



UNIVERSITAS AIRLANGGA
LIBRARY STUDIES, FACULTY OF
VOCATIONAL STUDIES

3RD INTERNATIONAL CONFERENCE ON RECORD AND LIBRARY

**Local Knowledge: Past, Present, &
Future**

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***SOCIAL MEDIA AND KNOWLEDGE MANAGEMENT: KNOWLEDGE
MANAGEMENT 2.0***

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Abstract

Web 2.0 in the form of social media brings the digital lifestyle of people in the era of ICT, where one of them is sharing *knowledge*, storing *knowledge* and the existence of the interconnection of *knowledge* with each other in the virtual world. The phenomenon is closely related to *knowledge management* as a *knowledge-sharing* activity to its *management*. However, activity in the traditional *knowledge management* seem rigid different from what is already happening in social media. It brings a shift in *knowledge management* to the more contemporary, easy, fast, flexible with the support of new media that is web 2.0 in the form of social media.

Key words: Knowledge management, web 2.0, social media

PUBLIC LIBRARY INNOVATION TO ENGAGE USERS

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Abstract

The public library is the center of information resources that has a major role in community information literacy activities. The Gresik City Public Library has innovations to bring information closer to the public with a Pasmintali Service (Mini Library in Wali City) which is located in the public bus stop of Gresik region. This paper aims to explore the community's response to the existence of Pasmintali. The survey was conducted by distributing questionnaires to people who had used Pasmintali. The results of this study include, among other things, the community strongly supports Pasmintali services in the Gresik region. But some of them thought, there was still a lack of attention from the library in maintaining and developing book collections and its facilities.

Key words: Pasmintali, outdoor reading corner, reading corner, public library

***APPLICATION OF DEACIDIFICATION FOR ARCHIVES CONSERVATION IN BALAI
BESAR INSEMINASI BUATAN (BBIB) SINGOSARI***

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Abstract

Deacidification is a method used to neutralize acids that can damage paper and provide a buffer to protect paper from the effects of acid from the outside. This research is related to the application of deacidification for archives paper at BBIB Singosari. The purpose of this research is to apply the deacidification process at BBIB Singosari and observe the physical factor which is give effect on preservation efforts. High acidity levels make archives paper damaged, yellow stained, and brittle so deacidification process will change paper condition into alkaline. In this experiment, deacidification process is done by brushing and spraying techniques using calcium carbonate (CaCO_3) and sodium carbonate (Na_2CO_3) solution 0.1% and 1%. Application of CaCO_3 is more appropriate for archives deacidification.

Key words: Deacidification, Acidity, Calcium Carbonate, Sodium Carbonate

***“EySLI PROGRAM” INSTAGRAM USE FOR LIBRARY PROMOTION IN SMP
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Abstract

School libraries are increasingly engaged on social media in order to connect with diverse community groups and move beyond the traditional bounds of the library. This research uses an applied approach to explore social media instagram postings. The research aim to explore social media instagram postings and respon from student who follow its social media. The research method was done in 7 period or cycle around 95 postings. Result of this research is the followers achieve 208 followers. For the number of like, the specified target is ± 28 likes per image and that reaches in 94 images. Furthermore, the comment points targeting is 2 comments per image, reaches in 13 images. The hashtag point target is ± 28 times usage and has already reached up to ± 105 times usage.

Key words: School Library, Promotion, Social Media, Instagram

***INFORMATION SHARING BEHAVIOR AMONG PARENTS OF CHILDREN WITH
AUTISM SPECTRUM DISORDER (ASD)***

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Abstract

The information needs of children with Autism Spectrum Disorder (ASD) can be fulfilled optimally when their family give great attention in educating and caring for them. Families especially parents, is the first and important person that encourage the growth and development of their children whether physical, psychological, mentaly, communication, personality and emotional. This research aim to describe about information sharing behavior among parents of children with ASD and determine the factors that encourage and inhibit the occurrence of information sharing behavior among ASD parents. This study used a qualitative approach, and interviewing as many as seven informant who are members of the Autism Awareness Advocacy (ASA) community, which exist in Surabaya Indonesia. Based on data analysis, the result show that information sharing behavior among parents of children with ASD has two typologi, namely passive and active behavior, in this research also found two new proposition, which are technology and productivity, which used to enrich the Social Exchange Theory (SET). This research also found internal and external factors that bring up information sharing behavior such as reward, trusts, and family support, and internal factor such anger, satisfaction, and self efficacy.

Key words: Children with Autism Spectrum Disorder (ASD), information sharing behavior, social exchange, active behavior, passive behavior

THE EXISTENCE OF HOUSEWIVES IN THE INSTAGRAM

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Abstract

Social media and housewives have become an inseparable unity, especially in Karawang. Accessing social media is a routine that is always done every day. Existence or self-actualization is the reason housewives have social media accounts, one of the Instagram. The purpose of this study is to determine the motives of housewives have Instagram and to know the forms of interaction and content that are distributed to the public. The research method used is qualitative. Data collection techniques used were interview, observation and documentation study. The result of the research shows that (1) The motive of housewife using Instagram is quite diverse, that is entertainment, selling its business product, socialization, and self-existence, (2) the form of interaction and content distributed in Instagram is post photo with interesting words, giving hashtag, and follow the trends in Instagram. The conclusion of this research is through Instagram, the housewife can show their existence to the environment to be seen and accepted well.

Keywords: Instagram, self-existence, housewife, social media

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CONSUMPTIVE BEHAVIOR BASED ON INSTAGRAM SOCIAL MEDIA INFORMATION

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Abstract

This research aims to get an illustration of the use of female college students towards social media Instagram, especially in the fashion sector. Using qualitative and descriptive research methods at an Islamic based campus in Bandung, found that there was a rationalization behind the use of Instagram of female college students. It was also found that the students used Instagram to keep up their lifestyle with the latest trending, especially artist style. For those female college students who have excess money, they make online transactions to buy clothes they like. Here the media also linked with other media, ie electronic transaction media. This confirms that it is possible to get the most out of it, including regarding online culture. Online culture started just a hobby to uploading things, then bring up an online shopping hobby. Thus, without conscious, society was already adapting consumptive culture.

Keywords: stimulus-response theory, college life, Instagram, social media

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***THE ANCIENT MANUSCRIPT PRESERVATION STRATEGY OF PRABU GEUSAN
ULUN HERITAGE IN SUMEDANG DISTRICT*****Ute Lies Siti Khadijah¹ Lufi Khoerunnisa² Edwin Rizal³ Ipit Zulfan⁴**

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Abstract

Prabu Geusan Ulun Museum is located at the center of Sumedang, it is exactly at the center of government offices environment of Sumedang district. It is a Sumedang kingdom foundation. At first it is called Pangeran Sumedang Museum Foundation it develops and changes its name into Prabu Geusan Ulun Museum, which directly manages by the family of Prince Sumedang Foundation, the owner. The remain of the ancient historical objects and heritage are kept well in the museum. All the collections are historical heritage from kings and *bupati* who ruled Sumedang district. This research focuses to the ancient manuscript preservation which are in fragile condition, the method used is qualitative descriptive method. Qualitative research method as the research procedure that produces descriptive data in the form of written text or verbal from the people and behaviour who are being observed (Bogdan and Taylor in Moleong, 2011:3). The goal of this research is want to know how the ancient manuscript preservation done by the museum management, how to reserve the physical ancient manuscript and how to preserve the content of the ancient manuscript. This research's results describe about the preservation process that had been done. So far the maintenance done by the management are conservation, restoration, digitallization and research.

Key words : ancient manuscript, preservation, Sumedang District

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Abstract

Research is very important as a means of improving the quality of higher education, because research through obtained an understanding and discovery of new solutions to problems discovered and embraced by various parties such as students, faculty, and society. This study aims to determine the dimensions (structural, relational, and cognitive) developed by Social Capital Theory, in which there is a relationship of social networks that can facilitate the communication traffic between the librarians, who can create a behavior Knowledge Sharing as a strategy or way used for a purpose library. This study uses the case study method. Data analysis technique used is the analysis based on the theoretical basis that is used, the Social Capital Theory in order to find the appropriate data to the theory. Based on the data analysis, the result that in the conduct of Knowledge Sharing, you can see the difference in the behavior of librarians, which is optimistic cognitive behavior, affective defensive behavior, pessimistic affective behavior, and pessimistic cognitive behavior. Fourth behavioral differences arise from the attitude of librarians in assessing the activities of Knowledge Sharing. Librarians who have the intention, positive reinforcement, and aware of the importance of foster ideas and innovation for the library through the Knowledge Sharing is a librarian who behave optimistic cognitive. Librarians who have no intention that grows from within itself in the activities of Knowledge Sharing, because they feel less agree with these materials or a series of activities carried out in these activities, so reluctant to convey his ideas to be shared is a librarian with affective defensive behavior. Librarians also have the intention, have positive support in the form of interest, but less aware and less than optimal in cultivating ideas and innovation for the library through the Knowledge Sharing is a librarian who behave pessimistic affective. While librarians who have no intention of growing from within and less aware of the importance of ideas and innovation that is formed in the activities Knowledge Sharing carried out in the library is a librarian who behave pessimistic cognitive.

Key words : librarians, knowledge sharing behavior, social capital, librarian, library

SCHOOL LIBRARY MANAGEMENT IN SMPN 1 NAN SABARIS DAN SMPN 2 NAN SABARIS, SUBDISTRICT NAN SABARIS, PADANG PARIAMAN DISTRICT.

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Abstract

This paper aimed to describe the understanding of school library managers about the concept and implementation of school library management. Targets to be achieved include improving the quality of library personnel in implementing library management; guided libraries can implement school library management system according to general standard, and guided schools can achieve renowned and competitive library management. The method offered for solving school library problems was conducting preliminary tests through interview techniques on the understanding of librarians. The variables measured are ability of the librarians in the constructing inventory books, arranging a book on a shelf using a classification number, and cataloging of books for the service and borrowing process in the school library. The results showed that there is a positive increase about the ability to create an inventory book and determine the classification number as well as in cataloging books..

Key words : school library, guidance and empowerment, library management

***EMPOWERMENT OF RURAL COMMUNITIES THROUGH THE DEVELOPMENT OF
EDUCATIONAL VILLAGE TOURISM***

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Abstract

Potential development community based tourism is strategic effort to build the community. Empowering rural communities tourism is a long term of investment and potential for the community and the government. This is because there are supplying of human resources and natural resources. In its rural tourism development are needed the correct planning so the concept of sustainable tourism development can be done. So that there will be a harmony for all sides (local community, tourists, and actors of tourism and also can preserve natural environment and social culture. The community's role and participation to the rural tourism development program is the important factor for reaching the program's goal that has been set. This research is studying about "Empowerment of rural communities through the development of rural tourism program". The goal of the research is to know the strategy of empowerment of rural communities in developing rural tourism through the level of awareness, organization, and delivery resources. It uses qualitative approachment. Tehnique of data collecting are done through observation, interview, Focus Group Discussion, and library study. Technique of analizing data used is analizing data descriptive with the step of reducing data, serving data and taking the solution. Validity and reliability test is done through triangulation of data and triangulation of source. The informan in this reseach are the government, rural tourism community and tourism developer. There are 13 people consist of 6 managers of Pusat Pelatihan Pertanian Swadaya (P4S) Mekar Tani Jaya, 2 community leaders, 1 religious leader, and 4 people of government. Result of the research shows that awareness process is done through open discussion between the community leader, religion leader, young man and the government. Organization process is implemented by empowering the exist community organization by strenghtening through organizational coaching. Delivering resources is done by supplying physical resources and human resouces.

Key words : Rural tourism, empowerment the communities, educational tourism.

COMMUNITY PARTICIPATION IN DOCUMENTING ANCIENT MANUSCRIPTS AS KNOWLEDGE MANAGEMENT: STUDY DOCUMENTATION OF THE ANCIENT MANUSCRIPT IN KABUYUTAN CIBURUY IN GARUT DISTRICT, WEST JAVA

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Abstract

Garut is one of the district in West Java which has the interesting potential culture inheritance. One of the culture inheritance in Garut is the ancient manuscript that is kept in archaeological site of Kabuyutan Ciburuy. In Garut district, there are several ancient manuscripts that have been written and kept in the museum, meanwhile there are still many of them have not been registered and kept by the local people. Therefore, there is the need of all the authorities to take care of them. So content of manuscript can become the knowledge. One of the effort to protect the cultural manuscript is through cultural documentation. The aim of documentation is to record, to keep, to produce, to share and to maintain them. Thus, if there is a person who needs the information about the manuscript existence, it will be easily to be found. In this research, it uses the qualitative method where the data are collected through the interview, observation and literature studies. The results show that the participation of Kabuyutan Ciburuy community in documenting are through the photo and video, sharing process by working together with Garut government and Garut Heritage community in the form of poster, newspaper and website. The maintenance of the ancient manuscripts are by keeping them in the clean and dry area, and at the certain time cleaning them from dust and dirty things which patched on them. Meanwhile the role of the community in building the knowledge of management about the ancient manuscript in Kabuyutan Ciburuy are through transferring the knowledge from the person called Kuncen (a person who has knowledge about it) of Ciburuy Site, he shares his knowledge about the history from his ancestors or the holy funeral orally to the visitors or the researchers who come to visit it based on the story he had received from his former ancestors. And then these information will be recorded or documented especially by students or researchers who come to find the data. In the process of using the knowledge again, the community practiced again the knowledge they have got, such as obeying the advice (pepeling), do the ritual of visiting or do the social activity as the applications of virtue value in the existing ancient manuscript.

Key words : ancient manuscript, preservation, documentation, knowledge management.

***CONVENTIONAL OJEK RESPONSE TOWARDS THE MASSIVE NUMBER OF
ONLINE OJEK IN BANDUNG***

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Abstract

This research aims to obtain a description of the response from the community with conventional business in urban areas about their defensive model against the onslaught of digitalized two-wheeled services (online ojek). Using qualitative and descriptive research methods at an ojek place in Bandung, it was found that there is a pattern of solidarity by the conventional ojek drivers and there is also a service pattern maintained by ignoring the development of information technology. With these patterns of social cohesion in the midst of modernity, it is obvious there is an effort to strengthening the durability of conventional version of providing service that is still dynamic enough to keep up with the digital media rush, although it appears that they are only defensive. It's because the service through an online application cannot be bearable anymore.

Key words: online service provider, transactional communication, social cohesion

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***THE BENEFITS OF MACRO-APPRAISAL ON RECORD MANAGERMENTS IN MRO
COMPANY: GMF AEROASIA***

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Abstract

Macro-appraisal has recently been one of the most effective appraisal methods that is being developed. This method is put into spotlight because its ability to provide adaptive Records Retention Schedule for a company. This research is going to discuss the benefits of macro-appraisal records towards the fulfillment of Aircraft MRO (*Maintenance, Repair & Overhaul*) company. The benefits of this method is measured based on the record appraisal benefits listed on the National Archives of UK (1999). This qualitative research was a study case conducted from April to June in GMF AeroAsia. The data was taken through field observations, an interview conducted with purposive sampling method, and company's documents analysis. The result shows that in general, GMF AeroAsia has covered the whole benefits of record appraisal. The benefits include accountability, operational, and change management in the company. Along with it, GMF AeroAsia also needs to consider the documentation of the appraisal process in order to make better decisions regarding records in the near future.

Key words: *Record Management, Macro Appraisal, MRO, Aviation*

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BUILDING RELATIONSHIP: UNIVERSITY ARCHIVES, UNIVERSITY ARCHIVISTS, AND RECORDS MANAGEMENT UNITS. (A CASE STUDY FROM UNIVERSITY OF INDONESIA)**Anon Mirmani⁶**

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Abstract

Archive Office of the University of Indonesia (“AOUI”) is an institution for college’s archive that has functions, main tasks, and authority to supervise both active and inactive dynamic archive management that includes recording, organizing, storage and disposall of archive in each processing and archival unit; and to promulgate the archival practice by providing archival Human Resource skill and development of policy, norms, standards, and technical guidance on archival management within University of Indonesia; and to serve and develop archival field at the University of Indonesia.

To coordinate the management and arrangement of archives from creation and reception to removal, the archive office established a harmonious relationship with the archive manager in each active archive unit and in-active archive. The problems that arise in active dynamic archive units, especially in the university administration center, are still constrained, due to insufficient availability of competent human resources that possess archival knowledge and skills. The question is, how can the archive office develop relationships of archival human resource both in the archives office and in active-inactive file units, considering the minimal competence of the archival officer. The purpose of this study is to describe the process of fostering the relationship between archives office, archive officers in the archive office, and archive officer in active-inactive archive units.

The researcher conducted a survey of compliance of norms, standards, procedures, and criteria, in active-inactive archive units, by measuring the 'zero pile up', carried out with technical guidance and observation of the file arrangement practice in active-inactive archive units starting from the creation of archives up to the disposal of the archive to achieve storage efficiency. The survey shows that the active-inactive archive units apply the standard archive creation: 53% reaching the sufficient category value that is > 2.3; and 35% get good value that is > 3.0 and 6% get very good value that is > 4.0 and 6% have less value <2.0. Increasing the competence of archival officers through training just reached 11 people from the targeted of 17 people.

These conclusions and findings illustrate that the relationship between the archive officers in active-inactive archive unit and the archive office needs to be improved primarily by implementing continuous technical guidance through socialization activities.

Key words: *archivist, university archives, record manager, records management unit.*

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SICK BUILDING SYNDROME (SBS) COMPLAINTS IN UNIVERSITAS AIRLANGGA SURABAYA LIBRARY WORKERS**Fadilatus Sukma Ika Noviarmi, Ratih Damayanti, Neffrety Nilamsari**Dosen D3 Hiperkes Dan Keselamatan Kerja
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fadila.sukma@vokasi.unair.ac.id***Abstract***

A poor working environment has potential in causing health problem to workers. Type of building, appliances, materials, working process, and inadequate ventilation may cause pollution inside the building. Poor air physical quality has high potential in causing adverse health effect. Workers in Universitas Airlangga Surabaya library who work indoor for eight hours a day are in risk of experiencing sick building syndrome which is a health effect experienced by workers in a building caused by inadequate ventilation and contamination by airborne contaminant. The aim of this research is to analyze the correlation between air physical quality with complaint on sick building syndrome on workers of Universitas Airlangga Surabaya Library. This research was conducted in a form of descriptive observational method with cross sectional approach using 30 people as random sample. Instruments used are hygrometer and questionnaire. Data is processed statistically using chi square test. Result shows there is significant correlation between temperature with sick building syndrome (SBS) symptoms i.e burning eyes($p=0,018$), itchy eyes ($p=0,012$), and back pain($p=0,001$). It is also found temperature correlates to SBS occurrence ($p=0,007$). However, humidity is not proven to correlates with occurrence or symptoms of SBS ($p=0,345$). Inadequate temperature causes working discomfort and workers to sustain symptoms of SBS. Regular maintenance on exhaust fan to ensure adequate indoor air circulation which assure working comfort and decorative plant placement to absorb indoor air contaminant are highly recommended.

Key words: *Sick buiding syndrome, Air physical quality, library workers.*

OCCUPATIONAL STRESS AMONG LIBRARIAN AND LIBRARY STAFF IN AIRLANGGA UNIVERSITY INDONESIA**Ratih Damayanti**

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Abstract

Librarians are the most important resources in library including in Airlangga University Library. As the other worker, librarian could be got occupational stress because of their duties. Aim of this study were to identify the work stress experienced by librarians and analyze factors related to the occurrence of work stress for librarians. In this observational analytic research that has cross sectional designed, occupational stress level was measured by HSE questionnaire and role conflict, carrier development and responsibility to person in organization were calculated by questionnaire in Manpower Minister Decree number 5 2018. Most of the librarian and library staff experienced moderate level of occupational stress. Analysis of chi-square results proved that role conflicts and carrier development significantly related to occupational stress that was experienced by librarian and library staff in Airlangga University. On the other hand, the other variables of socio-demographic and responsibility to person in organization have no significant relationship. Thus, there should be a mapping of job descriptions and the management to handle occupational stress by creating a kind of job satisfaction survey(related to role conflict) and how the job itself should be to solve or reduce occupational stress.

Key words: Occupational stress, librarian, university, Indonesia

EVALUATION OF COLLECTION AND ITS UTILISATION OF ELEMENTARY SCHOOL LIBRARY**Maisyatus Suadaa Irfana**

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Abstract

Information in digital form that is available in internet gives easy access make internet more preferable than using library collection in the school to provide required information. This makes the usability rate of library collection become lower; despite of the school library is main source of information and source of study for student in the class. This research focuses on evaluation library collection and its usage among students. The result of this research will help the school library in prioritizing library collection development program that match the students need as the main user of library and allow library manager become better.

The method used in this research is descriptive qualitative. The location of the research is in 3 elementary schools in Mojokerto, East Java, with a total respondent of 86 students. The result of the research states that collection usages by the students in three elementary school libraries are low. There are many old books. Moreover, this is exacerbated by school library management that is not based on information and communication technology (ICT). The use of ICT can make the students use library collection more.

Key words: collection, usage rate, school library.

***CAPACITY BUILDING ON VILLAGE LIBRARIAN FOR IMPROVING PUBLIC
LITERACY***

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Abstract

The effort on improving Indonesian habit to read has been done by many times. There is also some movement for literation in every area, wether it is in a villages or even cities. Libraries are also taking a role on this activity. All roles that have taken part of it have tried, yet it does not show a maximum result. It happens because there is a lack of librarian role and society's lack of awaransess from a certain party and their library development. This study was aimed to found out the development of village's librarian capacity for raising awareness in public literacy. The method that were used in this study is a mix method that consist a concurrent embedded strategy with qualitative method which is a primer method (that has advanced quality), and quantitative method which is a secondary method (complementary). Qualitative method was used to get data about capacity building on village librarian. The analysis on qualitative data and quantitative were used to illustrate the result conducting on the study of capacity development of village librarian that was adjusted on the public's literacy condition. The illustration was obtained by interpreting the result of data tabulation to support the outcome of its analysis study. The location was taken from three villages in Jombang – East Java which were Tondowulan, Karanglo, and Padoroto. The key informant on this study is the librarian village. The result of this study shown that the level of literacy awareness in society is not maximum and needs to do some development on the upcoming capacity by giving them some trainings on new skills.

Key words: Capacity development, village library, society literacy

***MODEL OF INFORMATION SEEKING BEHAVIOR ABOUT ENTREPRENEURSHIP
ON HOUSEWIVES***

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Abstract

Internet provides convenience to the community in carrying out its activities, as experienced by housewives who are members of a business group called Dewi Catering. The housewives make the internet as a tool that must exist in running a business group. Through the internet, they make online sales, online promotion to search information that can improve their performance online. The purpose of this paper is to know the behavior of tracing information about the entrepreneurship done by the housewives in improving the performance of the business group that is running. The research method used is qualitative with the steps of research that is selection, provocation, recording and decoding. The results showed that the information tracing behavior performed by housewives included starting, chaining, browsing, differentiating, monitoring, extracting, verifying and ending were varied depending on background, search objectives and different information needs. The conclusions gained from online information retrieval can strengthen entrepreneurial motivation, improve cooking skills and have skills in promotional activities and sales of their products.

Key words: Model, Information seeking behavior, entrepreneurship, housewife

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POTHoles ROAD CLASSIFICATION BY SHAPE AND AREA FEATURES

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Abstract

One of the causes of traffic accidents is the potholes asphalt road. A lot of rain can damage contours of the asphalt road and causes the potholes asphalt road. To decrease a traffic accident as one effort, we developed the system can be able to classify the potholes asphalt road. The system considers time and space needed. So, the system uses a simply algorithms as possible and only uses the handy-camera device to capture data which the level of performance as good as the results of previous research. This classification applied two main features by area and shape of the object. The used parameters for these features are the length of major and minor axis object. It used to calculate area and eccentricity values. The research used precision to get a performance of the system. In conclusion, the experiment result reaches 81.696% of the 1125 frames used.

Key words: potholes asphalt road, area, eccentricity, digital image processing

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UNDERSTANDING OF THE MATARAM TELATAH COMMUNITY IN EAST JAVA PROVINCE ON E-KTP CORRUPTION THROUGH ETHNOGRAPHIC APPROACH.**Susilowati¹⁰, Mufarrohah¹¹**

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Abstract

The low quality of e-KTP making can trigger people to find ways to get ease. One of the alternative ease that is often done is to give rewards to the officers. The main character of the Javanese tribe is gratitude, kindness, demography, justice, and integrity. This research is conducted in East Java which focuses on Mataraman Kulon culture which has more refined characteristic compared to other culture. The purpose of this research is to know the meaning and understanding of the people of Mataraman for e-KTP corruption and solutions for eradicating e-corruption problem. This research is a descriptive qualitative research using ethnography methodology that is choosing problem, collecting cultural data, analyzing cultural data, formulating ethnographic hypothesis and writing ethnography. The population of this research is the people of East Java area of Mataraman area which consists of 10 districts. The sample of this research is indigenous Mataraman society that make e-KTP in 2018. Understanding of Motherland of Mataraman about the existence of corruption in making e-KTP is considered reasonable due to inadequate quality of service. The solution to eradicating e-KTP corruption is the management of one door and one place, fast and easy. It is recommended that the quality of e-KTP making service is improved and the procedure is made easier.

Key words: E-Ktp Corruption, Ethnography, Mataraman

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***INFORMATION TRANSFORMATION MODEL OF MINANGKABAU ARTICLES
AS PRESERVATION OF KNOWLEDGE ABOUT LOCAL CULTURE***

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Abstract

Newspaper articles are intellectual works of individuals that need to be respected as a form of information which can provide valuable knowledge to the reading community about various aspects of life. This source of information is frequently used as a primary reference to support various community activities such as developing knowledge and general insight. So far, there is no system of information available for continuous documentation for articles containing Minangkabau in printed newspapers. The writing of this paper aimed to explain the transformation model of Minangkabau articles in printed newspapers become information that can be accessed digitally. The research method used was research and design. Determination of the sample was using purposive sampling technique with specific criteria. The conditions is sample contains information that can be used all the time and comprehensively discuss one aspect of the lives of Minangkabau community. The study was conducted on 127 articles containing Minangkabau found in four newspapers which is spread in West Sumatra particularly Singgalang, Padang Ekspres, Posmetro, and Haluan through the use of the concept of information transformation and preservation of knowledge. The results of the study showed that the information transformation model of Minangkabau articles begins with article selection, article documentation in the form of clipping, indexation, context diagram formation and User Interface configuration as a design for digital documentation.

Key words: information transformation, local knowledge, newspaper, Minangkabau

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***ROLE OF PHOTOGRAPHY AS THE CULTURAL HERITAGE PRESERVER OF
INTANGIBLE CULTURAL HERITAGE***

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EXCELLENT SERVICE STRATEGY IN THE ITS LIBRARY

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Abstract

Excellent service is a concern for customers by providing the best service to facilitate the ease of meeting needs and realize their satisfaction, so that they are always loyal to the organization / company. To achieve a prime level of service, the library must be able to serve users satisfactorily, both with the skills possessed by librarians and by maximizing supporting facilities that can cause comfort for consumers. The writing of this article uses a qualitative approach method by means of observation, interviews, and literature studies. The result of writing this article is by improving the quality of an excellent service in the library, ITS library has several ways and strategies to meet the needs of its users. One of them is by applying the love service, which is one of the library services that are given sincerely and sincerely to users. If the love service provided can satisfy the user, then the impression and positive value for the library will increase. So to improve service becomes excellent service that must be improved not only in the library as an institution, but also to librarians as actors of service providers to their librarians..

Key words: Excellent Service, College Library, ITS

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BOOK DELIVERY SERVICE AS A LIBRARY SERVICE INNOVATION IN STIESIA LIBRARY SURABAYA

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Abstract

The library as an information center that is identical to the circulation service which is the spearhead of all activities and services in the library that are directly related between librarians and their librarians. The library is also required to further expand following technological sophistication in serving the information needs of its users so that the information provided can develop as well. The services provided to users are intended to facilitate users. Book Delivery is a book collection service that is owned by the library through electronic messages made by users to librarians. By passing an electronic message the user can submit his request to the librarian and immediately be processed by the librarian. This service will make it easier for users to search for information. The writing of this article is to inform and introduce users that there are library service innovations that are different from the others, Book Delivery, which is certainly a library service that can make the library more youthful. We use qualitative approach methods by observation. Namely coming directly to the speaker who is one of the STIESIA library employees. The results obtained in our research from our point of view, this service is very useful and makes it easy for users to borrow books remotely.

Key words: Excellent Service, College Library, ITS

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USER SATISFACTION ON FACILITIES OF PERPUSTAKAAN TUN ABDUL RAZAK, UiTM, SELANGOR, MALAYSIA

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Abstract

In the current global competition services are needed that can provide comfort for users in searching for their needs, especially in the field of libraries which is a means to accurately search information in the field of education in general. This article aims to comply with (1) THE INFLUENCE OF USER SATISFACTION LEVELS ON PTAR FACILITIES; (2) INFLUENCE OF FACILITIES TO THE DEVELOPMENT OF LIBRARY. This article uses qualitative and quantitative methods by distributing questionnaires by 30 respondents regarding satisfaction from the use of library facilities. besides this Library is famous for its library or branch which facilities are very convenient for campus at the peak of Nature, so that many students use this library flexibly with the support of these facilities Tun Abdul Razak Library supports the name of Mara Technology University, which is famous for the largest university in Malaysia.

Key word: facilities, library, satisfaction, customers, information

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***SOCIAL MEDIA AS A UNIVERSITY LIBRARY INFORMATION AND PROMOTION
TOOL 17 AUGUST 1945 SURABAYA*****Edo Praditya, Tri Risdianto S**

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Abstract

The library is a storage place for information and science is located, as life is created a library that is affected by the environment and needs, such as a library that is centered in an area, the library is called the Perpustakaan and is intended for all societies and libraries. at the University, the library can be called a high school library which is intended for the academic community, in the development of an age of information becomes very important as the creation of new technology or culture, this is where the role of the library as an information provider must be able to provide information needed or needed by the community, a library must also be able to create an innovation in delivering or providing information. not only as a provider but the library must be able to cause public curiosity, because with curiosity will create a new knowledge, social media that is now widely used by people such as Facebook, Twitter, Line, Instagram becomes an opportunity that can be a bridge in providing information and promotion. University of 17 August 1945 Surabaya library which was established in 1972 and currently has 11,719 active students with a total of 334 Education lecturers including 10 professors. And 19 new lecturers. With a total of 344 visitors each day, this activity is not comparable with the total number of Untag academics. this is where the role of library promotion is needed so that people have a sense of curiosity and start looking for information or knowledge in a library.

Key word: Library, social media, and promotion

***CALL NUMBER IMPLEMENTATION IN BOOK COLLECTION ABOUT
ENTREPRENEURSHIP AND INNOVATION CREATIVITY AT CIPUTRA
UNIVERSITY LIBRARY***

Dwinta Kwanissara , Damayanti Putri Gyodia

Library Studies, Faculty of Vocational Studies, Universitas Airlangga

Abstract

Library is an information institution that provides library material collection facilities. This collection is expected to meet the information needs of library users. College library collections depend on the type of college itself. Ciputra University is a university that is concentrated in the field of entrepreneurship. Entrepreneurs are the main value in every Ciputra University study program so that in their Library they still make Entrepreneurs the hallmark of book collections. The purpose of this article is to find out the reason for adding the 'e' and 'IC' labels under the call number in the UC library special collection, the number of special collections from the entire collection in the UC library. This article uses qualitative methods where the author sees and understands existing theories and compares them with direct observations. The results showed that this special collection consisted only of hardcopy format. The number of these special collections until 2017 is 569 books from the total UC library collection of 25,952 books by 2017. The labeling 'e' and 'IC' below the call number in this special collection aims to facilitate users in searching for collections subject to entrepreneurship and innovation creativity.

Key word: entrepreneur, special collection, UC library.

INFORMATION SEEKING BEHAVIOR BY USERS IN HIGH SCHOOL HEALTH SCIENCE (STIKES) WILLIAM BOOTH SURABAYA LIBRARY**M. Fattah Alfian, Satrio Budi Prasajo**

Library Studies, Faculty of Vocational Studies, Universitas Airlangga

Abstract

The existence of information plays everything for civilization. Even when this information has become the main needs because of the many factors that drive the human need to find as much information as – number. In today's digital era, information technology is extraordinary making information dissemination itself ever more freely and easily accessible. Despite the current spread of information very broadly and easily accessible, not all the information is accurate. This research was conducted in the library STIKes William Booth (WB) Surabaya with a target user library that acts as a student. The purpose of this research is to find out how users can find the appropriate source of information they need as well as the obstacles encountered in conducting the discovery information. This research examined based on stage expressed Herb Ellis includes eight stages of behavior discovery information i.e., starting, chaining, browsing, differentiating, monitoring, extracting, verifying, ending. The method used is descriptive quantitative questionnaire to spread with 100 respondents. Sampling techniques using accidental sampling to William Booth students. The results of this research are students doing starting with setting up the description of the information to be searched, then do the chaining with keywords. After they find a information, they browse and find 1-5 source of information. To meet the quality of the information they do the selection was by looking at the background of the author and monitoring development. All the information is already selected will be on the check back if there is misinformation in it. At this stage of ending their use of his findings as the fulfillment of tasks and associated costs. Still need to be improvements to the library on a facet of the layout. One of the obstacles i.e. in terms of the location of the library that is located on the 4 th floor.

Key words : information seeking behaviour, information need, high school, students

***INFORMATION LITERACY PROGRAMS TO MINIMIZE PLAGIARISM
(CASE STUDY IN TUN ABDUL RAZAK LIBRARY UiTM MALAYSIA AND
AIRLANGGA UNIVERSITY LIBRARY INDONESIA)***

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Abstract

This article aims to know the description of Information Literacy and the prevention of plagiarism that exists in the library of Tun Razak, Univerisiti Technology Mara (UiTM), Malaysia and the library of Airlangga University (UNAIR), Indonesia. Research using Qualitative approach with case studies. The technique of data collection through interviews to the librarian in academic Library Services Division of the Tun Abdul Razak UiTM and librarians who are in Division Latbang at the library of University of Airlangga. The results of this study illustrate that Tun Abdul Razak Library and the library of Airlangga University already apply the information literacy and the prevention of plagiarism to the whole civitas Academica UiTM and UNAIR. Both the Tun Abdul Razak Library which has an Information Literacy program called Information Class Literature and Airlangga University Library has a program called Class 101 Library. Literacy Information provided by the Tun Abdul Razak Library and Airlangga University is summarized in the Student Proficiency Class (KKM) and Class Library. Both of these libraries has a program that functions the same in order to prevent the existence of plagiarism committed by the civitas Academica in making scientific papers, thesis, thesis etc.

Keywords: *Information Literacy, plagiarism, academic libraries*

***THE EFFECTIVENESS OF HUMAN RESOURCE DEVELOPMENT IN LIBRARY
ADIBUANA SURABAYA*****Yuris Akbar Hakim, Brillian Akbar Gunawan**

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Abstract

Human resources development that exists in an organization's library is the most important thing to do. The opportunity to attract the librarian who has a basic library science who certainly has the skill to advance library institutions they manage. As the engine driving course within an organization's human resources are required to have expertise in need, so that no error occurred and the confusion that would be detrimental to the party managed libraries. The fault of most libraries are there in Indonesia is to have several staff who occupy a position in an organization, but do not have the basic library science as where it should be. This makes the library they manage will take time to move forward and as of late in the developmental process of an institution's information, though not a few also can follow the developments with the resources that have been developed from the ground up as a librarian.

***Key words:* Development, Library, Human Resources**

IMPLEMENTATION OF DIGITAL LIBRARY IBALIKPAPAN**Afif Azhari**

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Abstract

The digital library is a source of information that provides the collection in digital form that can be accessed through the electronic media. Digital library has an important role as well as a physical library. Generally digital library in Indonesia is the digital library of the College. But there are several city library that also provides digital library services, including the service of Balikpapan City Library and archives that have iBalikpapan as their digital library. This research will address the overall function of the digital library iBalikpapan. The purpose of this research is to know how the implementation of a digital library iBalikpapan. The benefits of this research are able to be used as consideration for making the standard digital library. The method used is descriptive qualitative with data collection by observation using digital library iBalikpapan gradually by using all its features and a review of the documents is carried out by means of probe data obtained from documents, notes, files, and other things that are already documented. The results show that iBalikpapan digital library already has six-ware standart component that includes software, hardware, netware, dataware, brainware, environmentware already well integrated viewed from the angle of the process and the facilities. Other results are found in the form of the use of the iBalikpapan which is the same as the conventional library in General. It's just done digitally with the use of electronic media smartphone or PC. IBalikpapan also adds the feature of social media. When library user borrow the book, on the home screen there will be announcements of activities from library user. Each library user can add recommendations for other books to library user. Library user can see another library user profile page and see a collection of already borrowed by them. In addition, library user can send a message through chat features with other library user..

Key words: *iBalikpapan, Digital Library*

The Role Of The Website As A Promotion Media In Library of Politeknik Elektronika Negeri Surabaya (PENS)

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Abstract

Web sites can help users in finding information without having to come to the library. However, the website in the PENS library has not yet accommodated public users because it is not in the public access, the website with the address mis.eepis.pens.ac.id information about information only applies to members in PENSmesbati already registered as a member in PENS, the member also cannot access the library website outside the PENS area. So that the information needed by the user cannot be known if it is outside the PENS area. Library websites are more widely used in OPAC activities, do not show activities carried out by the library, for example activities during book bazaars, library workshops etc. The website does not provide information about opening hours, other social media libraries own. The library website should provide complete information related to activities and important information in the library. The purpose of this research is to find out the usefulness and condition of the PENS library website. In this study we used Qualitative Research Methods. Methods Qualitative research is a research that prioritizes the process and meaning / perception problems, in which this research is expected to reveal a variety of qualitative information with careful and meaningful analyzes, which also do not reject quantitative information in numbers or numbers. The results of this study we expect the PENS library website to be more optimized for its use in promoting PENS libraries and always provide information in accordance with the needs of users.

Key words: *library website, college library, promotional media*

IMPLEMENTATION OF DIGITAL LIBRARY AT UPT NATIONAL DEVELOPMENT VETERANS UNIVERSITY LIBRARY EAST JAVA**Devi Lufita Sari Fajar Prastiwi, Jazilatul Ula**

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Abstract

Library is a measure of the quality of education in an educational institution such as a college. The development of the era also supports the development of the library to be better, one of which is the creation of a digital library that facilitates the distribution of information from the library to users, with the digital library also included as a benchmark for current university libraries. The purpose of this study was to determine the implementation of the development of digital libraries at the UPT of the National Veteran National Development University Library. Our research methods used in this research is using qualitative method, which we use observation and interviews in finding the information we need directly to a trusted informant. implementation of digital libraries at the UPT Veteran National Development University Library, East Java library it is already running well, judging from the process of building a digital library that has gone well . Starting from the process of analyzing the needs of users who have met the needs of users. Then planning, in the planning stage, the digital library developer does not add a container for visitors if they want to interact with each other for both visitors and librarians. Then determine the requirements specification, in this stage the developer can determine who the target users of the digital library and supporting features for digital library visitors. Then the selection process, in this process the developers have been able to determine which software is suitable for use in the digital library of the Veteran National Development University of East Java. Then running, at this stage the manager has not solved the server problem which is often down so that it disrupts the process of uploading library material to a digital library. And the last is the evaluation process, the evaluation process is carried out once a year where the purpose of this evaluation process is to determine what steps must be taken to make the digital library better.

Key words: implementation, digital library, information system

***LOCAL CONTENT DEVELOPMENT IN DINAS PERPUSTAKAAN DAERAH
KABUPATEN LAMONGAN*****Dini Oktaviani, Nur Fitri Febriani**

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Abstract

Local content is anything that contains original sources of knowledge / information produced by an institution / organization, company or region up to a country that can be used as learning resources in the form of printed or record works. The collection is one of the important collections in the library because it contains information about the culture and characteristics of each region. Therefore, Dinas Perpustakaan dan Arsip Kabupaten Lamongan added a collection related to local content which was named Koleksi Pojok Lamongan. The method used is descriptive method by means of observation through collection observations and information on local content in the library. The local collection of content has 72 titles and 90 copies in 2011. Over time, the collection increased to 335 titles and 1,401 copies in 2017. In the first year it experienced an increase even though it was only 1%. Then in the next 4 years, the development of local content collections experienced a very drastic decline from 12% down to 3%. The following year collection development has increased by 11%. A drastic increase was experienced by libraries up to 50% in the last year.

Key words: *local content, library, collection development.*

***UTILIZATION OF OPEN-ACCESS JOURNAL BY STUDENTS
(A CASE STUDY IN THE LIBRARY AND AIRLANGGA UNIVERSITY LIBRARY
UNIVERSITY OF TECHNOLOGY MARA)***

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Abstract

Currently, the use of the online journal as a reference by students is very much, could even say is increasing each year. The role of the University in providing easy online journal access to students is very important. Making scientific publications in reputable international journals serve as media self-actualization academics in the development of science internationally. Higher education institution that has the quality of education and a great love of science tend to have a high number of international publications. To produce scientific publications is high quality, and should be supported by research and quality reference sources. This article will compare and analyze utilization related online journal by students. The method to be used is the method of quantitative descriptive approach to find out how the utilization of electronic journals service access library Airlangga University compared with University Mara technology with supported by a purposive sampling method sampling. The results obtained from these methods are what affect the utilization of open-access journal in both universities, as well as solutions of the problem of the analysis of the existing problems.

Key words: local content, library, collection development.

***THE ROLE OF LIBRARY AS A LEARNING SOURCE, INFORMATION CENTER
AND INNOVATION***

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Abstract

The role of the library as a learning resource, information center and innovation. This study aims to determine the importance of the role of the library as a learning resource, information center and innovation. This type of qualitative descriptive research. Sources of data in this study are librarians and library visitors. Data collection techniques were carried out through (1) interviews, (2) observations, (3) documentation. Based on the results of the study showed that: (1) the role of the library as a learning resource was good (2) the role of the library as an information center was good (3) the role of the library as a source of innovation was good. Libraries that are well organized and systematically directly or indirectly can provide an important role.

Key words: *library role, learning resources, information center, innovation.*

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***INCREASING USER INDEPENDENCE TO MAXIMIZE LIBRARY SERVICES,
UITM PUNCAK ALAM***

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Abstract

The purpose of this study is to analyze and evaluate the transition to an independent customer service model of Tun Abdul Razzak Library, UiTM cawangan Pucak alam. This study uses observations of customer satisfaction by asking specific questions covering various points of self-service offered by PTAR KPA to its customers. This methodology also interviews staff and library heads to get more in-depth information about how the transition affects the entire library system, its policies and procedures, and staffing. The results of this study are intended to show the level of effectiveness using an independent service model in a library institution.

Key words: *satisfaction, self-service, library.*

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ANALYSIS OF INFORMATION ORGANIZATION IN PUBLIC LIBRARY**Mia Pratama**

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Abstract

Organization is an activity carried out by the library from the first collection to the shelf, which can be used by users. The process of organization library materials, both printed and recorded, cannot be used one time when processing. In managing library materials must be carried out in accordance with standards. Processing starts from the parent, provides description, classifies library materials using colored labels. Collections that have gone through a very effective organization process have been given to the collection room. Can be immediately served to users. Methods of data collection conducted, interviews and literature studies. The method studied in this study is the process of organization the print collection carried out in the Dinas Perpustakaan dan Kearsipan Kabupaten Sidoarjo. The organization process carried out in Dinas Perpustakaan dan Kearsipan Kabupaten Sidoarjo has been well arranged and can be carried out accordingly. But it needs to be done in related matters and there is no right problem. The contents list and the provision of reference numbers for existing books or old books also need to be done. This process is not easy to do. Librarians who are competent or in a background with good skills and knowledge in their fields are needed.

Key words: *Organization, Collection, Librarian.*

STUDY OF LOCAL MANAGEMENT CONTENT VILLAGE INFORMATION IN LIBRARY OF KRISTEN PETRA UNIVERSITY SURABAYA

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Abstract

Local content is a content that is published or made in the library itself, such as thesis, thesis, final assignment, lecturer scientific work and local students. The existence of local content in a library is a manifestation of the development of library collections, as well as the open access provided by the library. The local library content of Universitas Kristen Petra has several types including database collections (e-journals, e-book), village collection of information (digital thesis, eDimensi, petra@rt gallery, petra iPoster, petra chronicle, Surabaya Memory, petra ePapers), special collection (CLC), Chinese-Indonesians (CCIS) references book collection, christian literature, chinese collection, textbooks, journal and magazine/serial collections, thesis collections, children's book collections, audio visual collections. Village information is a local digital collection of locally produced content Universitas Kristen Petra, history and life at Universitas Kristen Petra, art at Universitas Kristen Petra, the history of Surabaya. The method used is a qualitatif method with a case study approach. This study examines the activities of managing a content that is in Universitas Kristen Petra Library. Based on the results of the research we did, regarding the stages in local content management activities in Universitas Kristen Petra Library Petra (1) DIGITAL THESIS, (2) e-DIMENSI, (3) PETRA @RT GALERY, (4) PETRA i-POSTERS, (5) PETRA CHRONICLE, (6) SURABAYA MEMORY, (7) PETRA e-PAPERS.

Key words: *Local Content, Village Information*

THE LAYOUT OF THE STACK ROOM IS AS STORAGE SPACE FOR LIBRARY MATERIALS THAT ARE EXPAID / NO LONGER NEEDED IN THE LIBRARY (CASE STUDY AT THE SULTAN ABDUL SAMAD LIBRARY)

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Abstract

This article aims to find out about the condition of the untreated library room and was impressed to be a warehouse of books in the Library of Sultan Abdul Samad (PSAS), Universiti Putra Malaysia (UPM). This study uses a qualitative approach with a case study in a room in PSAS namely the Stack Room. Data collection techniques are carried out using interviews and question and answer on the part of the user service (Circulation) that is responsible for managing or supervising the stack room. This study describes the stack room condition in PSAS which contains a collection of library materials that are not used either the information in it that is not relevant or can't be accessed again because the library material every year will always increase, then the library materials acquisition program to be reviewed. In PSAS also has a library standard itself related to storage space and reading room in order to provide a sense of comfort to users. After tracing the standard a room layout stack is not found. Where conditions in the field are very poorly maintained but arranged according to the subject of classification from the library of congress (LC). This study aims to determine a good library layout to provide user comfort and satisfaction. Where we study spatial planning based on standards from a library room in Indonesia issued by the Indonesian National Library (PNRI).

Key words: *Space, Stack Room, Standard*

***PUBLIC LIBRARY PRESERVATION AND CONSERVATION : A CASE STUDY
(PRESERVATION AND CONSERVATION IN KEDIRI CITY ARCHIVES AND
LIBRARY SERVICE)***

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Abstract

This article aims to find out how the Kediri City Archives and Library Office implements preservation and conservation programs to prevent damage to library materials. Knowing the specific policies used and the constraints faced. The author uses a descriptive research method with a qualitative approach, namely to conduct library studies and field research to get an overview of the implementation of preservation and conservation of library materials. The results of field research with observation and interviews show that the Archives and Library of Kediri City still find many obstacles. Constraints experienced such as not yet running according to standards because the Office of Archives and Libraries of Kediri City have not carried out fumigation which is a very important damage prevention action, has not checked library buildings regularly, not using humidity funds temperature gauges, not using glass filters in the room library materials, do not have a hydrant, smoke detector, and fire alarm. The Kediri Archives and Library Office has also not conducted preservation and conservation techniques according to standards, such as fumigation, deacidification, lamination, and encapsulation. While the results of the author's interviews with the Archives and Library of Kediri showed that they did not have a specific policy for the preservation of library materials. Low awareness and responsibility of users and librarians in the use of books, causing damage to the book. The absence of special funds for preservation and conservation programs as well as limited equipment and human resources is the biggest obstacle in the preservation and conservation of library materials in the Archives and Library of Kediri City.

Key words: *public library, preservation, conservation*

USER ANALYSIS OF LIBRARY USAGE TO FULLFILL THE INFORMATION NEEDS**Dyah Puspitasari Srirahayu**

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This research aims to examine the usage level of university libraries in Indonesia, one of them is the library of Universitas Airlangga Surabaya (UNAIR). This research applied descriptive-qualitative method with the students of UNAIR Surabaya as samples. The 494 samples taken with incidental sampling are being studied using the yamane formula. Incidental sampling was applied due to each student of the university having the same right as a respondent; each student must have at least visited the library once during their study in UNAIR to use the facility, especially during the student orientation program. It is concluded that the usage of UNAIR library is still on the average level, it can be seen from the low number of students' visits (3.24) and collection borrowing (38.9%).

Key words: *User Analysis, Library Usage, University Library, Universitas Airlangga Library*

HOW TO MOTIVATE STUDENTS IN USING SCHOOL LIBRARY**Dessy Harisanty**

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dessy.harisanty@vokasi.unair.ac.id***Abstract***

The school library is a place for students to find information. Due to the various information provided inside, students have many choices in finding the information they need. Therefore, school libraries should have a strategy to maximize their services. This study aims to determine the motivation of high school students in Surabaya in utilizing their school library. The method used is descriptive quantitative approach. The sample of this research is high school students in Surabaya selected using multistage random sampling with a total of 200 respondents. The data were collected through questionnaires. The results of this study indicates that the main motivation of high school students in Surabaya in using school libraries is the comfortable space, invitations from friends, completing schoolwork, love for reading, recommendations from teachers, prestige, and spare time. Based on these findings, the school library can provide services that go in accordance with the expectations of the users.

Key words: *motivation, high school students, school library, information seeking behavior*

SURVEY OF VIRTUAL REFERENCE SERVICES IN INDONESIA UNIVERSITY LIBRARIES

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Abstract

The aim of this paper is to observe the virtual reference services in University Libraries in Indonesia. A web survey is conducted to investigate the virtual reference. There are 500 university library websites that were visited during March-April 2018. The results show that only 38% of university libraries have reference and information services initiated virtually. The virtual reference tools are through email, phone, and social media. Reference and information services in university libraries in Indonesia still need to be developed in terms of human resources, information technology infrastructure, policy, and policy maker, librarian, and user mindset about reference and information services.

Key words: *information and reference services, virtual reference, virtual reference services, university library*

LIBRARIAN MILLENIAL TOWARD INDUSTRIAL REVOLUTION 4.0

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Abstract

Until now the era continues to grow, libraries always play an important role as a source of knowledge. College libraries are an integral part of education, research and community service activities (Tri Dharma Perguruan Tinggi) and function as a center for learning resources throughout the academic community in universities. The world currently faces the 4.0 Industrial Revolution with digitalization, “artificial intelligence”, “internet of things” and “big data” play an important role in various aspects of human life. Libraries in universities also inevitably have to adapt and evolve so as not to be crushed by changing times. As one aspect of the library Human resources are one of the most important factors, which cannot be separated from an organization or institution as a driver, thinker or planner. Human resources are the most important component in library organizations. All library activity units need librarians, that’s why Industrial Revolution 4.0 librarians must have the capability in the field of technology. This is because the library is obliged to always provide the best and maximum service because the performance of the human resources in this unit is very influential in various aspects of activities..

Key words: *Performance, Industrial Revolution 4.0, Digital Library, Human Resources.*

***SELF CHECK MACHINE AND BOOKDROP TO ENHANCE LIBRARIAN
PERFORMANCE IN TUN ABDUL RAZAK LIBRARY UITM PUNCAK ALAM
MALAYSIA***

Bella Herlyana Malissa, Ananta Sa'I Wijaya

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Abstract

Human resources are one of the most important factors, and can not even be released from an organization or institution as a driver, thinker or planner. Human resources are arguably the most important component in the organization. In working human resources can also be assisted by various facilities and services at the Tun Abdul Razak Library. The Puncak Alam Campus has a self check machine and bookdrop so that human resources can feel lighter when working and easier to achieve organizational goals. Therefore in the organization it is advisable to have adequate and professional human resources so that they can carry out tasks maximally. In writing articles the method used is through observation and interviewing staff who are in the Customer Service Unit & Collection Management.

Key words: *Performance, Work, Human Resources.*

ANALYSIS OF USER SATISFACTION ON SMS SERVICES IN ACADEMIC LIBRARY**Yuhana Fajar Purinda, Brith Marsinta H.,¹⁹**

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Abstract

Circulation services in libraries in Indonesia are dominated by conventional services, where this service is no longer effective for users at this time. The development of technology is growing very rapidly, making the library make the latest innovations to facilitate users in bringing library information closer to them, especially in circulation services. Extension services via SMS initiated by the UNS Library are new innovations that help users in terms of time and energy effectiveness. This research was conducted in July by distributing questionnaires to 30 respondents and to determine the level of user satisfaction with services using survey methods. The survey was conducted by dividing the questionnaire contents to respondents, namely the UNS academicians who were registered as library members and had to do an SMS extension within 1 month. The assessment results show that users are satisfied with the service and feel helped by the existence of the service, which means that the extension service via SMS runs effectively, even though extension services need improvement to meet user needs. The services provided by officers are very useful and meet their needs in accessing information. This shows that a technological development can help librarians to serve users in a prime manner, thus affecting the level of user satisfaction. In addition, the use of effective SMS applications in order to improve the quality of extension services at the UNS Library.

Key words: SMS services, virtual circulation services, user satisfaction.

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HOW'S THE "CONTAINER LIBRARY" FULFIL THE USERS INFORMATION NEED: A CASE STUDY**Vira Devi Aryanti**

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Abstract

Perpustakaan Ruang Terbuka Hijau or called familiarly as Perpustakaan Kontainer is an innovation made by Dinas Perpustakaan dan Arsip Kota Mojokerto to approach Mojokerto community with library and literacy. This study conducted qualitative descriptive and observation that aim to analyze the informative function of Container Library to meet the community's information needs, then to be compare to standard arranged by Perpustakaan Nasional Republik Indonesia (2011) dan IFLA (2010). The informative function affected by some aspects such as collection, service and facility, infrastructure and human resource. Based on the research result, it can be concluded that Perpustakaan Kontainer has not been able to fully meet the information needs of the Mojokerto community because its informative function has not yet been fully implemented. This is due to the minimum number of collections, so that the circulation system cannot be run even though there are read on the spot service and many more. The addition of collections and storage space is very necessary because the information needs of the community are different and always increase day by day.

Key words: *public library, library function, information needs, green space*

CODE OF CONDUCT AT MALAYSIA'S TUN ABDUL RAZAK PUNCAK ALAM LIBRARY

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Abstract

The library is one of the supporting components in an academic institution that acts as a provider of library materials as a reference source of learning. Therefore, the library must also be equipped with good rules, information systems and service characteristics so that the role of libraries in academic institutions will be maximized. The purpose of this study was to determine the effect of library discipline on library development and provide ideal library concepts and concepts. This study uses descriptive research method with a qualitative approach that is by using observation and interviews. As for the speakers, 3 librarians consisted of the head of the Library Tun Abdul Razak, the chairperson of the library services department and the right librarian's assistant. Data collection is done by interviews and documentation. The results of the study showed that the form of public order, the rules for borrowing library materials and self-evident forms were applied in the Tun Abdul Razak Library and had a good influence on the development of the library. It also becomes one of the strategies towards an ideal library that can fulfill educational, informative, research and recreational functions.

Key words: *Order, College Library*

THE ROLE OF AIRLANGGA UNIVERSITY LIBRARY MEDIA AS A DISTRIBUTION OF INFORMATION TO STUDENTS**Ghozi Robbani²⁰, Muhammad Tamia Wicak**

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Abstract

Social Media is a media that shares information with the public. Social Media is also called an online media, with its users being able to easily participate, share and create content including blogs, social networks, wikis, forums and virtual worlds. Blogs, social networks and wikis are the most common forms of social media used by people around the world. The development of Social Media brought a major change in the current era of globalization. The existence of social media gives influence to the behavior patterns of society both culture, ethics and existing norms. In this era, the majority of Indonesian people are young people using social media as a tool to interact, socialize among human beings and to get information that is very easy to obtain. The easy access to information via smartphones is an important point why the Airlangga University library uses Social Media as a channel of information to its students. This paper was made to find out how much the role of the Airlangga University Library social media for students. The library is a place of collection of information that is science, entertainment, recreation and worship. Airlangga University Library is a place for Unair students or non-Unair students to get information or seek references, and can also be used for learning. Airlangga University Library has Social Media Form plates (Fanspage Facebook, Line, Instagram, Youtube, Instagram, Yahoo, and Whatsapp) that make it easier for them to share information. This information will be received by students and the public who follow the Social Media of Airlangga University Library.

Key words: *Social Media, Library*

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***EVALUATION OF THE LIBRARY OF THE INDONESIAN ART INSTITUTE
(ISI)YOGYAKARTA BASED ON THE NATIONAL STANDARD OF HIGHER
EDUCATION NO. 13 OF 2017***

Dinda Ardyanti, Rena Tamfia

Library Studies, Faculty of Vocational Studies, Universitas Airlangga

Abstract

The library is the heart of universities that support the performance of universities in providing information sources. The National Library Standard (SNP) is a minimum reference standard in developing libraries. Users of the university library library are college academics. The purpose of this research is to find out the real condition and to find out the constraints on the application of Library National Standard No. 13 of 2017. In this study using literature study and observation methods. The technique used in this study, namely data collection techniques by observing and gathering information through supporting documents. Which aims directly to find out the real condition of the library and the constraints of implementing the national standard of higher education in the ISI Library UPT. The results of this study indicate that the UPT Library of ISI Yogyakarta has not fully implemented the national standard of higher education. For example, at the opening hours of service, open the UPT ISI Yogyakarta Library is 30 hours / per week. Collections at the ISI library each year experience additional collections, but the addition of these collections has never been stable. For facilities and infrastructure in the ISI library, it is very good, it's just a strategic location. The staff at the ISI library are few, but librarians can handle the needs of the library properly. As for suggestions on the application of the National Library Standards, which need to be applied thoroughly. In order for the library to have a significant value to raise institutional standards and to achieve the value of accreditation optimally.

Key words: *National Library Standards, College Library*

PROCUREMENT OF COLLECTION IN THE UNIVERSITY LIBRARY OF Dr. SUTOMO**Trianto Hadi Saputro, Salman Ahmad Azizi**

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Abstract

The College Library was organized with the aim to support the implementation of the College in accordance with the tri dharma universities, namely, education, teaching, research as well as the service to the community. One way to do that is to fulfill the Mission of acquiring the collection. Procurement of materials library is the library materials to labor who have not owned by the library or add library materials that are already owned. Procurement is carried out with the purpose of the library can meet the needs of growing user information along with the progress of the times. Activities procurement started from the selection, ordering, to stage examination and inventory. Similarly, the procurement conducted by the University Library of Dr. sutomo. First library proposal obtain a list of book titles, and then putting together a budget plan for the procurement of books and handed over to the party led. After the budget plan already approved funds and the Fund has entered a new procurement be carried out. Impact delay purchases each month. [D1] The method used is descriptive i.e. from the interview directly to employees of the library of Dr. sutomo University (Unitomo) and review of the literature from the library list like Unitomo donation and procurement procedures in the library unitomo. The results obtained are Procurement through the purchase there based on the request of each party to the status of the Fund of the library makes a proposal request funding led to the first. And the process is time consuming, which affects the book's message could not directly get and have to wait for one or two months in advance. It could be one of the problems in procurement.

Key words: *Collection, Procurement, Library Dr. Sutomo University*

***PROMOTION STRATEGY AT THE WIDYA MANDALA CATHOLIC
UNIVERSITY LIBRARY SURABAYA***

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Abstract

The library is good and useful if the collections that are owned by both physical and digital collections are widely used by users, and the publications are widely used as references to writing of papers. This article discusses the promotional strategies used by Widya Mandala Catholic University Library in Surabaya. Explain the method used in the promotion process. Promotional strategies are needed to disseminate information sources owned by the library. The research method used is literature study and comes from interviews with the Head of the Library. For the data analysis process, derived from interview data using literature from books and journals. Based on the results of interviews conducted by the author, it was produced that after the implementation of the promotion strategy, visitors in librbay increased especially to the web repository owned by the Unika Widya Mandala Surabaya Library with a period of 6 months, which is about 50,000 visitors both from domestic and abroad. Unika Widya Mandala Surabaya repository also gets 30th rank on Webometrics. The library will continue to develop both facilities and services and the variety of collections it has.

Key words: *promotion, library promotion, college library, Unika Widya Mandala Surabaya*

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USER SATISFACTION ON SERVICES IN PUBLIC LIBRARY

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Abstract

This study aims to determine user satisfaction with services in the Library and Archives Public Library of Sidoarjo Regency. Data collection was done using questionnaires as the main method. The population that was taken was the entire library of Public Library and Archives Service of Sidoarjo Regency. Samples taken were 20 respondents. The research results obtained can be concluded that the completeness of the collection is very good because the collection is complete, the ease of finding collections contained in the catalog is declared good, neatness of collection arrangement in the library is not good, physical condition of the collection is good, hospitality / attitude in the service is very good in service because basically user satisfaction is very important in the library.

Key words: *library, service*

SPATIAL OF MAINTENANCE BOOK COLLECTIONS UNIT IN TUN ABDUL RAZAK, UiTM LIBRARY LIBRARY, PUNCAK ALAM

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Abstract

The maintenance of books is one of the activities that is inseparable from preservation which aims to maintain the materials of the library collection, especially the material of book collections. This article will discuss how the layout of a damaged book maintenance unit at the Tun Abdul Razak Library, UiTM, Puncak Alam Campus is based on the author's experience. The research method used in this article using qualitative research methods is research that uses analysis with descriptive characteristics. Data collection techniques were carried out through (1) interviews, (2) observations, (3) documentation. Based on the results of the author's research, maintenance of damaged books in Tun Abdul Razak Library for equipment was sufficient but the room was not spacious enough to disturb the comfort and security of the officers in the work.

Key words: *spatial planning, book maintenance, book maintenance*

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***ANALYSIS OF USER SATISFACTION OF LIBRARY SERVICES IN THE
LIBRARY INSTITUTE OF BUSINESS AND INFORMATION STIKOM
SURABAYA***

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Abstract

The research review about the service that is in the Library of the Institute of business and Informatics Stikom Surabaya. The purpose of this research is the writer wanted to know the level of user satisfaction on the quality of library service Stikom Surabaya which includes dimensions of affect of service, information of control, library as place. These studies use quantitative methods with distributed a questionnaire to the 26 respondents drawn from Surabaya Stikom library visitors, especially students of the Surabaya Stikom consisting of several courses. The concept of quality service that is used is the LibQual+™ consisting: affect of service, information of control, library as place. The result of this research shows that the quality of service in the library of the Surabaya Stikom dimensions affect of service gets a value which is good, because satisfied users of services provided by the librarian. however on the dimensions of the information of control gets less value, this is assessed in terms of the ease of the user when making payment of the fine using RFID. And to the dimension of the library as place gets a value which is quite good, because most users are comfortable with the atmosphere of a library. Researchers concluded that the quality of service on the library Stikom Surabaya as a whole gets a value which is quite good. However, the library should further enhance the quality of service with attention to some aspects, so that later users can feel satisfied with library services.

Key words: *analysis of satisfaction, quality of services, methods of LibQual TM.*

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***UTILIZATION OF PESANTREN CORNER SERVICE FOR STUDENT IN
LIBRARY OF IAIN KEDIRI***

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Abstract

Pesantren corner is one of the services in Library of IAIN Kediri. This research aims to utilization of Pesantren Corner Service for student in Library of IAIN Kediri. The research type is qualitative descriptive. Data sources in the study are librarians and students IAIN Kediri. Data collection techniques through interviews, observation and documentation. Based on research result indicate that : (1) utilization of Pesantren Corner Service for student in Library of IAIN Kediri is aleready well, (2) utilization of Pesantren Corner Service for student in Library of IAIN Kediri is responded well by the user. Matter relating to collections and services at pesantren corner make visitors happy to visit.

Key words: *library service, pesantren corner*

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***ARE STUDENTS SATISFIED?
CASE STUDY OF THE QUALITY OF INDEPENDENT FINAL ASSIGNMENT
SERVICES AT LIBRARY OF SURABAYA UNIVERSITY***

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Abstract

This study discusses one of the services in the Surabaya University Library, namely the Self-Service of Uploading the Final Task for Bachelor Major. This service is rarely used by the student because they don't read the guide of Uploading the Final Task. The purpose of this study was to measure the quality of Uploading Final Task service that carried out by the final semester students of the University of Surabaya. This study assesses Self-Service using the LibQUAL method. There are 3 assessment concepts used in this LibQUAL method, namely: 1) Ability, Responsibility and Attitude of Library Quality, Assurance, 2) Ease of Access and Ease of Library Quality Information Control, 3) Physical Facilities, Space Utilization, and Place of Comfort (Library Quality Library as Place). The method used is a quantitative method with the technique of distributing questionnaires to 100 respondents taken from Surabaya University Library visitors, especially students who have been carried out Uploading Final Task process from different faculties. The results of this study show that the quality of Uploading Final Task service at the University of Surabaya Library from the Library Quality Affect of Service concept gets good marks, because users are very satisfied with the services provided by librarians. Then, the Library Quality Information Control concept, discussing the guidelines for conducting Self-Service is considered sufficient because some users feel the guidelines provided are not clear enough. Whereas from the Library Quality Library concept as Place gets less value, this is assessed in terms of user comfort when doing Self-Service. Researchers concluded that the quality service for self-supporting final assignments at the Library of Surabaya University as a whole received a fairly good score. However, there are some aspects that need to be maximized by the library

Key words: *Library Quality, LibQUAL, Self-Service, Library of Surabaya University*

***USER'S SATISFACTION AGAINST THE SERVICE IN THE LIBRARY OF
MALANG UNIVERSITY***

Fahrezi Nazaryandi, Ayuning Daratina Purnama
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Abstract

The library is a place which includes the information needed by the user (users). Another understanding of the library is a unit of an entity that manages the library materials, either books or not systematically arranged books and can be used as one source of information for its users. In the library itself there are two important parts, pemustaka and librarians. Librarian himself is someone who serves pemustaka, while pemustaka himself is someone who is looking for resources. Thus, in serving pemustaka very important for librarians to attach great importance to the satisfaction of the pemustaka so pemustaka not feel cured to come to the library. This study aims to determine the level of satisfaction with the services librarian pemustaka. Based on these results it can be seen that more than 50% pemustaka satisfied with the services librarian at the library.

Key words: *librarian, pemustaka, user's satisfaction*

***THE UTILIZATION OF THE REPOSITORY LIBRARY IN IAIN
TULUNGAGUNG BY STUDENTS OF COLLEGE*****Ika Yulinda Guntoro²⁶**

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Abstract

The library is a place where it contains books from various collections that are arranged in such a way that they can be easily found again. Likewise the college library which contains collection books and various information related to the needs of the college library itself. Repository is a storage place that is set up so that it can be accessed through the internet easily. With current technological advancements, the college repository and library are interrelated. Because digital collections are getting more and more, the library also needs a storage area that can contain various digital collections. Thanks to this repository, of course, it can make college libraries easier to store collections in digital form with high capacity, so that collections can be accessed by students easily and wherever they are. But at present the utilization is also still not maximal in some universities such as in other libraries. This is caused because there are still some students who do not know the benefits of a repository in the college library.

Key words: *library, repository, repository using*

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USER KNOWLEDGE TO SERVICES DEPARTMENT OF LIBRARY AND ARCHIVES, EAST JAVA PROVINCE**Nuraviani Sri Rahayu , Fieldza Rosdiana Azimah.**

Library Studies, Faculty of Vocational Studies, Universitas Airlangga

Abstract

The lack of attractiveness of the services provided by an information institution has caused visitors to lose interest in both reading and borrowing. The purpose of this study was to describe the strategies used by the Library and Archives Service in improving the quality of services in order to attract visitors from all walks of life and also wanted to know what factors caused the ignorance of visitors to the types of services available. The research method used is quantitative methods that are described and qualified based on existing data. This study explains the various efforts of the East Java Provincial Library and Archives Service in improving the quality of services based on the types of services that already exist. The conclusion of this study is that the East Java Provincial Library and Archives Service has not maximally promoted the types of services available. This is shown from the average acquisition of 22 respondents who were randomly drawn about to "know" him while using it. The types of services in the Library and Archives Service only reached 50.9%.

Key words: *Library Services, Types of Library Services*

***SPATIAL DATA ANALYSIS FOR CLASSIFICATION OF COVERAGE
IMMUNIZATION STATUS DISEASES MEASLES USING SIMPLE ADDITIVE
WEIGHTING (SAW) METHOD***

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Abstract

Data on measles diseases booked in the East Java health profile book every year is not effective enough to know the distribution of regions per districts in each district as a disease-prone area. Spatial data analysis will be discussed in this paper to produce spatial datasets that will be used in Geographical Information System (GIS) modeling to know the mapping of measles-prone based on immunization status coverage in an area. Multiple Attribute Decision Making (MADM) with the method of Simple Additive Weighting (SAW) method is used to determine the needs of spatial data (*.shp) and attribute data (table) which became are the influence of immunization status coverage on the measles-prone areas, based on infant immunization parameters, Immunization-preventable diseases (PD3I), extraordinary events of measles (epidemic) and nutritional status. The results of spatial data analysis will produce modeling for the formulating of alternative preference values V_i on measles disease prone areas classification based on immunization status coverage. The values V_i are a good, average, fair and poor alternative. The good alternative, if the preference V_i value is greater than 0,675, average alternative if the V_i value is between 0,45 to 0,675, if the variable V_i value is between 0,225 to 0,45 to fair alternative, and the alternative is poor if the V_i value is immunization status coverage less than 0,225.

Key words: *spatial data analysis; GIS; MADM; SAW; modeling data spatial; measles diseases*

ADAPTATION TO MOBILE DIGITAL LIBRARY IN TECHNOLOGICAL AND NON-TECHNOLOGICAL ISSUE

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Abstract

The mobile digital library (MDL) is a method of conducting library technology digitally using mobile technology, such as Android, IOS or Windows Phone. There are some developments in the use of digital library using mobile devices. However, there are also some considerations when using this technology, such as battery life, cellular network speed, hardware features, and social consideration. Therefore, many types of research focus on this area. In this research, we survey development and consideration of implementing the mobile digital library. We provide a summary of the methodology used to adopt technological and non-technological issues related to implementing this technology.

Keywords: mobile digital library, technological, non-technological, adaptation

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THE IMPORTANCE OF MAPPING BOOKS FOR COLLECTION RETRIEVAL IN THE LIBRARY OF TUN ABDUL RAZAK, PUNCAK ALAM BRANCH, MALAYSIA**Abdul Razaq Arromli, Mochamad Ja'far Sodik.**

Library Studies, Faculty of Vocational Studies, Universitas Airlangga

Abstract

College libraries are part of the overall university program. Students as the main object of the learning process must have understood the benefits and usefulness of the library. The library as an information center presents collections in large numbers and in different forms. This collection will be difficult and even not found if it is not neatly arranged and systematically arranged. Collection arrangement or commonly known as book shelving is a very important activity, in which the existence of a good and correct arrangement besides being neatly arranged can also facilitate users in searching a collection. From this description, this study aims to find out book shelving for information retrieval at the Tun Alam Abdul Razak Library in Puncak Alam branch, Malaysia. This research was conducted in one of the famous college libraries in Malaysia. Mara University of Technology has 44 libraries that spread across each campus branch in Malaysia. The Tun Abdul Razak Library, Selangor branch, became a research site on July 9-July 27 2018. Qualitative methods are the methods used in this study, namely by collecting data through observation and interviews. The speakers in this research were the head of the library, 5 library staff and 4 students. While the data analysis technique is carried out in the formulation of meaning and summarizes the results of the research with easy to understand sentences The results show that book shelving for information retrieval in the Tun Abdul Razak library plays an important role in the search process. Because, 2 out of 4 students who became resource persons in this study still did not use mediators that had been provided by the library, tools or mediators available at several points of the library functioned as a tracking tool to facilitate retrieval of the collections being sought.

Key words: *Book Shelving, Library, College Library*

STRATEGIES FOR PROMOTING THE AFTER-SALES SERVICE IN OLSERA AS B2B E-COMMERCE UNDER THE INFLUENCE OF MOBILE COMMUNICATIONS

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Airlangga University

Abstract

In this research, we first analyzed the strategies for promoting the after-sale services that olsera as B2B e-commerce had done, as the main part of the modern commodity trading, it has shown its increasing importance in the development process for online shopping entrepreneurs. After-sales services by olsera is greatly influenced by the development of mobile communications. Overall mobile communications have a positive effect on after-sales service, although there are negative influences.

Key words: olsera, B2B e-commerce, after-sale services, mobile communications

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FACTORS AFFECTING SERVICE SUCCESS IN SURABAYA CITY PUBLIC LIBRARYS**Amelia Widjayanti, Arphita Putri Pramadari***Library Studies, Faculty of Vocational Studies, Universitas Airlangga****Abstract***

The implementation of activities and events of the Surabaya City Public Library to the public is a public facility for visitors to the library in order to increase reading interest and interest in visiting the library to get information and knowledge needed in their fields. This activity certainly requires sufficient budget funds, marketing or promotion of activities in various print or digital media, as well as employees who are very adequate so that each activity can run smoothly. The strategy carried out in overcoming the problems of activities in the Surabaya City Public Library uses the Field Work Practice research method in the Surabaya City Public Library for 24 working days and literature studies and uses data collection techniques by observation, interviews, documentation, and learning during PKL. With this method the author can find a solution that can overcome internal and external problems from activities in the Surabaya City Public Library. The solution to internal problems that is lack of employees can be overcome by looking for workers who can handle these activities, lack of funds can be overcome by looking for sponsors, donors or someone who works in the social field to help with funding problems, lack of promotion can be overcome by making brochures, posters, pamphlets and social media. While external factors namely visitor interest can be overcome by holding activities that can attract various types of public, and limited information can be overcome by providing information about libraries in certain areas that do not reach information from the library.

Key words: library services, public library, public library city of Surabaya

HR MANAGEMENT AT STIE PERBANAS SURABAYA LIBRARY**Luckman Nursamsu, Rizal Rama P.***Library Studies, Faculty of Vocational Studies, Universitas Airlangga****Abstract***

Human resource development in libraries is related to education personnel who have an important role in learning success. So in this case, the role of librarians becomes very important because the library as the heart of education must of course be managed by competent personnel so that the availability of materials and learning resources in school libraries can be optimally empowered for the sake of improving the quality of the learning process. This article describes the phenomenon of HR in the library, such as HR supervision and HR Management. It is intended that everything or all activities carried out by librarians are very important to support the quality of the STIE PERBANAS library and to be a qualified librarian. This research method uses descriptive methods with a qualitative approach. In the qualitative approach itself, the research subjects we use are informants. The informants in this study were Human Resources of Perbanas Surabaya Library including leaders and library staff (librarians and non librarians). Data collection used interviews, observation, and document review methods. The results of the data collection will then be explained / explained through the discussion process. The implementation of HR management in the library of STIE Perbanas implements management functions including planning, organizing, actuating, controlling

Key words: HR management, librarian

THE INFLUENCE OF LIBRARY INTERIOR DESIGN ON USER COMFORT IN THE LIBRARY OF AL HIKMAH HIGH SCHOOL IN SURABAYA**Tri Reza Pahlevi***Library Studies, Faculty of Vocational Studies, Universitas Airlangga****Abstract***

This study discusses about “The Influence of Library Interior Design on User Comfort in the Library of Al Hikmah High School in Surabaya”;. This study aims to find out the level of user comfort in the interior design of the Al Hikmah High School Library in Surabaya which was studied based on the five interior design factors proposed by Cohen (1994), which includes spatial layout, color, lighting, air circulation and sound system. This study uses a qualitative approach with descriptive type and also uses data collection techniques through observation and interview users of the Al Hikmah High School Library in Surabaya. The results of this study indicate that spatial factors has not been optimized because of the use of the building in Al Hikmah High School Library Surabaya merge with the Library of Al Hikmah Junior High School Surabaya, the color factor has not been optimized because the policies between the two libraries are not clear and firm, and the lighting factors has been optimized because the library location is right under the school mosque so that sunlight cannot reach the entire corner of the library. As for air circulation factors and sound system factors has been optimized with the use of air conditioner as well as loudspeakers or speakers. Researchers concluded that the level of user comfort againts the interior design of the Al Hikmah High School Library Surabaya still needs to be improved. And adjust to characteristics and the needs of users, so that the factors of interior design as well as the library performance of Al Hikmah High School in Surabaya can be optimized.

Key words: The Library of Al Hikmah Highschool, Interior Design, User Comfort

MOBILE APPLICATION ONE OF THE STUDENT'S REQUIREMENTS**Ulfa Nurafifah, Salsabiela Hasna Isbandy***Library Studies, Faculty of Vocational Studies, Universitas Airlangga**Ulfanurafifah103@gmail.com, salsabelaisbandy@gmail.com****Abstract***

With the rapid technological advancement of the present era, human beings are heavily dependent on technology to complete all their work, and in the world of technology education is very important role in supporting the smoothness of teaching and learning activities. Especially students who desperately need technology such as smartphones and laptops to support his education in completing his college duties as well as looking for material around the lecture, which where smartphone there is definitely a mobile application. So mobile application can be defined an application program that can be run or used even though the user moved from one place to another and has a small size. This mobile application can be accessed with our own smartphone. For that we do more research on mobile application to support learning among students. The research method that we do is to spread the questionnaire in the form of google form online. Spreading the questionnaire we do by sending google form links to our social media groups that they are all students. The results showed that most students need mobile application to support learning. Where mobile application they have more than 20 applications. Their goal is to use the average mobile application to help complete the course tasks. The advantage that students get when using mobile application is that students feel easier and faster when they have to complete the course task even though they are not on campus. However, students also experience difficulties when using mobile application to support learning.

Key words: mobile application, student, technology.

***MOBILE APPLICATIONS AS AN ALTERNATIVE MEDIA IN LEARNING FOR
UNIVERSITY STUDENTS AIRLANGGA*****Misbaahul Haadiy 1) , Nadia Aulia 2) , Tri Mahardhika 3)***Library Studies, Faculty of Vocational Studies, Universitas Airlangga*Email: muhbaahul@gmail.com 1), nadiaauliarahma@gmail.com 2),
dhika.smk@gmail.com 3)***Abstract***

Mobile applications is a set of programming language codes used to control computer devices to work in accordance with the application designer. Generally these mobile applications work on mobile devices such as smartphones or tablets with the completeness of built-in applications called Operating System like Windows, MasOS, Blackberry, Android and iOS. Currently we can find various mobile applications in many categories such as instagram application, facebook, twitter, line, whatsapp, and other categories. All categories of applications are expected to be a tool that can help all activities of the community is no exception among the students at Airlangga University. By using some applications that have been mentioned at the beginning, is expected to help all aspects of life, especially in supporting academic learning. In learning must also have to know the differences in approaches in learning in order to choose the right learning strategy which then the learning strategy is selected in order to motivate students and students. In an application of course has the virtue or the advantages and weaknesses, so it requires good management of the use of mobile applications in order not to cause dependence that inclines in everyday life. By using quantitative descriptive method through distributing questionnaires in virtual or digital form on 38 respondents, this study aims to know the benefits of mobile applications in learning for students of Airlangga University..

Key words: mobile applications, students, learning.

IMPORTANCE OF MOBILE APPLICATION FOR STUDENTS**Rakhma Safitri L. 1) , Alfi Untilatur R. 2) , Novia Khoirunnisa 3)***Library Studies, Faculty of Vocational Studies, Universitas Airlangga*

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Abstract

This study discusses the importance of Mobile Application for students. Along with the development of increasingly sophisticated technology has opened up the opportunity for everyone to be able to utilize these applications in particular in this study we took a correspondent with student status. The benefits of this research is to determine the importance of students in the use and facilitate the learning process and task completion. The results of this study have shown a lot of students who agreed about the importance of mobile application, therefore it is feasible to implement a mobile application to help complete the task and learning. Nowadays many students are not separated from the gadget, as students we should be able to distinguish applications that can support education so that with such a lot of profit earned arises as obtained task can be finished easily, got a lot of new knowledge, and so forth. The mobile application users, especially students in accordance with our correspondent targets can maximize the functionality and performance of a mobile application that is found in cellular phones, tablets, and so forth.

Key words: mobile applications, students, learning

LEVEL OF HEALTH MOBILE APPLICATION USE**Shirly Qurrota Ainy, Muzdalifah Nur Rahmah***Library Studies, Faculty of Vocational Studies, Universitas Airlangga**shirlyQA1502@gmail.com, muzdalifahrahmah2@gmail.com****Abstract***

Surabaya is the second metropolis, and certainly with the nature and behavior of its diverse community. The people of Surabaya are already familiar with the use of smartphones or smartphonses, and take advantage of online and offline applications on smartphones or smartphonses aimed at helping everyday activities or work, one of them in health affairs. "Surabaya City Health Office seeks to improve health services by adopting innovations in the field of health in the form of e-Health" (Setianto, 2016). This scientific work aims to dig information in the middle of society with smart phones in the utilization of mobile health applications. The study of the literature of this scientific work is obtained from the journal Airlangga University or other reference sources and within the range of the year between 2010 - 2018. The research method used is descriptive method, and data collection strategy used is by survey method. By utilizing the data sourced from the people of Surabaya with a total number of respondents as many as 40 respondents, and with the age range of less than 20 years to more than 25 years. Health mobile application is an online or offline application that offers health services that collaborate directly with specialist doctors in their field, in order to provide ideal health services even in the distance. As in the United States, Japan, Sweden, and other developed countries, whose people already know and can take advantage of their own mobile health application to help overcome various health problems, without having to go to a doctor first..

Key words: *Utilization, Health mobile application, Surabaya*

***IMPLEMENTATION OF MOBILE APPLICATION FOR LEARNING PROCESS
(Case Study Among Students)***

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Abstract

Progress in education one of them is characterized by a learning process that is no longer centered on the teacher. These problems require experts to develop lessons that have implications for student centered learning. One model that leads to student centered learning is mobile learning (m-Learning). The purpose of writing this article is (a) to know and obtain a description of mobile-based learning, and (b) to know and get an overview of mobile-based learning process. This learning combines several aspects including technology tools, social aspects, and learners. Learning begins by downloading the application of the subject matter to be installed on a mobile phone (mobile phone). After the installation is complete, the user can start exploring the material. The facilities provided by each provider of material applications vary, depending on the needs and goals to be achieved. Keywords: mobile learning, technology, learners. Therefore, we are interested to write scientific papers themed mobile app to support learning in order to add insight about the mobile app and its benefits. And we also expect mobile application can be used as it should and not be misused.

Key words: mobile application, student, m-learning

UTILIZATION OF FACEBOOK APPLICATION AS A MEDIA TO SUPPORT LEARNING**Inneke Athalia & Aulia Firdausi***Library Studies, Faculty of Vocational Studies, Universitas Airlangga**Email: athaliathifaly@gmail.com, auliafrdsi@gmail.com****Abstract***

Internet nowadays has been growing rapidly in people's lives as well as being a part and the needs of all walks of life. The Internet is changing the paradigm of communication of today's society. With the internet, communication becomes easier without the limitations of distance, time, and space so that it can be done anywhere, anytime, without the need for face to face. Not only address the problem in terms of communication, the internet helps users obtain various kinds of information in a variety of things and any field, including information to support student learning. This rapid development makes the internet not only can be used through the computer but also other devices such as watches, music players, mobile phones, etc. The number of websites in the internet has reach millions perhaps even billions, it contains a wide variety of things both positive and negative. Is said to be positive if the information was true existence or not a hoax and is useful for users, one of which helps support the learning of both academic and non-academic. The Internet allows pegguna issued their opinions freely. This ought to be wary given the large number of children under which have been adept in accessing the internet. The role of the parent is necessary here so that children cannot access the negative content. Internet nowday's has many information from reliable sources, someone who is an expert in the field, as well as someone who is just expressing a words based on their opinion. The process of exchange of information is merged into a single container called social media. In using social media, as users we must be clever in parsing the information between the true and hoaxes before we use and distribute.

Key words: *technology, facebook, social media, e-learning*

***IMPORTANCE OF MOBILE APPLICATION TO SUPPORT LEARNING PROCESS
IN COLLEGE STUDENT*****Rizka Meydiana, Lusi Indah Lestari, & Luthfiana Nur Indrasari Pamungkas***Library Studies, Faculty of Vocational Studies, Universitas Airlangga**Email: dianameyrizka@gmail.com, lusiindah99.lil@gmail.com, and**luthfiananurindrasaripamungkas@gmail.com****Abstract***

In general, the learning process has a time and place that has been adjusted. But the problem is that there is a time that does not allow either the teacher or lecturer who can not attend and the learning when it is replaced on another day. So there is a way out or a solution. This study aims to inform students that the learning process can be done at any time and anywhere, it is an effective and easy way to access information or do a school or college task that is with mobile application. Mobile application learning is an application contained in the smartphone in order to support the learning process by using the internet. Mobile application learning can be used anytime and anywhere not limited by space and time. Mobile application is very useful for human, if human use as possible. Mobile application learning is very useful for the students in supporting the learning process. Mobile application learning can be downloaded on smartphone or laptop or computer. Mobile application can improve work efficiency and productivity. The solution for mobile can improve the quality of life and one's life. Mobile applications also provide up to date information. The learning process through mobile application learning can encourage motivation and can make the learning process more persuasive. Mobile application can access learning materials, questions, questions and answers and so forth.

Key words: *technology, facebook, social media, learning*

MOBILE APPLICATION DEVELOPMENT FOR COLLAGE STUDENTS IN SURABAYA

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Abstract

Technological developments can facilitate the community in performing everyday activities, one of which facilitates the learning process of students. Collage students need a variety of technologies to support the learning process during their college days, from doing tasks to completing the final project. Mobile Learning as a learning technology for students and teachers can facilitate their activities wherever and whenever. This technology is mostly used by students and teachers in big cities like Surabaya. Surabaya as the second (2 nd) largest city after Jakarta made many universities, both public and private growing rapidly both in terms of education and technology. However, there are still many students in Surabaya who have not utilized mobile learning optimally so we make research about the development of mobile learning in Surabaya. To know the development of mobile learning technology for Surabaya students, we chose the research method based on the statistics of the questionnaire data we have shared. Of the 19 respondents obtained, many of Surabaya students decided to use mobile learning because it facilitates the learning process and wide access. And 19 other respondents chose not to install mobile learning applications because it has a variety of reasons, one of which still does not require the application and they prefer to complete the task by accessing it directly through search engines (google). For the development of this technology, many of the respondents provide suggestions by improving the quality of mobile learning in order to be used easily and efficiently.

Key words: *Instructional Media, Mobile learning, Student, Surabaya*

***ANALYSIS OF IMPORTANT PERSONAL INFORMATION MANAGEMENT ON
BOARDING CHILDREN GUBENG 2018***

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Abstract

Personal information management (PIM) is the ability of a person to manage information from process of information discovery, organize and storage of information, until how to maintenance in order to facilitate information retrieval process. With the awareness of each person that the management of information is very important considering the risks posed is very harmful to themselves. This is a special interest to conduct research on the importance of PIM conducted by the children boarding school students are no exception. Management of personal information, especially on the students become very necessary to support academic and other lecture activities, if a management is well managed it can be utilized in the future. In this study will be studied to several stages of activity that includes information discovery, storage and processing of information and maintenance of information. By using descriptive qualitative method and collecting data from primary sources through semi-structured interview technique to some boarding school informants in gubeng, this research aims to know the importance of information management and strategy given. Techniques in collecting research data are conducted in the estimated time conditional, according to the informant's leisure. This research is expected to know the importance of informants in managing, protecting and caring about the management of personal information so as to form a good information control and decision-making right.

Key words: *personal information management, information discovery, information storage, information processing, information maintenance, boarding children.*

APPLICATION OF MOBILE APPLICATION AS STUDENTS LEARNING SUPPORT**Pertiwi Adi Ningrum, Bunga Firda Nur Amalia & Jihan Salsabila Setiawan***Library Studies, Faculty of Vocational Studies, Universitas Airlangga**Email: pertiwi.adi21@gmail.com, bungafirda04@gmail.com,**jihansalsabila83@gmail.com****Abstract***

Basically, the process of learning, teaching and lecturing is carried out in a particular class and time. In certain situations and conditions, it can be a problem when the classroom and time are not possible. So it needs an alternative or a solution. This study aims to help and inform to students that in the learning process there is an easy, fast and effective way to find information about learning that is with mobile application, mobile application is an application contained in android to stimulate the need for learning and teaching with using internet media. This mobile application aims to provide a solution of a small problem, namely space and time. Mobile is so important and very close to human life. mobile phones can not only be used as a communication tool but also can be used in education as a medium, learning resources and also as an interaction with students. Mobile can make learning more flexible and practical without being limited by space and time. This mobile application adopts a technology standard, which is an international standard for supporting learning system supported by information technology. In the learning model that utilizes information and communication technology can facilitate the students in accessing information sought anytime and anywhere. Based on the questionnaires distributed to students, 30 respondents, we found that mobile application is easy to use, accessible, interesting, and helps them to understand the content of the information sought. Mobile application is also very useful for academic and university staff. Learning media with mobile application can be android.

Key words: *Mobile Application, Learning media.*

APPLICATION TECHNOLOGY TO ASSIST THE LEARNING PROCESS**Rifdah Salsabila, & Yussuanda Setiawan Segara***Library Studies, Faculty of Vocational Studies, Universitas Airlangga**Email: fdahsalsabila@gmail.com, thereverend012@gmail.com****Abstract***

Technology is expected to be the solution of future needs. At this time almost everyone has a cell phone. Cellular phone technology is always evolving from time to time until now where mobile phones can be connected to the internet. One of the uses of this system is for education. And also as a medium of learning by using application applications contained in the smartphone available in the application store contained in the smartphone. Thus education can be cultivated can be enjoyed by everyone wherever and whenever. Internet-connected mobile phones can act as learner's companions for learning, often referred to as mobile learning. Mobile learning becomes one of the trends in the world of education that utilizes mobile devices as a tool or learning media. In this paper will discuss about the development of mobile learning as a medium of learning in the future. Development of mobile learning, of course, there are obstacles that must be faced. The biggest obstacle in developing mobile learning to support Education in schools is the limited facilities and infrastructure, especially the availability of internet network. In addition, school rules that do not provide the freedom to learners to use the smartphone in the learning process is also a constraint that must be thought carefully by the developers. Therefore the use of smartphones depends on the needs of users, how the user is using a smartphone..

Key words: *Mobile Application, Learning, Technology*

EVALUATION SOCIAL MEDIA AS INFORMATION SHARING**Erlinda Dwi Septiani, Prisa Syiyam Mountela & Aulia Farah Diba***Library Studies, Faculty of Vocational Studies, Universitas Airlangga**Email: erlindadwiseptiani@gmail.com, prisasm99@gmail.com,**auliafarah98@gmail.com****Abstract***

This research entitled "Social Media Evaluation as Information Sharing" with the purpose of research is to know the utilization and the impact of social media as a means / container of information sharing. In this study was conducted by using questionnaires on google form distributed on 31 respondents that respondents who have different job background variance. In the questionnaire with increasingly sophisticated technology and the use of social media is very high then the questions we provided related to other active users of social media, the type of social media most often used by respondents in information sharing, the intensity in getting and sharing information, the impact of benefits whether or not information is obtained or shared, as well as the topics or types of information most commonly obtained or shared on social media. The method used in the research of the questionnaire through google form that is using descriptive analysis which describes the percentage of the diagrams of the results of the questionnaire on google form. The results of this study indicate that dominated by respondents who are active in the use of social media, social media is often used Instagram as information sharing and respondents-often receive information compared to share information from social media, and for respondents the impact of getting and sharing information that is very helpful.

***Key words:* Information sharing, Social media**

PROPER INFORMATION SHARING TO AVOID HOAXES

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Abstract

In the present day the information is spread so much that nothing will ever stop the flow. Meanwhile, with the rapid development of technology, as well as more and more hoax news emerging. News hoax is news written by someone and the content of the news is a lie. Not everyone who gets the information always checks it a few times to make sure it's true.

Key words: *Information sharing, Social media*