



EVALUATION REPORT LIBRARY SERVICES

AY 2024/2025



**LEMBAGA PENJAMINAN MUTU
UNIVERSITAS PGRI SEMARANG**

Melaju dengan Mutu

REPORT AUTHOR

1. Head of the Quality Assurance Agency : Dr. Ary Susatyo Nugroho, M.Si.
2. Secretary of the Quality Assurance Agency : Dr Lilik Ariyanto, M.Pd.
3. Head of the Centre for Educational Quality Assurance : Fajar Cahyadi, S.Pd., M.Pd.
4. Head of the Centre for Quality : Setiyawan, S.Pd., M.Or.

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FOREWORD

We give thanks to the Almighty God for His blessings and abundant grace, which have enabled the completion of the Monitoring and Evaluation (Monev) of the Universitas Persatuan Guru Republik Indonesia, Semarang Library Services for the 2024/2025 academic year.

We would like to express our gratitude to: 1) the Chair of the YPLP at PT PGRI Semarang; 2) the Rector of Universitas Persatuan Guru Republik Indonesia, Semarang; 3) and all relevant parties for the successful organisation of the Monitoring and Evaluation of Library Services at Universitas Persatuan Guru Republik Indonesia, Semarang for the 2024/2025 academic year, and for all the facilities and support provided.

This Library Service Monitoring and Evaluation, as a quality assurance measure, aims to provide students with information regarding public facilities in line with their general interests, which forms part of the implementation of services within the four pillars of higher education towards the achievement of UPGRIS's vision and mission.

The UPGRIS Quality Assurance Agency hopes that the results of this library service monitoring and evaluation can be used as input and consideration for the quality of higher education provision.

Furthermore, monitoring and evaluation of the Universitas Persatuan Guru Republik Indonesia, Semarang Library services will continue in the coming period so that the relevant parties can make improvements.

UPGRIS Quality Assurance Agency
Dr Ary Susatyo Nugroho, M.Si

A. BACKGROUND

National educational development is an effort to foster rational thinking, shape the character and civilisation of the Indonesian nation to be intelligent and dignified. National educational development aims to develop the potential of learners so that they become individuals who are faithful and devout to God Almighty, possess noble character, are healthy, knowledgeable, competent, creative, independent, and become democratic and responsible citizens. Educational development is vital for the nation's progress; therefore, higher education institutions must actively fulfil the functions and roles of education through their vision and mission. As a higher education institution that nurtures scholars, Universitas Persatuan Guru Republik Indonesia, Semarang must be capable of bringing about positive change for the Indonesian nation. Universitas Persatuan Guru Republik Indonesia, Semarang possesses several buildings, fields, halls, and vehicles supporting activities spread across the entire campus area.

Public facilities are those provided for the general public. These facilities can be utilised by the entire academic community for personal development and the cultivation of professional and scholarly character. Facilities are continuously developed in line with global advancements. Facilities can provide well-being and benefits to those who use them, supporting intellectual and professional needs to ensure the smooth running of the teaching and learning process.

Given the importance of information regarding the UPGRIS Library's public facilities, the Quality Assurance Agency needs to monitor and evaluate the library's public facilities for the 2024/2025 academic year through a questionnaire, so that the results of this analysis are expected to serve as input and a basis for review by the university, in this case the Universitas Persatuan Guru Republik Indonesia, Semarang, particularly regarding the library's public facilities, which can provide comfort for the entire academic community.

B. LIBRARY SERVICE QUALITY STANDARDS

The implementation of library service monitoring and evaluation conducted by the Quality Assurance Agency must meet the following quality standards:

1. Staff service, with the following indicators:
 - a. The friendliness of library staff when serving students.

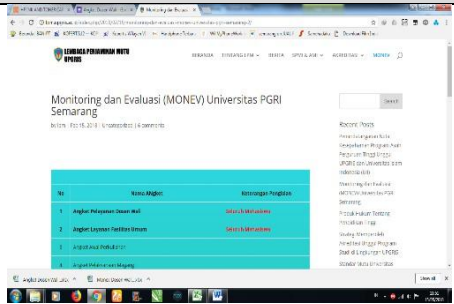
- b. The speed of service provided by staff in the library.
 - c. Staff have a good grasp of the information required by students.
 - d. Consistency of staff in providing service in the library.
 - e. Punctuality of service in the library.
 - f. Clarity of service procedures in the library.
2. Facilities with indicators:
- a. Comfort of the library space.
 - b. Cleanliness of the library space.
 - c. Books are neatly and tidily arranged.
 - d. Reference books are catalogued in an orderly manner.
 - e. Size of the library collection.
 - f. Up-to-date library collection.
 - g. The availability of reference books required by students from various degree programmes.
 - h. Availability of facilities and infrastructure in the library.
 - i. The condition of the student rest area in the library.
 - j. Availability of audio-visual learning resources.
 - k. Availability of *the E-Library/E-Garden*.

C. IMPLEMENTATION MONITORING AND EVALUATION UPGRIS LIBRARY SERVICES

In the implementation of this monitoring and evaluation, various stages of activities were carried out with the following results.

Table 1. Stages of Monitoring and Evaluation of Library Services at the Universitas Persatuan Guru Republik Indonesia, Semarang

Day/Date	Activity	Parties Involved	Outcome	Document
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Thursd ay, 22 August 2019	Finalisation of the questionnaire	LPM	Question naire	
Day/date	Activity	Party Involved	Results	Document
03–14 Marc h 2025	Completion of the library service questionnaire	LPM Staff	Compl eted questio nnaire	
Mond ay, 17 Marc h 2025	Processing of the library service monitoring and evaluation questionnaire	LPM	Data analysi s	
Wedn esday , 19 Marc h 2025	Drafting of the report	LPM	Draft report	
Thursd ay, 20 Marc h 2025	Drafting of the report	LPM in FGD		

Friday, 21 March 2025	Final report preparation	LPM	Report	
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D. MONITORING AND EVALUATION INSTRUMENT FOR UPGRIS LIBRARY SERVICES

SURVEY ON LIBRARY FACILITIES SERVICES AT UNIVERSITAS PGRI SEMARANG

Department/Programme:.....

Year/Semester :.....

Level : BSc/MSc*

Gender : ☐ Male/☐ Female Date of Completion

.....

INSTRUCTIONS:

1. You are asked to complete the following questionnaire.
2. The purpose of this survey is to help UPGRIS evaluate your satisfaction with the library facilities at UPGRIS.
3. Your responses will be used to help improve the quality of library services at UPGRIS.
4. This questionnaire is anonymous; you do not need to provide your name.
5. Please tick (✓) the appropriate box from the options provided:
 1. Poor
 2. Fair
 3. Good
 4. Very Good

No	Aspect	Answer Options			
		1	2	3	4
A. Attitude					
1.	The friendliness of library staff in serving students.				
2.	The speed of service provided by library staff.				
3.	Staff are knowledgeable about the information required by students.				
4.	Consistency of staff in providing service at the library.				
5.	Punctuality of service at the library.				
6.	Clarity of service procedures in the library.				
B. Facilities					
1.	Comfort of the library space.				
2.	Cleanliness of the library space.				
3.	The books are neatly arranged.				
4.	The reference books are catalogued in an orderly manner.				
5.	Size of the library collection.				

6.	The up-to-date nature of the library collection.				
No	Aspect	Answer options			
		1	2	3	4
7.	Availability of the reference books required for students from various degree programmes.				
8.	Availability of facilities and infrastructure in the library.				
9.	Conditions of the student rest area in the library.				
10	Availability of audio-visual learning resources.				
11	Availability of <i>E-Library/E-Garden</i> .				

*) cross out what does not apply

E. METHOD SCORING LIBRARY SERVICE EVALUATION

The method of collecting respondent data utilised an online questionnaire using the Google Forms application. The questionnaire results were subsequently processed using Microsoft Excel, and the results were scored on a scale of 1 to 4: 'poor' (1), 'fair' (2), 'good' (3) and 'very good' (4).

$$N = \frac{((n1 \times 1) + (n2 \times 2) + (n3 \times 3) + (n4 \times 4))}{4}$$

Notes:

N = Percentage of Student Satisfaction with Library Services

n1 = number of 'poor' scores n3 = number of 'good' scores

n2 = number of 'fairly good' scores n4 = number of 'very good' scores

The scoring criteria are as follows:

- | | |
|--------------------------|--------------------------|
| 1. 85 to 100 = Very Good | 3. 55 to 69.9 = Poor |
| 2. 70 to 84.9 = Good | 4. 0 to 54.9 = Very Poor |

F. EVALUATION RESULTS

The Library Service Evaluation successfully gathered a total of 522 respondents. The summary data of the Library Service Evaluation is presented in the following table.

Table 1. Summary of Library Service Evaluation Data

No	Aspect	Score				Result
		Poor	Fair	Good	Very Good	
A	Attitude					
1	The friendliness of library staff in serving students.	0.38	0.19	55.94	43.49	85.63
2	Speed of service provided by library staff.	0.19	3.45	59.20	37.16	83.33
3	Staff have a good grasp of the information students need.	0.19	1.92	58.81	39.08	84.20
4	Consistency of staff in providing library services.	0.38	0.77	59.58	39.27	84.43
5	Punctuality of service at the library.	0.19	1.92	56.32	41.57	84.82
6	Clarity of library service procedures.	0.19	4.60	53.83	41.38	84.10
B	Facilities					
1	The comfort of the library space that can motivate students to study.	0.00	1.72	45.02	53.26	87.88
2	Cleanliness of the library.	0.38	1.34	48.66	49.43	86.69
3	The book is neatly and tidily organised.	0.19	3.26	50.77	45.79	85.54
4	The reference books are neatly catalogued.	0.00	3.26	57.28	39.46	84.05
5	Total library collection.	0.77	4.21	57.47	37.55	82.95
6	Up-to-date library collection.	0.38	4.02	54.79	40.80	84.00
7	Availability of reference books required by students from various degree programmes.	0.38	5.17	52.49	41.95	84.00
8	Availability of facilities and infrastructure in the library.	0.19	2.68	52.49	44.44	85.20
9	Conditions of the student rest area in the library.	0.19	2.49	53.07	44.25	85.34
10	Availability of audio-visual learning resources.	0.38	5.36	54.21	40.04	83.48
11	Availability of <i>E-Library/E-Garden</i> .	0.19	3.45	53.83	42.53	84.67

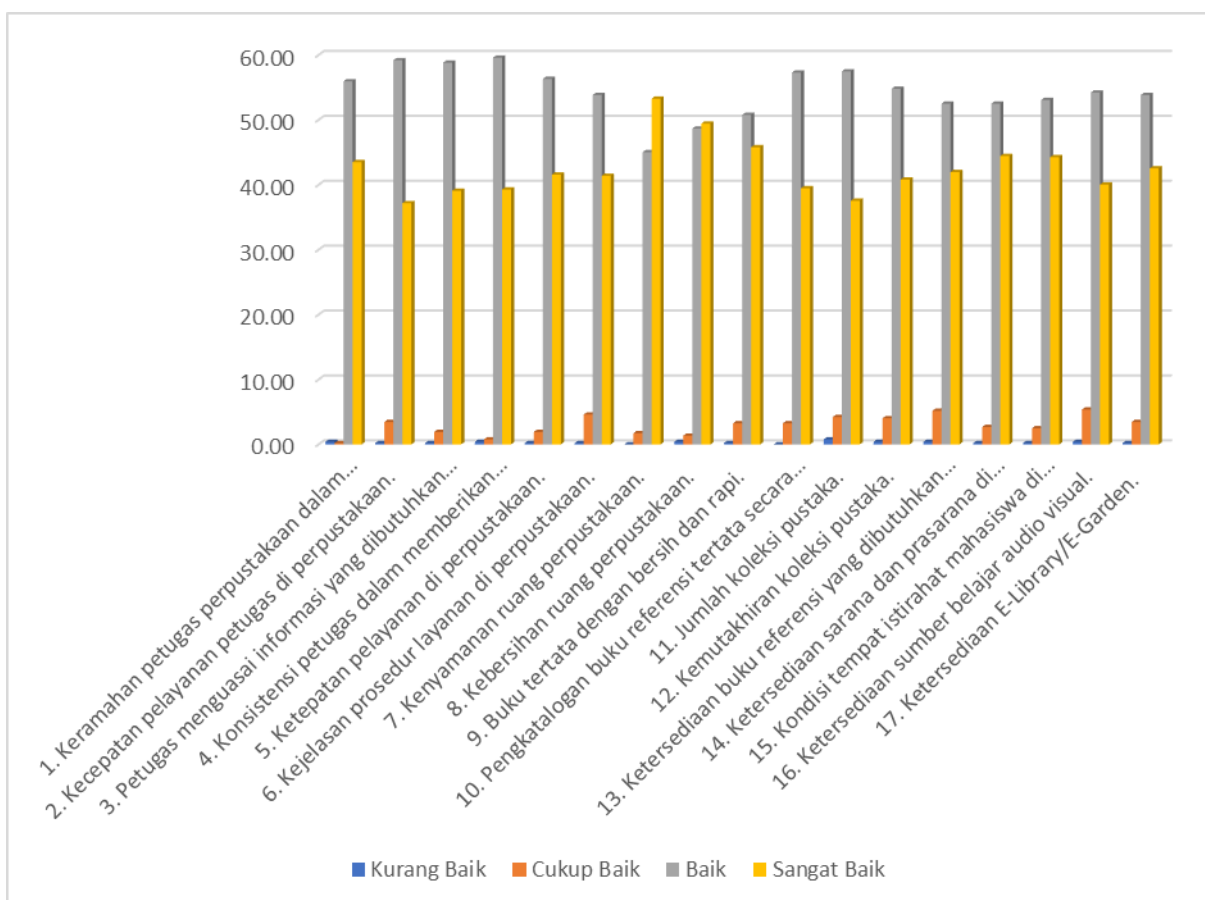


Figure 1. Summary of Library Service Evaluation Data

G. EVALUATION AND FOLLOW-UP

The evaluation of library services for the 2024/2025 academic year was carried out through a questionnaire completed by students, followed by data analysis. In general, the library facilities evaluated covered two aspects: the attitude of library staff regarding their hospitality in serving students; the speed of service provided by staff; staff's mastery of the information required by students; consistency in service provision; punctuality; and the clarity of service procedures; whilst the library facilities aspect relates to the comfort of the library space which can motivate students to study, the cleanliness of the library space, books being neatly and tidily arranged, the systematic cataloguing of reference books, the size of the library collection, the up-to-date nature of the library collection, the availability of reference books required by students from various study programmes, the availability of facilities and infrastructure in the library, the condition of the student rest area in the library, the availability of audio-visual

learning resources, and the availability of *the E-Library/E-Garden* for use by students at UPGRIS.

The evaluation of library services at the Universitas Persatuan Guru Republik Indonesia, Semarang for the 2024/2025 academic year has been successfully carried out, with achievement levels indicating positive performance. The average user satisfaction score reached 84.73%, representing a significant increase of 1.28% from the previous year's score of 81.30%. There are several aspects that have already received good scores but, for the benefit of students, need to be continuously improved, namely the speed of service provided by library staff, the size of the book collection, and the availability of audio-visual learning resources. These results demonstrate that sustained efforts in the development and improvement of library service quality have yielded measurable outcomes and had a positive impact on user perceptions. Overall, this data confirms that library services have met the majority of the academic community's expectations. Nevertheless, an in-depth analysis of the evaluation data identifies three crucial aspects requiring attention and strategic intervention to optimise user satisfaction and the functional effectiveness of the library as a learning resource centre: Staff Service Speed: This aspect indicates potential for improvement in operational efficiency and staff responsiveness. Improving service speed will correlate positively with users' time efficiency and a more satisfying service experience. Size of the Library Collection: This finding highlights the need for expansion and diversification of the collection to accommodate the evolving and specific academic needs of various disciplines. A comprehensive collection is a key pillar in supporting the learning and research process. Availability of Audio-Visual Learning Resources: Amidst the digital transformation in education, limited access to audio-visual materials can hinder a modern and comprehensive learning experience. Increasing the availability of these formats is essential to support diverse learning styles. This implies that over 80% of student respondents believe the library services already meet their needs, whilst over 15% of respondents state that these services still require further improvement.

Libraries are centres of information, sources of knowledge, research and recreation. They serve as repositories of information and recreational spaces so that they can be enjoyed by many people. A library has several core tasks, namely: collecting various types of information, preserving, maintaining, and caring for existing

information, as well as providing information for use and empowerment by its users.

Through the library, people can exchange information and mutually gain added value for the progress of the times. If this is the case, then there is no longer any reason to regard the library as unimportant; it is time for all parties to work together to nurture and develop the library and make the best possible use of it. Thus, the library plays a vital role in creating an educated campus community, one that is accustomed to reading and possesses a high level of culture. Such a community is always at the forefront of progress because it masters information and knowledge. Everyone in the library can develop themselves through a spirit of continuous learning.

Library staff are essential information professionals responsible for gathering various information sources, processing, storing, and disseminating them to library users. To ensure information reaches users, staff must possess the right skills and attitudes. The skills and attitudes of staff are crucial factors in achieving the objectives of every library. Various efforts must be made to ensure that the library can provide services that are prompt, orderly, and well-directed. One of the measures taken to achieve this objective is the flexible and friendly attitude of library staff. This plays a vital role in providing services to patrons and in their interactions within the library. Therefore, the question is whether library staff can provide good service to patrons, which may influence patrons' interest in visiting the library.

Library managers need to pay attention to the attitude of staff, which is a key factor in the quality of service; this directly contributes to the success of a library and influences readers' interest in visiting. The relationship between library staff and readers plays a significant role in determining this interest. Staff are responsible for providing services to patrons, as they act as a source of information and are accountable for ensuring that information reaches patrons. Furthermore, library staff should be able to create an environment that encourages patrons to ask for various kinds of information in the library. Service is a very important aspect of the library as it is the spearhead for meeting the needs of library users.

H. CONCLUSION

The Library Service Evaluation for the 2024/2025 Academic Year was

successfully conducted, achieving an average score of 84.73%, an increase of 1.28% from last year's library service evaluation score of 81.30%. These results indicate that sustained efforts in the development and improvement of library service quality have yielded measurable results and had a positive impact on user perception. There are several aspects that require attention, namely the speed of service provided by library staff, the size of the book collection, and the availability of audio-visual learning resources. These components need to be continuously improved and enhanced for the benefit of students.

I. RECOMMENDATIONS

The evaluation of library services at Universitas Persatuan Guru Republik Indonesia, Semarang for the 2024/2025 academic year shows encouraging results with an average score of 84.73%, representing an increase of 1.28% from the previous year (81.30%). This achievement indicates that the initiatives for service development and quality improvement that have been implemented have successfully enhanced users' positive perceptions. Nevertheless, to continue optimising satisfaction and supporting students' academic needs, there are three crucial areas requiring specific attention and follow-up:

1. **Speed of Library Staff Service:** This aspect indicates that operational efficiency and staff responsiveness still have room for improvement. Improvements in this area will directly result in a better user experience and more efficient use of students' time.
2. **Size of the Library Collection:** Limitations in the size of the library collection indicate a need for expansion and diversification of resources. Expanding the collection will ensure the relevance and comprehensiveness of learning and research materials for students across various disciplines.
3. **Availability of Audio-Visual Learning Resources:** In the digital age, access to non-textual learning resources is becoming increasingly vital. Improving the availability of audio-visual materials will support diverse learning styles and enrich students' academic experience.

J. CONCLUSION

Public facilities are facilities provided for the public good. Facilities can be utilised by the entire academic community; for instance, library facilities are expected to provide well-being and benefits to those who use them, to support intellectual and professional needs in order to facilitate the teaching and learning process. The library is a centre for information, a source of knowledge, research and recreation. The library serves as a source of information and recreation, making it accessible to many people. A library has several core functions, namely: collecting various types of information; preserving, maintaining, and caring for existing information; and providing information for users to utilise and benefit from. For every educated and learned person, entering a library means a desire to read and obtain information. The form and type of reading material will naturally differ for each person; what remains the same is the activity itself—reading and studying something. In this way, people hope to gain something new and beneficial. Therefore, it is clear that the purpose and objective of a library is a noble one: to assist its users in meeting their information needs.

K. REFERENCES

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