



Measuring user satisfaction: A service quality analysis of the Bengkulu Province library and archives

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Abstract

Background: The Bengkulu Province Library and Archives, as a public library, needs to continuously evaluate its services to ensure quality and enhance user satisfaction.

Purpose: This study aims to assess the quality of services at the Bengkulu Province Library and Archives using the LibQual framework.

Methods: A quantitative approach was employed with 91 respondents selected through purposive sampling. Data were collected using structured questionnaires and analyzed based on the three LibQual dimensions: Affect of Service, Information Control, and Library as Place.

Results: The findings show that users are generally satisfied with the Affect of Service and Library as Place dimensions, as indicated by positive adequacy gaps. However, reliability in service delivery remains a critical weakness that may reduce user trust and loyalty. Furthermore, the Information Control dimension received lower ratings, particularly regarding equipment in the library, timeliness in locating required collections, and the limited availability of relevant materials. Inadequate information content coverage and limited technological facilities highlight the urgency of expanding digital collections and upgrading equipment to better align with user expectations.

Conclusions: Overall, users perceive the library's services as fairly satisfactory, but improvements are needed in strengthening information control, especially in enhancing staff efficiency and ensuring the availability of relevant resources. These findings highlight the importance of improving services, information access, and technological facilities to strengthen user satisfaction and loyalty.

Keywords:

Library Service Quality

LibQual

Effect of Service

Information Control

Library as Place

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INTRODUCTION

Information services are the main product a library provides to the public, especially its users. Rahayu stated that the essence of library services is to provide services related to (1) the availability of required library materials and (2) the presence of a tool for searching for information that users are looking for, both within and outside the library (Suratmi, 2021). The information in a library is contained in its collections. These collections can be print, electronic, or digital.

The Bengkulu Province Library and Archives is an information service managed by the Bengkulu Province Library and Archives Service. In accordance with its duties as an information service provider, the Bengkulu Province Library and Archives offers several services that can be utilized by users. These services include On-site Reading, Library Membership, Circulation, Mobile Library and LPTS Services, Deposit Services, Free Internet Access, Disability Services, a Reading Cafe, Storytelling Activities, and Accurate Information Providing Activities and User Guidance.

The implementation of services at the Library and Archives of Bengkulu Province is mandated by Law No. 43 of 2007 concerning Libraries and the National Standards for Provincial, Regency/City, and Subdistrict/Village Libraries published by the National Library of the Republic of Indonesia. The regulation states that reading material services provided by libraries are a right of the public, and libraries, as institutions, must provide them.

Article 14 of Law No. 43 of 2007 concerning Libraries states that library services must be provided in an excellent manner and be oriented towards the interests of users. Satisfaction with library services must be measured at the library level. This measurement serves as an evaluation tool for library development, especially at the Bengkulu Province Library and Archives Service, which is a public library. Services in the library become a bridge between information sources and information seekers (Gunawan, 2022).

Evaluating the services provided to users is very important for the Bengkulu Province Library and Archives to maintain service quality. Services must first be measured to determine whether they meet user needs. The results of these measurements can be used as evaluation material for the Bengkulu Province Library and Archives in reviewing the services provided to users and maintaining the quality of library services in an effort to achieve excellent service. Huix revealed that the level of personalized service is very important for improving the quality of library services; therefore, it is necessary to evaluate it using effective methods (Susilorini, 2021).

Library services have a significant influence on the satisfaction of users who visit the library. Various studies have been conducted on user satisfaction with library services. Perceived service quality (PSQ) has a positive effect on user loyalty (UL) in academic libraries (Soares-Silva et al., 2020) composed by the determinants of service quality (DSQ). This was supported by Tan, Chen, and Yang (2017), who found that service experience directly and

positively influences user satisfaction and loyalty in public libraries. The influence of library services on satisfaction was also conveyed by Choshaly and Mirabolghasemi (2019), who found that service, information control, and the library as a place have a significant and positive impact on overall user satisfaction, with service being the most important predictor. Additionally, the quality of service, particularly the library environment and general service, significantly impacts customer satisfaction in libraries (Afthanorhan et al., 2019) concerned with the services at the University Sultan Zainal Abidin (UniSZA).

This research seeks to measure the quality of services at the Bengkulu Province Library and Archives Service, which is a provincial public library whose users are specifically the people of Bengkulu province. Similar studies have been conducted in public libraries in various regions. Research at the DIY Regional Library and Archives Service showed that the information control dimension is a service that does not yet meet the satisfaction of library users (Ramadhan et al., 2024). Another public library study, at the Jakarta Cikini public library, showed that all dimensions of service quality have met user satisfaction (Azizah & Lolytasari, 2025).

Previous studies have not specifically examined provincial-level public libraries in Sumatra, which differ socially, culturally, and in their information needs from libraries in Yogyakarta and Jakarta. No in-depth study has yet assessed the Bengkulu Province Library and Archives services using the LibQual approach, making this study important to determine whether user dissatisfaction patterns in Bengkulu align

with or differ from earlier findings.

LibQual is a method that can be used to measure the quality of services provided by the Bengkulu Province Library and Archives. LibQual is a useful system for performing user surveys and is available from the Association of Research Libraries (ARL). LibQual is used to track improvements over time and to benchmark against a large number of institutions (Carlsson & Torngren, 2020). In more detail, Nurkertamanda and Wirawan explained that LibQual is a tool or method used by libraries to collect, search, understand, and respond to user opinions regarding the quality of services provided by the library (Saputro & Utami, 2020).

LibQual has three dimensions or measuring tools for the quality of library services: Affect of Service, Information Control, and Library as Place (Nurvia & Angraini, 2016). Affect of Service is a dimension related to the relationship between users and staff in providing services and the capacity of librarians in providing those services. Information Control is related to the availability of information sources in various formats, adequate collections, the strength of the collections, the content coverage of the library collection, and the ease of searching for and navigating to required collections without obstacles. The Library as Place instrument is related to the library's ability to facilitate users, which can be in the form of library facilities and infrastructure and how users use the library space as a collective place and as a room that can generate inspiration.

Based on the explanation above, the aim of this research is to measure how large the

gap is in the level of quality of the Bengkulu Province Library and Archives services across the Affect of Service, Information Control, and Library as Place dimensions.

RESEARCH METHODS

This research uses a quantitative method with a survey approach. A quantitative research method is a research method that uses data in the form of numbers, with an emphasis on objective measurement of results accompanied by statistical analysis (Balaka, 2022). This research was conducted in Bengkulu Province, and the population was users who visited the Bengkulu Province Library and Archives. The population of this study was 1,032 users, based on the number of visits in 2023. The sample for this study was 91 respondents, calculated using the Slovin formula with a 10% margin of error. The sampling technique employed in this study was purposive sampling.

The research instrument was a structured questionnaire developed based on the LibQual framework by the Association of Research Libraries (ARL), covering three dimensions: Affect of Service, Information Control, and Library as Place. The first stage calculates the average of minimum expectations, maximum expectations, and perceptions for each question item and LibQual dimension. The next stage measures the difference (gap) to determine

the degree of user satisfaction with library services by utilizing the Adequacy Gap (AG) formula: $AG = \text{Perception (P)} - \text{Minimum Expectation}$, and the Superiority Gap (SG) formula: $SG = \text{Perception (P)} - \text{Maximum Expectation}$.

RESULTS AND DISCUSSION

Affect of Service Dimension

The Affect of Service dimension relates to the services provided by the Bengkulu Province Library and Archives officers to users. This dimension includes the instruments of empathy, responsiveness, assurance, and reliability.

The Table 1 shows that users rate empathy at 7.280, between the minimum expectation of 7.008 and the maximum of 7.791. The Adequacy Gap (AG) of 0.272 indicates that services meet and slightly exceed minimum expectations, reflecting general satisfaction with officers' responsiveness to user needs. The Superiority Gap (SG) of -0.511 shows that services have not fully reached users' ideal expectations but remain within the tolerance zone. This indicates that officer performance is acceptable and adequate, though improvements, particularly in personalized attention, are needed to enhance user satisfaction. The results indicate that users are generally satisfied with officers' responsiveness to their needs, but strengthening empathy could further

Table 1. Empathy Instrument

Instrument	Rate			AG	SG
	Perception	Minimum	Maximum		
Empathy	7,280	7,008	7,791	0,272	-0,511

Source: Research Findings, 2023

Table 2. Responsiveness Instrument

Instrument	Rate			AG	SG
	Perception	Minimum	Maximum		
Responsiveness	7,203	7,132	7,780	0,071	-0,577

Source: Research Findings, 2023

improve satisfaction, loyalty, and trust in library services. A librarian's empathetic behavior and communication skills play an important role in creating a sense of acceptance and belonging for users (Bodaghi et al., 2016).

The Table 2 shows that users rate the responsiveness of officers in searching for collections at 7.203, between the minimum expectation of 7.132 and the maximum of 7.780. The Adequacy Gap (AG) of 0.071 indicates that responsiveness meets minimum service standards, while the Superiority Gap (SG) of -0.577 shows that it has not reached users' ideal expectations. This shows that quick responses have not reached users' maximum expectations but remain acceptable within the tolerance zone. In this context, responsiveness refers to officers' ability to perform tasks promptly and deliver services on time, a key factor in user satisfaction and service quality. These findings highlight that faster and more efficient responses from officers could enhance user satisfaction and reinforce the perceived quality of library services. Furthermore, responsiveness can foster a positive perception of the quality of the services provided (Chabir et al., 2019). Communication is an important element

in responding to library service needs. As a librarian who has frequent contact with people, both directly and online, the skill of communicating assertively is very important to possess and manage so that users feel they receive the best service and are treated with respect (Bahrudin & Fadillah, 2021) mainly through deregulation. One of the implementations of these deregulation efforts is the development of the One-Stop Service Center (PTSP).

The Table 3 shows that users rate officers' assurance regarding library collections at 7.367, between the minimum expectation of 7.247 and the maximum of 7.835. The Adequacy Gap (AG) of 0.120 indicates that officers' knowledge meets minimum expectations and provides overall satisfaction. The Superiority Gap (SG) of -0.468 shows that it has not fully reached users' ideal expectations, indicating that their knowledge has not fully met users' maximum expectations and highlighting the need for continuous professional development, subject specialization, and improved dissemination of collection-related information. Nevertheless, the result remains within the tolerance zone, indicating that service performance is still acceptable. In this context,

Table 3. Assurance Instrument

Instrument	Rate			AG	SG
	Perception	Minimum	Maximum		
Assurance	7,367	7,247	7,835	0,120	-0,468

Source: Research Findings, 2023

Table 4. Reliability Instrument

Instrument	Rate			AG	SG
	Perception	Minimum	Maximum		
Reliability	6,918	7,110	7,808	-0,192	-0,890

Source: Research Findings, 2023

assurance reflects officers' mastery of library collections, which is essential for building user confidence and ensuring that information needs are met accurately and effectively. Knowledge is important for a library officer because it is the driving force that can advance the library. To overcome challenges and obstacles, librarians must be optimistic and always improve their knowledge and skills (Rulyah, 2018).

The Table 4 shows that users rate officers' ability to quickly and accurately find needed collections at 6.918, below both the minimum expectation of 7.110 and the maximum of 7.808. The Adequacy Gap (AG) for reliability is -0.192, indicating weaknesses in officers' performance and user dissatisfaction as services fall short of minimum expectations. The Superiority Gap (SG) is -0.890, confirming that services remain far from users' maximum expectations. This finding indicates that reliability is a critical issue requiring urgent improvement, especially in consistency, speed, and accuracy, as these factors directly influence user trust and perceptions of

service quality. Addressing this gap could enhance user confidence and reinforce the library's role as a dependable information provider.

The Table 5 shows that users rate the Affect of Service at 7.192, slightly above the minimum expectation of 7.124 but below the maximum of 7.804. The Adequacy Gap (AG) is 0.068, indicating that services meet minimum expectations and are generally satisfactory. However, the Superiority Gap (SG) for Affect of Service is -0.612, indicating that services have not fully met users' ideal standards but remain within the tolerance zone. This highlights the need for improvements in empathy, responsiveness, and personalized support. Overall, these findings suggest that while users value the officers' service attitude, strengthening the Affect of Service could further enhance the user experience, satisfaction, and emotional connection with the library. This dimension underscores the importance of librarians in fostering positive interactions, demonstrating empathy, and building trust, thereby shaping perceptions of the library

Table 5. Affect of Service Dimension

Dimensions	Instrument	Average Rate			AG	SG
		Perception	Minimum	Maximum		
Affect of Service	Empathy	7,280	7,008	7,791	0,272	-0,511
	Responsiveness	7,203	7,132	7,780	0,071	-0,577
	Assurance	7,367	7,247	7,835	0,120	-0,468
	Reliability	6,918	7,110	7,808	-0,192	-0,890
Average for Affect of Service		7,192	7,124	7,804	0,068	-0,612

Source: Research Findings, 2023

Table 6. Scope of Content Instrument

Instrument	Rate		AG	SG	
	Perception	Minimum			Maximum
Scope of content	6,747	7,016	7,610	-0,269	-0,863

Source: Research Findings, 2023

as supportive, professional, and user-oriented. Librarians are at the forefront of library administration, and efforts to improve the quality of library services depend on them, both individually and as a group (Ngatini, 2018).

Information Control Dimension

The Information Control dimension relates to the availability of library materials and users' ability to access them. This dimension includes the instruments of Scope of Content, Convenience, Ease of Navigation, Timeliness, Equipment, and Self-Reliance. The Table 6 describes the analysis of each instrument within this dimension.

The Table 6 shows that users rate the scope of content at 6.747, below both the minimum expectation of 7.016 and the maximum of 7.610. The Adequacy Gap (AG) for scope of content is -0.269, indicating user dissatisfaction as collections fail to meet basic needs. Likewise, the Superiority Gap (SG) is -0.863, showing that collections fall far short of maximum expectations, pointing to gaps in both the quantity and quality of resources. These findings underscore that collections are a

core component of library services; without sufficient and relevant resources, services cannot function optimally. Enhancing the quality, quantity, and relevance of collections is therefore essential to effectively support user needs and improve overall satisfaction. To provide maximum information services, libraries must provide a variety of information or library materials that suit user needs (Sompotan et al., 2023).

The Table 7 shows that users rate the convenience of browsing collections at 7.582, above the minimum expectation of 7.407 but below the maximum of 7.863. The Adequacy Gap (AG) for convenience is +0.175, indicating that users' basic expectations of convenience are met and facilities are generally satisfactory. However, the Superiority Gap (SG) is -0.456, showing that comfort has not fully reached users' ideal expectations, though it remains within the tolerance zone. Although the facilities and atmosphere are acceptable, they have not fully met users' ideal standards, indicating opportunities for improvement through modernized spaces, ergonomic design, or additional amenities. In the library context, convenience is

Table 7. Convenience Instrument

Instrument	Rate		AG	SG	
	Perception	Minimum			Maximum
Convenience	7,582	7,407	7,863	0,175	-0,456

Source: Research Findings, 2023

Table 8. Ease of Navigation Instrument

Instrument	Rate		AG	SG	
	Perception	Minimum			Maximum
Easy of Navigation	7,434	7,297	7,907	0,137	-0,473

Source: Research Findings, 2023

shaped by both services and facilities, and it plays a crucial role in supporting the library's recreational function alongside its educational and informational roles. The recreational function of the library is to provide comfort for users through available facilities, be it seating or reading materials that interest the user and can broaden their insight (Oktadiani, 2023).

The Table 8 shows that users rate the ease of navigation when browsing collections at 7.434, above the minimum expectation of 7.297 but still below the maximum of 7.907. The Adequacy Gap (AG) for ease of navigation is +0.137, indicating that users' basic expectations are met and they are generally satisfied. However, the Superiority Gap (SG) is -0.473, showing that navigation has not reached users' ideal standards, though it is still acceptable within the tolerance zone. This highlights the need for improvements such as more intuitive digital catalogs, clearer collection labeling, and enhanced guidance tools. Ease of navigation is an essential aspect of library services, as it directly affects the user experience when accessing and browsing collections and plays an important role in ensuring efficiency and

comfort. Information searching is related to retrieving collections that have been stored in libraries. Lasa states that information searching is an attempt to find a subject, article, or other information in a certain way at the source, resulting in findings that match the manuscript, text, recording, or other reproduction according to the interests and wishes of the user (Reynaldi & Rahmah, 2017).

The Table 9 shows that users rate the timeliness of obtaining collections at 7.170, slightly below the minimum expectation of 7.225 and still short of the maximum of 7.830. The Adequacy Gap (AG) of -0.055 indicates that users are not fully satisfied, reflecting inefficiencies in access speed. Similarly, the Superiority Gap (SG) of -0.660 shows that performance remains far from maximum expectations, though still within the tolerance zone. This confirms that the timeliness of service is far from the ideal expectations of users, pointing to a need for improvements in service processes, staffing efficiency, or the application of technology to reduce delays. Timeliness in accessing collections is a crucial aspect of library service quality, as it reflects the ability of officers to deliver information promptly and

Table 9. Timeliness Instrument

Instrument	Rate		AG	SG	
	Perception	Minimum			Maximum
Timeliness	7.170	7.225	7.830	-0.055	-0.660

Source: Research Findings, 2023

Table 10. Equipment Instrument

Instrument	Rate		AG	SG
	Perception	Minimum	Maximum	
Equipment	6,181	6,637	7,434	-0,456

Source: Research Findings, 2023

efficiently. Therefore, efforts to improve the speed and punctuality of collection retrieval are necessary to enhance user satisfaction and ensure that the library can better fulfill its role as a reliable source of information. Technology plays a significant role in the speed of library services; web-based software can improve the service and performance of librarians in managing administrative data and speeding up transactions for borrowing and returning books (Asworowati & Defita, 2022).

The Table 10 shows that users rate the equipment supporting ease of browsing collections at 6.181, below both the minimum expectation of 6.637 and the maximum of 7.434. The Adequacy Gap (AG) of -0.456 indicates user dissatisfaction, reflecting significant shortcomings in equipment quality and adequacy. Likewise, the Superiority Gap (SG) of -1.253 shows that facilities remain far from maximum expectations, pointing to an urgent need for substantial improvements in infrastructure, technology, and supporting tools for browsing collections. Equipment and supporting facilities are critical components of library services, as they directly affect the accessibility and efficiency of browsing collections. The findings highlight the

need for improvements in the availability, quality, and maintenance of facilities so that the library can better meet user expectations and provide a more effective and comfortable browsing experience. Facilities have a significant influence on library services; facilities and equipment have a significant positive impact on customer satisfaction and loyalty in public library services (Dong-Geun, 2020).

The Table 11 shows that users rate their self-reliance in accessing collections independently at 7.363, between the minimum expectation of 7.159 and the maximum of 7.808. The Adequacy Gap (AG) of +0.204 indicates general satisfaction, reflecting the effectiveness of the catalog system and the clarity of collection arrangements. However, the Superiority Gap (SG) of -0.445 shows that this ability has not fully met users' ideal expectations. This suggests that while the service falls within the tolerance zone, it points to the need for further improvements such as more intuitive digital platforms, better signage, or enhanced user guides. Self-reliance in accessing collections is an important aspect of library services, as it enhances user autonomy, promotes efficient use of resources, and supports a more flexible and

Table 11. Self-Reliance Instrument

Instrument	Rate		AG	SG
	Perception	Minimum	Maximum	
Self reliance	7,363	7,159	7,808	0,204

Source: Research Findings, 2023

Table 12. Information Control Dimension

Dimensions	Instrument	Average Rate			AG	SG
		Perception	Minimum	Maximum		
Information control	Scope of content	6,747	7,016	7,610	-0,269	-0,863
	Convenience	7,582	7,407	7,863	0,175	-0,456
	Easy of navigation	7,434	7,297	7,907	0,137	-0,473
	Timeliness	7,170	7,225	7,830	-0,055	-0,660
	Equipment	6,181	6,637	7,434	-0,456	-1,253
	Self Reliance	7,363	7,159	7,808	0,204	-0,445
Average for Information Control		7,08	7,124	7,742	-0,044	-0,662

Source: Research Findings, 2023

user-friendly library environment. Readers prefer to browse the shelves in libraries for their information experience, and this article presents a new typology of library browsing behavior (McKay et al., 2019).

The Table 12 describes the dimensional analysis for Information Control, which is a recapitulation and analysis of each instrument. The Table 12 shows that users rate Information Control at 7.080, slightly below the minimum expectation of 7.124 and the maximum of 7.742. The Adequacy Gap (AG) of -0.044 indicates limited satisfaction, reflecting weaknesses in how resources are organized, updated, or made accessible. Similarly, the Superiority Gap (SG) of -0.662 shows that services fall short of ideal expectations but remain within the tolerance zone, highlighting the need to improve the relevance, timeliness, and comprehensiveness of information resources. Overall, these findings suggest that strengthening information control—

through better collection development, digital access, and effective information management—is essential to increasing user satisfaction and reinforcing the library’s role as a reliable information provider. Effective Information Control is critical for ensuring that users can obtain the resources they need efficiently and accurately.

Library as Place Dimension

The Library as Place dimension relates to the facilities and infrastructure that support user activities at the Bengkulu Province Library and Archives. This dimension includes the instruments Tangibles, Utilitarian Space, Symbol Term, and Refuge. The Table 13 describes the analysis of each instrument within this dimension.

The Table 13 shows that users rate the tangibles of facilities and space at 7.637, above the minimum expectation of 7.423

Table 13. Tangibles Instrument

Instrument	Rate-rate			AG	SG
	Perception	Minimum	Maximum		
Tangibles	7,637	7,423	7,901	0,214	-0,264

Source: Research Findings, 2023

Table 14. Utilitarian Space Instrument

Instrument	Rate-rate			AG	SG
	Perception	Minimum	Maximum		
Utilitarian space	7,473	7,445	7,951	0,028	-0,478

Source: Research Findings, 2023

but below the maximum of 7.901. The Adequacy Gap (AG) of +0.214 indicates general satisfaction with the functional and comfortable environment, while the Superiority Gap (SG) of -0.264 shows that facilities have not fully reached users' ideal expectations. Although facilities and space remain within the tolerance zone, there is a need for improvements such as infrastructure modernization, more user-friendly layouts, and additional supportive amenities. Adequate facilities are essential for supporting user comfort, accessibility, and overall satisfaction, enabling the library to function effectively as both an informational and learning environment. Accessibility, possession, space for reading, user convenience, reliability, staff diversity, operation hours, and promotion of programs and services significantly influence the satisfaction and use of public libraries by residents (Noh & Chang, 2020). Enhancing the tangibles dimension could further improve satisfaction and reinforce the library's image as a modern and welcoming public space.

The Table 14 shows that users rate the usability of the utilitarian space at 7.473,

slightly above the minimum expectation of 7.445 but below the maximum of 7.951. The Adequacy Gap (AG) of +0.028 indicates general satisfaction, while the Superiority Gap (SG) of -0.478 shows that facilities have not fully met users' ideal expectations but remain within the tolerance zone. This indicates that the usability of the facilities and rooms has not yet reached the higher expectations of users, pointing to areas for improvement such as optimizing room layouts, upgrading equipment, or providing more versatile spaces to support different user activities. Functional and well-organized facilities and spaces are crucial for supporting effective library operations and providing a comfortable, efficient environment for users. A comfortable reading environment in a library can increase interest in reading and frequency of visits (Putri, 2016). Library space and facilities must be relevant to users. The library must ensure the continuity of its functions and comfort for users by providing facilities that are in accordance with existing collections and services (Yusuf et al., 2025).

The Table 15 shows that users rate

Table 15. Symbol Term Instrument

Instrument	Rate-rate			AG	SG
	Perception	Minimum	Maximum		
Symbol Term	7,582	7,533	8,002	0,049	-0,420

Source: Research Findings, 2023

Table 16. Refuge Instrument

Instrument	Rate-rate		AG	SG
	Perception	Minimum	Maximum	
Refuge	7,830	7,698	7,973	0,132
				-0,143

Source: Research Findings, 2023

the library’s Symbol Term, representing accessibility for all community groups including children and people with disabilities, at 7.582. This is above the minimum expectation of 7.533 but below the maximum of 8.002. The Adequacy Gap (AG) of +0.049 indicates general satisfaction with inclusivity, while the Superiority Gap (SG) of -0.420 suggests that facilities have not fully reached users’ ideal expectations but remain within the tolerance zone. It still falls short of users’ ideal expectations, pointing to the need for further improvements such as more child-friendly areas, enhanced disability-friendly infrastructure, or clearer accessibility signage. Ensuring that facilities and rooms are accessible to all groups is essential for promoting inclusivity, supporting equal access to information, and enhancing the overall user experience. Integrating cultural diversity and inclusion in public library resources and services is crucial for their sustainable development and community engagement (Okechukwu et al., 2024). While inclusivity has been achieved at a basic level, strengthening universal accessibility features could significantly enhance user satisfaction and reinforce the library’s role as an equitable public service provider.

The Table 16 shows that users rate the library’s facilities and rooms as a refuge for study at 7.830, above the minimum

expectation of 7.698 but slightly below the maximum of 7.973. The Adequacy Gap (AG) of +0.132 indicates general satisfaction, while the Superiority Gap (SG) of -0.143 suggests that comfort has not fully reached users’ ideal expectations but remains within the tolerance zone. This highlights the need for refinements such as quieter spaces, improved ergonomic furniture, or better climate control. Providing comfortable study spaces is an important aspect of library services, as it enhances user concentration, supports learning activities, and contributes to a positive and productive environment. Indoor physical space comfort and indoor acoustic environment comfort positively affect the frequency and length of visits to the library (Peng et al., 2022). The library has successfully created a comfortable learning environment, but further enhancements could elevate user satisfaction and strengthen its role as a preferred place for study and academic activities.

The Table 17 describes the dimensional analysis for Library as Place, which is a recapitulation and analysis of each instrument. The Table 17 shows that users rate the Library as Place at 7.631, above the minimum expectation of 7.525 but below the maximum of 7.957. The Adequacy Gap (AG) of +0.106 indicates general satisfaction with the library’s facilities and environment, which provide a functional and pleasant

Table 17. Library as Place Dimension

Dimensions	Instrument	Average Rate			AG	SG
		Perception	Minimum	Maximum		
Library as Place	Tangibles	7,637	7,423	7,901	0,214	-0,264
	Utilitarian Space	7,473	7,445	7,951	0,028	-0,478
	Symbol Term	7,582	7,533	8,002	0,049	-0,420
	Refuge	7,830	7,698	7,973	0,123	-0,143
Average for Library as Place		7,631	7,525	7,957	0,106	-0,326

Source: Research Findings, 2023

space for learning and information access. The Superiority Gap (SG) of -0.326 suggests that while the facilities have not fully met users’ ideal expectations, they remain within the tolerance zone. This indicates a need for improvements such as more modern designs, additional study areas, or enhanced comfort features. The concept of Library as Place emphasizes the importance of creating a welcoming, functional, and well-maintained environment that supports user activities, enhances satisfaction, and promotes the effective use of library resources. The library is already valued as a supportive public space, but further development of its physical environment could elevate user satisfaction and strengthen its role as a central hub for community learning and engagement.

LibQual Analysis

The Figure 1 presents the visualization results of the overall LibQual analysis, covering the dimensions of Affect of Service, Information Control, and Library as Place, reflecting the overall service quality of the Bengkulu Province Library and Archives.

Based on Figure 1, the Bengkulu Province Library and Archives’ services across the three dimensions—Affect of Service (AS), Information Control (IC),

and Library as Place (LP)—generally satisfy users, though some areas need improvement. Within Affect of Service, Empathy (AS1), Responsiveness (AS2), and Assurance (AS3) show positive perceptions within the tolerance zone, while Reliability (AS4) falls below minimum expectations, indicating unsatisfactory service. Low reliability will affect user loyalty to the library. Better service will increase user satisfaction with resources and the library and will lead to gaining user loyalty (Iqbal & Hussain Asad, 2023). Librarian professionalism is a competency that can improve the quality of library services. The professional commitment of librarians positively impacts library service quality, with higher affective commitment leading to better customer perception (Jan & Ahmad, 2022).

In the Information Control dimension, Scope of Content (IC1) and Equipment (IC5) show significant negative values, indicating that the collections and technological facilities do not meet user expectations. Enhancing collections alongside digital access could improve information availability. There is a necessity for a larger digital collection to meet users’ expectations for all-inclusive electronic resources (Devi & Bhatt, 2024). Meanwhile, other indicators such as Convenience (IC2),

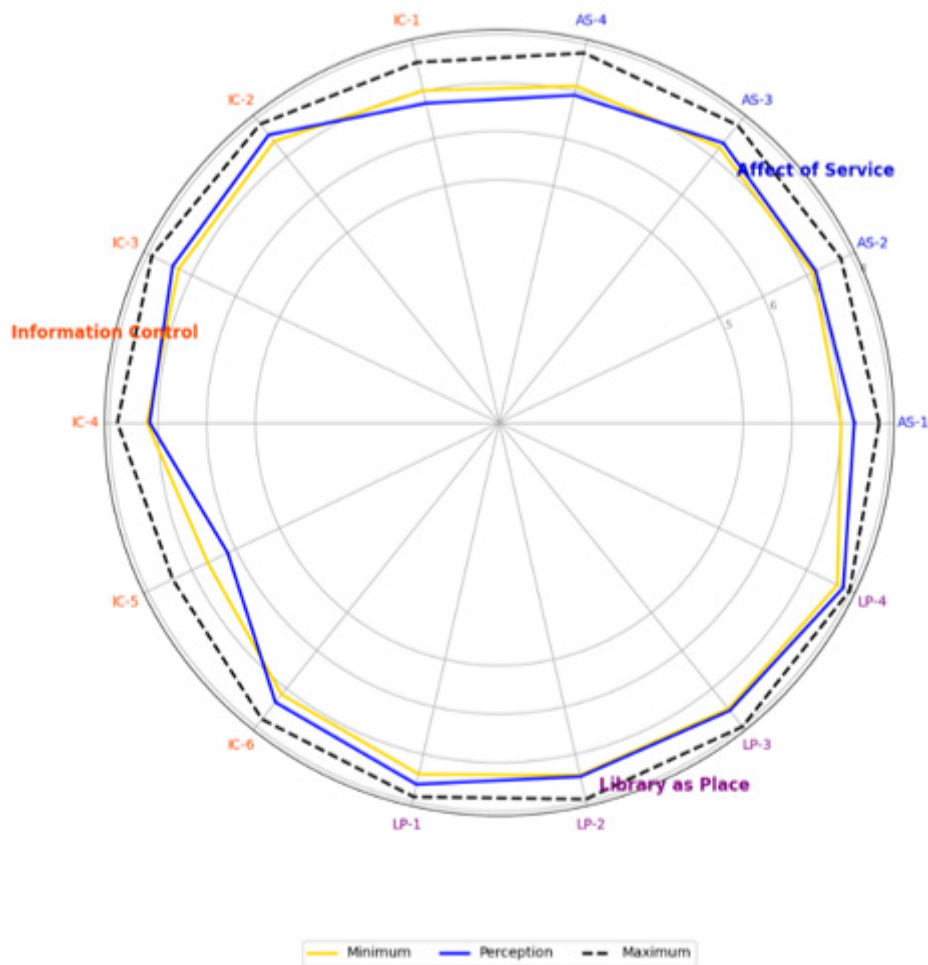


Figure 1. Visualization of data for each LibQual instrument

Source: Research Findings, 2023

Ease of Navigation (IC3), Timeliness (IC4), and Self-Reliance (IC6) are still considered quite good.

In the Library as Place dimension, all indicators—Tangibles (LP1), Utilitarian Space (LP2), Symbol Term (LP3), and Refuge (LP4)—received relatively high ratings close to maximum expectations, indicating that the library’s physical condition and atmosphere meet user needs, though symbolic and utilitarian spaces still have development potential. Overall, the key areas needing improvement are service reliability (AS4), technological equipment (IC5), and information content coverage (IC1) to ensure library services are responsive, relevant, and fully support user

needs. The Information Control dimension needs attention because some of its aspects still do not satisfy library users. Several meta-studies and empirical studies of LibQual report a recurring pattern: the Information Control dimension tends to provide a larger negative gap than other dimensions in many libraries (Karimi & Asadzadehbaghi, 2024). The services provided by librarians and the library as a place are dimensions that can improve the quality of library services. This is based on research from Gomez-Cruz, Herari-Betancourt, and Vergara-Mendoza (2020), which found that staff performance and the library as a space are the elements that explain quality to a greater extent; these variables obtained

Table 18. LibQual Analysis

Perception	Average value		AG	SG
	Minimum	Maximum		
7,269	7,238	7,821	0,031	-0,552

Source: Research Findings, 2023

the highest scores, which indicates that work is being carried out adequately. In general, the Table 18 presents an overview of the library and archive service quality in Bengkulu Province.

The Table 18 shows that users rate the overall quality of Bengkulu Province Library and Archives services at 7.269, with a minimum expectation of 7.238 and a maximum of 7.821. The Adequacy Gap (AG) of 0.031 indicates general user satisfaction, while the Superiority Gap (SG) of -0.552 shows that service quality remains within the tolerance zone. Users consider the quality of the Bengkulu Province Regional Archives Service fairly satisfactory, as it exceeds minimum expectations. However, since it remains below maximum expectations, further improvements are needed to achieve higher user satisfaction. Customer satisfaction is vital for libraries, as it affects continued user engagement and shapes perceptions of service quality. It is important for libraries to demonstrate value and satisfy customers, while promoting customer-centric service and accountability (Thomson, 2017). User satisfaction should be an important concern for the Bengkulu Provincial Library and Archives to enhance the quality of its services. If the quality of service can be felt by library users, then the library will gain their loyalty. Perceived service quality has a positive influence on user loyalty in the library (Soares-Silva et al., 2020).

CONCLUSIONS

Based on the analysis of the service quality of the Bengkulu Province Library and Archives Service using the LibQual method, it can be concluded that in the Affect of Service dimension, users are quite satisfied with the services provided, particularly in terms of empathy, responsiveness, and assurance. However, there are weaknesses in the reliability aspect related to the speed with which librarians can find needed collections. In the Information Control dimension, users stated that they were not satisfied with the availability of relevant collections and the limitations of technological facilities, although aspects of access ease, timeliness, and user independence were considered quite good. In the Library as Place dimension, users assessed the physical facilities and atmosphere of the library as adequate and comfortable, although symbolic and utilitarian space aspects still have potential for improvement. Although services can be considered quite satisfactory, efforts to improve quality are still needed, particularly in the availability of services, information, and technological facilities. These results confirm that user satisfaction must be a primary concern so that libraries can build user loyalty, increase collection relevance, and strengthen their consistency as providers of quality information. Further research is suggested to substantively

explore the library service instruments that did not meet user satisfaction.

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