Frequency	Percent
Always	16	32.0
Often	17	34.0
Sometimes	14	28.0
Never	3	6.0
Total	50	100.0

From the table above shows that respondents 50 people composed of 16 people answered always, 17 people answered frequently, 14 people answered sometimes and 3 answered never

Free Wi-Fi		
	Frequency	Percent
Very good	15	30.0
Well	35	70.0
Total	50	100.0

From the table above shows that respondents 50 people composed of 15 people responded very well and 35 people responded well.

User satisfaction Wi-Fi library as a library facility is influenced by many factors such as student assignment, hours of operation and level of intensity Wi-Fi service time. In this case too biased only free Wi-Fi service library as a reference when fixing these factors.

The author explains that the utilization of the free Wi-Fi as a reference in the library of the Airlangga University still not in use or in use by the library's user, especially the academic community, this is different from previous studies in which that explain the free Wi-Fi service is quite exploited by some users of the library school high, it is obviously the case for the free Wi-Fi service that is given adequate college and also utilized by the user. But there are also other studies explain that the benefits of the free Wi-Fi service is different from the expectations and the actual purpose of it is that sometimes we as a librarian wants a service can operate with optimal and beneficial to those who are in need,

From the foregoing journal data is known that the use of free Wi-Fi service as referral source at Airlangga University library. 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 actual revival services we need to make socialization of users of services such as training, seminars, and so forth.

4 CONCLUSIONS

Almost all the frequent use of Wi-Fi in Airlangga university library. On average they often to library to perform tasks. Most of them come to library to find information. In doing the task itself is very helpful Wi-Fi students to find the information they need. Services own facilities to satisfy most of them have been satisfied with the service provided. Mostly students do not need assistance in the case attendant Wi-Fi. The average Wi-Fi service usage requirements have been met and the Wi-Fi service itself is up to date. Wi-Fi already meet the availability requirements according to the needs of each user Wi-Fi. The service provided has been very supportive. And most users rarely communicate with other users. Librarian service itself is satisfactory. Skill, sensitivity, and have good skills.

But despite both would be much better if the library to better understand the Wi-Fi. As if at certain hours which are usually free Wi-Fi service tends to slow and make productivity can suffer. Although libraries already provide the maximum speed would be better if more optimizing free Wi-Fi service.

Users want free Wi-Fi service was very satisfying them and as reference material for the study and the first reference time looking for information, provide information - latest information and give convenience in searching browse the information that they need.

If possible, bias in adding more speed Wi-Fi which is in the library. Or if the bias creates a multi-purpose room that is more concerned with speed Wi-Fi, so the free Wi-Fi service users do not hassle when trying to look for a reliable Wi-Fi bias. Or by libraries provide library services with guaranteed pay in the super-fast Wi-Fi and biased in use when we were in the room.

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