Use of Services *Rubelin* (Individual Learning Room) for Students in University Airlangga Library

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Abstract: Library, the library is defined as an institution that manages the collection of paper, printed paper and/or notepaper in a professional manner with a standard system to meet the educational, research, conservation, and recreational needs of visitors. Not all aspects emphasized can be met, including joint educational and recreational needs. In addition, there is the desire of users to not only be able to read collections on the spot but also to be able to discuss and study in the library at the same time. Then came the innovation of service provision and independent study room facilities, especially those applied in the Airlangga University Library. The purpose of this study was to examine the use of *rubelin* (individual learning spaces) for students in the Airlangga University Library by using a theory of utilization consisting of reasons, interactions, results. The method used in this research is a quantitative method with descriptive type. Data collected by observation and distributing questionnaires to visitors who use *Rubelin*. Based on the research that has been done, it can be concluded that the utilization of high *rubelin* services at Airlangga University Library and get a good response from users, in terms of facilities, services, access, and concierge. That can be seen from various aspects consisting of reason, interaction.

1 INTRODUCTION

Based on Law Number 43 of 2007 concerning Libraries, libraries are defined as institutions that manage collections of written works, printed works, and/or professional records with a standardized system to meet the needs of education, research, preservation, and recreation for visitors (Sunyowati *et al.*, 2022). However, in reality, some of the aspects emphasized by law have not all been fulfilled (Subagyono, Chumaida and Romadhona, 2022). For example, the educational needs at a time of recreation, where the library still serves rigidly focused users on circulating collections (Hernoko *et al.*, 2022). While the willingness of the reader that not only can read the collection in place, but also be able to discuss, learn together in the library at once. Facilities and services can provide a place for discussion and learning is not enough in the library (Romadhona, Subagyono and Agustin, 2022).

Therefore, libraries are required to continue to innovate and create new breakthroughs to achieve optimal service (Harisanty, Shafira and Isbandy, 2020). By providing good services and facilities for the users to meet their information needs and can be useful in improving library visits and a reputation for itself (Romadhona, 2020). Service-oriented needs of users will create satisfaction for users of the library and can be fully utilized by the community one way to organize every room in the library (Romadhona, 2022).

One innovation service that began to be applied is a self-learning room service. Service self-learning space could be an alternative for libraries to attract visitors to visit and read in the library, of course, need (Romadhona, Kurniawan, *et al.*, 2022) to be equipped with comfortable amenities. Optimization of library services and facilities as well as the utilization of human resources with various businesses to meet the needs of users should provide new innovations for the library to function optimally (Romadhona, Wati, *et al.*, 2022). The better the services they provide, the more visitors who take

advantage of the good library of services and amenities.

According to Kurniawati (2012), special room service to study or read, have important functions in which the expected increase in visitors, visitors have the desire take advantage of other library services, as well as to expand the horizons of visitors and provide awareness of keeping the facilities in the library. At the Library of Airlangga University (Airlangga University), a self-learning service called *rubelin* services (self-learning space), which still includes new services. Even so, the service is already much in demand by the students. However, there are still many students who still do not know this service despite frequent visits to the library.

2 LITERATURE REVIEW

2.1 Library Services

In general, service is a means of liaison between the library manager and the treatment that will be received by the user. Services can be activities that have the activity of providing information to users. Services can also be interpreted as actions or performance offered by one party to another party which is basically intangible. Various notions of service, provide an explanation that service is an action offered, then produce interaction between officers and users, where officers who provide an action to the user in accordance with the needs of the user so that the user fulfilled their needs, these can be manifested or not realized. According to Prastowo (2012) library services an effort made by librarians so that library materials can be utilized and utilized optimally by library users, so that libraries can carry out all functions properly.

All service definitions can be implemented in various libraries. One of the libraries that need to implement services properly and correctly is the university library. In Law Number 20 of 2003 concerning the National Education System in article 55 states that the requirements for holding Higher Education must have a Library. The library is one of the Technical Implementation Units that implements the Tri Dharma of Universities that serve sources of information to the academic community. The college library is in a college environment and its users are the college academics.

According to Siregar (2008) the college library is an institution that serves primarily to provide facilities for study and research for university academicians parent. The government also issued

Law No. 43 of 2007 on the library, the fourth section specifically talk about the college library, Article 24 states:

1.   Each college organizes libraries that meet national library standards by considering the National Education Standards

2.   The library as referred to in paragraph (1) has collections, both the number of titles and the number of copies, which are sufficient to support the implementation of education, research, and community service.

3.   College libraries develop information and communication technology-based library services

4.   Each college allocates funds for library development in accordance with laws and regulations to meet national education standards and library national standards.

As a supporter of education libraries always try to provide the collection needs that are needed and used by users, one of which is by lecturers and students. The use of libraries is a process carried out by users with various information services in the library. Utilization of library services as a librarian benchmark for user satisfaction, as an evaluation of librarians for the achievement of maximum services in accordance with user needs. The success of a service can be measured by how the user uses the service. the more services that are used / exploited the more successful the service is.

2.2 Room Service-Learning Independence

Individual study room by Karasic (2016) in the early to mid-1990s, what was formally known as the Information Commons (IC) that can help bridge the gap between physical and virtual space. Along with the times, IC services ranging updated to Learniing commons (LC). Unlike the IC, LC brings users to collaborate on specific learning objectives, directed towards mastery of a course-based assignments (Wolfe, Naylor and Drueke, 2010). In LC, reference librarian becomes important to provide bibliographic instruction and research (Beagle, 2002). But it is also often asked to provide services in addition to references, such as technology support (Steiner and Holley, 2009).

According to Karasic (2016) academic libraries provide collaboration areas such as information commons or study rooms that are well seen by students and faculty as comfortable, flexible and most important spaces and services, productive in meeting the goals of cross-academic teaching and learning. Not only that, Karasic added that they

(libraries) provide space and learning services to continue to claim their place as an intellectual and cultural center on campus by responding to the needs of users who are developing and implementing technology well.

Self-study room or called *rubelin* a space used for independent study. This room includes the latest service from Airlangga University Library. Individual study room is very helpful for students who need a private room to study independently. Self-learning space at Airlangga University Library is located on the 1st floor, exactly in front of the e-journal. This room consists of four chambers that each cubicle is equipped by a desk, a chair and a socket to support learning activities of each student. To use this individual study rooms, a student must register using a student identification card in advance at the information service, then students are also enjoined to fill the identity of borrowers in Airlangga University library website

3 RESEARCH METHOD

The method used in this research is quantitative method with descriptive type. According Sugiyono (2013) quantitative method 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 is by means of direct observation and spread out questionnaires to those who utilize the services *rubelin* in the library. The reason the format of the questionnaire used in this study is that the authors only focus on the utilization of existing *rubelin* services at Airlangga University Library. The population that we take based on the data visitor this *rubelin* of 1,500 people. The sampling technique we are using is using Taro Yamane formula that produces the respondent should amount to 94 people. This technique we used to do random or simple random sampling where the respondent that we find a library visitor who never used *rubelin*

4 RESULTS AND DISCUSSION

Based on research that has been author showed that most users of the service this *rubelin* more women than men. In addition, when viewed from the level

of the semester, most visitors *rubelin* still on level 3. This is because half of the 3rd semester is half of mid-on diploma or bachelor's degree. Thus, they utilize *rubelin* as a place to do the work of lecturers. Then, college students in the 1st half less utilize *rubelin* because they include new student and still do not know the library as a whole and not utilize library services and facilities to the maximum.

Rubelin utilize good intensity, many users are using the service more than one time, it is because the service is indeed very helpful *rubelin* library users. *Rubelin* is one of the library services that is preferred by the users of the library because it is effectively used for personal tasks.

The comfort factor of a service also affects the impact of their use, *rubelin* one Airlangga University library service in a comfortable because it has facilities that are needed by the user. In addition, the design space factor is also one of the factors that influence. With neat and nice a room design will make the room comfortable and pleasant to use. According According (Bafadal, 2009) arrangement of space and equipment available to be reorganized and cared for so that really support the implementation of the library school effectively and efficiently, *rubelin* comfort afforded by this, the respondents agreed to re-use this service at a later time.

Room service *rubelin* very private, making the user gets the full concentration while using the service, because it is so required by the user to complete personal tasks. As the results of questionnaires distributed, users find it very amenable when *rubelin* is the place to get the full concentration. User satisfaction is the yardstick of a service, with users feel satisfied when using these services means that service work. Respondents were satisfied because they can get a comfortable place to do chores

Based on the data obtained from the questionnaire distributed to visitors at Airlangga University *rubelin* service and all the data that have been described to be analyzed. Analysis by the author is to based on the theory proposed by Tefko Saracevic and Paul B: Theory RIR (Reason-Interaction-Result).

The results of data processing of each question asked in the questionnaire if the terms of the variables reason (reasons that encourage visitors to take advantage of the service *rubelin* average response could not agree on most respondents. Meanwhile, a reason for students and an indicator to utilize *rubelin* ie for their task (task), the needs of

the individual (personal), and to perform activities (object).

In the resulting task indicator that respondents agreed that if the use *rubelin* as a place to do chores or even just for a place to relax. That's because, *rubelin* has a cozy atmosphere and support for students who want to focus on learning. Then, on the second indicator, namely the individual needs. Showed that the respondents had been like this since the beginning *rubelin* services. Thus, they feel that this *rubelin* service is the right place to be able to increase the knowledge of learning, facilitate the learning process, as well as the top destination for students if it requires full concentration while studying. While in the third indicator is the object where visitors *rubelin* already utilize existing facilities in *rubelin* and assume that the facilities provided are very helpful in the learning process and are still in good condition. From the explanation above it can be concluded that the users utilize the services *rubelin* with the largest reason order to finish the task that they have and the second reason is wanted to conduct independent study with a comfortable condition.

By the time a person uses the service something then that person would interact with the service. In the second phase discusses RIR model of variables about user interactions with the services that you use, called Interaction (Interaction). In this variable, will be assessed how the interaction between the user and the associated quality of service *rubelin* if the terms of three indicators among other resources (resources), the user experience when using the service (use), and the user experience related to operations (operations). In the resource's indicator, the user already has a good response and agreed related to its strategic location. In addition, for the process of finding the information needed by the user is also faster process. Then, indicator usage experience showed that for procedure *rubelin* borrowing or usage of respondents considered good enough and does not require a long time. Whereas, for the last variable that operation, the average of the respondents considered that they feel comfortable with the facilities provided in this *rubelin* and has a room or a design that makes visitors feel calm, comfortable, without any interference.

Someone who already use the service and already interact with the service, then there must be the results obtained and the response from users regarding the service (Result). In this result variable will describe how the results or benefits perceived by viewers after utilizing the services of individual study rooms. Most respondents said that they were very satisfied after take advantage of this service and find it helpful to the learning process. In this case, it can be concluded that any visitors that utilize *rubelin* already feel the satisfaction both in terms of the facilities provided, atmosphere and conditions that support and facilitate the process of finding information.

Although the results look positive, but still needed solutions for the better development of services. Solutions to make its services more developed independent learning space is to make the system more formal rooms. During this room has a self-learning system design and informal rooms. Where all users gathered in one room with no certain limits. However, the recommended current trend for libraries is to provide formal learning spaces like classrooms.

5 CONCLUSIONS

Based on research conducted by the author, utilization of services at the University of Airlangga *rubelin* height indicated by respondents who gave positive responses related to the results after using the service. Visitors *rubelin* revealed that the service is very convenient to do the work and have full facilities. The level of satisfaction felt after the use of the service users *rubelin* consists of task completion satisfaction, satisfaction about the effectiveness of the time, and the success in the learning process. From the findings of the data obtained in the field, the highest result shown in the grounds of visitors in *rubelin* ie fulfillment services utilizing the task and requires a private room for the learning process.

Based on the findings of the data already described, the researchers gave some input or advice against *rubelin* services that can be used as an evaluation that *rubelin* service could be a favorite place for students. The advice can be given of this study are as follows: (1) The officer on guard at the service of individual learning space, is expected to be more friendly to visitors, so that visitors do not feel disappointed when the room is already full *rubelin*. (2) The Airlangga University Library is expected to provide the dissemination and promotion associated with this *rubelin* services. Thus, there will be more students who can take advantage of this service. For example, the initial page of the library website

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