

## Collection quality analysis at the Animal Husbandry Library, Universitas Padjadjaran

Slamet Riyanto<sup>1</sup>, Novi Mayasari<sup>2\*</sup>, Nono Hermansyah<sup>3</sup>, Angga Nata Kusuma<sup>4</sup>,  
Muhammad Rifqi Ismiraj<sup>5</sup>

<sup>1,3,4</sup>Faculty of Animal Husbandry Library, Universitas Padjadjaran

<sup>2</sup>Animal Husbandry Study Program, Universitas Padjadjaran

Jl. Raya Bandung-Sumedang Km.21, Jatinangor, Sumedang, Jawa Barat, 45363

<sup>5</sup>Animal Husbandry Study Program, Universitas Padjadjaran, PSDKU Pangandaran

Jl. Cintaratu, Parigi, Pangandaran, Jawa Barat, 46393

)\* Corresponding Author, Email: novi.mayasari@unpad.ac.id

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### Abstract

The library has the quality in the service in the collection of the library. Enhancing library service quality is paramount to ensure users derive greater satisfaction and value. The Faculty of Animal Husbandry Library, Universitas Padjadjaran, has special collection in the animal husbandry science can access students, lecturer, and staff. The purposes this research knew the collection quality analysis at the Animal Husbandry Library, Universitas Padjadjaran, with analyse of the physical and digital library collections' at the Faculty of Animal Husbandry Library, Universitas Padjadjaran. The research method used a descriptive quantitative methodology using a survey with 132 participating respondents. The participants comprised students enrolled in the faculty, represented by every academic year, from incoming students to those in their final year. The study procedure encompassed problem identification, questionnaire design, participant selection, questionnaire distribution, and survey data handling. The collected survey data were analyzed descriptively and graphically displayed for simplicity in data interpretation. The survey questions were categorized into four evaluative themes: collection diversity, collection completeness, collection currentness, and collection condition. The outcomes indicated consistent satisfaction from the respondents regarding the evaluated areas. Several recommendations were proposed regarding the physical collection of rare books in sub-optimal conditions. In conclusion, users express satisfaction with the diversity, completeness, timeliness, and condition of both physical and digital collections in the Animal Husbandry Faculty Library, Universitas Padjadjaran. Regular assessment of user satisfaction is necessary as a roadmap for augmenting the quality of library services.

Keywords: Collection quality; User satisfaction; Service enhancement

## *Analisis kualitas koleksi di Perpustakaan Fakultas Peternakan, Universitas Padjadjaran*

### Abstrak

Perpustakaan yang berkualitas dapat dilihat dari pelayanan koleksi perpustakaan. Peningkatan kualitas layanan perpustakaan sangat penting untuk memastikan pengguna mendapatkan kepuasan dan nilai yang lebih baik. Perpustakaan Fakultas Peternakan, Universitas Padjadjaran, memiliki koleksi khusus dalam ilmu peternakan yang diakses mahasiswa, dosen, dan staf kependidikan. Penelitian ini bertujuan untuk mengetahui analisis kualitas koleksi di Perpustakaan Fakultas Peternakan, Universitas Padjadjaran, melalui analisis koleksi fisik dan digital perpustakaan. Metode penelitian menggunakan deskriptif kuantitatif melalui survei pada 132 responden partisipan. Para peserta terdiri dari mahasiswa yang terdaftar di fakultas yang diwakili mahasiswa baru di setiap tahun akademik hingga tahun terakhir. Prosedur penelitian mencakup identifikasi masalah, desain kuesioner, pemilihan peserta, distribusi kuesioner, dan penanganan data survei. Data survei yang dikumpulkan dianalisis secara deskriptif dan ditampilkan secara grafis untuk kemudahan dalam interpretasi data. Pertanyaan survei dikategorikan menjadi empat tema evaluatif: keragaman koleksi, kelengkapan koleksi, kekinian koleksi, dan kondisi koleksi. Hasilnya menunjukkan bahwa kepuasan yang konsisten dari responden mengenai area yang dievaluasi. Beberapa rekomendasi diajukan mengenai koleksi fisik langka dalam kondisi suboptimal. Sebagai kesimpulan, pengguna menunjukkan kepuasan terhadap keragaman, kelengkapan, kekinian, dan kondisi baik fisik maupun digital koleksi di Perpustakaan Fakultas Peternakan Universitas Padjadjaran. Penilaian kepuasan pengguna secara teratur sangat penting yang berfungsi sebagai peta jalan untuk meningkatkan kualitas layanan perpustakaan.

Kata Kunci: Kualitas koleksi; Kepuasan pengguna; Peningkatan pelayanan

## INTRODUCTION

A library is a professional institution that curates' collections of written, printed, and recorded works using a standardized system. Its primary objective is to fulfill its visitors' educational, research, preservation, informational, and recreational needs. College libraries are situated within higher education institutions such as universities, colleges, academies, and other similar establishments (Rizky, Huda, Muslikh, & Rini, 2020). University libraries are crucial in supporting the core mission of teaching and research at universities worldwide. By providing information to users for research purposes, these libraries contribute significantly to academic and national development (Twum, Adams, Budu, & Budu, 2022).

Public university libraries are typically accessible to the general public, not just students. These libraries offer traditional formats, physical collections, electronic formats (open access), and digital collections for use by anyone. Many institutions or universities provide library services with diverse collections. Various criteria influence user selection, including the number, condition, and diversity of collections and the scale of resources available in the library.

Furthermore, libraries play a crucial role in advancing public education. As such, the operation and performance of libraries are of utmost importance. Optimal service is the primary principle of libraries in providing satisfaction to users. To meet the information needs of the academic community, university libraries must understand the needs of students and lecturers in supporting lectures and research processes. Each university maintains a library that meets national

library standards by adhering to National Education Standards. University libraries aim to meet the information needs of lecturers and students while remaining open to the public. A university library with a conducive environment for the academic community can enhance the learning process, foster independent rational thinking, and support optimal self-development (Rizky et al., 2020).

Assessing library collections' diversity, completeness, currentness, and condition is critical to library management and information center operations. These components are essential for users because the ultimate goal of libraries in society is to provide access to all types of information, anywhere and anytime, to the public.

Assessing the quality of services is a crucial step in strategizing and enhancing the service quality of any institution. Its role as a repository of country-specific information underscores the significance of a university library. Evaluating the quality of services furnishes vital data to pinpoint library services' strong and weak areas. This appraisal provides prospects for strategic formulation and quality elevation in various information-related service areas (Ramezani, Ghazimirsaeed, Azadeh, Bandboni, & YektaKooshali, 2018).

User satisfaction with the usefulness of each facility provided can measure the success of a public service institution. Libraries, as public service institutions, strive to provide satisfaction to users by providing information and documents. User satisfaction is highly subjective based on current conditions and situations (Hajiri, 2016). Additionally, user satisfaction also depends on the quality of a product, such as a library collection. Quality refers to fulfilling expectations

related to products, services, or people. The relationship between quality and libraries lies in service quality, which is essential to measure how well the level of service meets visitors' wishes or expectations (Rizky et al., 2020).

Library collections encompass all information in various works and media collected, processed, and served to meet users' information needs (Afriзал, 2019; Gunawan, Darwanto, & Lubis, 2017). So, the library collection is a crucial component as it significantly supports the creation of new library materials for use by researchers and users. Cooperation among various parties, such as the head of the library, librarians, and users, is necessary to meet users' information needs.

Moreover, the library collections availability must consider several factors. These include the relevance between users' information needs and the availability of information in the library, which affects reading interest and the number of visitor visits. The development of library collections should be user-oriented and based on user needs. The completeness of collections is also essential; library collections should not be limited to teaching materials but should include other supporting materials. The currentness of the collection is another factor to consider; this can be determined by the year of publication and the technology used in the manuscript of the collection.

Library collections can be divided into two categories: physical and digital library collections. A physical library provides services in the form of real collection transactions between librarians and users, subject to certain conditions and rules. In general, physical library collections can be used on-site or borrowed for use at home.

In addition to physical libraries, there are also digital libraries. These are similar to physical libraries in that users can access collection information in digital form and connected to the Internet.

Historically, libraries have served as brick-and-mortar establishments, housing an extensive array of books for a particular user base (for instance, university libraries) or the general public. However, in today's era of digital information, the necessity for physical library visits for academic research or assignment completion is diminishing. The emergence of online reference searches is progressively perceived as a more efficient substitute and potentially challenging to the physical repositories of library collections (Li, Wu, & Su, 2018).

The digital revolution in library settings has instigated the digitization of many functions. Technological advancements have significantly reformed traditional librarianship. Nowadays, librarians utilize technology for various tasks, including acquisition, cataloging, preservation, dissemination, and provision of reference services. Nonetheless, this does not imply the obsolescence of conventional libraries. Traditional libraries are projected to persist for numerous years as physical structures, simultaneously supporting digital libraries. As a result, conventional libraries coexist alongside their digital counterparts. This implies that the role of librarians is and will remain instrumental in library management. Librarians need to strike a balance between their conventional and digital responsibilities. Libraries in digital formats anticipate that digital libraries will add to the efficacy of services for users seeking to obtain comprehensive and precise information about collections through the

diverse media (such as text or images) they maintain (Anuradha, 2017).

The emphasis in digital libraries is on automating collection information access systems for easier access by library users. Collection information that users can more easily access includes collection metadata, cover images, and shelf locations in the library. Digitally accessible collection information is expected to increase users' and librarians' service satisfaction and time efficiency.

Library materials can be preserved by digitizing library collections. In some cases, old collections are still used as references in libraries, even though the collections may be out of date or even, in some parts, illegible. Digitalization can solve this problem. Digitization also prevents physical loss or damage to books because the collection can be accessed via the Internet, ensuring that the quality and quantity of the library collection are maintained.

The Library of the Faculty of Animal Husbandry at Universitas Padjadjaran has embraced the digital library concept by deploying an online registration automation system called the Senayan Library Management System (SLiMS). The SLiMS platform has been interconnected with an online catalog for users to seek out reference collections within the library (Nugraha & Wicaksono, 2016). This digital catalog, the Online Public Access Catalog (OPAC), facilitates users to peruse detailed collections with minimal steps effortlessly. Moreover, this system also simplifies the task for librarians to manage the borrowing and returning of books more efficiently (Wintolo & Farhati, 2020).

In the evolving landscape of library sciences, the focus on quality assessment of library collections and services is

paramount. This study builds upon the foundation laid by Chaputula (2014) and Ho (2018) in their respective works. Chaputula (2014) has laid a critical foundation for understanding the dynamics of collection development and user satisfaction in university libraries. Chaputula's exploration of collection development practices in private university libraries in Malawi, specifically focusing on funding sources and their impact, provides valuable context for our study. While both our research and Chaputula's work share a common interest in assessing library services and user satisfaction within academic environments, there are marked differences in scope and approach. Our study, centered on the Animal Husbandry Library at Universitas Padjadjaran, delves into the quality aspects of both physical and digital collections, examining parameters such as diversity, completeness, currentness, and condition. In contrast, Chaputula's study broadly explores the practices and challenges in collection development, with a particular focus on financial constraints and their implications. This divergence underscores the uniqueness of our study, which seeks to provide a more nuanced understanding of collection quality and its direct impact on user satisfaction in a specific academic setting. The comparison highlights the evolving nature of library science research, where diverse methodologies and focal points contribute to a comprehensive understanding of library services in different educational and cultural contexts.

Similarly, Ho (2018) employing citation analysis to evaluate the library's collection concerning its evolving research-focused curriculum, serves as a pertinent juxtaposition to our study. While Ho's

approach of using citation analysis in a Middle Eastern academic setting highlights the alignment of library collections with scholarly publications, our research adopts a more user-centric perspective. We emphasize a comprehensive evaluation of the quality of physical and digital collections in the Animal Husbandry Library at Universitas Padjadjaran, focusing on aspects such as diversity, completeness, and currentness. This distinction underscores the varied lenses through which library services can be examined. Ho's focus on citation analysis to gauge collection relevance contrasts with our detailed user satisfaction survey, illustrating the diversity in methodologies and objectives in library science research. These variances not only underline the breadth of academic library studies but also reinforce the significance of our study in contributing a unique perspective on user satisfaction and collection quality within the Indonesian academic library context.

Our research introduces several novelties to the field of library collection assessment. First, the adoption of a descriptive quantitative methodology, involving a substantial sample size of 132 participants, enables a comprehensive understanding of user satisfaction across various academic levels. This approach is particularly significant in assessing the effectiveness of library collections in meeting the diverse needs of users. Furthermore, the study's four-dimensional analysis framework, encompassing collection diversity, completeness, currentness, and condition, offers a holistic view of library resources, aligning with recent trends in library science that advocate for multifaceted evaluation. Lastly, the focus on user-centric evaluation

for future library improvements aligns with the growing emphasis on user experience in library service development, underscoring the importance of feedback-driven enhancements in library collections.

The Online Public Access Catalog (OPAC) serves as a digital database housing all information resources owned by a library. Various users, including undergraduates, postgraduates, faculty members, and researchers, use this resource to find books and other information assets within the library. The indispensable nature of OPAC in libraries is widely recognized. Features such as rapid library access, the location of materials on the shelf, the availability status of library assets, and the capability to request library resources significantly reduce the time spent locating library informational assets. OPAC utilization has transformed bibliographic data handling in libraries via keywords, Boolean operators, wildcards, and truncated searches, all of which are unachievable with traditional card catalogs. Recognizing the value of OPAC, numerous libraries offer OPAC services to their users to facilitate expedient access to their collections. Consequently, it is critical to evaluate the perceptions of users like undergraduate students regarding the utility of OPAC (Odunola & Tella, 2020; Tella, 2019).

Currently, the Library at the Faculty of Animal Husbandry is linked to the Central Library of Universitas Padjadjaran and other faculties within the same institution, all utilizing the Senayan Library Management System (SLiMS). These interconnections among the central library and other faculties enhance the accessibility of data across the networked libraries, enabling users to swiftly and

conveniently access collection data from each connected library. Furthermore, implementing and using OPAC in libraries amplifies access to various informational sources, including digital and electronic information materials, databases, and CD-ROMs. This expedites the process of accessing and retrieving information sources within the library, saves time for students and increases the ease of obtaining information sources. Both undergraduate students and other library users are anticipated to reap the benefits provided by the library, particularly the utilization of OPAC for sourcing their information needs. Access to OPAC can be achieved within the library through the Local Area Network or the Internet (Odunola & Tella, 2020).

Despite the developments, there exists a knowledge gap concerning the quality of physical and digital library collections, particularly within the context of a university library. This study seeks to scrutinize the quality of physical and digital library resources at the Faculty of Animal Husbandry Library, Universitas Padjadjaran.

## RESEARCH METHODS

This research used a descriptive quantitative through survey method to students from the Faculty of Animal Husbandry at Universitas Padjadjaran. Respondents were selected through purposive sampling, with the requirement that they represented various generations of students, from incoming first-year students to final-year students. The questionnaires were distributed from May to June 2019 to 132 respondents from a total of 663 active students, each representing their cohort. The sample of respondents was determined using a simple random

sampling technique, as Rachmawati, Nashihuddin, and Anwar (2017) described.

The objects used for analyzing the assessment of physical and digital collections were divided into four assessment topics: diversity, completeness of collections, currentness of collections, and condition of collections. The research was conducted from May to December 2019 and involved stages such as identifying problems, creating questionnaires, determining respondents, distributing questionnaires, and processing survey data. Survey data were analyzed descriptively and presented in graphs for easy data presentation. This study employed a user-based methodology through survey activities. The questionnaire was comprehensively compiled to achieve the objectives of analyzing the library's physical and digital collections through user assessments. Data were collected by distributing questionnaires to research respondents confirmed as library users of the Faculty of Animal Husbandry at Universitas Padjadjaran, either directly or by digital collections.

Questionnaires were distributed in two ways: by distributing printed questionnaires in the library and online questionnaires via information retrieval services (Google Form™). The variable measured in this study was user satisfaction with the quality of collections owned by the Library of the Faculty of Animal Husbandry at Universitas Padjadjaran. The measured collection quality parameters included diversity, completeness, currentness, and collection condition. Data were analyzed using Microsoft Excel by calculating the score for each answer given to each question. Suggestions and input from users in the questionnaire were used as discussion

material and guidelines for improving library services, particularly concerning physical and digital collection services.

## RESULTS AND DISCUSSION

In developed and underdeveloped nations, a link exists between libraries, information technology, and education in attaining educational objectives. A society can expedite its access to scientific knowledge if it prioritizes education and equips itself with contemporary information technology. The necessity for effective cooperation between academic staff and library personnel within the university setting is accentuated by the significant shifts in learning paradigms, delivery methods, student diversity, and abundant data and resources. Fruitful collaborations can bolster university research via scientific communication services like bibliometric analysis, research data management and curation, open-access publishing, and electronic-based research (Corrall, 2014).

Conventionally, library personnel have primarily collaborated with faculty to provide students with library bibliographic instruction and engage in activities pertinent to collection development. However, with the progression of information technology and the surge of electronic resources, the emphasis on collaboration has transitioned towards more advanced information and research skill training, research initiatives, and educational technology applications. The two most prominently reported partnership domains are instruction (Leeder & Lonn, 2014) and research (Creaser & Spezi, 2014). Other areas encompass resource development (Saunders & Corning, 2020), data curation and management (Corrall, Kennan, & Afzal, 2013; Kaspar, &

Macmillan, 2014), publishing and scientific communication (Eng, Jordan, & Lesher, 2014) and scholarship in digital humanities (Tzoc, 2016).

Education and learning is one of the primary and most essential functions of universities and higher education institutions. The shift towards e-learning and virtual education is a response to the needs of the information and communication age, as traditional teaching methods alone cannot meet the enormous demand for education that exists today. In an academic library environment, data plays a crucial role in helping libraries understand the changing needs of their users and reshape and restructure services and procedures accordingly (Gibbons, 2013). Therefore, statistical data regarding the use of library collections by users is essential to measure the impact of the library's presence and reflect the extent to which users assess the benefits of the library's existence. Building a collection in a library that fails to meet users' information needs would be a wasted effort (Khan & Bhatti, 2021). It is vital to ensure ongoing diversity and completeness of the collection to anticipate user needs effectively. To develop collection development standards and procedures, libraries should study the primary users of the collection and determine if there is information routinely sought on a particular topic by researchers and academics using the library.

The demand for digital libraries has increased among students who do not have face-to-face access to university libraries or faculties in order to advance in their field and meet their information needs. Student demands are an essential aspect of e-learning that should not be ignored.

RINGKASAN STATISTIK KOLEKSI	
Total Judul	: 8.179 (termasuk judul yang belum memiliki item.)
Total Judul dengan eksemplar	: 8.161 (hanya judul yang memiliki item saja.)
Total Eksemplar/Kopi	: 19931
Total Eksemplar Dipinjam	: 1310
Total Eksemplar Dalam Koleksi	: 18621
Total Judul menurut Media/GMD	: <b>Tunjukkan dalam grafik</b> Text : 8179,
Total Eksemplar menurut Media/GMD	: <b>Tunjukkan dalam grafik</b> Textbook : 12140, Tandon : 3062, Skripsi : 1884, Laporan PKL : 1355, Karya Ilmiah Dosen : 663, Tesis : 357, Reference : 264, Disertasi : 155, Prosiding : 33, Fiction : 15, Majalah : 1, Jurnal - Akreditasi A : 1, Jurnal - Akreditasi B : 1, <-- underconstruction
Total Judul menurut Jenis Koleksi	: <b>Tunjukkan dalam grafik</b> Textbook : 12140, Tandon : 3062, Skripsi : 1884, Laporan PKL : 1355, Karya Ilmiah Dosen : 663, Tesis : 357, Reference : 264, Disertasi : 155, Prosiding : 33, Fiction : 15, Majalah : 1, Jurnal - Akreditasi A : 1, Jurnal - Akreditasi B : 1, <-- underconstruction
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10 Judul Terpopuler	: <ul style="list-style-type: none"> <li>• Dasar-dasar pengawasan dan standarisasi mutu pangan.</li> <li>• Fisiologi ternak.</li> <li>• Ilmu reproduksi ternak.</li> <li>• Komunikasi pembangunan: pengenalan teori dan penerapannya.</li> <li>• Dasar-dasar mikrobiologi 1.</li> <li>• Ilmu makanan ternak umum.</li> <li>• Dasar-dasar biokimia.</li> <li>• Ilmu Reproduksi Ternak</li> <li>• Ilmu Makanan Ternak Dasar</li> <li>• Sosiologi suatu pengantar.</li> </ul>

Figure 1. Report on the identification of the number of physical collections in the Library of the Faculty of Animal Husbandry, Universitas Padjadjaran

Source: SLiMS Application, Faculty of Animal Husbandry Library, Universitas Padjadjaran, 2019

Since 2014, the Library at the Faculty of Animal Husbandry, Universitas Padjadjaran, has adopted the Senayan Library Management System (SLiMS), a community-developed open-source software for library management associated with the Ministry of Education and Culture of the Republic of Indonesia.

Figure 1 provides a report of the inventory count in the Library of the Faculty of Animal Husbandry at Universitas Padjadjaran, obtained from the SLiMS program (accessed on November 5, 2019). As per Figure 1, the library possesses 8,179 unique titles, summing up to a total of 19,931 copies.

When juxtaposed with the collection size of the Library of the Faculty of Medicine at Hasanuddin University Makassar (Khalish, 2013), the collections in the Library of the Faculty of Animal Husbandry at Universitas Padjadjaran are significantly more extensive, showing a

difference of roughly 4,500 titles and 10,000 copies. This suggests a more comprehensive and diverse collection held by the Library of the Faculty of Animal Husbandry at Universitas Padjadjaran.

The infrastructure supporting the library's physical collection at the Faculty of Animal Husbandry at Universitas Padjadjaran is commendable. Nevertheless, with the expansion of physical collections, there arises a need to enhance the existing infrastructure. Transitioning physical collections into digital formats can mitigate issues related to space constraints.

Numerous prior studies about the requirement for digital collections in the industrial era underscore the vital role that digital libraries play in fostering the growth of students and researchers. In the intricate world of information, digital libraries are indispensable for success in research and academics.



The primary responsibility of libraries is to deliver informational services to users. Librarians must convincingly establish that their services can efficiently cater to user requirements and manage the resources designated to the library, considering the number of user

needs that must be fulfilled and their level of satisfaction. Figure 2 presents the results of a survey concerning the diversity, completeness, and currentness of the collections at the Faculty of Animal Husbandry Library at Universitas Padjadjaran.

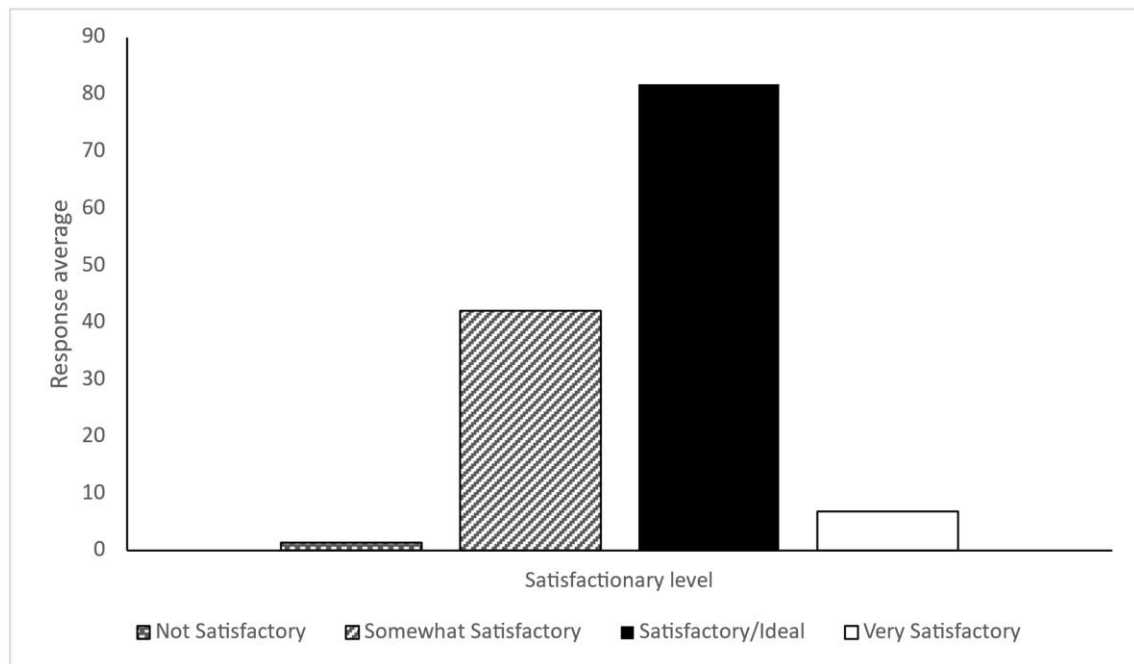


Figure 2. Respondents' level of satisfaction with the diversity, completeness, and currentness of collections in the Faculty of Animal Husbandry Library, Universitas Padjadjaran

Source: Research questionnaire data analysis, 2019

According to Figure 2, most respondents considered the collection's diversity, completeness, and currentness to be at a good or ideal level (score: 81.4). The number of respondents in this survey was 132 users, consisting of student library users, each representing their class. The respondents' background was quite diverse as they came from different schools and environments. For example, some students from schools with minimal library facilities at their previous schools responded positively regarding the diversity of collections, number of collections, condition of collections, and assessment of diversity, completeness, and currentness of collections in providing services. However, these students still

needed to adapt more to the latest collections. Some students from schools with good library facilities and services adapted more easily to the latest collections. Some even provided suggestions and input for improving library services.

In addition, the age difference among respondents provided a good and diverse evaluation value because each generation has different interests, abilities, and needs. Early-level student respondents were interested in the diversity of collections that differed from that of final-year student respondents. Final-year students had a high demand for the diversity of collections.

Creating an extensive and top-notch collection, aligning resources with user demands, accelerating supply accessibility, securing the most cost-effective pricing, and boosting the efficacy and efficiency of acquisition and management operations are all vital tasks for libraries (Bashir, Soroya, & Khanum, 2018). The evolution of collections is a procedure that aims to promptly and economically satisfy a community's information requirements by utilizing all available information sources. Library professionals and staff cultivate collections by acquiring materials over a specific duration, guided by a careful evaluation of the informational needs of the library's patrons.

Since not all students have access to digital libraries, they must rely on the Internet and other networks to meet their information requests, regardless of quality or accuracy. Building a digital library is a new strategy to take advantage of new technology, reducing costs and adding value to the university or institution that employs it.

In general, researchers and students made extensive use of digital libraries. For example, to collect literature reviews and complete content, researchers and students

obtained the required information by searching for information in several databases such as Google Scholar, Science Direct, ProQuest, and internal databases.

The categories receiving the lowest ratings were "not good" and "good enough," with scores of 0.2 and 8.4, respectively. Intriguingly, the category "very good" garnered a higher response rate than "good enough," suggesting that several respondents evaluated the diversity, completeness, and currentness of the collections in the Library of the Faculty of Animal Science at Universitas Padjadjaran as possessing robust capabilities and acumen in terms of library operations and customer service.

Previous research has found that access to information has a significant relationship with library user satisfaction. This finding is supported by Mahmood, Rehman, and Ashiq (2023), who found that the availability of information, reflected by the diversity, completeness, and currentness of collections in the library, affects user satisfaction. The same research also supports these results, indicating that the collection of publications and electronic resources significantly affects user satisfaction.

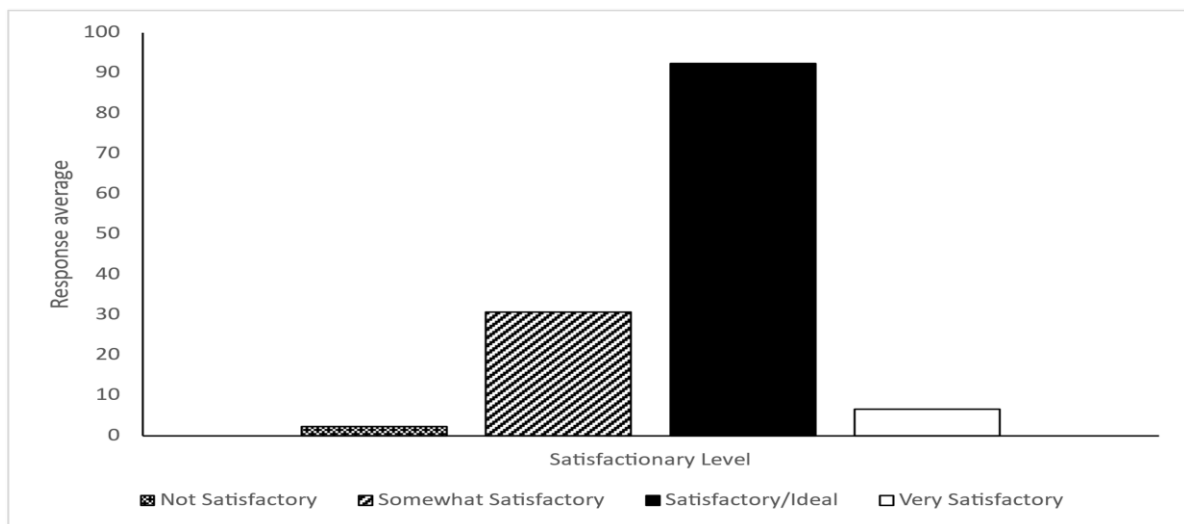


Figure 3. The level of satisfaction of respondents on the condition of the collection in the Library of the Faculty of Animal Husbandry, Universitas Padjadjaran  
Source: Research questionnaire data analysis, 2019

Figure 3 displays the results from respondents concerning their satisfaction with the state of the collections at the Library of the Faculty of Animal Husbandry at Universitas Padjadjaran. Based on Figure 3, most respondents (score: 92.33) perceived the condition of the collections to be good or ideal. This survey included 132 participants, all of whom were student library users, with an equal representation from each academic year.

The condition of the collection included matters related to the quality of the collection, such as paper and print quality, legibility, volume quality, and page completeness. The high score on the "good/ideal" assessment indicated that respondents had a good level of satisfaction with the collection condition in the Faculty of Animal Husbandry Library at Universitas Padjadjaran. Students, as respondents, were also given the responsibility to maintain the physical collection of the library. In a previous study, Mairaj and Naseer (2013), found that low-quality collection conditions in libraries correlated with low user

satisfaction in general. Therefore, collection conditions are one of the determinants of library user satisfaction.

The condition of this collection is critical because a sense of belonging to the library collection for both officers and users will impact the common good and affect user satisfaction. Rare and new library collections should be gradually transformed into digital collections. This is also satisfying for users because there is no concern about damaging or losing physical collections in the library.

The results of the current study indicated a significant correlation between the aspects of collection diversity, completeness, and currentness, as well as collection condition and user satisfaction. Enhancements in various facets of library service quality influenced user satisfaction levels. Furthermore, the study demonstrated a link between user satisfaction and user loyalty in the library service context.

The current study underscored the necessity for continuous quality assessment of library services. An effective method for doing this is through the

LibQUAL model Twum et al., (2022). Initiated in 2000, LibQUAL+R began as a pioneering project to compare perceptions of library service quality. The Association of Research Libraries (ARL) offers LibQUAL+ as a collection of services libraries employ to solicit, track, comprehend, and respond to user opinions on service quality. At the program's core is a thoroughly vetted web-based survey accompanied by training that assists libraries in evaluating and enhancing library services, altering organizational culture, and promoting libraries. The survey consists of 22 fundamental questions organized into three categories: Services, Information Control, and Libraries as Places. It assesses library users' minimum, perceived, and desired service levels across these dimensions. LibQUAL+ is a globally recognized service utilized for library quality assessments and has been employed by over 1,200 libraries worldwide (Graves, 2017). Through a program like LibQUAL+, library management can evaluate various aspects of service provision, from the influence of library staff and library environment to information access and personal control.

Library management should address numerous service quality considerations to gauge service delivery from the user's perspective. Routine quality checks of the library based on user ratings can assist in identifying service issues and developing a strategy for enhancing service quality, resulting in user satisfaction. The role of library personnel is a crucial consideration. Users require help from library staff, implying that efforts should be made to enhance staff abilities in assisting users access services. Today, users' opportunity to control information digitally is also a significant concern. University libraries

should enhance digital information access. Libraries ought to offer users a variety of information resources across a wide array of topics and disciplines, thus facilitating their research needs. To foster user loyalty to library services, libraries must take steps to achieve user satisfaction through the delivery of high-quality services.

## CONCLUSIONS

Collection quality analysis at the Animal Husbandry Library, Universitas Padjadjaran has a considerable level of satisfaction among users pertaining to the diversity, completeness, currentness, and condition of the library's collection, thereby affirming the library's proficiency in meeting its users' diverse needs and expectations. However, diverse user backgrounds highlight the need for continuous service refinement. Future research could delve deeper into user experience aspects, such as digital catalog navigation and interface design, as well as the impact of digital libraries on academic outcomes.

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